



► Jobs for Peace and Resilience (JPR) A response to COVID-19 in fragile contexts *Key recommendations from the JPR Task Team*

Date: 30 April 2020

Objective of this guidance note

To compile potential initiatives that could be implemented to address the consequences of the COVID-19 pandemic in fragile contexts through the Jobs for Peace and Resilience (JPR) approach – from participating in joint United Nations (UN) assessments (post-disaster needs assessments) to the implementation of innovative mitigation initiatives and evidence-building and sharing on the JPR intervention model as a response to COVID-19.

Target audience

ILO constituents, offices, technical specialists and partners operating in fragile contexts.

► Background: Potential consequences of the COVID-19 crisis in fragile contexts¹

Countries that are already experiencing fragility, protracted conflict, climate change and forced displacement will face multiple burdens as a result of the pandemic. They are less equipped to respond to COVID-19, as access to basic services, especially health and sanitation, is limited, but also to cope with the socio-economic impact, particularly on the informal economy. The current COVID-19 crisis can also exacerbate gender inequality and jeopardize women's economic empowerment, posing a threat to women's engagement in economic activities, notably in these circumstances.

Furthermore, **the crisis can potentially ignite or exacerbate grievances, discrimination, mistrust and a sense of injustice over access to health services, decent jobs and secure livelihoods**, which are potential fragility and conflict drivers that could undermine development, peace and social cohesion. For example, during the outbreak of the Ebola virus disease, social unrest emerged in some of the affected countries, creating a vicious circle leading to even greater fragility. There is thus a need to address underlying fragility factors while addressing immediate needs arising from the pandemic. Measures will have to be targeted and tailored to the differing realities of countries and economies, also taking into consideration, as far as the world of work is concerned, that institutions and social partners have weak technical knowledge and limited capacity to cooperate through social dialogue in least developed countries (LDCs) and countries in fragile situations.

¹ For more information on ILO response and Policy Framework, see www.ilo.org/wcmsp5/groups/public/---dgreports/---dcomm/documents/briefingnote/wcms_738753.pdf

Epidemics and economic crises can have a disproportionate impact on certain segments of the population, the most vulnerable, which can trigger worsening inequality.² In responding to the socio-economic impact of the crisis, the ILO recommends the respect, the promotion and the realization of fundamental principles and rights at work, other relevant international labour standards, and human rights in the broadest sense. The Employment and Decent Work for Peace and Resilience Recommendation, 2017 (No. 205), is the normative international labour standard guiding responses to crisis situations arising from conflicts and disasters, and therefore also epidemics such as COVID-19. Recommendation No. 205 calls for a holistic multi-track approach implementing coherent and comprehensive strategies enabling recovery, preventing crises and building resilience. Recommendation No. 205 also calls for ensuring that “no one is left behind” and for special attention to be paid to population groups and individuals who have been made particularly vulnerable by the crisis to avoid protracted repercussions on peace and resilience in conflict- and climate-affected areas.

Good practice: Upgrading water and sanitation systems incorporating skills-based training and employment for youth in Ebola-affected slum communities

In 2016, as an urgent component of the UN’s overall support to the implementation of the [post-Ebola recovery strategy in Liberia](#), the ILO supported a [long-term slum upgrading programme](#), which helped to strengthen resilience and reduce vulnerability to Ebola outbreaks and other public health disasters in the urban areas of Liberia.

In partnership with the Government of Liberia, the ILO adopted the employment-intensive approach to implement the solid waste management component of the intervention and helped build the capacity of community-based enterprises responsible for environmental sanitation. By using this strategy, the ILO contributed to promoting the resilience of the affected communities and local economic development in the project area.

