

## Step 6

# How do we implement a WASH conflict and peace analysis?

The previous 'steps' have helped to define the parameters of the enquiry: goals and purpose (why), scope and scale (where), key stakeholders to the process (who), and a proposed and generic WASH-relevant analytical framework (what) that can be adapted to context and needs. This section will focus on the implementation of the CPA and key follow-up steps, examining practical aspects of data gathering and analysis (e.g. approach, methodology, tools) to be engaged by the WASH team and implementers. It is important to build flexibility into a CPA process to adapt to changing context and circumstances (e.g. lack of access due to insecurity, conflict outbreaks that change the analysis landscape).

### 6.1. Choice of methods and type of data needed

The choice of methods and tools must be tailored to the data needs, and balanced with the available resources and capacity of the WASH team and partners as relevant. **Secondary data** (that collected by others) may be sufficient to inform a CPA, or if WASH-relevant conflict and peace analyses implemented by others are available. Secondary data is generally quicker and cheaper to collect, and more accessible in contexts where security or other travel constraints limit access to respondents. **Primary data** (collected by the researcher/s) may be required to ensure up to date, tailored to the specific needs of the research, and highly context-relevant data as it can be collected directly from affected communities and locations. Primary data collection also offers opportunities to promote ownership and demand for the analysis through participatory methods. A *combination of both* is often useful e.g. implementing a secondary data desk review to gain a general understanding of the conflict from other stakeholders' perspectives and inform the design of the research, and then collecting primary data that is needs-specific to increase granularity.

Quantitative data may be more conducive to comparison and aggregation but qualitative data will provide richer and more nuanced detail on perceptions and attitudes that are central to understanding conflict and peace behaviours. The choice of **quantitative versus qualitative** data will have implications for the technical capacities required to implement the analysis – for example quantitative data collected through the use of devices such as tablets or mobile phones may require specific training to ensure the proper use of technology, whereas qualitative methodology may require the strengthening of active listening skills and may be more vulnerable to biases from both collector or analyst. A **blended approach where both types of data are collected should ideally be pursued**, and quantitative methods such as surveys can integrate qualitative questions to qualify and contextualize quantitative data.

#### CASE STUDY



**UNICEF Lebanon has leveraged secondary data** collected by UNDP and ARK to inform the activities of the Inter-Agency Social Cohesion and Livelihoods Sector, to monitor and mitigate tensions arising between Syrian refugee and host communities. The **dashboard** consolidates data along different dimensions of interaction between the two communities. The WASH team used the results from their survey to design their peacebuilding WASH programming focusing causes of tensions identified such as "competition for jobs" and "competition for resources," including WASH services.

#### RESOURCE BOX



### Use of Kobo Toolbox in Sudan's National WASH in School Assessment to collect primary data

In 2019, Kobo Toolbox - a tablet with software that allows surveys to be digitally entered real-time - was used as the application to collect data for the first-ever national 'WASH in Schools' assessment conducted in all eighteen states of Sudan. Out of 16,300 public basic schools in Sudan, a sample of 1,120 schools was chosen from 54 localities. The assessment forms were created and validated by the technical working group, which consists of the Ministry of Education, Ministry of Health, and Ministry of Irrigation and Water Resources, as well as the Central Bureau of Statistics. Data collection took place between March and May 2019, despite the economic and political turmoil in the country. Using Kobo Toolbox for data collection is a self-controlled measure to ensure quality as the automatic logic is in place and skipping of incomplete answers is not allowed. By eliminating the process of data entry, the likelihood decreases of data entry mistakes as the enumerators enter the information on the spot. KoBo Toolbox can be used for offline for data entry, and collected information is uploaded on the cloud system once an Internet connection is available. KoBo is open-source which increases accessibility. The collected data in Sudan has been used as a baseline data for the SDGs assessment and monitoring of the progress made over time, advocacy, resource mobilization, development of standards and guidelines, and to inform programming. The scale and spread of data collection allowed for the identification of **wide disparities between states, urban and rural areas, girls' and boys' schools** making the Tool and approach conducive to collect data to inform CPA.

**Source:** UNICEF Sudan, Water, Sanitation and Hygiene Annual Report, 2019, <https://www.unicef.org/sudan/media/3186/file/UNICEF-Sudan-Water-Sanitation-Hygiene-Annual-Report-2019.pdf>, p. 10.

