

The effect of Research, Monitoring, and Assessments on Feeling of Trust & Acceptance of Diversity

Effect: positive (attributed to its ability to leverage existing social capital mechanisms and foster a more balanced and equitable distribution of social capital resources)

Confidence in study findings: Low (one study, low confidence)

Short summary

The implementation of the Early Warning and Early Response System (EWERS) led to a variety of positive outcomes in the conflict clusters in Northwestern Kenya. The report primarily attributes these outcomes to the system's ability to facilitate information sharing, leading to quicker and more effective responses to potential security threats. This, in turn, contributed to increased trust and reciprocity between community members and authorities, fostering a more balanced distribution of social capital.

Long summary

The intervention

EWERS is an Early Warning and Early Response System implemented by a Faith-Based Organization (FBO) in Kenya to address ethnic violence. The system is designed to facilitate communication and collaboration between community members and authorities, enabling timely reporting and response to potential security threats

How is the intervention expected to work

The outcomes demonstrate that the EWERS, as an ICT-based intervention, played a significant role in promoting peacebuilding efforts and inclusivity by:

- 1) **Strengthening Bridging and Linking Social Capital:** the system facilitated connections and trust between different ethnic groups and between communities and authorities.
- 2) **Weakening Bonding Social Capital:** it broke down the barriers of exclusivity within certain groups that contributed to the marginalization of others.
- 3) **Creating New Forms of Social Capital:** it led to the emergence of peace networks and collaborative relationships that transcended ethnic divides and power structures.

This enabled the leveraging of existing social capital mechanisms and fostered a more balanced and equitable distribution of social capital resources.

The evidence base

There is one qualitative study assessing the effect of **Research, Monitoring, and Assessments on Feeling of Trust & Acceptance of Diversity in Kenya**. This study is by F. Mukoya; and AS. Mukherjee (2020). *The Role of Social Capital in Mediating ICT-Enabled Peace Building Efforts: A Case Study from Kenya*. In *The Future of Digital Work: The Challenge of Inequality: IFIP WG 8.2, 9.1, 9.4 Joint Working Conference, IFIPJWC 2020, Hyderabad, India, December 10–11, 2020, Proceedings* (pp. 326-340). Springer International Publishing. All references are from this study.

The evidence

- 1) Community-based monitoring and reporting, ie., the system relies on a network of field agents embedded within communities, familiar with local dynamics and violence hotspots. These agents are equipped with mobile phones and trained to identify and report potential security threats based on pre-defined indicators of violence. Using the EWERS platform, they can anonymously share sensitive information via SMS or voice calls. This anonymity is crucial for overcoming mistrust and encouraging reporting, particularly in cases where communities fear victimization by authorities or involvement in legal proceedings (p. 4-5)
- 2) Centralized information processing and verification, ie, reports from field agents are received and processed by a control unit equipped with a web-based software system. The control unit personnel are responsible for analyzing, interpreting, and verifying the information, ensuring accuracy and reliability before disseminating reports to the response team. This verification process adds credibility to the information and helps prevent the spread of misinformation or rumors, which can exacerbate conflict situations. The shared platform provided by EWERS encouraged interaction and collaboration between communities and authorities, creating opportunities for dialogue and reconciliation. This contributed to increased understanding, reduced tensions, and fostered a more cooperative approach to conflict resolution (p.4)
- 3) Further, the verified information is then relayed to a diverse response unit comprising state security agencies, NGOs, and local administrators. This multi-stakeholder approach ensures that responses are comprehensive and tailored to the specific needs of the situation. The response unit leverages the information to take swift and appropriate action, preventing violence, recovering stolen assets, and addressing underlying causes of conflict. EWERS provided a platform for minority groups and women to raise their voices and participate in peacebuilding efforts. By amplifying their concerns and enabling them to challenge existing power structures, the system fostered greater inclusivity and promoted a sense of justice and equity (p.5)

Confidence assessment

Overall confidence: Low Confidence Qualitative Study (It is unclear whether the study uses an established small n approach; no triangulation done; sources of potential data bias is not addressed)