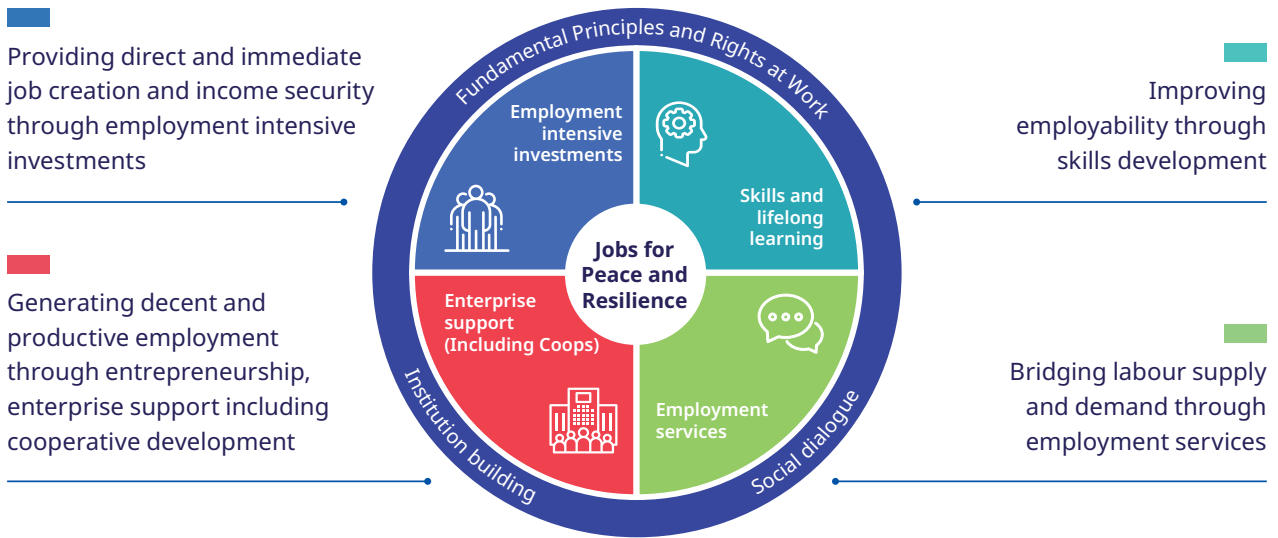
► An operational approach: the Jobs for Peace and Resilience (JPR) flagship programme

Guided by Recommendation No. 205 and other international labour standards, the ILO’s [Jobs for Peace and Resilience \(JPR\) flagship programme](#) combines various ILO approaches to create jobs, reinforce skills and promote private-sector and local economic development as a way to contribute to more peaceful and resilient societies. Considering that weak governance, lack of dialogue and rights violations can slow down or impede crisis recovery and peace processes, the JPR also places a strong focus on institution-building, social dialogue and international labour standards.

The JPR approach aims also 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 inequality and injustice, including refugees, internally displaced persons (IDPs) and host communities. Jobs for peace and resilience initiatives are therefore key to tackling the socio-economic impact of the COVID-19 crisis, but also to addressing potential grievances, discrimination and stigmatization over access to resources, livelihoods and health services.

² See, for example, Ayoung Lee and Joonmo Cho, “The Impact of Epidemics on Labor Market: Identifying Victims of the Middle East Respiratory Syndrome in the Korean Labor Market”, *International Journal for Equity in Health*, 2016, 15:196.

Through its modular, local resource-based approach, the JPR focuses on the following key objectives:



Key recommendations:

The JPR approach and its relevance in the COVID-19 crisis

The ILO has developed a policy framework comprising **four key pillars to fight COVID-19** on the basis of international labour standards: (1) protecting workers in the workplace; (2) stimulating the economy and labour demand; (3) supporting employment and incomes; and (4) relying on social dialogue for solutions.

The JPR flagship programme offers a response framework for fragile countries in order to address mainly pillar 3 (supporting employment and incomes), while reinforcing simultaneously peace, social cohesion and resilience, but it is also relevant for promoting dialogue through pillar 4.

