

UNDP Partnership for a  
Tolerant, Inclusive Bangladesh (PTIB)

# FINAL EVALUATION REPORT

Submitted to UNDP Bangladesh  
By  
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## PROJECT/OUTCOME INFORMATION

<b>Project/outcome title</b>	Partnerships for a Tolerant, Inclusive Bangladesh (PTIB)	
<b>Atlas ID</b>	00086326	
<b>Corporate outcome and output</b>	<p><b>Bangladesh UNDAF Outcome 1/ Country Programme Document (CPD) Outcome 2:</b> Develop and implement improved social policies and programmes that focus on good governance, reduction of structural inequalities and advancement of vulnerable individuals and groups.</p> <p><b>CPD Output 2.1:</b> Civil society, interest groups, relevant government agencies and political parties have tools and knowledge to set agendas and to develop platforms for building consensus on national issues.</p> <p><b>UNDP Strategic Plan:</b>  <b>Outcome 3:</b> Strengthen resilience to shocks and crisis  <b>Output 3.2.1:</b> National capacities strengthened for reintegration, reconciliation, peaceful management of conflict and prevention of violent extremism in response to national policies and priorities</p>	
<b>Country</b>	Bangladesh	
<b>Region</b>	Asia-Pacific	
<b>Date project document signed</b>	3 June 2018	
<b>Project dates</b>	<b>Start</b>	<b>Planned end</b>
	31 May 2018	31 May 2021
<b>Project budget</b>	USD \$5.18 m	
<b>Project expenditure at the time of evaluation</b>	USD \$3.51 m	
<b>Funding source</b>	Denmark, Japan, Netherlands, Norway, UK, USAID	
<b>Implementing party</b>	UNDP	

## EVALUATION INFORMATION

<b>Evaluation type</b>	Project Evaluation	
	Final Evaluation	
<b>Period under evaluation</b>	<b>Start</b>	<b>End</b>
	May 2018	July 2020
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<b>Evaluation dates</b>	<b>Start</b>	<b>Completion</b>
	3 August 2020	2 September 2020

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Cover photo: Bangladesh's first all-female indigenous band "F-Minor" on stage at a February 2020 "Concert for Peace". Photo credit: Siddhartho Goushami /UNDP.





## ACKNOWLEDGEMENTS

The Evaluation Team would like to express sincere thanks to all stakeholders who made themselves available to speak with us and provide invaluable feedback and insights. We approached the task with some initial trepidation, unsure how the COVID-19 pandemic would impact our ability to conduct a “remote evaluation.”

In the end, we were able to speak to more people than we expected and, indeed, a more significant number than probably would have been if we tackled the evaluation in the usual manner by trying to jump from one meeting to another in the notorious Dhaka traffic. This was only possible due to the patience and flexibility of some 54 stakeholders with whom we spoke during the two weeks in August 2020. While 14 time zones separated the two team members, this became more of an asset than a liability as interviewees were not only in Bangladesh but also spread out in eleven different countries.

The evaluation would not have been possible without the active support of the PTIB project team, including (in alphabetical order) Charles Denhez, Faisal bin Majid, Farhana Shahnaz, Michael von Tangen Page, Nasima Akter, Rebecca Sultana, Robert Stoelman, Rokon Uddin, Shidartho Goushami, and Umar Shehu. Also, UNDP Bangladesh Country Office’s Kazuyoshi Hirohata, Monitoring and Evaluation Specialist, provided invaluable technical guidance throughout the evaluation, and Mu-Jin Lee, the Democratic Governance Specialist, provided in-house editorial support.

While the project team reviewed and commented on a draft text as per UNDP standard operating procedures for such exercises, all findings and conclusions in the final report are those of the evaluation team and not UNDP. Any errors that remain are also our responsibility.

Jim Della-Giacoma  
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2 September 2020

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## LIST OF ACRONYMS AND ABBREVIATIONS

A2I	UNDP's Access to Information Project
BISS	Bangladesh Institute of International and Strategic Studies
BMET	Bureau of Manpower, Employment and Training
BPO	Bangladesh Peace Observatory
CARU	Cox's Bazar Analysis and Research Unit (UNDP)
CGS	Center for Genocide Studies, University of Dhaka
CTTC	Counter-Terrorism and Transnational Crime Unit, Dhaka Police
CPVE	Countering-Preventing Violent Extremism
CVE	Countering Violent Extremism
D4P	Diversity 4 Peace
DGFI	Directorate General of Forces Intelligence
DKC	Digital Khichuri Challenge
DPC	Direct Project Costs
GMS	General Management Services
ICT	Information and Communications Technology
MoHA	Ministry of Home Affairs
PEA	Political Economy Analysis
PTIB	Partnerships for a Tolerant, Inclusive Bangladesh Project
PVE	Preventing Violent Extremism
MoFA	Ministry of Foreign Affairs
OSINT	Open Source Intelligence
RRRC	Refugee Relief and Repatriation Commissioner
RMMRU	Refugee and Migratory Movements Research Unit
UNDP	United Nations Development Programme
UNDSS	United Nations Department of Security Services
UNHCR	United Nations High Commission for Refugees
UNICEF	United Nations Children's Fund
UNRC	UN Resident Coordinator
UNRCO	UN Resident Coordinator's Office
UNSG	UN Secretary General
WHO	World Health Organization



## EXECUTIVE SUMMARY

### ABSTRACT

This final evaluation of UNDP's Partnerships for a Tolerant, Inclusive Bangladesh (PTIB) was conducted in August 2020 to assess whether the project has been relevant, effective, efficient, and sustainable. PTIB's relevance was grounded in domestic and international concern about growing extremist violence in Bangladesh, especially after a high-profile 2016 attack, and the relationship of this violence to a culture of intolerance and exclusivity. As an experimental project, PTIB filled knowledge gaps with research and applied its data and analysis to guide various activities to engage the marginalized and vulnerable population, including minorities, women, and youth. It demonstrated its efficiency by being relatively small, nimble, and adapting well to the Rohingya crisis of 2017 and the COVID-19 pandemic of 2020. As PTIB now turns to the second phase, it will need strategic planning to sustain the partnerships it has created and support the durability of its ideas, attitude shifts, and behavioral changes. The project needs to go over the lesson learned and think of how to utilize this knowledge and experience to develop a robust strategy to consolidate a cadre of messengers of inclusivity and tolerance in Bangladesh.

### BACKGROUND TO THE EVALUATION

UNDP's Partnerships for a Tolerant, Inclusive Bangladesh (PTIB) project is a multi-year initiative to understand and prevent violence and extremism in Bangladesh. The project responds to the UN Secretary General's 2015 call for every country to develop a coherent and contextual strategy for the prevention of violent extremism (PVE). The project also responds to the Secretary General's Strategy and Plan of Action on Hate Speech (2019). This \$5.1 million project, formally launched in January 2017, is scheduled to run until May 2021.

PTIB supports the Government of Bangladesh (GoB) in preventing violence and promoting a culture of peace. An uptick gave it impetus and urgency to extremist violence, particularly the suicide attack on the Holey Artisan Bakery in Dhaka in July 2016. During the project lifecycle, its context has also been significantly influenced by and adapted to the unprecedented Rohingya refugee crisis that started in August 2017, and the COVID-19 pandemic that was declared in March 2020. The project has three components and outcomes:

1. **Research Facility:** Improve knowledge, understanding, and insight into the drivers of violence in Bangladesh;
2. **Citizen Engagement:** Enhance inclusivity and tolerance through citizen engagement activities, both online and offline, with a focus on youth, migrants, and religious communities;
3. **Government Engagement:** Apply the first two outcomes to sensitize government agencies to emerging global best practices in promoting social inclusion and tolerance.

The purpose of the final evaluation is to assess achievements to date, document lessons learned, and provide recommendations to UNDP and its partners to develop the next phase of the PTIB project. The final project evaluation was conducted in August 2020 as the PTIB is scheduled to end on 31 May 2021 and examined the project activities carried out between May 2018 and July 2020. The evaluation results'

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primary audience will be UNDP; however, the evaluation results will equally be useful to relevant stakeholders, including the Government of Bangladesh ministries, development partners, and donors.

The objectives of this evaluation were to:

- Assess to what extent PTIB has contributed to addressing the needs and problems identified during programme design phase;
- Assess how effectively PTIB has achieved its stated development objective and purpose;
- Measure how efficiently the PTIB outcomes and outputs have progressed in attaining the development objective and purpose of the project;
- Assess both negative and positive factors that have facilitated or hampered progress in achieving the project outcomes, including external factors/environment, weakness in design, management, and resource allocation;
- Assess the extent to which the application of the rights-based approach and gender mainstreaming are integrated within the planning and implementation of the PTIB project;
- Identify and document substantive lessons learned, good practices, and also opportunities for scaling up the future PTIB project in Bangladesh;
- Provide forward-looking programmatic recommendations for the PTIB project.

As per UNDP standard evaluation criteria, this evaluation focused on four key lines of inquiry:

1. **Relevance:** The extent to which the objective, purpose, and outcomes of the intervention are consistent with the needs and interests of the people and the country's needs.
2. **Effectiveness:** Extent to which the outcomes of the development intervention have been achieved.
3. **Efficiency:** Extent to which resources/inputs (funds, time, human resources, etc.) have been turned into results.
4. **Sustainability:** Probability of the benefits of the intervention continuing in the long term

The evaluation team also looked at cross-cutting issues, including the most vulnerable and marginalized groups in Bangladesh, as part of UNDP's commitment to Leave No One Behind. The project's approach to involving women and youth was also examined.

The two-person evaluation team made up of an international and national consultant examined documents, using a standard questionnaire, conducted 54 key informant interviews with key stakeholders, and reviewed available project data sets. The evidence was examined using various analytical tools, including a contribution and gender analysis. The project's risk matrix designed at its inception was analyzed against actual risks and responses during the project cycle. Given the short time frame and the small two-person team, the evaluation did have limitations and challenges, including a compressed schedule that cut short the time for a full analysis. Also, all stakeholder interviews were conducted remotely as this evaluation took place considering the COVID-19 situation in Bangladesh.

## PRINCIPLE FINDINGS

### RELEVANCE

At the time of PTIB's inception, there were growing national and global concerns about violent extremism.

Accordingly, PTIB was designed to be directly relevant to this domestic and international context. The project's initial activities were relevant as they worked to minimize the known data gaps. Its focus on inclusivity and tolerance was intended to address the problems underlying extremist violence. From the beginning, PTIB has engaged government agencies – formally and informally – to ensure its activities stay aligned with national priorities. PTIB was an experimental project that began with a flexible theory of change as there were many unknowns; thus, the project prioritized learning-by-doing. This adaptive management approach allowed the project to stay relevant as circumstances evolved, such as the 2017 Rohingya crisis and 2020 COVID-19 pandemic.

## **EFFECTIVENESS**

### **Research**

PTIB's research component has strived to provide three unique products. The Bangladesh Peace Observatory (BPO) has the largest volume of open-source data on violence in Bangladesh. Its national and regional media monitoring provides systematic insights into extremism, hate speech, and disinformation online that were not available in such an accessible way before the project began. Since 2016, SecDev has monitored social media on violent extremism (VE) narratives and since the COVID-19 breakout, looked at disinformation surrounding the pandemic. Cox's Bazar Analysis and Research Unit (CARU) has provided a spectrum of products from real-time updates to thoughtful analysis of the nature of violence and social tension in southeastern Bangladesh.

### **Citizen engagement**

PTIB's Digital Peace Movement (DPM) has taken a radically different approach to citizen engagement. The critical elements of Digital Khichuri Challenge (DKC), Diversity for Peace (D4P), and Peace Talk Café (PTC) have engaged many non-traditional development partners and reached out to new audiences with messages of tolerance and diversity. While measuring outputs is relatively easy, assessing outcomes is much harder. The original PTIB project document does not have a strong theory of change that tells a compelling story about how the DPM fits into the larger program, changes attitudes, and alter behavior. While PTIB started as a PVE project, its citizen engagement work has significantly expanded its scope. But DPM components like the DKC, with its unusual and experimental approach, have not always been well understood regarding how they connect to the project's stance dealing with PVE. PTIB has learned much from implementing DKC. The project has evolved based on its understanding of hate speech, intolerance, and disinformation play in expediting violent extremism. The DPM's role as an incubator of mediums, messengers, and inclusivity and tolerance message has not always been clear among some stakeholders.

### **Government engagement**

The Government of Bangladesh is a recipient of data from the three research components and a research and training partner of BPO. It is a public policy dialogue partner, especially with youth, on some of the most sensitive national policy areas. While not all government engagement activities envisioned in the original project documents have taken place, PTIB's channels with multiple government agencies have stayed open and active. The original document set modest goals for government engagement to improve policymaker understanding, and activities implemented have shown to be a useful apparatus for

knowledge sharing. The willingness and zealous participation of senior officials in PTIB activities show that the project established an effective government engagement vehicle.

### **EFFICIENCY**

Stakeholders agreed that PTIB's outputs were, in general, high quality and efficiently delivered. They perceived the project to be well-managed and value for money. The project raised funds close to its target budget. Its expenditures have stayed within budget despite having a remarkably high operational tempo and exceptional programmatic flexibility and innovation level.

### **SUSTAINABILITY**

Each part of the research component has a different approach to sustainability. As an experimental project, there was not much focus on sustainability in its design. In component #1, stakeholders see the BPO as technically weak and politically vulnerable from sustainability. At the same time, social media monitoring and CARU's social tension mapping are components that are informative yet not designed to be sustainable. In component #2 on citizen engagement, the activities of the DPM are implemented by partners through contracts or sub-granting basis within a relatively short period. Sustainability of ideas and skills is provided through capacity development support to grant recipients. DPM is the means to develop and test messages of inclusivity and tolerance and explore new mediums to communicate these messages and test their effectiveness. The knowledge and experience of what messages and medium worked stays behind with the messengers after the PTIB project ends. In component #3 on government engagement, new partnerships with the government have emerged from PTIB. However, it is unclear if the new partnerships created by PTIB would be sustained beyond the project's life.

### **LEAVE NO ONE BEHIND**

PTIB has designed its activities to target specific vulnerable and marginalized groups to practice UNDP's Leave No One Behind (LNOB) principle. Bias against women has deep cultural roots, and it creates hidden barriers for women, such as internet access (three-quarters of Bangladeshi internet users are male). PTIB must do more to counter gender bias strategically. Other challenges include the discrimination against ethnic and religious minorities who are often distant and live on the periphery, migrant workers who are abroad and unseen, and youths who feel distant from politics dominated by aging leaders. PTIB's research components pay special attention to all these demographics and disaggregate data in a way that allows their circumstances and needs to be better understood. More specialized research should start with a better understanding of women's needs and use this analysis to include broader marginalized groups in PTIB's future activities. Sub-components such as Diversity for Peace (D4P) are relatively new but high-profile effort to address known imbalances among ethnic and linguist minorities and other lesser-known groups such as Bangladesh's transgender community. PTIB sees young people as a group at-risk for violent extremism, hate speech, and disinformation. At the same time, young people are also agents of change to counter these negative phenomena with inclusivity and tolerance messages. Women, too, should be embraced in the same way as positive messengers. PTIB recognizes barriers to participation based on age, ethnicity, gender, geography, religion, and wealth, but sees all communities' involvement as messengers. The active participation of the marginalized, vulnerable, women and young people is the key to success.



## KEY RECOMMENDATIONS

Looking forward to a follow-on phase of PTIB, this evaluation makes the following high-level recommendations grouped around the themes of management, capacity building, communications, and leaving no one behind:

- **Recommendation #1: MANAGEMENT-** In its next phase, PTIB should devote more effort to monitoring, evaluation, and research and learning (MERL) systems to improve its existing adaptative management culture and the project's effectiveness.
- **Recommendation #2: CAPACITY BUILDING -** PTIB could increase the diversity of local partners and plan to sustain support to them with an ongoing emphasis on improving skills in research, organizing, and communication to sustain changes in attitudes and behavior among target groups.
- **Recommendations #3: COMMUNICATIONS -** In its next phase, PTIB could improve its internal processes and practices to better present to key stakeholders, mostly the government counterparts, what activities they are carrying out, and why and how it is moving forward.
- **Recommendation #4: LEAVE NO ONE BEHIND -** Based on its experience in the first phase, PTIB could improve its strategy and conduct more thorough planning to address cultural biases – including the ones against women and minorities – to ensure its future programming to be more inclusive.

## 1 BACKGROUND AND CONTEXT

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UNDP's Partnerships for a Tolerant, Inclusive Bangladesh (PTIB) project is a multi-year initiative to understand and prevent violence and extremism in Bangladesh. The project responds to the UN Secretary General's 2015 call for every country to develop a coherent and contextual strategy for preventing violent extremism (PVE), while reaffirming the need for inclusive institutions, transparent politics, and a commitment to fundamental human rights. The project also adapted over the past year to respond to the Secretary General's Strategy and Plan of Action on Hate Speech (2019). The project builds local research capacity and uses cutting-edge evidence to promote authentic and resonant Bangladeshi narratives of diversity and tolerance.

PTIB supports the priorities of the Government of Bangladesh in preventing violence and promoting a culture of peace. While violence has been part of Bangladesh's political landscape since the civil war that founded the nation in 1970, it was a recent uptick in extremist violence. The suicide attack on the Holey Artisan Bakery in Dhaka in July 2016, provided the urgency and opening for PTIB. During the project's life, its context has been significantly influenced by the unprecedented Rohingya refugee that started in August 2017, and the COVID-19 pandemic.

This project is a major component of UNDP's Democratic Governance Portfolio in Bangladesh, which supports Bangladesh's achievement of critical targets under Sustainable Development Goal 16 (SDG 16): "Peace, Justice and Strong Institutions". The PTIB Project is set to run until May 2021. It presently operates with substantial support from six governments (USA, UK, Denmark, Norway, Japan, and the Netherlands), with a total budget of USD 5.1 million over 3 years.

The project addresses complex issues of identity and inclusion by promoting a digital literacy model. "Digital literacy" is defined by the PTIB project as a citizen's ability to distinguish between trustworthy information and untrue or manipulative content online. This involves a critical engagement with Bangladesh's online environment, helping citizens to identify and question any misleading or incendiary online content they may encounter. In the internet age, UNDP believes that digital literacy is just as critical as being able to read and write - if Bangladeshis can engage more skeptically and safely in cyberspace, UNDP expects they will become more resistant to divisive, exclusionary and violent rhetoric. Specifically, a focus on promoting digital literacy and safe use of online platforms (like Facebook) can empower some of Bangladesh's most vulnerable women to identify and speak out against incitement and violence that might disproportionately affect them. This model is entirely evidence-based and relies on superior monitoring and analysis of online trends and an adaptable communications strategy and programme design. The project accomplishes this in three ways:

- By improving knowledge and insight on the drivers of violence in Bangladesh;
- By supporting Bangladeshi narratives of inclusivity and tolerance, online and offline, with a particular focus on youth, women, and vulnerable groups;
- By sharing global emerging standards of best practice with Bangladesh Government agencies, and supporting them with promoting social inclusion and tolerance.

## 1.1 PROJECT COMPONENTS

PTIB's three project components are described as supporting a research facility, citizen engagement, and government engagement.

### 1.1.1 Research Facility

This project component supports three data collection teams, which supply different kinds of regular information:

- **The Bangladesh Peace Observatory (BPO):** The BPO catalogues, aggregates, maps, and visualizes nationwide statistics on violent incidents using a combination of open data and media reports. Based at the University of Dhaka and supported by UNDP, the BPO produced targeted analyses and updates and identified new research avenues. A variety of qualitative and quantitative methods were used to identify which dynamics push at-risk individuals from alienation to intolerance and how this process might be peacefully interrupted.
- **Social Media Mapping:** UNDP Bangladesh has commissioned specialist internet mapping company SecDev Group to investigate and analyze extremist or incendiary narratives on popular online platforms like Facebook and Twitter. UNDP Bangladesh is using this information to identify and promote peaceful counter-narratives on critical themes.
- **Cox's Bazar Analysis and Research Unit (CARU):** UNDP's in-house monitoring team tracks violent incidents in regions affected by the Rohingya emergency and produces weekly updates for international and Bangladeshi partners. Since the COVID-19 outbreak, CARU has also been producing additional weekly updates on the social and economic implications of COVID-19 spread in Bangladesh, including an overview of violent incidents, demonstrations, and noteworthy incidents.

### 1.1.2 Citizen Engagement

Social media campaigns under the hashtag #digitalpeacemovement have reached 17 million Bangladeshis across the country, promoting inclusive perspectives and a spirit of national collaboration. UNDP Bangladesh's highly successful hackathon series, the "Digital Khichuri Challenges," has become an established brand in Bangladesh with a reach of over 12 million people. Many of the platforms which emerge from these hackathons have developed an even greater reach. Numerous UNDP outgrowth events from the Digital Khichuri Challenges, including the Peace Talk Café event series, are also popular and attract considerable public attention and interaction. In 2019, UNDP launched an online Digital Literacy Challenge - a quiz that would help Bangladeshis to question and identify untrustworthy sources of online information. 1.5 million respondents took the quiz.

### 1.1.3 Government Engagement

UNDP's engagement with the Dhaka Police's Counter Terrorism and Transnational Crime Unit (CTTC) has helped integrate core PVE and human rights concepts in Bangladesh's policing discussion. Joint research between the police and the Bangladesh Peace Observatory has given academics access to key data for the first time, producing five joint research publications on extremism sources and expressions. Findings have

been built into national police policies, including the draft National Counter-Terrorism Strategy (developed by the CTTC with USAID and UNDP support), emphasizing a preventive approach built on community participation.

### **1.2 PTIB STAKEHOLDERS**

As its own unique nature, the project involves a wide variety of stakeholders, including other UN agencies, donors, international users, implementing partners, government, CSOs, INGOs, participants, and beneficiaries. See a summary of the key stakeholders in Table 1 below. The evaluation team interviewed a range of stakeholders (Annex 4). The evaluation team disaggregated the target list of interviews to ensure women and key stakeholders were reached. The final interview list is disaggregated by gender and age (youth) and analyzed to ensure whether vulnerable or minority groups are represented.



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Classification of key PTIB stakeholders		
Type	Name	Role
Government	Ministry of Foreign Affairs (MOFA)	Advisory Board member
	Counter-Terrorism and Transnational Crime Unit, Dhaka Police (CTTC)	Co-implementer of youth dialogues & national Countering-Preventing Violent Extremism (CPVE) conference
	Information and Communications Technology (ICT) Ministry, Bureau of Manpower, Employment and Training (BMET)	High-level participant in Digital Khichuri Challenge (DKC) (jury) and Digital Peace Café (DPC) (guests)
	Army, Air Force, Bangladesh Institute of International Studies (BISS), Directorate-General Forces Intelligence (DGFI), Navy, police,	Bangladesh Peace Observatory (BPO) training participants
Donors	Denmark; Facebook; Japan; Netherlands; Norway; United Kingdom; US Agency for International Development (USAID).	Donors, Advisory Board members, and project research consumers and implementing partners (National CPVE conference).
UN	Resident Representative, Deputy Res. Rep, UN Resident Coordinator's Office (UNRCO) governance & human rights, and other leads	Advisory board members, project supervision, government liaison, activity participants, key research consumers, and implementing partners (National CPVE conference).
Implementing Partners	Center for Genocide Studies (CGS); SecDev; Global Center on Cooperative Security; Refugee and Migratory Movements Research Unit (RMMRU); Rupantar; Mighty Byte; YY Ghosti; Save and Serve Foundation	Implementing BPO, social media monitoring, DKC, DPC and other activities
Participants & beneficiaries	DKC competitors & D4P sub-grantees	Bangladeshi participants in contests and small grantees
Civil Society Organizations	Rupantar	Implementing partners
Humanitarian partners	Donors, embassies, international organizations such as UNDSS, UNICEF, WFP, WHO, INGOs, National NGOs and others involved in the Rohingya relief effort	Consumers of Cox's Bazar Analysis and Research Unit (CARU) research

Table 1 PTIB key stakeholders

## 2 EVALUATION PURPOSE, SCOPE, AND OBJECTIVES

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### 2.1 PURPOSE

The purpose of the final evaluation is to assess achievements to date, document lessons learned, and provide recommendations to UNDP and its partners to develop the next phase of PTIB in Bangladesh.

### 2.2 SCOPE

The final project evaluation was conducted in August 2020. While PTIB is scheduled to end on 31 May 2021, the timing was agreed with the project advisory board to ensure that the evaluation results will be available as UNDP and its partners develop the next phase.

The unit of analysis or object of study for this evaluation is the PTIB project, including its three components and their outcomes, outputs, activities, and inputs. These are described in the PTIB Project Document (ProDoc) and M&E Framework.

### 2.3 AUDIENCE

While the primary user of the evaluation results will be UNDP, it is hoped it will equally be useful to relevant Government of Bangladesh ministries, development partners, and donors.

### 2.4 OBJECTIVES

The objectives of this evaluation were to:

- Assess to what extent PTIB has contributed to addressing the needs and problems identified during the programme design phase;
- Assess how effectively PTIB has achieved its stated development objective and purpose;
- Measure how efficiently the PTIB outcomes and outputs have progressed in attaining the development objective and purpose of the project;
- Assess both negative and positive factors that have facilitated or hampered progress in achieving the project outcomes, including external factors/environment, weakness in design, management, and resource allocation;
- Assess the extent to which the application of the rights-based approach and gender mainstreaming are integrated within the planning and implementation of the PTIB project;
- Identify and document substantive lessons learned, good practices, and also opportunities for scaling up the future PTIB project in Bangladesh; and
- Provide forward-looking programmatic recommendations for the PTIB project.

## 3 EVALUATION CRITERIA AND QUESTIONS

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### 3.1 CRITERIA

The evaluation focused on four key evaluation criteria – relevance, efficiency, effectiveness, and sustainability – and intended to provide credible, useful, evidence-based information to enable the timely incorporation of its findings, recommendations, and lessons into the decision making processes of UNDP and key stakeholders to assess the potential of the next phase of the project. The evaluation covered the period from the start of the project May 2018 to the end of July 2020.

### 3.2 QUESTIONS

The four key questions below were pivotal for the information gathered throughout the evaluation process. The answers provide the key basis for the evaluation's intended users to make informed decisions, take actions, or add knowledge. The initial questions from the Evaluation Terms of Reference (Annex 1) were:

1. **Relevance:** The extent to which the objective, purpose, and outcomes of the intervention are consistent with the needs and interest of the people and the country's needs.
  - A. To what extent was the PTIB design relevant in supporting the prevention of violent extremism and addressing incitement of hate and violence, including hate speech and disinformation in the social media in Bangladesh?
  - B. To what extent was the design and strategy of the PTIB relevant with national priorities and UN priorities in Bangladesh?
  - C. To what extent was the design and strategy of the PTIB aligned with CPD (2017-2020) and UNDAF (2017-2020)?
  - D. To what extent was the theory of change applied in the PTIB relevant to serve the country's needs?
  - E. To what extent did the PTIB align itself with the National Development Strategies and/or the UNDAF Bangladesh?
2. **Effectiveness:** Extent to which the outcomes of the development intervention have been achieved.
  - A. To what extent has the project achieved the objectives and targets of the results framework in the Project Document?
  - B. Compared to 2017, to what extent do key stakeholders now better prevent violent extremism and counter incitement of hate and violence in Bangladesh? To what extent are any changes linked to PTIB interventions?
  - C. What factors contributed to the achievement or non-achievement of the PTIB outcomes and outputs?
  - D. To what extent and in what ways has ownership- or the lack of it- by the implementing partner impacted on the effectiveness of the PTIB?
3. **Efficiency:** Extent to which resources/inputs (funds, time, human resources, etc.) have been turned into results.

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- A. To what extent were the PTIB outputs delivered in time to ensure high quality?
  - B. To what extent has PTIB ensured value for money?
  - C. To what extent was resource mobilization efforts successful? Was funding sufficient for the achievement of results? (funding analysis)
  - D. To what extent and in what ways has ownership- or the lack of it- by the implementing partner impacted on the efficiency of the PTIB?
  - E. To what extent was there any identified synergy between UNDP initiatives/projects contributing to reducing costs while supporting results?
  - F. How well did project management work for the achievement of results?
  - G. To what extent did project M&E systems provide management with a stream of data that allowed it to learn and adjust implementation accordingly?
4. **Sustainability:** Probability of the benefits of the intervention continuing in the long term
- A. To what extent will the PTIB achievements be sustained? What are the sustainability indicators for these achievements, e.g., through requisite capacities (systems, structures, staff, etc.)? What are the challenges and opportunities?
  - B. To what extent are policy and regulatory frameworks in place that will support the continuation of PTIB?
  - C. To what extent are the institutional mechanisms in place to sustain impacts of PTIB's
  - D. interventions?
  - E. To what extent have development partners committed to providing continuing support?



## 4 EVALUATION OF CROSS-CUTTING ISSUES

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The evaluation includes important cross-cutting issues of leave no one behind, and gender. Gender analysis, including examination of gender disaggregated data was incorporated in the evaluation. While the greater focus was placed on the project's work during the last two years, the evaluation team was also tasked with reference (Annex 1) to collect feedback and other information that could be applied in future programming.

### 4.1 LEAVE NO ONE BEHIND

- A. To what extent have the research and monitoring of PTIB been inclusive in capturing the situation of the most vulnerable and marginalized part of the Bangladesh population, vulnerable to incitement of hate and violence?
- B. To what extent has PTIB civil society and youth engagement been able to include and reach the most vulnerable and marginalized part of the Bangladesh population, vulnerable to incitement of hate and violence?

### 4.2 GENDER EQUALITY

- A. To what extent has PTIB and other national stakeholders' capacity been strengthened to promote and protect women's rights?
- B. To what extent have gender equality and women's empowerment been addressed in the design, implementation, and monitoring of the project?
- C. Is there gender marker data assigned to this project representative of reality?
- D. To what extent has the project promoted positive changes in gender equality and the empowerment of women? Were there any unintended effects?

### 4.3 WAY FORWARD

- A. Have any good practices, success stories, lessons learned, or transferable examples been identified? Please describe and document them.
- B. Based on the achievements to the date, provide forward-looking programmatic recommendations for UNDP PTIB next phase.

## 5 EVALUATION APPROACH AND METHODOLOGY

### 5.1 EVALUATION APPROACH

This project evaluation assesses the performance of PTIB in achieving its intended results and contribution to outcomes according to its associated theories of change. As stated above (Section 2.1: Purpose), this evaluation aims to assess the project's achievements to date, document lessons learned, and provide recommendations to UNDP and its partners to develop the next phase of the PTIB project in Bangladesh.

### 5.2 DATA COLLECTION METHODS

The data for this evaluation was collected from various sources including documents, key informant interviews and secondary data sets.

