



STANLEY THOMAS  
JOHNSON FOUNDATION



# 'Peace Forums in Pakistan' Project End Project Evaluation Report

May 2015

District Multan- Punjab, Pakistan



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# **Final Report**

## ***End Project Evaluation Report***

### ***“Peace Forums in Pakistan” Project***

**District Multan, Punjab, Pakistan**

## **Reader Note**

*This end project evaluation report sets out the findings, lessons learnt and recommendations from the **'Peace Forums in Pakistan'** project for the VSO Pakistan future programming interventions. The report is developed in compliance with terms of reference for the assignment.*

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## ACKNOWLEDGEMENT

All praises to the Almighty Allah, the most Gracious and the most Merciful, who granted us the ability, determination and perseverance to complete this meticulous study. We would like to express our gratitude to all youth volunteers, support network members, other relevant stakeholders and all individuals, who participated and supported the RG's Consulting Team in the execution of this end project evaluation study.

Reflect Global and its assigned team is pleased to have undertaken the end project evaluation of the Volunteer Service Overseas Pakistan (**VSOP**) and Women Rights Association (**WRA**) project titled '*Peace Forums in Pakistan Project*' exclusively funded by Staley Thomas Johnson Foundation (**STJF**), being implemented in Multan district of the Punjab. We would like to express our gratitude towards all target communities (beneficiaries & non-beneficiaries) and project team members who facilitated and supported the RG's consulting team in the execution of this study.

The appropriate designing and successful administration of this study would not have been possible without the commitment and dedication of all those who were involved in this process. Its completion is an outcome of well-coordinated and synchronized efforts by both, the VSO Pakistan & WRA's teams and the RG's Consulting Team.

The study would not have been efficaciously completed without the kind support and enthusiasm of the Executive Director of WRA (Ms. Shaista Bukhari) and project team based at Multan. We would '**especially**' like to acknowledge the spirit of the WRA's team and the RG's evaluation team for their dedication in the completion of this evaluation study. Moreover, we would like to compliment the RG's core team for its extensive efforts and the effective coordination between the field team and WRA-VSOP's concerned teams.

Last but not the least, we wish to express our appreciation for the programme team (Mr. Sheryar Ahsan Khan-Senior Programme Manager, Mr. Shahid Khan-Programme Coordinator) at the VSO Pakistan Country Office in Islamabad for their integral support and cooperation throughout the course of this assignment.

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## LIST OF ACRONYMS

ADRB	Alternate Dispute Resolution Body
CSO	Civil Society Organization
FGD	Focus Group Discussion
FM	Frequency Modulation
KII	Key Informant Interviews
LYV	Local Youth Volunteer
LSN	Local Support Network
MSCS	Most Significant Change Stories
NGO	Non-Government Organizations
RG	Reflect Global
STJF	Stanley Thomas Johnson Foundation
ToT	Training of Trainers
UC	Union Council
VSOP	Volunteer Services Overseas Pakistan
WRA	Women Rights Association

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## EXECUTIVE SUMMARY

This document is an end project evaluation study of the “**Peace Forums in Pakistan**” Project being implemented by **Voluntary Services Oversees Pakistan (VSOP)** and **Women Rights Association (WRA)** and is exclusively funded by **Stanley Thomas Johnson Foundation (STJF)**. The report concludes the key learning related to project planning, designing and implementation, contributing towards the positive impact on the target community. Keeping in view the end project evaluation purpose, the RG’s Consulting Team is quite sure that the key findings are honest, independent and evidence based.

This study was conducted in close coordination with VSO Pakistan & WRA project/programme teams, LYVs and other relevant stakeholders. The report reflects the overall impact on the targeted communities, especially the **Local Youth Volunteers (LYVs)** with regards to the project goal and its objectives. Qualitative and quantitative data was gathered to assess the impact as well as project performance. Likewise, the data was collected by reviewing the essential project documents, Key Informant Interviews (KIIs) with the project staff and other relevant stakeholders, Focus Group Discussions (FGDs) with LYVs, **Local Support Network (LSN)** and communities. The information gathered was analyzed using specific ‘DAC<sup>1</sup>’ evaluation criteria, which included output level achievements in terms of coverage, appropriateness, relevancy, effectiveness, efficiency, sustainability and impact.

### STUDY FOCUS

Key findings, preliminary conclusions and recommendations for the evaluation have also been incorporated for the similar future programming interventions. The key challenges and lessons learnt in planning and implementation stages of the ‘Peace Forums in Pakistan’ project have been duly incorporated. It does provide some recommendations for the effective designing, planning and implementation of similar projects in the future.

Furthermore, this end project evaluation study report focuses primarily on the quantitative data (beneficiaries & non beneficiaries) results. However, it does provide some qualitative results from the male and female FGDs that reinforce, validate and help explain the collected analyzed data. The third mode of the data is ‘KIIs’ from the concerned stakeholders that provide a short synthesis of the key findings of the quantitative and qualitative work which leads to recommendations and challenges.

### TARGET AUDIENCE & SAMPLE SIZE

The quantitative data has been collected from 5-targeted UCs of District Multan (i.e. Bosan Town, Purana Shujabad, Grass Mandi, Naqshband and Nawab Pu ), covering 194 (95%) respondents with 64% males and 36% females where majority of the respondents (i.e. 54%) were ranging between the age group of (21-24) years. Similarly, 6 FDGs, 10 KIIs were also conducted for the purpose of validation and triangulation. The collected data was analyzed by a professional analyst utilizing the Excel Spread Sheet and SPSS application package and was interpreted in comparison with the project intervention logic, non-beneficiaries data and output level results that are derived from the project documents.

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<sup>1</sup> DAC: is evaluation criteria used for development sector’s project/programme evaluation study.

### ☑ EVALUATION CRITERIA

Based on the findings, presented below, the project has performed well on all the standard quality criteria (DAC)<sup>2</sup> i.e. coverage, appropriateness/relevance, effectiveness, efficiency, impact and sustainability. It has made great progress in what was actually planned in accordance with its core objectives, ensuring sustainability. Likewise, the results of the study indicate the momentous success of the 'Peace Forums in Pakistan' project in achieving its set goal. Analysis of the process as well as impact of the interventions revealed that the project has a list of achievements to its credit.

### ☑ PROJECT ACCOMPLISHMENTS

The end project evaluation study findings revealed that the 'Peace Forums in Pakistan' Project has created a positive impact in the target communities by involving local youth volunteers (LYVs). In fact, the project capacitated the LYVs to channel their efforts through meaningful, effective and well-managed activities through action plans in the communities. It also equipped the youth with knowledge of peace building, conflict resolution and enhanced their skills to tackle sensitivities and counter-radicalization. Likewise, promotion of tolerance and social cohesion as envisaged in the project was carried out by using various techniques, including social media and FM radio transmissions for engaging the youth through peace Baithaks, Smile Campaign and Peace Literacy Club initiatives.

### ☑ *Some of the major /key findings of the end project evaluation are as follows:*

- ➔ 94% of the target audience confirmed that the project has successfully contributed in terms of raising awareness, bringing about change in the perception and understanding about peace, conflict, conflict resolution within their communities. Likewise, the project provided a platform to youth, to develop social action plans in order to promote peace and interfaith harmony within their communities. Furthermore, the youth volunteers under the project developed and implemented social action plans, which were found to be very useful by 82% of the survey respondents. The qualitative data also confirmed the quantitative results.
- ➔ The findings of both qualitative and quantitative findings reflect that the project not only build the capacity of the youth volunteers but was also able to disseminate it to a wider audience where a considerable number ( 61 % ) of the surveyed youth replicated the trainings within their respective communities. Similarly, the manual/guide book developed as a resource book for LYVs was used by 73% of the surveyed youth. The majority of the FGDs respondents shared that the manual/guidebook was very helpful for the youth volunteers. It helped them in understanding the basic concept of conflict resolution, transformation and peace building process in the community.
- ➔ 86% of the respondents confirmed that the targeted communities 'as a result of the project interventions' are better able to recognize diversity in faith. Likewise, 72% survey participants successfully used various advocacy techniques like social media, thematic dialogues and peace campaigns for engaging youth. Moreover, 93% of the respondents were aware of Local Support Network (LSN) members who have helped, supported and strengthened the work of promoting peace and social harmony within the communities.

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<sup>2</sup> Development Assistance Committee (DAC) was established in 1991 having several principles of evaluation, these principle have subsequently been developed into five specific criteria which are today widely used in development evaluation.

- Local Support Networks has been established to provide support for strengthening peace and conflict resolution efforts. The majority of the survey respondents (i.e. 68%) confirmed that LSN was very supportive in providing advisory support in the implementation of social action plans. The majority of the FGDs participants and Key Informants shared that there was a regular follow up mechanism of the LYV actions plans. However, the follow up mechanism can be further strengthened by establishing proper reporting system among LYVs, LSN and project team in the future project for similar projects.

## ☑ STUDY SNAPSHOTS

☑ Table 1: Study Snapshots

<p><b>OUTCOME#1:</b></p> <p><b>Peace processes strengthened and awareness created at local level by LYVs.</b></p>	<p><b>Outcome#1</b> achievements are remarkable, as replicated by the end project evaluation study's findings. The effectiveness of the achievements of the outcome#1 is rated "<b>Satisfactory Plus<sup>3</sup></b>". The analysis of both qualitative and quantitative data confirmed a significant change in terms of raising awareness, bringing about change in the perception and understanding about peace, conflict, conflict resolution within target communities.</p>
<p><b>OUTCOME#2:</b></p> <p><b>Platforms of knowledge sharing established and peace processes promoted through local partner and LYVs.</b></p>	<p><b>Outcome#2</b> is also largely achieved as per the study findings; the effectiveness of the achievements is ranked "<b>Satisfactory Plus</b>". The analysis of the quantitative findings indicates considerable change in the post scenario of the project interventions. Likewise, the qualitative findings also confirmed the project achievements. The data illustrates that project provided a platform to youth for the promotion of peace and interfaith harmony within target communities.</p>
<p><b>OUTCOME#3:</b></p> <p><b>Local support mechanisms established that leads to social harmony and conflict prevention.</b></p>	<p><b>Outcome #3</b> is achieved as per stated objectives of the project. The effectiveness of the achievements is ranked "<b>Satisfactory Plus</b>" as it benefitted the LYVs at large. Likewise, the Local Support Network (LSN) provided support to the LYVs for strengthening peace and conflict resolution efforts which resulted in social harmony. The analysis of both quantitative and qualitative data replicates the effectiveness of local support mechanism, established under the project.</p>

<sup>3</sup> Exceeds Expectations

### ☑ VERALL PROJECT IMPACT

On the whole, the project is successful in achieving its objectives and making progress towards anticipated outcomes for the activities which have been completed. Project evaluation concerns initially the project performance by analyzing the probability of achieving the project objective relating to peace building. It also analyzed the improvement in the target communities knowledge, attitude and practices. At the same time, we aim to analyze the project impacts through its intended results, especially its effect on target communities' perception level with regards to interfaith harmony and peace promotion.

In all visited communities, the RG's consulting team observed that communities were very pleased with the initiatives taken by VSOP and WRA under the 'Peace Forums in Pakistan' Project funded by STJF. The LYVs have found to be making effective utilization of the trainings provided to them. The majority of the evaluation study respondents shared that the social action plans implementation have made a profound impact on the community at large, especially upon the youth, women and children.

