

# Smart Prevention

Digital approaches in the peace and security sector  
of development cooperation



On behalf of:

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# Foreword

Conflict, violence and fragility play a significant role in many of our partner countries. They inhibit social development processes and cause a great deal of human suffering. At the same time, the international community and its development policies face major challenges arising from strong population growth, increasing urbanisation, the dramatic effects of climate change and changes in working environments caused by globalisation and technological advancement. The groundbreaking digital progress in our world holds great potential, but also poses risks that cannot be overlooked.

Digitalisation has created new ways of communicating, disseminating and processing information and providing services. Information travels at breakneck speed around the world. Globalisation has also arrived in rural regions previously considered remote, provided they have the required technical access. This trend not only influences individual behaviour but impacts on entire societies. As a result, these changes increasingly affect the issues of peace and security. New forms and drivers of conflict and violence are offset by innovative opportunities in education, the prevention of violence and the promotion of mutual understanding. Digital technologies are increasingly shaping the peace and security sector – both positively and negatively.

The potentially destructive consequences for peace and security that result from the rapidly increasing spread of fake news and hate speech – particularly through social networks – are already being observed in some countries. The results are polarisation and diminishing social cohesion in societies, which could contribute to violent conflicts and wars. The recruitment and radicalisation of violent and extremist groups are increasingly taking place online. Online violence is also on the rise and can reinforce other types of violence. Furthermore, as our lives become more digitalised, the risks of insufficient cybersecurity and cybercrime are increasing.

Our commitment to peace and development requires us to find the right approach to deal with these digital challenges. We need to find a way of using digital communication and social networks to connect people and societies rather than to divide them. Digital applications can and must serve to develop and implement new and innovative forms of cooperation for the prevention of violence and the promotion of peace and social cohesion. The question is no longer *'if'* we should use digital approaches, but *'how'*? A central objective must also be to strengthen competence in dealing with social media and digital forms of communication and to counter online hatred and violence.

The uneven distribution of digital technologies has also created a digital divide that can further exacerbate existing inequality. The 2030 Agenda, by contrast, aims to reduce inequality and promote equal opportunity. Sustainable and peace-oriented development requires that no one is left behind or excluded from social or economic development. The use of digital services and the development of corresponding skills therefore require an expansion of both access and protection, in particular for women and marginalised population groups. By increasing their participation and strengthening their rights we can ensure that they too benefit from digital development.

The *smart* use and development of digital technologies can bring the development goal of peaceful, sustainable and inclusive societies within reach. The German Federal Ministry for Economic Cooperation and Development (BMZ) has recognised the strategic importance of digital approaches in its position paper 'Digital Technologies for Development' as well as conceptually and practically in the 'BMZ Toolkit 2.0 – Digitalisation in Development Cooperation'. We will also take a closer look at digital technologies in BMZ's commitment to peace and security when it comes to identifying the causes of violence, strengthening mechanisms for non-violent conflict resolution and peacebuilding, and creating the framework conditions for peaceful and inclusive societies.

Many peace and security development cooperation projects already use digital approaches. For the exchange of knowledge and, above all, for improved support for partner countries, it is important to share and make better use of existing experience with digital tools and demonstrate innovative technological opportunities. This publication therefore introduces digital approaches from the peace and security sector that strengthen social cohesion, reduce conflict, prevent violence and promote peace.

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We hope that the examples and approaches presented here can serve as an inspiration for both practical and conceptual work, thereby helping you to come up with new innovative instruments and solutions in development cooperation for greater peace and security.

We would like to thank all staff members from the GIZ projects, partner organisations, FriEnt, KfW, CPS and the Global Initiative against Transnational Organized Crime who participated in this publication.

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**Note:**

Since some of the digital approaches presented here are still being developed, are subject to change or only work in specific regions, the download sources and links may be updated over time. If necessary, please contact the individuals listed in the examples.

# Introduction: Challenges and opportunities of digital technologies

How can digital approaches contribute to peace and security? The technical revolution requires the key players on site and around the world to work together to develop, test and share such solutions. At the same time, it is important to identify and reduce the risks involved. This publication presents exemplary approaches and instruments from development cooperation.

## Why digital technologies for more peace and security?

About two-thirds of German cooperation countries in Africa, Asia and Latin America are **considered fragile states affected by conflict and violence**. Interpersonal and collective violence play a decisive role in many societies today and are a central obstacle to development in our partner countries.

Worldwide, violence in 2017 alone led to about 464,000 deaths, in addition to those physically injured and disabled as a result. Far more people have died as a result of murder and homicide than in all armed conflicts (89,000 people). Organised crime and gangs are responsible for 19 percent of all killings. About 50,000 women were killed by their partner or family members in 2017. Worldwide, a total of 87,000 women became victims of a homicide.<sup>1</sup>

At the same time, digital approaches play an increasingly important role in development cooperation. They are also used in the peace and security sector, as they exert increasing **influence in partner country societies on social cohesion and on peaceful, non-violent development**. Digital change – computers, the internet, social media and mobile devices – is impacting on our way of life in a number of areas, with increasing speed and intensity. Using apps for different tasks, including payments and bookings, is a must, but can these apps help bring about less violence and more peace and security?

### How digitalisation changes our lives

For many of us, smartphones have become indispensable tools for everyday life, for example when communicating with others, both privately and professionally. By 2020, half of the African population will be using smartphones.

Access to smartphones and the internet makes it easier to provide information and services, for example in the areas of education (e-learning), societal participation (e-participation), health – in rural regions too (e-health), and financial services (digital finance). In developing countries in particular, some of these areas are growing rapidly: Mobile payment systems in Africa, for example, are developing five times faster than anywhere else in the world. Half of all people worldwide (more than 3.5 billion) already have access to new forms of information and communication via the internet. New business and enterprise models as well as more efficient administrative procedures are emerging. So too are above all new forms of social interaction that allow for more participation and can promote cohesion, but also involve risks and dangers.

Digital transformation affects all aspects of our lives. Consequently, it impacts on peaceful coexistence, culture, socialisation and education, as well as jobs and health. All of this offers opportunities and potential, but also new risks<sup>2</sup> which societies have yet to learn how to handle. The growing importance of digital and online tools is therefore both an opportunity and a challenge. Digital technologies can reduce or increase inequality, create peaceful dialogue between people, or increase hatred and prejudice. They can promote international dialogue and constructive cooperation, as well as extremism and transnational organised crime.

<sup>1</sup> Source: 2019 study by the UN Office for Drugs and Crime (UNODC). <https://www.unodc.org/unodc/en/data-and-analysis/global-study-on-homicide.html>

<sup>2</sup> External risks for individuals or groups within society, or even unintended negative results of one's own digital actions on the conflict context. The risks are discussed in more detail in the 'Dealing with Digital Challenges' section.

**Smart Prevention** focuses mainly on **digital approaches and tools** in the sense of **opportunities to be developed and tested**. It highlights the potential that digital tools offer for:

- promoting social cohesion and peace;
- mitigating and transforming conflict;
- combatting violence, extremism and crime in a preventive manner and
- taking account of unintended results in order to minimise them and, where possible, prevent them from occurring in the first place.

Digital tools are generally not used alone but are embedded in a set of development measures. Using **the practical experience we have gained in our work on site**, we outline here how we develop appropriate digital approaches in very **different** contexts in a participatory, conflict-sensitive and gender-sensitive manner, together with our partners. Examples include smartphone apps as well as other digital products and web platforms. We also show how these solutions must work together with **'analogue' development cooperation approaches in the field of peace and security** if they are to be effective. Ideally, they fit seamlessly into and complement traditional cooperation activities. So far, there are very few studies that focus solely on the effectiveness of digital products.

We want to use practical examples to show how digital approaches are being used in the peace and security sector in development cooperation, and the results and challenges that may arise in this context.

Our objective is to provide examples that demonstrate the **range and diversity of digital opportunities to promote peace and security**. We therefore showcase different types of approaches, regions and country contexts, and a variety of themes. The **examples provided here are by no means exhaustive, and only represent a small selection of approaches**. We have only been able to include some of the most interesting measures in the area of peace and security.

**Instruments related to digital data collection, crowd-funding or GIS data, for example, are not presented here.**

## Dealing with digital challenges

In this publication, we focus mainly on **digital approaches to promote social cohesion and peace within our societal reality**, that is, digital development as an opportunity for peace and security. We would like to take this opportunity, however, to take a brief look at how to deal with **digital challenges and risks that threaten peaceful development**.

Social media, for example, often plays an ambivalent role. While on the one hand, they are abused as **tools for violence, harassment and manipulation**, NGOs and citizens' initiatives use the platforms for democratic dialogue, participation and communication on the other.

In many countries, people consciously use new technologies against other people, sometimes even as weapons of war. Some even impose considerable restrictions on freedom and human rights. Private data are illegally collected, suppression and censorship of the digital space are encouraged, and freedom of expression on the internet is restricted. At the same time, the internet offers an ever increasing amount of **antisocial, aggressive and violent content** that is available to anyone online, regardless of their age, gender, culture or values. Hate speech and misinformation can be spread quickly via social media. They can contribute to a social divide and violent conflict, for example by spreading a manipulated or one-sided interpretation of the past, displaying weapons, recruiting extremists or stirring up hatred against minorities. In many societies, refugees are also among those currently affected.

Conflict, violence and crime therefore take place online, as they did in the analogue world before digitalisation. Due to its **anonymity and lack of borders** however, the internet has other properties that may reinforce certain forms of conflict.

Online violence refers to the use of devices or services to perform online activities that result in physical, mental or emotional damage to another person.<sup>3</sup> Online and offline violence mutually reinforce each other. Abuse does not only take place on the web, but can be complemented by offline harassment, threats and violence such as vandalism and physical attacks. Another aspect is the viral nature of hate speech, which can be transmitted to millions of people in the digital world in a matter of seconds.

<sup>3</sup> A definition can be found in: Cruz-Cunha, M., Portela, I. (Ed.) (2015): *Handbook of Research on Digital Crime, Cyberspace Security and Information Assurance* (p.36).

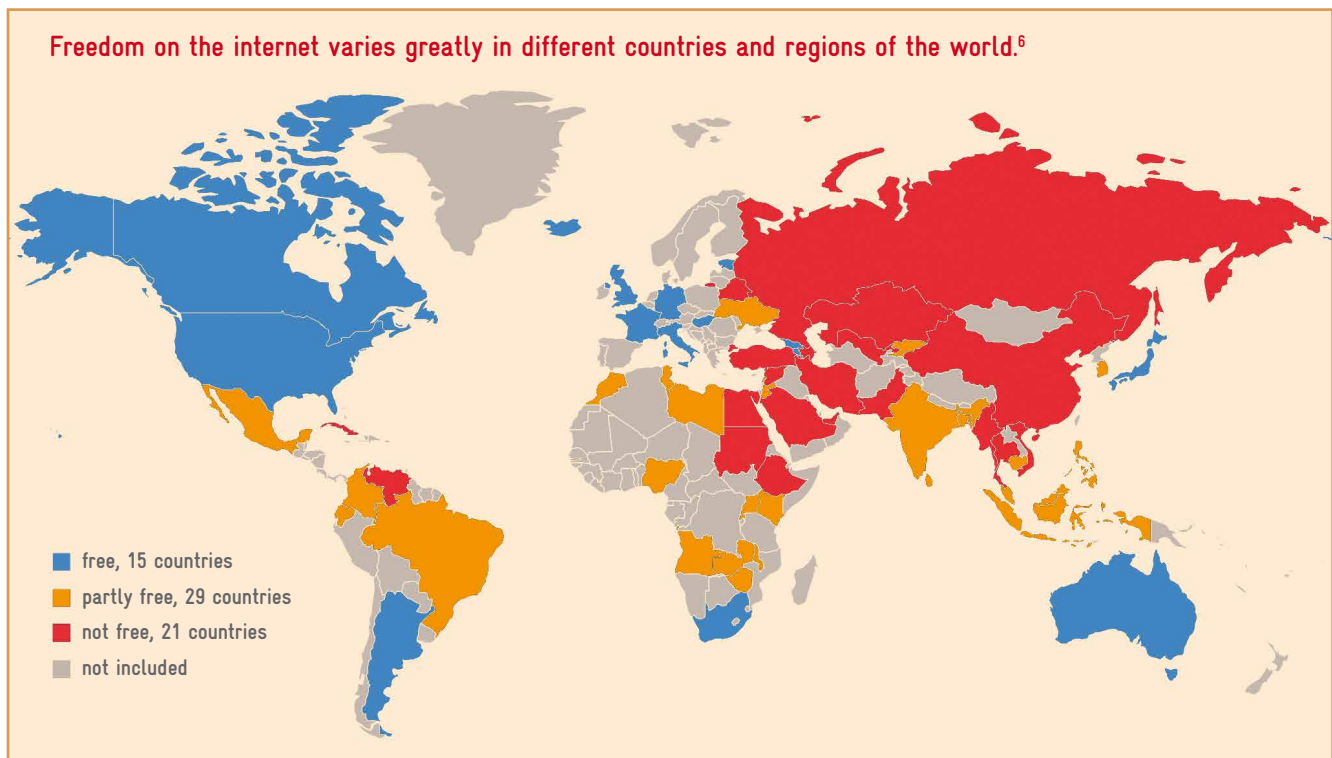
Three digital threats are discussed in more detail below:

**Digital authoritarianism, organised crime and extremism** as well as **online violence against women and girls**.

### Digital authoritarianism

In addition to the undeniable positive potential of social media – political participation, transparency and freedom of expression – it also poses some risks, particularly in developing countries and emerging economies. According to a Freedom House report<sup>4</sup>, global freedom on the internet is currently declining and is increasingly being endangered by digital authoritarianism. Its instruments have spread rapidly around the world and include, for example,  **censorship and monitoring** of social media, the use for **propaganda, misinformation**, and **restrictions on access** to the internet and social media. Repressive regimes as well as politicians and actors with authoritarian ambitions have exploited the lack of regulation of social media platforms and transformed them into instruments for political manipulation and social control. Fake news and deep fakes<sup>5</sup> play a role in this context. Many governments also use tools to identify and monitor users, and to collect personal information. Social media provides a cost-effective platform for domestic and foreign actors to

**manipulate and shape political opinion and consensus-forming processes**. In many countries, the **rise of populism** and right-wing radicalism coincided with the rise of online mobs. These may be real internet users or automated accounts. They mobilise a large audience based on similar interests or political opinions, combining their political message with false, emotionally provocative or inflammatory content, and coordinating their dissemination on several platforms, for example, to destroy the reputation or career of political opponents or generate hostility **against minorities**. This is often accompanied by an increased readiness to use violence within social groups, for example using online mobilisation. In extreme cases, this can lead to violent attacks and conflict. At the same time, the monitoring of social media and other digital services enables **the suppression of critical voices and freedom of expression**. In 47 of the 65 countries examined in the 2019 Freedom House report, users were arrested for political, social or religious opinions.



<sup>4</sup> Freedom House (2019): *Freedom on the Net Report. The Crisis of Social Media* <https://www.freedomonthenet.org/report/freedom-on-the-net/2019/the-crisis-of-social-media>

Since June 2018, 33 of the 65 countries studied have experienced a general decline in internet freedom, while 16 have improved.

<sup>5</sup> A technique that uses digital tools to create deceptively real-looking images or videos and mimic a false reality.

<sup>6</sup> Based on: Freedom House (2019): *Freedom on the Net 2019 Interactive Map*. <https://freedomhouse.org/explore-the-map?type=fiw&year=2019>

### The case of Myanmar: Social media, crimes against humanity, displacement and migration

Experts see hate speech and fake news on Facebook before and during the Rohingya crisis in Myanmar as co-responsible for the humanitarian catastrophe. More than 700,000 members of the Rohingya Muslim minority were expelled from Myanmar by 2018 in response to Islamic terrorist attacks by the Arakan Rohingya Salvation Army (ARSA). According to estimates by Doctors Without Borders, 6,700 Rohingya were killed. The United Nations refer to it as ethnic cleansing. The violence against the Muslim Rohingya minority in Myanmar is said to have been planned and coordinated by the military. Military employees spent time on Facebook posing as ordinary citizens to incite hatred against the minority on a large scale.<sup>7</sup> They created fake accounts with false names and wrote posts at times when they are most likely to be read. They also attacked users who criticised the government. 30 million of the population have a Facebook account. For most, it is the only source of information on social developments. Myanmar also demonstrates the consequences of the internet being practically identical to a social medium with many people having few alternatives for obtaining information and forming opinions. Hate speech, fake news and filter bubbles then have an even more ruthless impact on society.

#### Online violence, extremism and crime

The growing reach of the internet, the rapid spread of mobile information and communication technologies, and the widespread use of social media, provide new links for organised and nonorganised crime. **Online crime** is not only a problem in industrialised nations – it also spreads seamlessly with the growth of the internet. In some societies, it can contribute to a lasting disintegration of social cohesion and an increase in violence.

**Online violence**, like other forms of violence, is now being used by various criminal gangs and against a wide variety of the groups of people affected. **Extremists and criminal and organised gangs** use different social media to spread their ideologies, to flaunt their size and their firearms as well as their geographical spread and their power. In this way, young people looking for guidance can be strongly influenced by the internet. Criminal forces also use the internet to threaten people and to scare, torment and force them into certain actions. They threaten to publish compromising pictures online to blackmail those affected. They demonstrate what happens to

people if they do not comply with the demands of criminals. While the Mafia used to hang bodies on street lanterns for deterrence, today it is enough to publish images of abused people on the internet for **intimidation**. In addition, different groups 'fight' each other on the internet and list how many murders they have committed. A Facebook page can thus quickly become a 'weapon of war' and **accelerate the violent escalation of conflict**. Extremist groups and other criminals also use social media to recruit new members.

Another important challenge is **cybercrime**: Cyber threats can occur without warning and cause massive damage. The spectrum of criminal cyber activities ranges from blocking the use of internet services, digital blackmail, cyber sabotage and cyber espionage to 'simple' data theft. Governments, institutions, companies and individuals have become more vulnerable to cyber attacks. The internet also facilitates illegal trade, in arms for example, which in extreme cases intensifies **war economies and armed conflict**. Furthermore, the Darknet and other digital channels allow extremists to acquire weapons and other material for attacks.

#### Online violence against women and girls

Online violence against women is a modern phenomenon that affects women and girls worldwide. This applies in particular to women who belong to **ethnic or religious minorities** or are lesbian, bi or transsexual. All in all, this type of violence and abuse creates a hostile online environment with the aim of **embarrassing, intimidating or humiliating women**. The response of the criminal justice system to women affected by violence on the internet is still inadequate in many countries. Not all forms of violence are punishable, but all restrict the human rights of women and girls.

The internet also enables or facilitates other forms of violence against girls and women, including **human trafficking** (and human smuggling) and **prostitution**. The most important uses of the internet by traffickers include: Selling women and children in social media, exchanging money via online money transfer services and organising logistical operations related to the transport of those affected.

The increase in online abuse of women on the internet not only undermines the ideal of an open, inclusive and participatory internet, but also shows how widespread **gender inequality is even in the virtual world**.

<sup>7</sup> Sources: <https://www.nytimes.com/2018/10/15/technology/myanmar-facebook-genocide.html>; <https://www.nytimes.com/2018/11/06/technology/myanmar-facebook.html>



## Intimidation and terror via social media

In San Cristobal (Colombia), for example, 200 people were driven out of their homes via the internet page *Loma Libre, Libertaria Libre*, in order to gain control of their houses and land. The gang members also posed for photographs with police officers to show the population that they cannot expect any government aid. It is difficult for internet users to determine whether such content is fake or genuine.



## Online violence against women and girls takes various forms, including:

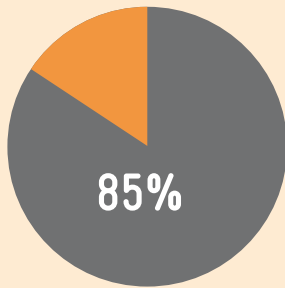
- online misogyny and text-based abuse (e.g. on social media platforms such as Twitter or Facebook);
- gender-specific insults and harassment online;
- threats of rape and death;
- upskirting (unauthorised recording and publication of images or video material granting a look under the skirt or other garment of a girl or woman);
- non-consensual pornography and image-based sexual abuse (also known as revenge pornography);
- rape pornography;
- slutshaming (public attacks, humiliations and insult of people, especially women and girls, who do not blend in with society's expectations of sexuality);
- doxing (web-based collection and publishing of personal data, mostly to expose a person);
- sextortion (extortion and threat to publish intimate information about affected persons if a requested favour is not provided);
- cyberstalking (harassment and imitation, threatening and stalking a person against their will, e.g. by full monitoring of smartphones), and
- cyberharassment or cyberbullying (offending, threatening, and exposing people, mostly over a longer period of time).

Online violence against women and girls is real violence and should not be seen as a separate phenomenon from violence in the 'real world', but as a continuum of gender-based violence independently of the internet.

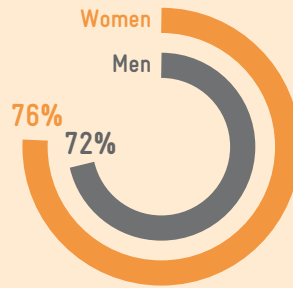
The **dichotomy between offline and online** is not only **wrong** in the fight against online violence against women. For example, it does not take into account the fact that, in everyday life in violent societies, the boundaries between online and offline are blurred. Online violence against women is taking place on the internet, but its effects are not limited to virtual spaces alone. Acts of online violence often later turn into physical acts of violence. Moreover, the anonymity of the perpetrators increases the fear of violence and creates a sense of helplessness among those affected.

Prevention and containment of online violence against women is an issue that urgently requires **national and global recognition** in developed and developing countries, as well as appropriate development cooperation measures. The fight against violence against women on the internet must begin by recognising the existence of gender-based online violence, its scale, its numerous forms and its far-reaching impact on women and girls in developing countries. Finally, online violence against women must also be recognised as a form of gender-based (and sexual) abuse of women and girls and as a factor that hinders their full and equal participation in public and online spaces.

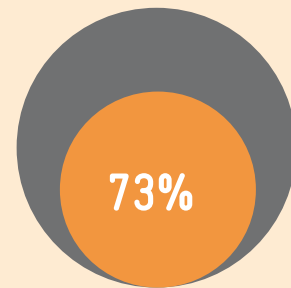
## Online violence against women and girls worldwide<sup>8</sup>



Percentage of women who believe that the internet increases their freedom (2013).



Percentage of women and men who use social media on the internet.



73 percent of female internet users worldwide are believed to have been affected by online violence and abuse.

### Starting points for dealing with the above-mentioned challenges

There is no doubt that digital development is accompanied by a series of new challenges for human rights, peace and security. The future of privacy, freedom of expression and democratic governance depends on **the choices we make today**, for example to reform social media. The question is how state actors and representatives of civil society and private industry can work together on national and international regulations for dealing with new technologies. In addressing these challenges, consideration should not only be given to protection of the state, but also to protection of the individual and human dignity. At the same time, **cybersecurity** needs to be developed further, because security and trust are prerequisites for a successful digital transformation.

A UNESCO report<sup>9</sup> points to the following key elements regarding gender-based digital violence. These must be fulfilled in order to satisfy the due diligence obligations towards girls and women:

1. develop prevention measures for violence against women;
2. ensure protective measures;
3. investigate and prosecute cases of violence against women; adopt effective laws against online violence against women;
4. punish perpetrators of violence against women;
5. provide legal support for victims/survivors of violence against women.

<sup>8</sup> Source: The UN Broadband Commission for Digital Development Working Group (2015): *Cyber Violence Against Women and Girls: A World-Wide Wake-Up Call* <https://en.unesco.org/sites/default/files/genderreport2015final.pdf>

<sup>9</sup> Ibid.

