

THE ROLE OF FAMILY DIALOGUE IN STRENGTHENING SOCIAL RELATIONSHIPS IN LIGHT OF THE DIGITAL ENVIRONMENT. ANALYTICAL STUDY

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Abstract: *Family dialogue plays an important role in shaping social community in light of the digital age, since the fact that family is a basic unit in building society in terms of influence and vulnerability in light of technological shift and the challenges facing family dialogue. Thus, it requires awareness and efforts for adaptation, and communication, which necessitates the need to set rules and limits to deal with it. Digital media has provided individuals and groups with spaces for communication and expanded the scope of social interaction between social actors on various social issues. Therefore, the importance of the study lies in the role of family dialogue in building strong relationships between family members and how these relationships can be used to promote community dialogue in the digital age. Therefore, the study aims to understand how family dialogue can contribute to strengthening social relations and communication in Digital society and how to use modern technology safely and responsibly in family dialogue.*

Keywords: family, family dialogue, social community, social relationship, digital environment.

1. Introduction

Family dialogue is the communicative process between family members, through which the individual within his family learns effective communication skills and expresses opinions mutually regarding those issues that are covered in the media or elsewhere, forming public opinion and the emergence of multiple visions about them within society.

Family dialogue today is witnessing a mixture of challenges and opportunities that may affect its quality within the family, that is, what is negatively reflected on the level of interactive relationships within its general framework, such as preoccupation and excessive reliance on social media that all societies witness, as this affects relationships and reinforces a type of isolation among family members. Isolation in oneself and a lack of some social skills and effectiveness of communication. Despite that, family dialogue has a role in promoting societal dialogue by building strong relationships between family members, which makes its role important in promoting societal dialogue through its impact on social relations in society in general. When the family is continuous and interactive, it contributes to building a strong and cohesive society. Therefore, family dialogue can contribute to improving the quality of social and family life and strengthening social relationships.

2. Problem of the study

Family is the basic unit in society. It is the place where values and principles are formed, and social relationships are learned, which are among the most important foundations for building a cohesive and prosperous society. The family is the first place in which the individual learns how to communicate and interact socially, as family dialogue has a role in developing communication skills and forming one's intellectual identity toward specific issues and topics. Through family dialogue based on understanding and respect, strong bonds are built between members of the same family, and this contributes to transferring these social skills to society,

meaning that it reflects positively on social relations. The problem of the research is: how does family dialogue contribute to strengthening social relations in light of the digital era?

3. The importance of the study

- The topic helps in better understanding the nature of family relationships and their impact on social relationships by analyzing the role of family dialogue. We can also
- Identify the most important factors that affect the strengthening and improvement of these social relationships.
- The study of the role of family dialogue helps in improving family relationships, as understanding how positive communication between family members can lead to building healthy relationships within the family and then being reflected in social relationships and ties, developing coping skills and building positive relationships.

4. The aims of the study

- The study aims to understand the importance of family dialogue in building and strengthening social relationships by analyzing how it affects improving communication and social interaction.
- It aims to determine the role of family dialogue in establishing the principles and foundations of respect and trust among family members, strengthening it in social relations, and developing dialogue skills and strategies that enhance family dialogue.
- Educating society about the importance of family dialogue in how it improves family and community life.

5. Procedural concepts

5.1 Family

Due to the importance of the family within the social structure, scholars have defined it in many fields and specializations. Sanaa Khouli defines it as “the first natural and social environment for the individual, and it is based on terms that are acceptable to the collective mind” (Khouli, 1979: 34). The family indicates that the environment determines the actions and behaviors of its members, as it is what adds to the characteristics of society.

Ahmed Zaki Badawi defines family as “it is the first social unit that aims to preserve the cause of the human species. It is based on the requirements accepted by the collective mind and the rules decided by the various societies. The family system is considered the nucleus of society” (Badawi, 1983: 152).

Family is that social framework and the first institution to prepare the individual’s life and determine his pattern of behavior. It prepares the individual to integrate into social life and to carry out his roles within those standards and laws that customarily prevail in society.

Mohamad Atef Ghaith said “is a regular social and biological group consisting of a man and a woman with a regular bond between them consisting of a man and a woman who are related by marriage and have children among them. The most important functions that this group performs is to satisfy emotional needs and create the appropriate social and cultural climate for the care and upbringing of children” (Atef: 176).

Mossa Sarhan defines it as “that vessel within which the child’s personality is formed collectively and individually, and it is that functional unit consisting of a wife, husband, and children, linked by blood ties and common goals” (Al-Khashab: 43)

It is clear from the above that the family is the environment in which the child’s personality develops personally and socially. It is the first environment that the child encounters, interacts with, and acquires the most important principles of his personality so that it gives him the characteristics and qualities that make him a member of society.