#### 5.2.1 Documents review

The evaluation has started with an initial review of more than 50 documents provided by the PTIB project and accessed via open sources. A full list of documents consulted in this inception phase is included as Annex 5. These include many different levels and types of documents, such as:

- Strategic - e.g., the UN Secretary-General's Strategy and Plan of Action on Hate Speech
- Country level - e.g. UN Development Assistance Framework
- Project - Project Documents and Progress Reports
- Reports - Violent Extremism Monitoring reports
- Evaluation - assessment of local partners
- Presentations - presentations delivered by PTIB partners at various events
- Meeting records - conference proceedings and minutes

#### 5.2.2 Key Informant Interviews (KII)

With the PTIB project staff's assistance, a list of 76 key stakeholders was prepared to target interviews. Not all those on this list were available, but 54 stakeholders made themselves available for the interview by the evaluation team (response rate of 71%). The evaluation did not expect such a high response rate, which created an unanticipated level of effort to conduct interviews and write up transcripts. A full list of interviews conducted, including an analysis by gender, age, and vulnerable groups, can be found in Annex 4. Of those interviews, 43% were women (23), 17% were under 35 years old (9), and 2% (1) were specifically working on issues related to vulnerable or marginalized groups.

#### 5.2.3 Secondary data sets

PTIB commissioned a separate consultant to analyze the project's social media data. The results of this analysis were made available to the evaluation team during the data collection phase. The evaluation team reviewed other secondary data sets, including aggregated data on newsletter subscribers and web site traffic. A full list of secondary data sets used can be found in the list of supporting documents reviewed (Annex 5).



#### 5.2.4 Quantitative survey data

Due to the limited resources and time for this evaluation, the evaluation did not include quantitative surveys.

### 5.3 KEY INFORMANT INTERVIEW (KII) QUESTIONNAIRE

A single standard KII questionnaire was prepared and adapted ahead of each interview (Annex 3). All interviews were conducted remotely via phone or through other electronic means (Skype, Teams, WhatsApp, Zoom) with end-to-end encryption. As much as possible, the evaluation team conducted joint interviews. However, with members split between different time zones on the US East Coast and in Bangladesh, this arrangement was not always possible. As noted in Annex 3, some interviews were conducted in small groups, but no facilitated focus group discussions were held. At the request of one key informant, one interview was conducted over e-mail in writing.

The draft instrument was developed between 3 and 5 August and piloted in two interviews on 6 and 7 August. Interviews started with the following standard script:

 *The purpose of this interview is to contribute to the evaluation of UNDP's Partnerships for a Tolerant, Inclusive Bangladesh (PTIB). You are being interviewed as you involved in or with the project or have been identified as a stakeholder in this project. The interview is voluntary and expected to take no longer than one hour, but possibly less than this. The data from this interview will be used by the evaluation team for its analysis, but your name or other personally identifying will NOT be used in the draft or final report.* 

In the researchers' experience, stakeholders active in the CPVE field in Bangladesh are often reluctant to allow the electronic recording of such interviews. For this reason, only a small number of interviews were recorded. These electronic files were used only to produce a written transcript. They were kept for the evaluation duration and would be deleted upon completion of this consultancy. Most interviews were recorded with answers typed directly into KII template on a computer as a trade-off. Given the short period (7 days) given for data collection, this expedited the interview process yet decreased the interview records' accuracy and precision.

By interviewing a range of key informants from inside and outside the project, the evaluation team could triangulate, crosscheck, and verify information and evidence gathered during the initial document review. This process allowed the evaluation team to increase the reliability and validity of the data collected. Using a gender lens on the evaluation process and the project under evaluation, the team worked to ensure

women's voices were included in this evaluation.

### 5.4 EVALUATION PERFORMANCE STANDARDS

The evaluation followed the criteria of performance standards used that were provided to the evaluation team as part of terms of reference. The evaluation criteria are those most commonly used at UNDP and are based on the OECD-DAC criteria of relevance, efficiency, effectiveness, and sustainability. While derived from the OECD's evaluation criteria, neither impact nor coherence is formally part of the performance standards being used for this evaluation. Capturing impact or transformative results are problematic in this timeframe, especially while PTIB is ongoing. Usually, the impact can only be properly captured some three to five years after the project's end. However, the evaluation team looked for results attributed to the PTIB and could signal future impact in order so that can be flagged for future evaluations.

### 5.5 ETHICAL CONSIDERATIONS

The evaluation team members read and signed the UNEG Ethical Guidelines for Evaluators (Annex 8). The team strove to uphold these standards and expect to be accountable to them throughout the evaluation. Efforts to protect informants' rights and confidentiality include ensuring that interview notes and/or transcripts created as part of this evaluation were shared, except among the evaluation team itself. While an interview list is appended to this report, there is no direct attribution of any remarks in it or the use of any descriptors that could lead to the identification of the informant. No interviews were refused on the ground of reasonable fear for their safety or other security issues.

### 5.6 BACKGROUND INFORMATION ON EVALUATORS

The two-member evaluation team was led by **International Consultant Mr. Jim Della-Giacoma**, an expert with more than 20 years of experience working in the UN system, including in Bangladesh. While working remotely for this evaluation from the United States, Mr. Della-Giacoma's recent in-country work includes conducting a developmental evaluation of a political parties' project (2019-2020) and assessing USAID's PVE and tolerance oriented Obirodh project (2019) for Democracy International. For Social Impact, also in 2019, he was the team leader on a USAID Political Economy Assessment in Southeastern Bangladesh. In 2017, for the then UN Department of Political Affairs, he conducted a Bangladesh-Myanmar border assessment at the Rohingya refugee influx height. Other relevant evaluation experience includes being a lead analyst for the AusAID-funded Education Partnership Performance Oversight and Monitoring (EP-POM) project, operated by Palladium, evaluating in 2014-15 a project assisting madrasah Islamic schools in Indonesia. As a senior advisor at the National Democratic Institute (NDI) from 2003-2006 he conducted several developmental evaluations in numerous countries. His first visit to Bangladesh was in January 1991, reporting on UNICEF vaccination programmes.

**National Consultant Ms. Shikhty Sunny** specializes in education, gender, and refugee studies, working with The World Bank Group, BRAC Bangladesh, Save the Children International, and USAID. She conducted more than ten evaluations and numerous research projects in South Asia, East Africa, and the MENA region. Recently she finished a Social Network Analysis on Rohingya Crisis with BRAC and UNHCR as a Lead Researcher. During these assignments, she gathered hands-on experience with data collection, ideally field coordination of household surveys, interviews, organizing focus group discussions, training

enumerators, and managing data. Additionally, she works as a focal point of MENA Gender Innovation Lab and provides technical support for impact evaluations in the MENA region. Some of her World Bank assignments include an RCT on Ugandan teacher training program (2016), public expenditure review on education financing in Cameroon (2017), an impact evaluation of Azerbaijan Second Rural Investment program (2017-18), and Women's Economic Empowerment-National Priority Program (WEE-NPP) in Afghanistan (2018).

### 5.7 LIMITATIONS OF THE EVALUATION

This evaluation had several methodological and actual limitations, mainly since it was conducted in only twenty (20) working days by two consultants.

#### 5.7.1 Stakeholder selection bias

Due to this evaluation's limited time, the team was heavily dependent on the PTIB project team to identify and liaise with stakeholders for key informant interviews (KII).

*Mitigation: The evaluation team suggested and sought out interview subjects beyond the original list of stakeholders provided by the PTIB project team. The evaluation team worked to maintain an awareness of this bias, apply some skepticism to questioning and analysis, and triangulate key findings between different groups of stakeholders.*

#### 5.7.2 Familiarity bias

The evaluation team was selected for their knowledge and experience working in Bangladesh, but this meant they had existing professional and personal relationships with many key informants.

*Mitigation: The UNDP staff has selected the key stakeholders interview list for the most part. This mitigates against selection bias by the evaluation team and acts against the potential the evaluation team chooses key informants with whom they are most familiar.*

#### 5.7.3 Social desirability bias

To evaluate the project against its activities, interview informants were selected from the group of people most familiar with the PTIB activities. Most or many of these stakeholders also had an interest in PTIB in being seen as a success and/or continuing. This could have taken the form of over-reporting "success stories" and under-reporting where the project's "non-achievement".

*Mitigation: Questions and prompts are included in the evaluation matrix and KII instrument, specifically asking for where PTIB activities have not gone well and follow leads to exploring what can be learned from "failure" as well as success.*

#### 5.7.4 Project over-dependence

Given the short time, the evaluation team was dependent on documents generated by the project team. As noted above, the assistance provided for identifying stakeholders and data gathered through interviews with project staff and beneficiaries may introduce a "positive review bias" into the data and subsequent analysis.

*Mitigation: Evaluation team members have extensive experience and personal files on the subject matter in Bangladesh that can be used as a resource to triangulate or cross-reference. The evaluation team members have drawn on their knowledge and networks to cross-check the interview list and propose names for key informant interviews. Some key informants were asked for and provided additional documents and data sets.*

#### **5.7.5 Limitations on time**

With only seven days allocated for data collection, the evaluation team conducted as many interviews as possible to support the triangulation, attribution, gender analysis, and Leave No One Behind analysis. However, there was inadequate time and human resources to undertake extensive data coding exercises and thorough analysis with only two team persons. This could bias the analysis towards the anecdotal at the expense of perhaps identifying more tangible results.

*Mitigation: The Evaluation Team met all critical deadlines in its terms of reference and strived to produce a report that meets UNDP quality standards but acknowledges that some of its analysis may have lacked the desired depth.*



## 6 DATA ANALYSIS

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The evaluation team prepared an evaluation matrix as part of the inception report. This tool was used to systematically match the evaluation questions with sub-questions, data sources, and analysis (Annex 2). The following data analysis approaches were cited in the matrix.

### 6.1 RESULTS FRAMEWORK

The evaluation team analyzed each indicator in PTIB results framework against the project's achievements to date up to the quarter ending June 2020 (Annex 9).

### 6.2 TRIANGULATION

The evaluation team sought to use several unique data points, including a mix of documentary, interview, and data sets, for each of its key findings.

### 6.3 HUMAN RIGHTS-BASED APPROACH

The evaluation team used a Human Rights-Based Approach to its analysis. In an integrated way, it asked how PTIB, in its design and implementation, has applied this approach in all its components and not just to its work with women, youth, marginalized or vulnerable groups.

As a project, PTIB addresses the human rights-based approach by analyzing inequalities that lie at the core of development glitches and restore discriminatory practices and promote the agency and voice of youth, gender, and vulnerable communities. PTIB plans, policies, and development processes are secured in a system of rights and consistent responsibilities in promoting civil, cultural, economic, political, and social rights, and the right to development. From the series of activities through its research and citizen engagement projects (DKC, D4P, Peace Talk Café, interfaith activities, and youth-based dialogues), PTIB ensured human rights principles in endorsing equality and non-discrimination, participation, accountability, enhancing the capacities of CSOs and grass-root organizations.

PTIB's government engaging activities implement a human rights-based approach in PVE by recognizing rights owners and their identity and titles on one side and the committed duty bearers and their responsibilities and works towards strengthening the capacities of people who fail to integrate. PTIB's work on D4P and migrant workers have that reflection of implementing the human rights-based approach.

### 6.4 EVALUATION ANALYSIS TOOL

The starting point of this project evaluation was the PTIB results framework, which sets out at the point of funding what the project intended to do. The evaluation's primary data sources revolved around its progress reports and outputs, such as knowledge products. Its secondary data sources were the key informant interviews. In addition to the methodically using triangulation to check and verify findings, the evaluation team used a simple three-part lens or filter to guide its analysis and link it to findings, conclusions, and recommendations of the final report. The three analysis questions were:

1. What happened? This is the primary analysis of the facts of what each PTIB component set out to

do and has (or has not) done during the period under review. In the final evaluation report, this represents the findings or statements of fact.

2. What does it mean? This is the secondary analysis of the strengths and weaknesses of each activity or component of PTIB. In the final evaluation report, this analysis makes up the conclusions in the report.
3. What can be done about it? The first two parts of the tool are intended to guide and directly link to the next steps. Given the purpose of this evaluation is forward looking, the report provides its audience with practical, actionable, and feasible recommendations for the next phase.

### 6.5 CONTRIBUTION ANALYSIS

As discussed above, while the project is ongoing, the time frame of this evaluation means it is not appropriate to conduct impact analysis. However, the evaluation team was asked as part of its terms of reference to look for attribution examples for “potential impact”. The evaluation team used a simplified contribution analysis for some specific or limited project components for this task. This was selectively applied when the team identifies an activity with a directly identifiable beneficiary with a result or impact attributed to PTIB (e.g. Digital Khichuri Challenge). The steps for this contribution analysis were:

1. Start with the PTIB’s revised theory of change
2. Confirm that a particular or expected project outputs was delivered
3. Observe or gather evidence on the results of this activity
4. Gather evidence that it was PTIB’s initiative or direct intervention that led to these results
5. Gather evidence that a beneficiary had adopted a new approach
6. Infer that as a result of this behavioral change, there could be more prolonged-term impact.

Such a contribution analysis did not apply to all PTIB components. Still, the evaluation did identify for some tangible contributions made by PTIB, as inputs to improving knowledge, debate, and policy processes. The evaluation team used a series of impact questions to drive this inquiry and analysis level customized in the KII tool for specific interviews. For example, as part of this analysis, some key informants were asked to compare what PTIB has achieved with what would not have been achieved without PTIB.

### 6.6 GENDER ANALYSIS

All PTIB activities were examined through a gender lens. The evaluation team analyzed its plans using the same criteria and disaggregated gender data on its activities. The team used a standard set of questions in examining PTIB and its activities, incorporating these into KII instruments and evaluation matrix. These questions included, but were not limited to:

1. Where are the women in this activity?
2. How are women involved?
3. How was women’s involvement conceived from design to implementation?
4. How did this activity impact the lives of women?
5. How were the special needs of women recognized by this activity?
6. How did women benefit from this activity?

7. Were women engaged on equal terms as men?
8. Where is the gender-disaggregated data to measure women's involvement?

During the interviews with the key stakeholders, the evaluation team sought to determine if reasonable and persistent efforts were made to include women's issues and voices in PTIB's action plan and activities. Stakeholders were asked how PTIB strengthened the ability of national stakeholders to promote and protect women's rights. The evaluation team studied how PTIB allocated resources and funding to promote gender equality and women's empowerment from the project documents to reports, analysis, and deliverables. The KII interview explored the scope of project-level changes for better performance of PTIB activities in this area, and the evaluation team found significant changes over the years. Through a series of new plans and additions added through DKC and D4P, there was a growing demand for innovative activities, research, and representation of women in dialogues and data production in gender areas.

### 6.7 LEAVE NO ONE BEHIND ANALYSIS

With the 2030 Agenda adoption, UN Member States pledged to ensure “no one will be left behind” and to “endeavor to reach the furthest behind first”. UNDP has proposed five factors as key to understanding who is being left behind and why – discrimination, residence status, socioeconomic status, governance, and vulnerability to shocks.

For this evaluation and understanding PTIB's work, the evaluation team explored the definition of marginalized groups in depth and realized that it could include, but not limited to, ethnic (non-Bangla) and religious minorities (non-Muslims) as well as refugees (Rohingya). Vulnerable groups could consist of youth, especially middle-class youth identified as most vulnerable to radicalization and participation in other political violence and online hate speech and misinformation. Migrant workers who have also been shown to be more vulnerable to radicalization and disinformation were another vulnerable group. The Rohingya refugee population is understood to be an extremely vulnerable group as they are exposed to several potential shocks, including disease and natural disasters.

All PTIB activities were examined through the Leave No One Behind lens, which used a similar set of questions to understand women's involvement. These questions included, but were not limited to:

1. Where are the youth, marginalized or vulnerable groups in each activity or component?
2. How were youth, marginalized or vulnerable groups involved or engaged in each component?
3. How was the involvement of youth, marginalized or vulnerable groups conceived from design to implementation?
4. How did this activity impact the lives of young people as well as marginalized or vulnerable groups?
5. How were the special needs of youth, marginalized, or vulnerable groups recognized by each activity or component?
6. How did youth, marginalized or vulnerable groups benefit from each activity?
7. Were youth, marginalized or vulnerable groups engaged on equal terms as other participants?
8. Where is the disaggregated data to measure the involvement of young people, marginalized or vulnerable groups?

## 7 RISK ANALYSIS

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In the original project document, several risks were identified and actions for mitigation were proposed. The evaluation team reviewed the PTIB risk matrix with the project team and analyzed it against the project's actual risks. Using these inputs and other evidence from KIIs, the evaluation team assessed:

1. Whether each risk materialized?
2. What was its impact, if any, on the PTIB?
3. If any changes or mitigation measures were taken and what were they? and;
4. If any anticipated risk risks that arose during the life of the project?

Most of the risks identified, if they materialized, were manageable and mitigated by the project team. These were analyzed in greater detail in the attached risk review matrix (Annex 6). In summary, PTIB's categories of risk were analyzed as follows:

- Through good coordination with other donors and projects, PTIB successfully mitigated the **strategic risk** of donor conflicts over a limited number of local partners.
- **Political risks** represented by the December 2018 election, poor government coordination, or another VE attacked did not materialize, and no significant mitigation was required.
- Similarly, through sound project management, corruption or maladministration's potential financial risks also did not occur.
- **Organizational risks**, including threats to staff, were minimal to non-existent. One of the risks identified was the struggle to find enough experts to work in this new field of PVE. The project faced difficulties in finding experienced national academics and researchers in PVE. As a result the project has put a stronger emphasis on the capacity development of national researchers and research institutes.
- **Social risks** that might have prevented women or minority faiths from participating in PTIB activities were ever-present and mitigated throughout the project, but not eliminated during the project's life. The follow-on phase will require a renewed plan to address these challenges.

PTIB, like the government, donors, and entire UN Country Team and all UN agencies, had to deal with the large and **unanticipated shocks** of the unprecedented influx of Rohingya refugees in August 2017 and the COVID-19 pandemic in March 2020. The project anticipated neither, but, as will be discussed below, PTIB, with its adaptive management approach, proved adept at not only absorbing these shocks but using them soon for innovative programming.

## 8 FINDINGS

### 8.1 RELEVANCE

The question of PTIB's relevance can be examined in three phases. First, how the project was initially conceived. Second, how it adapted to new circumstances over time. And lastly, how it remains relevant to current and future circumstances.

**Bangladesh has a history of political violence, and violent extremism is only one part of this picture.** In 2016, UNDP research shows that this was a significant concern for its citizens.<sup>1</sup> In 2015, there was an increase in personalized attacks by violent extremist groups, with 25 targeted killings, which marks a sharp rise from only two cases from the year before. On 1 July 2016, the country and international community were shocked by a suicide attack by a group of young Bangladeshi men on the Holey Artisan Bakery café in Dhaka. The attack led to the deaths of 24 people, including a large number of foreigners. Days later, on 7 July, a gathering of more than 100,000 Eid day worshipers in Sholakia, north of Dhaka, was the target of a bomb attack that killed four people. In the effort to better understand this violence, more research was commissioned by international organizations from Bangladeshi and foreign scholars. Some of which highlighted a growing intra-religious divide between Bangladeshi Muslims, polarization between religious and secular communities, growing intolerance in young people, and universities' emergence as a critical battleground of religious and political tensions.<sup>2</sup>

**At the time of PTIB's inception, there were growing global concerns about violent extremism.** The ideas behind PTIB originated as a response from the UN Resident Coordinator's Office (UNRCO) in Bangladesh to the Secretary General's United Nations Plan of Action to Prevent Violent Extremism released in December 2015. This is to be directly linked with Sustainable Development Goal 16 ("SDG 16"), which calls on states to promote "peaceful and inclusive societies for sustainable development, provide access to justice for all, and build effective, accountable and inclusive institutions at all levels." The project is particularly aligned with SDG Goal 16.A, "Strengthen relevant national institutions, including through international cooperation, for building capacity at all levels, in particular in developing countries, to prevent violence and combat terrorism and crime". At the national level, it was the violence of July 2016 that galvanized the government and resident international community. The government had already endorsed the UNSG's PVE Plan in April 2016. The UN Plan of Action emphasized every country's need to develop a strategy to prevent violence, assess priorities and potential partners, and coordinate these plans on a regional and global basis. In August 2016, after the Holey Artisan attack, the Foreign Minister encouraged the UN Resident Coordinator (UNRC) to develop PVE programming in response to this violence and growing concern about its origins. Beyond this high-level political green light, at this stage, Bangladesh did not have any national PVE policies or public strategies for PTIB to align with or to be guided by as it moved forward.

**PTIB began with a set of exploratory and experimental activities initiated by the UNRCO.** Stakeholders

<sup>1</sup> Rahman, Hussain Zillur, Politics, Governance and Middle-Income Aspirations: Realities and Challenges, report, Dhaka, Power and Participation Research Center, 2016.

<sup>2</sup> Hasan, Mubashar, The Language of Youth Politics in Bangladesh: Beyond the Secular-Religious Binary, Research Brief No. 1, Resolve Network, September 2017.

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told how it was evident how little the government, domestic researchers, and the international community knew about violent extremism in Bangladesh. There was little understanding of violent extremism's scope and scale, including how extremists' online global community interacted with those in Bangladesh. There was no reliable nationwide data and a poor understanding of how violent extremism is related to other forms of violence. While recognized as a “problem of youth,” there were few ways to engage with them on this topic or little understanding of what might constitute a PVE activity. There was no public policy debate over challenges and possible solutions.

**In late 2016, the UNRCO received funding to undertake a project that formally became the PTIB in January 2017.** A crucial part of this initial phase was to commission a baseline study of violent extremist actors actively leveraging the social media space in Bangladesh. The SecDev Group undertook the research in 2016. The report analyzed data from violent extremist content belonging to sanctioned terrorist organizations recognized by the United Nations. It found extremists active in Bangladeshi cyberspace, including calling for violence against religious minorities and paying close attention to the plight of the Rohingya people.<sup>3</sup>

**In 2017, PTIB included three components and outcomes of research and citizen and government engagement.** Specifically, the outcomes in the original project document were; 1) A research facility to improve knowledge, understanding, and insight into the drivers of violence in Bangladesh; 2) Citizen engagement to enhance inclusivity and tolerance through citizen engagement activities, both online and offline, with a focus on youth, women, migrants, and religious communities; and 3) Government engagement to apply the results of the first two outcomes to sensitize government agencies to emerging global best practices in promoting social inclusion and tolerance.

**In this early phase, the research component's main activities were to assist with the Bangladesh Peace Observatory (BPO) setup.** Based on the Center for Genocide Studies at Dhaka University, the BPO's main activity was to create a violence monitoring database. The baseline work of the SecDev Group was converted into a regular mechanism for monitoring extremism online in English and the Bangla language. This would inform a key pillar of the youth engagement strategy known as the Digital Khichuri Challenges (DKC). In these interactive events, teams of young people competed to produce digital platforms to promote a vision of tolerant Bangladesh. Other offline activities were planned to engage and train youth, women, migrant workers, and interfaith groups. Training, conferences, and exchanges for government officials were proposed.

**The project was framed to respond to key policy documents guiding the UN's work in Bangladesh.** PTIB has addressed Bangladesh UNDAF Outcome 1/ Country Programme Document (CPD) Outcome 2 focusing on “good governance, reduction of structural inequalities, and advancement of vulnerable and individual groups.” The relevant section in the CPD is Output 2.1: “Civil society, interest groups, relevant government agencies, and political parties have tools and knowledge to see agendas and develop platforms for building consensus on national issues”. The initial applicable output from the UNDP Strategic Plan was Outcome 2 that targeted “citizen expectations for voice, development, the rule of law, and stronger systems of democratic governance meet accountability.” After the introduction of the 2018-2021 Strategic Plan, PTIB has been contributing to “SP Outcome 3: Strengthen resilience to shocks and crisis”

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<sup>3</sup> Violent Extremist Narratives and Social Media in Bangladesh, SecDev Group, 2017, p.3.



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and “SP Output 3.2.1; National capacities strengthened for reintegration, reconciliation, peaceful management of conflict and prevention of violent extremism in response to national policies and priorities”. It also now reports on the progress of “SP (IRRF) Indicator 3.2.1.1 Existence of national plans of action for prevention of violent extremism (PVE) under implementation”.

**PTIB was designed as a learning project with a flexible theory of change.** The original project document set out that it was designed to be flexible to encourage experimentation with activities targeting gender, migrant workers, youth, interfaith leadership, and government partners. The project document described a learning strategy called a “Learning Lab”, though the project rarely used this phrase during implementation. However, while PTIB developed a set of new activities around the Digital Peace Movement, a theory of change emerged around identity and inclusion issues that could improve by promoting a digital literacy model. The latter is defined as a citizen’s ability to distinguish between trustworthy information and untrue or manipulative content online. If Bangladeshis could engage more skeptically and safely in cyberspace, the PTIB believed people would become more resistant to divisive, exclusionary, and violent rhetoric.

**PTIB was designed to be relevant to the domestic and international strategic context.** The project launched amid the above-mentioned real and rising concern about violent extremism in Bangladesh and in dire need of appropriate strategies to address this issue. Experimentation was required, and PTIB was conceived to pilot new and innovative approaches. Key components such as the BPO, systematic social media analysis, and youth outreach through the DKC were unprecedented. In this early phase, stakeholders said PTIB was given urgency and focus by the July 2016 Holey Artisan attack that made PVE a government priority. PTIB activities were designed to support the UN’s high-level global PVE agenda set by the UNSG. It also contributed to broader developmental and governance objectives outlined in the CPD and UNDAF mentioned above.

**The project’s research and initial activities were relevant as they aimed to plug known data gaps.** Stakeholders told there had been no national trusted data set on violence in Bangladesh before, which the BPO was designed to address. Now, stakeholders reported that BPO data could be used to conduct analyses that were not possible before the database’s creation. There was little systematic monitoring of online extremism among Bangladeshis before PTIB commissioned SecDev to study this. Early SecDev research confirmed young middle-class men as a vulnerable group for extremist messaging. It expanded the understanding of at-risk groups, including identifying migrant workers as a large and vulnerable community.<sup>4</sup> Stakeholders said this information helped project design and strategy by providing an evidentiary basis for targeting young people to focus on its activities. In 2020, PTIB started a new partnership with national NGO Rupantar and the UNOCT on a youth empowerment initiative. Rupantar has formed a diverse and inclusive youth platform, trained on disinformation, hate speech, and VE narratives, and would become a platform to discuss and reflect on SecDev social media monitoring findings. This is a new sub-component that has the potential for expansion in the new phase.

**PTIB engaged government agencies formally and informally from the beginning.** Proof of this engagement's success was that PTIB was allowed moving forward with project activities in a sensitive area touching on national security by a government that kept tight control of the domestic political

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<sup>4</sup> See Violent Extremist Narratives and Social Media in Bangladesh, SecDev, 2017.

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environment. Stakeholders noted how it would not have been allowed to do so had PTIB not been in line with or relevant to national priorities. Nonetheless, by its very nature, government engagement is a complex process that requires counterparts to engage in extensive internal coordination. It often moves at a pace slower than the project would have intended. Some stakeholders believe that as threats have diminished over time, PVE has decreased the government's priority.

**PTIB was an experimental project initiated with a theory of change that emphasized learning as a key outcome as it was dealing with many unknowns.** Since 2018, this has been identified as a problem that prevents the project from focusing on activities, and this hampers monitoring and evaluating its components. Some of the concerns stakeholders have about PTIB include lack of focus and inability to demonstrate clear results. This should be addressed in the next phase by using a more structured theory of change to improve its monitoring and evaluation systems.

**PTIB was a learning project with experimentation and adaption at its core to maintain its relevance.** PTIB's original project document described the idea of a "learning lab" that would apply Bangladesh's best practices and global PVE efforts. Learning was to be integrated into the project and would assist in following emerging trends. It foresaw "expanded, comprehensive and independent monitoring and evaluation activities and regular training for the UNDP project team to become experts in and contribute findings to the evolving PVE field." The project was proposing an adaptive management approach with a cycle of learning, integrating, and sharing. The initial project's organizational structure had an international consultant serving the PVE learning specialist.

**PTIB conducted some internal evaluation or review exercises.** In July 2018, it engaged SecDev consultants to assess the UNDP PVE programme's status and to compare with other similar projects carried out in Bangladesh. It found PTIB needed a sharper focus, clearer objectives that maximized UNDP value-added, and activities that were differentiated and de-conflicted from those supported by other donors. The review identified that PTIB needed a theory of change, specific objectives for its three pillars, and measurable activities with intended outcomes.<sup>5</sup> While this review also provided some capacity-building support to BPO, a separate team conducted a review of BPO in February 2019, which included members of UNDP's PVE team in the Bangkok Regional Hub (BRH). This review identified several managerial and technical weaknesses of BPO that led to PTIB engaging a data scientist to work with the partner to address these. In July 2020, SecDev conducted a social media review of PTIB's partners, separate but unrelated to its 2016 consultancy, regular social media monitoring, or 2018 program review.

**PTIB applied adaptive management to stay relevant.** As a learning project, PTIB has constantly been experimenting and evolving to remain relevant in its intent and activities. Not every action was intended to work or necessarily remain relevant. The evaluation team found ample evidence of adaptability and evolving relevance to changing circumstances. While formal parts of the "Learning Lab," such as its name or having an identified learning specialist appointed, PTIB did work to maintain relevance throughout the period under review.

**PTIB stakeholders see the project's adaptive culture as a strength.** Stakeholders praised PTIB's willingness to learn from its mistakes as well as the deft way it responded to the COVID-19 pandemic. As noted above, the project commissioned SecDev consultant to study the overall project in 2018. This study

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<sup>5</sup> Mission Report and Assessment: UNPD PVE Programme, Working draft V.1, SecDev Group, 27 July 2018, p.2.

identified project weaknesses, including the work of the BPO. It then commissioned a more specific study of the BPO. The project learned from them by better focusing on some capacity-building efforts, including hiring a data scientist to work directly with BPO. This support is ongoing; however, it is unclear how this intervention will be documented and measured. Improving BPO's quality is vital to the continuing relevance of this sub-component. The project could improve its documentation and explanation of its strategic and tactical adaptations.

**The Rohingya refugee crisis in August 2017 brought an unanticipated change in context.** It resulted in an unprecedented inflow of refugees into Bangladesh, above beyond the similar waves in the 1970s and 1990s. This presented political and humanitarian challenges, with almost one million Rohingya in southeastern Bangladesh –feared as a source of social tensions with the local population and group vulnerable to violent extremism. UNDP responded to this crisis with the Cox's Bazar Analysis and Research Unit (CARU) idea. The original project's stakeholders saw this new unit as a good fit for PTIB with the outcome for its research component to "improve knowledge, understanding and provide insight into the drivers of violence in Bangladesh." Its focus on gathering data on violence in a specific sub-national area can be seen as a subset of the work being conducted by the BPO, and synergies were soon identified. Analysis of data in Cox's Bazar, when compared against BPO's national data, has, for example, highlighted the extraordinary murder rate among Rohingya in the Teknaf region.

**PTIB was able to show its evolving relevance by responding to the unanticipated Rohingya crisis by becoming the institutional home of CARU.** The UNRC and UNDP developed the unit itself to respond to the Rohingya influx, a massive external shock for Bangladesh and the UN system. PTIB was able to show its evolving relevance to both national and UN priorities by integrating CARU into its project in a relatively seamless manner. While maybe appearing separate at first glance, CARU fits into PTIB through its shared focus on violence monitoring with BPO and its emphasis on social cohesion closely related to inclusivity and tolerance in southeastern Bangladesh.

