

**SOCIAL DIALOGUE AND TOLERANCE: BUILDING A MORE JUST AND  
DEMOCRATIC SOCIETY IN MEXICO**

**DIÁLOGO SOCIAL E TOLERÂNCIA: CONSTRUÇÃO DE UMA SOCIEDADE  
MAIS JUSTA E DEMOCRÁTICA NO MÉXICO**

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MÁS JUSTA Y DEMOCRÁTICA EN MÉXICO**

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**ABSTRACT**

This analysis seeks to examine the causes that have contributed to the decreasing tolerance in dialogue among different sectors and social classes in Mexico. The study was conducted using a qualitative, analytical, and documentary approach, offering a comprehensive perspective on the dynamics that influence social coexistence. It identifies the causes of intolerance and also analyzes the role of the political class and the media in constructing narratives that negatively affect social understanding, dialogue, and harmonious coexistence among citizens. The findings of this research are expected to be useful both for scholars and for those who design public policies and strategies aimed at fostering greater peaceful

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coexistence in the country, particularly in times when violence has taken over much of the public spaces in the Mexican Republic.

**Keywords:** Intolerance. Dialogue. Inequality. Polarization. Media.

### **RESUMO**

A presente análise busca examinar as causas que têm contribuído para a crescente diminuição da tolerância no diálogo entre diferentes setores e classes sociais do México. Este trabalho foi realizado a partir de uma abordagem qualitativa, analítica e documental, oferecendo uma visão compreensiva das dinâmicas que influenciam a convivência social. Identificam-se as causas da intolerância, analisando também o papel da classe política e dos meios de comunicação na construção de narrativas que afetam negativamente o entendimento social, o diálogo e a convivência harmônica entre os cidadãos. Espera-se que os resultados desta pesquisa sejam úteis tanto para acadêmicos quanto para aqueles que formulam políticas públicas e estratégias capazes de promover uma convivência mais pacífica no país, especialmente em tempos em que a violência se apoderou de grande parte dos espaços públicos da República Mexicana.

**Palavras-chave:** Intolerância. Diálogo. Desigualdade. Polarização. Mídia.

### **RESUMEN**

El presente análisis pesquisa analizar las causas que han contribuido a que cada vez exista menor tolerancia en el diálogo entre distintos sectores y clases sociales de México. Este trabajo se ha realizado desde un enfoque cualitativo, analítico y documental y ofrece una visión comprensiva de las dinámicas que influyen en la convivencia social, identificando las causas de la intolerancia, analizando también el papel de la clase política y de los medios de comunicación en la construcción de narrativas que inciden negativamente en el entendimiento social, el diálogo y la convivencia armónica de la ciudadanía. Se espera que los resultados obtenidos de esta investigación sean de utilidad tanto a académicos como para aquellos que formulan políticas públicas y estrategias que puedan fomentar una mayor convivencia pacífica en el país, en tiempos en donde la violencia se ha apoderado de gran parte de los espacios públicos en la República Mexicana.

**Palabras clave:** Intolerancia. Diálogo. Desigualdad. Polarización. Medios.



## 1 INTRODUCTION

In a country with great cultural and social diversity such as Mexico, tolerance and dialogue become fundamental for social well-being and to achieve peaceful coexistence, however; From 2012 to date, there has been an increase in social polarization and a decrease in the capacity for dialogue between sectors and social classes. Factors such as economic inequality, violence, and polarizing discourse in the political class and in the media have sown distrust and fragmentation, even affecting family units. For this reason, this research explored some factors that cause or trigger intolerance, contributing, through these results, to make visible the need to build a more cohesive and dialoguing social environment in Mexican society.

### 1.1 PROBLEM STATEMENT

The lack of tolerance in social dialogue in Mexico is an alarming phenomenon that has affected society as a whole. Despite efforts by various institutions and civil organizations to promote mutual understanding, tensions between different groups, accentuated by political, social, and economic crises, have led to increasingly hostile communication between people. The media, in their role as opinion makers, have also played a crucial role in this dynamic, often intensifying polarization. This analysis allows us to understand how these elements interact and what are the roots of intolerance that impede constructive dialogue in the country.

*The National Human Rights Commission (CNDH) stressed that the accusations and disqualifications of media outlets and journalists, as well as against defenders and civil society organizations, by senior state officials contribute to generating an environment that is not conducive to freedom of expression and journalists, and also to those who promote respect for the rule of law and defend fundamental rights. in addition to showing the worsening in many cases of the conditions that gave rise to the Mechanism for the Protection of Human Rights Defenders and Journalists (CNDH, 2023, par. 1).*

### 1.2 RESEARCH OBJECTIVES

#### General Objective

To analyze the main causes that have generated a lack of tolerance in the dialogue between sectors and social classes in Mexico, in the period 2012-2025, through a qualitative and documentary study.