5.2 Family dialogue

Family dialogue is a process of communication-based on understanding that occurs between family members, through which ideas and opinions are exchanged, aiming to build healthy and strong relationships between family members. It is also considered an important method and tool for solving problems, dealing with them, and confronting the challenges facing the family, which helps strengthen social relationships.

Family dialogue is “interaction between members of the same family through discussion and talk about everything related to family affairs, including goals, components, obstacles, and solutions are developed for them, by exchanging collective ideas and opinions on several axes, which leads to creating familiarity and communication” (Moneim, 2016)

Dialogue is also defined as “interaction between members of the same family through discussion about everything related to family affairs, including goals, components, and problems, to be resolved. This is done through the exchange of collective ideas and opinions on several axes, which leads to an atmosphere of familiarity and communication.” (Hessa, 2010: 67).

5.3. Social relations

Social relationships are links and interactions that exist between members of society, as they include all interactions and communications that individuals carry out with each other within the workplace, or society in general. Social relationships are considered essential for humans, in addition to helping them communicate, interact, and build relationships. It plays an important role in shaping an individual’s identity.

Social relations are defined as one of the “patterns of social behavior,” which is the interaction between individuals or groups, in which conditions of spatial separation between them appear more clearly than temporal succession, and stillness appears more clearly than movement, and the state of a relatively long-term social relationship is called a social relationship (Zaki 1993: 394).

Social relationships arise between individuals as a result of their interaction on certain topics, as they are of great importance in shaping public opinion, such that “it is not possible to imagine anybody or institution moving on its path successfully unless it strives to organize its social relationship” (Hadi, 2016:159).

Therefore, social relationships play an important role in shaping an individual’s identity, enhancing his social affiliation to his community, and also contributing to the development of his personality through interaction with other people and the exchange of ideas and experiences.

5.4 Community dialogue

Community dialogue is an interactive process based on communication and exchange between community members, to contribute to building relationships, which includes effective participation as it contributes to solving problems and achieving positive change in society. It is also based on differences and dealing with and adapting to them.

It means “any negotiation, consultation, or any other type of interaction within society, undertaken by all or some of society’s groups, to formulate recommendations and make decisions that achieve the interest of the society in question. In its broader sense, covers topics of any nature, but it aims to focus on topics related to society, such as the economy, education, health, working conditions, and other matters that affect society as a whole” (Sharara, 2016: 19).

Community dialogue is a pattern of behavior, a tool for organizing social relations, and a mechanism for exchanging ideologies on specific topics through communication between all actors within society, from decision- makers and representatives of authority to other societal institutions, which aims to instill a culture of participation and acquire social skills with the aim of social cohesion. Building positive relationships and community development. “Dialogue

matures ideas and decisions, deepens, purifies of any deviation, stagnation, or impurities that attach to them, and moves the mind towards creativity, renewal, and liberation” (Al-Hazzani, 1437p).

5.6 Digital environment

The lives of individuals and communities are greatly affected by the digital environment, as it gives them access to all their needs. It provides them with access to information and helps them carry out work and tasks faster and efficiently. The digital environment enables the individual to interact and communicate with others.

The digital environment consists of digital elements and factors that affect the lives of individuals, as it includes various means of modern technology such as computers, software, the Internet, and social networking sites, as well as e-commerce and artificial intelligence, which has brought about a major information revolution in the life of the individual and other digital technologies. In other words, the digital environment is “a result of various technological applications in institutions, and human interaction and the extent of his acceptance of modern technological changes” (Lahawati Atika, 2014: 49).

However, the digital environment also faces challenges and a range of risks such as privacy and digital security issues. The increasing reliance on technology and its impact has been reflected in the individual’s life in various areas of life, as it has affected various social relationships and family ties. Today, it has become important to educate individuals and train them on using technology safely, ensuring the protection of personal data and privacy, and providing equal opportunities for everyone to benefit from and make positive use of social media.

6. The social importance of family dialogue within society

“Dialogue is an important means of developing society and changing for the better. Dialogue leads to intellectual openness, and there is no doubt that this helps create stronger opportunities for communication in a world in which relationships are intertwined, and interests are linked, and it has become assumed, or even impossible, for one part of the universe to be isolated from the other. Accepting the other and intellectual openness to him is necessary for coexistence” (Al-Faifi, 2010: 09)

Family dialogue is considered a first test for individuals in developing dialogue skills through interaction with family members and then society. Through communication and to listening in order to understand others. These social skills can help the individual participate in community dialogues and contribute to finding solutions to social issues.