**PTIB showed its current and future relevance by adapting to the COVID-19 pandemic.** PTIB's project proved its adaptability culture by repurposing the tools it had developed for tracking VE messaging, intolerance, hate speech, and disinformation. The project's social media outreach was effectively used for COVID related messaging. The project's monitoring and analysis capacity was transformed to understand better and report the impacts of COVID-19—this made the project remain relevant in a rapidly evolving context.

**Stakeholders see PTIB as relevant as it has adapted quicker than many other projects to the COVID-19 pandemic.** As a project with considerable experience organizing online activities, PTIB could apply this across components. This adaptability demonstrates relevance and project effectiveness, which will be further explored in the next section.

## 8.2 EFFECTIVENESS

**PTIB has three components focusing on research as well as citizen and government engagement.** Each has distinct sub-components. The research component has three parts, including the BPO, SecDev social media monitoring, and CARU. The citizen engagement component has activities such as the DKC and D4P. Government engagement includes formal and distinct partnerships with BMET, CTTC, ICT, and MOFA and

a variety of less structured relationships with a series of other government agencies. The effectiveness of each sub-component will be explored separately. **Effectiveness is also analyzed using the results framework analysis in Annex 9.**

### **8.2.1 Component #1: Research**

#### *Bangladesh Peace Observatory (BPO)*

**The BPO has the largest volume of open-source data on violence in Bangladesh.** It aggregates and maps 26 categories of violence (including extremist violence) across Bangladesh using a combination of available data and media reports. It is free; unlike, similar closed data sets, such as the one maintained by the UN Department of Security Services (UNDSS). Unlike partial datasets assembled by NGOs like Ain o Salish Kendra (ASK), which focuses on violence against women and children, BPO is broad in its focus. The BPO platform has now uploaded data from over 74,000 violent incidents and covering 2015 - 2020.

**The BPO has a relatively small but growing population of users.** It has produced eighteen reports from May 2017 to April 2020<sup>6</sup> and two Annual Peace Reports<sup>7</sup>. Some 269 subscribers receive these. BPO has published 20 Peace Graphics and 16 COVID Graphics online. These visually illustrate the monthly and weekly data on violence, including political violence, GBV, extremism, gunfights, abductions, mob violence, and violence against children. Special editions have been written on school children's protest movements, electoral violence, and ethnic violence in the Chittagong Hill Tracts. From April 2020 onwards, to address the COVID-19 pandemic and its impact, BPO started weekly publishing of COVID-19 graphics highlighting data collected under different categories. Micro narratives from 13 districts of Bangladesh provided additional insights into different types of violence and prevalence and were turned into a book. Until 2020, BPO organized four courses for defense and security professionals, journalists, and government officials. It has also provided five fellowships for Bangladeshi researchers to undertake a more in-depth study using BPO data.

**BPO has a growing social media presence.** From January 2018 until mid-August 2020, the BPO website had more than 13,000 distinct sessions, with almost 7,000 users viewing more than 18,000 pages. With an average of 1.39 pages viewed per session. The site had a low return rate of under 14% and a high bounce rate of more than 77%. This data suggests that visitors do not stay long or explore its content. They leave quickly and, most often, do not return. An analysis of the BPO Facebook page showed it had 43,017 followers by the end of July 2020. Followers and activity on this page started relatively late in the project (June-July 2020) but rose steadily after BPO engaged in some paid online promotion. The August 2020 social media analysis found BPO posts reached an average of 2,300 Facebook users and had a high engagement rate through post clicks, reactions, comments, and engagement rates through post clicks, reactions, comments, and shares.<sup>8</sup> BPO's COVID-19 graphics have been downloaded 258 times. Report downloads may not be an accurate measure of report readership or usage. Some 740 recipients are on its

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<sup>6</sup> Topics include: Cyber security; Legal Implications of Violence; Violence Against Women; Rohingya Crisis; National Election; Drug violence; Sports violence; Gender-based violence, Political violence, Violent extremism, Violence against minority; Electoral violence; DUCSU election; Student violence; Crime, casino and corruption nexus; Boarder violence; Violence against children; COVID-19 and resilience.

<sup>7</sup> The two reports were State of Peace 2018: Gender based violence; Also covered political violence, Violent extremism, Violence against minorities, Electoral violence; and State of Peace 2019: (With Bengali version), covering violence against women and girls, Youth violence, Rohingya issue, Drug related violence, Mob violence, Fake news.

<sup>8</sup> Rafal Rohozinski, PTIB Bangladesh Social Media Evaluation 2019- 2020, 20 August 2020, p.14.

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electronic mailing list and receive the report directly without visiting the website.

**PTIB has made several interventions to improve the quality of BPO's work.** PTIB commissioned an evaluation of the sub-component in February 2019. The review found “that while BPO aimed to produce data-driven analytics, its products and activities did not always offer insights or data storytelling. Interviews with stakeholders revealed gaps in relevance and trend analysis”. BPO’s “tools were at times under-utilized. In contrast, others, such as micro-narratives, did not connect to larger trends in the data set”. The team observed that “outreach and consultation with stakeholders and end-users were missing. A feedback mechanism that, if utilized, could improve the focus of BPO”. The team recommended improving BPO through better data analysis, more effective communications, and building its technical capacity.<sup>9</sup> To this end, PTIB hired a data scientist in late 2019 to work closely with BPO to address these issues. To better implement and oversee the review recommendations, PTIB also facilitated BPO to form working groups on 5 areas – (1) data system and analysis, (2) research and engagement, (3) capacity building and training, (4) communications and outreach, and (5) organization and development. These groups included BPO advisors, researchers, and staff, along with relevant PTIB and UNDP staff. PTIB supported BPO to develop a communications action plan engaging UNDP Head of Communications in drafting the plan and orienting BPO staff on the BPO Facebook page's effective running.

**Stakeholders feel that BPO is a unique product with great potential.** The PTIB’s outcome for its research component was to “improve knowledge, understanding and provide insight into the drivers of violence in Bangladesh.” While BPO has struggled to improve its quantitative and qualitative outputs, stakeholders who have recently used the data said that the BPO database has improved. It is regarded as good enough by some stakeholders to carry out a multi-year analysis of violence trends that was not previously possible. It has the potential to be an essential tool in making connections between hate speech, intolerance, and violence. If BPO can maintain the database's quality, its usefulness to these small but high-value users will only increase. Stakeholders also acknowledge that there are limits to the contribution which BPOs data can make in Bangladesh. Stakeholders believe there is little culture of data-driven policy in Bangladesh. Moreover, there is besides BPO limited information available. Before starting BPO, Government agencies could only cite official statistics on violence from MoHA or the police in their reports.

**The number of users is less significant than who is using BPO and how they are applying it.** While the overall number is essential to gather and show each output's potential reach, understanding niche users and using the BPO data is more important to measure the outcome. BPO needs to measure its traffic and explore how it has engaged in dialogue with its users, elicited regular feedback, and conducted more follow-up with those who have taken part in their training. It needs to target and understand its return readership. It should develop a systematic social media plan that targets this high-value group rather than raw numbers.

**BPO's data needs to be of high-quality to be respected and used.** Stakeholders still feel that BPO has room for improvement. As has been documented, BPO has struggled in its management and technical proficiency to build and maintain a high-quality database. Stakeholders feel that conducting an evaluation and providing a data scientist to partner with BPO has improved the quality of its database and data outputs. They think that these interventions need to be sustained to keep BPO on the right track. BPO's

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<sup>9</sup> Review Report on the Bangladesh Peace Observatory, UNDP, February 2019.

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written analysis, especially its Peace Reports, is still seen as having substantial room for improvement with sharper analysis and better use of its data needed. BPO works in a politically sensitive area, and some stakeholders see its partnership with PTIB as crucial in giving CGS the confidence to continue this work.

### *Social media monitoring*

**PTIB's social media monitoring provides systematic insights that were not available before this component began.** Since March 2018, SecDev has produced monthly, quarterly and annual briefs on violent extremist narratives in Bangladeshi cyberspace. Stakeholders familiar with this work say that it provides unique and systematic insights that did not exist before PTIB commissioned this research and would not continue to be available if the project were to end. This open source intelligence (OSINT) gathering effort was originally conceived only as quarterly and annual reports. It switched to monthly reports in October 2019. This research has often been the most sensitive work that PTIB supports. The monthly reporting covers only basic trends to allow it to be more widely shared with partners. In the project results framework, social media monitoring targets anticipated the production of 16 research products, close to being met with monthly, quarterly, and annual reports. The monthly reports are distributed to a closed list determined by PTIB, comprising government (e.g., MOFA, CTTC), UN agencies, donors and embassies. The monthly Violent Extremism Monitor started with a robust average opening rate of more than 45%, which is more than three times the industry average of 15%. After introducing the COVID-19 weekly disinformation monitor publication, the readership of the monthly reports notably declined.

**Social media monitoring has contributed to programming design and policy discussion.** Social media monitoring has been a critical tool to inform PTIB activities. The migrant worker research, DKC themes, D4P, and the project's growing interest in communal violence sources were said to have arisen in large part from SecDev's research. Early analytical insights from social media monitoring showed that Bangladeshi workers abroad were more likely and at disproportionate rates to access VE content in Bangla (Bengali). SecDev's work has contributed to public policy debate and informing the international community in this regard. In December 2018, SecDev's work was presented to a PVE Working Group, consisting of 21 participants from the Bangladesh's diplomatic missions. In April 2019, SecDev's work was presented at a stocktaking workshop co-hosted by Canadian High Commission and Bangladesh Enterprise Institute (BEI) with 42 participants, including the government (CTTC, ICT), UN agencies, embassies, and local think tanks and NGOs.<sup>10</sup> In May 2020, SecDev's Bangladeshi researchers presented an OSINT webinar in Bangla on data collection strategies and key research findings for government officials and partners. In the same month, SecDev's leadership, together with CARU, presented data collection strategies and findings in English to international partners.

**The social media monitoring conducted by PTIB was seen as useful as disinformation increased during the pandemic.** SecDev created a new initiative and produced 22 weekly reports known as the COVID-19 Disinformation Monitor. It examined significant sources of fake news and incitement regarding the COVID-19 outbreak in Bangladesh. These reports are distributed to the same closed list of recipients as the

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<sup>10</sup> Conference report: Biannual Bangladesh PVE Research Stocktaking Workshop, Canadian High Commission, Bangladesh Enterprise Institute (BEI), & United Nations, 28 April 2019.



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monthly reports. It has a stable average opening rate of above 30%, double the industry average of 15%. The weekly reports' timeliness and popularity have been observed impacting the quarterly VE monitor readership as both reports have similar material and are distributed to the same audience.

**Systematic social media monitoring has improved knowledge about the nature and scope of violent extremism, hate speech and disinformation in Bangladesh.** This component has been effective as per the project's results framework to "improve knowledge, understanding and provide insight into the drivers of violence in Bangladesh". While some stakeholders feel this information needs more context or other inputs to be useful to design policy, those interviewed agree the products developed by SecDev's and the insights generated were unique. PTIB has been effective in filling a gap and improving the understanding of violent extremists' narratives in Bangladeshi cyberspace. Some stakeholders referred to it as an example of what might be possible in other countries and contexts.

**PTIB's social media monitoring has been effective in informing its programming.** There is a direct line between the analysis SecDev provided and the focus of PTIB on migrant workers. Moreover, the monitoring has informed themes of the digital peace movement, including the DKC and DPCs. The impact of social media monitoring on government policy, however, is less clear. While government officials have received social media monitoring reports, attended relevant workshops where it is discussed, and taken part in webinars, it is unclear how this OSINT is being used by those who have received it, particularly in law enforcement. This evaluation did not find any evidence about the social media analysis contributing to government policy or behavioral changes. Some Bangladeshi stakeholders saw the SecDev analysis as interesting and thought-provoking but lacking cultural context thus, and because of this, it sometimes has an alarmist tone.

**Social media monitoring as a tool is particularly useful in times of heightened disinformation.** The effectiveness of this tool has been underlined during the pandemic. These insights are particularly important in crafting counter-narratives, such as with the June 2020 Peace Talk Café on the stigmatization of front-line workers and patients during the COVID-19 pandemic.

**PTIB's empowering of youth groups is going to add value to social media monitoring.** In July 2020, PTIB and partner NGO Rupantar formed a Khulna region-based 22 member's youth panel and trained them to understand online hate speech, misinformation, and extremist messaging. Followed by the training, a Facebook group has been formed where youth panel members share/report social media contents that influence hatred, violence, violent extremism, or disruptive to social cohesion. The group members have shared and discussed 161 pieces of content within only six weeks of group formation, which proves their enhanced capacity and enthusiasm of detecting extremist propaganda. PTIB will facilitate quarterly meetings between the youth panel and SecDev, for exchange of monitoring findings in both ways. This should help PTIB and SecDev to validate their monitoring as well as obtain a broader picture of online hatred from the perspective of young people.

### *Cox's Bazar Analysis and Research Unit (CARU)*

**CARU was designed to fill a knowledge gap on the nature of violence and social tension in southeastern Bangladesh.** Between its inception 2018 and the end of July 2020, CARU produced one bi-monthly report, the original format, and 18 monthly reports. The greater than expected demand for its information led

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CARU to shift from bi-monthly to monthly and later added weekly reports. It is widely shared and mostly read by members of the international community. The monthly reports' distribution list includes 134 recipients, including eight in the government (e.g. MOFA and RRRC), 79 in UN agencies, and 45 among donors and embassies. The average opening rate for monthly reports is 47%. CARU has produced 73 weekly reports sent to 177 recipients, including nine in government, 99 in UN agencies, 53 in embassies and donor agencies, and 13 INGOs. The average opening rate for the weekly reports is 37%. CARU has customized its research and written dozens of internal memos for UN agency audiences and, by doing so, has created an institutional record of the crisis. CARU has completed four political economy analyses<sup>11</sup>, with two ongoing<sup>12</sup>.

Stakeholders see CARU's data as trusted and reliable. Based on a model of aggregating media reporting, it is seen as having a process with enough rigor and cross-checking to safeguard against blatantly false information. Since the pandemic, CARU's reporting on COVID 19 rumours and intolerance has dramatically increased its visibility and PTIB and UNDP among the government, donor community, and other stakeholders. Stakeholders said the finding in these reports was extremely useful in reporting their capitals about Bangladesh's situation. Some stakeholders see CARU's crisp prose as a model for violence reporting.

**Not all activities initially conceived in the CARU project document have been implemented, and some not anticipated have proved invaluable.** While quarterly perception surveys were originally planned as part of the project, they have not been implemented yet. The Contracting of a survey firm was delayed. Besides, CARU has doubts that managing a survey would dramatically increase the small unit's workload without adding much value to its understanding of violence dynamics in the region. There is a perception among some of CARU's stakeholders that it does not do enough analysis. Still, it appears that the analysis that is done by the unit is not shared widely due to its perceived sensitivity. There are expectations among some international stakeholders that CARU should provide more guidance on using the information it shares for policy advocacy and planning. While not in the original project document, CARU now curates real-time information channels to share daily news reports, including short translations of Bangla language material, with a WhatsApp group with 38 members, including heads of UN agencies. The signal group with 28 members for INGOs, diplomats, and researchers is an essential tool for cross-checking and verifying information. These initiatives received high praise from their respective members and stakeholders.

**Outreach by CARU is seen as an essential part of its work.** To support analysis, planning, and programming, CARU staff have participated in numerous meetings and consultations with partners and international teams involved in the Rohingya response. The team presented its data at three gatherings of heads of UN sub-offices and two meetings of the UN Senior Executive Group (SEG) in Dhaka. Stakeholders who interacted with CARU staff through these formal and informal settings welcomed such occasion. CARU data has been used to inform the IOM-UNHCR-UNDP joint Community Security project and a research project on women's security in cooperation with UN Women. CARU's road accident data

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<sup>11</sup> The topics for completed PEAs include: Political economy of violence in Rohingya-impacted areas of Cox's Bazar; PEA of religion in Rohingya camps in Bangladesh; Rohingya PEA – Extremism; Security environment faced by Rohingya women and girls in Cox's Bazar.

<sup>12</sup> The topics for future PEAs include; Anti-NGO/anti-Rohingya movement in Cox's Bazar; Actor mapping and network analysis.

in 2019, including location and victim background, helped WHO expand public health interventions. Data on the more than 300 mosques in the Rohingya camp has informed IOM camp planning.

**CARU is seen as an influential contributor to knowledge and insight by those working in southeastern Bangladesh.** In its project document, CARU's first outcome is committed to "identify, define and assess the relevant drivers of social tensions, monitor (and verify) changes in conditions in the region, and present findings in a series of regular updates". CARU has done this differently for various audiences through its monthly and weekly reports, internal memos, and messaging groups. CARU reports are seen as a vital element of understanding the nature of violence in southeastern Bangladesh and essential input for reporting to headquarters by international organizations working in Cox's Bazar and Dhaka. CARU's data is credible, regular, and time saver. The international community is the largest audience of all CARU's outputs. These stakeholders see its CARU's reporting as accurately capturing the nature of unnatural deaths and social tensions in this region. CARU is regarded as a significant chronicler of violence and unnatural death in this region.

**CARU's innovations have been appreciated even though not all planned activities have materialized.** CARU's second outcome was to build on its monitoring reports with reports and surveys. As noted above, the PEA reports' circulation has been restricted, and the surveys are not undertaken yet. However, the stakeholders see real-time tools (WhatsApp groups) as a significant contribution to situational awareness and operational safety by CARU. Stakeholders cite these groups as an example of CARU's effectiveness as an information gathering and analysis unit. Some stakeholders told how its road accident data and incident reports helped agencies understand vehicle accidents as the greatest threat to staff and led to safety awareness training changes. CARU has also been able to flag when humanitarian workers are targeted or threatened online, allowing their organizations to take additional protective measures. CARU has caught misinformation published by local media alleging irregularities within a UN agency. After follow-up, the false report was retracted. A controversial online post by a UN consultant was spotted and removed before it could cause outrage. No stakeholders made a note of the absence of the initially planned surveys. Instead, CARU is seen by stakeholders as an effective early warning system for the humanitarian community.

**CARU is seen as an essential interlocutor by the international community.** In its project document, CARU's third key outcome is committed to share and review the information gathered with critical partners and receive feedback that can strengthen and direct future research. CARU staff members have been vital interlocutors for international missions visiting the region, including the UN Special Rapporteur and senior officials from the UN, US State Department, British High Commission, European Commission, and INGOs. CARU maintains an active collaboration with resident UN agencies, including the ISCG (Inter-Sectoral Coordination Group), IOM, UNHCR, WHO, UNICEF, UNDSS, UN Women, and UNODC. As noted above, CARU is seen by stakeholders as an effective and trusted interlocutor that is regularly consulted by the international community.

### 8.2.2 Component #2: Citizen Engagement

**PTIB's outcome in its second component was to "enhance inclusivity and tolerance through social engagement activities, both on and offline, with a focus on youth, women, migrants, (and) multi-faith communities."** Under this outcome, it has two distinct online and offline sub-components.

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### *Online - Digital Peace Movement*

**PTIB's Digital Peace Movement (DPM) has taken a radically different approach to social engagement.** Its innovative informality put hierarchy aside and allowed youth to interact directly with experts, government officials, and noteworthy figures. The Peace Talk Cafés (PTC) and Digital Khichuri Challenges (DKC) create an informal, approachable, and even cozy atmosphere. In contrast to the standard approach of dialogues in Bangladesh, that follow more formal, structured processes, creating an uncomfortable atmosphere for discussions. The activities are designed to target youth by being relaxed, fun, and enjoyable to make the spread of positive ideas more comfortable and natural.

### *Offline - Diversity for Peace (D4P)*

**PTIB's promotion of diversity has merit but is not well understood.** Research suggests that supporting centripetal forces that bring Bangladeshis together around a common identity can counter extremism. Conversely, the opposing centrifugal forces of hate and intolerance can aggravate social division and fracture Bangladesh's collective identity, creating in-groups and out-groups. This dynamic is the foundation upon which extremism is built and, potentially, violence incited.<sup>13</sup> The D4P brings diverse groups together and supports the strengthening of the diverse identity of Bangladesh. However, some stakeholders are confused by PTIB's civic engagement work and how it connects with PVE. Unlike elsewhere, they have a much "harder" sense of what a PVE project is, rather than this perceived "softer" approach focusing on inclusivity and tolerance – which appears to be a communication problem. The absence of an established theory of change weakens PTIB's narrative. It undermines its ability to tell a compelling story about how and why the project's components work separately and fit together.

### *Digital Khichuri Challenge (DKC)*

**The DKC was an unusual and experimental approach, and it is not always well understood.** The DKC is a "hackathon" or design competition that challenges teams of young Bangladeshis to come up with innovative online or digital messages that promote inclusion, tolerance, and diversity.

**The pilot DKC took place in November 2016.** It used an online application process with follow up interviews to select participants. The winning team in 2016 created a superhero character who was supposed to spread counter-narratives. In 2017, DKCs were held in Jessore (Jashore) in southwestern Bangladesh in partnership with local groups. In November 2017, DKC was organized in Dhaka, supported by the government's ICT Division. One winner proposed an automated online messenger app to listen to juveniles and manage stress. The team received a startup grant from the ICT Division to pursue this idea. In December 2018, more than 300 applied online for the 12 team slots in a Chattogram, Bangladesh's second-largest city. The project introduced a new mentorship process that provided winners with six months of mentoring support. The three winners used webisodes, online platforms, and mobile apps to debunk hate speech, answer youth questions, and help users verify fake news. One winner, Peacemaker Studio, was later selected for investment at the Hong Kong Impact Summit. In May 2019, the DKC event in Sylhet in northeastern Bangladesh promoted digital literacy and with the local partner, targeted more than 10,000 students at five local universities. The winners made a digital literacy game, created an online

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<sup>13</sup> For a fuller articulation of these ideas see, Berger, J.M., *Extremism*, The MIT Press, 2018, especially Chapter 2.

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platform for youth questioning their identity, and an AI-based mobile app to filter fake news.

**The DKC has evolved as an activity, and PTIB has learned by implementing it.** The project realized after the first year that the key to a great DKC was not just the quality of the event itself or the competition, but the quality of the follow-up. The hackathons themselves are just the beginning. Bootcamps after the event helped the winners to set and achieve goals against performance indicators and further refine their business plans. Teams now receive 1-to-1 mentorship with experts and take part in community meetups. The DKC events and the expanded mentorship created lasting bonds between youth, experts, and PTIB, which have been beneficial for all involved. The DKC process has developed the number of partners with different areas of influence UNDP can turn to when promoting particular messages. Over time, the focus has been to build the DKC network into a “family”, nurturing long-term relationships with the participants beyond the DKC events and mentoring time. The quality of ideas has increased since 2017, but challenges remain. A high-profile jury selects the winners. This jury typically includes the State Minister for Internet and Telecommunications and a range of civil society and thought leaders. Interestingly, over time UNDP has noticed that runners-up often out-perform the winners after the event. This suggests that the jury may look to reward an idea’s attractiveness rather than its feasibility. UNDP is now exploring ways to adjust further how the winners are selected.

**The DKC is a platform for creating mediums, messengers, and messages.** When it runs well, the DKC has so much potential to create new mediums and messages and promote critical messages more widely than through traditional social engagement methods. It teaches young people new ways to organize and communicate with their peers. This component has engaged in a constant cycle of learning and improved its effectiveness. In December 2019, the DKC themed around promoting digital literacy among Bangladeshi migrant workers has potentially reached 741,663 people through 268,910 online engagements, based on PTIB’s estimation. DKC contributed, strengthened, and amplified local organizations’ existing efforts. Team Probash Kotha, an already established platform that focuses on migrant workers, used UNDP support to extend its reach dramatically between March and May 2020. Their posts and website received 18.8 million views, of which 2.8 million were estimated to be from migrants outside Bangladesh. The team published 491 posts through its website and Facebook presence and became a reliable source of information on COVID-19 for migrants. The campaign also received significant traditional media coverage. Their most viral campaign was an interview with a migrant worker who survived a widely reported attack by Libyan militias and interviewed the Libyan ambassador to Bangladesh. DKC has helped Probash Kotha to become a more trusted source of information for migrant workers.

**DKC has probably exceeded its targets, but what does this mean?** The 2018 PTIB project document initially conceived at least four DKC events a year, but it has averaged about two. However, it has far exceeded most measures initially set up to track its audience reach. The project document targeted a total of 700 applicants, 10,000 viewers of a challenge vote, 15,000 Facebook likes, and 70,000 platform visits after six months. An independent social media analysis commissioned by PTIB from SecDev found that the Digital Khichuri Challenge cluster of Facebook pages (6 pages) attracted many followers with over 295,851 between 30 July 2019 and 30 July 2020. Adjusted for the staggered dates of events and activities over the past year, the number of followers rose exponentially against the initial baseline in 2019, across all pages and groups. The DKC cluster showed the most substantial reach with over 1.1 million Bangladeshis

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interacting with content from July 2019 to July 2020. This cluster also included the migrant-centric Facebook group Probash Kotha which separately garnered over a million over 1.7 million. However, only a percentage of this content was directly related to the DKC. A reasonable conservative estimate would suggest that approximately 500,000 of Probash Kotha's reach is accounted for by the DKC during this timeframe.<sup>14</sup> These numerical indicators are seen as a starting point to understand the contribution and impact DKC has made but a very static measurement for a project designed to experiment, learn, and communicate this learning to others. More effort needs to be placed on understanding and measuring how DKC helps change attitudes or behavior among its participants and the audience for their outreach efforts.

**DKC has proved to be a popular and powerful communication tool but still had challenges.** It has opened up a channel with young people that did not exist before PTIB created it. It has demonstrated new ways to engage young people online in Bangladesh. As noted above, how this activity fits into PTIB's larger goal is sometimes unclear, especially since the project lacks an exact theory of change. Some stakeholders question how DKC prevents violent extremism, hate speech, intolerance, or the spread of disinformation. They see the DKC winners working on a dispersed range of topics that they do not immediately connect with PVE. PTIB could draw a more precise line in project communications about how each element of its DPM could prevent extremism by promoting ideas of inclusivity and tolerance that bring Bangladeshis together and countering those that push them apart. Addressing misinformation and hate speech could be part of this. But the project still lacks the tools to measure whether DKC has enhanced inclusivity and tolerance among this wider audience. New quantitative and qualitative research methodologies could help better understand the contribution these messages may have on their target audience's attitudes and behavior.

**DKC has contributed to PTIB as a learning project.** However, the **measurement of behavioral changes is still a challenge.** Over time, DKC has strengthened by adding an extended mentoring component. This activity helped to build the capacity of youth by communicating with their peers and sustaining this engagement. Stakeholders say the six-month-long DKC boot camps have taught them new ways to organize themselves and improved their communication skills. DKC winners and runners create new channels to communicate the ideas of inclusivity and tolerance that would not have been done without PTIB's intervention. They say their participation in DKC added momentum to existing activities. Among its direct participants, DKC appears to have raised awareness of the importance of inclusivity and tolerance, but better qualitative measures of these shifts in attitudes and behavior are needed. PTIB could also better use knowledge management tools to document how it has monitored, evaluated, and learned from its experience, such as conducting after-action reviews of each DKC event.

**PTIB has the potential to learn more from DKC about what mediums, messengers, and messages work best.** DKC could tools that are regularly used in advertising and political message development to learn more about how their messages are received and understood by systematically gathering feedback from all DKC participants. With PTIB being a learning project, each component needs to document its own evolution and how to apply what they have learned. Tools such as after-action reports might be useful here. The success of PTIB is not only what it learns but how it shares its learning. This evaluation team was only able to speak to a small sample of DKC participants. But this smaller set of DKC participants offers

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<sup>14</sup> Rafal Rohozinski, PTIB Bangladesh Social media evaluation 2019 -2020, SecDev, 20 August 2020, p. 11.



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PTIB an opportunity to qualitatively measure its impact over time, especially within the framework of a more precise theory of change. PTIB is planning to provide funds, mentoring and access to resources for champions and runner-ups. It could systematically track this larger group's progress and success before, during, and after this support. After they participate in or graduate from the project's activities, changed attitudes and behavior could provide more evidence of the contribution PTIB is making and its potential for longer-term impact with this group of motivated citizens.

**Internet-based activities have several known biases.** PTIB's social media analysis has made them aware of some potential pitfalls of an online strategy. Bangladeshi internet users are overwhelmingly male and based in Dhaka. DKC stakeholders see its urban bias as a limitation of its effectiveness. It is even unclear whether the most significant challenges to inclusivity and tolerance are in the capital or rural, remote, or minority communities. Project implementers are aware of the country's complexity and the need for different messages for various parts of country. PTIB has tried to overcome the Dhaka or urban bias by organizing DKCs outside Dhaka, in Jessore, Chittagong, and Sylhet. In selecting participants, the project has prioritized the unreached. This included bringing in a Chittagong Hill Tracts/Bandarban group for the Chittagong DKC event and a group of tea workers held in Sylhet. While neither group was selected as a winner or runner up, they benefited from participation, although there has been no follow up monitoring of these two marginalized groups. The project made extra efforts to include female candidates and made extra efforts to involve them in activities requiring overnight stays. The project could use its tools to make more significant efforts to understand and target these different audiences. Stakeholders see DKC as having another bias towards those with greater English language proficiency. PTIB has the potential to learn more from these biases, including how to overcome them.

### *Peace Talk Cafes*

**The Peace Talk Cafes (PTCs) are a versatile tool for PTIB to create a public discussion on topical issues.** These are online and accessible discussions of issues of diversity, inclusion, and tolerance. The panels are informal in tone and include celebrities and musicians with academics and UN officials. Started in August 2019, they have built significant engagement over social media. The discussions have been around themes such as cybercrime and online violence against women (November 2019), fake news (April 2020), women in the pandemic (May 2020), and COVID-19 and stigmatization of frontline workers and patients (June 2020). This activity was designed to be online and transitioned almost seamlessly after the global pandemic hit. More than 6,600 people virtually attended the fifth event in June 2020 live online and led to 135,094 social media engagements.<sup>15</sup>

**PTCs can be understood as providing reinforcement of the key PTIB messages.** Understanding adaptability as a key attribute of PTIB's effectiveness PTCs have also proved to be a flexible and adaptable vehicle with a format adapted to the COVID-19 pandemic. Through its choice of themes and discussion content, the PTCs sought to contribute to the project outcome in its second component to "enhance inclusivity and tolerance". Besides to viewers online, these discussions generated additional mass media coverage around their content. PTIB sought ways to create overlapping links between PTCs and other components of the DPM, including DKC. Social Media Influencers, DKC participants, DKC winners,

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<sup>15</sup> For example, additional actions taken internet users such as likes, follows, link clicks, and media views.

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university students, Start-Ups, donors, and university clubs are all known to have participated in the café dialogues.