Particularly in our partner countries, it is important to establish and expand **network resilience** as well as resilience in terms of preventive and reactive **cyber security capacities**.<sup>10</sup> In order to achieve this resilience, the following **strategic key areas** need to be further developed within the framework of capacity development:

- **Prevention by changing social attitudes:** Raising awareness within societies through training and campaigns. Support for social cohesion mechanisms and the development of a ‘critical mass’. Improving awareness of problems and risks and understanding of the situation, especially with digital service providers.
- **Monitoring and overview of developments and risks:** Security measures and protection mechanisms; establishment and maintenance of an internet structure and customer care practices that deal with the issue of online violence in a responsible and context-conscious manner; development of appropriate technical approaches and solutions, including secure encryption of digital instruments; promotion of duty of care, including the obligation to report abuse.
- **Adaptation and application of laws and rules:** Regulatory improvement measures (international law, directives, norms and standards), procedures (cross-departmental decision-making and coordination processes, detection and reporting mechanisms, contingency plans) and governance mechanisms; support for jurisdiction and legal systems that allow compliance with rules to be enforced and criminal consequences and sanctions to be applied; negotiation and implementation of international agendas and strategies to secure digital civil rights.

When it comes to dealing with the above-mentioned digital challenges, the main focus within the **peace and security sector** is the **prevention of online violence**. For this reason, we portray some examples of this, e.g. in connection with digital approaches against hate speech. The measures against online violence should not, however, be limited to the net, but should always also be applied to non-virtual coexistence.

### Do No Harm in digital components

In the development and use of digital instruments, possible unintended impacts on online violence and cybersecurity should be carefully managed. This includes for example a conflict sensitive digital communication strategy. Especially in fragile states, it is essential to plan and implement digital measures that incorporate the principle of Do No Harm. To give just one example, 3D printers are used to produce hard-to-procure materials and can be very useful in fragile contexts or in reconstruction (for example, in the manufacture of medical instruments). However, they can also be misused to produce weapons if they fall into the wrong hands.

See the description of the Do No Harm approach, which is explained in the Do No Harm Quick Check app developed in the Philippines.

### Brief overview: Which of our sample approaches fit which context?

Digital approaches, examples of which are provided here, can make a significant **contribution in the areas of violence prevention, conflict resolution and peacebuilding**. This does not only apply to military conflicts. Fragility, violence and war have direct and long-term consequences in affected societies. They impact not only on those directly involved (e.g. victims and perpetrators), but also on local communities (e.g. post-traumatic stress and transgenerational trauma, also in witnesses of violence). Ultimately, the entire society is increasingly marked by fear, instability, exclusion and the **dis-integration of social cohesion**. Public resources are heavily burdened by war and violence; for example, increased cost for health services, social support measures, police, and the justice system. In extreme cases, war, crime and violence have a lasting impact on the development of a country as a whole for generations to come. This also contributes to the cycle of violence rarely being broken. In societies affected by civil war or violent persecution of people, digital tools can help **to preserve memories**, generate **empathy** for the victims of violence, and thus help **deal with the past** and support **reconciliation**. This is illustrated by the following examples:

- **a Serious Game from Colombia: *Reconstrucción – La Guerra no es un Juego* (p. 46);**
- **the mobile information and interaction app *Mapping Memories, Cambodia* (p. 23).**

<sup>10</sup> See the German Government's cybersecurity strategy. [https://www.cio.bund.de/SharedDocs/Publikationen/DE/Strategische-Themen/css\\_engl\\_download.pdf?\\_\\_blob=publicationFile](https://www.cio.bund.de/SharedDocs/Publikationen/DE/Strategische-Themen/css_engl_download.pdf?__blob=publicationFile)

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Digital instruments can provide citizens with a realistic picture of the **need for social cohesion** in societies and the complexity of **peaceful solutions**. They can raise awareness of displacement conditions and create solidarity with refugees. Examples include:

- **the video game series *Arabia Felix, Yemen* (p. 19);**
- **the Serious Game *Salaam* (p. 74).**

Digitally enabled dialogue can promote conflict-sensitive communication and constructive conflict management, while at the same time demonstrating and curtailing the dangers of **hate speech, fake news and violent extremism**. Examples include:

- **the digitally supported citizen radio *Umoja – Radio for Peace, Kenya* (p. 36);**
- **the *T'akad* initiative, which is developing an app against fake news in Lebanon (p. 72);**
- **the #defyhatenow campaign, which educates about hate speech and polarising debates online and offline, for example in South Sudan (p. 73).**

Where the lives of people who advocate peace and human rights are massively threatened, digital tools can **help protect those affected** and also **help them protect themselves**. For example:

- **the protection and emergency app *Ojo* in Colombia (p. 51).**

Crime rates are particularly high in poor areas of rapidly growing urban centres. More than half of the world's population now live in cities, although they occupy only 2 percent of the earth's surface. Especially in cities, where there is chaotic and uncontrollable growth, many people live in informal settlements and have no economic prospects. Lack of participation, low education, a lack of job opportunities as well as the trade in and use of drugs are ideal breeding grounds for gangs and organised crime. In countries where young people have so far had few **opportunities to participate in society**, digital approaches can help them to organise themselves and to **prevent violence and crime in their communities**. At the same time, citizens' initiatives against organised crime can be supported through global solidarity, learning from each other and publicising acts of violence. Examples are:

- **the organisation-specific *YouthActs* networking and learning app in South Africa (p. 41);**
- **the *Viva* networking app of the Global Initiative against Transnational Organized Crime (p. 66).**

In some countries, institutional, economic and social fragility and resulting conflict lead to companies investing little, trade and industry not developing, unemployment increasing and welleducated people migrating. The increased social and economic burden on large parts of the population, the lack of social cohesion and experience of violence often lead to the further spread of violence, for example due to the radicalisation of young people. A vicious circle emerges. At the same time, digital approaches can also be used to stimulate **inter-generational dialogue** between adults and young people, thereby creating **greater social cohesion** and employment prospects for young people. For example:

- **the advice, information and training app *Moumk'in* ('We do this') in Morocco (brief example p. 72).**

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**Violence against women and children**, which is often committed behind closed doors, is also receiving increasing attention. In particular, this includes the physical abuse of women and children, forced marriage and sexual exploitation, abuse and female genital mutilation. Among other forms of counselling, digital aids can **raise awareness** for the destructive effects of gender, domestic or school violence among young people, men and women and enable victims to receive **direct and anonymous assistance**. One example for this is the

- **information and support platform *Nokaneng*, Lesotho (p. 32).**

At the same time, actors can learn from each other by the **exchange** of ideas, **irrespective of their location**, thanks to digital approaches. This **improves their social practice**. For example:

- **regional knowledge management tools and digitalisation of various training courses for the prevention of violence in schools, families and communities in Central America (p. 55).**

The use of e-learning platforms can also be used to support projects that carry out training and dialogue with trainers or mentors. This in turn benefits the social and economic participation of young people, as in the brief example:

- **the Blended Learning approach in the JOSY project in Jordan (p. 71).**

Contributions to the promotion of peace and social cohesion can be made more useful, efficient, effective and sustainable through digital approaches. This is done through location-independent platforms for dialogue, networking and new cooperation projects, as well as through the dissemination of good practice for mutual learning. For example, digital networking aids can make **reflection on reconciliation and dealing with the past** more inclusive and transparent. The **exchange of information and experiences** between the main actors can be made more efficient. International examples:

- **FriEnt's blog *Dealing with the Past – Exchange and Reflect* (p. 62).**
- **the work of the Peace Tech Lab to support and connect peace initiatives and to raise awareness of hate speech (brief example p. 74).**

**Practical digital tools** can assist development cooperation organisations in designing their **activities** in a **conflict-sensitive** manner and prevent their development measures from **exacerbating conflict**. An example is:

- **the Do No Harm Quick Check app in the Philippines (p. 14).**

International project members can only visit fragile countries with extremely difficult security situations to a limited degree, if at all. However, risks must be managed, and actors must remain capable of action. Here, digital **Remote Management, Monitoring and Verification (RMMV) approaches** enable development projects to gather information and conduct **monitoring from a distance**. In this respect, they make an important contribution to the management of projects that help improve and develop infrastructure for social cohesion and peace in such contexts. Examples include:

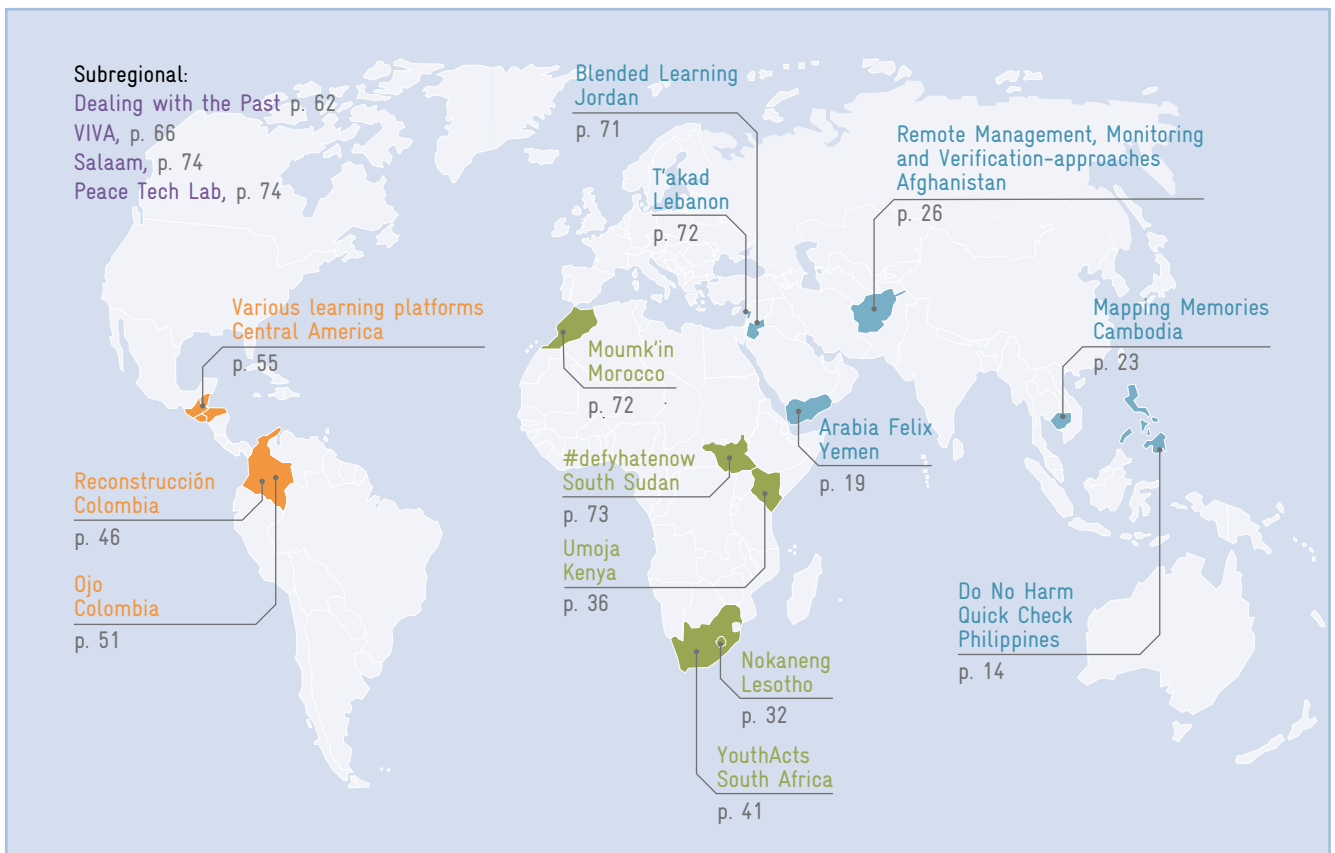
- **a Remote Management and Monitoring tool for KfW projects in Afghanistan (p. 26);**
- **the use of drones to document and monitor projects' progress. This is another KfW measure in Afghanistan (p. 29).**

# Exemplary digital approaches

Most of the examples of digital approaches from the peace and security sector presented in detail here stem from GIZ cooperation projects. One example is implemented by the Working Group for Peace and Development (FriEnt). Another approach comes from the Global Initiative against Transnational Organized Crime, one of the cooperation partners of the Sector Programme Peace and Security, Disaster Risk Management. The Kreditanstalt für Wiederaufbau (KfW) implements two examples in Afghanistan that are presented here.

In addition, there are six complementary brief examples on page 95 to page 103 that use digital approaches to contribute to peace, violence prevention and the constructive and innova-

tive management of conflict. They can also be used as inspiration for new approaches to the topic.



Examples from Asia/Middle East: p. 13 – p. 30

Examples from Africa: p. 31 – p. 44

Examples from Latin America: p. 45 – p. 60

Supraregional examples: p. 61 – p. 74

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Examples from

# Asia/Middle East



# The Philippines (Mindanao): Do No Harm Quick Check – Practical assistance for conflict sensitivity

Quick overview	
Topic covered	Conflict sensitivity
Type of app	A practical digital aid and monitoring tool
Name of the cooperation project	Strengthening capacities on conflict-induced forced displacement in Mindanao (CAPID)
Partner organisations	Political partner: Office of the Presidential Advisor on the Peace Process (OPAPP) Implementation partner: Department of Social Welfare and Development (DSWD)
Contact	johanna.sztucki@giz.de; arthur.casino@giz.de
Intended results	Prevent possible negative consequences of development actions in a conflict-related context
Users / target groups	Initially: Members of the DSWD Learning Network as a test group in developing the app  Subsequently: Use by other organisations that support peaceful and sustainable development in the Philippines and possibly by other GIZ projects
Further information	The app is still in its trial phase but will be available free of charge on GooglePlay.



## In what context was the app developed?

### Context

On the island of Mindanao in the southern Philippines, sustainable development has long been hampered by violent political and social conflict. Conflict over resources and land use is also a serious problem. A major consequence of such conflict is the displacement of parts of the civilian population, which in turn leads to increasing marginalisation and impoverishment, especially of indigenous people and women who already have less access to public services. This threatens social cohesion, especially in host communities.

GIZ contributes to the peace and development agenda of the Filipino government in Mindanao for example by advising and supporting the Office of the Presidential Advisor on the Peace Process (OPAPP) on addressing the impact of conflict-related displacement at the regional and local level.

The GIZ project CAPID contributes to peaceful, integrative and human rights-based development. It helps regional and local government agencies as well as non-state actors to deal with the long-term effects of conflict-related and recurring displacement of **internally displaced persons (IDPs)**. It also supports the **host communities** in a conflict-sensitive manner. The strengthening of social cohesion in communities hosting IDPs goes hand in hand with combatting poverty and offering better prospects for the future, thus creating a **basis for peaceful coexistence**.



### Fields of action of the project

- Dialogue measures in communities of origin and host communities assist affected individuals as well as state and non-state actors in discussing the causes and effects of multiple and short term violent displacement. Thereby, causes and impacts can be highlighted and addressed. The project helps integrate measures to tackle conflict-related displacement into regional and local development plans and peace agendas.
- It strengthens the exchange between different government agencies in order to adopt a coherent approach to dealing with violent displacement.
- It provides smaller support measures to displaced persons from origin and host communities. It addresses the specific needs of particularly disadvantaged groups and seeks to improve their lives.

One of the initiatives assisted by the GIZ project CAPID is the **learning network of the Department of Social Welfare and Development (DSWD)**. The network supports the **training** of actors implementing projects for peaceful development at a local level and involves a wide range of actors, including non-governmental organisations, faith-based organisations, educational institutions, citizens' initiatives, as well as government organisations such as the police and the military. Almost 60 organisations participate in all. The app **supplements existing training modules** in order to strengthen conflict sensitivity, especially in dealing with violent displacement. It is intended to help the trained actors **implement what they have learned in practice** and at the same time as a monitoring instrument for the Do No Harm approach.



*Activity in GIZ's CAPI project: Trust-building exercise as part of measure to foster dialogue.*

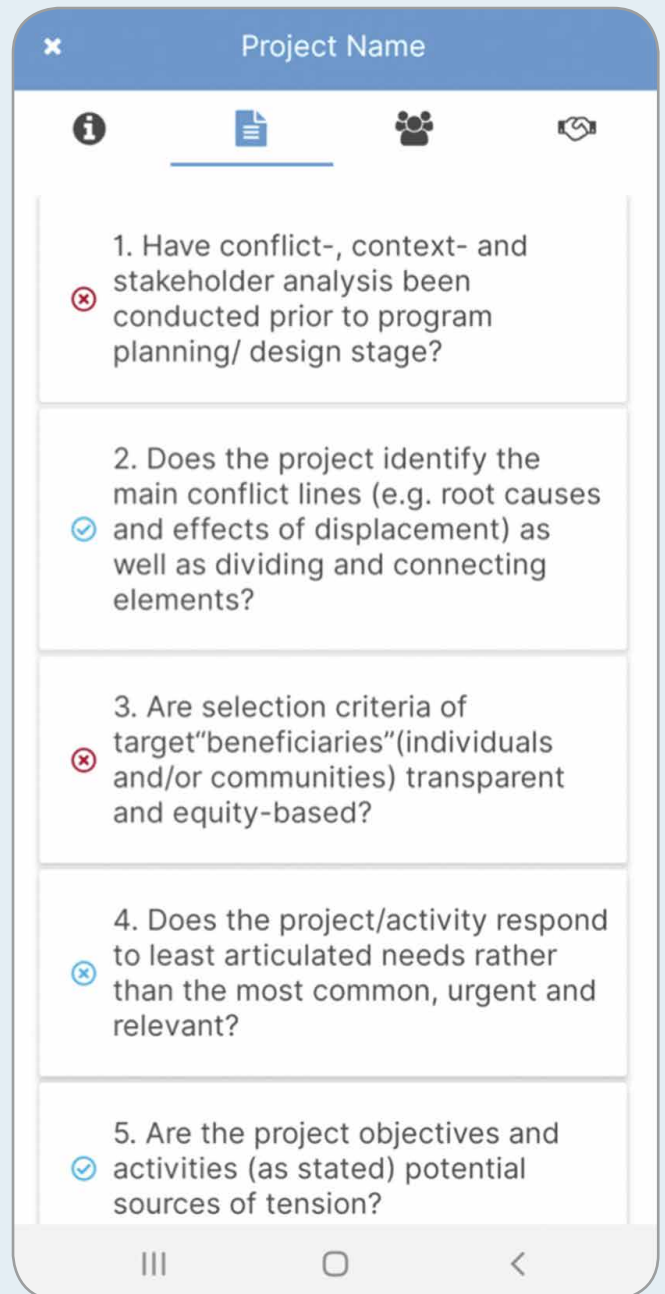
### What is Do No Harm?

In the context of crises and conflicts, the Do No Harm approach developed by Mary B. Anderson is an important guideline for development cooperation and a minimum standard for all projects in fragile contexts. It aims to detect, prevent or mitigate unintended negative and conflict-aggravating impacts. In order not to run the risk of inadvertently deteriorating the situation of affected population groups whose conditions are to be improved, particular emphasis is placed on a systematic context-sensitive approach. The approach works on achieving peacebuilding results and on bridging conflict between the parties involved. As a methodical approach, Do No Harm includes several analysis steps to assist development organisations in strengthening context-sensitive approaches in contexts affected by conflict, violence and fragility.

For more information on Do No Harm, see: <https://www.cdacollaborative.org/what-we-do/conflict-sensitivity>.

### How does the app work?

The project has developed the 'Do No Harm Quick Check' app to help prevent potential negative consequences of development measures to combat conflict in Mindanao. It is intended to be used in a variety of contexts. This includes research projects (e.g. field research), government services and programmes, but also smaller initiatives. The app is linked to **conflict-sensitive training** for the various participant organisations of the DSWD learning network. Initially, they receive face-to-face training on conflict-sensitive project planning and implementation procedures. Subsequently, the participants apply what they have learned in their projects. For this purpose, they use the app, which guides and accompanies them with **practical assistance** during implementation. Do No Harm Quick Check enables quick reflection and analysis of the most relevant conflict-sensitive issues with regard to project implementation and the respective actors and target groups. The ability to digitally generate and systematise the **basic information required for a Do No Harm report** is an important contribution to monitoring.



*Screenshot of some of the questions the app asks users to consider.*

### The app as a tool to reduce workload

One of the benefits of the app is to be able to quickly and easily generate a Do No Harm report, e.g. as part of project planning or regular monitoring of projects and initiatives. This can be created offline, independently of the local conditions. The only requirement is a smartphone and ideally, a group of interviewees and other resources for information on the respective context (e.g. experts in the respective region as well as the topic).

### Features

The core element of the app is the Do No Harm-based list of questions for orientating and monitoring your own conflict-sensitive approach.

- Each Do No Harm checklist question contains the **choices** of 'rather Yes' and 'rather No', as well as text fields for 'Information Source' and 'Comments' (with the items 'General Notes' and 'Recommendations').
- The quick check screens of the app display **basic information** about a project or activity and the associated evaluation of the Do No Harm questions.
- The information is digitally pooled, summarised in a **report table** and shared with the DSWD network community.
- Do No Harm Quick Check works **online and offline**. Tap 'Submit' to make the report available for subsequent online submission.

The screenshot displays the 'DO NO HARM Quick Check' app interface. At the top, there is a blue header with the title 'DO NO HARM Quick Check' and a close icon. Below the header, there are four icons: an information icon, a document icon, a group of people icon, and a checkmark icon. The main content area contains a question: '29. Does the monitoring plan on age and sex disaggregated data and analysis for the project fit to the conflict dynamics in the area?'. Below the question are two radio buttons labeled 'Rather Yes' and 'Rather No'. Underneath the radio buttons are four text input fields: 'Source of Information', 'Remarks', 'General Notes', and 'Recommendations'. At the bottom of the form is a large blue button labeled 'SUBMIT'. The bottom of the screen shows the Android navigation bar with three icons: a home button, a back button, and a recent apps button.

Screenshot of the elements for creating a Do No Harm monitoring report.

### Feedback and exchange:

The creation of Do No Harm reports is not only intended for internal conflict-sensitive monitoring, but also enables feedback from other participants and constructive discussions regarding conflict-sensitive solutions. Although a **digital interaction and comment function is not yet available**, other actors can use 'red flags' to identify problem areas that should be reflected on in the network meetings. A similar exchange takes place in the quarterly meetings of the DSWD network, which serve to **manage knowledge** and to further develop and improve the app.

### What has been achieved so far? What is being developed further?

At the time of going to press, the app **was still being tested** and is not yet available to the general public. The DSWD network members act as a test group for app development. Their participation in the development and test workshops shows that there is **strong interest** in the Do No Harm Quick Check. At the test phase's opening event, the number of participants significantly exceeded the 45 persons expected. The intense discussions during the test workshops also indicated **strong demand** for the tool.

*'The app is a very good tool that will help us analyse existing conflicts in the community and avoid them in our work.'*

*Participant in a test workshop for the app.*

The app represents a **breakthrough for conflict sensitivity** in the Philippines: For the first time, a network coordinated by a government organisation is integrating the Do No Harm approach into its system as a conflict sensitivity instrument and is implementing it in practice.

### Managing risk

The app could be used to discredit the initiatives and organisations involved. For this reason, users must log in and only recognised DSWD network addresses are approved. Users may use the app without logging in but cannot submit reports or view reports from others. Data privacy is also included in the training modules that precede the use of the app. Information and statements made in the app cannot be assigned to a single person.

