

## ► Annex 1<sup>1</sup>

### Guidelines – Template ToRs

#### How to mainstream conflict-sensitivity, social cohesion and peacebuilding in COVID-19 socio-economic/labour market assessments

#### Coordination Support Unit for Peace and Resilience (CSPR)

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##### **Objectives of these guidelines:**

The ILO is conducting individual and/or participating in a number of joint UN assessments of the socio-economic impact of COVID-19 through diverse technical lenses: value chain development, labour market, employment-intensive investments, business continuity, and so on.

Containing and addressing the COVID-19 impact in conflict-affected and/or fragile contexts will require serious consideration of a host of complex multidimensional challenges present in these settings in order to ensure a “do no harm” approach, and also to contribute towards being transformative and to promote social justice, social cohesion and peace.

Conflict-sensitive assessments will help policy and programme managers to suggest actions that could be addressed by a project and reinforce drivers of change and peace within employment and decent work programmes, including, for example, stakeholder participatory platforms, joint economic activities for internally displaced persons (IDPs) and host communities, and peaceful coexistence skills.

### **1. Conflict, social cohesion and peace during COVID-19**

There is a clear and evident risk of the international response to COVID-19 being narrowcast into a mandate-driven and technical lens that fails to adequately adapt its approaches to unique fragile contexts and instead imposes approaches that have been used in more highly developed settings. Therefore, while focusing on the immediate and direct needs of the responses required to mitigate and contain the disease, responses in fragile settings will also need to alleviate any social tensions that arise and avoid any worsening of pre-existing conflict dynamics to prevent a vicious cycle where the disease and conflicts are mutually reinforcing.

It is vital to maintain and reinforce social cohesion and peaceful coexistence during the COVID-19 crisis in order to help prevent outbreaks of social tension between communities experiencing a sense of horizontal or vertical inequality and injustice. At the same time, the measures required to stem the pandemic (social distancing) run the risk of weakening the social capital that binds communities together and is a source of resilience in the face of adversity. Initiatives in fragile contexts therefore need to address potential grievances, discrimination and stigmatization over access to resources, livelihoods and health services – and also to identify ways of harnessing, maintaining and strengthening resilience capacities.

Furthermore, COVID-19 will also significantly affect current development cooperation programme priorities, activities, work plans and delivery in fragile contexts. Partners may shift their priorities and contributions in the coming months. Therefore, mitigation considerations will need to be factored into all development cooperation programmes, in particular for fragile countries, along the humanitarian-development-peace nexus. Resilience and response mechanisms should be systematically assessed in ongoing projects and initiatives. This includes not only understanding the impacts of

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<sup>1</sup> This is an annex to the [Guidance note on Jobs for Peace and Resilience: A response to COVID-19 in fragile contexts](#) (ILO, 2020)

the consequences of COVID-19 on socio-economic development but also on existing grievances and patterns and perceptions of injustice over access to health services, employment, income and livelihood opportunities, which, as previously mentioned, are potentially acute and proximate conflict drivers that could also undermine development, peace and social cohesion.

## 2. Objectives of a conflict and social cohesion sensitivity assessment

A conflict-sensitive assessment should contribute with the participation of the social partners and representatives of the informal economy to:

- ▶ Assessing immediate changes in employment and livelihoods caused by the crisis (formal and informal);
- ▶ Ensuring focus on the socio-economic needs of population groups and individuals who have been made particularly vulnerable by the crisis;
- ▶ Assessing potential social exclusion, grievances, discrimination and stigmatization over access to resources, livelihoods and health services;
- ▶ Understanding pathways to address those potential conflict drivers through ILO initiatives;
- ▶ “Do no harm”: ensuring COVID-19 responses are conflict-sensitive and do not have unintended consequences;
- ▶ Identifying pathways to be reinforced and seizing opportunities for the COVID-19 response to contribute to strengthening peace and social cohesion.

Conflict-sensitive approaches enable understanding of a context and acute awareness of interventions in a fragile context. All engagements undertaken in situations of potential unrest or undergoing or emerging from conflict must be conflict-sensitive. This forms part of the essential “do no harm” principles to which all practitioners should subscribe. The assessment will particularly focus on **analysis of three conflict drivers: lack of economic opportunities, the existence of grievances and lack of contact, particularly among potentially conflictive groups such as IDPs, refugees and host communities, with special attention given to women and youth.**

Conflict-sensitive programming – whether you are working around social unrest, conflict, in the conflict or actively on the conflict – is about how to ensure that your intervention does not exacerbate root and/or proximate factors, or ignite pre-existing or new triggers of conflict. Whether or not your objective is to actively reduce levels of conflict, you must be sure that you do not increase them.<sup>2</sup>

### Definition

**Peacebuilding and social cohesion analysis** refers to measures designed specifically to consolidate peaceful relations and strengthen institutions to handle conflict and create or support the necessary conditions for sustainable peace. Peacebuilding programmes work actively to reduce the drivers of violent conflict and contribute to broad, societal-level peace.