#### Specific Objectives

Identify and examine the social and political causes that have contributed to intolerance and polarization in the Mexican context.

To analyse the impact of the media and media narratives on public perception of tolerance and social dialogue.

### 1.3 THEORETICAL FRAMEWORK

According to the CNDH Mexico (2018), tolerance is defined as respect for the ideas, beliefs, or practices of others when they are different or contrary to one's own. In this context of this study, tolerance involves not only the passive acceptance of diversity, but also an active recognition of the legitimacy of other perspectives. This concept is crucial in plural societies, as it promotes peaceful coexistence and mutual understanding, essential components for social and political development. Tolerance, therefore, can be affected by multiple factors, including historical, educational, and socioeconomic context, among others.

The communicative process that aims to exchange ideas and build understanding between different people and groups is known as dialogue, and this is not a simple conversation, nor a debate. It is not a question of convincing others to agree with one's own point of view or of converting them. The aim of the dialogue is to overcome misunderstandings and dispel stereotypes in order to promote mutual understanding (KAICIID, n.d., para. 2). For the purposes of this publication, dialogue is conceptualized as an open space where the expression of diverse opinions is encouraged and consensus is sought through empathy and respect.

Dialogue is therefore critical in the management of social conflicts, since it allows differences to be addressed and joint solutions to be found, avoiding conflicts; the latter being understood as a situation in which two or more agents (people, groups) perceive that they have mutually incompatible interests, make their disagreement public and seek to mobilize support and allies in a confrontational context of permanent opposition (Aunta and Barrera, 2016, cited by Ibáñez, 2022, p. 2). Effective dialogue is therefore essential to overcome polarization and build healthy and sustainable social relationships. Social sectors refer to the different groups in society that are differentiated by characteristics such as economic class, ethnic identity, geographical location, among other factors. In Mexico, it is essential to recognize that society is made up of multiple strata with different interests and levels of power. The interaction between these sectors can be both constructive and conflictive, depending on the conditions of tolerance and the ability to engage in effective dialogues.

Taking into account what was published by the Central University (2021), effective communication refers to the ability to transmit information and emotions in a clear and understandable way, ensuring that the message is properly received and understood by the interlocutor, it also implies expressing thoughts and feelings in an honest and respectful way, without falling into aggression or passivity. thus facilitating constructive dialogue and reducing stress and therefore, contributing to reducing social tension and building bridges between different social sectors.

In this regard, Baca (S.F.) mentions that communication and dialogue are, therefore, the fundamental pillars in the strengthening of a democratic and just society, since open and honest communication allows citizens to express their opinions, demands and concerns, which contributes to the development of more inclusive and representative public policies. In addition, dialogue facilitates consensus-building, promoting the participation of various sectors in the democratic process, fostering tolerance for diversity and allowing all voices to be heard. The lack of tolerance between social sectors can transform dialogue into a field of conflict, where judgments and mistrust prevail instead of mutual understanding. At the same time, effective dialogue, facilitated by assertive communication, acts as a catalyst for tolerance and allows different sectors to interact constructively, a challenge that must now be addressed and prioritized in Mexico.

This qualitative research work, which has focused on documentary analysis, has adopted a qualitative design of non-intervention, which has allowed the collection and analysis of data from secondary sources, exploring in depth the causes of intolerance in social dialogue in Mexico, without the need for direct interaction with the participants. With respect to the sources consulted, it is based on the analysis of various documentary sources, such as: academic articles and books, government reports, and, where appropriate, publications of non-governmental organizations and other civil society actors, and press publications, such as reports or news, which contain information related to social coexistence. and that specifically address intolerance and dialogue between social sectors, during the period 2012-2025. The documents from the various sources were identified and analyzed, categorizing the information, and then carrying out the analysis of the content and the revelation of the corresponding findings.