### Development perspectives

Although the app was originally developed for the DSWD **learning network** in Mindanao, it can potentially be used by a **wide range of actors and in various contexts**. In future, the Do No Harm Quick Check is also intended for use by other government, development and aid organisations that want to promote peaceful development and will be disseminated at national level. Corresponding interest has already been noted, e.g. by the Department of Interior and Local Government, but also by other GIZ projects.

Medium term, it is conceivable to build a **growing community of practice**, in which analogue and digital information on Do No Harm and conflict-sensitive work in initiatives and projects may be exchanged.

# Yemen: Arabia Felix – Serious Games to support the peace process

## Quick overview

Name	Different games, under the brand Arabia Felix
Topics covered	Social cohesion, good governance, gender
Game type	Serious Games
Name of the cooperation project	Peace Process Support for Yemen
Partner organisations	The games were developed independently of a state partner organisation in cooperation with different non-governmental organisations.
Contact	wolfgang.herdt@giz.de
Intended results	Social cohesion and peaceful coexistence
Users / target groups	Different users depending on the game (young men and women)
Further information	All games can be downloaded free of charge from <a href="#">GooglePlay</a> <sup>11</sup> .



## In what context were the games developed?

### Background

More than four years of war in Yemen have created enormous humanitarian, security and economic problems for the whole country. Since the outbreak of the civil war, the situation has increasingly worsened. A political solution to the conflict is not in sight. More than half of Yemen's population is currently not adequately supplied with food or drinking water. Very few people have basic health services. Of the almost 27 million women in Yemen, more than 10 percent are internally displaced. After numerous attacks on the civilian population, the willingness to find a peaceful solution has fallen significantly on all sides. Civil society peacebuilding capacity is also weak. There is a lack of visions, ideas or proposals on how to resolve the conflict without violence.

The GIZ project 'Peace Process Support for Yemen' conveys messages and skills to **promote non violent conflict resolution under civil war conditions**.

Among other things, the GIZ project supports civil society partner organisations in raising public awareness. This includes conducting a PR campaign that promotes **peaceful coexistence through the use of Serious Games** on mobile devices. A Serious Game is a game app that not only entertains but also pursues **educational goals**, such as empathy development or awareness raising for certain social issues.

Especially in the Yemeni context, the use of game apps offers many **opportunities and advantages**:

- The interactive medium is the best way to reach the **target group**: The majority of the Yemeni population is young (70 percent are under 30) and uses smartphones. At the same time, interest in **the growing gaming industry** is also increasing in Yemen.
- It is much more difficult for the project to reach target groups in Yemen directly and in a similar manner. **International staff** are not allowed to travel to Yemen.

<sup>11</sup> The link leads to the game Republic of Sheba.

- Digital approaches enable the target group to be reached **without** having to go through a **local partner as an intermediary**. This avoids the risk of, for example, supporting organisations that adopt a partisan stance in the conflict or use their role for political purposes.

*‘There is a great opportunity to directly reach Generation G, which grew up with video games. Through the games, we can make them aware of the need for peaceful coexistence.’*  
A Project staff member

## How do the games work?

The **content and objectives** of four of the seven game apps that have been released so far are described below. They are all marketed under the Arabia Felix brand as part of a social media campaign.

## The Secrets of Arabia Felix I and II

**The Point and Click adventure** The Secrets of Arabia Felix targets **conflict resolution and reconciliation**. In the first part of the app, the protagonist walks through a village and tries to find solutions to conflicts together with its inhabitants. By chance, they find the key to the hidden kingdom of Saba, which reveals how to end conflict and live in peaceful coexistence. The game ends at the entrance to this ancient kingdom. The second part of the game also raises awareness of Yemen’s cultural heritage and aims to strengthen civic identity. Here the protagonists explore the old kingdom of Saba. In order to enter the heart of the city, they must carry out various tasks, such as collecting various artefacts from different regions of Yemen. At the end of the game, the true heart of Yemen can only be found through reconciliation and forgiveness.



## Arwa’s World

Arwa’s World aims to **strengthen and promote employment for Yemeni girls and women** between the ages of 8 and 35. Solving this **puzzle** allows the players to discover the different steps Yemeni women need to take to pursue a successful career. During the game, educational content is unlocked step by step and can be shared on social media.



## Republic of Sheba

The Republic of Sheba **strategy game** addresses **good governance and resource management** and conveys how challenging decision-making can be in political and social dilemmas when peaceful development is the goal. The player takes on the role of a ruler in Yemen who is being advised by the Queen of Saba. The player has to make **decisions on peace building and social cohesion**, while at the same time providing the necessary infrastructure for the whole country.



### New apps

Tuba, the seventh game, only went online in August 2019. It sets out to rebuild a Yemeni village destroyed in the conflict, with participation from internally displaced people. An additional game was developed in June 2019 as part of the first hackathon in Yemen. This game is the first community app of Yemeni followers and is still being developed.

## Development of games

Prior to developing the apps, **creating acceptance and interest** in the target audience was identified as a challenge and was addressed using Design Thinking. Potential users are involved and consulted in the different stages of game development. The technical base of Arabia Felix was developed in Europe, but needs are identified locally by Yemeni actors. They also design the content (for example the stories, music, sounds, illustrations and texts). **Yemeni story writers were trained** using a variety of training measures, some of which were digital.

**Awareness-raising campaigns** are carried out **online and offline** alongside the games, which are complemented by support measures. These include offline events and marketing campaigns run during radio discussions, sports activities, or game-related social and interactive events. The Arabia Felix brand is also **marketed** through **online platforms** such as a Facebook page, which increases interest in the games and their content. At the same time, issues such as social cohesion and peaceful coexistence are repeatedly raised and discussed.

**Additional projects** are also developed and combined with the use of the games, such as:

- an **e-learning platform** in cooperation with the GIZ project Africa Cloud on the themes of peaceful coexistence, social innovation, conflict-sensitive communication and peaceful coexistence;
- a **digital platform for dialogue among women**, as a 'neutral' place for communication and exchange.

## What has been achieved so far? What is being developed further?

**Demand** for the games is very high in Yemen. All of the Serious Games released so far have reached more than 10,000 downloads in the AppStore. In addition to the remarkable quantitative success, the games are also rated an exceptionally positive 4.9 out of 5 points. They therefore correspond to the requirements and needs of users. Some games were ranked third place in Yemen's Play Store charts, behind FIFA and Clash of Clans, which are international mega-sellers. In their reviews, many users say they are proud that the games are Yemeni products that **refer to the Yemeni reality**.

A **large online community** has grown around the Arabia Felix brand. For example, the Arabia Felix Facebook page was set up to distribute the games. But it has now also become a true exchange platform for players to film themselves playing the games and commenting and reflecting on their content. This is very popular among young people and **boosts the games' educational value**.

The project considers the fact that the training measures and the participatory approach have facilitated the opening of a game development studio in Yemen as a particular success. Here, young Yemenites create Serious Games for peace and social cohesion, independently of GIZ. A member of the game studio made it into a support programme and now holds a Google scholarship.

In the Yemeni context, there are also **challenges in the use of digital approaches**, such as the lack of internet stability, power interruptions and the lack of security for project staff. For example, game development workshops had to be interrupted due to air attacks.

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**Qualitative impact monitoring** represents a major challenge for the project: **Long-term changes in users' behaviour and attitudes** are difficult to measure. If there are no local partners involved, the impact of the games on the youth is even more difficult to observe. Digital questionnaires were used to query attitudes directly before and after playing the games, which had **gradually changed positively** for many respondents. However, long-term behavioural and attitude changes can only be achieved through a number of interrelated factors and experiences. The games are only one contribution to this.

### Development needs

In the future, the GIZ project will enable **more training at the local level**, e.g. social media training and training for game development. In addition, both the use and development of games and apps will take place beyond the capital Sana'a. The aim is to increase the reach in rural areas and other cities to build a **nationwide developer community**.

#### Do No Harm

The focus of the GIZ project on Do No Harm turned out to be very important in game development. An example in the area of gender: Although users were given different options (e.g. choice of female and male heroes), the development team noticed that the games were mainly reaching male users. Women often prefer different games (e.g. Jigsaws). That's why the game Arwa's World was developed. It was very well received by women. Women as users were included in development to a greater degree, in line with the Design Thinking approach. Customising (tailoring a product to players' specific wishes) is therefore not only sensible and possible when developing a game, but also when designing new games. Ultimately, it is always important to integrate the target group into the development process.

*Note:* The Do No Harm approach is explained in the first example (the Philippines).



# Cambodia: Mapping Memories – Digital dealing with the past

Quick overview	
Name der App	Mapping Memories Cambodia (MMC) – Digital dealing with the past
Topic covered	Dealing with Cambodia’s past
Type of app	Website and mobile app for interaction, information and learning
Name of the cooperation project	CPS – Civil Peace Service
Partner organisation	Royal University of Phnom Penh
Contact	julia.ilse@giz.de
Intended results	Facilitate constructive engagement with Cambodia’s history of violence
Users / target groups	All Cambodians, especially younger generations
Further information	The app can be downloaded free of charge from GooglePlay. Multimedia website Mapping Memories Cambodia: <a href="https://mappingmemoriescam.wixsite.com/home">https://mappingmemoriescam.wixsite.com/home</a> MMC project Facebook page: <a href="https://www.facebook.com/356372341606238/videos/302981377241111/?type=2&amp;theater">https://www.facebook.com/356372341606238/videos/302981377241111/?type=2&amp;theater</a>



## In what context was the app developed?

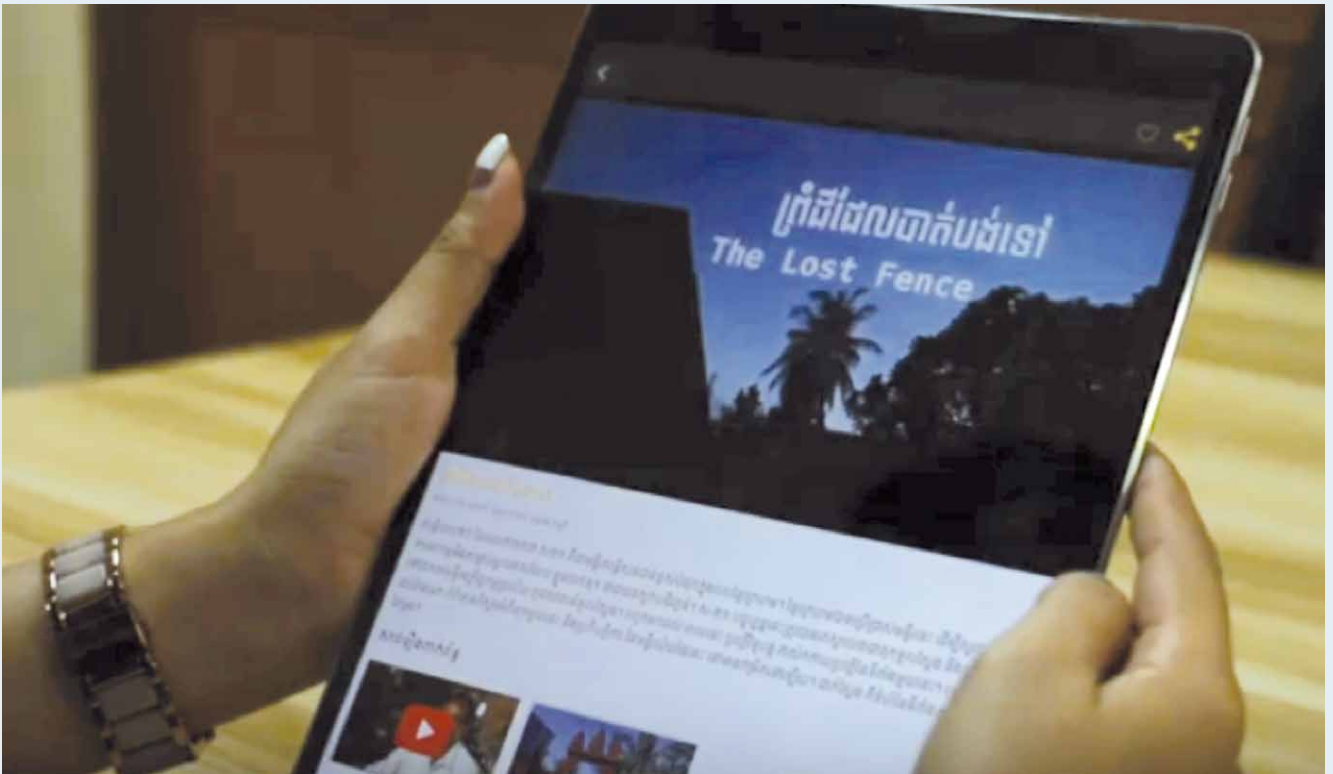
Even more than three decades after the end of Khmer Rouge rule, Cambodia struggles with the legacy of the regime, which murdered the country’s intellectual elite and committed countless crimes against humanity. Much of the Cambodian population is still traumatised by the politically motivated mass murder and decades of civil war. The country is also hindered in the peaceful development of democratic structures and rule of law by a **lack of capacities for dealing with the past**.

The Civil Peace Service (CPS) aims to help Cambodian society better handle the horrors of civil war and genocide and develop methods and structures of civil conflict resolution.

70 percent of the Cambodian population is under the age of 30. These young Cambodians in particular are generally not well informed about the actual events during the Khmer Rouge’s rule. This time has rarely been addressed in public discourse and in the education system – for a long time the subject was repressed and considered taboo.

CPS’s cooperation with the Royal University of Phnom Penh’s **Media and Communications Department** aims to train journalists to **deal with the past in a conflict-sensitive manner**. They can then communicate appropriate initiatives to Cambodian society.

CPS has helped students develop **an app to deal with the past in Cambodia**, which is described below.



*Using the app on a tablet.*

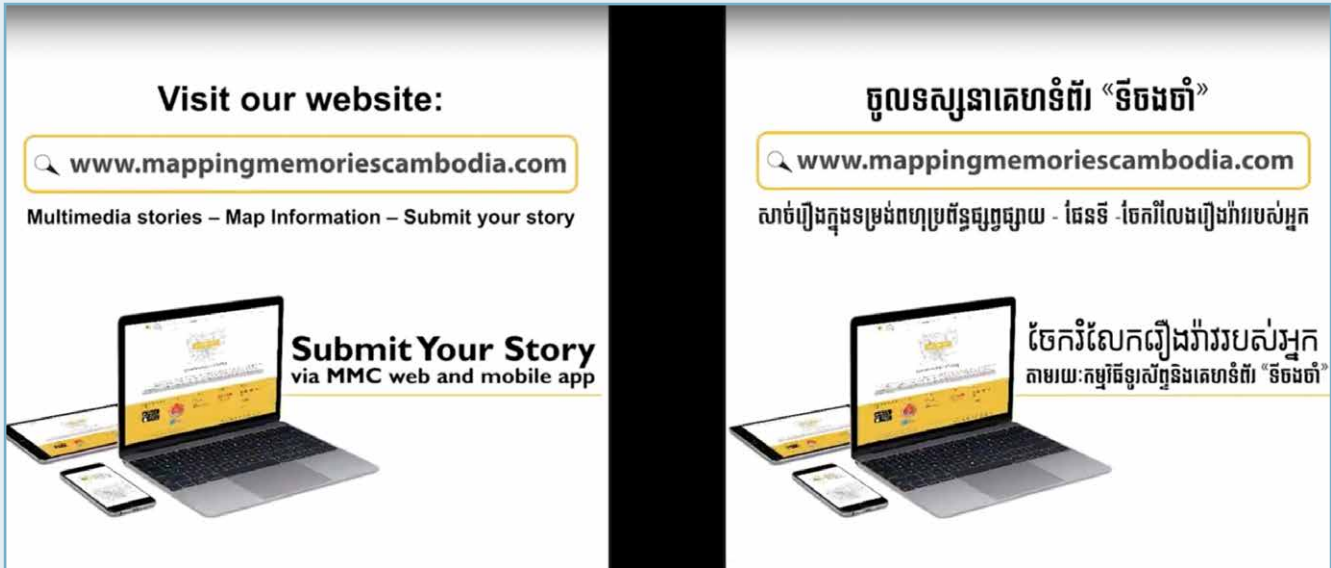
### How does the app work?

As early as 2017, students from the Royal University of Phnom Penh, supported by CPS, created a multimedia website called Mapping Memories. This page is the basis for the app, which rolls the offering out on mobile devices too. The app is intended to make it easier **for young Cambodians in particular**, who prefer to use digital media, to deal with Cambodia's violent past.

The app provides **information and eyewitness reports** on the Khmer Rouge's violent regime. There are insights into the reality of life at the time, as survivors talk about their daily lives, but also about their feelings and the violence experienced.

The information is presented in **info boxes, videos, radio features and photo stories**. The contents are linked to the respective place of the event on a map. Users can explore them both digitally and 'analogue' on site. They can also add their **own memories as contributions** and are invited to discuss via a comment function.

More than 50 places have been marked in 18 provinces and cities of Cambodia, which were important for the period of Khmer Rouge rule and for which specific stories are told. On an **interactive map** you can identify and click on the respective places and stories. In addition, the app provides a **comprehensive search function** that allows you to find historic facts about specific locations, organisations, and institutions.



The website allows for further study of the subject matter.

### What has been achieved so far? What is being developed further?

The app allows Cambodian users to communicate information and knowledge of their own history and to **raise awareness for democracy and the rule of law**:

*‘The app plays an important role in providing knowledge to the public. This helps to prevent cruel criminal acts such as those committed under the Khmer Rouge regime from returning to Cambodia’.*  
*Neth Phektra, spokesman for the Khmer Rouge Tribunal.<sup>12</sup>*

Furthermore, the app plays a role in **training students from the Media and Communication department** when it comes to recent history and the Khmer Rouge. In seminars, as future editors, journalists and media designers, they intensively examine their options for influencing the process of dealing with the past. In projects such as Mapping Memories, students can test what they have learned in practice and develop their sense of responsibility for media content. They also internalise the techniques they have learned to help shape the way the past is addressed.

**Usage history:** Since its launch in February 2019, the app has been downloaded about 1,500 times. The associated website has been accessed 2,000 times so far.

**Further development:** A **strategy** is currently being developed to **expand and enrich** the contents of the app. The Royal University of Phnom Penh has developed strong ownership of the app and now independently manages its usage and progress, ensuring **sustainability**. At the same time, CPS will finance a local expert who will further develop the project strategically over the next five years. The task will be to integrate the app institutionally in such a way that it is regularly updated with new content. The **rating of the app by its users** is an evaluation task and will be part of the strategy.

<sup>12</sup> Source: <https://www.voacambodia.com/a/new-app-maps-experiences-of-khmer-rouge-survivors/4773452.html>

# Afghanistan: Monitoring progress from a distance for projects in fragile contexts

KfW is increasingly carrying out projects in fragile contexts. This comes with strong political scrutiny, expectations and pressure to act. At the same time, international project staff are only able to visit some regions of certain countries, if at all. However, risks must be managed, and actors must remain capable of action. **Remote Management, Monitoring and Verification approaches (RMMV)** help to sustain the planning, management, monitoring and verification of information, even if international project staff cannot (temporarily) be present on site. Digital and technological instruments are used to this end.

**Two such digital approaches** are presented here: **A Remote Management and Information System (RMIS)** and the **use of drones** to document and monitor progress in projects that contribute to social cohesion and peace, among other things through the improvement and development of infrastructure.

## Remote Management and Monitoring Tool for social and economic infrastructure

Quick overview		
Cooperation project	Stabilisation Programme for Northern Afghanistan (SPNA)	Regional Infrastructure Development Fund (RIDF)
Objective	Stabilisation of fragile regions by improving social and economic infrastructure and strengthening local development councils	Improving the economic and social infrastructure and strengthening the project planning and implementation capabilities of the provincial authorities responsible for the measures in six provinces
Main activity	Quickly visible infrastructure measures (block grants) selected by the district administration with citizen participation; capacity building of the District Development Assemblies (DDAs)	Financing of medium-sized infrastructure measures in the sectors roads/bridges, flood protection, irrigation, wastewater, water, energy and schools
Implementation partners	<ul style="list-style-type: none"> <li>• AGA Khan Foundation AFG (financing partner), Agence d'Aide à la Coopération Technique Et au Développement (ACTED), Mercy Corps</li> <li>• Monitoring by consultant team Nisar-Sickert GbR</li> </ul>	<ul style="list-style-type: none"> <li>• Ministry of Finance (MoF) as a Ministry responsible for content</li> <li>• Joint Venture Sweco – GOPA Infra – INTEGRATION as an executive consultant</li> </ul>
Contact	<a href="mailto:anja.hanisch@kfw.de">anja.hanisch@kfw.de</a>	

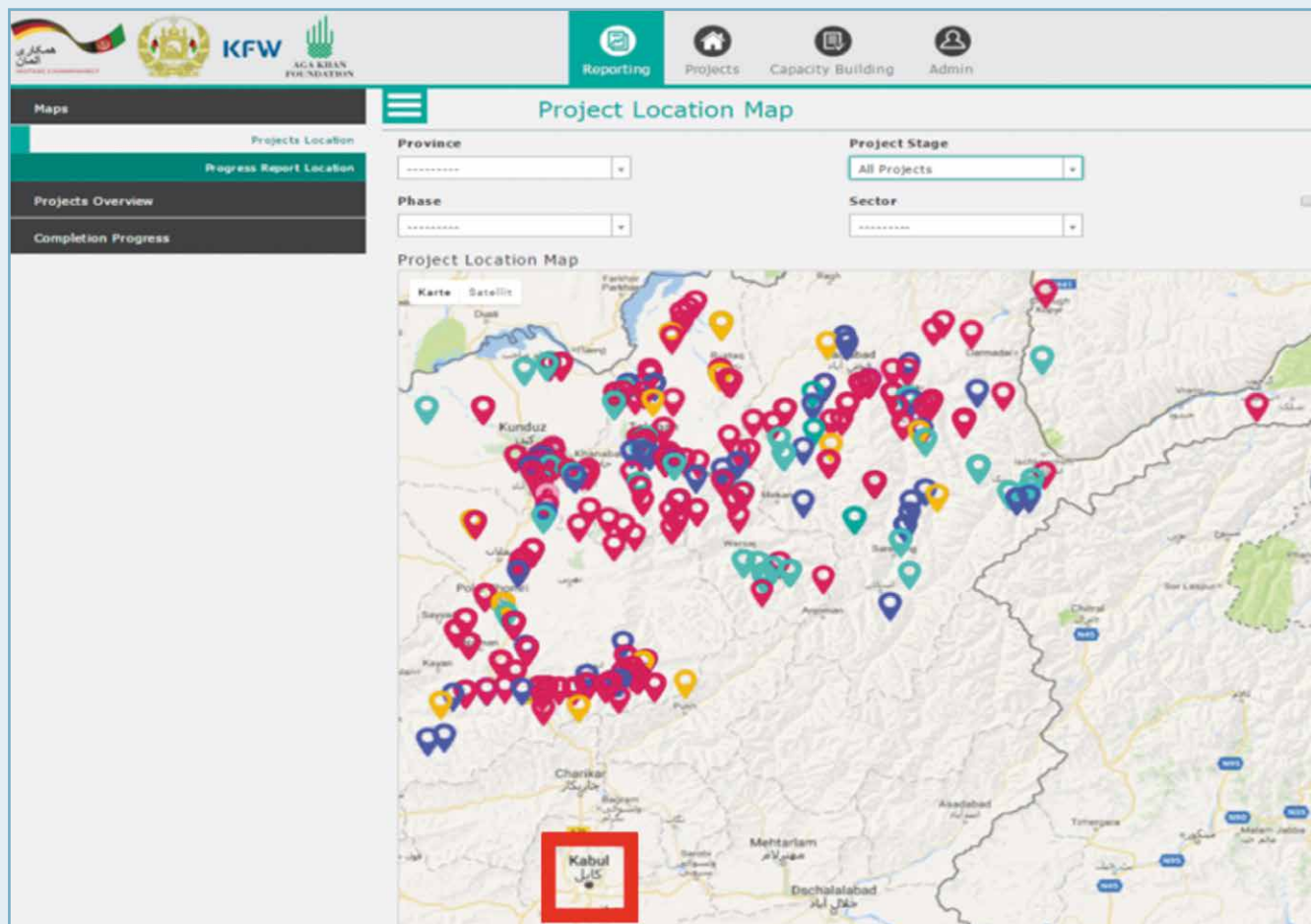
KfW finances **small and medium-sized infrastructure measures** in northern Afghanistan through the Stabilisation Programme for Northern Afghanistan (SPNA) and the Regional Infrastructure Development Fund (RIDF). On the one hand, the persistently precarious security situation prevents international KfW project managers from carrying out

regular progress reviews and audits of the use of funds and also prevents international engineers from supervising construction projects or collecting data themselves in some project regions. RMMV approaches make it possible to support these checks remotely.