**Enhancing inclusivity and tolerance implies a change in the audience's behavior, but it's challenging to measure behavioral change.** These discussions promote dialogue on inclusivity and tolerance, which can be positive if conducted respectfully. PTIB, as the host of these dialogues, has created the intervention that has led to a positive output result. These dialogues most likely would not have happened without PTIB. Stakeholders are sometimes unclear about how these topics fit into PTIB. As noted below in the efficiency findings, a more precise theory of change might help. However, with the absence of supporting data, it is unclear what attitudinal, behavioral change, or potential impact had resulted from the PTCs. Social media engagements tracked on outreach are not enough to measure and understand behavioral change potential. More direct forms of measurement, perhaps using public opinion research tools, are needed to begin to measure how PTCs have contributed to enhancing inclusivity and tolerance. PTIB has the tools and the creativity to quickly and inexpensively without relying on complicated procurement processes. Using online quizzes or surveys, before *and* after dialogues, could be one way to better understand this activity's contribution to the larger project outcome.

### *Peace Quiz & Digital Literacy Challenge*

**Quizzes are adaptable engagement tools.** They are low cost and can be quickly customized for current issues. Through the DKC website, a series of four quizzes for peace were launched in September 2019 on World Peace Day, with subsequent quizzes in November 2019 on tolerance and March and July 2020 on equality and youth skills. Cumulatively, more than 5,400 people participated in these quizzes. Two digital literacy challenges were launched through the same platform in January and March 2020 to promote digital literacy and critical thinking online and help young people spot COVID-19 misinformation online. Once again, this online tool adapted well to the post-COVID-19 environment. However, the evaluation team has no data on who participated in these quizzes, and stakeholders did not discuss them in KIIs.

**Quizzes and digital literacy challenges can be tools to both measure and improve knowledge.** Simultaneously, these could be activities with some unrealized potential; the evaluation team could not judge their actual effectiveness. As a fully online activity, this is another example of how PTIB has adapted itself to the challenges faced by COVID-19. In this sense, this could be said to be a potentially useful tool for the COVID-19 pandemic. These activities have unrealized potential for monitoring and evaluation and could help reach out to or target the DPM's audience's most engaged segment to encourage repeat activities. The techniques used could be an essential part of building capacity for local partners. These tools also have the potential to identify informants for more in-depth forms of qualitative research, such as focus groups or KIIs.

### *Diversity for Peace (D4P)*

**D4P is a set of activities targeting vulnerable and marginalized groups.** It is administered through a small grants programme. The project conducted a rigorous selection process for promising local CSOs, provided training in financial management, reporting, and monitoring, and helped amplify positive messages produced. Though only launched between late 2019 and early 2020, D4P has been one of the most visible

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PTIB project interventions. In response to COVID-19, and as part of the PTIB's culture of flexibility, many of the D4P activities were shifted to online. This included COVID-19 awareness messages created for vulnerable communities, including minority languages (Marma, Tripura), the disabled (including COVID-19 videos in sign language), and the transgender community. Online reach for five activities from March to June 2020 recorded more than 286,500. Since D4P is one of the most recent additions to the project, it was not part of the original project document. However, it helps to mainstream many of the grassroots engagement activities considered initially and proposed.

**D4P recognized the special needs of these groups and provided additional support.** D4P training and orientation of CSOs began in November 2019 and February 2020 with two training sessions for nine partner organizations to clarify the themes of their work, plan, and develop communication strategies. Gen Lab's Peace Caravan campaign is decorating city buses, rickshaws, and boats with colorful and artistic messages supporting peace, tolerance, and diversity. B-SCAN planned a street campaign to increase public empathy for people with disabilities, but this has moved online for now. In the northeastern Habiganj district's tea estates, D4P grantee Society for Environment and Human Development (SEHD) has brought together the plantation workers from non-Bangla-speaking ethnic minorities with cultural artists and activists to plan a festival. A separate open-air concert in February 2020 by the Institute for Environment and Development (IED), showcased indigenous bands and reached an audience of more than 2,000 in person as well as more than 21,000 watching online. In February, the Bandhu Social Welfare Society (BSWS) put on a cultural show that was a mixture of Indian and Bangladeshi art and culture and symbolized the unity of transgender communities across South Asia, with 630 people in attendance and an online audience of more than 60,000.

**The application process for D4P was itself innovative and different from that typically used by UNDP.** It asked for expressions of interest in either Bangla or English, which allowed grassroots groups to compete with larger, more established NGOs, with over 400 total applications from different Bangladesh corners. The project then coached and helped promising candidates to refine their proposals through a series of orientation workshops in Chattogram, Rangpur, and Dhaka. Nine finalists were then selected for funding and given further training on project implementation, financial reporting, and other essentials during a two-day workshop in Dhaka. Through this process, dozens of organizations were encouraged to link their ongoing activities to diversity – far more than the nine ultimately funded.

**While conceived as an offline activity, D4P increasingly moved online by the pandemic to maintain the momentum.** By July 2020, the D4P cluster of Facebook pages had 62,291 followers and their post had an outreach of 1.3 M. Since many of the groups and pages represented existing organizations, it was not possible to disaggregate or determine quantitatively how many of these users were the result of PTIB sponsored activities and events. The COVID social media campaigns on the D4P Facebook page had an outreach of 172.211 with 24,085 post engagements (likes, emotions, and comments).

**D4P was challenged by but adapted to the pandemic.** Implementation of D4P funded activities started only when the pandemic hit; thus, its effectiveness is difficult to measure. It had been designed to work primarily offline to target specific audiences at the grassroots level outside Dhaka that may not have adequate internet access and may have been left out of its urban biased DPM. PTIB's ability to quickly turn D4P online after COVID-19 demonstrated the project's adaptability and an effort to remain effective under challenging circumstances. However, making it online increased the risk of introducing various

biases, including gender, wealth, and urban. Despite it was a creative application of the significant capacities and understanding of the online space that PTIB project has been accumulating. The project's ability to bring this knowledge and these skills from one component or sub-component to another is an asset. Its quick pivots in response to the pandemic show its resilience to future shocks. These are all markers of the project's effectiveness and adaptive culture. Key stakeholders praised the speed at which PTIB responded to the pandemic, adapted its activities, and maintained its momentum.

**Measuring outcomes of D4P will need more innovation and creativity.** D4P will face similar M&E challenges to other activities in the civic engagement component as it seeks to measure inclusivity and tolerance. However, as an activity is conceived offline, it works with smaller sets of identifiable participants, particularly across communities. If designed thoughtfully, this provides an opportunity for D4P to gather information on how its interventions build relationships between different communities and how these endure. For example, there is some evidence that women's groups now understand transgender issues as part of their gender concerns. Stakeholders reported that behavioral change is evident within women's groups as they began to invite or include transgender groups in their activities. This type of behavioral change PTIB should be seeking to measure, that could demonstrate a more prolonged impact.

**D4P has shown its willingness to take risks and innovate.** In this sense, D4P has been a useful addition to PTIB. D4P's readiness to work with marginal communities, especially the transgender community, shows PTIB's effectiveness as an experimental project. PTIB has taken risks in working with unpopular marginalized groups. If PTIB could continue to generate respectful debate and public discussion around the inclusion of transgender communities, who were previously ignored, this would be evidence of its effectiveness in enhancing inclusivity and tolerance and the kind of behavioral change PTIB is seeking to catalyze.

### 8.2.3 Component #3: Government engagement

**PTIB outcome for its third component was to “combine results from the first two outcomes to sensitize government agencies to emerging global best practices when developing policies that promote social inclusion and tolerance.”** Government engagement is a set of activities woven through the components of research and citizen engagement. There is evidence of ongoing government involvement, participation and engagement is an essential measure of project effectiveness.

#### *Component #1 – research*

**The Government of Bangladesh receives data from the three research components.** Officials from various agencies are on the mailing lists managed by BPO, CARU, and the social media monitoring conducted by SecDev. BPO's mailing list of its newsletter, Peace Reports and CovidGraphics includes 25 officials from MoFA, MoHA, CTTC, Army, CHT Ministry, Education ministry, Cultural Affairs Ministry, Ministry of Women and Children Affairs, Parliament, BISS, and Ansar. SecDev's closed mailing list includes government officials. Also, CARU's monthly and weekly reports are received by nine government officials, including representatives from DGFI, RRRC, and MOFA. While this is a small number of government officials, the actual number of readers is probably higher. Stakeholders said they forward PTIB reports to their superiors.

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### *Component #2 – citizen engagement*

**Government is a public policy dialogue partner with PTIB.** In December 2019, the National CPVE Conferences was jointly organized by the Dhaka Police Counter-Terrorism and Transnational Crime Unit (CTTC), Obirodh/USAID, UN RCO, and UNDP. Notable figures in attendance included the Speaker of the Bangladesh Parliament, Dr. Shirin Sharmin Chaudhury, the Minister of Home Affairs, Mr. Asaduzzaman Khan, the International Affairs Adviser to the Prime Minister, Dr. Gowher Rizvi, the Inspector General of Bangladesh Police, Dr. Mohammad Javed Patwary, and the Chief of Counter Terrorism and Transnational Crime (CTTC) Unit, Mr. Md. Monirul Islam. The conference was also an opportunity for many from the academic and civil society community to interact with the government.<sup>16</sup> At the conference, CTTC presented its draft National Strategy on preventing and countering violent extremism.<sup>17</sup> At the time of evaluation, this strategy remains in draft form. At this conference, research commissioned by PTIB on Building Resilience to Violent Extremism Among Bangladeshi Migrant Workers was presented by Dr. Tasneem Siddiqui from the Refugee and Migratory Movements Research Unit (RMMRU). The ideas for this research came from findings of the 2016 SecDev evaluation looking at online behavior. In April 2019, the Bangladesh PVE Research Stocktaking Workshop was an opportunity to engage government officials in a semi-open forum with a smaller audience of 42 participants. The workshop included PTIB supported presentations by SecDev, BPO and CTTC. Plans for a follow-on conference have been postponed due to the COVID-19 pandemic.

**PTIB supported government engagement with youth.** In 2018-2019, Dhaka police CTTC organized eight dialogues with young people. Four of the dialogues were held at universities in Dhaka (NSU, Stamford, Northers, Eastern), two dialogues were open to all students in Dhaka, and three dialogues were held outside Dhaka in Cox's Bazar, Gazipur, and Munshiganj. Around 200 student participants from schools, colleges, madrassas, and universities attended each discussion. Stakeholders said these dialogues would not have been possible without PTIB's financial support. These kinds of interactions between police and young people were unprecedented. The CTTC leadership stood out and enabled the active engagement of participants. Besides serving as opportunities to exchange information to promote a better understanding of extremists and their tactics, propaganda, and recruitment techniques, these dialogues were said to have supported the CTTC's draft National CPVE Strategy. Stakeholders believed that they witnessed changes in the mindset of people who took part in these dialogues. They also expressed frustration that limited PTIB funding and time allowed only 1,600, not 10,000 students to get involved. After the pandemic, if funding exists, stakeholders expressed their willingness to support more youth dialogues outside Dhaka. As noted above, the ICT Minister and the ministry officials were enthusiastic participants in the DKC, with the Minister himself participating as a DKC judge at least twice. This was a significant commitment of time for such a high-level government official.

### *Component #3 – government engagement*

**PTIB continues to work with the government on some of the most sensitive areas of national policy.** Government support is a must for the project to move forward. Keeping these channels open requires

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<sup>16</sup> Niloy Ranjan Biswas, National Conference on Preventing/Countering Violent Extremism in Bangladesh, USAID Obirodh, 9-10 December 2019.

<sup>17</sup> As noted in Annex 5, the evaluation team was provided with a summary in English of the draft strategy.

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ongoing efforts on the part of the project and is a modest but real measure of effectiveness. PTIB has been a government's research partner. PTIB coordinated between CTTC and the BPO at Dhaka University to support joint research projects on PVE, faith-based violent extremism/militancy, gender and parenting, and the crime-terror nexus, deradicalization, rehabilitation and reintegration, and the role of technology. These research findings were conceived as inputs for the CTTC's National Strategy.

**PTIB has supported the capacity building of government officials.** Between 2017-2020, BPO has conducted four cross-disciplinary training courses on PVE for 40 officials, including representatives from Air Force, Army, BIIS, CTTC, DGFI, MoFA, Navy, and police. At the annual Hedayah conference in Jakarta in December 2017, PTIB supported several Bangladeshi officials' visits and facilitated meetings on the sidelines for them with the Indonesian counterparts. A similar event was organized in 2018 in Kuala Lumpur, Malaysia. As noted above, in May 2020, SecDev conducted two webinars in English and Bangla, explaining both research findings and methods used in OSINT. Government officials were among the participants.

**Not all government engagement activities envisioned in the original project documents have taken place.** Proposed exchanges between Bangladesh and the Maldives became less relevant. Moreover, government representatives of the two countries met and exchanged experiences during conferences in Indonesia and Malaysia. Planned speaker series were dropped after it was proved too challenging to find outsiders who could speak on subjects relevant to Bangladesh. Original plans to partner with the Bangladesh Human Rights Commission did not follow through after partnerships with other government agencies emerged. Research, which was planned to be conducted in cooperation with the Bangladesh government think-tank Bangladesh Institute of International and Strategic Studies (BIIS) was, as noted above, completed with the CTTC and other police partners instead.

**PTIB's original document set modest goals for government engagement.** PTIB's project document lists the critical outputs of its government engagement being policymaker understanding of PVE policy options is improved (Output 3.1) and understanding of international PVE best practices improved. (Output 3.2). Through PTIB supporting study tours for Bangladeshi government officials, workshops, conferences, youth dialogues, and encouraging joint research between PTIB partners and the CTTC, a broad range of efforts have been made, which have exposed key policymakers to a variety of PVE policy options.

**Improving policymakers' understanding is a deliberately modest goal.** It acknowledges that policymaking in any government is highly political and not always based on evidence and research. The objective of improving understanding implies a long-term developmental vision, with seeds planted today potentially having a future impact when they flourish sometime in the future. It took time for PTIB to build trust and create the space to move the government engagement work forward. PTIB does not work directly with the most powerful political entities in Bangladesh, but its alliances are essential to staying relevant, useful, and engaged. To date, the effectiveness of its government engagement has been modest. Still, as long as it can continue to keep up with this momentum, the potential for greater effectiveness in the future remains. UNDP's partnership with the government can be one of its strengths. With the recent closure of Obirodh, a large bilateral PVE-orientated tolerance project, there is no obvious candidate to fill the role which PTIB has played so far. Restarting this type of project after a gap or discontinuity could require significant effort to rebuild relationships and trust.

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The phrase “international best practice on PVE” is ambiguous. PVE as a field of practice is new, and its techniques and efficacy are still debated. Therefore, it is difficult to measure the effectiveness of Output 3.2. Stakeholders also noted that PTIB, with its experimental approach, has become a trendsetter within the UNDP’s PVE community. PTIB’s experience has been used as a transferable example to other countries in the Asia-Pacific Region through the Bangkok Regional Hub.

**Senior officials' willingness to join PTIB activities shows that the project is a compelling government engagement vehicle.** PTIB’s relationships with specific government officials are just a small part of Bangladesh’s engagement with the UN as a whole across a broad range of political and development issues. PTIB’s engagement cannot be effective unless the relationships with Bangladesh from New York and UNSG and UNDP Administrator down to the UNRC and UNDP Resident Representative are also functioning well. However, the seniority and the time spent by Bangladeshi officials working with PTIB are indicators of government engagement level. The ICT Minister has joined in the judging of multiple DKCs. Senior police officers have joined two PTCs and attended the CTTC’s youth dialogues. The co-sponsoring of the CTTC conference is a crucial example of government engagement, as it enabled the participation of senior officials in workshops, training, and webinars. Logging these interactions and understanding trends, mostly repeated participation, is an essential ongoing measure of this component's effectiveness.

### 8.3 EFFICIENCY

**Project efficiency is the measure of how resources and inputs, such as funds, time, and human resources, were utilized to achieve results.** The funding analysis of PTIB project documents shows that its size and scope are consistent with the available resources and resource mobilization efforts. The project started with 50% of funds, which were projected to be secured from five donors (Denmark, Japan, Netherlands, UK, and USAID) against the total budget of USD 4.88 million. By August 2020, with consistent fundraising, PTIB had secured 89% of its total budget from the original five donors and an additional two (Norway and Facebook) donors (see Table 2 below). One funding commitment through a regional programme from EU has been canceled due to COVID-19, and another one from Japan-UNODC remains under consideration.

Donors	Proposal Budget (June 2018)	Funds received / raised (Aug 2020)
Denmark	\$473,000	\$473,000
Facebook	\$0	\$20,000
Japan	\$650,000	\$1,300,000
Netherlands	\$288,000	\$1,007,416
Norway	\$0	\$716,808
UK	\$333,000	\$132,181
USAID	\$700,000	\$682,500
Unfunded	\$2,438,404	\$547,499
Total	\$4,879,404	\$4,879,404
% of funds secured	50%	89%

Table 2: PTIB Budget versus Funds Received



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**PTIB had the financial flexibility and efficiency to be able to scale up successful activities.** After identifying an issue of concern with its research regarding migrant workers, stakeholders told how the project could design interventions to address these challenges. The DKC has improved its support to participants by becoming more efficient over time and using funds to support mentoring, not only for hosting the events. DKC has also branched out with new activities, including the PTC and online quizzes, with three activities being co-branded as the Digital Peace Movement.

**PTIB's increasing use of multi-year contracting was crucial for project efficiency.** These multi-year contracts included the key providers of services, such as the BPO, SecDev, DKC event management and mentoring, and key consultants. As the project progressed, the value of multi-year or planned contracts increased from \$407,639 in 2019 to \$573,340 in 2020. Expressed in another way, the value of new contracts decreased from 41% in 2019 to 28% in 2020. This lowered transaction costs and free up time for the PTIB team to focus more on the program than project management (see Figures 1 and 2 below).



Figure 1 PTIB Planned Contracts 2019

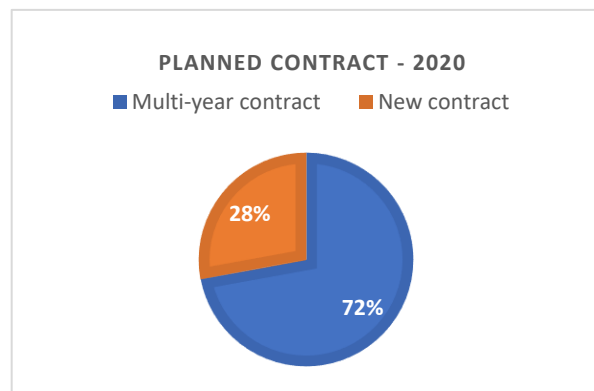


Figure 2 PTIB Planned Contracts 2020

**PTIB is seeking to improve its efficiency by creating synergies with other UN projects.** PTIB works with UNDP's Aspire to Innovate project (a2i) on digital literacy for migrant workers. The project also has linked the BPO with the SDG tracker and is looking to share educational materials from D4P partners via an e-learning site. UNDP's Youth Co:Lab has worked with DKC on mentorship, and D4P's Accessible Dhaka Campaign has been linked to the Livelihoods Improvement of Urban Poor Communities (LIUPC) project's Sustainable City Campaign. Stakeholders noted that these synergies are planned or newly underway at the time of this assessment. The evidence on the cost-saving factors might be accrued is yet available.

**Analysis of PTIB's budget and expenditures shows an efficient project.** In June 2020, the project remained on track with a budget utilization rate of 94.96% (see Table 3 below). No program expenditures had exceeded the budget, although operational support costs, including contributions to the General Management Services (GMS) paid to headquarters, and Direct Project Costs (DPC) paid to the country team, were higher than anticipated.

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Activity/Output	Budget	Expenditure	Budget Utilization Rate
	(June 2018 – June 2020)	(June 2018 – June 2020)	%
Research Facility	1,978,840.89	1,900,195.48	96.03
Citizen Engagement	1,056,049.04	908,551.63	86.03
Government Engagement	177,295.05	159,854.11	90.16
Operational Support	402,982.26	464,278.46	115.21
<b>Total</b>	<b>USD \$3,615,167.24</b>	<b>USD \$3,432,879.68</b>	<b>94.96</b>

*Table 3: PTIB Budget Utilization*

**Stakeholders agreed that PTIBs outputs were of generally high quality and delivered efficiently.** While there were often questions raised about project effectiveness, stakeholders did not question how it was implemented. Given its budget and the broad array activities it supported, stakeholders also concurred that PTIB provided value for money. While funds are running low towards the end of the project, the money available was regarded as being sufficient to achieve results, including among most implementers, partners, and sub-grantees.

**External stakeholders see PTIB as well managed with an effective project team.** Inside stakeholders acknowledge that the project was slow to start under its original management but has gained momentum over time. Notably, the COVID-19 did not significantly impact its pace of activity. UNDP procurement procedures were considered as slow. An RFP was issued by UNDP for a survey firm for PTIB in August 2019, but a contract was only recently issued. As an experimental project, PTIB evolved in its scope and activities as the project learned from its implementation. Thus, the initial M&E system is no longer a good fit for the project. Under the current management, PTIB was able to adjust its plan, adapt it to unanticipated circumstances (such as the Rohingya crisis and COVID-19 pandemic), and demonstrate a high level of effectiveness. PTIB's effectiveness in project activity is reflected in the ratio of activity to operational costs. PTIB has spent 92% of its budget on project activities (See Table 4 below).

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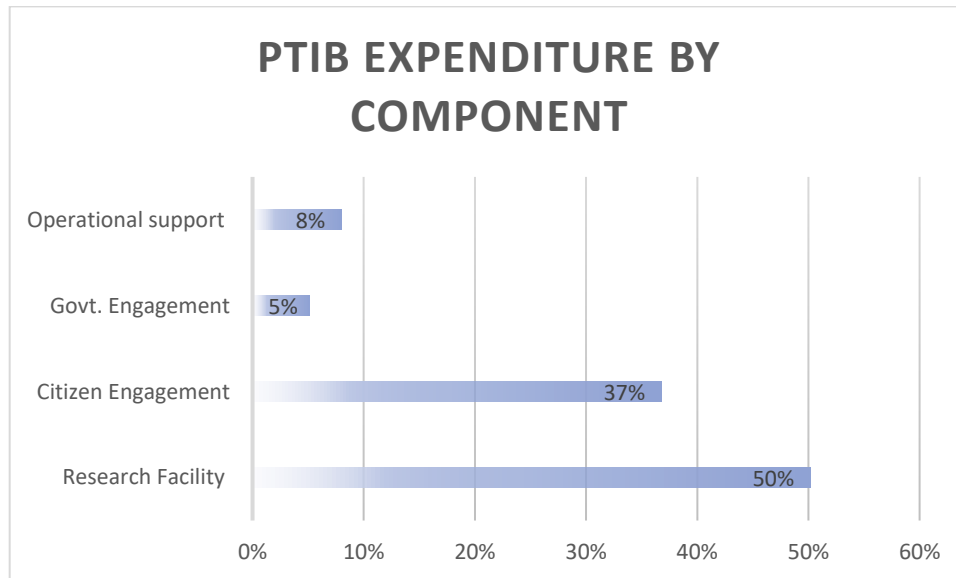


Table 4: PTIB Expenditure by component

**PTIB can be regarded as an efficient project as its budgets were matched to a valid design and its activities were implemented in an effective manner.** It has been successful enough at fundraising so that programming has not been significantly impacted. As reviewed in the sections above, PTIB implemented a wide range of relevant activities with a generally well-regarded effectiveness level. PTIB was conceived as a “learning project,” and its current management has been able to keep the project consistently adaptable, flexible, and innovative within the given budget. After a slow start under its original manager, the current project manager has been able to oversee a significant activity level. PTIB has kept on track even as the Rohingya crisis saw a new component added, and the COVID-19 pandemic forced many of the projects offline to reinvent themselves online. Stakeholders with the knowledge of PTIB’s management saw this efficiency as the combined result of a project being designed from the start to evolve, an experienced UNDP program manager with in-depth knowledge of the country, and an energetic project team.

**Measuring outputs is relatively easy, but gauging outcomes are harder.** PTIB project documents present clear results; nonetheless, measuring the outcome of enhanced “inclusivity and tolerance” is challenging. This evaluation uses an attribution analysis to start a process to look for evidence of actual or potential behavioral change in participants and/or audiences. The evidence of contribution is inconclusive within the project duration's available time, but this does not mean it is non-existent. PTIB needs to have a clearer idea of the kinds of outcomes it is looking for and the evidence that might show its contribution. In some activities, especially among the D4P sub-component, this might take the form of proof of ongoing relationships, especially between different religious or ethnic communities. To capture this, it might require a new understanding of the project’s Theory of Change and unique measurements to grab new and ongoing relationships.

**The original PTIB project document does not have a theory of change that tells a compelling story.** However, the theory of change has evolved as the project learned from its experience. In later project

documents and reporting, an informal one is outlined. PTIB, through its social media monitoring in its research component, learned that there is a problem with hate speech and intolerance on the Bangladesh cyberspace. PTIB project has proposed that the best way to tackle this is to promote tolerance and diversity by providing alternative or counter-narratives. They promoted an evidence-based counter-argument approach rather than taking a reactive approach using the blunt instrument of censorship. PTIB implied in its informal theory of change that these positive messages in DPM and D4P will lead to behavioral change among the target audience or participants. Stakeholders acknowledged that DKC and D4P have potential but wanted more proof. They see a weakness in how PTIB measures the effectiveness of its counter-narratives. They said PTIB needs to gather more evidence about which messages work and why and show how this information turned into feedback for the future work to make it more effective. The scale of PTIB has been and will be experimental. Its value is not in the raw numbers that show the medium can reach a larger audience in Bangladesh, but in understanding what messages work to change attitudes or behavior. With both research and communication components, PTIB can provide thorough answers to these questions.

### 8.4 SUSTAINABILITY

#### *Component #1 – Research*

**Each part of the research component has a different approach to sustainability.** First, with its support for the BPO, PTIB has supported creating a new data set managed by a local institution. Sustaining its collection is an essential measure of the effectiveness of this sub-component. PTIB's support for this idea has also given it legitimacy and appropriateness in a challenging political environment. To the knowledge of the evaluators, PTIB does not have a sustainability plan for BPO. Secondly, the social media analysis conducted by SecDev is through outsourcing a commercial entity servicing the project. When project funding ends, this contract will be terminated. It is not conceived to be sustainable as a sub-component, although its analysis will continue to be part of the historical record and inform future research. Thirdly, CARU is designed as a sub-component to support the Rohingya emergency response.

**The sustainability of each component can be understood by the relationship to key stakeholders and the value placed on it by these users.** BPO is still a young institution with only five years of data accumulated; thus, its more strategic or potential value could be highlighted rather than operational value. Stakeholders find it useful but not essential. The longer this data set can be sustained and scaling up to have a greater capacity to communicate its contents to wider audiences, its operational value will further increase and perhaps bring in the greater chance of receiving more funds to support BPO for the longer term. Stakeholders see SecDev's social media reporting, using its OSINT techniques, as having value as a unique analytical tool that is useful nevertheless, not essential, falling between the strategic and operational. Its narrow distribution holds it back from building a wider base of users who might see it as valuable and support its continuation. CARU's users, particularly among international stakeholders, see it as having every day operational value. CARU is the eyes and ears of the international community in southeastern Bangladesh. Given its role as the daily news feed, users would notice it immediately when there is a service disruption.

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**Stakeholders see the BPO as technically weak and most politically vulnerable from the aspect of sustainability.** Those familiar with the organization feel that BPO needs ongoing support from PTIB to be technically proficient and fund its operations. While providing a unique product and insights, stakeholders expect SecDev only to continue as long as PTIB fully supports them. CARU's sustainability seems to be closely linked to the donor interest and engagement on the Rohingya crisis and the international community's concerns about the impact the refugee population has upon hosting communities.

### *Component #2 – citizen engagement*

**The activities under the component are implemented by partners through contracts or sub-granting basis and are not designed to be sustainable.** DKC is organized under a contract with Mighty Byte, who also produces the Digital Cafes, and mentoring of the DKC winners is provided under a separate contract with YY Goshti. D4P participants are sub-grantee recipients. The sustainability of these youth initiatives, particularly the ideas brought up through the DKC, are seen through the lens of a “social business model, and investment” in their views either by government grants or possibly even venture capital. But incubating startups is a risky business, with only a relatively low success rate of 1-2%. PTIB has learned that DKC winners require mentorship after the contest and, to this end, provided them with six months of support through the partnership with YY Ghosti. As an incubator, support is intended to be limited. These activities do not have a formal sustainability plan from the PTIB project side, but each startup should have a business plan to map out its road ahead.

**The traditional development models of ‘working with a local partner to achieve sustainability’ do not apply.** Some stakeholders understood sustainability as meaning “the sustainability of ideas.” They understood sustainability as meaning that the knowledge of Bangladesh’s diversity, values of tolerance, and digital entrepreneurship skills created by the Digital Peace Movement would endure after PTIB ended.

**The DPM's purpose as a development tool needs to be discussed before understanding if its sustainability is desirable or possible.** There seems to be many assumptions but no formal plans or promoting sustainability of the DPM. From a developmental perspective, questions are raised about who and how it will be carried forward beyond PTIB's project cycle.

**DPM needs to be understood as the means to develop and test messages of inclusivity and tolerance and the means to explore new mediums to communicate these messages and test their effectiveness.** PTIB is not an incubator of new startups, and should not be judged on whether DKC winners thrive or fail as an organization. Its accomplishments should be gauged based on what it learned about how and what to communicate to young Bangladeshis and what medium works best to carry out this initiative. It is how the project learns and documents this lesson learned that will allow for the sustainability of its ideas and the techniques it has pioneered to convey. If PTIB puts a premium on the “sustainability of ideas,” which could mean the sustainability of attitude or behavioral changes, it should be more clearly defined and measured.

### *Component #3 – Government Engagement*

**New partnerships with the government have emerged from PTIB.** These include those built around youth outreach with the CTTC, the ICT Division on digital entrepreneurship, and the Ministry of Labour and Employment/Manpower ministry around digital literacy for migrant workers. Stakeholders said these activities might continue without direct PTIB support, but it is uncertain that limited government funds

would enable the continuation of these initiatives started by PTIB. PTIB supported the CTTC with research and training ahead of its draft CPVE policy in December 2019. This policy remains in the draft form, and it is unclear when or if it will be formally adopted. Development partners indicated that they planned continuous engagement in Bangladesh and the issues covered by PTIB. During this evaluation, stakeholders made no funding commitments in the future.

**It is unclear if the new partnerships created by PTIB would be sustained beyond the project's life.** As part of this evaluation, stakeholders consulted were unable and/or unauthorized to say if activities jointly conducted with the government might have enough funding and support to continue in the absence of direct support from PTIB. Stakeholders see the government's CPVE policy stalled for internal political reasons beyond the control of PTIB. For this reason, it is a measurement of the project's sustainability as problematic. Key donor stakeholders expressed an interest in continuing their development support in Bangladesh, understanding the nature of violence and promoting human rights contributes to increasing inclusivity and tolerance and supporting the Rohingya humanitarian emergency. The potential for ongoing support remains for all PTIB components from development partners.