Family dialogue contributes to building social relationships through open communication between actors with respect, trust and understanding. These positive principles and values are reflected in community dialogues and thus enhance social relationships with others through effective participation in social life through discussion and dialogue within the family environment. The importance of participating in various social and political issues and solving social problems lies in making the individual an effective element in society contributing to the decision-making process and forming public opinion on issues of community building.

In general, “dialogue preserves order, as it strengthens the spirit of community and cooperation among individuals, eliminates selfishness and excessive self-love, and spreads the spirit of familiarity and love, which leads to cooperation and the preservation of order” (Fadat, 2004: 51).

Family dialogue works to strengthen social ties. Family is solely responsible for developing communication and dialogue skills and teaching the basic mechanisms and principles of dialogue through the process of socialization, which forms in the individual the methods and laws of dialogue, and these behaviors and methods appear through social interaction and public relations in society.

Based on what was mentioned, family dialogue is of great importance within the social structure by strengthening social relations through the social integration of individuals within society. When dialogue is available in a healthy family environment in which individuals learn how to deal with opinions and viewpoints and accept differences in ideas, it is necessary that these positive values are reflected in community dialogue, as the social importance of family dialogue lies in.

7. The culture of family dialogue and its role in strengthening social relations

Family dialogue is based on “behavioral and verbal interaction and communication between family members, which seeks to achieve a goal, which is a sign of family maturity and indicates a belief in the culture of dialogue” (Ratiba & Bouchool, 2020: 5).

Family dialogue has a culture that includes a set of principles and values that are later reflected in social relations, thus enhancing communication and interaction, whether between family members or members of society.

Considering that the family is responsible for the individual’s behavior and building his social personality so that, he becomes a social individual and an active element within his society, the family must activate the culture of dialogue through.

7.1 Understanding and communication

The process of communication between parents and children, especially during the process of socialization, makes the individual’s style open to accepting and respecting opinions ideas and different points of view. The style of understanding, communication, and searching for points of intellectual sharing and consensus through social interaction is a must in strengthening social relations. Proper communication and understanding may give the individual the freedom to express his thoughts and viewpoints without authority and tyranny, to remove the barriers of fear and dread. This is due to the process of proper upbringing, which in turn is reflected in the family and then social relationships that the individual shows in his various social situations.

7.2 Respect

Respect is the basis of all relationships, whether on the family or community level. The individual must learn how to respect the opinions of others, accept viewpoints on certain topics, and accept discussion in a manner far from fanaticism. This principle must be acquired by the individual through his family. Socialization must establish the principle of respect during dialogue and acceptance of the other’s opinion within or outside the family environment because every individual within society has a cultural and intellectual background that distinguishes him from others, and therefore this difference and the diversity of individual differences must be respected, because each has its own style of speaking and its own way of dialogue. The aim of build positive relationships and peaceful coexistence within society in order to maintain stability and security. The respect that exists within the family towards the diversity of these cultures and accepting them as subcultures reflects positively on society, and this may be a positive point for social change and the development of social dialogue. improving family life in particular and community life in general.

7.3 Good listening

Focus and good listening are among the basic principles for establishing a positive dialogue within the family, as the family must accustom its members to listening while talking. Getting used to this principle within the family may be transferred by the individual to society as a positive value by respecting others and not interrupting them, as we are witnessing during this period the absence of... Respect between people in light of the loss of the value of polite dialogue, and therefore there must be flexibility in family dialogue.

Family is the only one responsible for consolidating this value in its members, so that family dialogue then has an effective role in the value of its members, to reflect positively on the level of interactive relationships, such as sharing ideas and solutions collectively, and avoiding offensive and emotional criticism that makes the dialogue lose its importance, which makes social relations unstable between people. Individuals, in addition to learning the method of dialogue and practicing it in social life, is one of the most important factors that achieve harmony and understanding between members of society and create an environment conducive to the stability of relationships.

7.4 Building social identity

Family dialogue helps in strengthening social relations by building social identity within the family environment. The family is a place and field for social interaction. It transmits social values from generation to generation through dialogue and consolidates them, thus exchanging ideas and experiences. Individuals can learn to exchange different cultures, customs, and languages through Effective dialogue, interaction and continuous communication, as this contributes to the formation of social identity as a result of positive family dialogue within the family, which is later reflected in the relationships of individuals in their social environment.

The role of the family in building the individual's identity and social relationships cannot be denied, despite the challenges it suffers today that almost undermine its functions in the era of social and cultural changes. Family dialogue has an important role in developing these relationships through values and defining the social relationships that would make the individual an effective and contributing element. In developing his community through his dialogues through social affiliation.