The development and application of a Remote Management Information System (RMIS) is intended to provide **an instrument for the exchange, reporting and collection of information** for programme management and executing organisations. This allows the project portfolio, capacity development and progress in programme implementation to be monitored remotely. SPNA and RIDF were two of KfW's first projects for which such instruments were developed and applied.

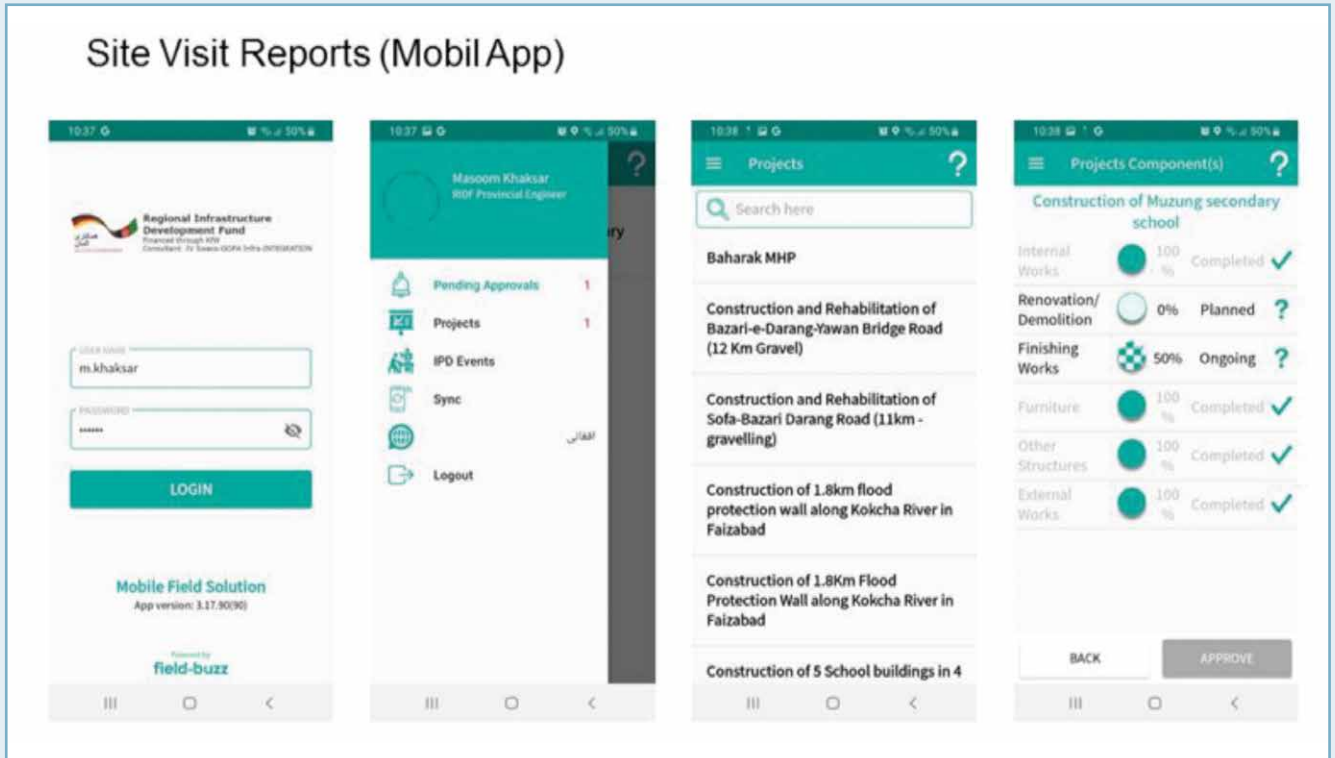
The tool is based on a customer-specific version of Field Information Solutions' FieldBuzz platform, which is designed specifically for data capture and workflow management in 'resource-poor' environments. It has already been configured and successfully implemented several times in the context of developing countries. The instrument consists of a customisable and extendible app and a web-based management and reporting interface (mission control and website).

The RMIS used by SPNA and RIDF is an **online project management database** that is adapted to practical needs due to the security problems. It contains the basic information for each individual activity, associated images and documents, GPS data and location, status of individual projects, descriptions and the exchange of data on progress and a section on capacity building, as well as analysis and reporting information. RMIS complements quarterly reporting by implementation partners, video conferencing, regular workshops with implementation partners in third countries, and day-to-day communication on project progress.



Map with project locations from the SPNA Remote Management Information System. Further project information, e.g. on financing and implementation status, is located behind the individual pins.

Local staff use a smartphone app to enter information about construction progress and capacity development directly on site. Verification and quality assurance of the data is ensured by commissioned consultants, both remotely and through on-site visits.



The app is used to report on progress on site.

## Digital technology for revitalising leisure and culture in Kabul

### Quick overview

Cooperation project	Revitalisation Chihilsitoun Garden
Objective	Contribution to peace building and encounters in the city of Kabul through rehabilitation of a historic meeting and cultural park (12 hectares)
Main activity	<ul style="list-style-type: none"> <li>• Increased high-quality opportunities for recreation through green and sports areas, cultural events for the population of Kabul</li> <li>• Socio-economic component: Employment opportunities for the population of the surrounding, illegally built district and provision of basic infrastructure</li> </ul>
Implementation partners	<ul style="list-style-type: none"> <li>• Funded by the Federal Foreign Office</li> <li>• Aga Khan Trust for Culture (AKTC)</li> <li>• Cooperation with the Kabul City Council and the Ministry of Information and Culture (MoIC)</li> </ul>
Contact person	<a href="mailto:anja.hanisch@kfw.de">anja.hanisch@kfw.de</a>

### Use of drones to document project progress

The aim of the project is to **contribute to the recovery of the urban population of Kabul** by restoring and creating green, garden and sports areas. Around 350,000 inhabitants of the surrounding district 7 (Char Deh) directly benefit from rehabilitation of this garden. The park can also be used to host cultural events.

The main component is the revitalisation of the park grounds, the creation of leisure and recreation facilities for the urban population and a contribution to improving air quality in the city. In addition, it includes a socio-economic component, since leisure and recreation opportunities are accompanied by **job creation effects for the population** of the surrounding district. The provision of basic infrastructure contributes to improved living conditions and living standards.



*Drone image with information on the current level of completion of a measure.*



*Drone image listing remaining activities.*

As Char Deh is a settlement that is tolerated and accepted by the city administration, but – until now – illegal, it is **not part of the city administration’s development plans** and has so far **not been connected to the basic urban infrastructure**. The project will help partners to change this.

Due to the sheer size (twelve hectares) the existing vegetation and buildings, the planned new buildings and the continuous use of the park by visitors during the rehabilitation and construction work, a **gradual implementation concept** was used. The entire site has been divided into ten zones, which not only define a spatial dimension, but also relate to the individual sub-measures. The implementation for each of these areas is carried out in two phases: (i) the development of individual usage concepts and designs, on the basis of which (ii) the physical measures are implemented.

Due to the security situation, it is not possible for international personnel to monitor the progress of the project on site. In addition to monthly and quarterly reporting by implementation partners, video conferences and regular workshops with implementation partners in third countries, the progress of the project was continuously **documented visually using a drone**, for example. The videos created by AKTC show the

current **implementation status of the physical measures** in the different zones. The drone footage is supplemented by information on the current degree of completion of the individual measures in percent and the work still planned in the zones. Time-lapse images also visualise the completion of physical measures, such as paving a path or roofing work.

The project attracted **a great deal of attention from the Afghan Government** and was visited several times by the Afghan President, for example. The drone videos enabled KfW project management to obtain an up-to-date overview of the entire park area with the implementation status of each measure. This therefore offered a very useful option for **monitoring project implementation from a distance**. Due to the size of the park, the drone survey flights were particularly useful for obtaining an **overall impression** of whether implementation of the planned measures complied with the agreed timeline.



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# Examples from Africa



# Lesotho: Nokaneng – Your Safe Space – An app to prevent gender-based violence

## Quick overview

Name	Nokaneng – Your Safe Space
Topic covered	Gender roles and prevention of gender-based violence
Type of app	App with advice, interaction and emergency call function
Name of the cooperation project	Partnerships for the Prevention of Violence against Women and Girls in Southern Africa (PfP)
Political partner in Lesotho	Ministry of Gender and Youth, Sports and Recreation
Contact	begona.castro@giz.de; likeleli.khotle@giz.de
Intended results	(Primary) Prevention of violence against women and girls
Users / target groups	Girls, women and men in Lesotho
Further information	The app can be downloaded free of charge from <a href="#">GooglePlay</a> .



## In what context was the app developed?

More than 60 percent of Basotho women have experienced violence in their partnerships. The prevailing social norms contribute to the maintenance of traditional gender roles and to the stigmatisation of those affected by gender-based violence. Ideals of masculinity have a detrimental effect on the prevention of gender-based violence. Coordinated efforts are needed to change the norms that perpetuate gender-based violence and lead to its toleration.

The **GIZ regional project PfP** in Southern Africa (in Lesotho, South Africa, Zambia, Zimbabwe) aims to strengthen cooperation between state, non-state and private actors in order to change norms and attitudes that cause violence against women and girls and contribute to its continuation. The project focuses on **‘lighthouse’ projects** – country-specific, innovative initiatives to prevent violence against women and girls. The prevention of gender-based violence is a complex issue that affects all social groups and therefore requires joint efforts and cooperation between a large number of actors. For this very reason, lighthouse projects are implemented as **partnerships between different actors** (government, civil society and the private sector).

The **lighthouse project Nokaneng** from Lesotho and its digital approach, an app called *Nokaneng – Your Safe Space*, is presented here.

### The following conditions supported the use of a digital approach:

- **Coverage:** According to the app developers, most Basotho women own a mobile phone. Therefore, there is great potential to reach them via an app or other, SMS-based instruments.
- **Anonymity:** Access to information and professional support is possible without revealing your personal identity.
- **Cost efficiency:** Investment costs arise during development of the app, but the subsequent phases (e.g. the distribution of the app) are assessed as cost-effective.

Only 44 percent of Basotho women have a smartphone that is able to access the internet. 69 percent say they have never used the internet. In order not to exclude poorer women, a smartphone app was developed as well as a version that works with standard GSM mobile phones.

### How does the app work?

The app *Nokaneng* is used as a mobile solution complementing other measures of the lighthouse project. It is intended to provide women and girls in Lesotho with **relevant information** on gender specific violence and to offer **comprehensive support** to those affected. At the same time, it is intended to **raise awareness** among women and girls about gender-based violence. *Nokaneng* enables women to communicate and interact, thus stimulating the development of **solidarity** among them.

#### Features:

- **Short videos:** These show a fictional story of a relationship, which portrays gender-based violence and coping strategies.
- **Videos and texts:** They explain and inform about the roles and tasks of locally available services (e.g. health centres, police, community representatives). They also provide information on relevant rights and laws in Lesotho.
- **Moderated forum:** Questions about gender-specific violence can be asked anonymously. Advisory support is provided both by professional experts and moderators and by the user community.
- **Emergency and alarm function** via SMS or phone call.

### Development of the application

- The *Nokaneng* app was developed with the agile, iterative **project management method SCRUM**, which is standard in software development today. In 2017/2018, a prototype app was developed and tested with about 100 women. Thus, a usage-oriented concept could be developed.
- Among other things, SCRUM takes into account the complexity of the context (e.g. the importance of many different actors and interest groups) and enabled **participatory, flexible and gradual concept development**, together with the partners.
- Technical support for **distribution of the app** is provided by Vodacom as a partner. Vodacom supports mainly through 'zero-rating'. This means that Vodacom users can use the app without being charged for data consumption.
- The app is now freely accessible. Since 2019, an **SMS-based solution** has been developed to reach women with basic mobile phones and provide them with important information. The SMS-based solution is also supported by Vodacom, and interaction via SMS is free for Vodacom users.
- The project enables the systematic **training and support of content managers and forum moderators** for the operation of *Nokaneng*. A local developer studio has taken over technical maintenance and further development of the app.



Young women who just downloaded the Nokaneng app at the kick-off event.

**Complementing other measures:** In addition to the digital approach, the GIZ project also uses **mass media** such as radio and television to address violence against girls and women and to challenge gender roles. **Community-based interventions** are intended to strengthen local initiatives and support their commitment to violence prevention. At the local level, group meetings with women are organised, in which topics related to gender-based violence are debated and discussions and exercises around ‘self-empowerment’ are initiated.

### Parallel to Nokaneng

The prevention of gender-based violence is successful if there is cooperation not only with women and girls, but complementary activities are also implemented with men and boys. This is why the project Sakeng, which is oriented towards men, strengthens gender norms and masculinity concepts that protect women and girls from violence. An SMS-based solution is being developed for men as well. The interest of many men in sports results is used as an incentive: Users can sign up for regular sports updates. With each message, they also receive information about gender-specific violence that promotes a positive understanding of masculinity. The service is complemented by community-based activities in the fields of sports, art, culture and faith, as well as the use of mass media and digital media.

### What has been achieved so far? What is being developed further?

*‘This app is very important because I can get information at home without anyone noticing it.’*

*Feedback from a young user who wishes to remain anonymous.*

*‘When my husband saw the videos in the app, he realised his own violent behaviour. It changed him. He stopped beating me.’*

*Feedback from a married user who wishes to remain anonymous.*

**Usage details:** To date, the app has been downloaded more than 1220 times. 114 questions have so far been asked by affected women in the advice and discussion forum. There were 148 responses from the moderators and other users.

**Acceptance of the app** by users is still to be **evaluated**, which means that more precise information on its effectiveness is not yet available. However, the feedback received from users to date shows that many women appreciate the possibility of exchanging experiences anonymously or being able to receive information about gender-specific violence in a safe environment. Easy access to information and safe opportunities for discussion and support helps to strengthen women and challenge gender norms.

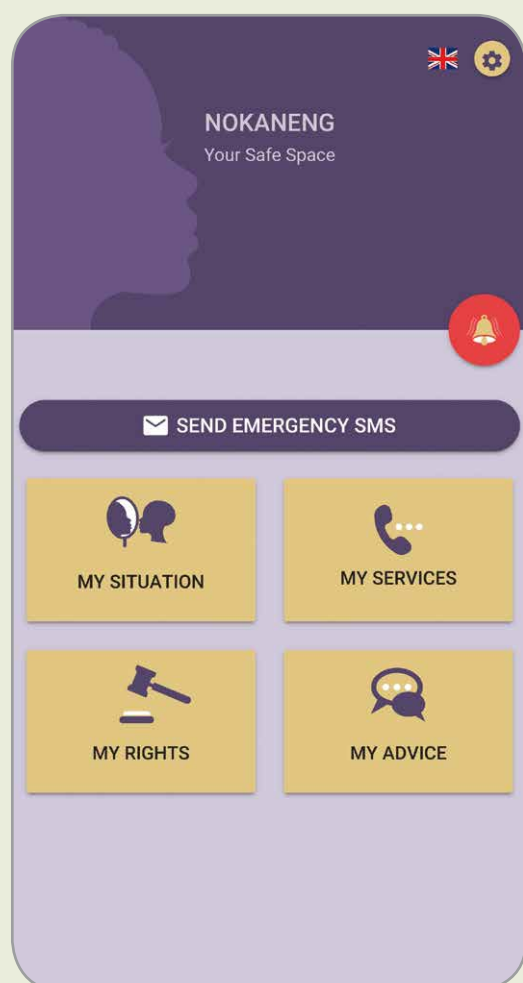
Experience with the app has so far led to the **following conclusions**:

- The **contents** of an information and interaction app on violence prevention should be based on local needs.
- It is important to develop prototypes in a **user-oriented and participatory** approach to ensure that users' needs are met. A step-by-step, agile, flexible and coordinated approach is required to this end.

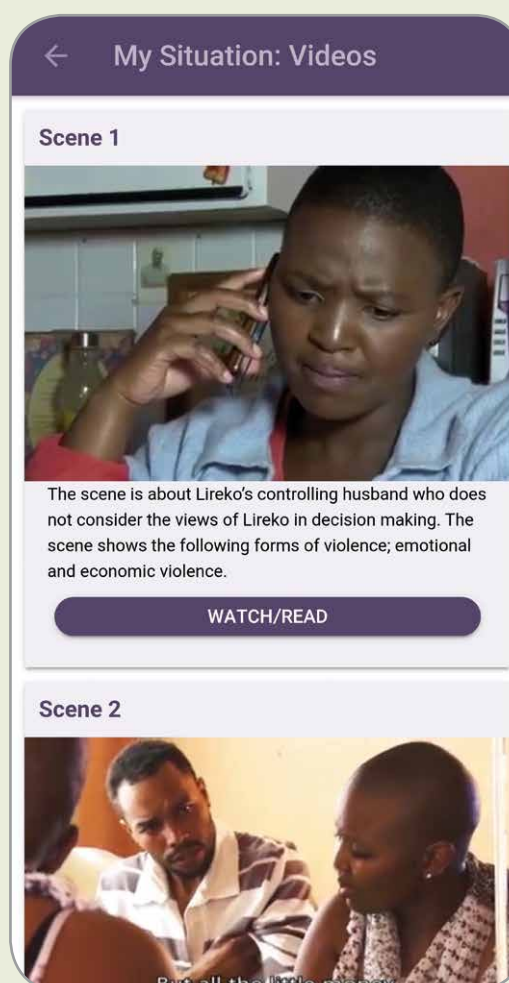
### Do No Harm

- In order to prevent offensive remarks and hate speech, the app enables moderation, including corresponding training for moderators. Content is being reviewed.
- Confidentiality is also guaranteed. The anonymity of the app prevents negative consequences for those who speak up.
- In order to ensure that the app genuinely addresses the needs of women and girls, but also to ensure clarity and to avoid linguistic ambiguities, potential users were consulted in numerous test sessions.

- In future, **community-based measures** should be combined even more closely with use of the app.
- The **sustainable dissemination** of ICT solutions requires partnerships and continuous investment.



The four service areas of the app.



Example of a video of situations that address gender roles and gender-based violence.

# Kenya: Umoja - Community radios for peace

Quick overview	
Name	Umoja – Radio for Peace
Topic covered	Promoting peace, plurality and democracy through conflict-sensitive quality journalism
Type of approach	Network of FM radio stations supported by digital instruments such as WhatsApp groups and an online platform for community-based media (Sikika)
Name of the cooperation project	CPS – GIZ's Civil Peace Service in Kenya
Partner organisation	Kenya Community Media Network (KCOMNET – NGO)
Contact	michael.schweres@giz.de
Intended results	Promoting sustainable peace and development in Kenya through conflict-sensitive reporting
Users/target groups	Direct: Radio creators and journalists Indirect: Radio listeners
Further information	Project website: <a href="https://umojaradioforpeace.org">https://umojaradioforpeace.org</a> Partner organisation website: <a href="https://kcomnet.org/project/the-radio-for-peace-program">https://kcomnet.org/project/the-radio-for-peace-program</a>



## Digital support for an analogue solution

The *Umoja* project supports citizen radio stations in peace-promoting programming. It is the only example in Smart Prevention that focuses on a non-digital approach – radio. The aim is to show how analogue measures can be optimally supported using digital instruments. The example also shows why the prioritisation of analogue media makes sense in some contexts.

## In what context was the approach developed?

Kenya has been heavily divided since colonial times. Central causes are the unequal distribution of resources and unequal access to government services. Much of the country is characterised by **insecurity and crime**. Violent escalations occur regularly during elections. The post-election riots of 2007/2008 marked the high point, with about 1,200 killed and 600,000 internally displaced. **Migration and displacement** play a major role in Kenya's history, as forced resettlement in colonial times changed the ethnic map. The settlement and procurement policies of Kenyan governments, which generally favoured elites, exacerbated the conflicts. The majority of those displaced do not have sufficient access to land, basic services and livelihoods. **Host communities feel threatened** or are afraid of being crowded out by the refugees. Conflict over already scarce resources run mostly along ethnic lines and are reinforced by political interests.

### Objectives of CPS and the Special Initiative on Displacement

CPS wants to strengthen the conflict-sensitive work of partner organisations in Kenya. These should help ensure that local conflicts are resolved peacefully and that the rights of all parties concerned are taken into account. Trust and cohesion at community level should increase. This applies both to the relationship between displaced persons and host communities and, in general, between different ethnic groups. This way, these actors can prevent violent conflict, as well as renewed migration and displacement.

Community radio is considered to be the most basic and **important form of citizen communication** at local level in Kenya. Municipal radio stations combine different media and forms of expression, providing them with a platform. Their focus on the concerns of community members and citizens distinguishes them from commercial and state-run radio stations. In this respect, they can act as a **platform for social change**. After the 2007/2008 elections in Kenya, various independent media organisations emphasised the role of citizens' radio in curbing violence. They became more sensitive to ethnic conflicts and increasingly promoted peaceful coexistence in their communities. They have therefore played a greater role in efforts to achieve peacebuilding and conflict resolution in Kenya. Despite their small size, the independent radio stations were a promising means of **conflict-sensitive communication**. However, many community-based radio journalists do not have formal training in journalism and conflict-sensitive reporting. They often lack specialised methods, experience and background knowledge to draw on in reporting violence or confronting hate speech.

In 2016, the *Umoja – Radio for Peace project* presented here began to support citizens' radio stations in Kenya in promoting peace. The Kenya Community Media Network (KCOMNET), a non-profit organisation for the development and support of community-based media, developed a nationwide **training and networking programme for community radio journalists and community actors** in cooperation with CPS. There are 23 citizens' radio stations and 17 Catholic radio stations involved in *Umoja*. Within the network, they share knowledge, learn from each other, support each other and try to make their engagement more strategic.

***Umoja is the Swahili word for unity.***

### Why focus on analogue radio?

Analogue FM radio is cheap and available for all Kenyans. In 2019, a research team of the German Development Institute concluded that a large part of the Kenyan population, and especially the inhabitants of refugee or IDP camps, receives its information from the radio:

*'In particular in refugee camps or rural areas, investment in offline offerings, such as community events, radio programmes or advisory centres, sometimes make more sense than the development of expensive digital apps that can only be used via internet-enabled mobile phones. In addition, radio is still the cheapest and easiest way for many people to access information.'*<sup>13</sup>

Therefore, as a communication medium it has great influence on everyday Kenyan life. The good reception has been further improved by additional radio receivers in rural homes, public transport or even mobile phones.