The information gathered by the evaluation team reflected a significant change in LYVs skills and capacity to deal with conflicts. Admittedly, direct relationship between volunteerism and the project's interventions can be clearly observed in the case of 'Peace Forums in Pakistan' Project. In short, the findings of the study indicate the project's success towards the desired and expected results. More specifically, the provision of different project interventions and the resulting '**ownership**' of the LYVs and Local Support Network (LSN) members are very positive and consequently it is the probability for sustainable impact. Likewise, the intervention plan reinforces local capacity and promotes co-management, which gives shared responsibility to the local community.

In addition, Most Significant Change Stories (MSCSs) also reflect the impact of the project on the lives of the communities. These stories are incorporated under section IV of this report. Similarly, section V of this evaluation report covers recommendations to strengthen similar work to be carried out in the future. The conclusion is covered in the last section (section VIII) of this report.

### ☑ EVALUATION TEAM FEEDBACK

Based on the analysis of both quantitative and qualitative collected data and observations made in the fields, we are confident to convey that ***"The project has successfully contributed in promoting youth volunteerism and social cohesion and helped build the capacity of the local youth through implementation of social action plans to promote and strengthen peace building and harmony within the communities"***.

Furthermore, the collected analyzed data illustrates that the project has contributed in raising awareness, bringing about change in the perception and understanding about peace, conflict and conflict resolution within their respective communities. Likewise, the project provided a platform to the youth, wherein they could develop a plan of social actions to promote peace and interfaith harmony within their communities. The youth volunteers under the project developed and implemented social action plans, which were validated by the majority of the FGDs participants and Key Informants. Similarly, the qualitative data demonstrates a significant change in the target communities in terms of behavioral change and communications with regards to interfaith harmony. Furthermore, the Local Support Network (LSN) members shared that they were observing a significant change in the communities whereas most of the FGDs respondents confirmed that the project has succeeded in bringing about positive change concerning peace building and interfaith harmony in the target communities.

**☑ PROJECT IMPLEMENTATIONS**

The project in general has been effectively implemented in the given resources and time frame. The project achieved its key targets in terms of creating an effective body of Local Youth Volunteers. Furthermore, the project has addressed the needs and priority of promoting youth volunteerism and social cohesion within the target communities. However, a more comprehensive baseline study on the project set indicators is recommended for the future programming of similar nature. It will serve the purpose of monitoring over the project life cycle and evaluation at the end. Likewise, this end project evaluation report has put forth a number of recommendations which might help strengthen similar work to be carried out in the future.

**☑ PARTICIPATION AND COORDINATION**

The project has been implemented with the coordination of Local Youth Volunteers and other relevant stakeholders (*i.e. Political & Religious Leaders, Social Welfare Department, Local Support Survivor Unit, local FM Radio, Media Personnel and district administration etc*). The study findings depict that the LYVs were involved at all stages of the project activities right from its commencement to its completion. Actually, the LYVs were involved in the designing, implementation of social action plans with the participation of the target communities. The study findings and the on-field observations by the Consulting team (Evaluation Team) indicate the sense of volunteerism in LYVs which led to success.

## 1 PART-I: PREAMBLE: PEACE FORUMS IN PAKISTAN PROJECT

### 1.1 The Project

VSO Pakistan in partnership with Women Rights Association (WRA) implemented the “Peace Forums in Pakistan” project. The project is exclusively funded by **Stanley Thomas Johnson Foundation (STJF)** for two-years (April 2013 – March 2015) in Pakistan.

**Project Goal:** The overall aim of the project was to tackle the prevailing ethnic and faith-based conflicts in Pakistan by promoting a culture of peace, understanding and solidarity. This project intended to contribute to long-term stability in communities living in the Multan District through 160 local youth volunteers (LYVs), actively promoting cohesion by engaging with peers and creating social actions to foster peace. This was planned to be achieved by running Peace Forums in which young people from diverse backgrounds participated, discussed and collaborated to enhance local capacities for peace building.

**Target groups:** 160 LYV from diverse backgrounds, including those from minority groups, disadvantaged and unemployed were recruited from five target communities in the Multan District of Southern Punjab. VSO Pakistan and WRA worked with 80 LYV in each year, with a ratio of approximately 60% males and 40% females. The communities of these LYVs were indirect beneficiaries of this project.

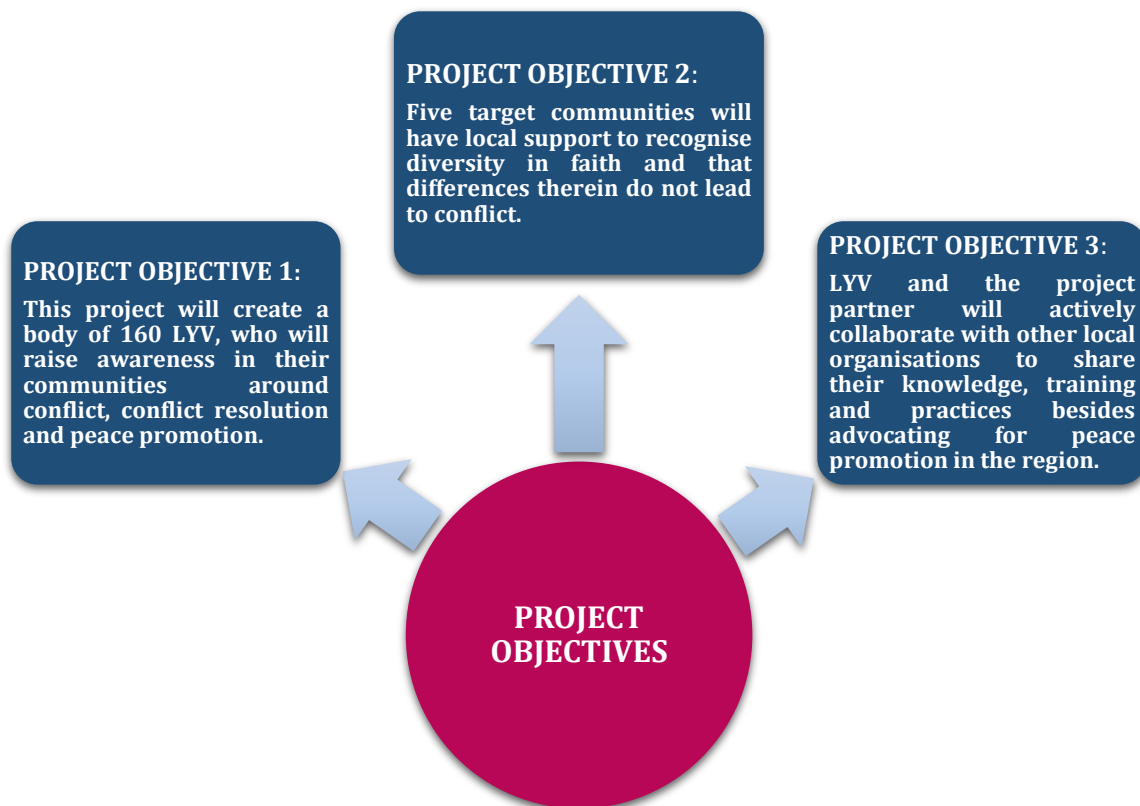


Figure 1: Project Objectives

## 1.2 Project Location and Duration

The project has been successfully implemented in the five target communities (i.e. Bosan Town, Purana Shujabad, Grass Mandi, Naqshband and Nawab Pur) of Multan District, southern Punjab during April 2013 – March 2015 (two years).

## 1.3 Partners in the Action

### → Lead Partner: Voluntary Service Overseas Pakistan (VSOP)

The lead partner was responsible for the overall coordination with the implementing partner WRA and managing implementation with fixate on monitoring and evaluation.

### → Women Rights Association (WRA)

WRA implemented the project in collaboration and coordination with VSO Pakistan and other relevant stakeholders in District Multan.

## 1.4 Purpose of the Project

To tackle the prevailing ethnic- and faith-based conflicts in Pakistan there was a need to promote culture of peace, understanding and solidarity. This project aims to contributing to a long-term stability in communities living in Multan District through local youth volunteers (LYVs), actively promoting cohesion by engaging with peers and creating social actions to foster peace.

## 1.5 Key Interventions/Activities Vs Achievements

The project has successfully accomplished the entire planned activities. In fact, the project progress indicates an efficient project implementation within the limited allocated resources. Against the target of 160 LYVs a total of 203 LYVs were engaged in both the years. The project carried out capacity building trainings, which improved adult and youth interaction and enhanced the ability of youth-serving professionals to support them in crisis. As a result of the trainings, LYV successfully carried out and facilitated community level meetings and sessions on peace building and social cohesion. 32 action plans have been implemented by the youth. Likewise, peace building messages via youth mobilization in the community, dissemination of messages have also taken place by means of peace walk, smile & M Live campaigns, FM-101 & Facebook.

*Table 2 Project Key Interventions and achievements*

Project Key Interventions/Activities	Target	Project Achievements/progress
Selection of target communities	5	5
Baseline Survey/Situation Analysis	1	1
Formation of Support Network	1	1
Peace Forum(s )	8	8
Project Inception Meeting	1	1
Peace Convention(s)	2	2
Development of Manual/Guide	1	1
ToT- Training of Trainers	1	1
Capacity building workshops of LYV on peace building and conflict transformation	6	6
Development and implementation of Social Action Plan	32	32