### 8.5 LEAVE NO ONE BEHIND

**PTIB has worked to focus on the needs of the most disadvantaged, marginalized, and vulnerable groups in Bangladesh, particularly women and youth.** UNDP's research recommended that migrant workers have been susceptible to extremist narratives due to low digital literacy and less knowledge of safe internet usage. PTIB added activities focusing on religious and ethnic minorities to build inclusivity and tolerance. The youth was at the heart of the Digital Khichuri Challenge, and there was high emphasis observed to bring young voices in other interventions. We will discuss on youth and gender in the following section more elaborately.

**PTIB designs activities to target specific groups.** Since 2017, the project targeted specific activities to better understand and support migrant workers during the series of interventions. One DKC theme was "Promoting Digital Literacy among Bangladeshi Migrants Workers" (December 2019), and this event sponsored teams who work on awareness building among the migrants. D4P was specifically designed as a component to address marginalized and vulnerable groups. Administered through a small grants program, D4P created a platform to promote the value of diversity, draw strength from the principles of inclusion, tolerance, and create more connections and mutual understanding among diverse identities.

**D4P recognized that vulnerable groups needed special support.** While PTIB conducted a rigorous selection process for promising local CSOs, it also provided financial management training, reporting, and monitoring. During the pandemic, it is successfully transformed into an online platform to carry on its interventions. COVID-19 awareness messages were created for vulnerable communities, including in minority languages (Marma, Tripura), sign language for those with hearing disabilities, and the transgender community. D4P engaged with nine organizations working in sixteen Districts, mostly at grassroots, to drive actions that will primarily connect with vulnerable groups/communities, particularly women and girls, youth, ethnic, linguistic, and religious minorities. D4P also arranged CHT Youth Peace Ambassadors Workshop, two Indigenous e-Concerts, Transgender Community Cultural Show, an Open-Air "Concert for Diversity," and a Workshop with Cultural Groups from Tea Garden Communities in 2020.

D4P extended its activities by introducing online quiz competitions on themes like Diversity Quiz to celebrate different cultural days to promote Bangladesh's diverse cultures among youth people.

**PTIB's research components focused on vulnerable groups.** BPO's aggregated data covers 26 categories of violence (including violence against Women, Rohingya crisis, gender-based violence, and violence against minority) across Bangladesh using a combination of open data and media reports. BPO's COVID-19 Graphics covers ethnic violence in Chittagong Hill Tracts, which complements PTIB's rationale for working on vulnerable and marginalized communities. SecDev's social media monitoring paid attention to how extremism and the Rohingya crisis are being used online. This monitoring has been critically useful to shape the PTIB project and the overall PVE sector in Bangladesh. SecDev research has provided essential information on Muslim-Hindu dynamics online, secularists' treatment, attitudes towards LGBT issues, and much more. CARU keeps updating the record of violent cases from Cox's Bazar that impact the host and Rohingya communities' socio-political consequences. CARU has identified groups within the camps, such as Hindus or Christian refugees, who came along with the Rohingya community.

**While D4P was launched only in the end of last year, it is a highly visible effort to address UNDP's goal to "Leave No One Behind."** It has successfully addressed ethnic, religious, linguistic, gender, and other diversities in Bangladesh society. During the pandemic, their transformation into the online platform was remarkable, and with its continuation, D4P could be proven an exemplary attempt for other organizations and CSOs on how successfully digital platforms can be structured. While working with nine organizations working at grassroots to drive actions, D4P connects with vulnerable groups/communities, particularly women and girls, youth, ethnic, linguistic, and religious minorities – and promotes inter-ethnic and cultural exchanges. With these activities, UNDP critically followed its commitment to "do no harm" and designed these activities to make sure not to disadvantage or adversely impact vulnerable groups.

### 8.6 YOUTH

**Youth are simultaneously at high risk of violent extremism. They are key actors in work to build inclusivity and tolerance to prevent violent extremism.** Young people stay at the core of UNDP's PTIB project. They are the key beneficiaries and, in many cases, implementing partners to bring out the message to the broader population. UNDP acknowledges the UN General Assembly's definition of youth as between the ages of 15–24; however, considering young people at high risk of violent extremism, PTIB targets young population under 35 years of age. PTIB's SecDev social media mapping categorizes the ages in several groups starting from 13 years: 13-17 years; 18-25 years; 24-34 years; 35-44 years; 45-54 years; 55-64 years, and finally 65+.

**PTIB activities can be understood as a series of experiments on how to involve young people in building inclusivity and tolerance.** A PTIB's initial assessment in 2016 saw critical challenges, including the rapid expansion of internet access, increasing use of social media, and the appeal of extremist narratives, particularly among young males. PTIB, with a focus on promoting digital literacy for youth, has attempted to counter social disinformation and incitement of hate and violence online. PTIB facilitated youth to interact directly with experts, government officials, and leaders of social changes and connect them with other change-makers. DKC, D4P, and PTC formed a platform for knowledge exchange and mentorship where young men and women can connect with other young leaders, mentors, influential figures, and experts.

**Lack of knowledge on religion and disengagement from family members are drivers of youths' involvement in extremism.** BPO collects case studies on youth violence as one of the 26 categories. BPO and SecDev have a knowledge exchanging mechanism with CTTC unit of Dhaka Metropolitan Police. Moreover, PTIB played a role as a mediator in coordination between BPO/SecDev and CTTC, and this coordination has provided support to build a platform for dialogues. Under PTIB funding, CTTC has organized eight dialogues involving roughly 1,600 participants from schools, madrassas, colleges, and universities where young people can discuss and share their opinions and perceptions of violent extremism without fear hesitation. During these dialogues, young people attributed frustration, unemployment, the spread of rumors in cyberspace, and lack of knowledge about culture, as reasons behind association in violent extremism.

**Empowering youth is at the heart of DKC.** The hackathon series has involved more than a hundred teams and spotlighted their ideas. DKC events have taken place in Dhaka, Chittagong, Jessore, and Sylhet and worked on themes such as promoting digital literacy and plurality and diversity and the role of religious mentorship. The DKC events and the expanded mentorship following the event created lasting bonds between youth, experts, and UNDP, which have been beneficial for all parties involved.

**PTIB has recently begun a new youth empowerment initiative.** In July 2020 PTIB and partner NGO Rupantar formed a Khulna region-based 22 member youth panel team and trained them to understand online hate speech, misinformation, and extremist messaging. Upon completing the training, a Facebook group was formed where youth panel members could continue to share/report social media contents that stimulate hatred, violence, violent extremism, or disruption to social cohesion. The group members have shared and discussed 161 pieces of content within only six weeks of group formation, which proved their enhanced capacity and enthusiasm for detecting extremist propaganda. PTIB will facilitate quarterly meetings between the youth panel and SecDev, where monitoring findings will be shared from both ends. This will help PTIB and SecDev to validate its monitoring and get a broader picture of online hatred from the youth's lens.

**The active participation of young people is the key to successful PTIB.** The readiness to join in the DPM underwrites the citizen engagement component, and their willingness to join dialogues with the police represents the success of PTIB's government engagement. These open dialogues with the CTTC offered young people opportunities to express their frustration about issues of concern, such as unemployment. These dialogues are essential opportunities to counter the spread of rumors in cyberspace and improve their lack of knowledge about culture or other issues such as violent extremism drivers. The DKC mentorship has shaped young participants' creativity and aspirations and helped them design business plans and present their pitch-deck. PTCs have engaged social media influencers, DKC participants, DKC winners, youths from universities, start-ups, donors, and members from university clubs and provided them a platform for open discussion.

## 8.7 GENDER

**UNDP considers gender as a cross-cutting issue, and the successful integration of gender can play a decisive role in preventing violent extremism.** Over time, there has been a shift in the approaches to incorporate women into the PTIB project. From the idea of giving responsibility to the mothers to



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recognize and interrupt their sons or daughters' radicalization, UNDP took a different turn on how women could be part of a broader national approach to combat promoting extremist narratives and intolerance broadly.

**PTIB research components collect extensive disaggregated data.** In its research components, such as BPO and CARU, disaggregated data can be used to map cases of violence against women. It aims to encourage and track the participation of women in its activities. PTIB has organized open panel discussions and cultural performances from transgender communities, appointed young women as CHT Youth Peace Ambassadors, and offered fellowships through BPO to research violence against women and children with disability disabilities Bangladesh. Gender aggregated data collection is one of the core principles of BPO. CARU also highlights the security environment faced by Rohingya women and girls in Cox's Bazar. Peace Talk Café organized two discussions on "Women in Pandemic: Survive, React, Evolve" (2020) and "Cybercrime and Online Violence against Women" (2019). D4P effectively conveys women's empowerment and the needs of young transgender people and people with disabilities by breaking ethnic, religious, and gendered stigma and stereotypes.

**PTIB could strengthen its project gender markers.** The Gender-marker tool records development activities that target gender equality as a program objective to designate each activity with a set of qualitative milestones or numeric indicators. PTIB, at its initial phase, lacked gender marker data but eventually transformed with time and now addressing women issues and voices in all of their activities. Early in 2020, PTIB conducted a gender analysis of the project with the UNDP Country Office gender focal point. It resulted in a gender action plan for the project for 2020 and assigned a list of the actions, indicators, and need-based allocation, particularly in support of gender equality. This work formed a foundation for gender marker data to built upon during the next phase of PTIB.

**PTIB's government engagement also has a gender dimension.** Research produced in partnership with the Dhaka Police's CTTC also profiled the backgrounds and explored the possible radicalization pathways for convicted extremists, including female extremists.

**PTIB's focus on gender-sensitive activities has evolved as it tried new ideas to address the challenge of including women.** PTIB has acknowledged the challenges of promoting digital literacy in Bangladesh, especially for women and other vulnerable communities. Stakeholders shared how gender barriers and cultural stereotypes discouraged women's participation in the online hackathon series and other digital spaces. PTIB has learned that targeting women's online messaging could be a promising opportunity to endorse critical thinking and overcome such resistance.

**This extra effort led to increasing women's participation and profile.** Since its inception in 2017, DKC has increased women's participation by initiating new rules. This year, DKC made it mandatory to have at least one female member in the team. Some of the winning ideas also focused on addressing women's issues. In 2019, DKC sponsored a platform 'Shahajjo' where women migrant workers would get digital awareness, education, and complaining mechanism. In 2018, a women-led team, "Are You Serious" won the first prize for their idea of addressing racism and intolerance with comedy. In 2017, Team "She Tara" (the 2nd runner-up) proposed ideas to empower rural women through ICT skills training and development.

**D4P is a project component explicitly focused on diversity and is well-equipped to increase women's participation.** In 2020, D4P celebrated International Women's Day with the transgender dance group

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“Sattaya”. This event had more than 500 audiences, including members of parliament, prominent gender activists, sportswomen, social activists, and representatives from different NGOs, academia, and civil society and media. D4P and Peace Talk Café also balance men and women ratio during their campaigns and in other accomplishments.

**PTIB is making consistent and persistent efforts to overcome gender barriers and cultural stereotypes.**

This is not always easy for the project and the goal of equal participation of women in all the activities has not been met. Structural barriers are working against this outside the project’s control, especially in its online components. According to PTIB research, Bangladeshi women were much less likely to access the internet either at home or abroad, with 75% of Bangladeshi internet users understood to be male. Regardless of persistent efforts for promoting equal involvement of men and women, boys, and girls in different activities of PTIB, women, and girls fall behind. The key stakeholders who were interviewed for the evaluation observed tremendous inclination yet less participation. They expressed the necessity of more extensive gender research and integration of rigorous gender-sensitive policies to maximize female participation and raise women's issues. The extra efforts were made to include women in the DKC, which was an example of both the challenges and the way forward. When the DKC organizing committee heard from the parents and guardians about their concerns regarding their daughters' attendance during the Bootcamp and mentoring, PTIB contacted the parents to reassure them and encourage the young women’s participation.

## 9 CONCLUSION

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**PTIB was conceived in a fluid and uncertain country context.** It was given the green light after a major terrorist event when much was unknown about the nature of violence and extremism in Bangladesh. For this reason, the project was conceived as a learning project with an emphasis on research as a first step better to understand the problem of violent extremism in Bangladesh. It was always expected to evolve with the growing knowledge base, which helps create and remain relevant. PTIB worked well because of the adaptative management style that learned from its successes and failures and was guided by its action-orientated research. As more was understood, PTIB's activities evolved with a greater emphasis on supporting inclusion and tolerance and countering hate speech and disinformation. As it prepares to enter the second phase, this body of experience and knowledge can provide a strong foundation for future programming.

**This evaluation judged PTIB to be a relevant project as its objectives, purpose, and outcomes were consistent with Bangladesh's needs and interests identified by the host government.** They were also aligned with global strategies outlined by the UN Secretary General's Plan of Action to Prevent Violent Extremism. As an adaptive project, PTIB remained relevant when significant and unexpected challenges faced by Bangladesh. After the Rohingya influx of 2017, PTIB created a new specialized research unit in Cox's Bazar to improve the humanitarian response's ability to understand the nature of violence around the refugee camps. When the UN Secretary General announced a global plan of action on hate speech in 2019, PTIB had already identified this as a challenge for Bangladesh through its research and had programming activities compatible with the global agenda underway. In 2020, albeit the outbreak of the COVID-19 pandemic, PTIB was already active with online activities and social media monitoring. The project not only kept the momentum high by switching offline activities to online ones, but its analytical teams were well placed to provide unique reporting on the nature of disinformation. These programming pivots and its adaptability showed a key PTIB strength. Needless to say that PTIB started as a relevant project, but the project remains to be pertinent in a highly unpredictable context.

**PTIB's was adaptable, and understanding its experimental nature is key to measure its effectiveness.** Each PTIB component, in its way, broke new ground. In the research field, BPO has created the first national database of violence. The SecDev social media monitoring has provided insights into online extremism that were not gathered in any systematic way before PTIB's engagement. CARU in southeastern Bangladesh has allayed fears of radicalism, shown where the actual sources of violence are, and highlighted the deadly political economy of border drug smuggling in a way that was not previously understood. As a group, the research component could improve how they communicate their findings, build relationships with policymakers, and track those interactions.

**In the citizen engagement component, PTIB developed new media, messengers, and messages.** D4P has made inroads into new and not typically engaged communities. New activities, such as youth engagement, are being developed. The citizen engagement component has been effective in engaging different communities in new ways, especially youth. Collectively, these activities could improve by better explaining how they connect with PTIB's origins in preventing violent extremism and as well create new measures to track attitudinal and behavioral change among their participants and beneficiaries.

**PTIB has built new relations through its government engagement component.** These include

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partnerships with the police, Ministry of Foreign Affairs, and ICT Division. These connections provided the project the space to do some cutting-edge work in a very constricted political environment. This permission is granted as the government agencies understood the work and saw its benefits. The limit of this engagement is that there are more powerful actors that impede progress on key milestones, such as the acceptance of a National CPVE strategy, which goes beyond the reach of PTIB's influence.

**PTIB has come up against the opposing forces of intolerance, hate speech, and disinformation in supporting partnerships for inclusion and tolerance.** It has had to overcome significant cultural and political barriers that create biases against women, ethnic and religious minorities, and vulnerable groups. The marginalization of these groups has been a challenge for project activities. These biases are often entrenched and created by forces outside the control of the project. Male users dominate the Bangladeshi internet. Communities on the geographic periphery lack online access. The history of Bangladesh has given many in the country particular perspectives on the majority religion and language that are not always inclusive and tolerant. For each of these challenges, PTIB has had to create a specific programmatic response. Some tactics, such as those to increase participation of women or ethnic minorities, have worked; however, learning from these, PTIB now needs to move forward more strategically in the future phase.

**Looking ahead, this evaluation identified several recommendations grouped around the themes of management, capacity building, communications, and leaving no one behind.** PTIB has done much good work, but better monitoring, regular evaluation, action research, and learning from its activities would strengthen a future project. Such management changes could include a more explicit change theory to tell a more compelling story about the project. When working with local partners, regular assessment of their needs and progress is essential in terms of the capacity building since it takes some time for behavior change. Project external communication could be improved. PTIB has been a high operational tempo project. More effort could be made to explain its work to key stakeholders as the knowledge products do not always sell themselves. Finally, Bangladesh presents particular challenges for working with women, young people, and the vulnerable and marginalized groups. PTIB has experimented with these groups, and some of its most innovative work is with these constituencies. Moving from the ad hoc and tactical to a more strategic and persistent approach will be essential if PTIB's next phase is to leave no one behind truly.

## 10 RECOMMENDATIONS

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The evaluation has four sets of recommendations grouped around the themes of management, capacity building, communications, and Leave No One Behind.

### Recommendation #1

**MANAGEMENT:** Better Monitoring, Evaluation, Research, and Learning (MERL)

PTIB has been and should continue to be a learning project. Global evidence shows that development programmes are more effective if they conduct applied analysis, learning, and rapid-cycle evaluation during project implementation. These processes reduce the risk of program failure by ensuring that activities can adjust and choose the most likely path to achieving the goals.

In its next phase, PTIB should devote more effort to monitoring, evaluation, and research and learning (MERL) systems to improve its existing adaptive management culture and the project's effectiveness.

This could include the following sub-recommendations:

- Developing a new Theory of Change (ToC) that tells a compelling story of how PTIB is a learning project finding relevant ways to promote inclusivity and tolerance and adapt to changes in the context.
- The ToC should emphasize that PTIB's role is to develop a greater understanding through research. PTIB then applies this knowledge to its activities to build a new generation of media, messengers, and messages that counter hate speech, intolerance, and disinformation. In this way, PTIB contributes to preventing extremism and violence in Bangladesh.
- Exploring how the knowledge products of PTIB's research components cross-fertilize and inform the work of its citizen and government engagement components. Given the sensitivities and time involved in approving and distributing written documents, this may include using more discussion-based techniques to share knowledge more widely.
- Using various knowledge management tools, such as short case studies, action reports, and practice notes, to better document how PTIB has learned lessons and applied them to the project.
- Using the market and public opinion research tools, such as focus groups, to measure the effectiveness of messages developed for its citizen engagement component and to continually sharpen its communications and effectiveness with beneficiaries.
- Developing new measures to better engage its audience before and after activities, such as quick quizzes, to better measure and understand attitudinal shifts and the potential for behavioral change.
- Drawing on the growing data sets of PTIB's research components, such as BPO and CARU, to conduct more empirical studies and secondary analysis to increase general understanding of the challenges of countering violence in Bangladesh and guiding future programming.
- Engaging a MERL specialist to work with PTIB to advise on how to improve its internal knowledge management and information sharing between sub-components.

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### Recommendation #2

#### **CAPACITY BUILDING:** Improved capacity and diversity of local partners

The sustainability of the ideas and practices that PTIB has introduced depends on the capacities of partners and supported groups. Therefore local partners, implementers, and participants require training for an activity, then carry it out and receive feedback afterward. Moreover, they need expert coaching over a sustained period.

PTIB could increase the diversity of local partners and plan to sustain support to them with an ongoing emphasis on improving research, organizing, and communication to sustain changes in attitudes and behavior among target groups.

This could include the following sub-recommendations:

- Updating the 2019 BPO evaluation with another periodic external review to measure progress and identify new needs of capacity development after a year of more intensive support from the data scientist in residence.
- Continuing support to BPO to improve its research capabilities and written analytical products and gather more information about how its data is being used and who is using it.
- Extending the focus on working with non-traditional partners among marginalized and vulnerable communities, especially those without reliable internet access and distant from Dhaka.
- Understanding that all capacity building requires long-term support, technical advice, mentoring, and coaching and planning in the next phase for sustained interventions of these types.

### Recommendation #3

#### **COMMUNICATIONS:** Better project communications and expanded outreach

Communicating with its complete circle of stakeholders and a growing number of beneficiaries requires significant efforts by key project staff

In its next phase, PTIB could improve its internal processes and practices to better explain to key stakeholders, especially the GoB, what the project is working on, and why and how it is to be done.

This could include the following sub-recommendations:

- Finding new and regular channels, such as small group events, as venues to discuss project's more sensitive work on violence and social media monitoring to help key stakeholders, especially decision makers, explore how this research could be better used for policymaking and planning.
- Making social media monitoring information and analysis more widely available to a larger group of stakeholders through workshops, webinars, and other such discussion-based interactions. PTIB has used such techniques but could do this more regularly and build on its newly created youth panel model.
- Better documenting and analyzing the interactions its research components have with government and international officials to show how these interactions' seniority or frequency create relationships that can contribute to policy processes.

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- Initiating discussions with the Advisory Board about the shape of its Phase Two and how it would build on those activities in Phase One that have been effective or having potential.
- Engaging partners in the Digital Peace Movement to discuss what a new phase of their work might look like, including how to keep up momentum and networks if there were a funding gap or disruption in funding.

### **Recommendation #4**

**LEAVE NO ONE BEHIND (LNOB):** Gender, youth, vulnerable, and marginalized groups

There are significant al and political challenges to creating an inclusive project in Bangladesh that must be recognized and continuously addressed. PTIB acknowledges these barriers, and many of its component activities are specifically designed to address them. They will remain a challenge in the second phase of the project and will need to be more systematically addressed.

Based on its experience in the first phase, PTIB could improve its strategy and conduct more thorough planning to addresses cultural biases to ensure its future programming is more inclusive.

This could include the following sub-recommendations:

- Formalizing its gender strategy in future project documents and creating gender marker data to address and measure the response to the known gender biases against women in its project activities, including access to the internet and overnight mentoring boot camps.
- Including the challenges to the inclusion of women in project activities in the revised project's Theory of Change for the next phase.
- Developing more specific strategies and plans about addressing gender, marginalized and vulnerable groups challenges, especially those living outside of Dhaka.
- Developing more advanced M&E tools to analyze and track women's participation in PTIB activities.
- Discussing and strategizing with all partners how to counter known biases in using digital space, including gender and geography. Design additional activities and explore new themes to mitigate these entrenched biases.
- Commissioning more research on gender-specific issues to stimulate more discussion about women's role and maximize women's participation, agency, and voice.
- Building on and documenting the experience of DKC to explore how to expand women's participation through changing rules, evaluation criteria, and adapting mentorship programs.
- Adding a component to increase women's participation in digital literacy at the core of PTIB's objectives.

## 11 LESSONS LEARNED

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In looking ahead to a future phase of PTIB, the consultants' Terms of Reference (Annex 1) asks the Evaluation Team during their work to identify any good practices, success stories, lessons learned, or transferable examples and, if possible, describe and document them.

As discussed above, PTIB was conceived as a learning project. As also referenced in earlier sections, the Evaluation Team had limited time and resources, including making specific efforts to document or write up learning. However, as part of the report body, the Evaluation Team has examined several issues in addressing the evaluation criteria that it feels could be better studied and presented by the PTIB project team. UNDP could apply a suite of tools from the field of knowledge management to document.

In discussions with the project stakeholders, several key **lessons learned** were identified. These include:

- **Keeping messaging positive:** When addressing divisive rhetoric, the project made a deliberate decision to keep UNDP messaging positive – to focus not on “countering” extremist or hateful narratives directly, but to promote alternative peaceful, positive narratives. Throughout the cycle, the project recognized that while deliberate incitement and hate speech did exist in Bangladesh, the best counter was not censorship but better arguments and better evidence.
- **Understanding PVE and prevention of hate speech as peacebuilding efforts:** While UNDP internally applies the Prevention of Violent Extremism label to this work, in 2019 the project realized how adaptable this model is to address issues of hate speech being raised by the UN Secretary General. Though the means and manner of hate speech may be different, the dynamics and the implications are similar to extremist rhetoric.
- **Welcoming supportive government partners:** The project has identified government counterparts who care about promoting tolerance and inclusivity and want to get it right. Building a collaborative and positive relationship with government partners has supported mutual trust to grow and influence positive changes.
- **Recognizing that long-term change requires mentorship:** Throughout 2019, the project internalized its realization from the previous years that one-off events do not work well. Extended follow-up and technical support are needed to promote lasting change. This was particularly evident to the PTIB project when following-up with winners of the Digital Khichuri Challenges. The winners' selection was just the beginning of a journey, not the end – the real end was when the team had successfully launched their new platform. By expanding and institutionalizing the mentorship for DKC winners, the project maximized their success chances in 2019. This same insight also led the project to train dozens of organizations before submitting their final proposals for UNDP's Diversity 4 Peace grants programme. The end proposals' quality and actionability were significantly improved by training interested applicants beforehand, even before the activities started and the funding was disbursed.

In addition to these lessons learned, PTIB has led by example with some **good practices**.

- PTIB made extra efforts to include marginalized communities through its D4P component. These



## PTIB FINAL EVALUATION REPORT

are different from the typical UNDP approach and deserve to be documented in a practice note, shared with colleagues in Bangladesh and the region as an example of what can be done to Leave No One Behind.

The project had several **success stories**.

- PTIB's adaption as a project to the COVID-19 pandemic deserves to be highlighted and showcased, especially its research tools have pivoted to covering disinformation. DKC's youth engagement and its work to develop new mediums, messengers, and messages deserve a separate study.

In the region, PTIB as a project, and a number of its components are seen as **transferable examples**.

- BPO is a model for violence monitoring by local organizations, especially in challenging political environments.
- Social media monitoring by SecDev deserves wider audiences, especially to have added analytical value.
- CARU is a project that should be considered in some form for all future complex humanitarian emergencies.

## **12 LIST OF REPORT ANNEXES**

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- Annex 1 - Evaluation Terms of Reference
- Annex 2 - Evaluation Matrix
- Annex 3 - KII questionnaire
- Annex 4 - List of individuals interviewed
- Annex 5 - List of supporting documents reviewed
- Annex 6 - Risk Analysis Matrix
- Annex 7 - Summary table of findings
- Annex 8 - Code of Conduct signed by evaluators
- Annex 9 – Analysis of project results framework

## Annex 1 – Evaluation Terms of Reference



### Terms of Reference (ToR) for Hiring International Consultant for Final Evaluation of PTIB Project

<b>AGENCY/PROJECT NAME:</b>	<b>UNDP Partnership for a Tolerant, Inclusive Bangladesh (PTIB)</b>
<b>DURATION:</b>	<b>20 days over the period of 1 month</b>
<b>COUNTRY OF ASSIGNMENT:</b>	<b>Bangladesh</b>
<b>TYPE OF CONTRACT</b>	<b>Individual Contract</b>
<b>POST LEVEL</b>	<b>International Consultant</b>
<b>DUTY STATION</b>	<b>Home Based</b>

#### 1. TERMS OF REFERENCE (ToR)

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##### **A. Project Title:**

Partnership for a Tolerant, Inclusive Bangladesh (PTIB)

##### **B. Background:**

UNDP's "Partnerships for a Tolerant, Inclusive Bangladesh" project is a multi-year initiative to understand and prevent violence and extremism in Bangladesh. The project responds to the UN Secretary General's 2015 call for every country to develop a coherent and contextual strategy for the prevention of violent extremism (PVE), while reaffirming the need for inclusive institutions, transparent politics, and a commitment to fundamental human rights. The project also adapted over the past year to respond to the Secretary General's Strategy and Plan of Action on Hate Speech (2019). The project builds local research capacity, and uses cutting-edge evidence to help promote authentic and resonant Bangladeshi narratives of diversity and tolerance.

This project is a major component of UNDP's Democratic Governance Portfolio in Bangladesh, which supports Bangladesh's achievement of key targets under Sustainable Development Goal 16 (SDG 16): "Peace, Justice and Strong Institutions". The PTIB Project is set to run until May 2021, and presently operates with substantial support from six governments (USA, UK, Denmark, Norway, Japan and the Netherlands), with a total budget of USD 5.1 M over 3 years.

The project addresses complex issues of identity and inclusion by promoting a digital literacy model. "Digital literacy" is defined by the PTIB project as a citizen's ability to distinguish between trustworthy information and untrue or manipulative content online. This involves a critical engagement with Bangladesh's online environment, helping citizens to identify and question any misleading or incendiary online content they may encounter. In the internet age, UNDP believes that digital literacy is just as important as being able to read and write - if Bangladeshis are able to engage more skeptically and safely in cyberspace, UNDP expects they will become more resistant to divisive, exclusionary and violent rhetoric. Specifically, a focus on promoting digital literacy and safe use of online platforms (like Facebook) can empower some of Bangladesh's most vulnerable women to identify and speak out against incitement

and violence that might disproportionately affect them. This model is fully evidence-based, and relies on superior monitoring and analysis of online trends, as well as an adaptable communications strategy and programme design. The project accomplishes this in three ways:

- By improving knowledge and insight on the drivers of violence in Bangladesh;
- By supporting Bangladeshi narratives of inclusivity and tolerance, online and offline, with a particular focus on youth, women, and vulnerable groups;
- By supporting and helping to sensitize Bangladesh government agencies to emerging standards of best practice and practical means of promoting social inclusion and tolerance.

The project supports three data collection teams, which supply different kinds of regular information:

1) The Bangladesh Peace Observatory (BPO): The BPO catalogues, aggregates, maps and visualizes nationwide statistics on violent incidents using a combination of open data and media reports. Based at the University of Dhaka and supported by UNDP, the BPO produced targeted analyses and updates, identifying new avenues for research. A variety of qualitative and quantitative methods are used to help identify which dynamics push at-risk individuals from alienation to intolerance, and how this process might be peacefully interrupted.

2) Social Media Mapping: UNDP Bangladesh has commissioned specialist internet mapping companies to investigate and analyze extremist or incendiary narratives on popular online platforms like Facebook and Twitter. UNDP Bangladesh is using this information to identify and promote peaceful counter-narratives on key themes.

3) The Cox's Bazar Analysis and Research Unit (CARU): UNDP's in-house monitoring team, which tracks violent incidents in regions affected by the Rohingya emergency, and produces weekly updates for international and Bangladeshi partners. Since the COVID outbreak, CARU has also been producing additional weekly updates on the social and economic implications of COVID-19 spread in Bangladesh, including an overview of violent incidents, demonstrations, and noteworthy incidents

Social media campaigns under the hashtag #digitalpeacemovement have reached 17m Bangladeshis across the country, promoting inclusive perspectives and a spirit of national collaboration. UNDP Bangladesh's highly successful hackathon series, the "Digital Khichuri Challenges" have become an established brand in Bangladesh with a reach of over 12m people, while many of the platforms which emerge from these hackathons have developed an even greater reach. Numerous UNDP outgrowth events from the Digital Khichuri Challenges, including the "Peace Talk Cafe" event series are also popular and attract considerable public attention and interaction. In 2019, UNDP launched an online Digital Literacy Challenge – a quiz which would help Bangladeshis to question and identify untrustworthy sources of online information. The quiz was taken by 1.5m respondents.

UNDP's engagement with the Dhaka Police's Counter Terrorism and Transnational Crime (CTTC) Unit has helped to integrate core PVE and human rights concepts in the policing discussion in Bangladesh. Joint research between the police and the Bangladesh Peace Observatory has given academics access to key data for the first time, producing five joint research publications on the sources and expressions of extremism. Findings have been built into national police policies, including the draft National Counter-Terrorism Strategy (developed by the CTTC with USAID and UNDP support), which emphasizes a preventive approach built on community participation.

### **C. Evaluation Purpose:**

#### ***Purpose:***

The purpose of the final evaluation is to assess achievements to date, document lessons learned, and provide recommendations to UNDP and its partners to develop next phase of PTIB in Bangladesh.