Digital approaches, such as web radio, still play a comparatively insignificant role. Reception and above all the cost factor are a problem. Mobile internet is too expensive for many Kenyans. They often look to WiFi hotspots as a solution, but these are not always available for free, either. Therefore, during the day and on the go, SMS messages are more likely to be used than WhatsApp, for example. Overall, social media and digital services work relatively well with 'push and pull' services. A brief period of a low-bandwidth connection is sufficient for their use. However, the use of media with large volumes of data, such as streaming audio or video files, is problematic. It would take 15 minutes of stable internet to access streaming content of five minutes. However, even the radio stations in rural areas involved in *Umoja* do not have such a connection, which means they do not download radio dramas on the subject of peace, for example, but receive them on USB sticks instead. This applies to private listeners to an even greater extent: It is expensive, arduous and demotivating to download and listen to the audio content only a fraction at a time. Downloading a programme completely and then listening to it later does not correspond to more spontaneous user behaviour.

Conclusion: A stable, low-cost or free internet connection would be a prerequisite for using digital approaches. Only then could they generate a similar demand and level of diffusion as analogue radio in poor or marginalised populations. In this context, digital instruments are therefore currently available as a supplement to and in combination with radio as a mass medium.

13 Source: <https://www.die-gdi.de/en/the-current-column/article/why-digital-services-for-refugees-often-fail-to-achieve-their-objectives/>

## How does Umoja's approach work?

### Goals of the network

*Umoja* aims to ensure that citizens' radio contributes to the promotion of sustainable peace and development in Kenya through conflict-sensitive reporting. The goals are as follows:

- democratisation of media communication through increased participation, dialogue and exchange;
- dissemination of the perspectives of citizens from local communities;
- action against hate speech, ethnic hatred and fake news;
- support of peaceful coexistence among all Kenyans, as well as between refugees and host communities.

### Umoja's key fields of action are:

- **Needs-oriented training** of community-based radio journalists from all local radio stations in the areas of non-violent communication, conflict-sensitive reporting and peaceful conflict management. The training courses are based on the analysis of the strengths and challenges of conflict-sensitive reporting in different radio stations.

- **The production and broadcasting of quality programmes** for peacebuilding and conflict resolution by all participating municipal radio stations. These include documentary and radio dramas with documentary elements. Local theatre groups are partly involved in the production.

### 'This can happen to any of us'

*Umoja* has produced radio dramas such as the series 'This can happen to anyone of us'. The series taught listeners about the causes and consequences of internal displacement. It was broadcast via 40 radio stations and reached around twelve million listeners, as was determined by AudioResearch (listeners identified mostly by surveys in the broadcasting area). Because of its success, a second season with ten episodes was produced, addressing for example social inequality and access to education. In addition to Swahili and English, the programme is also broadcast in Somali to overcome the language barrier for refugees.



*Picture of a community radio station studio.*





Screenshot of the digital platform Sikika.

## Linking up radio and digital instruments

Although *Umoja* focuses on analogue radio, **synergies with digital instruments** are being leveraged. Here are some examples:

- Through messages of peace and awareness-raising, *Umoja* supports the National Cohesion and Integration Commission (NCIC) in **tackling hate speech** (*#hatespeechwithoutme*). Short, catchy messages from the radio programme are linked to social media to create awareness and recognition. Users can find scenes from radio dramas and audio messages on Facebook and Twitter, as well as corresponding images on Instagram.
- Two **WhatsApp groups** with around 200 users were set up early on, at the launch workshop of the *Umoja – Radio for Peace* project: One with editors-in-chief and managers, and one with journalists and community participants. The groups have since become established and play an important role in *exchanging information and providing support*.
- *Umoja* develops a low-threshold digital offering for passenger vehicles. Due to the above mentioned challenges (internet costs and lack of coverage), **radio dramas are distributed on USB sticks to intercity bus companies**. These can easily be played back during the journey to reach passengers. In future, the project also intends to approach cinemas with the aim of offering audiences peace-promoting content before the film.
- At the same time, **ways other than radio** are being considered in order to better reach the different target groups, e.g. refugees and displaced persons. One idea involves working with UNHCR to reach refugees using **text messages**. In refugee camps, listening groups could be formed, which can hear peace messages or listen to offline radio dramas on USB sticks and radios.

### Joint Community Content Marketing Platform *Sikika*

Together with the HIVOS<sup>14</sup> Community Media Fund, KCOMNET has established a web-based database on which different community-based media products are made available. *Sikika* is used as a marketing platform by various projects and provides a digital instrument for supporting independent citizen media. The aim of the database is to increase the reach and synergetic distribution of the various media products. For example, videos or radio content can be streamed or downloaded on *Sikika*, both by consumers and potential users of the media products. For example, radio programmes produced at the participating municipal radio stations can be reused by radio stations in other parts of the country.

After the HIVOS programme expired, CPS integrated maintenance of the website into the Umoja project.

### What has been achieved so far? What is being developed further?

A great success of *Umoja* so far is that the community radio stations are **no longer lone warriors**. A community has formed to exchange ideas, solve problems together, and provide mutual support. Examples include collective fact checks carried out when it is not clear whether a piece of news is fake. Solidarity in the network works: In a joint ‘rescue mission’, equipment no longer used by the national meteorological institute has been handed over to the community radio stations.

At the same time, **results are also evident in the communities** that listen to *Umoja* radio productions: Much of the content produced on topics such as hate speech or ethnic polarisation is widely discussed by the audience. In the communities involved, what it means to be a multi-ethnic community is increasingly addressed openly, as well as the needs and rights of the different groups. This has contributed to the fact that there were **hardly any violent clashes** during or after the 2017 elections.

*‘The call for peace was adhered to; no young people were seen gathering in groups or engaging in disruptive behaviour at the polling stations. There were no reports of voter intimidation as all were informed of their constitutional rights to choose.’*

*Lydia Wangoma from the radio station Bulala FM. Quote from the publication Community Radios Broadcasting for Peace.<sup>15</sup>*

*Umoja’s* experience shows that **radio is very well suited to information and awareness-raising in Kenya**. It therefore seems expedient to extend corresponding approaches and, for example, use them for other issues that play a role in development cooperation, such as climate change, environmental protection and water use.

<sup>14</sup> Information: <https://east-africa.hivos.org/program/community-media-fund>

<sup>15</sup> Information: <https://drive.google.com/file/d/1xdZLIJ8lQb78-BLaebiSic8sZes55HgI/view>

# South Africa: YouthActs – Prevention of violence by volunteers

Quick overview	
Topic covered	Support for the youth volunteers who want to work in their communities to prevent violence and support social cohesion
Type of app	Practical, organisation-specific digital aid (social learning, information and exchange platform)
Name of the cooperation project	Inclusive Violence and Crime Prevention (VCP)
Partner organisations	Lead executing agency: Ministry of Cooperative Governance, chair of the National Steering Committee  Partner for prevention work with young people: the South African Police Authority  Support for app development: University of Cape Town (coaching for Design Thinking approach and impact hubs)
Contact	thomas.hellmann@giz.de, noxolo.thabatha@giz.de
Intended results	Prevention of violence (support for the organisation and networking of socially committed youth)
Users / target groups	Volunteer youths (18-35): <ul style="list-style-type: none"> <li>• Junior Commissioners (ambassadors for violence prevention in schools)</li> <li>• Members of Youth Crime Prevention Desks (mostly unemployed young people)</li> </ul>
Further information	The app can be downloaded free of charge from <a href="#">GooglePlay</a> .



## In what context was the app developed?

The GIZ Innovation Fund was established in 2017 as the first organisation-wide mechanism to promote innovation within GIZ. It aims to identify and promote innovative ideas. These should have the potential to increase the effectiveness of GIZ projects, for example through digital technologies and the use of data. In addition, the Innovation Fund is intended to contribute to a culture of experimentation, to create new spaces and help develop innovative approaches and agile working methods for GIZ. Each year, teams of GIZ staff and local and international partners (foundations, NGOs, start-ups, public authorities, etc.) can participate in an ideas competition. The six most promising ideas will then receive methodical coaching, access to the local innovation ecosystem and financial support for further development within the framework of an accelerator programme.

In 2017, a team of GIZ staff from Lesotho and South Africa successfully applied for the GIZ Innovation Fund. They had the idea of **supporting organised young volunteers** who wished to bring about positive social change in their communities. In December 2017, a jury chose them as the project with the ‘steepest learning curve’ in the development of a functional prototype (minimum viable product) and were subsequently able to implement the developed product. The result is two apps: YouthActs in South Africa and *Methaka* (learning app for more citizen participation) in Lesotho. Since both projects are rooted in different contexts, YouthActs has been split into two apps, which can focus on their corresponding context. Both apps are primarily about encouraging young people to make a **positive contribution to the development of their communities**.

**In Smart Prevention, we focus on the app from South Africa.**

### Context

25 years after the end of apartheid, South Africa is still affected by an extremely high rate of violence (at six times higher than the global average). Social inequality, high unemployment, insufficient access to public services and a lack of prospects for the future, especially for young people, promote violence. Additionally, violence in social structures is often normalised and legitimised.

The digital platform YouthActs is attached to the **GIZ project Inclusive Violence and Crime Prevention (VCP)**, which aims to step up violence prevention by addressing its different causes. The project promotes a systemic approach to the prevention of crime and violence at several levels (local, regional and national). Among other things, youths and young adults are motivated and supported for community work in their social environments. On the one hand, volunteers in the local **Youth Crime Prevention Desks** support the prevention of social violence by the police, and on the other hand, youth are involved as **representatives for violence prevention in schools**.

Organised youth groups are mostly very motivated to work for the peaceful development and security of their communities. But they often don't know how to get involved and organise themselves more efficiently. For this reason, the app was developed as a **digital tool to support their organisations**.

### Why a digital, mobile approach?

Prior to development of the app, VCP supported the organised youths with training courses on the use of social media, e.g. for the presentation and marketing of their activities, and to motivate other youths to participate. The young people showed great interest in digital tools. Most of the youth volunteers also had smartphones. Partner organisations were interested in embracing the global trend of digital mobile solutions.

### How does the app work?

YouthActs serves as a tool for youth volunteers of the GIZ project VCP to organise, plan and implement activities and events to prevent violence. As a platform, the app helps to connect with other young people who pursue similar goals.

**Youth groups at Youth Crime Prevention Desks** exist all over South Africa. However, they receive little technical support or guidance. They often do not know what groups are doing in other places and how they work to prevent violence. That is why the app aims to support the organisation and networking of these socially committed youths. Among other things, the aim is to promote **dialogue, mutual learning and cooperation** between different groups of organised youth.

YouthActs was not conceived as a nice-to-have solution in the sense of an optional fashion accessory, but as an **important support tool** for the promotion of youth organisations within the framework of VCP. As such, the app is based on guidelines for the technical support of youth organisations and includes structural support for project management. Youths can use it to initiate new actions and events and assign each other tasks. Group leaders can assign responsibilities for specific areas, for example. At the same time, youth organisations can advertise, present and report on their events, for example through articles, videos and photos.

### Features

- In the **Public Wall**, events and activities are promoted and experiences presented. A map shows when, where and what has happened. An additional comment function will be developed to enable young people to provide feedback to each other.
- In **My Group**, users can view the projects of your own group and continue working on them via management functions. There is also a direct link to share more information on the corresponding WhatsApp group. Group leaders may have different permissions than simple group members and can, for example, distribute tasks.

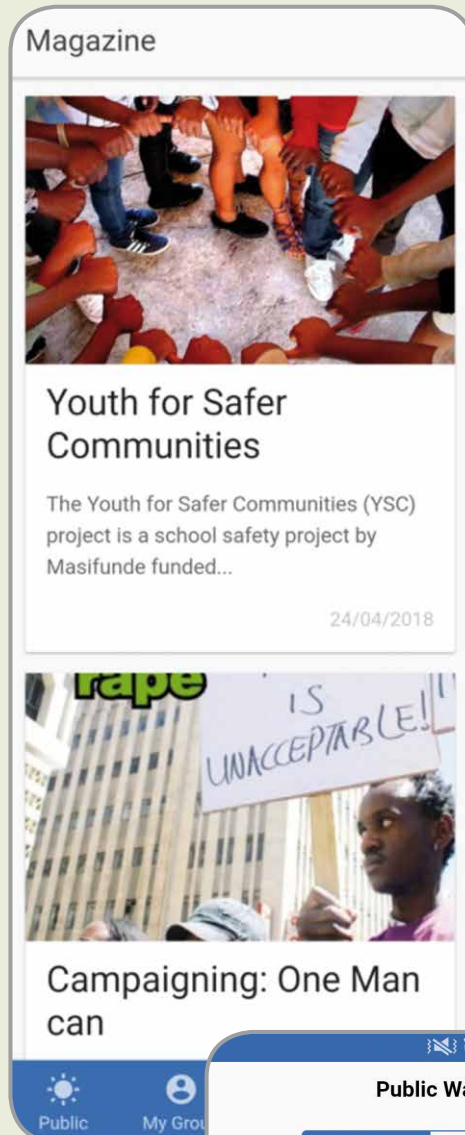
- In the **Manager**, tasks can be assigned directly to group members. The group leader can select specific clustered activities here and assign them to different members. These are given step-by-step instructions.
- Articles and blog posts on violence prevention are published in the **Magazine**, providing young people with low-threshold access to approaches to violence prevention and promoting a corresponding understanding. The magazine is linked to Safer Spaces – the official online platform for practitioners.
- Since all young people use **WhatsApp groups**, an additional communication feature was not included. Instead, the app allows young people to link to their own WhatsApp groups to comment on and discuss activities and their organisation.
- **Other functions:** Among other things, users are informed about the background, functions and usage rules of the app.

**Development of the app:** The first version of the app was launched in South Africa in December 2018. It was developed with the support of Impact Hub and the University of Cape Town. The **Design Thinking approach was implemented** methodically in this context. The app was developed step by step. At each stage, the target users were consulted. Since the launch of the first functional version of the app, the team has continued to work on improving the software's **user-friendliness**. It is planned to attract a mobile phone company as a partner to increase distribution of the app.

*'The YouthActs app is very impressive, it's great. It has lots of activities for me to do. It's going to help me a lot and guide me on how to implement those activities.'*

*'You can explore, you can search and you can see other people's work. You can also connect and chat with other youth desk members.'*

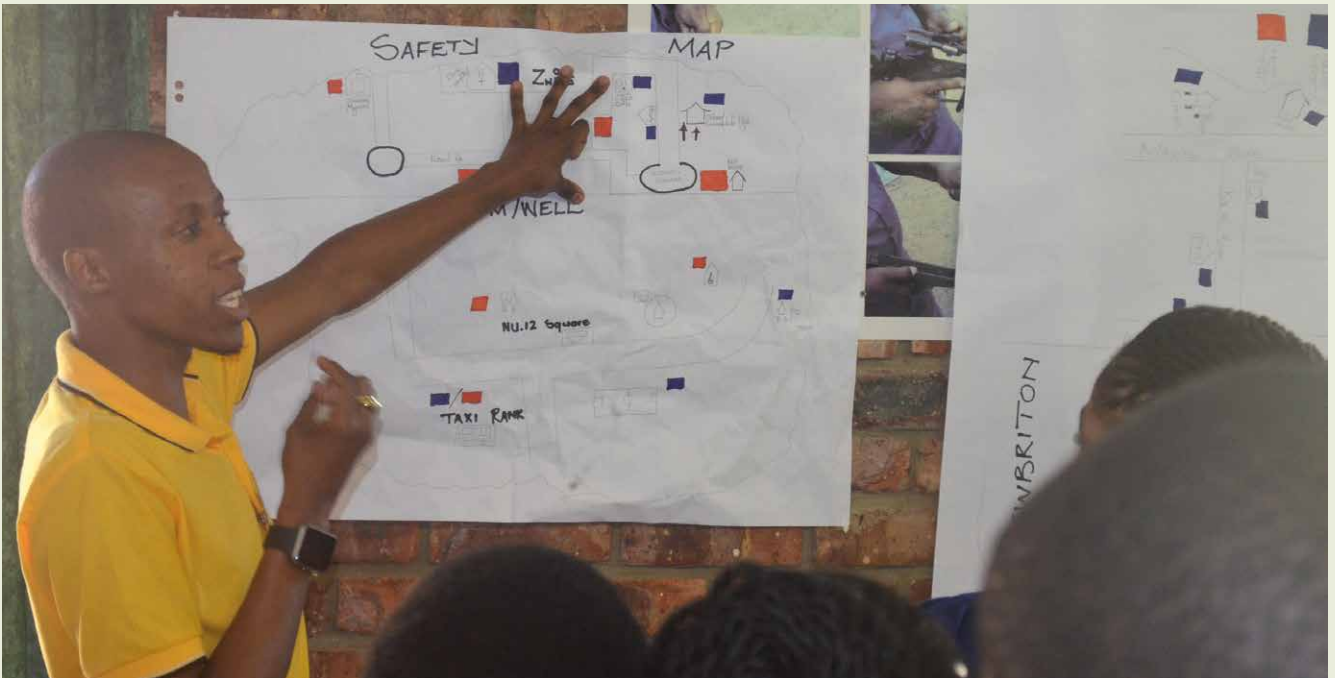
*Volunteer youths in the app's presentation video.<sup>16</sup>*



Screenshots from the Public Wall and Magazine app functions.



<sup>16</sup> [https://www.youtube.com/watch?v=xMF\\_EX-r0bA](https://www.youtube.com/watch?v=xMF_EX-r0bA)



*Youth Crime Prevention Desk staff during a workshop.*

### What has been achieved so far? What is being developed further?

In August 2019, more than 350 volunteers were already using Youth Acts in 190 local police stations in South Africa. As the app is **still in its test phase**, no monitoring system has yet been developed to allow the measurement of positive results or usage statistics.

However, the youth groups using the app provide **enthusiastic feedback**: They note that the app helps to introduce, involve and orient new youth group members. In this respect, it can play an important role in the sustainability of fast-paced youth work. Many young people stop volunteering when they find a job. New generations of young volunteers need to be quickly trained and motivated to work together. This is greatly facilitated via the app as a **low-threshold orientation, exchange and learning tool**. In addition, the young people emphasise the usefulness of the Wall and the Magazine: It is very inspiring for them to see what other young people are doing, how they are doing it and what they are doing. By showcasing reports, presentations and information on the platform, the activities become visible at a national level. Youth groups from different regions thus learn from each other and encourage each other to become involved in new forms of action. **Dialogue and joint projects** evolve between

youth groups working with the police in the Youth Crime Prevention Desks and youths working in schools for violence prevention. An example of this is the joint organisation of holiday and leisure programmes for students.

Experience made with the app have so far resulted in the following **findings**: The **user-friendliness** of the app is a priority. It must also be easy to use for people who are not used to the internet and smartphones, especially since the digital divide is very pronounced in South Africa. Thanks to the Design Thinking approach, the development team realised that a digital product such as Youth Acts **cannot be developed without the involvement of youths** in the process. At the same time, involving and consult with them at each stage is time-consuming. For example, access to the internet is not always easy, especially for marginalised and unemployed youths. Therefore, the development team is looking to add **offline functions** to the app so that it can also be used independently of the internet.

**Sustainability and financing** of the app is to be ensured by the GIZ project's partner structures. Therefore, partner involvement is critical to the app's further development.

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Examples from

# Latin America



# Colombia: Reconstrucción – A video game to tackle the violent conflict

## Quick overview

Name of the game	Reconstrucción – La guerra no es un juego ('War is not a game')	
Topic covered	Dealing with the past and reconciliation; educating people about history of the Colombian conflict.	
Type	Serious game and virtual adventure for education, for smartphones and PCs	
Name of the cooperation project	Innovation Fund in Colombia (2015–2017)	
Partner organisations	National partner organisation: Colombian Presidential Agency for International Cooperation (APC-Colombia) Implementation partner: The NGO Pathos in cooperation with ViveLab Bogotá, a media laboratory of the National University of Colombia	
Contact	barbara.haeming@giz.de, renae.tidow-schuetz@giz.de	
Intended results	<ul style="list-style-type: none"> <li>• Raising awareness that violence is never a solution</li> <li>• Education and learning about the armed conflict and the circumstances of the affected population</li> <li>• Contribute to reconciliation and peace by establishing empathy and understanding of different perspectives in the conflict</li> </ul>	
Users / target groups	Young people in Colombia	
Further information	The game can be downloaded free of charge from <a href="#">GooglePlay</a> . Information about the video game: <a href="http://www.reconstruccion.co">http://www.reconstruccion.co</a> The trailer of the game can be found on <a href="#">YouTube</a> .	

## In what context was the game developed?

There is **strong polarisation** within the Colombian population regarding the implementation of the peace agreement with the guerrilla organisation FARC. Dealing with different truths, reconciliation and reintegration is a major social challenge. When it comes to understanding and interpreting the history of the armed conflict in Colombia in general, the perspectives of the differently affected population groups vary greatly (e.g. social strata, ethnic groups, generations, urban and rural populations, or political groupings). In addition to the historical causes during the course of the conflict, this is also due to **misinformation and ignorance**. The war's terrible events must be further processed, and more information and education must be provided, especially in order to sensitise young generations to peaceful ways of conflict resolution.

*'The closer you have been to the conflict, the greater your empathy and desire to end it. The further away we are, the more indifference we develop. We want to make this emotional burden comprehensible to people here in Bogotá.'*

*Álvaro Triana, ViveLab coordinator, in an interview with a national radio station.<sup>17</sup>*

<sup>17</sup> Source: <https://www.semana.com/educacion/articulo/videojuego-de-conflicto/515701>



In Colombia, the GIZ Innovation Fund promoted **innovative pilot projects for peace building and crisis prevention** between 2013 and 2017 and supported their further development and dissemination. The starting point was the idea that there were numerous, more traditional methods in this area. The search for approaches that **deliberately take a different approach** promised to enrich and strengthen the existing approaches. The target groups should be involved in a new way and/or the regions that are particularly conflict-ridden, disadvantaged and difficult to access should be reached.

One of the funded projects, the video game *Reconstrucción - La Guerra no es un Juego*, is presented here.

## Support from GIZ

The following factors were decisive for the **technical and financial support** of the video game project by the Innovation Fund:

- The **gamification** of dealing with the past was seen as a new and creative approach to overcoming the perceived lack of interest in dealing with the history of the **Colombian conflict**, especially in **more urban circles**. A video game enables completely different access and reaches other groups of individuals. Young people in particular are reached in a low threshold manner.
- **Access to young people**, e.g. via the National University as a partner organisation, was a good starting point for distributing the game (e.g. via students as multipliers).
- The **multidisciplinary and coordinated approach** was important: The game is the result of the work of an interdisciplinary team of technical staff, designers and scientists who collaborated to create an innovative proposal.
- **The academic support** provided by the National University in Bogotá as well as the game's educational content proved very helpful (e.g. within the context of face-to-face discussion groups and via the associated website).

Once the Innovation Fund ended, it was important to anchor further technical support and monitoring in other cooperation projects and to create opportunities for achieving sustainable results. The **use and dissemination of the video game in schools and in education** was subsequently supported by the GIZ project Support for Peacebuilding in Colombia (ProPaz).

## How does the game work?

*Reconstrucción* is understood as a **transmedia project** combining **different media elements** (such as videos, newspaper reports, digital archive, website, video game, links with social media). The focus is on a digitally animated adventure that offers Colombian citizens, especially young people, a **new way of approaching and remembering** the armed conflict. The video game allows users to immerse themselves in the time of war and resistance in Colombia, to experience different dimensions and perspectives and acquire lifelong knowledge. It tells of violence, displacement and the harassment that the population was exposed to through illegal groups. This is conveyed by the example of a young woman returning to her village affected by the conflict. The game is based on historical facts and the experiences of eyewitnesses. The stories and scenarios presented in *Reconstrucción* were developed, among other things, on the basis of workshops with representatives of the different groups involved.