Promoting jobs for peace and resilience in relation to COVID-19

Step-by-step recommendations in brief:

1

Participating in and/or conducting socio-economic assessments that are conflict-sensitive and look at resilience and social inclusion mechanisms

2

Developing integrated JPR approach to respond to the socio-economic consequences of the crisis

3

Mainstreaming social cohesion and peaceful coexistence through equitable access to livelihoods and decent jobs

4

Building knowledge and partnerships relating to the contribution of decent employment to crisis response and peacebuilding

Step 1 - Participate in and/or conduct socio-economic assessments that are conflict-sensitive and look at resilience and social inclusion mechanisms

Suggested action	Process/measures
<p>Map ongoing and/or planned UN joint diagnostics at national level</p>	<ul style="list-style-type: none"> ▶ Contact the UN Resident Coordinator (UNRC) and UN country team (UNCT) and other agencies in the humanitarian-development- peacebuilding nexus to gather information on ongoing and prospective assessments, ensuring that jobs and decent work feature fully in the picture.
<p>Participate in Post-Disaster Needs Assessments (PDNAs)</p>	<p>In countries where the PDNA is going to be implemented:</p> <ul style="list-style-type: none"> ▶ Ensure that the employment, livelihood and social protection chapter of the PDNA is included and addresses the Decent Work Agenda. ▶ Ensure the participation of social partners supporting workers and employers in the informal economy, youth groups, women’s associations, key target groups and people with disabilities.
<p>Participate in UN joint assessments or conduct ILO conflict- and resilience-sensitive socio-economic assessments/rapid diagnoses</p> <p>(Terms of reference template in Annex 1)</p>	<ul style="list-style-type: none"> ▶ Assess immediate changes in employment and livelihoods (formal and informal) with the participation of the social partners and representatives of the informal economy. ▶ Focus on population groups and individuals who have been made particularly vulnerable by the crisis. ▶ Assess potential social exclusion, grievances, discrimination and stigmatization over access to resources, livelihoods and health services. ▶ Identify existing resilience and social cohesion pathways to be reinforced. ▶ Understand pathways to address those potential conflict drivers through JPR initiatives. ▶ Ensure participation and direct involvement of ILO constituents throughout the process.
<p>Include mitigation analysis and preparedness for future crises in current and future JPR programme priorities, activities, work plans and delivery in fragile contexts</p>	<p>Resilience and response mechanisms should be systematically assessed in ongoing projects and initiatives, including in relation to the impact of COVID-19 on socio-economic development and also on existing grievances and perceived injustice over access to health services and livelihoods, which, as mentioned above, are potential conflict drivers that could also undermine development, peace and social cohesion.</p>

Step 2 – On the basis of the assessments (Step 1), develop integrated Jobs for Peace and Resilience (JPR) approaches

Technical approach (outcomes)	Recommended initiatives
 <p>Employment intensive investment programmes</p>	<p>Immediate measures:</p> <ul style="list-style-type: none"> ▶ Develop and distribute new recommendations for Employment- Intensive Investment Programmes (EIIPs) during/after the health crisis based on overall COVID-19 safeguards developed by EIIPs. ▶ Support water, sanitation and hygiene (WASH) and health programmes (awareness, training, facilities/services). ▶ Design and support emergency (rapid) employment programmes. <p>Medium-term/longer-term measures:</p> <ul style="list-style-type: none"> ▶ Increase labour intensity of regular infrastructure and environmental programmes and special stimulus programmes. ▶ Support the design and implementation (impact) of Public Employment Programmes (PEPs). <p>For information, see EIIP COVID-19 website: https://www.ilo.org/wcmsp5/groups/public/---ed_emp/documents/publication/wcms_741669.pdf</p>
 <p>Enterprises support including cooperative development</p>	<p>Immediate Measures</p> <ul style="list-style-type: none"> ▶ Advise governments, agencies and social partners on how to streamline existing policies and regulations for micro, small and medium-sized enterprises (MSMEs), to make it easier for enterprises to adapt to new market constraints and opportunities. ▶ Provide guidance and inputs on response strategies being developed by ILO constituents in weathering crises, including on how cooperatives and the wider social and solidarity economy could be best integrated. ▶ Provide direct support to enterprises, including by: <ul style="list-style-type: none"> ▶ re-tooling existing business management training packages for online delivery, and extending them to include business continuity planning; ▶ providing training on operational safety and health (OSH) in the workplace; ▶ assisting MSMEs in identifying and accessing support and stimulus programmes, such as loans, grants, and conditional cash transfers. <p>Medium-term/longer term measures</p> <ul style="list-style-type: none"> ▶ For MSMEs, at the micro level, foster the development of integrated entrepreneurship support structures, combining business development service providers, management training, and access to finance and support to formalize processes for recovery (including government-funded schemes); at the macro level, provide advice to policymakers to reform the enabling environment, so that it is more dynamic and MSMEs can be supported in the event of a crisis. ▶ For cooperatives, strengthen management of agricultural cooperatives for food security, activate financial cooperatives' capacities, help establish informal economy worker cooperatives (e.g. waste pickers, street vendors, transport workers, domestic workers, home-based workers) for distribution of food assistance, information, essential medical supplies to their members and their communities. In addition, strengthen secondary and tertiary organizations of cooperatives in the countries to better serve their members in times of crisis and recovery.