***Timing:***

The final project evaluation is proposed to be conducted in August 2020 as the PTIB is scheduled to end on 31 May 2021. The timing has been agreed with the project advisory board. The timing is also meant to ensure that the evaluation results will support UNDP and its partners in developing a next phase of PTIB.

***Utilization:***

The primary users of the evaluation results will be UNDP, but the evaluation results will equally be useful to relevant GoB ministries, development partners and donors so on.

In addition, the evaluation aims at critically reviewing and identifying what has worked well in the project, what challenges have been faced, what lessons can be learned to improve future PTIB programming. The evaluation will also generate knowledge for wider uses, assess the scope for scaling up the current programme, and serve as a quality assurance tool for both upward and downward accountability. UNDP will take in consideration all useful findings, conclusions and recommendations from the evaluation, prepare a systematic management response for each recommendation, and implement follow-up actions as per UNDP Evaluation Resource Center guidance/policies.

In the view of the above, UNDP is seeking for one international consultant to conduct the final evaluation of PTIB. The evaluation will work under the overall supervision of the Deputy Resident Representative, UNDP Bangladesh and day to day collaboration with the Project Manager PTIB. The international consultant will be supported by a national consultant.

**D. Objectives of the assignment:**

The final evaluation will focus on measuring development results generated by the PTIB, based on the scope and criteria included in this term of reference. The unit of analysis or object of study for this evaluation is the PTIB, understood to be the set of components, outcomes, outputs, activities and inputs which are described in the PTIB Project document and M&E Framework.

**The objectives of this evaluation are to:**

- Assess to what extent PTIB has contributed to address the needs and problems identified during programme design;
- Assess how effectively PTIB has achieved its stated development objective and purpose;
- Measure how efficiently the PTIB outcomes and outputs have progressed in attaining the development objective and purpose of the project;
- Assess both negative and positive factors that have facilitated or hampered progress in achieving the project outcomes, including external factors/environment, weakness in design, management and resource allocation;
- Assess the extent to which the application of the rights-based approach and gender mainstreaming are integrated within planning and implementation of the PTIB project

- Identify and document substantive lessons learned, good practices and also opportunities for scaling up the future PTIB project in Bangladesh;
- Provide forward looking programmatic recommendations for the PTIB project;

The evaluation will focus on five key evaluation criteria: relevance, efficiency, effectiveness, potential impact, and sustainability. The evaluation should provide credible, useful, evidence-based information which enables timely incorporation of its findings, recommendations and lessons into decision making processes of UNDP and key stakeholders as well as assess the potential of the next phase of the project. The evaluation will cover the time span from 15<sup>th</sup> May 2017 (the beginning of the PTIB) to date.

In order to meet the above objectives of the evaluation, the International Team Leader will work together with a national consultant throughout the assignment.

#### **E. Scope of Work and Timeline:**

**The scope of work for the International Team Leader of this evaluation will include but not be limited to:**

- Lead the development and finalization of the inception report that will include elaboration of how each evaluation question will be answered along with proposed methods, proposed sources of data, and data collection and analysis procedures;
- Lead the designing of tools and data collection;
- Lead the data collection, analysis and interpretation;
- Lead the development of the draft evaluation report;
- Lead and finalize the evaluation report;
- Lead the presentation of initial findings and de-brief;
- Lead the evaluation team in planning, execution and reporting, inception workshop, kick-off and feedback meeting, debriefings;
- Oversee the division of labor within the review team to ensure compliance with the Final Evaluation TOR; and
- Utilize best practice evaluation methodologies;

Phase	Scope of work of consultant	Number of Days	Timing
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<b>Inception Phase</b>	<p>This phase is meant to ensure that the evaluation team is fully prepared before undertaking data collection. It includes:</p> <ul style="list-style-type: none"> <li>• Desk review of existing documents, including project document, TAPP, strategies developed by the project, reports and documents developed by the project and write-ups on the project initiatives</li> <li>• Consultation with key external stakeholders</li> <li>• Drafting of the inception report, including evaluation methodology, timeline, evaluation matrix, and data collection tools</li> <li>• Development of data collection tools (i.e. KII checklists and short questionnaires)</li> </ul>	05 Days	Within 1 week of signing contract
<b>Data Collection Phase (to be conducted virtually)</b>	<ul style="list-style-type: none"> <li>• A briefing session by UNDP and the project management</li> <li>• Initial introductory meeting/workshop with the stakeholders and partners</li> <li>• Key informant interviews with the stakeholders</li> <li>• Debriefing to the UNDP CO and the stakeholders on the key findings</li> </ul>	07 Days	Within 3 weeks of signing the contract
<b>Reporting Phase</b>	<ul style="list-style-type: none"> <li>• Aggregation of findings from desk review and stakeholders interview</li> <li>• Drafting of the evaluation report and evaluation brief</li> <li>• Review by UNDP and stakeholders for quality assurance</li> <li>• Incorporation of comments and revision of the report</li> <li>• Submission of the final report</li> </ul>	08 Days	Within 4 weeks of signing the contract

#### **F. Evaluation Questions:**

The evaluation questions define the information that must be generated as a result of the evaluation process. The answers will provide key basis to the intended users of the evaluation in making informed decisions, taking actions or adding knowledge. Some of the tentative questions can be as follows:

***Relevance: The extent to which the objective, purpose and outcomes of the intervention are consistent with the needs and interest of the people and the needs of the country.***

- a. To what extent was the PTIB design relevant in supporting the prevention of violent extremism and addressing incitement of hate and violence, including hate speech and disinformation in the social media in Bangladesh?

- b. To what extent was the design and strategy of the PTIB relevant with national priorities and UN priorities in Bangladesh?
- c. To what extent was the design and strategy of the PTIB aligned with CPD (2017-2020) and UNDAF (2017-2020)?
- d. To what extent was the theory of change applied in the PTIB relevant to serve the needs of the country?
- e. To what extent did the PTIB align itself with the National Development Strategies and/or the UNDAF Bangladesh?

***Effectiveness: Extent to which the outcomes of the development intervention have been achieved***

- To what extent has the project achieved the objectives and targets of the results framework in the Project Document?
- Compared to 2017, to what extent do key stakeholders now better prevent violent extremism and counter incitement of hate and violence in Bangladesh? To what extent are any changes linked to PTIB interventions?
- What factors contributed to the achievement or non-achievement of the PTIB outcomes and outputs?
- To what extent and in what ways has ownership - or the lack of it - by the implementing partner impacted on the effectiveness of the PTIB?

***Efficiency: Extent to which resources/inputs (funds, time, human resources, etc.) have been turned into results.***

- To what extent were the PTIB outputs delivered in time to ensure high quality?
- To what extent has PTIB ensured value for money?
- To what extent was resource mobilization efforts successful? Was funding sufficient for achievement of results? (funding analysis)
- To what extent and in what ways has ownership - or the lack of it - by the implementing partner impacted on the efficiency of the PTIB?
- To what extent was there any identified synergy between UNDP initiatives/projects that contributed to reducing costs while supporting results?
- How well did project management work for achievement of results?
- To what extent did project M&E systems provide management with a stream of data that allowed it to learn and adjust implementation accordingly?

***Sustainability: Probability of the benefits of the intervention continuing in the long term***

- To what extent will the PTIB achievements be sustained? What are the indicators of sustainability for these achievements, e.g., through requisite capacities (systems, structures, staff, etc.)? What are the challenges and opportunities?
- To what extent are policy and regulatory frameworks in place that will support the continuation of PTIB?
- To what extent are the institutional mechanisms in place to sustain impacts of PTIB's interventions?
- To what extent have development partners committed to providing continuing support?



***Evaluation of Cross-Cutting Issues:***

Leave no one behind and gender aspects will be considered well in evaluation questions as well the evaluation process. Gender analysis, including gender disaggregated data need to be incorporated in the evaluation.

***Leave no one behind:***

- To what extent have the research and monitoring of PTIB been inclusive in terms of capturing the situation of the most vulnerable and marginalized part of the Bangladesh population, vulnerable for incitement of hate and violence.
- To what extent has PTIB civil society and youth engagement been able to include and reach the most vulnerable and marginalized part of the Bangladesh population, vulnerable for incitement of hate and violence.

***Gender Equality:***

- To what extent has PTIB and other national stakeholders' capacity been strengthened in better promoting and protecting women's rights.
- To what extent have gender equality and the empowerment of women been addressed in the design, implementation and monitoring of the project?
- Is there gender marker data assigned to this project representative of reality?
- To what extent has the project promoted positive changes in gender equality and the empowerment of women? Were there any unintended effects?

***Way forward***

- Have any good practices, success stories, lessons learned, or transferable examples been identified? Please describe and document them.
- Based on the achievements to the date, provide forward looking programmatic recommendations for UNDP PTIB next phase.

**G. Methodology**

It is strongly suggested that the evaluation should use a mixed method approach – collecting and analyzing both qualitative and quantitative data using multiple sources in order to draw valid and evidence-based findings and conclusions and practical recommendations. The evaluation team is expected not only to conduct specific surveys to collect quantitative/qualitative data but also is highly encouraged to review all relevant reports providing quantitative data collected by PTIB. However, the evaluation team is expected to propose and determine a sound evaluation design and methodology (including detailed methodology to answer each evaluation question) and submit it to UNDP in the inception report following a review of all key relevant documents and meeting with UNDP and PTIB. Final decisions about the specific design and methods for the evaluation will be made through consultation among the PTIB, UNDP, the consultants and key stakeholders about what is appropriate and feasible to meet the evaluation purpose and objectives as well as answer the evaluation questions, given limitations of budget, time and data. The evaluator is expected to follow a participatory and consultative approach

ensuring close engagement with stakeholders. All stakeholder meetings will be organized virtually for primary data collection given the current COVID-19 pandemic in Bangladesh.

Methods to be used by the evaluation team to collect and analyze the required data shall include but not limited to:

- **Desk Review:** This should include a review of inter alia
  - Project document
  - Result Framework/M&E Framework
  - Project Quality Assurance Report
  - Annual Work Plans
  - Annual Reports
  - Highlights of Project Board meetings
  - PTIB social media engagement review (to be completed by 30<sup>th</sup> July 2020)
  - Studies relating to the country context and situation
- **Semi-structured interviews** with key stakeholders including UNDP, PTIB, Government partners, UN colleagues, development partners, CSOs, youths, so on:
  - Development of evaluation questions around relevance, effectiveness, efficiency and sustainability and designed for different stakeholders to be interviewed
  - **Key informant interviews** with relevant stakeholders from government agencies, donors, UN Agencies, youth groups and CSOs supported by PTIB.
  - All interviews should be undertaken in full confidence and anonymity. The final evaluation report should not assign specific comments of individuals
- Analysis of PTIB's funding, budgets and expenditure generated from Atlas.
- Analysis and interpretation of qualitative and quantitative data available from various credible sources.
- **Data review and analysis of monitoring and other data sources and methods:** ensure maximum validity, reliability of data (quality) and promote use; the evaluation team will ensure triangulation of the various data sources

Data and evidence will be triangulated with multiple sources to address evaluation questions. The final methodological approach including interview schedule and data to be used in the evaluation should be clearly outlined in the inception report and fully discussed and agreed between UNDP, stakeholders and the consultants.

### **Gender and Human Rights-based Approach**

As part of the requirement, evaluation must include an assessment of the extent to which the design, implementation, and results of the project have incorporated gender equality perspective and rights-based approach. The evaluators are requested to review *UNEG's Guidance in Integrating Human Rights and Gender Equality in Evaluation* during the inception phase<sup>1</sup>.

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<sup>1</sup> [http://www.uneval.org/papersandpubs/documentdetail.jsp?doc\\_id=980](http://www.uneval.org/papersandpubs/documentdetail.jsp?doc_id=980)

In addition, the methodology used in the final evaluation, including data collection and analysis methods should be human rights and gender-sensitive to the greatest extent possible, with evaluation data and findings disaggregated by sex, ethnicity, age, etc. Detailed analysis on disaggregated data will be undertaken as part of final evaluation from which findings are consolidated to make recommendations and identify lessons learned for enhanced gender-responsive and rights-based approach of the project.

These evaluation approach and methodology should consider different types of groups in the PTIB project intervention – women, youth, minorities, and vulnerable groups.

## **H. Expected Deliverables**

The International Team Leader will be responsible for ensuring the following outputs/deliverables to UNDP Bangladesh as per the agreed work plan:

### **i. Inception Report:**

The consultant(s) will commence the evaluation process with a desk review and preliminary analysis of the available information provided by UNDP. Based on the ToR, initial meetings with the UNDP and the desk review, the consultants should develop an inception report which will be around 5 pages in length and will elaborate evaluation methodologies, including how each evaluation question will be answered along with proposed methods, proposed sources of data, and data collection and analysis procedures. The inception report will include the evaluation matrix. UNDP and PTIB will review the inception report and provide useful comments for improvement. This report will serve as an initial point of agreement and understanding between the evaluation team and UNDP/PTIB;

### **ii. Draft Evaluation Report:**

The evaluation report will contain the same sections as the final report and shall follow the structure outlined in Annex 3/ Evaluation Report Template and Quality Standards (Page 49-53) of Section 4/ Evaluation Implementation of UNDP Evaluation Guideline (2019) <sup>2</sup>. The draft report will be reviewed by the PTIB and UNDP. The draft report will ensure that each evaluation question is answered with in-depth analysis of information and back up the arguments with credible quantitative and/or qualitative evidences.

### **iii. Presentation/Debriefing/Audit Trial:**

A meeting will be organized with key stakeholders including UNDP and PTIB to present findings, conclusions and recommendations.

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<sup>2</sup> Evaluation Report Template and Quality Standards of UNDP Evaluation Guideline (2019), Section 4 : Evaluation Implementation, available at <http://web.undp.org/evaluation/guideline/>

**iv. Final Evaluation Report:**

The final report will incorporate comments and feedbacks from the stakeholders including the feedback provided during the Presentation/Debriefing meeting. Other relevant documents (i.e. data collection tools, questionnaires, datasets, if any) need to be submitted as well.

**v. Evaluation Brief:**

A concise summary of the evaluation report will include findings, conclusions and recommendations using plain language targeting wider audience. This concise summary will be not more than 4 pages.

**I. Price Proposal and Schedule of Payments**

Consultants must send a financial proposal based on **Lump Sum Amount**. The total amount quoted shall be all-inclusive and include all costs components required to perform the deliverables identified in the TOR, including professional fee, travel costs, living allowance (if any work is to be done outside the IC's duty station) and any other applicable cost to be incurred by the IC in completing the assignment. The contract price will be fixed output-based price regardless of extension of the herein specified duration. Payments will be done upon completion of the deliverables/outputs and as per below percentages:

The expected outputs, deliverables and payment schedule is as follows:

<b>Deliverables/ Outputs</b>	<b>Estimated duration</b>	<b>Target Due Dates</b>	<b>Payment Schedule</b>	<b>Review and Approvals Required</b>
Submission of Inception Report, including a methodology note and evaluation matrix (based on meetings with the UNDP, the desk review and preliminary analysis of the available information provided by UNDP)	5 days	5 <sup>th</sup> August 2020	25%	PTIB/ Deputy Resident Representative, UNDP Bangladesh/ Head of DG Cluster, UNDP Bangladesh/ M&E focal point, UNDP Bangladesh
Submission of Final Evaluation Report (including Evaluation Brief, Data Collection Tools, Questionnaires, Datasets (if any))	15 days	31 <sup>st</sup> August 2020	75%	
Total days consultant wise	20 days			

**J. Travel:**

No travel will be required for this assignment. It will be homebased, all meetings and interviews will be virtual online. In the case of unforeseeable travel, payment of travel costs including tickets, lodging and

terminal expenses should be agreed upon, between the respective business unit and Individual Consultant, prior to travel and will be reimbursed.

#### **K. Implementation Arrangement, Supervision and Performance Evaluation:**

This evaluation is commissioned by UNDP Bangladesh. The Deputy Resident Representative, UNDP Bangladesh will be responsible for managing the evaluation throughout the entire process and PTIB will provide necessary support in day to day operation of evaluation. The International Team Leader will work under the overall supervision of the Deputy Resident Representative, UNDP Bangladesh. The International Team Leader will lead the evaluation mission together with a National Consultant. The consultant will report to and work under supervision of the Deputy Resident Representative.

## **2. Evaluation Team Composition and Required Competences**

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The evaluation team will be comprised of one team leader (an international consultant) and a national consultant. The presence of an international consultant is deemed desirable given the complexity and sensitivity of some of the issues concerned, and therefore to safeguard the independence and impartiality of the evaluation.

#### **A. Qualifications:**

##### **The qualifications below are for the International Consultant/Team Leader**

- A masters' degree or equivalent peace & development, international relations, social sciences, political economy or other relevant fields, or Bachelors but with 5 years of additional experience than below.
- At least 15 years of working experience in the field of democratic governance along with 10 years focused experience in peace building, experience in PVE preferred.
- Experience in conducting evaluations or assessment of large-scale policies and programs in peace building and social cohesion.
- Past experience as a team leader for similar assignments.
- Possess strong analytical and writing skills, with the ability to conceptualize, articulate, write and debate about governance issues.
- Experience in implementing a range of qualitative and quantitative data collection tools and methods in project evaluation.
- Knowledge of current issues and innovation in results-oriented monitoring, including trends, principles and methodology.
- Good knowledge of UN and/or UNDP's mandate and socio-political context in the region.
- Advanced level of proficiency in both written and spoken English.

#### **B. Corporate Competencies:**

- Demonstrates integrity by modeling the UN's values and ethical standards (human rights, tolerance, integrity, respect, and impartiality);
- Promotes the vision, mission, and strategic goals of UNDP;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.

#### **C. Functional Competencies:**

- Consistently approaches work with energy and a positive, constructive attitude ;
- Strong interpersonal and written and oral communication skills;
- Strong analytical skills and strong ability to communicate and summarize this analysis in writing
- Has ability to work both independently and in a team, and ability to deliver high quality work on tight timelines.

#### **D. Skills:**

- Strong leadership and planning skills
- Excellent written and presentation skills (English)
- Strong communication skills
- Ability to work in the multi-cultural team environment and to deliver under pressure/meet deadlines
- Ability to network with partners on various levels
- The necessary computer skills with competence in MS office package

### **3. Evaluation Ethics**

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The evaluation will be conducted in accordance with the principles outlined in the UNEG 'Ethical Guidelines for Evaluation'.<sup>3</sup> The consultant must safeguard the rights and confidentiality of information providers, interviewees and stakeholders through measures to ensure compliance with legal and other relevant codes governing collection of data and reporting on data. The consultant must also ensure security of collected information before and after the evaluation and protocols to ensure anonymity and confidentiality of sources of information where that is expected. The information knowledge and data gathered in the evaluation process must also be solely used for the evaluation and not for other uses with the express authorization of UNDP and partners.

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<sup>3</sup> UNEG, 'Ethical Guidelines for Evaluation', June 2008. Available at <http://www.uneval.org/search/index.jsp?q=ethical+guidelines>.

**Bangladesh UNDAF Outcome:** No 2. Develop and implement improved social policies and programmes that focus on good governance, reduction of structural inequalities and advancement of vulnerable individuals and groups.

**Outcome indicators as stated in the Country Programme [or Global/Regional] Results and Resources Framework, including baseline and targets:**

*Bangladesh*

*Indicator 2.1.1.: Extent to which there is a strengthened environment for civic engagement, including legal/regulatory framework for civil society organizations to function in the public sphere and contribute to development, and effective mechanisms/platforms to engage civil society (with a focus on women, youth or excluded groups)*

*Baseline (2016): low (on 3 groups), target (2020): medium (on 3 groups);*

**Applicable Output(s) from the UNDP Strategic Plan:** Outcome 2: Citizen expectations for voice, development, rule of law, and accountability are met by stronger systems of democratic governance.

**Project title and Atlas Project Number:**

EXPECTED OUTCOMES & OUTPUTS	OUTCOME & OUTPUT INDICATORS	DATA SOURCE	BASELINE		TARGETS (by frequency of data collection)				DATA COLLECTION METHODS & RISKS
			Value	Year	Year 1	Year 2	Year 3	FINAL	
<b>Outcome 1: RESEARCH FACILITY</b>	<b>1.1 Total Number of Research Publications Produced</b>	UNDP	3	2017	20	16	16	55	
	<b>1.2 Total Citations for Research Products</b>	Google Scholar	0	2017	5	20	35	60	
	<b>1.3 Number of Times research products are presented at PVE conferences</b>	UNDP	2	2017	8	12	16	38	
	<b>1.4 Number of instances media organizations reference Research Facility data in reporting</b>	UNDP/ BPO	0	2017	15	25	40	40	
Output 1.1: MAINTAIN and UPDATE the Bangladesh Peace Observatory	<b>1.1.1</b> Number of months' data on various forms of violence available in the website of "Bangladesh peace observatory"	BPO	43	2017	55	67	79	79	
	<b>1.1.2</b> Number of people who have viewed the BPO website/ platform	BPO	250	2017	1000	2000	3000	6000	
	<b>1.1.3</b> Number of online citations of BPO data	Online Journals	0	2017	3	8	15	26	
Output 1.2 RESEARCH publications (4 types)	<b>1.2.1 Scale:</b> Research conducted on identified areas, and research findings shared to relevant audiences	BPO	4/4 (scale)	2017	20	28	28	76	
	<b>1.2.2</b> Number of citations for research products	Online Journals	0	2017	3	8	15	26	
	<b>1.2.3</b> Number of times research papers are downloaded online	BPO	0	2017	50	150	300	500	

Output 1.3 CAPACITY BUILDING to apply research	<b>1.3.1</b> Percentage of attendees who felt training was 'useful' or 'very useful' once training session completed	UNDP	N/A	2017	60%	70%	80%	N/A	
	<b>1.3.2</b> Percentage improvement in scores from a test administered at start of training when compared to a test administered at the end	UNDP	N/A	2017	50%	55%	60%	N/A	
	<b>1.3.3</b> Number of organizations adding a PVE element to existing programming as a result of training	UNDP	N/A	2017	3	10	12	25	
Output 1.4 LEARNING LAB (Independent M&E, Skills Training for UNDP)	<b>1.4.1</b> Number of lessons learned and applied from conferences	UNDP	N/A	2017	10	15	15	40	
	<b>1.4.2</b> Number of recommendations implemented from independent monitoring or evaluation reports	UNDP	N/A	2017	5	8	10	23	
<b>Outcome 2: CITIZEN ENGAGEMENT</b>	<b>2.1</b> Total number of civil society organizations adding a PVE or digital literacy element to existing programming, with support of UNDP training or information materials	UNDP	N/A	2017	3	10	12	25	
	<b>2.2</b> Percentage improvement in scores from a test administered at start of training when compared to a test administered at the end	UNDP	N/A	2017	50%	55%	60%	N/A	
	<b>2.3</b> Total Number of beneficiaries who have come into contact with campaigns	UNDP	N/A	2017	4m	6m	8m	18m	
2.1 RESEARCH into online extremist narratives	<b>2.1.1</b> Scale: Research conducted on identified areas, and research findings shared to relevant audiences	UNDP	4	2017	16	16	16	48	
2.2 DIGITAL KHICHURI Challenges	<b>2.2.1</b> Number of Applicants, per event, for Digital Khichuri Challenges	UNDP	350	2017	500	600	700	N/A	
	<b>2.2.2</b> Number of viewers the night of a challenge vote	UNDP			5000	8000	10000	23000	
	<b>2.2.3</b> Number of Facebook likes for Digital Khichuri page	UNDP			2500	8000	15000	25500	
	<b>2.2.4</b> Number of visitors to Challenge winners' websites and platforms after 6 months	UNDP, Winners			10000	40000	70000	12000	



	<b>2.2.5</b> Low viewer bounce/exit rate from websites produced as a result of Digital Khichuri	UNDP, Winners	N/A	2017	30%	20%	10%	10%	
2.3 PVE and GENDER:	<b>2.3.1</b> Percentage of women who felt training was 'useful' or 'very useful' once training session completed	UNDP	N/A	2017	60%	70%	80%	N/A	
	<b>2.3.2</b> Percentage improvement in scores from a test administered at start of training when compared to a test administered at the end	UNDP	N/A	2017	50%	55%	60%	N/A	
	<b>2.3.3</b> Number of female beneficiaries attending training sessions or discussions	UNDP	N/A	2017	300	600	900	1800	
	<b>2.3.4</b> Number of listeners to media campaigns promoting female historic figures from minority backgrounds	UNDP	N/A	2017	2m	3m	4m	9m	
2.4 MIGRANT WORKERS	<b>2.4.1</b> Percentage of migrants surveyed after a workshop who felt training was 'useful' or 'very useful' once completed	UNDP	N/A	2017	60%	70%	80%	N/A	
	<b>2.4.2</b> Percentage improvement in scores from a test administered at start of training when compared to a test administered at the end	UNDP	N/A	2017	50%	55%	60%	N/A	
	<b>2.4.3</b> Number of workers given training or materials to recognize and defend against extremist recruitment tactics	UNDP	N/A	2017	1000	3000	5000	9000	
2.5 YOUTH	<b>2.5.1</b> Number of youth organizations adding a PVE or digital literacy element to existing programming	UNDP	N/A	2017	3	10	12	25	
	<b>2.5.2</b> Number of listeners to a campaign on digital literacy, or number of clicks on advocacy website	UNDP	N/A	2017	2m	3m	4m	9m	
	<b>2.5.3</b> Number of youth trainers in digital literacy trained	UNDP	N/A	2017	40	80	120	240	
2.6 RELIGIOUS LEADERSHIP	<b>2.6.1</b> Number of religious organizations adding a PVE or digital literacy element to existing programming	UNDP	N/A	2017	3	10	12	25	
	<b>2.6.2</b> Number of religious leaders given training or materials to recognize and defend against extremist narratives in their communities	UNDP	N/A	2017	1000	3000	5000	9000	
<b>Outcome 3: GOVERNMENT ENGAGEMENT</b>	<b>3.1</b> Number of government agencies adding a PVE element to existing programming as a result of engagement activities	UNDP	N/A	2017	1	3	5	10	

	<b>3.2 Total number of policymakers (civil servants, military, politicians) who participated in PVE training or engagement activities</b>	UNDP	20	2017	150	100	100	370	
3.1 Conference fund for government to attend conferences on PVE	<b>3.1.1</b> Number of presentations made by Bangladeshi delegates, or documents submitted to conferences	UNDP	N/A	2017	3	6	12	21	
3.2 TRAINING for government officials on PVE	<b>3.3.1</b> Percentage improvement in scores from a test administered at start of training when compared to a test administered at the end	UNDP	N/A	2017	60%	70%	80%	N/A	
	<b>3.3.2</b> Number of government agencies adding a PVE element to existing programming as a result of training	UNDP	N/A	2017	1	3	5	10	

## Annex 2 - PTIB Evaluation Matrix<sup>1</sup>

OBJECTIVES OF THE EVALUATION	
<ul style="list-style-type: none"> <li>Assess to what extent PTIB has contributed to address the needs and problems identified during the programme design;</li> <li>Assess how effectively PTIB has achieved its stated development objective and purpose;</li> <li>Measure how efficiently the PTIB outcomes and outputs have progress in attaining the development objective and purpose of the project;</li> <li>Assess both the negative and positive factors that have facilitated or hampered progress in achieving the project outcomes, including external factors/environment, weakness in design, management and resource allocation;</li> <li>Assess the extent to which the application of the rights-based approach and gender mainstreaming are integrated within planning and implementation of the PTIB project;</li> <li>Identify and document substantive lessons learned, good practices and also opportunities for scaling up the future PTIB project in Bangladesh;</li> <li>Provide forward looking programmatic recommendations for the PTIB project;</li> </ul>	
<b>EVALUATION CRITERIA 1 - RELEVANCE:</b> The extent to which the objective, purpose and outcomes of the intervention are consistent with the needs and interests of the people and the needs of the country	
EVALUATION QUESTION 1 - A	POTENTIAL DATA SOURCES / TOOLS
To what extent was the PTIB relevant in supporting the prevention of violent extremism and addressing incitement of hate and violence, including hate speech and disinformation in the social media in Bangladesh?	<p>Documents: Initial projects documents, project knowledge products, and progress reports</p> <p>Interviews<sup>2</sup>: UN; International; Government; CSO; Partners<sup>3</sup></p> <p>Data set analysis: N/A</p>
SPECIFIC SUB QUESTIONS	POTENTIAL DATA SOURCES / TOOLS
What are the examples of PTIB activities that contributed to the prevention of violence or addressing incitement of hate and violence in Bangladesh?	Interviews: UN; International; Government; CSO; Partners
Were PTIB to continue, what could be done differently to improve its relevance?	Interviews: UN; International; Government; CSO; Partners
	<b>METHODS FOR DATA ANALYSIS</b>

<sup>1</sup> Based on Sample Evaluation Matrix in UNDP Evaluation Guidelines, January 2019, Annexes, p.43.

<sup>2</sup> The term interview is used in this document to mean Key Informant Interviews (KIIs) conducted using the instrument (see separate annex) developed for this evaluation.

<sup>3</sup> Interviews are classified using five categories: UN, including UNDP PTIB project staff and other UN agencies; International, including donors and diplomats; Government; CSOs, including relevant INGOs; and Partners, including beneficiaries.