**Goal:** 'War is not a game,' as the title of the game highlights. One can, however, play to gain a better understanding of its impacts. The video game is intended to show young people life in Colombia during the armed conflict. It sets out to explain the motivation of certain actions in an environment of violence and in exceptional situations. Through life-like examples and scenarios, *Reconstrucción* raises awareness of violence, generates empathy with the parties involved and conveys a sense of belonging to Colombian society, regardless of the social group and its specific perspective of the violent conflict. In this respect, the game plays a role in reconciliation. With its central message that violence is never the right solution, *Reconstrucción* offers an important counterbalance to mainstream video games, which partly glorify violence in Colombia.



Screenshot: The past of a village affected by the civil war can be explored from the perspective of the protagonist.

#### Features of the game:

- **Animation and comic elements** in which the user is confronted with decision-making situations in violent conflict.
- Short **video documentaries** with experiences of eyewitnesses and additional **information material** through which the game navigates.

#### Features of the game's homepage:

- **Journalistic blog.**
- **Archive** with historical sources, e.g. telegrams and newspaper articles.
- Descriptions and **background information on the individual characters** of the game (based on research and workshops with eyewitnesses).



Screenshot of a game scene: Dilemma when threatened by paramilitaries.

The player takes on the **role of the protagonist** Victoria, who returns to her village, which suffered heavily during decades of violent clashes between paramilitaries, guerrillas and the military. In Victoria's place, users now have to **make difficult decisions** that can change their lives and that of those close to them. In this way, players experience the different actors of the conflict and the complexity of their respective environment.

Victoria comes across sources such as books and pictures while visiting her home village, but also former neighbours who remind her of the armed conflict and the day she had to flee from paramilitary groups. Users are **introduced to facts** through the sources Victoria encounters.



Both the game and its website provide insights into historical documents that explain the perspective of the people concerned and encourage discussion about the circumstances of their lives at that time.<sup>18</sup>

## What has been achieved so far? What is being developed further?

### Do No Harm

An undesirable effect could have been that the game helps glorify violence. This was prevented, among other things, by users taking the perspective of the protagonist Victoria – an eyewitness exposed to the violence. Unlike first person shooter video games, the player's role is therefore reversed, with the focus on empathy for those affected.

*Note:* The Do No Harm approach is explained in the first example (the Philippines).

Since its release in January 2017, the game has generated strong interest among users and has already been downloaded more than 23,000 times. The average rating of the game app in the Appstore is 4.6 out of 5. Regardless of the number of users, the game has achieved important **qualitative results**, both in terms of dealing with the past and social cohesion.

The game helps affected persons process their life history and the conflict and work towards **reconciliation, reintegration and peace**. One positive effect, for example, is that former victims and perpetrators agreed to work together as eyewitnesses in workshops to develop the game. They contributed stories from their different perspectives. In this respect, dealing with the past is not only the game's objective, it also took place on a smaller scale through **dialogue and exchange during its development**.

**Spaces for dialogue between those affected and representatives of the conflict groups involved** and with the Colombian population in general are created both in the context of the game's development and in the context of its public discussion and educational use.

<sup>18</sup> Screenshot from the website <http://www.reconstruccion.co>

### An example

At the launch of the game in March 2017, participants who had fought against each other only a short time previously engaged in constructive discussion.

*'The video game Reconstrucción is about making decisions, just like in real life. It is in our power to shape the future of Colombia. ... It is now our collective task to take the right path for a peaceful future.'*

Aura Abril, who was affected by the conflict, during a panel discussion with various actors in the conflict at the game's launch. Since childhood, she has suffered many personal losses from guerrilla and paramilitary violence. The discussion also involved former fighters from paramilitary and guerrilla groups.

**Use in school:** An important element of the project was the **spin-off of the video game:** As a technically innovative product, it was intended to be used in other areas such as educational work with youths or in school lessons. In 2017, *Reconstrucción* was selected as part of the government's Computer for Education programme, which uses digital technologies for educational purposes in schools. In cooperation with the Ministry of Education and the National Pedagogic University, ways were found to **present the game's educational content and to integrate it into curricula.** Educators and teachers have been trained to use the game as part of a critical discussion of the past and to raise awareness of violence. The game is now pre-installed in computers and tablets for school use and is used in the classroom.

An **anonymous evaluation of the gaming behaviour** found that when they play the game several times, players change their decisions and explore alternative paths. This allows players to adopt and **reflect on different perspectives.** This is taken up in educational work with young people. They explore various options and discuss in groups what effects different action has on them. In this context, they discuss how they changed their in-game behaviour after receiving more information and reflecting on it.



*Students play Reconstrucción.*

# Colombia: Ojo – Self-protection and early warning system for peace activists

## Quick overview

Topic covered	Protection, self-protection and support for social activists
Type of app	Exchange platform with protection, early warning and emergency functions
Name of the cooperation project	Vivir la Paz Peace Fund
Partner organisation	Movilizatorio (non-governmental organisation)
Contact	britta.scholtys@giz.de
Intended results	Adequate protection mechanisms including early warning system for peace and human rights activists and affected communities
Users / target groups	Social and peace activists whose personal security is at risk or whose lives are threatened
Further information	For security reasons, the peace activists are personally invited to use the app. Information on the NGO Movilizatorio and the Colidérate project: <a href="https://www.movilizatorio.org">https://www.movilizatorio.org</a> Information about the Peace Fund: <a href="https://www.youtube.com/watch?v=QXpcaB4znr0">https://www.youtube.com/watch?v=QXpcaB4znr0</a>



## In what context was the app developed?

**Implementation of the 2016 peace agreement** with the guerrilla organisation FARC **has so far been hesitant** and divides the Colombian population. Applauded by some, others are critical of it. Social inequality in the country is high and violence is still widespread. Social activists have become key actors, calling for citizen participation, tackling social change initiatives, corruption and seeking to defend the rights of the social communities most affected by the conflict. Moreover, they play a central role in the peace process in many regions, as the state is only weakly represented there if at all. This strategic role has made peace activists the target of threats and deadly attacks. Since the peace agreement entered into force at the end of 2016, **threats against human rights activists** have increased in Colombia. People who actively support the peace agreement risk their lives. 837 social activists were murdered in Colombia between 2016 and May 2019.

Civil society's capacity to implement the peace agreement is also limited in financial terms. For this reason, **Vivir la Paz – GIZ's Peace Fund** in Colombia – supported civil society projects until August 2019. The Fund is intended to help make the peace agreement more tangible for the population and fill it with concrete initiatives that build trust within society (especially between the state and civil society). Among other things, **innovative projects for the protection of peace activists** are financed and supported.

The non-governmental organisation *Movilizatorio* promotes the access by social activists to security as well as citizens' participation as a whole. The *Ojo* app presented here is part of its *Colidérate* project, **a strategy for the protection of peace, environmental and human rights activists**. Dialogue, knowledge transfer and training of activists are essential for their security and for the country's peace process. The aim of the strategy is for threatened activists to apply **individual or collective measures for successful self-protection**. The app is one of several measures to strengthen the support and protection network.

### What is the added value of an app?

The majority of Colombians have smartphones, even in rural and remote areas. Digital approaches can provide an early warning system and more effective self-protection. They make it easier to exchange information, connect and network. In training courses, social activists learn how to use the app and build their own protection system for themselves and their communities.

The prototype of the *Ojo* app consisted primarily of alarm functions such as the panic button, which can be triggered in the event of a perceived immediate threat, and an emergency notification for six trusted contact persons from the environment of those affected. However, a user evaluation made it clear that in an emergency, a direct response and rapid measures to protect the affected persons is unrealistic. The app's further development is primarily aimed at networking activists and self-protection measures in affected communities. It was financed and supported by the GIZ Peace Fund and was launched by the end of 2019 under the name *Ojo*.



Peace activist during a Movilizadorio workshop on self-protection.

## How does the app work?

The **app's objective** is to create a network or a 'private community' of peace activists to discuss possible threats, attacks and human rights violations. This enables vulnerable people to be notified of the level of violence in their immediate environment and across the country and to play an active role in mutual protection. In this context, it is important to **develop appropriate threat response plans** and implement them as soon as one of the features of the app is activated.

Users should therefore be able to recognise patterns in the intentions of criminal groups and to implement strategic measures with clear procedures online and offline. In this context, *Movilizadorio* conducts **additional training** on the development and implementation of personalised, needs oriented protection procedures.

### Features:

- **Early warning system:** The activists can share warnings directly and anonymously, anticipate threat situations and risks in their environment and respond immediately.
- **The information, exchange and networking** function for threatening situations and unusual incidents makes risks and violent acts visible. Activists and supraregional networks can respond in a more coordinated and less isolated manner, with more support. Cases and corresponding data become visible and traceable to the public.
- **'Panic button'** for a perceived threat. It enables people from the affected person's circle of trust to be notified directly of a perceived risk.
- **Alert notification** for other people in the network or community.
- **Geo-localisation:** Automatically generated SMS messages enable the contact persons to locate affected activists.



*Sharing information on an attack on social activists in Valle del Cauca.*



*Instructions for the anonymous use of the app through the use of a pseudonym.*

An important aspect of the app is the fact that information can be exchanged **securely and anonymously** without revealing users' identity. Employees of public institutions and civil society are to be actively involved in the implementation of the protection mechanisms. Although representatives from state organisations such as the police and security forces are not direct users of the app, like human rights organisations and journalists, they can use text messages and information provided on the website to record where, **when and how often alarms and warnings** were triggered.

**Protection and support strategy:** The app is embedded in a comprehensive protection and support strategy for social activists. Within this framework, further training enables them to engage in dialogue, exchange lessons learned and update themselves on (self-)protection. Based on their needs, they are trained in the following areas:

- **Digital security** – e.g. use of mobile phones (WhatsApp, YouTube, Facebook, Messenger, etc.) and data protection.
- **Self-protection** – e.g. training on the security measures and procedures defined by the government, or development and testing of own (digital and analogue) protection measures.
- Approaches for **peaceful and non-violent response** – e.g. self-observation of individual and socio-emotional abilities for peacebuilding, networking, identification and support of key persons as well as dissemination of information.

At the same time, *Movilizatorio* supports social activists in the use of **institutional mechanisms and procedures at the national and international level** to strengthen their protection (e.g. information on and use of complaint and monitoring mechanisms with regard to violence, murders and threats, up to the level of the United Nations High Commissioner for Human Rights).

### What has been achieved so far? What is being developed further?

*‘We like everything about the app because we can use it to communicate better and learn what’s happening in different parts of the country.’*

*‘We can alert the whole community in the event of danger.’*

*‘The app is very fast, easy to use and anonymous. It protects our identity as users.’*

*‘With the app, we can see events that are not reported by the traditional media.’*

*Feedback provided in a focus group.*

The app is currently still in development. Two pilot tests were carried out with the current version of the app with a total of about 100 participants. So far, 60 social activists have provided **consistently positive feedback**, both in terms of the app’s content and the personalised security measures developed in the training sessions.

The test findings also confirm that the app’s **new early warning system provides valid information** on threats: Where early warnings of unusual events or movements were received, violent incidents occurred shortly afterwards.

At the same time, the tests allowed insights into the adjustments necessary to **optimise the app and training**. The app’s technology will be further improved and adapted even more closely to activists’ needs.

In order to reach more activists, *Movilizatorio* wants to distribute the app in other regions of Colombia. At the same time, it does **not aim at a wide distribution** and insists on its use only by hand-selected, invited people in a ‘private community’. This is intended to ensure that peace activists are not endangered – for example by potential perpetrators infiltrating the community.

Internet availability is poor in some regions of Colombia. In these regions, the app is not useful. On the one hand, *Movilizatorio* wants to help **extend coverage**, and on the other to strengthen alternative means of protection and self-protection in areas with poor reception. An app alone is not enough. Successful protection must always be combined with other **analogue protection mechanisms and networks**.

#### Do No Harm

Restrictive and very careful handling of personal information is necessary in order not to expose participants to any additional risks. For this reason, internet security training courses sensitise participants to the risks of exchanging personal data or photos on the internet. During the app’s development, it was discussed whether user data protection is sufficient and whether a smartphone’s ‘Location Services’ function would not increase the risk for activists. It emerged, however, that communication via the app is, for example, more difficult to locate than sending texts using a conventional mobile phone, and that the names of the users and activists cannot be determined.

*Note:* The Do No Harm approach is explained in the first example (the Philippines).

*Movilizatorio* has found that the **authorities rarely react quickly to threats**. Moreover, the project does not have a public sector partner. State institutions often do not want to commit to supporting it. The NGO fears abuse if too much information is shared with state authorities. It relies instead on citizens’ participation, for example via the website <http://web.unetealojo.com>.



# Central America: Digitalisation of instruments to prevent violence and offer people prospects for staying in their country of origin

## Quick overview

Region	Central America (priority countries: El Salvador, Honduras, Guatemala)
Names	Examples include Miles de Manos and Tu Chance.
Topics	<ul style="list-style-type: none"> <li>• Knowledge management and training for the prevention of violence and for the (re-)integration of vulnerable children and youths</li> <li>• Employment orientation, training and placement</li> </ul>
Type of digital approaches	Various: Blended learning; Massive Open Online Courses; knowledge management platforms; advice and orientation platforms
Name of the cooperation projects	<ul style="list-style-type: none"> <li>• Preventing youth violence in Central America (PREVENIR, until 2019)</li> <li>• Promotion of Youth Employment and Technical and Vocational Education and Training for Young People for the Prevention of Youth Violence (CaPAZ, from 2020)</li> <li>• (Re-)Integration of Children and Youth at Risk of Displacement in Central America (ALTERNATIVAS)</li> <li>• Promotion of Integral Civil Security and Transformation of Social Conflicts in Guatemala (FOSIT)</li> </ul>
Partner organisation	Secretariat General of the Central American Integration System (SG-SICA)
Contact	manuel.novoa@giz.de
Intended results	<ul style="list-style-type: none"> <li>• Knowledge management for the dissemination of approaches, policies and strategies for youth promotion, violence prevention and (re-)integration of youths</li> <li>• Improved quality and coordination of systemic violence prevention through further training</li> <li>• Improved employability and vocational integration of youths</li> </ul>
Users/target groups	Various (for example, actors who plan or implement violence prevention measures in communities or schools)
Further information	See below in the approaches presented.

## In what context were the approaches developed?

Development in the countries of the Northern Triangle (Guatemala, El Salvador, Honduras) of Central America is characterised by an **extremely high level of violence**. Violence against women and young people, family violence, child abuse, violence related to drug trafficking or consumption, and robbery and protection rackets are widespread. Young men between the ages of 15 and 30 in particular are themselves perpetrators, or vulnerable to becoming so, given the high levels of violence. Young women are particularly affected by domestic violence. At the same time, at least

40,000 unaccompanied children and youths leave their countries to head north each year. They flee from youth violence, domestic violence, sexual and gender-based violence, as well as from precarious living conditions.

The above-mentioned regional projects aim to **reduce violence and displacement** in Central America. They contribute to making the work of different state and non-state actors on violence prevention, employment promotion and the integration of vulnerable youths more effective and needs-oriented, thus **improving the prospects of staying** and the **social integration of young people**.

The projects are carried out at different levels: The Central American Integration System (*Sistema de la Integración Centroamericana, SICA*) is advised and supported in order to facilitate anchoring and implementation of successful approaches and strategies at regional, national and local levels. This includes support for key organisations in **the implementation of promising tried-and-tested approaches**, above all for improved cooperation between actors from different subject areas (e.g. education, employment promotion and community work). **Knowledge management** and the **training** of relevant actors play a central role in this context.

The **digitalisation of existing approaches** supports the further training of actors and improves dialogue between them. These approaches are presented below.

#### What are the advantages of using digital technologies or digitalising existing analogue approaches?

Digital approaches offer greater reach and easier access, especially for training and information of local actors. For many of them, it is easier to access training content this way. In addition, the costs, for example for the logistics of events or travel of participants, are reduced. This applies both to training courses and to dialogue and exchange forums. At the same time, digital solutions are more interesting for some people with little interest in formal training or advice services. The digital presentation of learning content also offers educational opportunities that complement traditional formats well.

## How do the approaches work?

### Digitalisation of training courses

In Central America, which is heavily affected by social violence, GIZ digitalised various training courses for violence prevention and made them available for online training. These e-learning platforms work like Massive Open Online Courses (MOOC – see the overview of digital tools further on). These include a **course for the prevention of violence in schools and families** (*Miles de Manos*), and a **diploma for intersectoral violence prevention in communities** (*Diplomado de Actualización Profesional en Prevención de la Violencia y el delito a Nivel Local*), with a methodological toolbox also available online. It provides methods of intersectoral prevention of violence (*Caja de Herramientas*). Both courses combine theoretical and conceptual content with support for the practical implementation of measures. At the same time, they combine online learning elements with offline mentoring within the context of Blended Learning.

The platforms contain **different training modules** with methods, exercises and links to relevant information. Lecturers accompany the participants and enter into dialogue with them. After each module, a virtual exam can be taken to ensure that the content is understood.

At the same time, parts of the online content can also be used for low-threshold, independent learning without official training and support. Interested parties can easily develop **methods and approaches interesting and relevant to practice, depending on the situation and requirements**.

### Training in violence prevention: *Diplomado* and *Caja de Herramientas*

The training course *Diplomado de Actualización Profesional en Prevención de la Violencia y el delito a Nivel Local* (*Diplomado* for short) is aimed at employees of state authorities, local authorities and NGOs working on the prevention of violence. Within the scope of the PREVENIR project, practice oriented training courses for prevention work in municipalities have already been developed and successfully tested.

Analogue results: A total of 570 employees of government and non-governmental organisations have so far been trained in El Salvador, Guatemala and Honduras. These multipliers have developed their own prevention plans in 19 municipalities in El Salvador, 6 municipalities in Guatemala and 15 municipalities in Honduras.

Digitalisation of the *Diplomado* has proved to be a decisive advantage. All course information and documents, videos, forms and exercises are available online in one central location. At the same time, the **location-independent** exchange between participants and joint learning is made easier. Many of the activities that the participants can develop during training can be implemented on a smartphone. For example, as part of the training, they draw up maps of their communities in which risk locations are recorded. In addition, the digital format enables monitoring of prevention activities. **Results and effects can be recorded directly.**



Homepage of the first of four parts of the online toolbox.  
(Source: <https://www.gizprevenir.com/cajadeherramientas>).

At the time of going to press, *Diplomado's* website was being designed. The **'toolbox'** containing numerous theoretical concepts and practical tools for systemic violence prevention at the local level is available for free online. The toolbox contains a guide for the participatory design of prevention workshops.

## Digitalisation of training in the approach

### *Miles de Manos*



The educational offering *Miles de Manos (MdM)* aims to **prevent violence in schools and families** by promoting non-violent communication and constructive interaction between teachers, parents and students. *MdM* was first successfully tested in each partner country at Ministry of Education pilot schools.

**Analogue results:** In these schools, the visible physical violence between youths was reduced by 20 percent in 6 months. Communication between teachers and students improved. They were able to resolve learning and behavioural problems in an increasingly collaborative manner. From 2014 to 2016, education ministries in Guatemala, Honduras, Nicaragua and El Salvador launched *Miles de Manos* in 600 schools and school networks. 9,000 teachers took part in the training, 120,000 students were involved.

**The training course for *Miles de Manos*** aims to train teachers and staff from schools, volunteer parents and employees of the Ministry of Education to become multipliers. The idea is to scale up the approach. Local actors are provided with the necessary knowledge to apply *MdM* in their environment.

In order to achieve the widest possible reach and make the learning process efficient, **the training is currently being digitalised.** The *MdM* learning platform includes, but is not limited to:

- auxiliary material for each module;
- videos with different functions, e.g. to teach concepts and practices, or also as practical educational aids for multipliers (see below);
- exchange opportunities for multipliers and practitioners;
- links to the websites and platforms of strategic partners.

In addition, an **interactive version** allows the content of the digital platform to be **used offline** as well. This is particularly necessary in some rural areas with little access to the internet.

The digital education portal for *Miles de Manos* can be found at <https://milesdemanos.com>.



Animated video clips on different topics (effective communication, dealing with feelings, basic understanding of prevention). The videos can be used by the Miles de Manos participants as multipliers in their schools and communities.

### Regional knowledge management

With the help of GIZ, SG-SICA uses digital development to improve **cooperation and dialogue** between the countries involved in the regional integration system. This also applies to the issues of violence prevention and (re-)integration of children and youths at risk of displacement, which is important in the Central American context. Furthermore, policy-making at different levels in these areas is facilitated. This is why good practices, promising strategies and instruments will be communicated via **digital platforms** for SG-SICA's **knowledge management system**. At the same time, research results and other relevant information are made available. Discussions and the interactive exchange of experiences between experts, practitioners and thematically responsible politicians and officials are possible across borders and long distances via moderated **dialogue forums and webinars**.

- The **platform for knowledge management in the field of violence prevention** of the SG-SICA is online and is constantly updated. At the level of the relevant SICA subcommission, a political process allows participating countries to submit and distribute their contributions.<sup>19</sup>
- The website on the **area of (re-)integration of vulnerable children and youths** is still under construction. General information on GIZ's regional project ALTERNATIVAS can be found at <https://alternativasca.com>.



Launch event of the platform.

<sup>19</sup> The platform can be found at <https://www.sica.int/gestionconocimiento/prevencionviolencia/inicio>.

# Lanzamiento de la Plataforma de Gestión del Conocimiento en Prevención de la Violencia

SICA: Ocho países construyendo una región de oportunidades



#SICADigital



Buenas Prácticas



Prácticas Prometedoras



Investigaciones



Instrumentos

The different contents of the platform: Good and promising practices, research, instruments.



## Qualification and professional integration of youths: *TuChance* digital platform and the *Empleo para ti* app

*TuChance* and *Empleo para ti* are digital instruments aimed at providing young people in Guatemala, Honduras and El Salvador with improved access to training and **employment opportunities**. Their employability will be increased through employment orientation and the provision of education and training places.

In the continuous development of the platform, it is intended to collect data on the **labour mobility** of returning migrants in Guatemala. In this way, the Guatemalan Ministry of Labor will have reliable statistics on the work situation of these people, especially of young people, when they are reintegrated into society.

Users must register on the platform's portal to access services. Companies offering job opportunities also need to create an account to update the job listings.



Overview of *TuChance*'s service areas: Education, scholarships, entrepreneurship, finance, employment services, social entrepreneurship, online courses, education, counselling for migrants and returnees, healthy lifestyles.

*TuChance* is **managed by partner organisations** promoting employment. These are both state and non-state organisations (Gloria de Kriete Foundation in El Salvador, Swisscontact in Honduras, the *Asociación emprendedores Juveniles* in Nicaragua and the Ministry of Labor in Guatemala).

- The ***TuChance* platform** can be found at [www.tuchance.org](http://www.tuchance.org).
- The corresponding ***Empleo para tí* app** is only used in El Salvador and can be downloaded free of charge from GooglePlay. It has already been downloaded more than 10,000 times and has received a rating of 3 stars (out of 5).

### What has been achieved so far? What is being developed further?

Most of the digital approaches presented for Central America are relatively new or still in development. Therefore, there is hardly any feedback on impacts or satisfaction with their use so far. However, **demand** for them is already very high, which suggests enormous potential. For example, several ministries of education and international NGOs such as ChildFund International have expressed their interest in using *MdM's* digital platform.