## 2 RESULTS

Economic inequality in Mexico is a persistent phenomenon that continues to affect the possibilities of effective dialogue between social classes. According to the National Council for the Evaluation of Social Development Policy [CONEVAL] (2018), in that year, about 41.9% of the population lived in poverty, and although there was a slight decrease, extreme poverty continued to affect a significant proportion of the population. This inequality translated not only into income differences, but also into access to essential services such as education, health, and employment. The unequal distribution of resources creates a psychological and social gap that fosters mistrust among sectors of the population, had deteriorated the ability to engage in constructive and collaborative dialogues. In addition, the aforementioned studies showed social injustice as a driver that fuels feelings of intolerance, since, when people feel that their needs are not being met fairly, they can become more hostile towards other groups. In this sense, economic inequality becomes an obstacle to the construction of cohesive and dialoguing communities.

Political polarization has also reached alarming levels in the Mexican context, particularly since the 2018 elections, which led to a radical change in government administration. This phenomenon has been exacerbated by divisive political rhetoric and a lack of commitment to constructive dialogue. Research by the organization "Causa en Común" (2023) revealed that political polarization not only affects political life itself, but also permeates relations between citizens, creating setbacks that ruin the possibility of communication and cooperation among citizens. It is also worth mentioning that the growing distrust in political institutions has led many citizens to consider dialogue to be useless. In this sense, the survey by the National Electoral Institute [INE] (2022) shows that 67% of those interviewed expressed that they do not trust political parties, which reflects how this distrust acts as a brake on social dialogue. Therefore, the lack of institutional trust translates into a growing indifference towards civic participation, leading to a decrease in spaces where dialogue can take place effectively.

The media, for their part, have also played an ambivalent role in making or breaking social dialogue. On the one hand, they can act as platforms for diverse voices, and, on the other, contribute to polarization by spreading biased or false information, prioritizing sensationalist narratives that exacerbate conflicts, rather than promoting mutual understanding and peaceful conflict resolution.



This fake news, which is dispersed either through headlines, images or larger letters, or any other type of information that is taken out of context to make it seem true, when it is not, is fabricated to manipulate or deceive through impostor content, creating a problem of certainty and truth in the information among the population.

*Before the emergence of the internet, the "blog", the "web", among others, information professionals had at their disposal a series of sources of information that were considered reliable, reference sources that followed a series of controls and validations through which it was possible to guarantee the quality of the information disseminated. However, the consolidation of social networks has created a problem about the certainty and veracity of information (López-Borrull et al., cited by CNDH, 2019, p.11).*

Intolerance and discrimination in Mexico is another important factor to consider in this study and manifests itself in various ways, including racism, homophobia and xenophobia; which makes it difficult to create spaces for inclusive dialogue. The National Council for the Prevention of Discrimination [CONAPRED] (2023) has reported an increase in complaints of discrimination in recent years, especially among vulnerable groups such as indigenous communities and the LGBTQ+ population. These forms of intolerance are not just individual issues, but reflect broader social structures that perpetuate exclusion and division. In addition to the above, that same agency in the results of its national survey on discrimination [ENADIS] applied in 2022 in Mexico, recognizes that, of the total population aged 18 years and over, 23.7% stated that they had been discriminated against in the last 12 months due to one of the following characteristics or personal condition: skin tone, way of speaking, weight or height, way of dressing or personal grooming, social class, place of residence, religious beliefs, sex, age, sexual orientation, being an indigenous or Afro-descendant person, having a disability, having a disease, political opinions, marital status or situation of partner or family, among others. These results are important because, as mentioned above, when the voices of historically marginalized sectors are ignored, hostility can increase and this in turn impedes social dialogue.

Distrust in institutions is another widespread phenomenon that is affecting the quality of social dialogue in this country. A study by "México Evalúa" (2023), showed that 72% of Mexicans do not trust the judicial system, attributing this distrust to the perception of corruption and lack of access to justice. This situation has led to social fragmentation, where citizens feel that they have no effective channel to express their concerns or seek solutions to their problems. In addition, when citizens perceive that institutions are more aligned with



particular interests than with the common good, the legitimacy of public policies and programs is undermined. In this context, a lack of trust becomes a significant impediment to constructive dialogue and collaboration between sectors. According to this same source, between 2020 and 2024, fewer and fewer people had heard about key entities, such as prosecutors' offices, judges, and police (México Evalúa, 2023, p. 3).