	While demonstrating prevention (i.e. something has not happened) is the difficult evaluation challenge for the PCVE field, showing how PTIB has contributed to the promotion of tolerance should be measurable by examining the activities of its key components, especially citizen engagement.
<b>EVALUATION QUESTION 1 - B</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
To what extent was the design and strategy of the PTIB relevant with national priorities and UN priorities in Bangladesh?	Documents: Government policy documents, such as PCVE draft policy and COVID-19 plan; UNDAF; PTIB Advisory Board minutes;  Interviews: UN; International; Government; CSO; Partners  Data set analysis: N/A
<b>SPECIFIC SUB QUESTIONS</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
Given national priorities and policies have been evolving during the life of PTIB and a draft national PCVE policy was only released in late 2019, how has PTIB contributed to the development of Bangladesh's priorities in this field?	Interviews: UN; International; Government; CSO; Partners
Are there any other national priority relevant to PTIB besides PCVE policy?	
	<b>METHODS FOR DATA ANALYSIS</b>
	Attribution analysis will be used to look for tangible contributions made by PTIB inputs to improving knowledge, debate, or policy processes.
<b>EVALUATION QUESTION 1 - C</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
To what extent was the design and strategy of the PTIB aligned with the CPD (2017-2020) and UNDAF (2017-2020)?	Documents: CPD (2017 – 2020) and UNDAF (2017-2020)  Interviews: UN staff (general)  Data set analysis: PTIB UNDAF M&E data
<b>SPECIFIC SUB QUESTIONS</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
How do UN staff see PTIB contributing to the CPD and UNDAF?	Interviews: UN staff, UNDP & UNRCO

How does PTIB meet priorities of CPD and UNDAF?	
	<b>METHODS FOR DATA ANALYSIS</b>
	Comparative textual analysis of PTIB design and strategy with the CPD and UNDAF triangulated with interviews with UN staff.
<b>EVALUATION QUESTION 1 - D</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
To what extent was the theory of change applied in the PTIB to serve the needs of the country?	Documents: Project documents; Pre-Evaluation summary package; Pre-project assessments and other documents; Progress reports; Draft PCVE strategy.  Interviews: UNDP PTIB project staff; Government; International; CSO; Partners  Data set analysis: N/A
<b>SPECIFIC SUB QUESTIONS</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
Why was the theory of change modified?	Documents: Pre-Evaluation summary; Progress reports
To what extent is PTIB's Theory of Change relevant to actual project implementation?	Interviews: UN (Project and UN staff)
	<b>METHODS FOR DATA ANALYSIS</b>
	Triangulation of reporting, evaluation documents and interviews to understand why the ToC was modified and whether this revised ToC is better suited to the project.
<b>EVALUATION QUESTION 1 - E</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
To what extent did the PTIB align itself with the National Development Strategies and/or the UNDAF in Bangladesh?	Documents: National policy documents; UNDAF; PTIB project documents; Pre-Evaluation summary package  Interviews: UNDP PTIB project staff  Data set analysis: PTIB UNDAF M&E data
<b>SPECIFIC SUB QUESTIONS</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
Could the PTIB improve its alignment?	Interviews: UN
	<b>METHODS FOR DATA ANALYSIS</b>

	Using the three-part evaluation analysis tool to determine what change, why and how it might be improved?
<b>EVALUATION CRITERIA 2 - EFFECTIVENESS:</b> Extent to which the outcomes of the development intervention have been achieved	
<b>EVALUATION QUESTION 2 – A</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
To what extent has PTIB achieved the objectives and targets of the results framework in the Project Document?	<p>Documents: Project documents (including Results Framework); Progress Reports; PTIB Knowledge Products; Pre-Evaluation Summary package</p> <p>Interviews: UNDP PTIB project staff</p> <p>Data set analysis: N/A</p>
<b>SPECIFIC SUB QUESTIONS</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
PROMPT: What problems was PTIB trying to solve and to what extent did it do this?	<p>Documents: Project documents (including Results Framework); Progress Reports; PTIB Knowledge Products; Pre-Evaluation Summary package</p> <p>Interviews: UNDP PTIB project staff</p> <p>Data set analysis: N/A</p>
	<b>METHODS FOR DATA ANALYSIS</b>
	Evaluation Analysis tool and Contribution Analysis
<b>EVALUATION QUESTION 2 – B</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
Compared to 2017, to what extent do key stakeholders now better prevent violent extremism and counter incitement of hate and violence in Bangladesh? To what extent are any changes linked to PTIB interventions?	<p>Documents: PTIB Project documents; PTIB progress reports; PTIB Knowledge Products; Pre-Evaluation Summary Package</p> <p>Interviews: UN; International; Government; CSO; Partners</p> <p>Data set analysis: N/A</p>

SPECIFIC SUB QUESTIONS	POTENTIAL DATA SOURCES / TOOLS
<p>During the project duration, have you gradually observed any changes or signs of progress? What kind of changes, have you perceived, for example, process change, structural changes, knowledge-changes, or attitude changes? Would you mind sharing an example?</p> <ul style="list-style-type: none"> <li>a) Process changes: from hate crime to a balanced peace</li> <li>b) Structural changes: the creation of a partnership/ collaboration of CSO, youth groups, etc. creation of a learning lab/ research base/ digital literacy</li> <li>c) Knowledge changes: understand rights and how justice systems should work, knows how political resources are allowed</li> <li>d) Attitude changes: greater tolerance of different perspectives, from a narrow focus to a broader focus on community engagement</li> </ul>	<p>Documents: PTIB Project documents; PTIB progress reports; PTIB Knowledge Products; Pre-Evaluation Summary Package</p> <p>Interviews: UN; International; Government; CSO; Partners</p> <p>Data set analysis: N/A</p>
	<b>METHOD FOR DATA ANALYSIS</b> Contribution analysis, where applicable.
EVALUATION QUESTION 2 – C	POTENTIAL DATA SOURCES / TOOLS
<p>What factors contribute to the achievement or non-achievement of the PTIB outcomes and outputs?</p>	<p>Documents: PTIB Project documents; PTIB progress reports; PTIB Knowledge Products; Pre-Evaluation Summary Package</p> <p>Interviews: UN (PTIB project staff, UNDP Country Office senior management and program cluster); International; Government; CSO; Partners (especially grantee/beneficiaries)</p> <p>Data set analysis: TBD</p>
SPECIFIC SUB QUESTIONS	POTENTIAL DATA SOURCES / TOOLS
<p>How have specific activities supported by PTIB helped prevent violent extremism or counter incitement of hate and violence in Bangladesh?</p>	<p>Interviews: UN (PTIB project staff); CSO; Partners (especially grantee/beneficiaries)</p>
<p>If they didn't, what were the factors preventing this?</p>	<p>Interviews: UN (PTIB project staff); CSO; Partners (especially grantee/beneficiaries)</p>
<p>What external factors which have positively or negatively impacted achievement of PTIB outcomes and outputs?</p>	<p>Interviews: UN (PTIB project staff); CSO; Partners (especially grantee/beneficiaries)</p>
	<b>METHOD FOR DATA ANALYSIS</b> Contribution analysis, where applicable.

<b>EVALUATION QUESTION 2 – D</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
To what extent and in what ways has ownership – or lack of it – by the implementing partner impacted on the effectiveness of the PTIB?	Documents: PTIB Project documents; PTIB progress reports; PTIB Knowledge Products; Pre-Evaluation Summary Package  Interviews: UN; International; Government; CSO; Partners (especially grantee/beneficiaries)  Data set analysis: TBD
<b>SPECIFIC SUB QUESTIONS</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
What are some examples of strong or weak local ownership?	Interviews: Government; CSO; Partners (especially grantee/beneficiaries)
What could have been done differently or can be done differently to improve ownership?	Interviews: Government; CSO; Partners (especially grantee/beneficiaries)
	<b>METHOD FOR DATA ANALYSIS</b>
	Evaluation Analysis Tool
<b>EVALUATION CRITERIA 3 - EFFICIENCY:</b> Extent to which resources/inputs (funds, time, human resources, etc.) have been turned into results.	
<b>EVALUATION QUESTION 3 – A</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
To what extent were the PTIB outputs been delivered in time to ensure high quality?	Documents: PTIB Project documents; PTIB progress reports; PTIB Knowledge Products; Pre-Evaluation Summary Package  Interviews: UN (PTIB Project Staff); International (donors)  Data set analysis: TBD
<b>SPECIFIC SUB QUESTIONS</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
How is quality defined and measured?	Documents: PTIB Project documents; PTIB progress reports; PTIB Knowledge Products; Pre-Evaluation Summary Package  Interviews: UN (PTIB Project Staff); International (donors)



	Data set analysis: TBD
	<b>METHOD FOR DATA ANALYSIS</b>
	Evaluation Analysis Tool and, where applicable, contribution analysis.
<b>EVALUATION QUESTION 3 – B</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
To what extent has PTIB ensured value for money?	Documents: PTIB Project documents; PTIB progress reports; PTIB Knowledge Products; Pre-Evaluation Summary Package  Interviews: UN (PTIB Project Staff); International (donors)  Data set analysis: TBD
<b>SPECIFIC SUB QUESTIONS</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
How do donors assess whether PTIB has provided value for money?	Documents: N/A  Interviews: International (donors)  Data set analysis: Subscriber data bases
	<b>METHOD FOR DATA ANALYSIS</b>
	Financial analysis and analysis of types and numbers of users in the subscriber data bases.
<b>EVALUATION QUESTION 3 – C</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
To what extent was resource mobilization efforts successful? Was funding sufficient for achievement of results? (funding analysis)	Documents: PTIB Project documents; PTIB progress reports; PTIB Knowledge Products; Pre-Evaluation Summary Package  Interviews: UN (PTIB Project Staff); International (donors)  Data set analysis: TBD
<b>SPECIFIC SUB QUESTIONS</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
To what extent actual amount of funding has affected achievement of results (positively or negatively) which were envisaged in the original ProDoc'?	Documents: PTIB Project documents; PTIB progress reports; Pre-Evaluation Summary

	<p>Package; Donor Agreements &amp; correspondence</p> <p>Interviews: UN (PTIB Project Staff)</p> <p>Data set analysis: Project Budgets</p>
To what extent an initial funding plan and its associated project design was realistic and feasible’?	<p>Documents: PTIB Project documents; PTIB progress reports; Pre-Evaluation Summary Package</p> <p>Interviews: UN (PTIB Project Staff); International (donors)</p> <p>Data set analysis: Project budgets &amp; expenditure reports</p>
What activities were postponed or not undertaken due to insufficient funding?	<p>Documents: PTIB Project documents; PTIB progress reports; Pre-Evaluation Summary Package</p> <p>Interviews: UN (PTIB Project Staff); International (donors); Partners (including sub-grantees/beneficiaries)</p> <p>Data set analysis: TBD</p>
	<b>METHOD FOR DATA ANALYSIS</b>
	Evaluation analysis tool
<b>EVALUATION QUESTION 3 – D</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
To what extent and in what ways has ownership – or lack of it – by the implementing partner impacted by the efficiency of the PTIB?	<p>Documents: PTIB Project documents; PTIB progress reports; Pre-Evaluation Summary Package</p> <p>Interviews: UN (PTIB Project staff); International (donors); Partners (including implementers)</p> <p>Data set analysis: TBD</p>

<b>SPECIFIC SUB QUESTIONS</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
How has local ownership been observed and understood by the different groups involved in PTIB projects?	Interviews: UN (PTIB Project staff); International (donors); Partners (including implementers)
	<b>METHOD FOR DATA ANALYSIS</b>
	Contribution analysis, where applicable.
<b>EVALUATION QUESTION 3 – E</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
To what extent was there any identified synergy between UNDP initiatives/projects that contributed to reducing costs while supporting results?	Documents: PTIB Project documents; PTIB progress reports; Pre-Evaluation Summary Package  Interviews: UN (PTIB Project staff)  Data set analysis: Analysis of project budgets and expenditure reports
<b>SPECIFIC SUB QUESTIONS</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
Where did PTIB cooperate with other UNDP projects and where could it have done more?	Interviews: UN (PTIB Project staff)
	<b>METHOD FOR DATA ANALYSIS</b>
	Evaluation analysis tool
<b>EVALUATION QUESTION 3 – F</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
How well did project management work for achievement of results?	Documents: PTIB Project documents (including results framework); PTIB progress reports; Pre-Evaluation Summary Package  Interviews: UN (PTIB Project staff); International (donors)  Data set analysis: TBD
<b>SPECIFIC SUB QUESTIONS</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
What examples can you give of where manage worked well to achieve results or underperformed to not achieve results?	Interviews: UN (PTIB Project staff); International (donors)
What were the internal and/or external factors influencing this good performance or under achievement of results?	

If PTIB were to be extended, what changes could be made to improve future project management?	
	<b>METHOD FOR DATA ANALYSIS</b>
	Evaluation analysis tool
<b>EVALUATION QUESTION 3 – G</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
To what extent did project M&E systems provide management with a stream of data that allowed it to learn and adjust implementation accordingly?	Documents: PTIB Project documents; PTIB progress reports; Pre-Evaluation Summary Package  Interviews: UN (PTIB Project staff & other UN partners); International (especially donors)  Data set analysis: UNDAF results reporting
<b>SPECIFIC SUB QUESTIONS</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
How was the M&E system used to promote learning or adjust implementation during the life of the project?	Interviews: UN (PTIB Project staff & other UN partners); International (especially donors)
If PTIB were to be extended, what adjustments might be made to M&E systems to make them more effective?	
	<b>METHOD FOR DATA ANALYSIS</b>
	Comparative document analysis cross referenced with interviews.
<b>EVALUATION CRITERIA 4 - SUSTAINABILITY: Probability of the benefits of the intervention continuing in the long term</b>	
<b>EVALUATION QUESTION 4 - A</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
To what extent will the PTIB achievements to be sustained? What are the indicators of sustainability for these achievements, e.g., through requisite capacities (systems, structures, staff, etc.)? What are the challenges and opportunities?	Interviews: UN (PTIB Project staff & other UN partners); Government; International (especially donors); CSO; Partners.
<b>SPECIFIC SUB QUESTIONS</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
What evidence can look for that might show that progress towards sustainability is being made?	Interviews: UN (PTIB Project staff & other UN partners); Government; International (especially donors); CSO; Partners.
What are the challenges and opportunities to having a sustainable project?	Interviews: UN (PTIB Project staff & other UN partners); Government; International (especially donors); CSO; Partners.
	<b>METHOD FOR DATA ANALYSIS</b>
	Evaluation analysis tool

<b>EVALUATION QUESTION 4 - B</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
To what extent are policy and regulatory frameworks in place that will support the continuation of PTIB?	Interviews: UN (PTIB Project staff & other UN partners); International (especially donors); CSO; Partners.
<b>SPECIFIC SUB QUESTIONS</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
Did you observe any impact in the process of sensitization among Bangladesh government agencies to emerging standards?	Interviews: UN (PTIB Project staff & other UN partners); International (especially donors); CSO; Partners.
	<b>METHOD FOR DATA ANALYSIS</b>
	Contribution analysis, if good examples emerge.
<b>EVALUATION QUESTION 4 - C</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
To what extent are the institutional mechanisms in place to sustain impacts of PTIB's interventions?	Interviews: UN (PTIB Project staff & other UN partners); International (especially donors); CSO; Partners.
<b>SPECIFIC SUB QUESTIONS</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
When PTIBs funding or support ends, will this work continue? If so, how?	Interviews: Government (especially CTTC); CSO; Partners (especially grantee/beneficiaries)
Has PTIB actively set up an institutional arrangement to sustain impacts of PTIB's interventions? And what kind of arrangement has it set up?	
	<b>METHOD FOR DATA ANALYSIS</b>
	Evaluation Analysis Tool
<b>EVALUATION QUESTION 4 - D</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
To what extent have development partners committed to providing continuing support?	Documents: Donor correspondence
	Interviews: PTIB (Project manager); International (especially donors)
<b>SPECIFIC SUB QUESTIONS</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
If not, why not? Is this based on PTIB's performance or other factors?	Documents: Donor correspondence
	Interviews: International (especially donors)
	<b>METHOD FOR DATA ANALYSIS</b>
	Evaluation Analysis Tool

<b>CROSS-CUTTING ISSUES:</b> Leave no one behind and gender aspects are to be considered in the evaluation questions as well as the evaluation process. Gender analysis, including gender disaggregated data need to be incorporated in the evaluation.	
<b>LEAVE NO ONE BEHIND</b>	
<b>CROSS-CUTTING ISSUE 1 - A</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
<p>To what extent have the research and monitoring of PTIB been inclusive in terms of capturing the situation of the most vulnerable and marginalized part of the Bangladesh population, vulnerable for incitement of hate and violence?</p> <p><b>Marginalized groups</b> could include but are not limited to ethnic and religious minorities as well as refugees (Rohingya).</p> <p><b>Vulnerable groups</b> could include youth, especially middle-class youth who have been identified as been most vulnerable to radicalization and participation in other political violence as well as online hate speech and misinformation.</p> <p><i>[Note: For the purposes of this evaluation, the understanding of who is included in these groups may expand and evolve during the evaluation.]</i></p>	<p>Documents: Project documents; Knowledge Products; Progress Reports; Pre-Evaluation Summary Package</p> <p>Interviews: UN (especially PTIB project staff); International; Government (especially CTTC); CSO; Partners (especially grantee/beneficiaries)</p> <p>Data set analysis: Analysis of attendance/participation and M&amp;E data to examine disaggregation on the basis of vulnerable and marginalized groups.</p>
<b>SPECIFIC SUB QUESTIONS</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
Have reasonable and persistent efforts been made to engage vulnerable and marginalized groups?	<p>Documents: Project documents; Knowledge Products; Progress Reports; Pre-Evaluation Summary Package</p> <p>Interviews: UN (especially PTIB project staff); International; Government (especially CTTC); CSO; Partners (especially grantee/beneficiaries)</p> <p>Data set analysis: Analysis of attendance/participation and M&amp;E data to examine disaggregation on the basis of vulnerable and marginalized groups.</p>
	<b>METHOD FOR DATA ANALYSIS</b>
	Leave No One Behind analysis tool as outlined in the inception report
<b>CROSS CUTTING ISSUE 1 – B</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>

<p>To what extent has PTIB civil society and youth engagement been able to include and reach the most vulnerable and marginalized part of the Bangladesh population, vulnerable for the incitement of hate and violence.</p> <p><b>Marginalized groups</b> could include but are not limited to ethnic and religious minorities as well as refugees (Rohingya).</p> <p><b>Vulnerable groups</b> could include youth, especially middle-class youth who have been identified as been most vulnerable to radicalization and participation in other political violence as well as online hate speech and misinformation.</p>	<p>Documents: Project documents; Knowledge Products; Progress Reports; Pre-Evaluation Summary Package</p> <p>Interviews: UN (especially PTIB project staff); International; Government (especially CTTC); CSO; Partners (especially grantee/beneficiaries)</p> <p>Data set analysis: Analysis of attendance/participation and M&amp;E data to examine disaggregation on the basis of age (youth).</p>
<b>SPECIFIC SUB QUESTIONS</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
<p>Have reasonable and persistent efforts been made to engage youth?</p>	<p>Documents: Project documents; Knowledge Products; Progress Reports; Pre-Evaluation Summary Package</p> <p>Interviews: UN (especially PTIB project staff); International; Government (especially CTTC); CSO; Partners (especially grantee/beneficiaries)</p> <p>Data set analysis: Analysis of attendance/participation and M&amp;E data to examine disaggregation on the basis of age (youth).</p>
	<p><b>METHOD FOR DATA ANALYSIS</b></p> <p>Review of project efforts to address, research, and include vulnerable and marginalized groups as research subjects as well as activity participants.</p>
<b>GENDER EQUALITY</b>	
<b>CROSS-CUTTING ISSUE 2 - A</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>

To what extent has PTIB and other national stakeholders' capacity been strengthened in better promoting and protecting women's rights	<p>Documents: Project documents; Knowledge Products; Progress Reports; Pre-Evaluation Summary Package</p> <p>Interviews: UN; International; Government; CSO (especially women's groups or female led organizations); Partners (especially those with a focus on women's issues)</p> <p>Data set analysis: Review and analysis of PTIB's gender disaggregated data on participation.</p>
<b>SPECIFIC SUB QUESTIONS</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
Are the patterns of the involvement of women in these types of activities different after PTIB's interventions?	<p>Documents: Project documents; Knowledge Products; Progress Reports; Pre-Evaluation Summary Package</p> <p>Interviews: UN; International; Government; CSO (especially women's groups or female led organizations); Partners (especially those with a focus on women's issues)</p> <p>Data set analysis: Review and analysis of PTIB's gender disaggregated data on participation.</p>
	<b>METHOD FOR DATA ANALYSIS</b>
	Gender analysis tool as outlined in the inception report
<b>CROSS-CUTTING ISSUE 2 - B</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
To what extent have gender equality and empowerment of women been addressed in the design, implementation and monitoring of the project	<p>Documents: Project documents; Knowledge Products; Progress Reports; Pre-Evaluation Summary Package</p> <p>Interviews: UN (PTIB project staff); International; Government; CSO (especially women's groups or female led organizations);</p>



	Partners (especially those with a focus on women's issues)  Data set analysis: TBD
<b>SPECIFIC SUB QUESTIONS</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
How was gender equality and the empowerment of women addressed in specific project activities?	Interviews: PTIB project staff; Partners (especially PTIB grantee/beneficiaries)
Have reasonable and persistent efforts been made to include women?	Interviews: PTIB project staff; Partners (especially PTIB grantee/beneficiaries)
	<b>METHOD FOR DATA ANALYSIS</b> Gender analysis tool as outlined in the inception report.
<b>CROSS-CUTTING ISSUE 2 - C</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
Is there gender marker data assigned to this project representative of reality	Documents: Project documents; Knowledge Products; Progress Reports; Pre-Evaluation Summary Package  Interviews: UN (PTIB project staff); International; Government; CSO (especially women's groups or female led organizations); Partners (especially those with a focus on women's issues)  Data set analysis: TBD
<b>SPECIFIC SUB QUESTIONS</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
What resources did PTIB specifically allocate for activities related to promoting gender equality and the empowerment of women?	Documents: Project documents; Knowledge Products; Progress Reports; Pre-Evaluation Summary Package  Interviews: UN (PTIB project staff); International; Government; CSO (especially women's groups or female led organizations); Partners (especially those with a focus on women's issues)  Data set analysis: TBD

<b>CROSS-CUTTING ISSUE 2 - D</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
To what extent has the project promoted positive changes in gender equality and the empowerment of women? Were there any unintended effects?	<p>Documents: Project documents; Knowledge Products; Progress Reports; Pre-Evaluation Summary Package</p> <p>Interviews: UN (PTIB project staff); International; Government; CSO (especially women's groups or female led organizations); Partners (especially those with a focus on women's issues)</p> <p>Data set analysis: TBD</p>
<b>SPECIFIC SUB QUESTIONS</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
<p>What project-level changes were made to better promote gender equality and the empowerment of women?</p> <p>Were there any policy level changes to better promote gender equality and the empowerment of women that can be attributed to PTIB?</p>	<p>Documents: Project documents; Knowledge Products; Progress Reports; Pre-Evaluation Summary Package</p> <p>Interviews: UN (PTIB project staff); International; Government; CSO (especially women's groups or female led organizations); Partners (especially those with a focus on women's issues)</p> <p>Data set analysis: TBD</p>
	<b>METHOD FOR DATA ANALYSIS</b>
	Gender analysis tool as outlined in the inception report.
<b>WAY FORWARD</b>	
<b>CROSS-CUTTING ISSUE 3 - A</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>
Have any good practices, success stories, lessons learned, or transferable examples been identified? Please describe and document them.	<p>Documents: Project documents; Knowledge Products; Progress Reports; Pre-Evaluation Summary Package</p> <p>Interviews: All</p>
<b>CROSS-CUTTING ISSUE 3 - B</b>	<b>POTENTIAL DATA SOURCES / TOOLS</b>

Based on the achievements to date, provide any forward-looking programmatic recommendations for the UNDP PTIB next phase	Documents: Project documents; Knowledge Products; Progress Reports; Pre-Evaluation Summary Package. Interviews: All
	<b>METHOD FOR DATA ANALYSIS</b>
	These “Way Forward” issues will be used to inform the report’s recommendations.

### **UNDP PTIB Evaluation Key Informant Interview (KII) Guide**

Respondent's name:	
Position:	
Relationship to PTIB:	
Gender (F/M):	
Age (above or below 35):	
Date & time span of interview:	
Recorded by/using:	[If recording, ask for permission to record for the purposes of transcription only]

The objectives of the evaluation:

- Assess to what extent PTIB has contributed to address the needs and problems identified during the programme design;
- Assess how effectively PTIB has achieved its stated development objective and purpose;
- Measure how efficiently the PTIB outcomes and outputs have progress in attaining the development objective and purpose of the project;
- Assess both the negative and positive factors that have facilitated or hampered progress in achieving the project outcomes, including external factors/environment, weakness in design, management and resource allocation;
- Assess the extent to which the application of the rights-based approach and gender mainstreaming are integrated within planning and implementation of the PTIB project;
- Identify and document substantive lessons learned, good practices and also opportunities for scaling up the future PTIB project in Bangladesh;
- Provide forward looking programmatic recommendations for the PTIB project;

Introduction to the respondent:

*The purpose of this interview is to contribute to the evaluation of UNDP's Partnerships for a Tolerant, Inclusive Bangladesh (PTIB). You are being interviewed as you involved in or with the project or have been identified as a stakeholder in this project. The interview is voluntary and expected to take no longer than one hour, but possibly less than this. The data from this interview will be used by the evaluation team for its analysis, but your name or other personally identifying will NOT be used in the draft or final report.*

Guidance for the interviewer:

- Not every question is relevant to each interview. Discretion and adaption of the tool is for each interview.
- Questions are classified by relevance using five categories: UNDP, including other UN; International, including donors; Government; CSOs; and Partners, including beneficiaries

<b>BACKGROUND QUESTION/S FOR ALL NON-PTIB STAFF INTERVIEWEES:</b>
Please briefly explain your relationship with the PTIB and your level of knowledge or involvement with its activities? In other words, how long and how deep has been your relationship with PTIB?
[For CSOs and beneficiaries] Please briefly explain the nature and purpose of your organization or group?
[For CSOs and beneficiaries] PROMPT: Does your organization work with or focus on issues related to women, youth or minorities?

## EVALUATION QUESTIONS

<b>EVALUATION CRITERIA 1 - RELEVANCE:</b> The extent to which the objective, purpose and outcomes of the intervention are consistent with the needs and interests of the people and the needs of the country	
Questions	Relevant for category of interviewees
<b>EVALUATION QUESTION 1 - A</b> How was the PTIB relevant in supporting the prevention of violent extremism and addressing incitement of hate and violence, including hate speech and disinformation in the social media in Bangladesh?	UN; International; Government; CSO; Partners
<b>PROMPT:</b> Can you give examples of PTIB activities you were involved with or connected to and how they contributed to your work and/or the prevention of violence or addressing incitement of hate and violence?	UN; International; Government; CSO; Partners
<b>PROMPT:</b> Were PTIB to continue, what could be done differently to improve its relevance?	UN; International; Government; CSO; Partners
<b>EVALUATION QUESTION 1 - B</b> How was the design and strategy of the PTIB relevant with national priorities and UN priorities in Bangladesh?	UN; International; Government; CSO; Partners
<b>PROMPT:</b> Given national priorities and policies have been evolving during the life of PTIB and a draft national PCVE policy was only released in late 2019, how has PTIB contributed to the development of Bangladesh's priorities in this field?	
<b>PROMPT:</b> Are there any other relevant policies other than PCVE that have been impacted by the PTIB project?	

<b>EVALUATION QUESTION 1 - C</b> How as the design and strategy of the PTIB aligned with the CPD (2017-2020) and UNDAF (2017-2020)?	UN (general);
<b>PROMPT:</b> How do you see PTIB contributing to the CPD and UNDAF?	UN, UNDP, and UNRCO
<b>PROMPT:</b> How does PTIB meet priorities of CPD and UNDAF?	
<b>EVALUATION QUESTION 1 - D</b> How was the theory of change applied in the PTIB to serve the needs of the country?	UN (project)
<b>PROMPT:</b> What do you know of why the theory of change was modified?	UN (PTIB project & UNRCO staff)
<b>PROMPT:</b> To what extent is PTIB's Theory of Change relevant to actual project implementation?	
<b>EVALUATION QUESTION 1 - E</b> How did the PTIB align itself with the National Development Strategies and/or the UNDAF in Bangladesh?	UN (project)
<b>PROMPT:</b> How could PTIB be better aligned?	UN (General)

<b>EVALUATION CRITERIA 2 - EFFECTIVENESS:</b> Extent to which the outcomes of the development intervention have been achieved	
Questions	Relevant for category of interviewees
<b>EVALUATION QUESTION 2 – A</b> How has PTIB achieved (or not achieved) the objectives and targets of the results framework in the Project Document?	UN (Project)
<b>EVALUATION QUESTION 2 – B</b> Since 2017, how do key stakeholders better prevent violent extremism and counter incitement of hate and violence in Bangladesh? To what extent are any changes linked to PTIB interventions?	UN; International; Government; CSO; Partners

<b>PROMPT:</b> Can you compare with what has been achieved by PTIB with what would not have been achieved without PTIB? Or in other words, if PTIB had not been present what would have happened? Would others have filled the gap?	
<b>EVALUATION QUESTION 2 – C</b> What factors contribute to the achievement or non-achievement of the PTIB outcomes and outputs?	UN; International; Government; CSO; Partners
<b>PROMPT:</b> How has your activities supported by PTIB helped prevent violent extremism or counter incitement of hate and violence in Bangladesh?	UN (PTIB project staff); CSO; Partners (especially grantee/beneficiaries)
<b>PROMPT:</b> If they didn't, what were the factors preventing this or why did it not go well?	
<b>PROMPT:</b> What external factors which have positively or negatively impacted achievement of PTIB outcomes and outputs?	UN (PTIB project staff); CSO; Partners (especially grantee/beneficiaries)
<b>EVALUATION QUESTION 2 – D</b> To what extend and in what ways has ownership – or lack of it – by the implementing partner impacted on the effectiveness of the PTIB?	UN (project); Government; CSO; Partners (especially grantee/beneficiaries)
<b>PROMPT:</b> Can you give examples? What could have been done differently to improve ownership?	Government; CSO; Partners (especially grantee/beneficiaries)
<b>EVALUATION CRITERIA 3 - EFFICIENCY:</b> Extent to which resources/inputs (funds, time, human resources, etc.) have been turned into results?	
<b>EVALUATION QUESTION 3 – A</b> How have PTIB outputs been delivered in time to ensure high quality?	UN (PTIB project staff)
<b>EVALUATION QUESTION 3 – B</b> Has PTIB ensured value for money?	UN (PTIB project staff)
<b>PROMPT:</b> How do you assess whether PTIB has provided value for money?	International (donors)
<b>EVALUATION QUESTION 3 – C</b> Was the funding sufficient for the achievement of results?	UN (PTIB project staff); International (donors)

<b>PROMPT:</b> To what extent actual amount of funding has affected achievement of results (positively or negatively) which were envisaged in the original ProDoc'?	UN (PTIB)
<b>PROMPT:</b> To what extent an initial funding plan and its associated project design was realistic and feasible'?	UN (PTIB)
<b>PROMPT:</b> What activities were postponed or not undertaken due to insufficient funding?	UN (PTIB)
<b>EVALUATION QUESTION 3 – D</b> To what extent and in what ways has ownership – or lack of it – by the implementing partner impacted by the efficiency of the PTIB?	UN (PTIB Project staff); International (donors); Partners (including implementers)
<b>EVALUATION QUESTION 3 – E</b> What synergies were identified between UNDP initiatives/projects that contributed to reducing costs while supporting results?	UN (PTIB project staff)
<b>EVALUATION QUESTION 3 – F</b> How well did project management work for achievement of results?	UN (PTIB project staff & other UN partners); International (especially donors)
<b>PROMPT:</b> What examples can you give of where manage worked well to achieve results or underperformed to not achieve results?	
<b>PROMPT:</b> What were the internal and/or external factors influencing this good performance or under achievement of results?	
<b>PROMPT:</b> If PTIB were to be extended, what changes could be made to improve future project management?	
<b>EVALUATION QUESTION 3 – G</b> How well did project M&E systems provide management with a stream of data that allowed it to learn and adjust implementation accordingly?	UN (PTIB project staff & other UN partners); International (especially donors)
<b>PROMPT:</b> How was the M&E system used to promote learning or adjust implementation during the life of project? Can you give some examples?	
<b>PROMPT:</b> If PTIB were to be extended, what adjustments might be made to M&E systems to make them more effective?	