## 3. How to conduct conflict-sensitive and social cohesion-sensitive assessments

Conflict- and peacebuilding-sensitive assessments will therefore provide an understanding of social unrest and conflict dynamics in the context of the project through a snapshot of: the current and emerging context linked to unemployment; the lack of economic opportunities, contact and social cohesion; and the existence of grievances. Security issues also need to be analysed. Lastly, a listing and analysis of different stakeholders, partners and target groups is also required.

<sup>2</sup> UNDG, *Conducting a Conflict and Development Analysis*, 2016, p.112 ([https://undg.org/wp-content/uploads/2016/10/UNDP\\_CDA-Report\\_v1.3-final-opt-low.pdf](https://undg.org/wp-content/uploads/2016/10/UNDP_CDA-Report_v1.3-final-opt-low.pdf))

By way of example, a non-exhaustive list of tentative questions to be adapted to specific contexts through key informant interviews/surveys is provided below:

### General questions relating to conflict-sensitivity of the assessment

- 1 What are potential factors in \_\_\_\_\_ [country or area] that drive social unrest or exacerbate existing conflict over access to livelihoods during COVID-19? (e.g. environmental degradation, land use, food and water insecurity, etc.)
- 2 Who are the key stakeholders involved in the ongoing conflict (if any) or in the unrest, and what is their scope?
- 3 If relevant, what were/are the relationships between IDPs, returnees and host communities (including gender-specific relationships) before and during the COVID-19 crisis?
- 4 Is there any conflict or social unrest emerging or manifesting in the society from COVID-19 (access to health services, lockdown measures, lack of access to livelihoods, etc.)? If so, does it create segregation between groups?
- 5 Has the COVID-19 crisis increased decent work deficits and changed perceptions of the community? If so, which ones?
- 6 What, if any, are the forces for and against peace?
- 7 What are the major dividing lines? How are those lines drawn? How does this lead to discrimination or inequality?
- 8 What is the situation regarding stereotypes and divisions in society?
- 9 How can XX [technical approach, e.g. employment-intensive investments] contribute to the restoration of (or, conversely, cause deterioration in) relationships and the building of trust between the potential conflict parties after COVID-19 (including gender-specific relationships and relationships between IDPs, returnees and host communities)?
- 10 How could XX [technical approach, e.g. TVET] assist the parties to establish or reinvigorate non-violent ways/mechanisms for resolving their differences in the future?
- 11 How do you expect your economic situation to be in a year's time, compared to now? Can you estimate percentages if you foresee any change?
- 12 To what extent do you agree with the following statement: "My municipality/community is a place where people from different backgrounds get on well together"? (before/during/after COVID-19)
- 13 In general, how do you rate living conditions (including conditions of housing, water, sanitation) compared to those of other regions/areas? (before/during/after COVID-19)
- 14 In general, how do you rate access to OSH measures and to services such as health services, electricity, road and transport services, etc., compared to those of other regions/areas? (before/during/after COVID-19)

**Specific questions for each technical policy area then need to be included. For example, in the case of a value chain development assessment<sup>3</sup> after COVID-19 (for discussion with the technical department):**

- ▶ Are there any grievances or mistrust among value chain actors resulting from conflict and/or socio-economic consequences of COVID-19? Can these be overcome and trust rebuilt, and, if so, how?
- ▶ Do any of the identified conflict actors have a stake in the value chain and, if so, in what form?

#### 4. Conducting social cohesion and grievance surveys and setting baselines

During a policy assessment and/or baseline survey, we suggest adding specific questions related to perception of conflict, social cohesion, access to socio-economic opportunities and grievances in relation to the socio-economic impact of COVID-19. The survey questions can be developed and adapted on the basis of Tool 3 of the handbook “[How to design, monitor and evaluate peacebuilding results into jobs for peace and resilience programmes](#)”. The survey questions will be based on the change of perception of a sample of different stakeholders regarding the three conflict drivers.

If the survey is used as a baseline, we suggest that a set of questions is asked in relation to the pre-COVID-19 period (retrospective questions) and during and after the crisis in order to assess its impact and evolution.

**Example of perception survey questions (at beneficiary level):**

##### Economic opportunities

How often did you worry about meeting your and your family's basic needs before the COVID-19 crisis?

Never       Rarely       Sometimes       Often       Always

How often do you worry about meeting your and your family's basic needs now, during the COVID-19 crisis?

Never       Rarely       Sometimes       Often       Always

How do you expect your economic situation to be in a year after COVID-19, compared to now? Can you guess percentages if you foresee any change?