Violence and insecurity are perhaps the most powerful factors affecting social dialogue in Mexico. With homicide rates that have remained alarmingly high in recent decades, uncertainty and fear permeate the daily lives of many citizens. According to data from the Mexican Secretariat of Security and Citizen Protection (2023), there is a widespread perception that violence is on the rise, leading communities to close themselves off and distrust others, this violence not only affects the direct victims, but also has a domino effect that disrupts social dynamics, fostering attitudes of distrust and aggressiveness. In this sense, the context of violence highlights the need to create safe spaces where dialogue can take place. These community initiatives have become essential, but governments do not perceive these actions as a priority, but, on the contrary, there are constant accusations and disqualifications, sanctions or even disappearances of those who think differently; a factor that has severely limited them. In addition to the above, the lack of tolerance in social dialogue in Mexico, which has skyrocketed over the last seven years, has revealed a complex interrelation of factors that fuel polarization and hinder the construction of peaceful coexistence.

### **3 CONCLUSIONS**

The persistence of socioeconomic inequality is one of the main obstacles to dialogue in Mexico. As long as a large part of the citizens are born, grow up and live their lives with serious shortcomings, social dialogues in this country will continue to be absent.

Political polarization, on the other hand, is a true "social cancer" that has reached critical levels, and has been exacerbated by a media environment that prioritizes sensationalization and divisive narratives, both in the country's political class, the current government of Mexico, and in the media, a political climate that hinders the possibility of forming consensus and limits citizen participation. It is essential that both the media and political leaders of all parties adopt constructive positions that promote mutual understanding, respect and inclusion of all social sectors and among all social sectors.

*Mexico and other countries face processes of growing political intolerance between defined or undefined groups in society. The constant disqualification of the views of others, the reduction to absurdity of the arguments of those who consider themselves to be against it, the oversimplification of the views that favor our own opinions and discard the validity of those who think differently from us is a constant today in practically any media we consult (Martínez, 2025, pair. 3).*

As can be seen, the problem of lack of social dialogue and intolerance in Mexico is multifactorial and complex. Undoubtedly, in this chapter only some factors that intervene in this social phenomenon are analyzed, for this reason it is necessary to continue expanding research on the subject, considering other aspects such as: migration, family disintegration, organized crime and various world paradigms such as materialism, economic interests, globality and other ideologies that, instead of promoting universal values, they contribute to social disintegration and the devaluation of life.

There are many challenges, one of them is the promotion of content in social media and even in institutional media, which prioritize understanding and the peaceful resolution of conflicts; a situation that is difficult to achieve, since it implies the establishment of codes of ethics that promote social responsibility in communication, but at the same time defend and allow freedom of expression, in a society where, in many spaces, corruption has seriously permeated, and the thirst for power and control for the achievement of political and business objectives. turning these problems into opportunities for the implementation of authoritarianism and control "in mode" of the population, in which citizens run the risk of losing even more freedoms.

For this reason, it is considered essential that academic institutions, especially those of higher education, undertake a strong strategy of information and media literacy, so that a good part of the population can show and issue informed judgments as users of information and media, generating content that is based on and objective the development of critical thinking. so that people are able to discern between what is fact, what is false news or a simple opinion, since sadly but daily, these are some of the strategies that seriously violate a majority of citizens of the Mexican population. At the same time, it is imperative to develop in citizens competencies that allow them to search, analyze and organize the information to which they have access.

This is complex in a society where quality education is a luxury and in an environment in which those who do not make an effort are rewarded and those who produce are punished,



a system that perpetuates the division of sectors and allows the manipulation of people, installing in their imagination, the idea that some are bad and others are good. For this reason, education must be provided for democracy and citizen participation, in spaces where young people are taught to dialogue respectfully and to understand the complexity of human interactions, through respect for diverse points of view. As Edward James Olmos rightly states, "Education is the vaccine against violence" (Portilla, 2024, p. 81).

The family is positioned as the first educational space in society, and it is, for this reason, where the learning of tolerance and respectful dialogue begins. Parents are responsible for promoting assertive communication and respect for differences at home, so that people are not only able to dialogue, but also to value diversity as something that enriches (not gender ideology, which is something else). Education in the family nucleus is responsible for instilling respect and promoting it consistently; Educational institutions are only complementary in the integral formation of the subject. The school must strengthen effective and assertive communication in the classroom, but the family is the nucleus of training and dialogue.

To conclude, it can be said that the promotion of a culture of dialogue and tolerance in Mexico is not only an aspirational desire, but an urgent need. At a historical moment in which Mexico is presenting what could be defined as a great "social tribulation"; This country is in a period of intense adversity, suffering and difficulties that affects society as a whole; For this reason, the family, academia, government, the media, companies, social networks, and all social sectors of the country, must be allies to generate a process that reverses intolerance in dialogue, creating environments in which each individual feels valued, listened to, and respected, regardless of their beliefs and points of view. since only in this way can a just, democratic and happy society be built.

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