For more information, see ILO ENTERPRISES COVID-19 webpage: <https://www.ilo.org/empent/areas/covid-19/lang--en/index.htm>

For specific information on cooperative and other social and solidarity organisations and COVID-19 see: https://www.ilo.org/global/topics/cooperatives/news/WCMS_740254/lang--en/index.htm

For specific information on MSMEs in the context of COVID-19 see: <https://www.ilo.org/empent/units/boosting-employment-through-small-enterprise-development/resilience/lang--en/index.htm>



Skills and lifelong learning

Immediate Measures

- ▶ Support for Technical and Vocational Education and Training (TVET) institutions and teachers/trainers through:
 - ▶ online training and coaching of teachers, trainers and counsellors in usage of distance learning and digital tools;
 - ▶ support availability of digital learning infrastructure, including for learners;
 - ▶ disinfecting training spaces.
- ▶ Support for skills development and utilization in MSMEs and for people who lost jobs and income through:
 - ▶ training of mentors in utilization of digital tools for development of work-based learning or staff training needs assessments;
 - ▶ grants, vouchers or stipends to reskill or upskill, and relief packages for apprentices.

Medium-term/longer term measures

- ▶ Strengthen reskilling and upskilling with a focus on people in vulnerable situations aiming at job retention through labour mobility across occupations and sectors through:
 - ▶ rapid skills needs assessments;
 - ▶ free and open online TVET courses;
 - ▶ digital recognition of prior learning (RPL) including for reintegration of returning migrant workers;
 - ▶ distance and online career guidance and counselling.
- ▶ Create platforms for coordination and cooperation to improve TVET adjustment to post-pandemic skills needs of sectors.

For more information on skills and COVID-19 response see: https://www.ilo.org/skills/projects/innovation-facility/WCMS_740656/lang--en/index.htm



Employment services

Immediate Measures

- ▶ Map information on providers and intermediation services provided, including registration of jobseekers and job vacancies, job search assistance, public-funded employment programmes such as public works and training programmes, and self-employment support available for jobseekers.
- ▶ Construct database of the unemployed and mapped services and programmes to properly select target beneficiaries and provide equal opportunities by avoiding “double dipping”.
- ▶ Where necessary and feasible, establish emergency employment services (see guidelines on establishing emergency employment services).

- ▶ Develop quick active labour market programmes that support employment retention such as wage subsidies, work-sharing/short work week, online job portals for displaced workers during the crisis, online training to keep workers attached to the labour market, paid leave, etc.
- ▶ Provide information/media awareness-raising and online information on employment services websites for migrant/displaced workers regarding their rights during COVID-19 (OSH measures in the workplace, sick leave where applicable, etc.).
- ▶ Expanding access to and eligibility for social protection such as cash transfers, full/partial unemployment benefits, paid sick leave.
- ▶ Public employment services can play a role, directly or in collaboration with other institutions, in the implementation of these measures such as distribution of food vouchers/ in-kind support/cash transfers targeted to population determined by local and district employment services; individuals should register with such services. These measures will help to reduce social tension between host communities and refugees/migrants and help informal workers who usually have no safety nets.