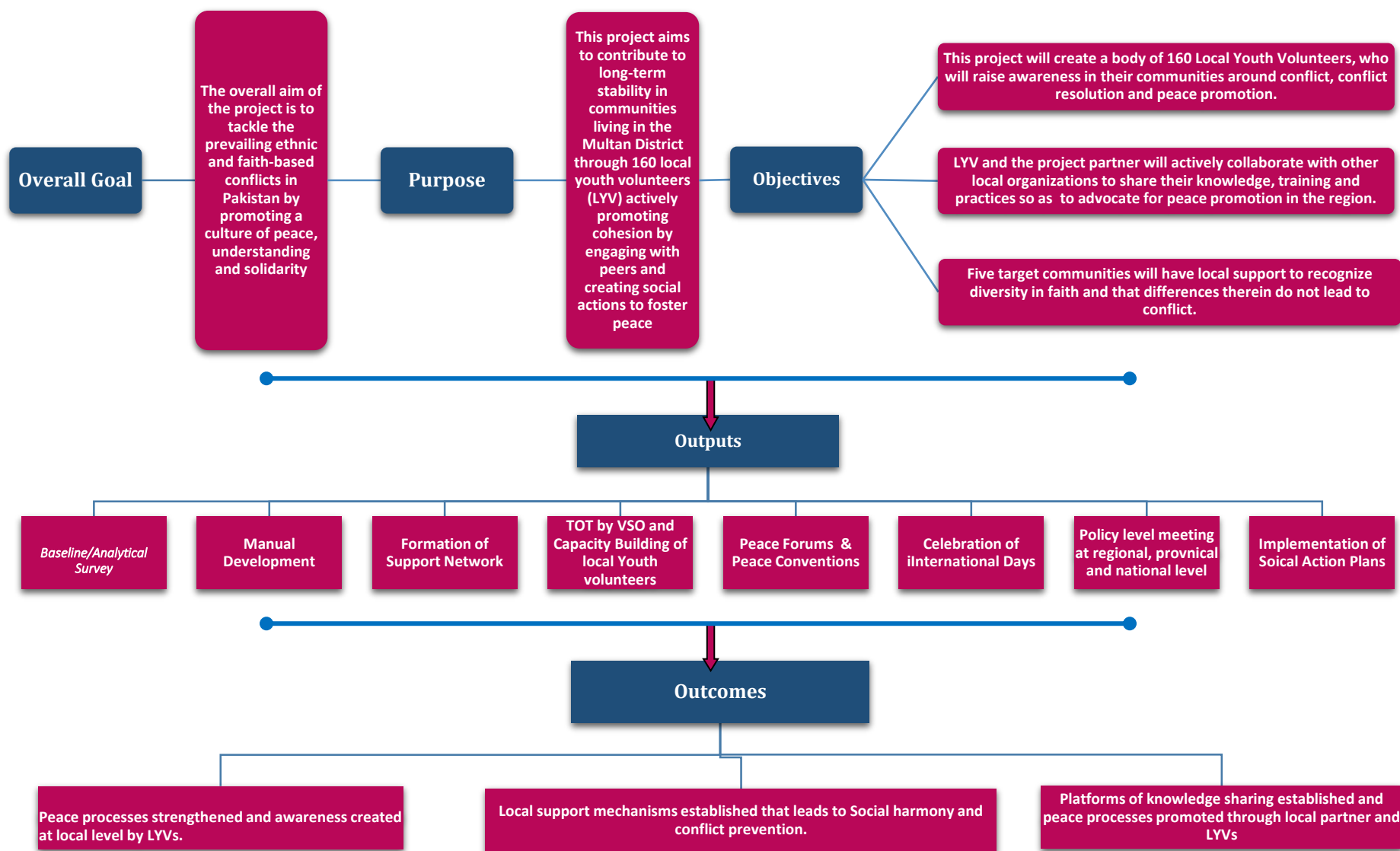


Figure 2: Peace Forum in Pakistan Project (District Multan) Result Change Model

## 1.6 Objectives of the Final Evaluation Study

The overall objective of the end of project evaluation is to document and disseminate results and achievements as well as to generate knowledge on evidence-based best practices related to approaches, efficiency, effectiveness, sustainability and impact. Similarly, the end project evaluation study collect information of the “Peace forums in Pakistan” project by application of different data collection tools and methodologies in the field and by reviewing the project key documents (i.e. project proposal document, LFA, baseline report, project completion report and VSO annual report).

The end of project evaluation investigated the specific areas i.e. project approach, planning, design, implementation, management, sustainability and impact. The project evaluation will allow the organization to identify programme strengths and weaknesses and from these lessons learned, determine adjustments to programme services that will help in ameliorating project outcomes in future.

## 1.7 Evaluation Objectives

- Collect, capture and measure the major achievements of project against the set objectives.
- Verify the number of direct beneficiaries and approximate number of indirect beneficiaries from the project interventions.
- Measure the level of change at community in the context of peace building and promotion of interfaith harmony.
- To assess the understanding, knowledge, attitude and practice of the local youth volunteers and support network members about peace building and interfaith harmony as a result of the project interventions.
- To measure the role of support network members in project implementation and sustainability.
- To collect learning and recommendations to develop direction and programme design for future and next funding opportunities.

## 1.8 Evaluation Team

As per the communicated team size, 09 individuals were directly involved in the study. For the survey coverage, 5 local experienced enumerators (2 females and 3 males), survey supervisor, Co-consultant and team lead were assigned to collect all the quantitative and qualitative information and reporting, respectively. Likewise, RG also assigned one team support member for the facilitation with field team and coordination client as well.

*Table 3: Evaluation Team*

Sr	Name	Qualification	Cell	Status
1	Ms. Aisha Maqsood	MS Gender Studies	0333 6229822	Team Lead
2	Mian Akbar Zada (Mian Sb)	MA. International Relations & MPA	0345 2779091	Co-Consultant
3	Mr. Muhammad Noman Ali	MA. Business Management	0336 5666065	Team Support
4	Mr. Manzoor Ahmad	BS Rural Development	0345 3735767	Survey Monitor
5	Mr. Muhammad Imran	MA. Media & Communication	0341 4983153	Enumerator
6	Mr. Zahid Hussain	MA. Sociology	0341 4983153	Enumerator
7	Ms. Samina Rafiq	MA. Political Science	0333 2008832	Enumerator
8	Ms. Nasreen Bukhari	MA. Sociology	0336 7890909	Enumerator
9	Mr. Anjum Pethafi	MA. English Literature	0333 6145678	Enumerator

### 1.9 Team Formation

For the better study coverage and proper utilization of the resources, the evaluation team was further divided into two sub teams i.e. survey team for collecting quantitative information through structured questionnaire while the 2<sup>nd</sup> team was tasked to collect qualitative information through Key Informant Interviews (KIIs) and Focus Group Discussions (FGD) tools . Each team member was properly briefed about the evaluation study objectives, scope and coverage. This ensured that the task of collecting data could be carried out without any impediments. Each team was led by one supervisor who was responsible to share the study progress with the team lead on daily basis. Likewise, the team lead was responsible to share the action plan for the following day's field visits as per the study execution plan, duly shared with the client, prior to field work.

### 1.10 Monitoring and Supervision

To ensure quality data, a sound and an effective monitoring system plays a very important role. For this purpose, the Co-Consultant was given an additional role to monitor data accuracy by randomly checking the forms and paying field visits to Selected Sample UCS (SSU) in order to keep the team lead in loop. The Co-consultant scheduled meetings with enumerators and survey supervisor on a regular basis, providing them assistance and clarifications where needed during the whole exercise. This process also served the cause of monitoring and quality control. After the completion of questionnaires, a number of reflection meetings were held to collect the tacit information, examine the salient aspects of the exercise and review the collected data.

## 2 PART-II STUDY METHODOLOGY

In compliance with the ToRs and the study objectives, the end project evaluation study employed a mixed-method approach for the data collection i.e. both quantitative and qualitative. This methodology was used in order to draw cumulative strength from combination of both qualitative and quantitative methods to gather rich, accurate and representative data, which improves the validity of results through triangulation. The methodology used to conduct this evaluation study was a combination of desktop review of the project documents i.e. Structure Survey, Focus Group Discussions (FGDs) and Key Informant Interviews (KIIs) with identified stakeholders in the project target District, Multan.

The mixed method approach helped us to ensure that we were able to collect high quality data that is both in-depth and comprehensive, conduct meaningful analysis and ultimately render the study to greater use for undertaking similar programming interventions in the future.

The quantitative data was collected through structured survey questionnaire which covered 192 respondents while qualitative data was collected through Focus Group Discussions (FGDs) and Key Informant Interviews with target beneficiaries and the relevant stakeholders. The FGDs participants included beneficiaries/LYVs, general community members, support network members, social activists and religious leaders while Key Informant Interviews were conducted with the relevant stakeholders i.e. Local Support Network members, CSO's members, WRA project staff, LYVs, political leaders, lawyers and social activists.

### 2.1 Kick Off Meeting

The project kick off meeting was held whereby programme team of VSO in Pakistan and the RG's consulting team deliberated on planning and execution details of the evaluation study. The meeting was conducted to develop an understanding of the study scope and its objectives.

### 2.2 Desk Review

The RG's consulting team carried out an extensive desk review of the project key documents. The main purpose of desk review was to understand the project goal, its context and objectives. Likewise, the desk review helped the consulting team in developing study instruments/tools which include structured survey questionnaires, KIIs, FGDs and the Most Significant Change Story (MSCS).

The following documents were shared before the execution study by the Islamabad project team:

- Peace Forums in Pakistan Project Proposal
- Project Log frame
- Baseline Assessment/Analytical Report
- Project Completion Report
- VSO Annual Report

### 2.3 Planning Meeting with VSO

In the pre phase of the external evaluation study, a planning meeting was conducted with VSO programme team at the country office for an in-depth understanding of the assignment scope and way forward. It has been our experience that such a meeting enables the study participants to overcome communication barriers and assigns responsibilities in formulating the parameters for carrying out the design and investigation of the study.

## 2.4 Development of Study Tools

As a result of the consultative meetings with VSO concerned team and thorough review of the available project documents, initial drafts of the entire study instruments were prepared. These draft tools were shared with the concerned VSO's team members at Islamabad to solicit their views on the practicality and validity of questions contained therein. Based on the feedback received from the concerned VSO Pakistan team, the Consulting team had a review session with all the study team members who incorporated their valuable suggestions. The outcomes of these deliberations were incorporated in the final drafts of all the study instruments, used for the data collection.

## 2.5 Study Execution Plan

Before the study execution/actual field work, the field execution plan was shared with VSO and WRA's concerned team for seeking their support in carrying out the field activities in an efficient way. The execution plan contained information regarding survey, KIIs and FGDs, MSCSs collection coupled with the team's responsibilities and venues as well. Once the client's team approved the designed tools and study execution plan, data collection process ensued.

## 2.6 Study Execution

After contextualization of the check lists and finalization of study instruments/tools in consultation meeting with VSOP's concerned team at Islamabad, the actual field data collection process started on 10<sup>nd</sup> May, 2015 and ended on 30<sup>th</sup> May, 2015. At the start, RG's consulting team had fruitful discussions and pre-evaluation phase meeting with the concerned field staff of WRA in Multan. On the whole, the Consulting team has successfully completed the study in 20 calendar days, since its commencement in the actual field activities followed by data analysis and report submission.

## 2.7 Orientation of Study Team

The Co-consultant along with the study coordinator visited district Multan to conduct an orientation session with all the evaluation team members. The orientation session was arranged in the WRA's project office. It was necessary to ensure that all team members understand the scope of the study and its objectives. In order to obtain the requisite output from their efforts, the objectives of the study were clearly explained besides ensuring complete comprehension by the entire team. The team members were briefed on essential points to be covered by the questionnaires. Likewise, the need for using appropriate language with the community during the study in order to ensure a comprehensive coverage and correct collection of data was also vehemently emphasized. All the team members received an orientation regarding tools and techniques.

## 2.8 Pre-Testing: Mock interviews

In order to check the validity and practicality of the questionnaires, each team member was asked to conduct a mock interview and fill-in the questionnaire. The completed tools/questionnaires were assessed by the Consulting team. Appropriate feedback and instructions were issued to field teams in light of the observations.

## 2.9 Study Sample

It is a known fact that samples selected without a suitable sampling technique cannot represent population perfectly. For this study, a proper sampling technique that ensures representative sample and reduces sampling errors was used by the Consulting team. The sample universe for this study comprised beneficiaries and relevant stakeholders of VSO Pakistan's project in District Multan. The

quantitative section of the study used the probability sampling whereas for the qualitative section, purposive/quota sampling technique was used to cover the qualitative aspects.

The overall evaluation sample represented the local youth volunteers, support network members, CSOs (working on the same subject), local influential/activist and other relevant stakeholders including WRA project staff. For survey, the consulting team covered 95% of the target beneficiaries while 10 KIIs, 6 FGDs were also conducted in the project intervention areas. Likewise, three most significant change stories were collected to highlight the tacit information regarding project interventions.