In order to strengthen social relations within society, the family must activate a culture of dialogue within its family environment through the process of socialization. Among the factors that reduced the process of family dialogue is the spread of modern media and communication, which led to the weakening of family ties through negative consumption of them by individuals. The necessity of activating the culture of dialogue and making the family aware by developing its awareness of the importance of the culture of dialogue and that it has an important role in strengthening social relations by reflecting its sound principles on societal dialogue is necessary today, as it would preserve the stability and development of society and develop the human resource.

8. Developing family dialogue strategies to support social relationships

The challenges that family faces today, especially in light of the digital environment, are among the greatest challenges, as the media has affected the methods, forms and quality of family dialogue. This change has touched the basic building block of society. This digital change has had both positive and negative repercussions. Therefore, it has become necessary to develop and enhance skills and strategies for family dialogue with the aim of building positive relationships and developing the social spirit.

The family entity represents the basic unit in society. The more sound the family relations are between its members, the more it is reflected outside the family and the positive interaction outside society. However, society today lives in light of the changes and influences of modern media, especially at the level of the network of social relations, especially as the family is witnessing a decline in its role in the process of Socialization in accordance with the variables and values of modern society, as the media has become a new partner for the individual through virtual relationships, as the pattern of interactions between members of the same family has changed, not to mention society. Modern media is a double-edged sword. On the one hand, it develops and enables the spirit of social communication without spatial and temporal restrictions, and on the other hand, it makes society suffer from the tearing of the

social fabric and the disintegration of the network of social relationships inside and outside the family.

What the family is suffering today from a decrease in the frequency of communication between individuals and a decrease in the volume and frequency of interaction between individuals is due to a number of reasons, the most prominent of which is the impact of technology on the network of social relations, which has created a crisis of communication within society and the family alike, and accordingly, strategies for dialogue must be developed. Families in the digital age, including:

- Determine the time allocated for dialogue to protect individuals from digital distraction, and focus on building family relationships away from social isolation, isolation, and isolation within oneself. Where “isolation, autism, or the user with a computer is considered one of the most important issues affecting societies and the most controversial topics among experts and researchers in the use of Internet sites as a result of the absorption that characterizes them in using these sites and switching between them” (Hamid, 2001: 211)
- Paying attention to direct and effective communication through clear expression and mutual respect. Family, through the process of raising the individual, must encourage its children to communicate, dialogue, and talk about their inclinations and problems directly without compensating them with virtual relationships through social networking sites, as the lack of family dialogue leads to an imbalance. In the network of family relationships, and from there it is reflected in the individual in his social relationships within society because the lack of these communication skills affects the building of his social personality.
- Taking advantage of technology to enhance dialogue, as we cannot deny the importance, positivity, and impact of media and communication on the individual and improving his relationships and social interaction, because today these media have been imposed on the individual. It is necessary to coexist with it and benefit from it in positive ways. “At the present time, it is difficult for us to separate the two sides of the relationship in order to overcome the problems that the individual and society face in the future because there is an overlap between technology and the culture of individuals and societal elements” (Mulkiya, 2019: 114). Through this, it is evident that there is a connection between the individual’s needs and the level of income technology. The individual must improve its use and allocate time for it so that this does not affect the aspect of his relationships and communication skills.
- Educating society about the importance of family dialogue; That is, increasing awareness of its importance in strengthening social relations and improving the quality of family and community life. If family dialogue is sound, society may be sound, and if dialogue within the family environment is weak, the network of social relations will disintegrate, given that the family is the basic unit for building a society, so family dialogue matures the areas of social relations.

Based on what was mentioned above, effective family dialogue skills are essential for improving family relationships. In general, applying these strategies in the digital age can enhance social relationships and contribute to social interaction to achieve development. In light of this, the family must have an active role in society and reflect their various values and social skills for achieving progress and social development.

9. Obstacles and challenges of family dialogue and their repercussions on social relations

Family dialogue is considered a behavior, a practice, and an indispensable human need within social life, as the family is considered the only one responsible for normalizing the individual with the sound principles and values of effective dialogue. Despite the importance of the family’s role in developing social relations, it can have a negative role in family dialogue,

which reflects negatively on the various social relations networks. We try to summarize them as follows:

- **The overuse of media and communication:** (Constant preoccupation and constant dependence on social networking sites hinder dialogue and communication. The lack of realistic face-to-face communication leads to weak family cohesion, and thus these means affect the development of the individual's communication skills, whether in their family environment or abroad.
- **Lack of communication and understanding:** If family is not encouraged within the environment and develops the spirit of communication and interaction among its members, this can affect social relations and lead to the disintegration of the social fabric consisting of the network of interactions and relationships and the distancing of individuals from each other.
- **Mistreatment and domestic violence:** Sometimes family is a source of mistreatment, cruelty, neglect, weak communication links between its members, and the absence of a culture of dialogue. Therefore, these reasons affect the level and quality of relationships, as it is necessary to "spread the culture of dialogue, which is achieved through education, education, awareness, and enculturation." Because they all represent the mechanisms, methods and techniques of dialogue through which we address problems and resolve disputes in sound ways and positive means (Nabhan, 2008: 58).