Medium-term/longer-term measures

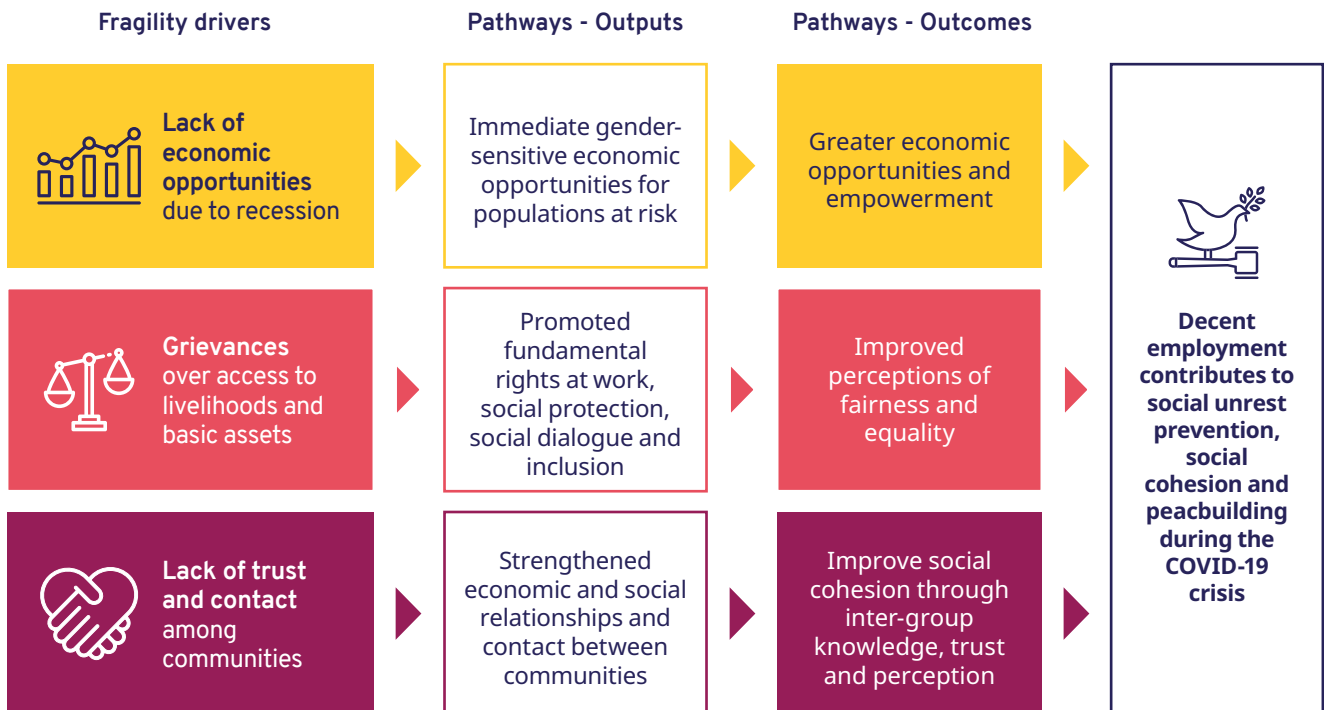
During the emergency stage, exit strategies for short-term measures implemented should be designed as an overall package. This is to ensure that jobseekers and workers who have been retrenched or are actually or at risk of losing their jobs, as well as the unemployed, maintain their connection with the labour market and have a smooth transition back into it during recovery. These measures should be mainstreamed in the overall UN response at the country level.

- ▶ Set up or strengthen employment service infrastructure including employment office and employment service staff to address increased demand in employment services.
- ▶ Design employment promotion programmes targeted and customized to specific labour market groups (wage subsidies, training, intensive guidance and counselling, work experience, etc.). Wage subsidies to employers hiring the vulnerable unemployed, such as long-term unemployed, persons with disabilities, or single mothers, can induce employers to register their job vacancies with the employment office.
- ▶ Strengthen online job portals for registration and matching of jobs, information-sharing and provision of enhanced services online such as job-search assistance and guidance, referral to active labour market programmes, etc.
- ▶ Undertake a rapid assessment of employers' and workers' needs to design services that meet their requirements.
- ▶ Promote partnerships and coordination among different providers of employment services – public employment services, private employment agencies and NGOs and civil society organizations.