## 2.10 Data Collection

The field data was collected using a local trained team of young professionals in targeted areas- prior to the data collection; proper tools were designed and finalized after seeking feedback from VSO and WRA programme team. The data collection teams/enumerators were then oriented on data collection tools. Moreover, mock interviews tests were also conducted to check the veracity, applicability and relevance of questionnaires. The data collection process was closely monitored by the study consultant whereby it was ensured that maximum primary findings could be collected from the field with respect to set objective of the study.

## 2.11 Data Analysis

The findings of the study were collected through field visits to target sample district. Data analysis was carried out keeping in view the study objectives. The most common tools used for data analysis were frequencies and cross tabulation of different variables. The analyzed results were then narrated and discussed by a panel of RG's expert consultants to omit any unrelated and unusable data. The final findings were then crosschecked by triangulating qualitative and quantitative data.

## 2.12 Report drafting

Setting report outline at the beginning and assigning individual targets within the team were a key factor to achieve target as per the given timeframe. Special focus was given on preparing, drafting and dissertation steps of the research by analyzing, drafting, proof reading and quality addition steps taken by qualified team tiers. Analyzed data was given language by drafting interpretations and correlation statements. These drafts were then reviewed by a technical expert panel under the leadership of consulting team and refined for the purpose of simplicity, clarity and relevance – **“thinking big picture”**.

Report preparation was covered with better planning and management skills to minimize the common errors. Major findings were upfront towards strategically presenting both qualitative and quantitative information. In addition to the discussion part of the report, a detailed tabular and graphical presentation of the analyzed data has also been provided in the report. The draft of the report was shared with VSO Pakistan Programme concerned for review and feedback. The Client's feedback has been incorporated in this final version of the study report.

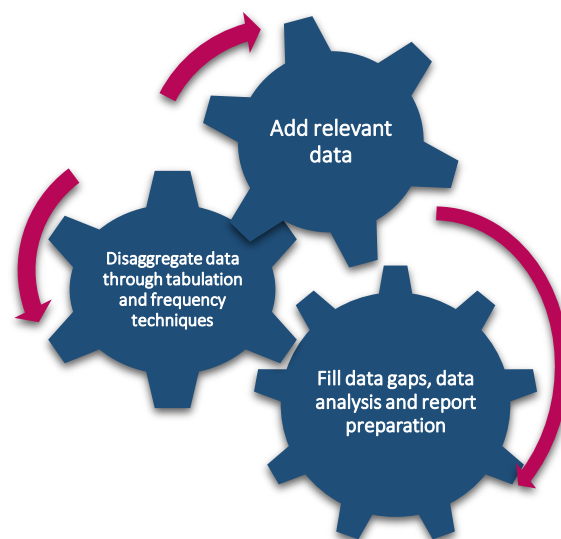


Figure 3: Data Management & Analysis

## 2.13 Tools and Techniques

Based on the project key documents review and consultation meetings with VSO and WRA's concerned team, the study used the following tools and techniques for the End Project Evaluation study. The drafts of these tools were shared with VSO Pakistan programme concerned for review and were finalized according to the study objectives. These tools and techniques do not differ from the ones suggested in the assignment ToRs and/or outlined in the technical bid.

The study tools are outlined below:

### 2.13.1 Structured Survey

The tool was used for structured survey of project beneficiaries residing in 5 targeted UCs of Multan.

The tool included sections to collect quantitative data on:

- Change in the perception and understanding of the local communities about peace, conflict and conflict resolution
- Social Action Plan and its implementation (activities) and effectiveness
- Advocacy Techniques employed to promote peace building
- Learning and recommendations regarding peace forums
- Local Support Network and its effects

Primary objective of the structured survey questionnaire was to gather quantitative information about the effectiveness of the project in target locations. The quantitative data was collected from the 5 targeted UCs of Multan from a representative sample. A total sample consisting 194 (95%) individuals belonging to Bosan Town, Purana Shujabad, Grass Mandi, Naqshband and Nawab Pur were targeted. Likewise, the results of the structured survey have helped this report to gauge the project's effectiveness based on performance during its life time.

### 2.13.2 Focus Group Discussion Tool

In order to make sample more representative, 6 FGDs were carried out in the target communities. A comprehensive FGD tool was prepared and used in the qualitative aspect of the study. This tool was designed keeping in view the project indicators and objectives of the evaluation. The key target groups/participants of the FGD were the Youth Volunteers, general community members, Local Support Network Members, Social Activists and political leaders etc.

### 2.13.3 Key Informant interviews Tool

Key informant interviews were qualitative in-depth interviews with target audiences who knew what was going on in the community. The purpose of key informant interviews was to collect information from a wide range of people<sup>4</sup> —who have first-hand knowledge about the current status of the community in order to assess the project's success with regards to its stated objectives. The Key

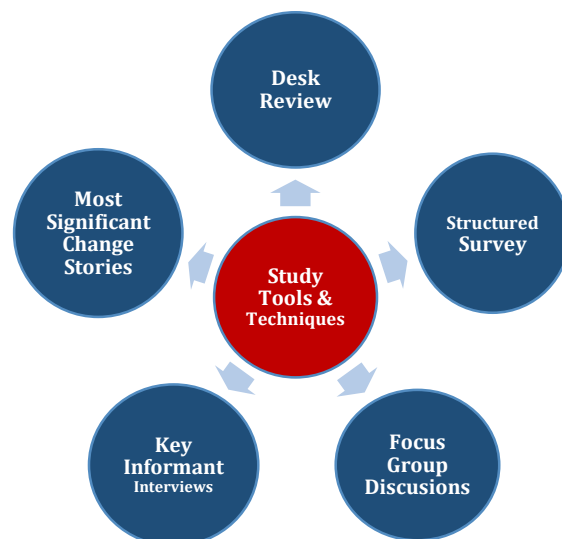


Figure 4: Study Tools & Techniques

<sup>4</sup> Relevant stakeholders i.e. political and religious leaders, LYVs, LSN members, social activist and CSO's members etc

Informant Interview (KIIs) tool was used to collect data from Support Network members, WRA, local influential/activist, other organizations collaborated and working in the same area. The KIIs have helped to gain insights on specific processes and results of the project.

#### 2.13.4 MSCS Tool

The Most Significant Change Story (MSCS) technique is an interactive, story-based technique and its primary purpose was to highlight programme improvement. The RG's consulting team used MSCSs template to capture significant change stories which highlight the tacit and useful information with regards to the impact of the project. These stories have been prepared using exploratory methods of story writing.



### 3 PART III: KEY FINDINGS OF THE EVALUATION STUDY

#### 3.1 Section-A: Geographical Information

This section of the profile analyzed the geographical information of the survey participants. The quantitative data was collected from the 5-targeted UCs of Multan where a sample of 194 respondents participated voluntarily in the process of data collection. The surveyed respondents were the residents of Bosan Town, Purana Shujabad, Grass Mandi, Naqshband and Nawab Pur.

#### 3.2 Section-B: Respondents Profile

This section examines the demographics information of the respondents. The study sample covered 64% males and 36% females. Out of a total of 194 respondents, 25% fall in the age group of 16-20 years, while large proportion (54%) of the respondents were in age group of 21-24 years, 14% between 25-29 years, 3% each were in the age group (30-34) years and 35-39 years. Cumulatively only 4% respondents were in age groups of 40 to 50 years and above. In the context of religion, 85% respondents were Muslims while 12% and 3% were Christians and Hindus respectively.

In terms of the targeted population, 34% respondents had obtained masters degrees, 21% had education up to graduation level and 3% participants attained primary education whereas only 6% of the respondents were illiterate.

When individuals who participated in the quantitative survey were asked about their occupation, more than half (59%) respondents were students, 19% were doing private jobs, 10% were housewives and 9% were running their own businesses. Furthermore only 2% were engaged in government jobs whereas 1% was unemployed.

#### 3.3 Familiarity with Project & Local Youth Volunteers

The project was effective in terms of its outreach and impact in the target area, this is reflected from the fact that a large number of population were aware of the interfaith harmonization, peace keeping and conflict resolution work of the Local youth Volunteers. This is reflected from the fact that 99% of the respondents were familiar while only 1% was unaware about this project. Regarding respondents familiarity with the local youth volunteers

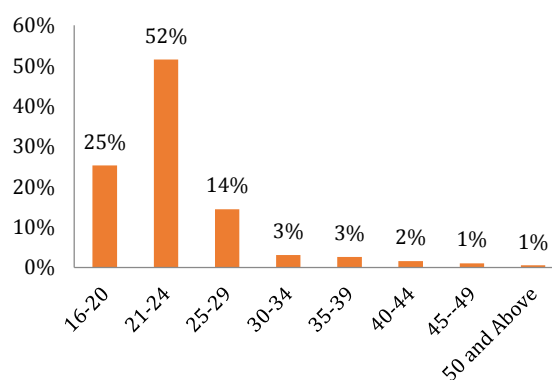


Figure 5: Age Groups

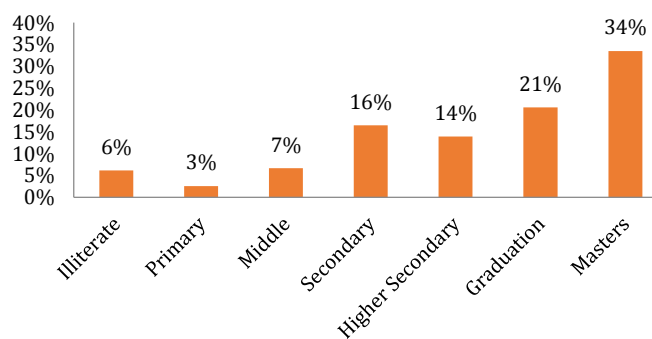


Figure 6: Educational Qualification

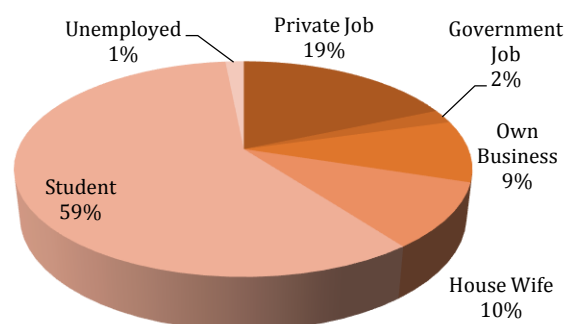


Figure 7: Respondents Occupation

working in their respective areas in the realm of interfaith harmonization, peace keeping and conflict resolution, 88% respondents shared that they were familiar with the work of local youth volunteers whereas 7% were of the view that no local youth volunteer is working and 5% were totally ignorant in this regard.

### 3.4 Change in the Perception and Understanding of the Local Community

The project has brought about substantial change in the perception and understanding of the local community on the subject of peace, conflict resolution and interfaith harmonization. Survey data supports and validates this with 94% of the target audience stating that the project has successfully contributed in terms of raising awareness, bringing about change in the perception and understanding about peace, conflict, conflict resolution within their communities. While only 4% negated this statement and 2% opted for don not know option. Majority of the respondents shared that, *“Overall, all the activities of the project were very interesting; especially the movie discussion club and outdoor activities played a vital role in concept building regarding peace promotion and changing their perception towards the importance of peace in the project’s target communities”*.