With regard to the *TuChance* youth employability platform, it is clear how important it is to plan and clarify the **legal transfer of intellectual property** for the product from the outset. If this is not sorted, registration processes may be complex. The institutional and technical handover and continuation by a partner organisation also proves more difficult.

In Guatemala, the *Diploma* and the corresponding digital platform were further developed by the bilateral GIZ project Promotion of Integral Civil Security and Transformation of Social Conflicts (FOSIT) and adopted by the state-based *Unidad para la Prevención Comunitaria de la Violencia (UVCP)* as a national approach to violence prevention. This enables, among other things, **the continuous training of local practitioners** who act as a preventive force in communities.

*SG-SICA* has taken over the **administration, support and continuation** of the presented tools for knowledge management, institutionally ensuring the sharing of best practices between the participating countries.

However, **sustainability** in terms of digital approaches in Central America remains a major challenge. This is of concern, not least in view of the **high development costs for digital approaches**. The continuity and continued financing of knowledge management tools are to be ensured in the long term by partner organisations. However, they often do not have the means or priorities required to this end, circumstances that are often related to political developments such as changes in government. The same goes for the **exchange of technical personnel**. New employees and decision makers usually lack ownership – identification with products co-developed by their predecessors.

#### *Digital approaches as an untapped resource*

*‘Cultural change is necessary. So far, a culture of approaching and using digital solutions has remained largely undeveloped. Potential users are not yet familiar with them. There is a lack of technical knowledge.’*  
*Mauricio Cáceres, GIZ staff member (involved in the development of the Diploma and MdM)*

For this reason, it is of great strategic importance that the development team ensure that **onboarding** – the induction of the key new actors and training of new employees – is carried out.

Another perspective is to promote and disseminate digital approaches through a **digital marketing strategy**. The tools for knowledge management within *SICA* presented above can play an important role in this context, but also in terms of institutionally anchoring these approaches.

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Examples

# Supraregional



# Supraregional: Dealing with the Past. Exchange and Reflect – Networking on reconciliation and dealing with the past

Quick overview	
Name	Dealing with the Past – Exchange and Reflect
Topic covered	Transitional justice
Type of approach	Web-based blog (hosted on the website of the Working Group on Peace and Development in Germany – FriEnt)
Organisations involved	FriEnt; Foundation Remembrance, Responsibility and Future (EVZ)
Contact	ralf.possekel@frient.de
Intended results	International professional exchange on selected challenges when dealing with the past, dissemination of useful methodological approaches
Users/target groups	<ul style="list-style-type: none"> <li>• FriEnt partners: German development organisations that work on transitional justice/dealing with the past</li> <li>• Their international partners</li> <li>• Other international and German experts on transitional justice/dealing with the past</li> </ul>
Further information	<a href="https://www.frient.de/en/transitional-justice-blog">https://www.frient.de/en/transitional-justice-blog</a>



## In what context was the approach developed?

### Why is the topic of transitional justice so important?

Societies reorganise when unlawful regimes or regimes of violence are replaced by legitimate governments and violent conflicts end. The human rights violations and violence experienced are an important subject of discussion during this transition period. Many people are traumatised, those affected demand justice. Trust in the state, its legitimacy and its protective function must first be (re-) established. In such scenarios, the deliberate confrontation with the past can help to secure peace, build trust and restore lost social cohesion.

The Federal Government has adopted an **interministerial strategy to support dealing with the past and reconciliation**.<sup>20</sup> It is conceptually oriented toward the European and international understanding of transitional justice. It aims to support processes and measures taken by societies in partner countries to deal with the consequences of massive human rights violations and widespread violence. The FriEnt blog underpins and supports the strategy from a technical point of view.

The Working Group on Peace and Development in Germany (FriEnt) is a consortium of state organisations, church aid agencies, civil society networks and political foundations. It aims to pool competences, promote networking and cooperation and contribute to conflict-sensitive development cooperation (DC). FriEnt members wish to consolidate their efforts to promote the diverse approaches and potentials of DC's peacebuilding activities among policy-makers and the general public.

<sup>20</sup> <https://www.auswaertiges-amt.de/blob/2298392/633d49372b71cb6fafd36c1f064c102c/transitional-justice-data.pdf>



Dialogue on selected approaches and methods for dealing with the past began in 2018 with contributions in the PeaceLab Blog. The findings were taken up in 2019 in the interministerial strategy mentioned above. FriEnt continues those activities in the Dealing with the Past – Exchange and Reflect blog presented here. The new blog is aimed at German development organisations and their international partners, as well as practitioners who deal with transitional justice and the building and preservation of democracy in Germany. It creates **space for dialogue, networking and the exchange of lessons learned** in various reconciliation and transitional justice contexts, allowing colleagues in different countries and regions to present their experiences.

## How does the blog work?

### What are the advantages of a blog for dialogue on the subject of dealing with the past?

- Blog posts are less comprehensive and therefore more readily absorbed than essays, but they convey more content than posts on social networks such as Twitter.
- The blog is accessible at any time and from different regions throughout the world.
- The blog can team up with social media for marketing and dissemination purposes, e.g. it can be linked to a Twitter feed.
- Moderation by content owners ensures thematic relevance and safeguards minimum quality standards.

The **aim** of the blog is to inform about methodological approaches and new developments in dealing with the past. The joint reflection of experiences and lessons learned enables knowledge to be acquired about approaches and methods in different social and cultural contexts. This should ultimately lead to **innovative, improved practices**. Dealing with the past is also a topic that affects all societies. In this respect, the blog sees itself **as a contribution to a culture of universal learning**.

A blog allows to **cumulatively build posts** on specific transitional justice topics. A comprehensive history forms, in which the structure, direction or development of the ideas and approaches discussed can be seen. This process can be supported analytically: Key elements in the development of ideas can be addressed and strategically worked on by transitional justice actors and, above all, by the organisations involved in FriEnt.

The aim of the blog is to identify the topics where dialogue and discussion between German and international experts are particularly fruitful and generate new knowledge. These issues can be built on in order to intensify the exchange of views. Participants can benefit from this, both in practice and in the **strategic development** of the topic.

**Dealing with the Past - Exchange and Reflect**

**DwP**  
Dealing with the Past  
Exchange and Reflect

**Anne Frank. Not an exhibition**  
24. Oct. 2019 | TJBlog, Youth  
Dr. Meron Mendel  
The Anne Frank Educational Centre (Frankfurt/Main) opened a learning lab in 2019. How does it work? We talked to Centre Director Dr Meron Mendel  
[Show post](#)

**What Would Satisfy Us? - Taking Stock of Critical Approaches to Transitional Justice**  
24. Oct. 2019 | TJBlog, Radical Critical  
[www.fri-ent.de/anne-frank-not-an-exhibition/](http://www.fri-ent.de/anne-frank-not-an-exhibition/)

**About this Blog**  
We collect and collate practical insights, experiences and approaches relating to the challenges of implementing dealing with the past processes in the world as well as in Germany itself, thereby promoting truly universal learning.  
[Editors](#)

Screenshot: Example of blog entries.

### The blog aims to promote dialogue on the following topics and questions:

- **Critical discussion of the topic:** Transitional justice is a professional and internationally recognised policy area. *But which of the underlying assumptions, patterns of thought or practices are relevant? Which ones should be critically examined?*
- **Politics:** The past is often the subject of passionate political debate, both nationally and internationally. *What policy initiatives exist in this field? Do they aim to deal with the past inclusively and coherently? What are their prospects for success?*
- **Diversity/Dialogue:** Peace building requires the absorption of contradictory narratives. To this end, these narratives must be transformed and made 'ready for peace'. *How can this be achieved? How can diverse perspectives be made visible in the public discourse? What is the connecting element in this diversity? How can relativism and arbitrariness be ruled out?*
- **Impact:** Transitional justice aims to contribute to the establishment of sustainable, peaceful and just societies. *What do we know about the real impact?*
- **Prevention:** Transitional justice sees itself as a contribution to the prevention of violent conflict. *What can be done to strengthen the capacity for prevention?*
- **Gender equality:** This concerns, among other things, the integration of female perspectives into processes and institutions. *What challenges exist? How can they be eliminated by practical actions?*
- **Digital/public history:** *What opportunities does the digitalisation of memories offer? What can be done to minimise risks and avert danger? How can knowledge and stories about the past reach the general public?*
- **Youth:** Subsequent generations bear no direct responsibility. They can choose to ignore history or to identify with perpetrators or those affected. *What can be done to stimulate young people's interest in history and to motivate them to work towards the establishment of peaceful relationships between communities?*
- **Other topics** can be suggested by blog participants, e.g. questions about experiences with reparation programmes, dealing with offenders.

New blog posts are published in two ways:

- **Interested parties take the initiative themselves** and email contributions to tj@frient.de. After review, they are uploaded to the blog. Criteria for publication are e.g. **topicality, relevance, clarity and scope**. There is no automatic right to publication.
- The editors of the blog keep an eye on the field of transitional justice, both in Germany and internationally. **They approach experts or actors** representing interesting methods or promising developments, request a contribution or conduct an interview. The results are then published on the blog.

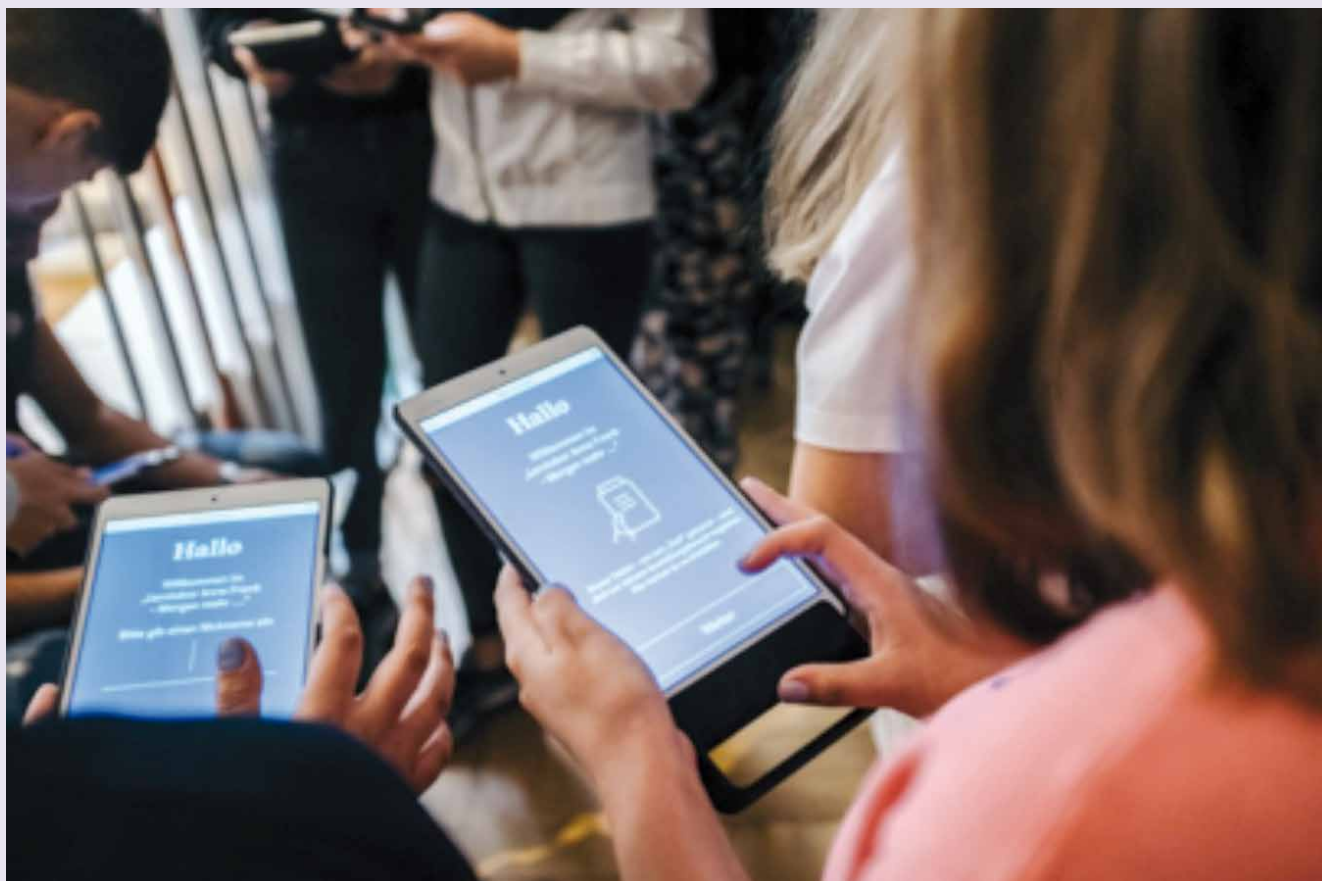
The blog does **not aim for day-to-day relevance** but tries to reflect thematically relevant news in social media and use them as opportunities for creating informative contributions.

### Exemplary requirements for blog publications:

- Contributions should be mainly focused on one of the blog topics presented above.
- They can take the form of articles (personal observations, impressions from practice), news (on relevant projects, events, publications, research results) or comments.
- Articles, news and comments should not exceed a specified scope.
- New topics can be proposed by submitting an article on the topic.

### What has been achieved so far? What is being developed further?

The new blog was launched in August 2019 and is currently in an **exploratory phase** until mid-2020. At the beginning of the test phase, potential authors were approached and enlisted for publications. 30 contributions were published by the end of December 2019. To date, little can be said about the contributor or reader satisfaction or about usage patterns.



*The Anne Frank Educational Center has a digital learning laboratory, which is presented in a blog post.*

After six months, a **user survey** will be carried out. This should enable conclusions about useful options for further development of the blog and allow a cost/benefit assessment to be carried out. For example, it would be considered **successful** if:

- evolution of the content of the blog discussions proves to be relevant to the direction of implementation of the interministerial strategy mentioned above;
- between 100 and 200 members of the professional community can be reached and exchange ideas.

A central **challenge** for the blog is to generate sufficient **thematic relevance** to ensure that it is read and used by the expert community despite an overabundance of information.

Some members of the **expert community** interested in dialogue on the topic of dealing with the past and reconciliation use social media. For this reason, the blog is publicised on Twitter feeds, for example. It is also publicised by FriEnt through distribution of the posts in its newsletter, which is published every four weeks.

The **possibility of direct personal contact** and dialogue opportunities increases motivation to participate in the blog. For this reason, face-to-face workshops may be offered on certain topics in the future.

# Supraregional: VIVA – A knowledge management platform against organised crime

Quick overview	
Topic covered	Global exchange of local initiatives to combat organised crime
Type of app	Digital networking platform for project reporting, information exchange and knowledge management
Name of the development project	Resilience Fund
Organisation	Global Initiative against Transnational Organized Crime
Contact	siria.gastelum@globalinitiative.net
Intended results	Information exchange, networking, public relations and advocacy for local initiatives to combat transnational organised crime will help build resilience.
Users/target groups	Beneficiaries of the Resilience Fund: social activists, journalists and local organisations that oppose transnational organised crime
Further information	Information on the Resilience Fund: <a href="https://globalinitiative.net/resiliencefund">https://globalinitiative.net/resiliencefund</a>



## In what context is the app being developed?

Founded in 2013 and based in Geneva, the Global Initiative against Transnational Organized Crime comprises a network of over 430 independent global and regional experts. They deal with issues such as human rights, democracy, governance and development – areas where organised crime is becoming increasingly important. The Global Initiative also provides a platform for relevant research, sustainable debate and innovative approaches to a comprehensive global strategy against organised crime.

In 2019, the **Civil Society Resilience Fund against Organized Crime** was launched by the Global Initiative. BMZ's Peace and Security, Disaster Risk Management Division financed pilot measures to strengthen civil society's resilience to organised crime through the sector programme of the same name, which later helped to set up the fund. The aim of this fund is to develop **initiatives to strengthen resilience** in communities and to support local civil society organisations as key partners in the fight against organised crime. The Fund provides financial resources for the capacity development of the initiatives as well as technical support. This approach enables innovative, non-governmental approaches to civil security and peacebuilding to be identified, and their diversity to be leveraged.



Participants in dialogue on resilience organised by the Global Initiative with support from BMZ in Nebaj, Guatemala.

### Background: Why did the Global Initiative choose a digital network connected to social media?

In 2019, the global population was 7.7 billion, 4.4 billion of whom regularly use the internet. High speed internet connections are also spreading rapidly: 5G networks will be introduced in many countries by 2020, which will provide up to 65 percent of the world's population with internet access by 2024 at the latest.

3.5 billion users were active on various social media in 2019. The average daily time spent on social media is 142 minutes per person.

Facebook, YouTube, Instagram and other social media platforms offer the **ability to share content and information with friends and like-minded people**. With the growing use of digital applications, developing a mobile app for the Resilience Fund is not only a good idea, but a necessary step. The VIVA app presented here will offer similar functions to other social media platforms. However, it includes important needs-specific modifications and improvements.



The app is intended to enable civil society groups and journalists worldwide to network and exchange experiences.

## How will the app work?

The VIVA app is being developed using the Design Thinking approach. Future users are involved in this process.

The VIVA app will provide the Resilience Fund with a **digital network platform** and a tool for prompt project reporting, knowledge management and representation of stakeholder interests. The app reduces the need for writing long reports or conducting expensive training, providing a virtual alternative.

The app will have a user-friendly interface to ensure it can be used by different people (regardless of their media skills – from very basic to very advanced). The content will also be easily sharable on popular social media such as *Facebook*. This allows **distribution beyond the existing user network**.

VIVA is intended to be a **safe place for users to exchange information**. Only members of the Resilience Fund Network have access, creating a **community of like-minded supporters** around the world.

### The app has the following goals:

- building a global virtual **network for initiatives and organisations** supported by the Resilience Fund, and exchange of ideas with the Global Initiative;
- **collection of data** on local projects and initiatives, which are used by the Resilience Fund and the Global Initiative for **research papers, as well as education and public relations**;
- **documentation and sharing** of experiences and good practices;
- local **monitoring and evaluation** of projects and initiatives supported by Resilience Fund;
- stimulation of **worldwide mutual learning** among supported actors;
- **public relations and promotion** of the initiatives by enabling them to tell true stories on the ground.

VIVA means 'alive'. It is well known from the experience of local organisations and grassroots initiatives that resilience is one of the key factors in the fight against organised crime. The VIVA app will allow communities and initiatives to compile, publicise and share their personal experiences and stories of resilience.

As a platform, VIVA will offer similar functions to **other social media**. However, the features of the app are specially adapted to the context of fighting organised crime and the needs of its users.

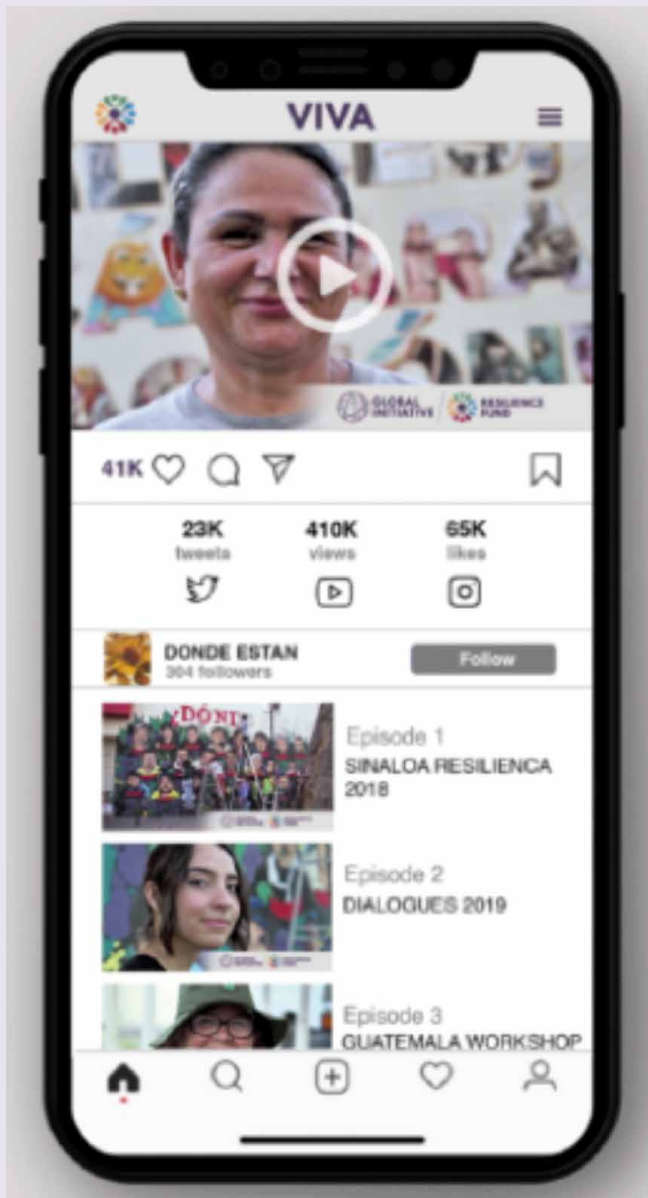
### The app will offer the following features:

- knowledge management and the opportunity to learn and refine initiatives by contributing project experiences;
- a Story Making Engine, which enables users to tell their own stories, thus sensitising others to their perspectives in the fight against organised crime.

The app is structured along the different project phases. These serve as a model for **facilitating meaningful peer-to-peer interactions** between users.

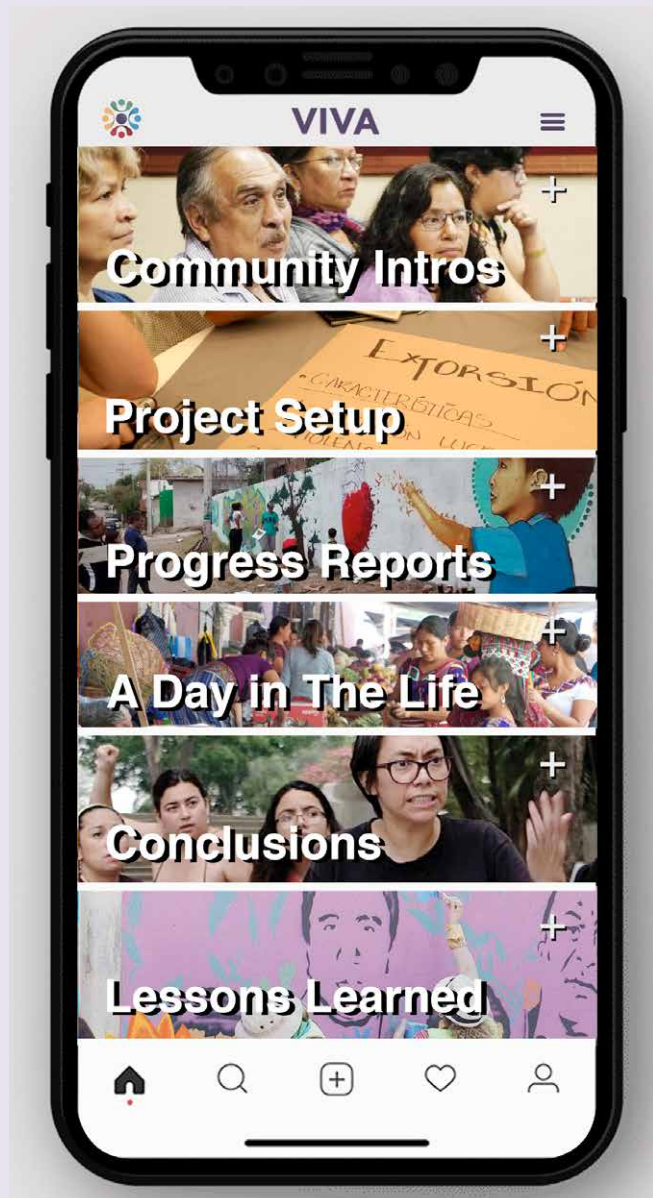
### Other key elements of the app are:

- video-based channels and groups with different display options to safeguard privacy;
- targeted learning activities to encourage user participation;
- video documentaries and reports by projects;
- adjustable data requirements to optimise internet speed based on region;
- subtitles and multilingual user interfaces;
- intuitive screens with minimal text.