Step 3 - Mainstreaming social cohesion and peaceful coexistence through equitable access to livelihoods and decent jobs

Under the JPR approach and in the framework of the joint ILO/PBSO/World Bank and UNDP statement on employment for peace, the ILO has developed a theory of change identifying three interlinked main drivers of conflict linked to unemployment and insufficient livelihoods, rights at work and job quality: a lack of contact, trust and interactions across different social groups; a lack of socio-economic opportunities, particularly for youth and women; and the existence of grievances over access to livelihood opportunities and basic assets such as health services and social protection. The theory of change developed³ has therefore been adapted to the COVID-19 crisis, looking at specific socio-economic conflict drivers that might arise from it. On the basis of the conflict-sensitive analysis conducted under Step 1, specific activities addressing these conflict drivers should be included, such as:

- ▶ Ensuring equitable and inclusive access to livelihood projects;
- ▶ Including mediation and social cohesion skills in TVET curricula;
- ▶ Promoting joint income activities (gender, host communities/refugees, different ethnic groups...).



³ For further information, see: ILO, *Handbook: How to Design, Monitor and Evaluate Peacebuilding Results into Jobs for Peace and Resilience Programmes*, 2019.

Step 4 - Building knowledge and partnerships relating to the contribution of decent employment and equitable health service access to conflict prevention and peacebuilding during the COVID-19 crisis

JPR can contribute to building evidence on the contribution of employment to peacebuilding and resilience during and after the COVID-19 pandemic, to sharing knowledge and to reinforcing partnerships:

Outputs	Suggested initiatives
<p>Developing evidence through perception surveys and baselines</p>	<p>In all assessment initiatives conducted in fragile settings:</p> <ul style="list-style-type: none"> ▶ Systematically include surveys/baselines on how the COVID-19 pandemic might be or is affecting people’s livelihoods; ▶ Carry out perceptions surveys⁴ on injustice over access to basic livelihoods, trust and social cohesion during and after the crisis; ▶ Ensure the participation and direct involvement of the ILO constituents throughout the process; ▶ Include an assessment of the public perception of services provided by different institutions including providers of employment services; ▶ Provide direct support to the UNRC and UNCT to mainstream peacebuilding and disaster response capacity at that level too.
<p>Developing knowledge and reinforcing partnerships</p>	<p>An advocacy paper is being developed by the ILO (Coordination Support Unit for Peace and Resilience – CSPR), the World Health Organization (WHO), the Peacebuilding Support Office (PBSO) and Interpeace on “Supporting employment, incomes and livelihood in fragile contexts for peace, social cohesion and resilience under COVID-19”. This paper focuses on joint mitigation pathways and recommendations to reinforce peacebuilding and social cohesion in fragile contexts affected by COVID-19, suggesting specific programmatic tips.</p>

4 A set of potential perception surveys is available in Annex 1

► Annex 1

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)

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 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.⁵

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.

⁵ 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)

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 assessment⁶ 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

⁶ More examples are available in “Conflict-sensitive approaches to value chain development”, USAID, 2008: 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

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

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

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

For further information on the Jobs for Peace and Resilience (JPR) flagship programme:

- ▶ Coordination Support Unit for Peace and Resilience (CSPR)
jpr@ilo.org
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For further information on the ILO's technical approaches for JPR:

Employment-intensive investments

- ▶ Job Creation through Public Investment Unit (JCPI)
eiip@ilo.org
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Employment services

- ▶ Labour Market Transitions and Employment Services Unit
emp_policy@ilo.org
-

Enterprise and cooperative support

- ▶ Cooperatives Unit (COOP)
coop@ilo.org
 - ▶ Small and Medium Enterprises Unit (SME)
sme@ilo.org
-

Skills and lifelong learning

- ▶ Skills and Employability Branch (SKILLS)
skills@ilo.org
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