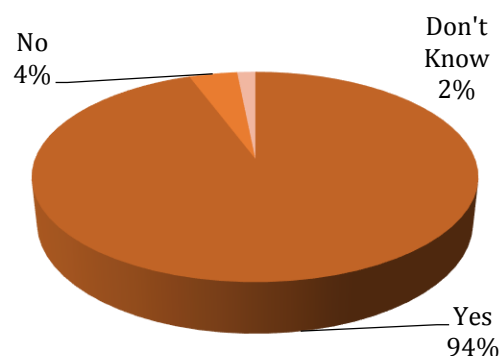


Figure 8: Project Contribution towards stated objectives

### 3.5 Social Action Plan: Implementation and Effectiveness

The Peace Forum in Pakistan project gave a platform to the youth, wherein they could develop a plan of actions to promote peace and interfaith harmony within their communities.

In the context of development and implementation of social action plan, 73% respondents confirmed the effectiveness of social action plans while 27% negated it. Similarly, 70% respondents got support for implementing the aforesaid plans from WRA project team and the support network i.e. lawyers, police, doctors, and social activists & media persons while 30% did not get any support.

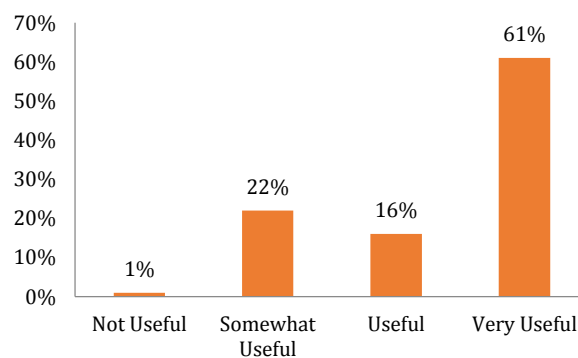


Figure 9: Implementation of Action Plan Activities

Regarding implementation of social action plan activities, 61% respondents found these activities very ‘useful’ followed by 16% who opined it ‘useful’ and 22% found it to be ‘somewhat useful’ whereas only 1% of survey respondents found them ‘not useful’.

In the same way, one of the Key Informants quoted about the support of the other organizations in the implementation by saying that, *“Sojhla organization provided knowledge sharing platform together with other local organizations and in collaboration with WRA and VSO Pakistan. This platform has helped the youth volunteers by means of sharing knowledge with each other and discussing the methods of social action plans implementation.”*

### 3.6 Training Replication and its Effectiveness

The capacity building trainings replication process was held to transfer and trickle down the skills and knowledge gained to a wider audience to spread the peace work and peace processes further within the communities.

61 % survey participants informed that they have replicated the trainings and only 10% did not replicate any training in the communities. With reference to examining the effectiveness of these trainings in helping the community to deal with conflict and conflict resolution, 48% shared that trainings were 'very useful', 39% told that trainings were 'useful', 13% answered that trainings were 'somewhat useful' and only 1% said that trainings were 'not useful'.

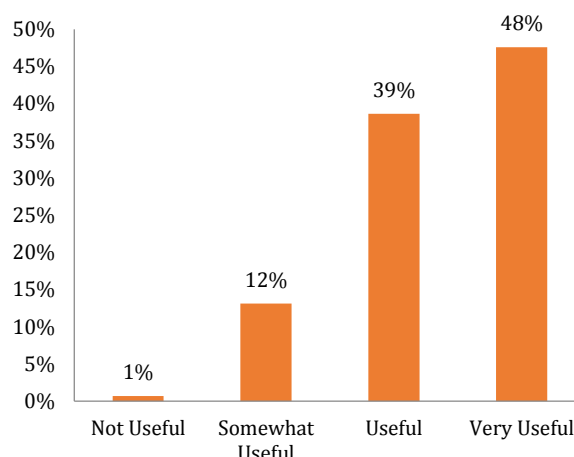


Figure 10: Training Effectiveness

### 3.7 Manual/Guide book and its Benefits

The manual/guide book has been developed as a resource book to promote and strengthen peace building within the target communities both during the life of the project and beyond.

With regards to manual use for developing knowledge of peace building and conflict transformation, 73% respondents used manual/guidebook, while, 27% did not use the same. When the consulting team inquired about the usefulness of manual/guidebook for peace building and conflict transformation in helping to raise awareness and promoting peace, 59% opined the manual/guidebook to be 'very useful', 35% considered it 'useful', only 6% shared that the same was 'somewhat useful' and no one considered it to be 'un-useful'.

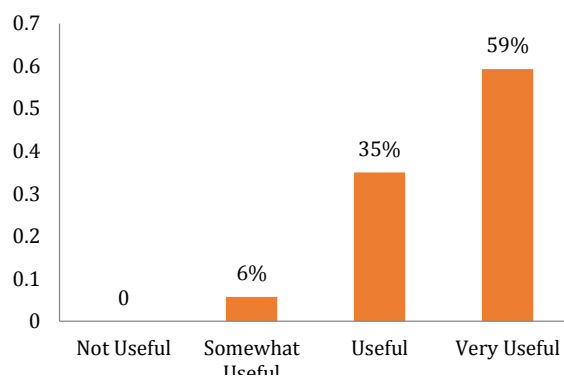


Figure 11: Benefits of Using Manual/Guidebook

### 3.8 Peace Forums: Participation and Learnings

Peace forums were conducted during the project period on different topics in different communities. The purpose of the peace forums was to promote the message of non-violent and peaceful society through the active practical participation of youth and the community leaders. They also aimed to promote the role of young people as positive actors of change in peace-building processes.

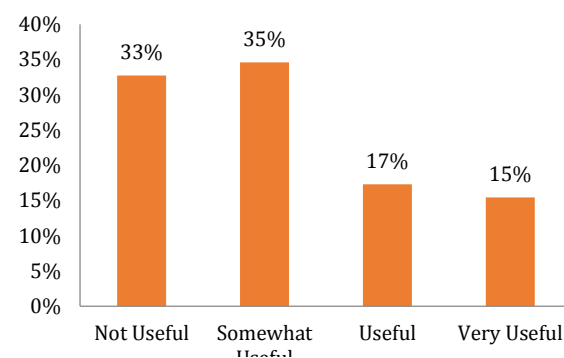


Figure 12: Benefits of Peace Forum

According to the survey participants, 84% shared that they had participated in peace forum whereas 16% negated it. With reference to the survey findings, participation in peace forum was very helpful in understanding and highlighting the issues of minorities in Multan and promoting peace building processes, however 15% found them to be ‘very useful’ while 17% of the respondents said it was ‘useful’, 35% answered that it was somewhat useful and 33% informed that peace forums participation was ‘not useful’.

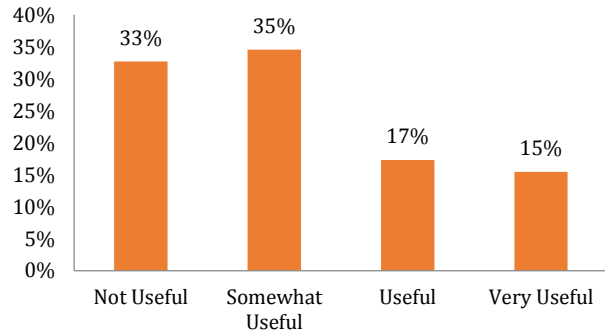


Figure 13: Benefits of Peace Forum

With reference to inter-cultural and inter-faith harmony, 93% shared that after peace forums learning they discussed the same with their peers, elders and wider community positive response, while 7% totally negated it. The qualitative data also validates the survey findings, which illustrates that peace forums were really helpful in understanding and highlighting the minorities issues in the country. Likewise, the majority of the FGDs respondents shared that peace forums provided a platform where minorities issues as well as the conflict transformation, resolution and the role of the volunteerism were discussed by the participants.

### 3.9 Implementation of Various Advocacy Techniques

Various advocacy techniques from social media, thematic dialogues and peace campaigns to engaging youth were employed through the project duration. The survey data reflects that movies discussion clubs and peace messages were some of the effective techniques employed within the communities for peace building. The percentages responses for various techniques as per the survey respondents were ranked as; movies 20%, discussion clubs 20%, sports 20%, peace messages 20% and radio programme was 19%.

Stating about the importance of these community sensitization activities, one of the Key Informant Interviewee shared that, *“the most effective method used by project team for peace building messages and their dissemination were movie discussion clubs and musical programmes. The communities took keen interest in movies discussion club and in fact, the Peace Forums in Pakistan project’s messages regarding interfaith harmony were delivered in a very interactive way.”*

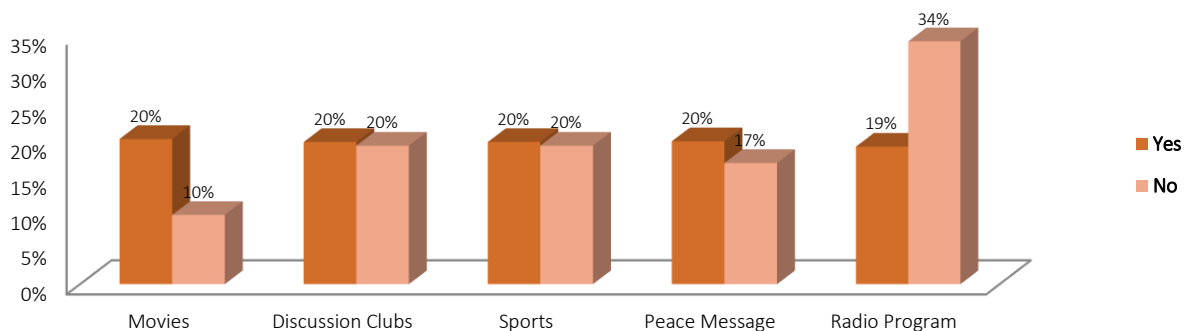


Figure 14: Implementation of Community Level Sensitive Activities

### 3.10 Effectiveness of Advocacy Techniques Implemented:

The LYV have proved to be positive actors of change in peace-building processes with various advocacy techniques successfully implemented in the targeted communities.

As per the survey data, effectiveness of peace building ,conflict sensitivity and resolution activities which include (i) movies, (ii) discussion clubs, (iii) sports, (iv) peace messages, (v) radio programmes, 23% respondents found movies as ‘very useful’. 20% each of the survey participants opined that discussion clubs, peace messages and sports were ‘very useful’, while 17% were of the view that radio programmes were also ‘very useful’. Further, 20% respondents told that the movies were not ‘useful’ for them, 10% considered that discussion clubs were not useful either, 20% were of the view that sports activities were uncalled for, 15% were of the opinion that peace messages also fell in the category of not being useful and 35% shared that radio programmes were in the same category. Radio programs were not considered as useful activities for most of the respondents due to the following two reasons:

- Non-clarity of radio transmission due to weak signals in the target areas
- The targeted population, being students, preferred documentaries and movies instead of listening to radio programmes.

### 3.11 Capacity Building Trainings and their effectiveness

Under the ‘Peace Forums in Pakistan’ Project various capacity building endeavors were carried out starting from TOT and various capacity building trainings of Local Youth Volunteers on “peace building and conflict transformation”. The capacity building trainings were held to equip the participants with necessary skills and knowledge that would enable them to participate and contribute towards peace work and peace processes in their respective communities.