*In just a few clicks, you can tell the story of your own community in video episodes.*

The app will offer various **activities and options for interaction**. For example, you will be able to create **moderated working groups** on different topics, such as methods of mediation between gangs. Interaction goals can also be created for the working groups. An example of this would be the identification of resilience strategies for specific target groups (e.g. for women).



*Different functions to structure projects into phases.*

Interaction between the participants will be structured into different phases, similar to those in projects, and ranges from planning to documentation and lessons learned of a project. Each phase is accompanied by **specific interaction goals** and is initiated by the moderator with corresponding recorded questions. To respond, participating groups will be offered a **range of integrated tools**. These include surveys, quizzes, comments, audio, photos and videos.

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## What has been achieved? What is being developed further?

VIVA's user friendliness enables the establishment of a **network that integrates diverse actors**: executives of non-governmental organisations, survivors and persons affected by organised crime, community leaders, human rights activists and journalists.

These perceive the virtual space provided as a secure exchange platform for like-minded people. There, ad hoc groups can be set up, and the channels used to exchange their stories, information and insights. The aim is to step up collaboration between participants to generate synergies and share resources.

The app will also enable the establishment of a **knowledge management database** on resilience to organised crime.

Thanks to the app, up-to-date field data on new topics related to organised crime will be available to researchers and other relevant actors.

Besides the other features of the app presented here, such as the video-based channels and courses, the Story Making Engine is particularly interesting. It will enable protagonists to **tell their own stories, to present them in an interesting way, to document and to share them**. In this way, the app is intended to help raise awareness of organised crime and represent the interests of grassroots organisations. In addition, the Resilience Fund will use reports to present and publicise the activities and results of the projects funded.

## Development perspective of the Resilience Fund

The fund aims to promote long-term financial support for initiatives against organised crime in order to contribute to their **independence and sustainability**. At the same time, **good practices and experiences will be shared** and their transfer and adaptation to new contexts promoted. In this way, they can be used in other communities, which are similarly affected by organised crime. As a digital channel, VIVA will play a major role in this process and will enable the exchange of ideas and experiences and the initiation of joint actions.



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## Brief examples: Other interesting digital approaches

Additional digital applications that promote social cohesion, the prevention of violence and peace are presented here. They caught our attention when preparing the publication because of their **innovative character** and illustrate the **heterogeneity and diversity** of existing approaches. We have not only included examples developed in GIZ projects or in cooperation with GIZ, but also exciting approaches and developments that are being **implemented by other actors**.

### Education and strengthening of unity through Blended Learning in GIZ's JOSY project

Jordan offers refuge to Syrians who have fled the civil war in their home country. Many of them are **young adults** who, after the traumatic experiences of war and displacement, are looking for a fresh perspective. More than 80 percent of the refugees live outside of the refugee camps in host communities. Both young Syrian refugees and the poorer Jordanian population in the host communities lack reliable prospects for the future.

The goal of the GIZ project New Perspectives through Academic Education and Training for Young Syrians and Jordanians project (JOSY) is to contribute to improving perspectives for young women and men in Jordanian communities hosting refugees. In order to **address social tensions** and strengthen unity, both Syrian refugees and young Jordanians are supported, who would otherwise not be easily able to access higher education.

The project uses digital approaches within **two measures**:

- Cooperation was established with Kiron Open Higher Education, a social start-up that aims to remove existing barriers to higher education for refugees through digital learning and support services. Together, a **Blended Learning approach** for Syrian refugees and young Jordanians was implemented. Students were given the opportunity to participate in an **online summer school** to develop their life skills and professional and digital expertise. The online element was offered in the form of **Massive Open Online Courses (MOOCs)** hosted on an online platform. Additional projects and training were offered to students in actual study rooms in Amman, which also provided computers and internet access.
- During a **mentoring programme** with the organisation Imtiaz, career advice mentors were available to students online. Mentoring was aimed at building professional trust, communication and interpersonal relationships. The online mentoring programme on a digital platform offers participants a **number of advantages**. Users can contact a wider range of professionals in their field of interest. Computer-generated algorithms enable them to link up with **suitable mentors** based on compatible values, interests and goals. The online chat feature provides a flexible environment for communication. Use of an integrated mentoring platform with e-learning tasks, objectives and support services allows for **individualised use, any time, any place**. Mentoring enabled some students to find a job and integrate into society.

**Contact:** [iris.grobenski@giz.de](mailto:iris.grobenski@giz.de)

## Moumk'in – An app as platform for intergenerational dialogue, social cohesion and youth employment



In Morocco, the head of state's advisory office is developing the prototype for an app for smartphones and other devices that will

promote both **inter-generational dialogue** and **youth employment**, and thus improve social cohesion. The GIZ project Promoting Youth Employment in Rural Areas (PEJ) provided technical support to the Moroccan government for a pilot project in rural areas.

In addition to other services such as career orientation, the app has a **matchmaking service** that establishes **advisory relationships** between volunteer adult mentors and young job seekers. The app is called *Moumk'in* ('We can do it!').

**Contact:** [lisa.etzoldt@giz.de](mailto:lisa.etzoldt@giz.de)



*Young protesters in Lebanon.*



*Draft for Moumk'in's future public relations work.*

## T'akad – An app against fake news

In Lebanon, numerous citizens take to the streets, calling for more democracy and less corruption. The protest also increasingly takes place on the internet and in the media. There are no universal standards for media reporting in Lebanon. **Fake news** is deliberately disseminated in social media, but also on conventional channels, for example to create fears of violent escalation and thus demobilise protesters. Other misinformation links protesters with extremist groups. National populist groups also use targeted misinformation to stir up hatred against the Syrian refugees.

The initiative *T'akad* ('be sure') combats misinformation. It **scans social networks and identifies fake news** by verifying the sources. Fake news is made public on its own social media channels, using digital tools developed by *T'akad*. With the help of a 'scraper', algorithms are used to identify incorrect passages in important reports. Corrections are to be published and distributed via an app. In this way the initiative tries to establish a **counter-narrative against lies and incitement**.

**Information:** <https://www.instagram.com/takadofficial>

WhatsApp is used by 84 percent of people in Lebanon and therefore plays a huge role in spreading news. When news is shared across closed WhatsApp groups using a snowball system, it is difficult to scan. *T'akad* therefore also encourages users to exercise caution when dealing with the media.

## #defyhatenow – Create critical awareness against hate speech online and offline



Dealing with hate on the internet has become a global challenge. Lack of digital competencies in dealing with social media has led to many people living in anonymous echo chambers. This can intensify radical attitudes and mis-

information and even increase violence. In South Sudan, since the end of 2013 and following the outbreak of civil war, the #defyhatenow initiative has linked **online and offline measures to raise awareness of hate speech** and **online incitement** to violence. The initiative analyses terms that generate hostility and other digital risks. This includes, for example, the appropriation and manipulative use of images. It also examines and illustrates how these threats enter into the wider discourse. Social media peace mobilisers have been trained throughout the country and in refugee settlements in neighbouring countries to spread the approach at community level. A code of online conduct for programme participants was developed, along with a comprehensive practical manual with measures against hate speech in social media. Pilot projects and campaigns such as #ThinkB4Uclick and #FactsMatter develop tools to understand algorithms and identify hate bots that perform automated actions and, for example, feed comments into discussions and chats. Using the methods of #defyhatenow, people in social networks can be **warned and sensitised against polarised debates**.



*Image from the campaign.*

Many of the actors and the automatic mechanisms that influence the conflict online are beyond national borders. #defyhatenow helps contain this influence. The initiative is also aimed at citizens who may have never been online themselves. Youths in particular are addressed by spreading stories that promote peace. In this context, they are given skills to develop alternatives to radicalisation and hatred in the virtual space.

**Information:** <https://defyhatenow.org>

21 A bot is a computer program that can perform repetitive tasks largely without interaction with human users.

## Salaam – A video game for empathy and support for refugees

Junub Games in New York develops video games aimed at **educational peace building through creating empathy**. 24-year old Lual Mayen is the company's CEO. His background gives him the required motivation and experience to produce such games. As a child, Mayen fled from the war in South Sudan to a refugee camp in northern Uganda. For example, one of the games is the *serious game Salaam* (Arabic for peace), the first version of which Mayen created in the refugee camp. Players **take on the role of refugees**. They try to survive war, hunger and the deprivation and high risk associated with displacement. If they lose the energy they need to continue in the game, they can use real money to buy game-relevant survival resources such as food, water, or medication ('in game transactions'). The money is then used **to provide real support to refugees through partnerships with refugee organisations**.

**Information:** <https://junubgames.com>

### The potential of video games

According to a 2018 survey by the Pew Research Center, 80 percent of adolescents have access to game consoles and 90 percent say they play video games on computers, smartphones or consoles.<sup>22</sup>

The ever-growing video game industry poses risks to the socialisation of young people, but also offers great potential in terms of low-threshold and youth-oriented educational content for peacebuilding and the prevention of violence.

## Peace Tech Lab – digital support for peace organisations



The NGO Peace Tech Lab contributes to the prevention of violent conflict worldwide. It uses cost effective tools and local partnerships to provide peace activists and NGOs with **suitable digital tools**. The work of the Peace Tech Lab takes on different forms:

- The *Peace Tech Accelerator* is an eight-week intensive **mentoring and training programme** that helps both non-profit and profit-oriented start-ups to develop peace initiatives quickly and sustainably.



*Peace Tech exchanges were held in dozens of countries, amongst others also in Iraq.*

- Peace Tech Exchange allows human rights activists, students, social entrepreneurs, journalists, local governments and others to **use easy-to-use technologies** to enhance the impact of their work.
- The Peace Tech Lab's Hate Speech Prevention Programme is working to stop the spread of hate speech in social media. A fundamental **awareness is created of the potential risks posed by spreading hate speech**. Communities of academics, politicians, private companies and civil society are to be sensitised.
- The Ground Truth Global platform uses open source data to **alert** NGOs and organisations working on conflict prevention to **violent incidents early on**.
- Locally implemented media programmes for peace that use training and media such as radio to convey to young people in conflict environments how to build **constructive relations between local community groups**.

**Information:** <https://www.peacetechlab.org>

<sup>22</sup> Source: <https://www.pewresearch.org/internet/2018/05/31/teens-social-media-technology-2018>

## Conclusions and lessons learned

*'Digital approaches are not a cure-all solution: They do not change social norms – people do!'*

*Quote from a software developer who helped develop the Nokaneng app.*

### Dealing with the digital divide and need for face-to-face and offline approaches

As described at the beginning, the case studies presented here were examined based on the key tenets of development cooperation. These include the Do No Harm approach – **no unintended results are to be achieved that exacerbate conflict** – the 2030 Agenda and the Leave No One Behind principle. For large parts of the world's population, digital approaches provide simple, faster and at times cost-effective means of communication and information gathering. High-speed internet connections are spreading rapidly. This does not apply to all people, however; a huge **digital divide** has emerged. It is necessary to ask who is currently excluded from or only has limited access to information and communication technologies. Technical and socio-economic factors play a central role here. Although digital services are spreading in many DC partner countries, above all marginalised people who live in conflict or rural areas have no or only limited access. For them, the cost of smartphones, computers or other end user devices is very high. However, **permanent access to stable internet services** poses a particularly major financial and logistical challenge (internet and WiFi costs on the one hand, poor mobile networks or poor electricity supply on the other).

We need to regard digital approaches as an essential part of the future of cooperation for peaceful development and to provide the required support, while keeping an eye on and mitigating the risks. At the same time, it is important to ensure that the digital divide is reduced and that no one is excluded, even in fragile contexts. The people who need digital services the most must receive stable access and digital education. Only in this way can digital approaches become an essential element of support for social cohesion and peace.

In the examples presented above, we deliberately use different, **context-sensitive solution strategies** to explain the potential negative impact of exacerbating the digital divide. For example, attempts are being made to promote more affordable access to the internet or to improve network infrastructure in rural areas. Alternative communication solutions for cheaper, basic mobile phones with text messaging functions are being made available. Applications are designed to minimise data and power consumption. The focus is on intuitive, play-based applications, so that using them is not an obstacle for people with a lower educational status.

Above all, however, there is a strong conviction among the actors involved that digital instruments and applications are a **meaningful and innovative addition to tried-and-tested analogue and non technological approaches** that strengthen social cohesion, violence prevention and peacebuilding. The reason for developing a digital solution should always be a real challenge within society (see also the digital principles in the practical recommendations below). Digital approaches are usually embedded in an analogue project and complete measures in which people interact directly (face to face) or via non-digital, analogue technology (e.g. radio). Examples of this include digital support for organisational improvement or for accelerated emergency calls, as well as digital awareness and dissemination tools in the context of campaigns.

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Sometimes, digital approaches are at the heart of a project's strategy, if they bring a comparative advantage overall and, for example, enable a more efficient approach that offers greater scope. In this case, too, they are combined and enriched with elements that either function offline or enable **direct interaction between people**. This includes using educational content that is incorporated into digital media or video games in analogue discussion groups, e.g. in schools, complementing online platforms or digital networks with face-to-face events, in-depth discussions and face-to-face advisory services and counselling.

## Cost versus effectiveness

The **development of digital instruments is sometimes costly** and this must be weighed up against the results in terms of peacebuilding, social cohesion and violence prevention, which are often **difficult to measure**.

In many of the examples listed, considerable **successful results were observed**. These include, for example, strong and rapidly increasing interest, measured by user numbers (downloads, views, comments, etc.). The discussion of taboo subjects has increased thanks to some of the projects described above. Other digital approaches raised awareness of hate speech or the needs of various population groups. Many people received assistance early on and were therefore not affected by violence. People joined forces and were able to better organise self-help and voluntary or professional contributions for peaceful development. Local actors have become peace activists themselves because they used or collaborated on a digital instrument. Some even developed new approaches themselves, e.g. video games against hate.

However, it is methodologically complex and difficult to substantiate **long term, sustainable changes in behaviours or attitudes** among users, due to the current status of the digital products – many of the ones presented here are relatively new or are still being developed. In addition, such results must always be viewed against the backdrop of other influential factors. For this reason, we need to develop appropriate **instruments for continuous results monitoring** and for monitoring potential negative impacts and make greater use of them in the future.

**Careful consideration of costs and benefits** is therefore always necessary to ensure that digital approaches make an efficient and effective contribution to target-group-oriented solutions. In some contexts, this is certainly the case, for example, if the user group consists mainly of members of the urban middle class. In other contexts, e.g. in rural or highly marginalised user groups, it makes sense to focus on investment in offline measures such as community events, public meetings, radio programmes, cultural offers or advisory centres and to **supplement** them with **meaningful digital approaches** where appropriate.

Existing digital communication channels such as WhatsApp or Facebook are now widely used and familiar to people from different social groups. In many cases, their creative use promises greater efficiency and effectiveness than **the complex development of new instruments**, which first need to be disseminated and require some getting used to by the user groups. Because of their reach and use throughout society, the existing channels – with all the risks mentioned in some of the examples – offer **enormous potential for integration and dialogue**. However, the data protection concerns about social media and their frequently oligopolistic nature must be taken into account and the potential of alternative services must also be explored, even if this involves additional effort for the projects.

In addition, to **reduce development costs**, we need to prioritise approaches that are easy to disseminate and 'open source' to facilitate scaling up (see also the digital principles outlined below).

## Practical recommendations

How should motivated readers proceed when incorporating digital approaches into their work? What are the key elements of successful, **high-quality and responsible digital practice** in the context of violence prevention and peacebuilding? When preparing this publication, we interviewed a number of colleagues involved in the digital approaches outlined above, who recommended the following:

The methodology of digital development projects should be predominantly ‘agile’, from planning through to implementation and monitoring, especially if the processes involved are unknown and the context is difficult to assess. It should **react proactively and flexibly** to the dynamics and circumstances of the external context, which is often conflict-ridden or violent. As early as the concept phase, development of the approach should be based on user needs and habits. It should rely on locally adapted features and content, but also **take into account the risks** involved. This requires a thorough conflict-sensitive context and user analysis, e.g. in the context of prototyping, as well as consultation with stakeholders and potential users at every stage of development. This will enable integrative, transparent **implementation with no ‘unpleasant surprises’**. Methodological approaches for this include Design Thinking or SCRUM (agile methods that are discussed in some of the examples).

We should learn quickly from mistakes, **gathering and evaluating experiences step by step**. Conclusions should be fed back into the further development process as a direct response. Developing content on demand is time consuming and requires patience. This should already be taken into consideration during planning. By the same token, we need to avoid **lengthy, over complex development strategies** with a long timeline.

The successful implementation of innovative digital approaches requires **trust-based cooperation** and a **clear and common understanding of goals** that is defined together **with partners**. To ensure **sustainability**, we need to build partnerships and enable key actors to take ownership. They need to be empowered to support and improve digital approaches, to monitor their results and possibly broaden their use. **Training and onboarding** of all actors involved in development is key. Above all, when handing over support and maintenance of digital products, it is vital to ensure there is a sufficient transition period, that actors have the required capacities and that appropriate onboarding is provided.



We need a human-centered approach in the field of digitalisation.  
The focus should be on people and on local needs rather than on the technology.<sup>23</sup>

<sup>23</sup> The figure is based on the following document: Harvard Humanitarian Initiative (2017): *The Signal Code and Core Obligations: A Rights-Based Approach to Information in Crisis*. ([https://hhi.harvard.edu/sites/default/files/publications/signalcode\\_final.pdf](https://hhi.harvard.edu/sites/default/files/publications/signalcode_final.pdf))

At the same time, an analysis of potential negative results must be carried out. The Do No Harm approach must be considered in the planning, development and implementation of approaches, not only in terms of the digital divide and the possible exclusion of key target groups. It became clear that in some contexts, measures must be taken to ensure **anonymity and the protection of users' identities**. It is also necessary to build **skills for moderating comments and discussion** to prevent hate speech and fake news and allow freedom of expression and dialogue from different perspectives.

When using digital measures, it must be ensured that projects meet their **protection obligations toward users and target groups**. This is particularly true in fragile, authoritarian or repressive regimes or in contexts particularly affected by violence. For example, dealing with hate-filled messages can have health and psychological consequences and cause (re-)traumatisation. Participation in critical discussion can involve massive risks for users.

The **Principles for Digital Development** (<https://digital-principles.org>) – guidelines for the effective and responsible planning and implementation of digital development approaches – are also used by many organisations, including GIZ. In terms of content, the principles correspond with the recommendations outlined here and are a useful addition in some respects:

**Design together with users:** User-centric design starts by getting to know the people for whom the approaches are being developed, through dialogue, observation and opportunities to participate.

**Understanding the context:** Well-designed digital tools consider the unique structures and needs of the respective country, region or community.

**Informed and data-oriented action:** In all decisions and measures, use and take into account verified quality information and make it available to key personnel.

**Consider reach and sustainability:** To disseminate and refine digital approaches, appropriate funding must be allocated, and support secured from partner organisations. Sustainable support for users and stakeholders should also be promoted from the outset.

**Using open standards, open data, open source and open innovation:** Using openly accessible and free tools to develop digital approaches can help improve collaboration in the digital community and avoid duplication of work.

**Reuse and improvement of existing approaches:** The work of the global digital development community should be developed further. There is no point in reinventing the wheel.

**Data protection and guarantee security:** It must be carefully checked what data are gathered and how they are collected, used, stored and passed on.

**Be cooperative:** Information, insights, strategies and resources should be shared across projects, organisations and sectors. This increases efficiency and effectiveness.



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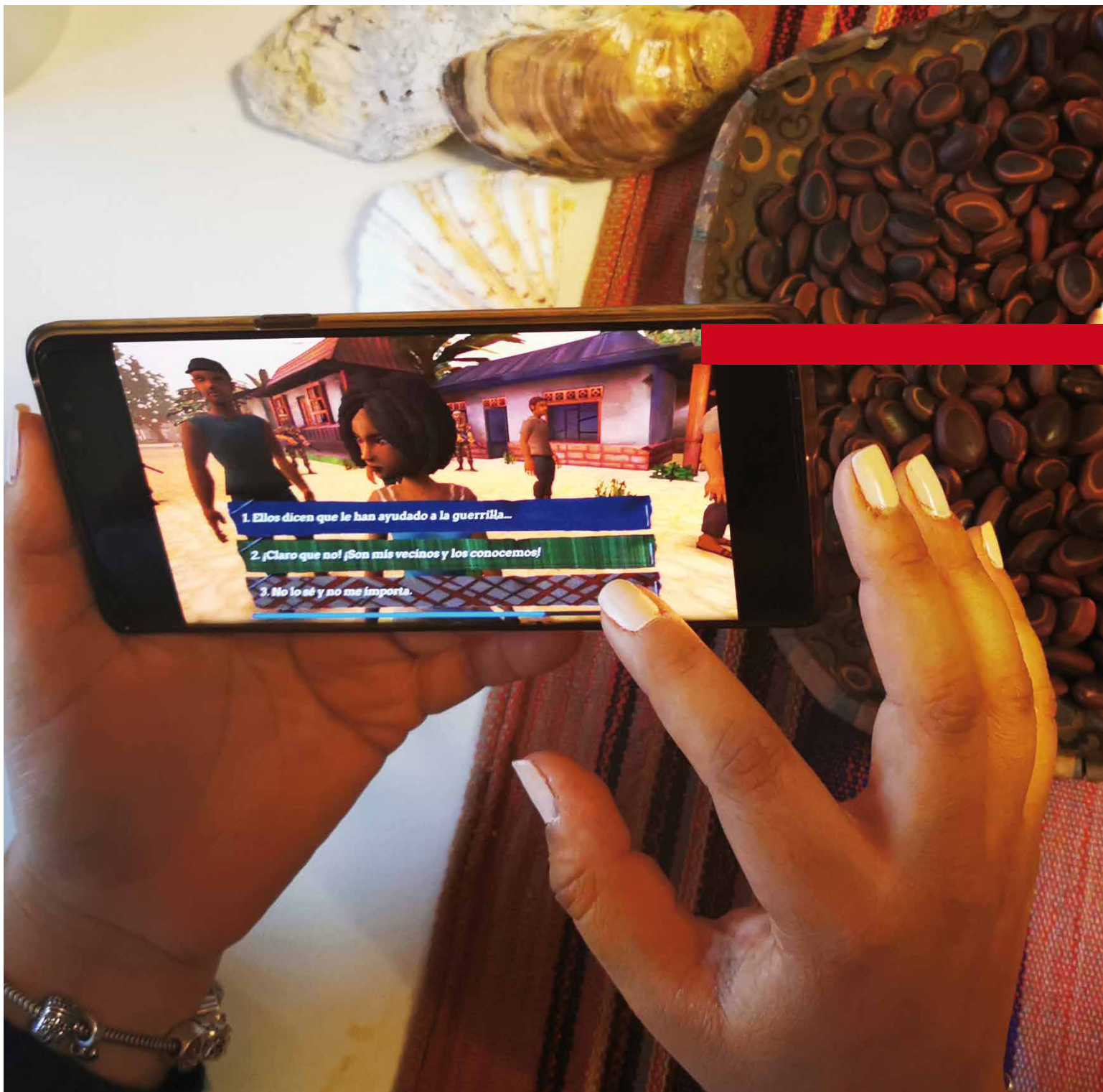
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