These reasons lead to adverse results that affect the individual's life, disorder and weakness of his personality, making him an introverted element withdrawn into himself, making him an isolated member from social relations and the field of interaction and building relationships within his society. These reasons create a crisis of communication and communication within the family and are reflected in his behaviors that appear in his attitudes.

- **Lack of respect and listening:** The lack of family dialogue leads to conflicts and tensions in relationships within the family. Like other systems, it was affected by a number of changes that affected its pattern and the pattern of social relationships. The introduction of technological devices affected the communicative relationships between individuals, especially between parents and children. "The role of the family in developing the methods of dialogue among its children is a pivotal and fundamental role that should not be ignored or underestimated. This is because the family, including it, has the ability to guide, adjust, and advise, and it can train the child in calm dialogue, dialogue with others, and get used to the methods of etiquette. Dialogue and its behaviors" (Al-Ashi, 2016: 4).
- **Cultural differences and social values:** today families live in a state of cultural changes and multi-valued societies, as these challenges lead to a change in the pattern of family relationships and social ties due to the cultural overlap that we live in today, which has become a mixture that combines the values of authenticity and modernity, which has made the family today suffer from some kind of conflicts. At the level of relations, especially in the field of dialogue about the modern value system, it today faces these challenges by understanding and finding an optimal way to dialogue, deal with these differences and accept these cultural diversities.
- In order to overcome these obstacles and negatives and their impact on social relations in general, we must focus on developing dialogue and communication skills, not excessive use of means of communication, and allocate time for family dialogue, support and attention. Thus, this leads to a decrease in stress and improves the quality of family relations, building social relations and accepting cultural differences and viewpoints. Different in different social situations.

10. Conclusion

In light of the above, we point out that family is in dire need, more than ever, to highlight its role through family dialogue and its importance in building and strengthening social relations, which has become an absolute necessity that must be activated and developed in the

face of the challenges and changes facing this social institution. In light of this era, which faces a group of dynamic variables, especially the widespread spread of media and communication, which had a significant impact on the group of family ties and social relationships, as this culture had an impact on the level of the individual's behavior in his various social situations.

Therefore, family dialogue based on sound rules and principles plays an important role in building strong and sustainable relationships between family members, and then translating them into specific social behaviors and situations. It shows the person's style and communication skills through his interactions. Despite the challenges that family dialogue faces in this era Digital technology has caused a kind of crisis in family communication and its lack, but this can be overcome by employing this technology and its various means in a positive way, which gives the individual a positive value that makes him an effective element in making decisions and directing public opinion in common interests among actors within society. In addition to social integration into societal dialogues, which made him an individual open to different opinions, cultures, and political orientations. Today, we do not deny its importance in facilitating the individual's life and connecting him to his social environment through the process of social interaction regarding the issues of the community, building a network of social relationships, creating a kind of freedom of expression, and building a social personality.

Family dialogue has an essential role in the cohesion of community unity and the stability of relationships through its social importance and its development from various societal institutions. Today, the family must be aware of the extent of the impact of dialogue and its method on public relations in society through social interaction and the individual's behavior in promoting social integration, dealing with respect, and solving social problems. In constructive ways to contribute to the development and development of society, as well as the development of the human resource.

11. Study results and recommendations

- Rational use of technology and social networking sites, as a family must control their use and determine times for using them, as misuse of them creates a gap in communication and interaction, whether inside or outside the family.
- Spreading the culture of family dialogue among various groups and practicing it within the family and social environment, as this helps in the development and development of society and consolidates the culture of dialogue through the process of socialization.
- Activating the role of the social worker in the field of family and social relations to protect the family from fragmentation in the midst of the challenges and changes it is suffering today that have affected various fields of social interaction.
- Strengthening ethical rules in how to use technology.
- Educating the family about the importance of dialogue within the family environment because it has repercussions and influence on its members in their various social situations and interactions.
- The family must pay attention to its role and function in the field of building relationships due to the absence of dialogue in the recent period of time due to the spread of means of communication and information, which has led to the weakening of social ties and family relations.

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