With reference to trainings on peace building and conflict transformation, 86% survey participants responded to have received such trainings and found them very effective whereas 14% disagreed in terms of effectiveness. The same trends about the effectiveness of these trainings were also replicated during KIIs where one of the respondents stated, *‘Peace Forums in Pakistan project has provided a platform to the local community, local youth volunteers and minorities in order to discuss the existing minorities issues but also to devise strategies for the identified issues in a peaceful manner. Hence, the major achievement of the project is the decreased ratio of the community conflicts.’*

With reference to the effectiveness of trainings in terms of attaining knowledge regarding peace building and conflict transformation more than half of the target population found to be very useful.

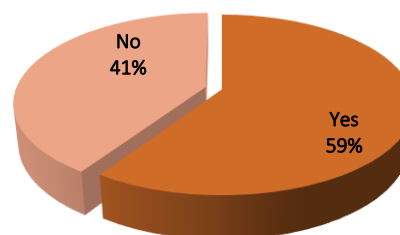


Figure 15: Capacity Building Training

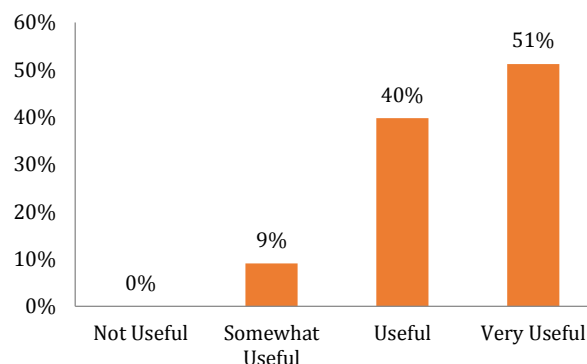


Figure 16: Outcomes of Participating in Policy Dialogues

51% of the survey respondents found the trainings to be 'very useful', 40% agreed that trainings were 'useful', only 9% were of the view that the trainings were 'somewhat useful' and no one considered them as 'Not-useful'.

### 3.12 Peace Convention

The peace convention through non-formal education methods (group discussions, creative presentations, artistic activities, and practical workshops) offered insights on concepts of peacekeeping, peacemaking and peace building, as well as conflict resolution. Out of 194 survey participants, 82% participated in peace convention event while 18% did not participate..

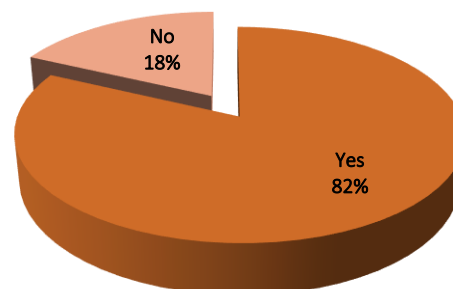


Figure 17: Participation in Peace Convention

The importance of the peace conventions were also highlighted by majority of the FGDS and Key Informants. One of the Key Informants was of the view that, *"the aim of peace convention was the generation and propagation of peace". It was very useful as activities like peace conventions were carried out which could be stated as the informal methods aimed at achieving a common goal. As per my view, informal methods like peace conventions are relatively more useful in sharing and understanding point of view of people from diverse backgrounds and ethnic affiliations."*

### 3.13 Community Level Understanding With Regards to Diversity

In the context of community level understanding regarding diversity, 86% surveyed respondents shared that target communities are better able to recognize diversity in faith, do not lead to conflict and if at all, it takes place, resolve the some in a peaceful manner whereas only 14% did not agree with this view point.

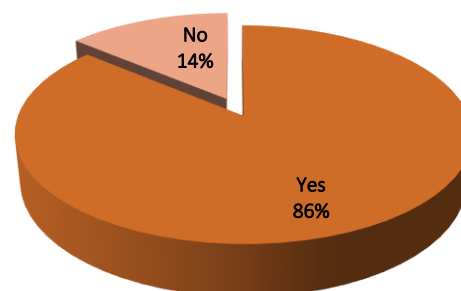


Figure 18: Change in Communities Attitude

### 3.14 Effectiveness of Non Formal Education 'Methods'

Regarding the effectiveness of the non-formal education methods in developing respondents understanding and concepts of peace building as well as conflict resolution, 37% respondents found it 'very useful', 48% considered it 'useful', 14% realized that it was 'somewhat' useful while 1% opined it as 'not useful'. Furthermore, stating about the usefulness of these non-formal methods of the education, one of the Key Informants shared that, *"Various non-formal activities were carried out under this project like paintings, interactive theatre/sessions, peace forums and capacity building trainings which were all aimed at conflict resolution and peace promotion. These activities were not only appreciated but also received positive feedback from different groups of the community."*

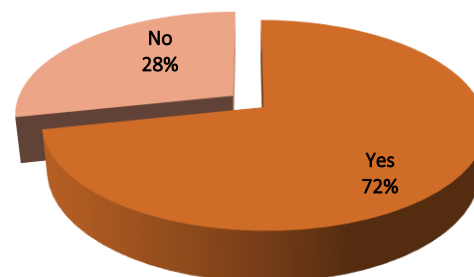


Figure 19: Use of Different Advocacy Techniques

### 3.15 Social media, Thematic Dialogues & Peace Campaign

72% survey participants certified that they used various advocacy techniques like social media, thematic dialogues and peace campaigns for engaging youth while 28% did not use any advocacy techniques.

In terms of social media, most of the youth reported to use Facebook and WhatsApp applications. About 52% respondents confirmed that they have ability to disseminate their learning through social media and engaging local stakeholder, however 48% denied of having the ability to disseminate their learning. The qualitative findings reveal that both social media and electronic media played a vital role in creating awareness regarding inter-faith harmony. One of the Key Informant, named Kawsar Hashim shared with consulting team that

*“The most effective means and advocacy techniques were the use of social and electronic media (FM); however, social media is only used by the educated people while a large numbers of communities prefer FM, so electronic media is better than social media”.*

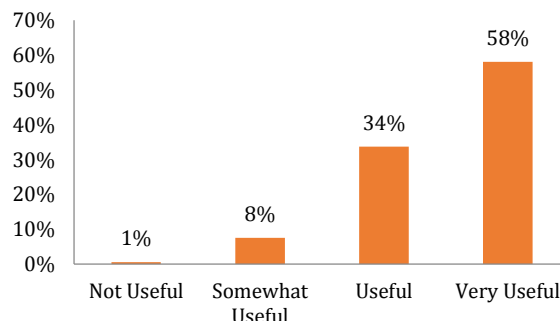


Figure 20: Help Provided by Support Network

### 3.16 Local Support Network Support

The support network established under the umbrella of this project aimed to provide technical support to the LYVs in promoting peace and social cohesion in the targeted communities. Out of the total 194 respondents, 89% respondents shared that they are aware of local support network which have helped, supported and strengthened the work of promoting peace and social harmony within the communities while 6% opposed it.

In terms of effectiveness of the local support networks with regards to the support provided for strengthening peace and conflict resolution work carried out under the project, 58% of the survey respondents found them to be ‘very useful’, 30% ‘useful’, 5% thought that help was ‘somewhat useful’ and only 1% respondents find them as ‘not useful at all’.

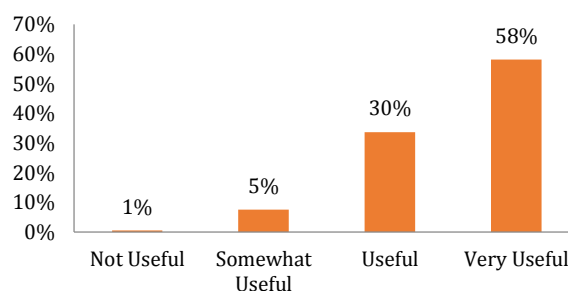


Figure 21: Worth of Support Network

### 3.17 Capacity Enhancement and Skill Transfer

In perspective of the project engagement benefits, 88% said that their engagement with the project helped, strengthened and build their capacity to identify and speak up against human rights violations including discrimination hate speech and human rights violations affecting young people and children especially, while 12% disagreed with it.

With regards to ability of transferring skills, 85% surveyed respondents shared that they are able to further equip young people with skills to tackle sensitivities and counter radicalization whereas 15% reported not to have such type of abilities.

### 3.18 Promotion of Interfaith Harmony through Volunteerism

The 'Peace Forums in Pakistan' project through volunteerism helped promote interfaith harmony and reduction in conflict through various activities. When the survey respondents were asked about promotion of interfaith harmony through volunteerism, 96% respondents agreed to it. Stating about the role of volunteerism, the majority of the FGD participants shared that, *"The volunteerism has played a vital role in peace building. The trained youth volunteers have direct communities liaison with local support network. They have distributed many pamphlets and other peace building material (peace building literatures). Furthermore, they have also conducted many interactive activities where majority of communities from diverse culture and religion were invited."* As such, it can be stated that the volunteers have provided an effective platform for the target communities to share their knowledge for the peace promotion.

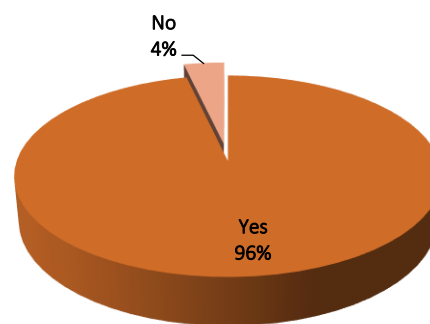


Figure 22: Promotion of Interfaith Harmony through Volunteerism

### 3.19 Respondents feedback

Some of the survey participants considered that *"Such type of programmes and sessions should be further replicated for peace promotion"*. Majority of the participants, particularly students, proposed that *"Discussion forums, seminars, trainings and informative meetings regarding peace should be organized in educational institutions so that it can enhance knowledge and capabilities of youth as a result of which they can participate and play a major role in peace building. Accordingly chance should be given to them"*. Several others commented that *"Current situation of peace is unsatisfactory; generation has to focus on peace promotion activities. For peace sustainability such type of seminars, campaigns and projects are really necessary"*. Numerous others were of the view that they should bring new generation to the front, bring peace, eliminate poverty and inflation; peace cannot take place unless and until basic needs are met. Trained youth will impart awareness to other people. Some respondents recommended that *"Peace is needed to avoid infightings; government is not paying attention on resolving peace issues"*. Few other participants emphasized that the *"Subject of Islamiyat taught in the schools should focus more on the aspect of relating to living peacefully in the society"*.

Some of the respondents were of the view that *"Sectarianism should be eliminated from our society and resultantly it will lead to peace building"*. Likewise, majority of the survey participants suggested that *"By providing education to children, peace can be built; however, on peace events Muslims, Christians and Hindus should also be invited in order to eliminate discrimination"*.



## 4 PART-IV ANALYSIS OF FINDINGS

### 4.1 Relevance

The analysis of the collected data shows that the project has addressed the needs and priority of promoting youth volunteerism and social cohesion within the target communities. The various challenges confronted in promoting youth volunteerism, through community engagement have been addressed successfully. It also focused on developing skills and knowledge of the local youth by providing them support through the establishment of local support network system.