Much worse       Worse       Same       Better       Much better

##### Contact & Trust

Before the COVID-19 crisis, did you personally interact with people from Community Y [*insert name of other (not participant's own) religious/ethnic/national group*] (before COVID-19)

Yes       No

<sup>3</sup> More examples are available in “Conflict-sensitive approaches to value chain development”, USAID, 2008: [https://pdf.usaid.gov/pdf\\_docs/PNADY232.pdf](https://pdf.usaid.gov/pdf_docs/PNADY232.pdf)

If YES, how did you interact? (before COVID-19)

- |   |   |   |                                    |
|---|---|---|------------------------------------|
| <input type="checkbox"/> Social events    | <input type="checkbox"/> Sporting events  | <input type="checkbox"/> Livelihood association     | <input type="checkbox"/> Education |
| <input type="checkbox"/> Cultural events  | <input type="checkbox"/> Trading activity | <input type="checkbox"/> Borrowing or lending money | <input type="checkbox"/> Other     |
| <input type="checkbox"/> Religious events | <input type="checkbox"/> Political event  | <input type="checkbox"/> At work                    |                                    |
- 

If YES, how often did you interact? (before COVID-19)

- |   |   |                                |
|---|---|--------------------------------|
| <input type="checkbox"/> Less than once a month | <input type="checkbox"/> Several times a week | <input type="checkbox"/> Daily |
| <input type="checkbox"/> Several times a month  | <input type="checkbox"/> Once a week          |                                |
- 

How would you feel working with a member of community Y [*insert name of other (not participant's own) religious/ethnic/national group*]? (during/after COVID-19)

- |   |  |                                      |   |
|---|--|--------------------------------------|---|
| <input type="checkbox"/> Very uncomfortable | <input type="checkbox"/> Uncomfortable | <input type="checkbox"/> Comfortable | <input type="checkbox"/> Very comfortable |
|---|--|--------------------------------------|---|
- 

How would you feel working with a member of the opposite sex? (during/after COVID-19)

- |   |  |                                      |   |
|---|--|--------------------------------------|---|
| <input type="checkbox"/> Very uncomfortable | <input type="checkbox"/> Uncomfortable | <input type="checkbox"/> Comfortable | <input type="checkbox"/> Very comfortable |
|---|--|--------------------------------------|---|
- 

To what extent do you agree with the following statement? "My municipality/community is a place where people from different backgrounds get on well together." (before/during/after COVID-19)

- |  |                                   |                                |   |
|--|-----------------------------------|--------------------------------|---|
| <input type="checkbox"/> Strongly disagree | <input type="checkbox"/> Disagree | <input type="checkbox"/> Agree | <input type="checkbox"/> Strongly agree |
|--|-----------------------------------|--------------------------------|---|

### Grievances & Perceptions of injustice

In general, how do you rate living conditions (including conditions of housing, water, sanitation, access to health services, OSH, access to electricity, access to road and transport services, etc.) compared to those of other regions/areas? (before/during/after COVID-19)

- |                                     |                                |                               |                                 |                                      |
|-------------------------------------|--------------------------------|-------------------------------|---------------------------------|--------------------------------------|
| <input type="checkbox"/> Much worse | <input type="checkbox"/> Worse | <input type="checkbox"/> Same | <input type="checkbox"/> Better | <input type="checkbox"/> Much better |
|-------------------------------------|--------------------------------|-------------------------------|---------------------------------|--------------------------------------|
- 

In general, how do you rate access to services such as access to health services, OSH measures, access to electricity, access to road and transport, etc. compared to those of other regions/areas? (before/during/after COVID-19)

- |                                     |                                |                               |                                 |                                      |
|-------------------------------------|--------------------------------|-------------------------------|---------------------------------|--------------------------------------|
| <input type="checkbox"/> Much worse | <input type="checkbox"/> Worse | <input type="checkbox"/> Same | <input type="checkbox"/> Better | <input type="checkbox"/> Much better |
|-------------------------------------|--------------------------------|-------------------------------|---------------------------------|--------------------------------------|
-

Think about the conditions of people from your community [insert ethnic/ religion/national group of participant]. Are their economic conditions worse, the same as or better than those of members of community Y [insert name of other (not participant's own) religious/ethnic/ national group]? Has this changed (worsened, improved) with the COVID-19 crisis?

Much worse       Worse       Same       Better       Much better

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Do you think women's economic conditions are worse than, the same as or better than those of men? (before/ during/after COVID-19)

Much worse       Worse       Same       Better       Much better

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Think about the condition of people living in this region. Are their economic conditions worse, the same as or better than for those living in other regions in this country? (before/during/after COVID-19)

Much worse       Worse       Same       Better       Much better

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How often, if ever, are people living in this region treated unfairly by the government? (before/during/after COVID-19)

Never       Rarely       Sometimes       Often       Always

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