A CPA should be regularly updated, if the methodology cannot be easily replicated periodically this may be challenging. Moreover, if the analysis aims to support the development of a baseline and to integrate conflict sensitivity and peacebuilding into a programme results framework, the data collected should be relevant to the measurement of progress and contributions to results. Central to the choice of methodology and tools should be the gathering of high-quality, reliable and unbiased data but also the inclusion of diverse perspectives and missing ‘voices’ – ensuring a balance between practical and principled considerations. Below are some examples of data collection tools (for more details see Annex 4: Tools for data gathering for conflict analysis of [UNICEF’s Guide to Conflict Analysis](#)):

- **Desk review:** The first step in nearly all CPA is desk review. This means collecting, organizing, reading and synthesizing available and relevant information from existing primary and secondary written sources. In particular, you should read and consider any existing conflict analysis reports for the region you are focused on, to understand what others have done.
- **Surveys:** Surveys involve the use of questionnaires to which large groups of people give responses, and are normally done in writing or verbally. They are highly scripted, using close-ended, qualifying and other kinds of questions to gather data on opinions, views, experiences, demographics, etc.
- **Key stakeholder interviews:** Interviews with individuals who are well situated to understand and comment on conflict factors and dynamics (often called ‘key informants’) are powerful for bringing depth into a CPA.
- **Focus groups:** Focus groups bring together small groups of people to discuss and gather data about perceptions, opinions, beliefs and attitudes regarding the research questions in the CPA. In conflict-affected contexts, focus groups can either be conducted from within a community or across conflict/identity lines.
- **Capacity development events:** Workshops, trainings and other capacity development initiatives on a wide range of topics (for example, development, rights, education, conflict and peace resolution, and technical and sectoral themes) can provide opportunities to gather data relevant for CPA.



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## 6.2. Harnessing technology

Remote data collection may be necessary due to constraints in access to targeted communities (e.g. COVID-19 or other epidemic outbreaks, security issues, natural disasters) – **innovative data collection methodologies supported by new technology** such as RapidPro and platforms such as U-report can support the implementation of conflict and peace analysis remotely. Below are some examples:

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**RapidPro:** collects data via short message service (SMS) and other communication channels (e.g. voice; social media channels, such as Facebook Messenger, Telegram, WhatsApp) to enable real-time data collection and mass-communication with target end-users, including beneficiaries and frontline workers. RapidPro allows UNICEF and its partners to gather accurate real-time information including about WASH in remote and hard-to-reach places. <https://www.unicef.org/innovation/rapidpro>.

In **Zimbabwe**, RapidPro is integrated with Rural WASH Information Management System (RWIMS) to enable communities to report changes in WASH infrastructure functionality through SMS directly to government extension workers. RapidPro increases availability and reliability of real-time data to support national monitoring of WASH indicators, improves equity analysis, and the use of technological innovations in emergency preparedness and response. <https://www.unicef.org/innovation/stories/accelerating-delivery-water-and-sanitation-services-through-real-time-monitoring-zimbabwe>

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**U-Report:** RapidPro also powers U-Report, UNICEF's youth, and citizen engagement platform, now active in 68 countries, benefiting over 11 million users all over the world. U-Report is available via numerous messaging, social media and SMS channels, and even works on a basic mobile phone. It is free, anonymous and easy to use.

In **Uganda**, U-Report was leveraged to capture youth perspectives on conflict and peace and to carry out rapid data gathering in specific contexts where conflict events had been reported to better understand the impact on youth. <https://www.unicef.org/innovation/U-Report>



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New technology can also be leveraged to collect and analyse information more rapidly than with traditional methods - mobile and internet networks and digitization of the collection process, can reduce time-delays, inefficiencies, and improve data quality by reducing data entry and human errors. New technologies provide the opportunity to collect a wide range of data, including sounds, pictures, and videos that can support the capturing of community perspectives on WASH-conflict interactions. New technologies can be cost saving - potentially decreasing costs associated with transportation, printing, data entry and cleaning, coding, and staff hours. The use of tablets and mobile phones requires an initial operational and infrastructure investment, but thereafter costs can be kept relatively stable. This method can facilitate regular and timely data collection to update the analysis.<sup>33</sup> Careful consideration of the benefits of deploying such technology must be balanced with issues like exclusion of communities or individuals that lack access or know-how.

### 6.3. Conflict and Peace Scan – ‘good enough’ analysis

*The term ‘good enough’ conflict analysis has been adopted in the field to indicate that some level of analysis has been undertaken in an emergency setting, or in situations in which the full resources, time and access needed for a broader conflict analysis exercise are not available. While such analysis will not establish a detailed picture of conflict dynamics and underlying causes, it enables UNICEF to avoid the most obvious ways of doing harm by unintentionally contributing to conflict dynamics.*

A **Conflict and Peace Scan** (CP Scan) (*see CPA Tool 3 ‘Age and Gender Sensitive WASH Conflict and Peace Scan’*) can be an important **preparatory and first data-gathering step in preparation for a fully-fledged CPA** as it contains the same core elements, but it is streamlined to collect rapid and highly focused data. The CP Scan can help to identify initial and relevant aspects of the interaction between WASH and conflict, and determine the type and stage of conflict you will be analysing, with relevant implications for the approach, methodology, and tools chosen to collect data. For example, a sudden outbreak of violence involving localized clashes between different

water users would require gaining a quick understanding of what ‘triggered’ the escalation as well as the historic trends of water use through local level consultative approaches with the communities involved; a latent conflict that has not yet escalated into violence but where grievances about exclusion from WASH and other social services among minority communities are prevalent would require a focus on equity and perceptions. A CP Scan can help to identify useful sources of data and data gaps to consider, as well as potential respondents to engage further in a broader CPA.