Various interventions like TOT and capacity building endeavours and developing of a manual/guide on the subject were carried out to achieve the project objectives. The manual/guidebook was prepared in local language to cater to the needs of the local people. The trainings have helped the LYVs to develop social action plans in order to effectively impact the target community. These trainings have successfully contributed in terms of raising awareness, bringing about change in the perception and understanding about peace, conflict, conflict resolution within their respective communities.

Likewise, peace conventions, policy dialogues and peace forums all have helped to strengthened and build the capacity of the youth volunteers. It also helped them to identify and speak up for inter faith harmony and against human rights violations including discrimination, hate speech, human rights violations affecting young people and specially, the children. Furthermore, through the support network, technical assistance was provided throughout the life of the project to the LYVs to support their efforts for promoting peace and social cohesion. The data analysis shows that the support network establishment was effective in providing technical assistance; however there is still room for further improvement in this intervention vicinity.

### 4.2 Effectiveness

The project in general was effectively implemented as per the given resources and within stipulated time frame. The project has achieved its key targets in terms of creating a body of Local Youth Volunteers and a local support network. More specifically, the project has effectively been implemented with targets met. The tools and instruments that have been used during the implementation of the project were found very relevant and effective such as trainings of youth volunteers, development of social action plan and their implementation. In addition, the use of various advocacy techniques and social media for peace building and social cohesion played a vital role in this context.

Capacity building trainings carried out under the project were very useful. As a result of the trainings, LYVs successfully carried out and facilitated community level meetings and sessions on peace building & social cohesion. Similarly, social action plans developed by the local youth volunteers with the technical assistance of support network were successfully implemented. The peace-building messages via youth mobilization in the community, peace walk, FM-101 and social media were also effectively disseminated.

### 4.3 Efficiency

The implementing teams (both VSOP & WRA) have led the project with required efficiency. The analysis of the study elaborates that the implementing partners possess the desired operational capacities (*technology, finance and staffing*) and management capacities (*learning, leadership, programme and process management, networking and linkages*), which were efficiently utilized during

the implementation of the project. The project certainly can be termed, as good value for money as it has successfully laid desired building blocks for a well-steered outcome based project.

#### 4.4 Impact

Looking at the findings of quantifiable and qualitative data collection, the project demonstrates substantial impact against the anticipated key results and outcomes of the project. The findings of the evaluation recommend that the project has contributed in raising awareness and helped in resolving the existing conflicts between various religious minorities and sects in the community.

The project mobilized the youth through various activities to promote peace in the community. Youth volunteers played a vital role to create interfaith harmony by actively participating in peace forums, peace conventions and peace policy dialogues. Correspondingly, the religious leaders of various sects and minorities joined these forums to discuss how to create religious harmony for betterment of the country. Peace poems, candle light vigils and media campaigns (FM radio), pamphlets distribution activities were carried out in an attempt to bring awareness among the community about peace and volunteerism that are essential for conflict resolution. The active participation of religious leaders on one platform shows the success of the project and its interventions impact.

Furthermore, in all visited communities, the RG's consulting team observed that the communities were very satisfied with the initiatives taken under the project 'Peace Forums in Pakistan'. The beneficiaries/LYVs are effectively utilizing the manual/guide and trainings provided to them. Consequently, the project has succeeded in promoting volunteerism and interfaith harmony. Simultaneously, the trained youth volunteers are ambassadors for social change in District Multan and the country as a whole. Likewise, the majority of the evaluation study participants/respondents shared that the capacity building trainings, peace forums, peace conventions have made a profound impact on the community, especially upon the youth and women.

#### 4.5 Sustainability

In terms of the project interventions particularly relating to 'technical sustainability', there are two dimensions. The first dimension is the wider promotion of the volunteerism in the community and all relevant stakeholders. The project strategy consists of the promotion volunteerism and relevant stakeholders' active participation and coordination, which has remained successful. The second dimension is the improvement in the existing situation as a result of the project interventions. While considering the study analysis, the project succeeded in bringing about change in the community aptitude and behavior with regards to peace building and inter-faith harmony. Likewise, with decreased ratios in social conflicts, as per feedback of the community, we can safely conclude that there is a trend towards the achievement of the expected results.

Secondly, the involvement of youth, support network members and the community was part and parcel of the project implementation. Through different activities, the Peace Forums in Pakistan Project succeeded in establishing strong linkages between different groups i.e. Youth Volunteers and Support Network (comprising lawyers, police, politicians, civil society organizations/local support organizations, religious leaders). Furthermore, the youth are also engaged by many other organizations who are working on the same thematic area. The continuation of peace building activities (*i.e. peace forums, paintings/drawings competition, musical shows, movie club discussions and other outdoor games*) are the key factors which contribute to the project's sustainability.

In addition, the sustainability of the work carried out under this project can also be ensured, through scale up of the project to target wider audience and larger communities to further promote youth volunteerism and social cohesion.

## 5 PART V: MOST SIGNIFICANT CHANGE STORIES

### 5.1 An Eternal Volunteer for Peace:

#### Shakantula Devi: President, Samaj Sewa Organization

Among the devoted and enthusiastic participants who used to participate in several activities related to elevation of peace organized under the project 'Peace Forums in Pakistan', there was also a young lady named "**Shakantula Devi**" who was really inspired by the initiatives taken by WRA since long. These several peace building community initiatives by WRA organization for the promotion of peace ignited the thrust in Shakantula to strive for a peaceful society by establishing an organization to promote peace in the society. A generous heart and vision of a humanitarian society and backing by WRA led her to lay foundation stone for her own organization named "**Samaj Sewa**".

( <https://www.facebook.com/SamajSewaOrgnizationRegMultan?fref=ts>)

*"I've been involved with WRA organization in different initiatives taken for the peace promotion and interfaith harmony in District Multan. I am also working with many other organizations as a volunteer. In fact, I am inspired by the zeal and zest of WRA's CEO who strives for the women rights, peace promotion and interfaith harmony since long. She is my teacher and my inspirational guide", Shakantula Devi said.*

Samaj Sewa is working in the suburbs of Multan for promoting inter-religion peace and harmony with the involvement of community members from different walks of life. *"Pakistan is our homeland irrespective beyond the limitations of color, caste or creed. No matter we are Hindus, Sikhs, Muslims or Christians; we all bow in front of same God to whom we call with different names as per our religious beliefs"* she mentioned. Samaj Sewa keeps on taking numerous initiatives aimed at peaceful Pakistan and propagation of inter-religious tolerance where the ultimate objective is to inculcate sense of unity and fraternity among different segments of the community irrespective of geographic, linguistic, cultural, ethnic or religious affiliations. Recognizing the importance of media due to its accessibility to the masses, Shakantula has also written, composed and sung a song aimed at promoting inter-religious harmony. The lyrics of songs say:

*"Yeh Bainul Mazahib Kay Insan Saray"  
Khuda Ki Nazer May Sb He Hain Pyaray  
Jisay Maantay Ho Who Bus Ik Khuda Hai  
Usay Maannay ka Tareeqa Juda Hai  
Yeh Ik Guldastay Kay Phhol Hain Saray"*

(English Translation: These people from different religions are equal in the eyes of Allah to whom we praise is just one Lord, yet, these are just our own diverse methods of offerings prayers which make us different. That we are the flowers of a same bouquet.)

When the end evaluation team of Reflect Global approached her to take her views on the effectiveness and impact of project "Peace Forums in Pakistan", she was of the view that *"Impact of peace forums, conventions, policy dialogues and community events can be seen more in youth. The notion behind the significant change among youth is their acceptability and adaptability to accommodate the inter-religious differences whereas, for the community, the impact could be rated as 25% and the reason for that could be the centuries old beliefs of various individuals for whom their religious beliefs were very sacred. That there were these inflexible orthodox beliefs which abstain them*

*from inter-mingling with other religions".* As far as her own work is concerned, despite meager resources, she has got team of highly energetic youth who under her guidance and leadership are contributing their due share towards attaining the goal of a sustainable and peaceful country.

## 5.2 Peace Has No Religion: Behavioral Change

**"Peace Forums in Pakistan"** Project focused at promoting inter-religious harmony and has remained highly successful in bringing people closer and promoting a sense of brotherhood beyond the limitations of belief system. While carrying out end project evaluation, RG's evaluation team has come across with the hereinafter mentioned significant incident which needs to be documented in golden words as it is a true example of the project appropriateness, its effectiveness and impact.

Community members have shared with the evaluation team that many people despite having their deep rooted orthodox religious associations have changed their traditional behaviors and this is the reason that fraternity and harmony among the people of project areas can be visibly seen. However, some of the people for whom their cultural norms and values were dearer, were reluctant to accommodate their individual differences. An incident had taken place a few months ago in Multan on the occasion of Christmas. Two brothers, who were also the bishops of the community Church, had a row with each other on the issue of inviting other non-Christian community members to the celebrations of Christmas at their place of worship. One brother, who was inspired by the project activities of "Peace Forums in Pakistan", wanted to invite everybody from the community irrespective of the religious beliefs whereas the other was of the view that Church is just meant exclusively for Christians. As both brothers stuck to their respective stances so this clash of opinions exacerbated in next couple of minutes.

As a result, this row turned into a heated debate which ended in a boycott between the two and thus compelling the non-supporters of inviting all community members, to the celebrations, to carry out Christmas celebrations at his home. When the Local Youth Volunteers (LYVs) came to know about the matter, they gathered in the form of group and contacted both the bishops by convincing them not to make this matter an egoistic issue. The LYVs told the brothers not to sacrifice their years long love for each other on such a sensitive issue.

The brothers were also asked to resolve the matter without making it a bone of contention in a peaceful manner since peace is something on which every religion has stressed upon. Hence, with the negotiations and efforts of LYVs, the two bishops not only sorted out the matter amicably but also agreed that community events and celebrations should not be confined to religious beliefs.

This is the positive impact of "Peace Forums in Pakistan" Project, that currently, the community members are seen sharing and caring about each other by peacefully participating and celebrating local, national and cultural events together irrespective of their religion in the project areas of Multan.

## 5.3 From Trainings to Ripple Effect of Skills Acquired

One of the main objectives of the activities undertaken under "Peace Forums in Pakistan" Project was to build the capacity of youth with skills whose effective application can enable them in resolving conflict in a peaceful manner. In order to motivate the youth for a peaceful society, a 4 day training session was conducted in Multan on "Interfaith Harmony, Peace Building and Conflict Transformation". By deploying various interactive methods, the participants were enlightened on how can they address different kinds of conflicts before they could transform into catastrophes which are harmful for individuals in general and the society in particular.

Among dozens of other participants of the training sessions, one was Ms. Sidra, who despite being a clinical psychologist, took very keen interest in these trainings. In one to one conversation with Ms. Sidra, she shared that, *“this training has helped me out by not only addressing my own personal conflicts but has also equipped me with the skills that have enabled me in resolving similar issues in my community as well.”*

The best thing about Ms. Sidra is that with the help of lessons learnt from “Peace Forums in Pakistan Project”, she is trying to inculcate a sense of seeing issues from positive lens. As is being said that kindness and good deeds have got ripple effect in the society, Sidra has not confined the skills learnt by her, yet she is using them to transform the lives of others as well. In an interview with her, she shared that recently by means of psychological counseling; she has saved a girl who was on the verge of committing suicide due to ever increasing hopelessness of unemployment. The background was that there was a very talented girl who wanted to support her family by earning some livelihood, however, failure in getting job turned into a prolonged depression that took her to threshold of committing suicide. In these circumstances, Ms. Sidra proved to be a ray of hope for that girl and it was because of the counseling sessions given to that girl that she carried out job hunt with new zeal and zest and now, with the grace of Allah Almighty, is not only enjoying a very good position at a reputed firm but has also become a source of inspiration for the uncountable young girls.

While narrating about the achievement of bringing a positive change in the life of that girl, Ms. Sidra said, *“What’s lacking is the right approach and a problem solving behavior as a result of which, our meager issues turn out to be emotional and social catastrophes for us. Actually, these are not only harmful for the individual but cast severe damage to the people associated with that person”*. In a nutshell, this illustrates that the initiative taken by VSO Pakistan & WRA is incredible which is casting its ripple effect in the society and the same will be far beyond the prescribed duration of the project.

## 6 PART-VI Value Addition, Challenges & Lesson Learned

### 6.1 Value Addition

- Youth have been linked with line departments (i.e. Social Welfare Dept., Media, Police Dept. and Law Forums). They are able to register new organizations with Social Welfare Department besides sharing their achievements through media and can consult lawyers for conflict resolution and transformation in the communities.
- Youth volunteers are continuously engaged through various projects activities. WRA has facilitated an international exposure visits for Youth Volunteers to the UK, Bangladesh and Sri Lanka.
- VSO Pakistan trained the project team to promote youth volunteerism. All youth volunteers have been motivated, mobilized and are capacitated enough to impart training and implement the social action plan. Some of the volunteers have also got jobs in WRA on the basis their outstanding performance being part of the youth volunteers.
- The project team awarded trophies to those LYVs who have effectively implemented the action plans. The award activity was not budgeted in the project. However, youth were duly awarded by project team to encourage volunteerism.
- Through regional forum discussions; other volunteers from Lahore Cadet College and Punjab University were linked with each other.
- The project team organized a condolence reference event for the Christian community for the victims of Peshawar attack. The objective of the event was to lessen the impact of anger in the Christian community raised after the said attack.

### 6.2 Challenges Encountered

- One of the major challenges was the identification of some locations where some activities were undertaken by LYVs. As the majority of the volunteers belonged to different localities, therefore, the project team could not easily locate their location so as to assess their social actions in the communities. However, the challenge was overcome by maximum participation of the project team members in their (LYVs) social action plans implementation.
- The project had not offered incentives and/or pay to volunteers while other organizations pay the volunteers for their services and provide funds for different activities. This was a major challenge; however, the implementing partners strategy worked here, as a result of strong liaison and continuous engagement with youth were the key factors leading to the project's success.
- Implementation of social action plans through LYVs was also a major challenge, as majority of the organizations (working on the same subject) provide a considerable amount of money. However, youth were kept motivated by allocating a small amount of money for implementation of action plan; which was duly acknowledged by VSO Pakistan's programme team. The acknowledgement by both VSO Pakistan and WRA team kept motivated the youth for the social action plan implementation and peace promotion.

### 6.3 Lesson Learned

- Majority of the organizations, who are working in the realm of peace promotion, have focused on the existing trained volunteers; as a result of which the trained youth are fully occupied

besides being engaged in multifarious activities. It was a major issue and challenge for the project. Our lesson learned was to engaged new/fresh youth and train them so that they could be beneficial for the continuation of peace promotion and more coverage of the area.

- The main lesson learned through this project is the value of promoting the sense of volunteerism through sensitization and by providing platform to the communities belonging to different religions. The successful completion of 'Peace Forum in Pakistan' Project and assessing its results, the project should be congratulated for having achieved its results by promoting interfaith harmony and peace building.
- Finally, the success of this project could not have been achieved without underscoring the circumspective supervision and coordination strategy of VSO Pakistan's Programme Management team with the implementing partner.



## 7 PART-VII RECOMMENDATION

The project contributed significantly in developing and upgrading the skills of the LYVs which led to its success. Simultaneously, the community participation and engagement of the concerned stakeholders led to the successful completion of the project's interventions. The project end evaluation draws out recommendations based on the findings and overall observations of the study. As such, following recommendations are proposed for consideration in future identical prospects:

- The sustainability of the work carried out under the project can be ensured through scale up of the project to target wider audience and larger communities to further promote youth volunteerism.
- The recommendations of the policy dialogues held at the regional, provincial and national levels which contributes towards policy formulation, is a missing link and needs to be the primary focus.
- The support networks were successful in providing technical support to the local bodies. However, they can be made more effective by including senior youth as members of the support network.
- In order to further promote the work of peace and interfaith harmony, facilitation by the government for the organizations working in this area, needs to be focused. Likewise, the religious institutions (both Govt and Non-Govt) involvement will contribute significantly to long lasting sustainability in the future similar project(s).
- An alternate dispute resolution body (ADRB) needs to be setup in the future for effective dispute resolutions in the target areas. Furthermore senior youth need to be included in order to make these ADRB initiatives more useful.
- The manual/guide book has been a good resource book of information for the local volunteers which has helped them in carrying out their work regarding peace building and conflict transformation. The manual can be improved by including some other topics e.g. conflict identification and means/methods to communicate with the communities in a peaceful manner.
- In terms of the follow-up of LYVs initiatives/actions plans taken and technical support provided by project team and LSN, there is a need to improve these two areas further. This will assist the LYVs in strengthening peace building and promoting social harmony within the communities.
- Expansion of the project interventions/ or wider outreach of the project needs to be carried out in the next phase (as and when it is undertaken), to further expand the work of promoting peace building, conflict transformation and inter faith harmony through youth volunteers.
- A platform for knowledge sharing should be established on long-term basis with the active collaboration of other local organizations including Govt to share knowledge, learning and practices on the subject.

## 8 PART-VIII CONCLUSION

**The Consequence:** The consequence of the project, its purpose and its interventions are highly appreciated by all stakeholders. Local communities have perceived an improvement in conflicts diminution and peace building. It manifest, in the form of many initiatives like capacity building trainings, peace forums, peace conventions and implementation of social action plans by LYVs. In short, not only the project's influence appears to be participative in targeted communities but its strategy also demonstrated a certain potential to generate a knock-on effect on the non-beneficiaries in the target communities.

**Gender Balance:** The project was gender balanced, where both women and men were involved and motivated to participate at all stages of the 'Peace Forums in Pakistan' project. Majority of the women reported that the project provided them an opportunity to meet people belonging to different religions to discuss minority issues and promote peace in the society. Lastly, women inclusion in the project activities was given similar attention by involving them in each activity. This in itself was an opportunity to engage women in leadership roles in peace building of their respective communities.

**Project Management:** In terms of project management, the interaction between communities and the teams on the ground (VSO Pakistan & WRA's Project teams), the programme manager and coordinators constitutes a factor of the project success. It is recommended that human resource development, in terms of monitoring & evaluation mechanism should be considered in future programme designing. Similarly, a comprehensive baseline study based on the objectively verifiable indicators should be conducted which will be helpful for the monitoring of OVIs. A full time M&E person should be included in the project who will keep the management fully informed about the process, progress and outputs throughout the duration project. Furthermore; it will be very useful, for the implementing of a similar project (undertaken in future) to develop result based monitoring framework (RBMF) based on comparative baseline data for later analyses.

**Youth Engagement:** Youth is a vital stakeholder in conflict and in peace building – they have the potential to act as community leaders in peace building, reconciliation and post conflict management. Young people are valuable innovators and agents of change and their contributions should be actively supported, solicited and regarded as essential to building peaceful communities and supporting democratic governance and transition. Moreover, participation of the youth promotes civic engagement and active citizenship. Youth has been at the center of analysis which focuses on promoting youth volunteerism and building their capacities to resolve community issues through social action plans and conflict resolution activities.

**Youth Skills & Knowledge Enhanced:** The project by building the capacity of local youth volunteers through various trainings has developed their skills and knowledge to develop social action plans with the support of local support network. The project activities have led in raising awareness, bringing about change in the perception and understanding about peace, conflict, and conflict resolution among the youth volunteers and their communities. This has been duly validated by 94% of the survey participants of this evaluation study.

Admittedly, the project contributed significantly in developing and upgrading the skills of the LYVs which led to their increased levels of knowledge regarding peace building and interfaith harmony.

Simultaneously, the LYVs, Support Network members participation and engagement of the concerned stakeholders led to the successful completion of the project interventions.

**Peace Forums, Convention(s) & Policy Dialogues:** Under the project peace conventions, policy dialogues, peace forums were held which helped the youth to identify and speak up in favor of inter-faith harmony and against human rights violations (including discrimination, hate speech affecting young people and specially, the children). All these platforms have brought together people of various religions and sects. Peace poems, candle light vigils and media campaigns (FM radio), pamphlets distribution activities were also successfully carried out in an attempt to bring about awareness among the communities about peace and volunteerism that are essential for conflict resolution.

**Challenges Faced During Implementation:** The evaluation study has also highlighted some of the challenges faced during the project implementation, which range from engaging youth actively without remuneration, promoting volunteerism and monitoring of youth engagement. The evaluation study has put forth recommendations for increased facilitation by the government for organizations working in the areas of peace and interfaith harmony. Furthermore senior youth collaboration needs to be further enhanced with LYVs to strengthen the work carried out by them in the realm of peace building, conflict resolution and inter-faith harmony.

**The project's outcomes are positive towards the expected finality:** The interventions demonstrate the improvement in knowledge, attitude and practices of the target communities in District Multan. The in-depth analysis of both qualitative and quantitative data depicts that the outcomes of the project are almost achieved. The youth skills are enhanced and social action plans are effectively being implemented and correspondingly they are replicating the trainings in their respective communities. Likewise, the university students were also actively involved in all project activities which contributed immensely in promoting volunteerism.

**The project's relevancy is confirmed:** The **objectives** are to resolve the prevailing ethnic and faith-based conflicts in Pakistan by promoting a culture of peace and understanding solidarity. The **implementation strategy** through a participative approach and the **alignment** with the local, national and global priorities confirm the project's relevancy. The study findings reveal that all the project interventions were designed after conducting analytical study in the project interventions areas.

**The project's efficacy is confirmed.** The project efficacy is good if measured by the level of resources utilization and mobilization. Likewise, the key challenges were overcome by proper planning and resource utilization which reflect efficacy in terms of the project's achievements. Furthermore, the most effective approach was the '**Peace Forums**' where people/religious leaders from different religions participated and discussed the issues regarding peace building. It also gave them a sense to think out of the box in this context.

**Future Direction:** In reflection of the study findings, the project has taken first step towards supporting youth volunteerism for promoting social cohesion and interfaith harmony in its interventions areas. The evaluation team recommends for the extension of the project for another phase so as to cover more areas. This is completely justified for the promotion of volunteerism, peace building, conflict transformation and interfaith harmony through youth volunteerism in the respective areas. This time frame will bring lasting changes in the lives of the communities of the target areas at large.

**Annexes:**

Annex-I	Study Execution Plan
Annex-II	Study Tools
Annex-III	Pictures Gallery

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**Document Ended.**