<sup>33</sup> UNICEF Mozambique, Guide on Alternative Approaches in Data And Evidence Generation During the COVID-19 Crisis, May 2020, <https://www.unicef.org/evaluation/media/2111/file/Guide%20on%20alternative%20approaches%20in%20data%20and%20evidence%20generation.pdf>

The CP Scan findings can be discussed with relevant stakeholders within your WASH team, CO – e.g. management, social policy, planning and monitoring, and relevant sector partners to determine the best approach, methodology, and tools to pursue a CPA. For example:

- If the government or other prominent political/military stakeholder has been identified to be a significant conflict party we may decide to undertake an internal CPA to manage sensitivities or risks;
- If the conflict has international cross-border dimensions you may want to engage multiple COs in the analysis, and seek support from RO to facilitate the process;
- If the exclusion of certain groups (ethnic minority, youth) is a key driver of conflict we may want to pursue a participatory methodology that provides voice and platform to these constituencies;
- If the conflict is at a latent stage we may want to design the analysis focusing on determining risks of re/occurrence, but if it is in a post-conflict stage we may want to focus on identifying capacities for peace to build and sustain peace through our intervention;
- If one of the root causes is systematic discrimination and exclusion from accessing WASH services, we may want to engage in a broad consultative exercise and focus on stakeholder interactions to identify entry points to strengthen vertical social cohesion;

#### **A CP Scan can also be deployed as a stand-alone activity**

depending on the context and needs. For example this rapid and succinct data gathering can be leveraged as a **rapid assessment tool to deploy in emergency contexts** when time and resources to identify WASH-conflict interactions to inform humanitarian response may be constrained. While an in-depth CPA is often not possible in emergencies and acute crisis, lighter efforts can be undertaken to understand local conflict dynamics. The tools in these contexts may include rapid community consultations and a quick review of existing conflict analyses. Even if implementing a quick CP Scan, ensure that your analysis considers gender, identity, geography and age as relevant dimensions of equity and inclusion.

## 6.4. Sources of WASH conflict and peace data

At community level there are two principal sources of data: Data captured through **WASH specialized technical assessments** such as field surveys, feasibility studies, and environmental and social impact assessments; and **data obtained directly from stakeholders** through surveys, key informant interviews, focus groups, and/or community-wide meetings. **WASH technical assessments** can be leveraged to triangulate conflict-relevant data. For example, perceptions of exclusion from water services by communities can be substantiated or challenged by technical assessments – in this case further analysis of the causes of the perceived exclusion will be required to understand the WASH conflict dynamics in the context. For example, infrastructure assessments of institutional WASH in schools or health centres can help to illustrate technical dimensions of inequity. The technical assessments can also be leveraged to promote collaborative identification of conflict issues and solutions between communities, and with local water authorities.

#### **Observation and interactive consultation with communities**

about WASH-related conflict issues on site can be very effective data-gathering methods. For example, complaints and feedback mechanisms can be leveraged to identify grievances among communities engaged in WASH programming and to monitor conflict interactions. Participatory community-based mapping can provide rich data and is conducive to visual and oral data gathering, making the process more inclusive in settings with low literacy or provide opportunities for persons living with disabilities to engage. Less structured participatory community-based engagement can help to build trust to facilitate deeper and more structured data collection through KIIs and FGDs. The **sensitivities** of discussing conflict with community and local level WASH authorities should also inform the methodology and tools employed – an indirect or ‘non-threatening’ approach may be more appropriate than explicitly framing the enquiry as a CPA, instead focusing on collecting qualitative and quantitative information on WASH while identifying areas to probe for the presence of existing or future conflict.

### RESOURCE BOX



#### **The WHO/UNICEF Joint Monitoring Programme (JMP)**

take place every two years to incorporate the latest available WASH national data for the global SDG indicators – the process is facilitated by WHO and UNICEF country offices and collaboratively implemented with national WASH authorities and other sector stakeholders. The JMP monitors WASH at the household level and also in schools and health care facilities, and reports on inequalities in service levels between rural and urban, sub-national regions, rich and poor and other population sub-groups where data permit. The JMP inequalities database includes estimates of coverage by subnational region derived from household surveys and censuses, allowing for geographical comparisons to determine inequality at sub-national level. This provides highly relevant data to triangulate local conflict dynamics and events to explore relevant WASH-conflict interactions and correlations, while the process of collecting data collaboratively with national WASH authorities is another opportunity to leverage predictable data gathering to inform conflict analysis and/or updates. <https://washdata.org/data>

### CASE STUDY



#### **Lebanese NGO and UNICEF partner LebRelief undertakes WASH ‘Gap Free Neighborhood Analysis’**

to visually map the WASH needs in project locations – the walk around the neighborhood provides opportunities for the community to identify needs through a participatory process that both generates valuable data about the WASH needs of the community and promotes a sense of ownership through the participatory and inclusive approach.

<https://leb-relief.org/>