<b>EVALUATION CRITERIA 4 - SUSTAINABILITY:</b> Probability of the benefits of the intervention continuing in the long term	
<b>EVALUATION QUESTION 4 - A</b> To what extent do you expect the PTIB achievements will or will not be sustained?	UN (project); International; Government; CSO; Partners (especially grantee/beneficiaries)
<b>PROMPT:</b> What evidence can look for that might show that progress towards sustainability is being made?	UN (project); International; Government; CSO; Partners (especially grantee/beneficiaries)
<b>PROMPT:</b> What are the challenges and opportunities to having a sustainable project?	UN (project); International; Government; CSO; Partners (especially grantee/beneficiaries)
<b>EVALUATION QUESTION 4 - B</b> What policy and regulatory frameworks are in place that will continue the work of the PTIB?	UN (project); International; Government (especially CTTC); CSO; Partners (especially grantee/beneficiaries)
<b>EVALUATION QUESTION 4 - C</b> What institutional mechanisms are in place to sustain the impact of PTIBs interventions?	Government; Partners (especially grantee/beneficiaries)
<b>PROMPT:</b> When PTIBs funding or support ends, will this work continue? If so, how?	Government (especially CTTC); CSO; Partners (especially grantee/beneficiaries)
<b>PROMPT:</b> Has PTIB actively set up an institutional arrangement to sustain impacts of PTIB's interventions? And what kind of arrangement has it set up?	
<b>EVALUATION QUESTION 4 - D</b> What commitments have you made to providing ongoing support for PTIB?	International (especially donors)

<b>PROMPT:</b> If not, why not? Is this based on PTIB's performance or other factors?	International (especially donors)
<b>LEAVE NO ONE BEHIND</b>	
<p><b>CUTTING ISSUE 1 - A</b> How has research and monitoring of PTIB been inclusive in terms of capturing the situation of the most vulnerable and marginalized part of the Bangladesh population, especially those vulnerable for incitement of hate and violence? If it has not be inclusive, how has it excluded marginalized or vulnerable groups.</p> <p><b>Marginalized groups</b> could include but are not limited to ethnic and religious minorities as well as refugees (Rohingya).</p> <p><b>Vulnerable groups</b> could include youth, especially middle-class youth who have been identified as been most vulnerable to radicalization and participation in other political violence as well as online hate speech and misinformation.</p> <p><i>[Interviewers note: Explore and adapt depending on the interviewee and the componen of the PTIB project under discussion.]</i></p>	UN (especially PTIB project staff); International; Government (especially CTTC); CSO; Partners (especially grantee/beneficiaries)
<b>PROMPT:</b> Have reasonable and persistent efforts been made to engage vulnerable and marginalized groups?	UN (especially PTIB project staff); International; Government (especially CTTC); CSO; Partners (especially grantee/beneficiaries)
<b>CROSS CUTTING ISSUE 1 – B</b> How has PTIB civil society and youth engagement been able to include and reach the most vulnerable and marginalized part of the Bangladesh population, especially for incitement of hate and violence? If youth have not been included, why is this so?	UN (especially PTIB project staff); International; Government; CSO (especially those with minority links); Partners (especially grantee/beneficiaries)

<b>PROMPT:</b> Have reasonable and persistent efforts been made to engage youth?	UN (especially PTIB project staff); International; Government; CSO (especially those with minority links); Partners (especially grantee/beneficiaries)

<b>GENDER EQUALITY:</b>	
<b>CROSS-CUTTING ISSUE 2 - A</b> How has PTIB strengthened the ability of national stakeholders to promote and protect women's rights? If PTIB did contribute to protecting women's rights, why was this so?	UN; International; Government; CSO (especially women's groups or female led organizations); Partners (especially those with a focus on women's issues)
<b>PROMPT:</b> How has PTIB changed the capacity of women or women's groups?	
<b>CROSS-CUTTING ISSUE 2 - B</b> How has gender equality and the empowerment of women been addressed in the design, implementation and monitoring of the project?	UN (PTIB staff)
<b>PROMPT:</b> How was gender equality and the empowerment of women addressed in your activity?	Partners (especially PTIB grantee/beneficiaries)
<b>PROMPT:</b> Have reasonable and persistent efforts been made to include women?	Partners (especially PTIB grantee/beneficiaries)
<b>CROSS-CUTTING ISSUE 2 - C</b> Does the gender marker data assigned to this project represent the reality?	UN; International; Government; CSO; Partners
<b>PROMPT:</b> What resources did PTIB specifically allocate for activities related to promoting gender equality and the empowerment of women?	Government; CSO; Partners (especially PTIB grantee/beneficiaries)
<b>CROSS-CUTTING ISSUE 2 - D</b> How has the project promoted positive changes in gender equality and the empowerment of women? Were there any unintended effects?	UN; International; Government; CSO; Partners

	(especially PTIB grantee/beneficiaries)
<b>PROMPT:</b> What project-level changes were made to better promote gender equality and the empowerment of women?	
<b>PROMPT:</b> Were there any policy level changes to better promote gender equality and the empowerment of women that can be attributed to PTIB?	
<b>THE WAY FORWARD</b>	
<b>CROSS-CUTTING ISSUE 3 - A</b> Have you observed any good practices, success stories, lessons learned or transferable examples that you could describe?	UN; International; Government; CSO; Partners
<b>CROSS-CUTTING ISSUE 3 – B</b> Beyond any comments you may have already made, do you have any programmatic recommendations for PTIB in its next phase?	UN; International; Government; CSO; Partners
<b>PROMPT:</b> As a final observation, are there any questions you might have or want to revisit or add to before we conclude the interview?	UN; International; Government; CSO; Partners
<b>THANK YOU FOR YOUR TIME</b>	

#### Annex 4: PTIB Evaluation: Interview list

#	Date <sup>1</sup>	Organization	Interviewee & position	Gender (F/M) <sup>2</sup>	Youth (Y/N) <sup>3</sup>	Marginalized / vulnerable (Y/N) <sup>4</sup>
1	6 August	USAID	Rand Olson, Director, Democracy & Governance	M	N	N
2			Rumana Amin, PVE Advisor	F	N	N
3	7 August	UNDP Oslo Governance Center	Simon Finley, CVE Advisor	M	N	N
4	10 August	UK High Commission	Sabrina Ahmed, Political Officer	F	N	N
5			Lucey Daley, Second Secretary	F	N	N
6	11 August	World Food Programme (WFP)	Richard Ragan, Country Representative	M	N	N
7		UNDP (PTIB)	Robert Stoelman, Project Manager	M	N	N
8		G-CERF	Marine Shahbazyan, Program Manager, Bangladesh	F	N	N
9		UNDP (PTIB – BPO)	Umar Shehu, Data Scientist	M	N	N
10		UNDP (PTIB – CARU)	Michael von Tangen Page, Technical Specialist	M	N	N
11	12 August	Norwegian Embassy, Dhaka	Kristin Thomassen Waeringsaasen, Charge d’Affaires,	F	N	N
12			Morshed Ahmed, Advisor	M	N	N
13		Netherlands Embassy, Dhaka & Netherlands Foreign Ministry, Den Haag	Desiree Oft, 1 <sup>st</sup> Secretary, Political and Human Rights	F	N	N
14			Ruzan Sarwar, Political Advisor	F	Y	N
15			Hans Angenent, Controller	M	N	N
16		UNDP (Global Center)	Niamh Hanafin, Advisor on Disinformation and PVE	F	N	N
17		Global Center for Cooperative Security	Matthew Schwartz, Program Manager	M	N	N

<sup>1</sup> Date refers to the local time for interviewee.

<sup>2</sup> Initial determination made by the research team based on publicly available data, but subject to confirmation upon interview.

<sup>3</sup> According to the National Youth Policy of Bangladesh (2017), a youth is someone aged under 35 years old.

<sup>4</sup> This column represents those not only who are members of marginalized or vulnerable groups but also those working on these issues.

18	13 August	DfID, Bangladesh	Sheela Haq, Governance Adviser	F	N	N
19		YY Ghosti	Shazeeb M Khairul Islam, CEO	M	N	N
20		UNDP (Bangkok Regional Hub)	Mitra Modaressi, Program Manager, PVE	F	N	N
21		Rupantar	Rafiqul Islam Khokan, Executive Director	M	N	N
22			Pitom Mustafi, Program Specialist	M	N	N
23		Mighty Byte	Ajaz Khan, Business Lead	M	Y	N
24		Save & Serve Foundation - Bangladesh Inter-Religious Forum for Peace and Harmony	Syed Tayabul Bashar, Chairman	M	N	N
35		Danish Embassy, Dhaka	Refika Hayta, Deputy Chief of Mission	F	N	N
26		Bangladesh Peace Observatory (BPO)Centre for Genocide Studies (CGS), Dhaka University	Dr Imtiaz Ahmed Director, CGS;	M	N	N
27		Ministry of Foreign Affairs (MoFA)	Amb. Nahida Sobhan, formerly Director-General for UN Department	F	N	N
28		SECDEV	John De Boer, Principal	M	N	N
29			Rafal Rohozinski, Principal	M	N	N
30			Sabah Ahmed, Analyst	M	Y	N
31			Nadia Rifat, Analyst	F	Y	N
32		UNRCO	Nadim Farhad, PVE Coordination Officer	M	N	N
33		UNDP (PTIB)	Charles Denhez, Consultant	M	Y	N
34	14 August	UNDSS	Ramesh Singh, Office Head, Bangladesh	M	N	N
35		Ministry of Foreign Affairs (MoFA)	Monica Shahanara, formerly Director of UN Department	F	N	N
36		UNDP (PTIB)	Faisal Bin Majid, Project officer	M	N	N
37	15 August	UNRCO	Edward Rees, formerly PDA Bangladesh	M	N	N
38		CTTC	Abdul Mannan, Deputy Police Commissioner	M	N	N

39	16 August	UNDP	Sudipto Mukerjee, Resident Representative	M	N	N
40		Winner, Digital Khicuri Challenge	Rifah Ibnat, group leader	F	Y	N
41		UNDP (PTIB)	Shidartho Goushami, Project Officer	M	N	N
42		UNDP (PTIB)	Farhana Shahnaz, Communications Officer	F	Y	N
43		UNDP (CARU)	Md Rokon Uddin, Research Associate	M	N	N
44		UNDP (CARU)	Nasima Akter, Research Assistant	F	N	N
45	17 August	UN Country Team	Kazuyoshi Hirohata, Evaluation Specialist	M	N	N
46			Mahmuda Afroz, D&G Team Lead	F	N	
47			Md. Abdul Quayyum, Head of Communications	M	N	N
48			Sharmin Islam, Gender Focal Point	F	N	N
49			Shankor Paul, Human Rights Officer, Minorities	M	N	Y
50			Purabi Matin, Project Officer, a2i	F	N	N
51		UNDP (PTIB)	Rebecca Sultana, Project Officer	F	Y	N
52		Canadian High Commission	Syed Shahnawaz Mohsin, Political and Economic Officer	M	N	N
53	18 August	UNDP (PVE)	Nika Saeedi, PVE Global Advisor	F	N	N
54	20 August	Peace Maker Studio	Niamat Ullah Al Galib , CEO	M	Y	N
			<b>Subtotals</b>	23/54	9/54	1/54
			<b>Percentage of total targeted stakeholders</b>	43%	17%	2%

## Annex 5 - PTIB Evaluation document review matrix

DOCUMENT	AUTHOR	DATE
<b>STRATEGIC/COUNTRY LEVEL</b>		
UN Security Council Resolution 1325 (Women, Peace and Security)	UNSC	31 October 2000
UN Security Council Resolution 2250 (Youth Peace and Security);	UNSC	9 December 2015
Secretary General's United Nations Plan of Action to Prevent Violent Extremism	UNSG	15 January 2016
UN Development Assistance Framework (UNDAF) 2017-2020	UNRCO & GoB	3 November 2016
The Secretary General's Strategy and Plan of Action on Hate Speech	UNSG	18 June 2019
National Preparedness and Response Plan for COVID-19, Bangladesh (Ver. 5)	Govt of Bangladesh	March 2020
A UN framework for the immediate socio-economic response to COVID-19	UN	April 2020
<b>PROJECT LEVEL</b>		
Project Document: Building Social Cohesion and Tolerance in Maldives and Bangladesh	UNDP Bangladesh and Maldives	22 January 2018
Project Document: Partnerships for a Tolerant, Inclusive Bangladesh and Maldives (PTIBM) (FINAL + Beneficiaries)	UNDP Bangladesh and Maldives	29 January 2018 <sup>1</sup>
Minutes: Local Project Appraisal Committee Meeting (PTIB)	UNDP Bangladesh	11 March 2018
No Objection Letter: PTIB	GoB Ministry of Finance, Economic Relations Division	3 May 2018
Project Document: Partnerships for a Tolerant, Inclusive Bangladesh (PTIB) (signed project documents)	UNDP Bangladesh	3 June 2018
Project Document: Rohingya Crisis - Mapping of Conflict Drivers and Establishment of an Early Warning System to Inform Effective Responses to Social Tensions in Cox's Bazar region	UNDP (PTIB)	8 July 2018
Agreement: Specific Arrangement for a cost-sharing contribution between the Netherlands MoFA and UNDP (Mapping of Conflict Drivers and Establishment of an early warning system) (CARU)	Netherlands MoFA & UNDP Bangladesh	18 July 2018
Mission report and Assessment: UNDP PVE Programme	SecDev (international consultant)	27 July 2018
Presentation: Project Advisory Board Meeting	UNDP (PTIB)	26 November 2018
Minutes: Inaugural Project Advisory Board Meeting (draft – unsigned)	UNDP (PTIB)	26 November 2018

<sup>1</sup> Note: Authors and dates highlighted in yellow are unclear from the document. When the document cover or file name does not have a date, where possible, the date noted is the earliest date for the document shown in the document properties.



Meeting note: Decisions of the Inaugural Project Advisory Board Meeting	UNDP (PTIB)	26 November 2018
Project Proposal: Rohingya Crisis - Mapping of Conflict Drivers and Establishment of an Early Warning System to Inform Effective Responses to Social Tensions in Cox's Bazar region	UNDP (PTIB)	21 December 2018
Spreadsheet: Activity Timeline – Mapping Social Tensions – Rohingya Crisis	UNDP (PTIB)	4 January 2019
Spreadsheet: Detailed Budget – Mapping Social Tensions – Rohingya Crisis (Norway funding)	UNDP (PTIB)	22 January 2019
Project Document: Application for UNDP Grant (signature page)	Netherlands MoFA	23 January 2019
Progress Report: PTIB Activity Progress Report 2018	UNDP (PTIB)	11 May 2019
Project Report: Partnerships for a Tolerant, Inclusive Bangladesh and Maldives Annual Project Report 1 March 2018 – 31 March 2018 (Report for Japanese MoFA)	UNDP Bangladesh and Maldives	21 May 2019
Presentation: Project Advisory Board Meeting	UNDP (PTIB)	27 January 2020 <sup>2</sup>
Minutes: Second Project Advisory Board Meeting (Draft – unsigned)	UNDP (PTIB)	26 January 2020
Project Completion Report: Mapping of Conflict Drivers and Establishment of an Early Warning System	UNDP (PTIB)	31 March 2020
Letter: Approval of UNDP Mapping of Conflict Drivers narrative progress report 2019	Netherlands MoFA	12 May 2020
Initiation Plan: COVID-19 – PTIB	UNDP (PTIB)	21 May 2020
Progress Report: Mapping Social Tension – Rohingya Crisis 1 January 2019 – 31 December 2019 (Report for Norwegian MoFA)	UNDP (PTIB)	14 June 2020
Minutes: Annual meeting with Norway on social tension mapping (CARU)	UNDP (PTIB)	5 July 2020
M&E: Pre-Evaluation Summary Package for the Partnerships for a Tolerant Inclusive Bangladesh (PTIB) Project	UNDP (PTIB)	3 August 2020
PTIB Quarterly Progress Report Q1	UNDP (PTIB)	April 2020
PTIB Quarterly Progress Report Q2	UNDP (PTIB)	July 2020
PTIB Annual Progress Report to Japan (Draft)	UNDP (PTIB)	9 August 2020
<b>COMPONENT #1 - RESEARCH FACILITY</b>		
<b>Bangladesh Peace Observatory (BPO)</b>		
Presentation: Bangladesh Peace Observatory – A Forward Looking Review	BPO	3 February 2019
Evaluation: Review Report on the Bangladesh Peace Observatory	UNDP team	14 February 2019
Media monitoring: Media Coverage of CGS-BPO COVID-19 Graphics	BPO	23 August 2020
<b>Social Media Mapping</b>		
Report: Violent Extremist Narratives and Social Media in Bangladesh	SecDev	2017

<sup>2</sup> This is date on the presentation, but the draft minutes state the meeting to place on 26 January 2020.

Presentation: Violent Extremism Monitor – Quarterly assessment of drivers, events, and online activity March – May 2018	SecDev	8 June 2018
Report: Debunking the Actors – A Micro Narrative Inquiry to Enhance Better Understanding of the Drivers of Violent Extremism in Bangladesh	The Hunger Project	11 July 2018
Assessment: Social profiling study carried out by the Hunger Project (Debunking the Actors)	SecDev	26 July 2018
Report: Violent Extremism Monitor: Quarterly assessment of drivers, events, and online activity June – August 2018	SecDev	16 September 2018
Presentation: Violent Extremist Narratives on Social Media of Bangladesh – January to August 2018	SecDev	15 October 2018
Report: Violent Extremism Monitor: Quarterly assessment of drivers, events, and online activity September – November 2018 [Revised Draft for comment]	SecDev	9 December 2018
Report: Violent Extremism Monitor: 2018 consolidated report of drivers, events, and online activity (Advance Draft for Comment)	SecDev	20 January 2019
Presentation: Terrorists’ Exploitation of Social Media: A Critical Study on Bangladesh	Center for Genocide Studies (Md. Monirul Islam & A.S.M Tarek Hassan Semul)	19 February 2019
Presentation: Monitoring Violent Extremism – Drivers, events, and online activity	SecDev	27 April 2019
Report: Mapping Donor Funded Initiatives to Prevent Violent Extremism in Bangladesh April 2019 [Advanced Draft for comment only]	SecDev	11 June 2019
Report: Violent Extremism Monitor: Quarterly assessment of drivers, events, and online activity April 2019 – June 2019	SecDev	28 August 2019
Report: Mapping Donor Funded Initiatives to Prevent Violent Extremism in Bangladesh August 2019	SecDev	1 September 2019
Report: Violent Extremism Monitor: Quarterly assessment of drivers, events, and online activity July – September 2019	SecDev	20 November 2019
Report: Violent Extremism Monitor: Quarterly assessment of drivers, events, and online activity October – December 2019	SecDev	17 February 2020
Report: Violent Extremism Monitor: Quarterly assessment of drivers, events, and online activity January 2020	SecDev	2 March 2020
<b>Cox’s Bazar Analysis and Research Unit (CARU)</b>		
Report: Rohingya Political Economy Analysis (Draft)	CARU (Consultant?)	15 December 2019
Report: Political Economy of Violence in the Rohingya-majority Areas (Draft 2 – for comment)	CARU (Consultant?)	28 January 2020

Report: Analysis of Political Economy of Religion in the Rohingya Camps in Bangladesh (Draft for consultation)	CARU (Consultant?)	7 May 2020
Tracking document: Political Economy Analysis update	UNDP PTIB (Robert Stoelman)	23 July 2020
<b>COMPONENT #2 - CITIZEN ENGAGEMENT</b>		
#digitalpeacemovement		
Various website, You Tube videos and Facebook postings	UNDP PTIB	Various
Digital Khichuri Challenges		
Various website, You Tube videos and Facebook postings	UNDP PTIB	Various
Peace Talk Café		
Various website, You Tube videos and Facebook postings	UNDP PTIB	Various
Digital Literacy Challenge		
Various website, You Tube videos and Facebook postings	UNDP PTIB	Various
Migrant workers		
Report: Building resilience to violent extremism among Bangladeshi migrant workers (2 <sup>nd</sup> Draft)	Refugee and Migratory Movements Research Unit (RMMRU) (Tasneem Siddiqui)	23 May 2019
Summary: Key findings – Building resilience to violent extremism among Bangladeshi migrant workers (Draft)	UNDP Bangladesh (PTIB)	27 August 2019
Summary: Building Resilience to Violent Extremism Among Bangladeshi Migrant Workers (Final)	UNDP Bangladesh (PTIB)	25 September 2019
Presentation: Building Resilience to Violent Extremism among Bangladeshi Migrant Workers	Refugee and Migratory Movements Research Unit (RMMRU) (Tasneem Siddiqui)	8 December 2019
<b>COMPONENT #3 – GOVERNMENT ENGAGEMENT</b>		
Conference report: Biannual Bangladesh PVE Research Stocktaking Workshop	Canadian High Commission, Bangladesh Enterprise Institute (BEI), & United Nations.	28 April 2019
National Conference on Preventing/Countering Violent Extremism in Bangladesh, 9-10 December 2019	USAID Obirodh (Dr. Niloy Ranjan Biswas)	21 June 2020

Draft CVE Strategy in Bangladesh (Presented at National Conference on PCVE, 9-10 December) (English summary)	Counter Terrorism and Transnational Crime Unit (CTTCU)	10 December 2019
<b>DATA SET ANALYSIS</b>		
PTIB Bangladesh Social media evaluation 2019 -2020	Rafal Rohozinski, SecDev	20 August 2020
CARU mailing list distribution analysis	PTIB-CARU	6 August 2020
BPO Website Visits Jan 2018 - August 2020 (spreadsheet)	BPO	23 August 2020
BPO Website Visits 2018-2020 (Google Analytics)	BPO	23 August 2020
BPO COVID 19 Graphic Facebook Posts	BPO	23 August 2020
COVID Graphics Downloads on BPO Website	BPO	23 August 2020
<b>ADDITIONAL REFERENCE DOCUMENTS</b>		
The Language of Youth Politics in Bangladesh: Beyond the Secular-Religious Binary	Mubashar Hasan, USIP RESOLVE	September 2017

## Annex 6 – PTIB post-facto risk analysis

Risk	Probability	Impact	Mitigation	Did the risk materialize?	What was the impact?	How was it mitigated?
<b>Strategic</b>						
A growing PVE sector crowded by significant donor interest may compete for a relatively small number of local experts and established anti-violence NGOs, undermining planned delivery	M	M	The PTIBM project will require flexibility, especially when it comes to choosing local civil society implementation and strategic partners. A very large PVE intervention is planned by USAID, while the Canadian High Commission, Democracy International, RESOLVE Network, GCERF and others are also active in this space in Bangladesh. Detailed and tailored implementation plans will ensure a complementary approach with other interventions, to ensure that certain local partners are not overburdened, and a full range of options are explored.	Yes.  USAID and GCERF came up with large scale PVE programme with community engagements.	Minimal.  The field became less crowded over time.  USIP activities did not continue actively after 2017.  USAID's Obirodh project was wound down in late 2019 and discontinued by mid-2020.  GCERF activities continue in Bangladesh.	Coordination took place with other efforts to minimize overlap.  USAID was a donor on PTIB and the PVE coordinator from its Bangladesh mission is a member of the advisory board.  PTIB D4P focused on NGOs not already receiving PVE funding.  PTIB & UNRCO coordinated with GCERF on partnerships with shared grantees (Rupantar)

The project fails to engage effectively with those responsible for PVE policy and has limited policy impact	H	M	UNDP is prepared to tailor its government engagement strategy to make the most of its relationship with key government agencies, expand its connections in other areas to develop coherent and logical PVE policies, with strong M&E systems to feed policy frameworks.	<p>Partially.</p> <p>Progress on CPVE policy by the government has been slow.</p> <p>A draft PCVE national policy was released for discussion in December 2019.</p> <p>An approved policy is still under development as consensus for the policy outside of the police continues to be built.</p>	Some. The speed of progress or the lack of an approved policy affects the type of interactions PTIB can have with government agencies.	<p>PTIB has worked with MOFA, CTTC and ICT ministry, three relevant govt. agencies to act in national PVE policy.</p> <p>PTIB supported a national CPVE conference in December 2019.</p> <p>PTIB continues to liaise with CTTC on future joint activities.</p>
<b>Political</b>						
Government commitment to PVE changes/ Government loses interest	L	M	It is unlikely that the issue of extremist violence will fall from the national agenda, given its significant political & economic implications. Regardless, PTIB project believes govt. commitment to this subject can be actively maintained. UNDP will actively gauge local conditions & needs to ensure all relevant partners feel included. A flexible approach will allow UNDP to focus & redirect resources to suit a	No considerable change in govt. commitment to PVE.	No significant impact.	PTIB does not have and has not yet been able to build strong relationships with the most powerful political groups and security agencies whose support is required for finalization of

			changing political climate, while supporting interventions that work.			the national PCVE policy.
Lack of co-ordination and/or significant differences within and between Ministries	M	L	A Project Steering Committee will bring together the main partners in this field. UNDP will work with the UN Resident Coordinator's Office, which is also very much involved in tracking and coordinating PVE activities across the UN system and with relevant ministries and will be of help in consolidating a united PVE approach.	Yes.	Some.  The lack of a national policy potentially limits the scope of future cooperation between PTIB and the government.	There is still no inter-ministerial committee or coordination mechanism on PVE.  However, PTIB has been able to continue through its relationships with MOFA, ICT ministry and CTTC in project board, yet to engage with other ministries like Home, Religious affairs, Youth, and Education.
Possible political uncertainty; what would the project do if additional attacks render prevention activities less useful than envisaged	M	M	Many of the proposed activities, including Digital Khichuri challenges and dialogue activities, are designed to be responsive to new research findings and to shifting political conditions, and can address new themes and realities as required. Additional partnerships and complementarity with other	No.	No significant impact on PTIB.	The relevance of prevention activities remains unchanged.

			PVE actors in this field might also help to address ways of keeping the project moving regardless of circumstances			
2018/2019 National Election affects Government interest or commitment to PVE	H	M	UNDP respects the political process in Bangladesh and Maldives and intends for its PVE activities to remain explicitly apolitical. UNDP will adjust and redevelop its PVE engagement strategy during the election period as required. However, many PVE citizen engagement activities can proceed at the community level, and promote a tolerant, inclusive message that should be amenable to all parties. If necessary, UNDP may need to consider shifting the bulk of its government engagement activities to the post-election period, should national priorities be elsewhere.	No.  The election had no affect in changing govt. interest to PVE.	No significant impact on PTIB's activities.	Activities were scheduled around the national election period.  No other mitigation efforts required.
<b>Financial</b>						
Fraud, corruption and misuse/misdirection of funds	L	M	The PTIB project intends to transfer the majority of funds to reputable partners via dedicated accounts and auditable procedures. Financial transparency is to be maintained at all levels.  Strong financial systems and internal audits will be held regularly and reinforced through quarterly financial	Not yet.  No cases of fraud/corruption have known to have occurred.	No impact on PTIB.	To date, no mitigation actions required.



			reporting. All relevant staff will receive appropriate financial training. Rigorous attention to quality assurance will ensure that funding goes to appropriate causes and will contribute to the stated objectives of promoting tolerant and inclusive narratives in Bangladesh.			
<b>Organization</b>						
Security concerns that UN staff could be targeted by extremists, if associated with counter-narrative content	H	H	UNDP will follow advice provided by the UN security experts at UNDSS and consult them regularly to ensure the project is not attracting negative attention from dangerous actors, and that UN staff are not put at risk. Exceptional hiring and project implementation procedures may be justified should the threat level to UN staff increase over the course of the project.	Not yet.  UNDP has been maintaining all security measure, with ensuring an inclusive approach, avoiding sensitive terms and so forth.	None so far.  UNDP has been mentioned in some narratives by VE-aligned groups.	PTIB through its social media monitoring continues to monitor and analyze this information.
Difficulty finding experts in this new and highly sensitive field	M	L	PVE is a relatively new field, and while it draws on conflict management concepts that have long circulated in the development field, there are elements of the PVE focus that are not yet well-defined. UNDP's commitment to sponsoring an ambitious range of research projects will hopefully address key knowledge gaps and will help	Yes, partially.  The numbers of qualified experts are limited.	Some impact.	PTIB has worked to build the capacity of local PVE researchers, including with RMMRU and in coordination with BPO and CTTC.

			to train a first generation of local PVE experts who can contribute knowledgeably to a range of interventions by UNDP and other partners in future.			PTIB shifted focus from qualitative research towards more on regular media and social media analysis though engaging recognized experts.
<b>Social</b>						
Gender restrictions limit women and girls from accessing the project	L	L	Commitment to gender and minority equality is written into the PTIB project and will be consistently monitored with reference to target indicators. UNDP plans to engage a range of established women's organizations and networks to effectively harness their influence and reach women who are vulnerable to, or victims of, extremist messaging and rhetoric. UNDP hopes to also integrate its PVE gender activities with regional efforts based in Bangkok and regional countries.	Partially.  Internet use has a gender bias in Bangladesh, with data showing only 25% of social media users are women.	Some impact.	PTIB engaged senior UN staff to allow women to participate in some activities, such as DKC.  Women's groups were engaged to help better target a female audience.
Strategic interfaith or political stakeholders do	M	M	UNDP welcomes constructive input and feedback from key communities affected by extremist violence. The PTIB project has already reached	Somewhat.  The polarized nature of the faith-based	Some impact.  With political divides, some faith leaders	PTIB has engaged the political stakeholders who hold the

not feel involved in the project			out to religious leaders of multiple faiths, to ensure broad support for the project. In addition, project activities should be framed in such a way as to not alienate or blame particular communities for violence, but to focus on holistic and integrated solutions to these issues.	communities and those organizations that work with them make it difficult to find neutral partners or convenors who can reach across sectarian divides.	remain reluctant to engage across sects.	state offices like ministry and parliament to encourage inter-faith participation.
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## Annex 7 - Summary Table of Key Findings, Conclusions, and Recommendations

KEY FINDINGS	KEY CONCLUSIONS	KEY RECOMENDATIONS
PTIB has been an innovative project with a high operational tempo, conducting activities that are unique for Bangladesh and broken new ground. The project team and its implementation partners have learned much about how to use new media, mentor new messengers, and craft new messages to support inclusivity and tolerance.	As a learning project, this knowledge should not only be seen as operationally useful but also better understood as an output in itself that contributes to how better understanding the challenges of intolerance, hate speech, disinformation and violence as well finding new ways to counter these negative trends in Bangladeshi society.	<b>Recommendation #1:</b> In its next phase, PTIB should its monitoring, evaluation and research and learning (MERL) systems to improve its existing adaptative management culture and the project's effectiveness.
PTIB works with a growing set of local partners and sub-grantees. The project has learned that these local partners need higher levels of support than initially anticipated.	PTIB has developed a number of activities to support capacity development among local partners. These could be more systematic, regularly reviewed and assessed as well as support extended over longer periods of time to increase the opportunities for behavioral change.	<b>Recommendation #2:</b> PTIB could increase the diversity of local partners and plan to sustain support to the local partners with an ongoing emphasis on improving skills in research, organizing and communication in an effort to sustain changes in attitudes and behavior among target groups.
PTIB has been a busy and energetic project with multiple research components as well as a diverse set of citizen and government engagement activities.	PTIB can better document and demonstrate its learning and how each activity fits together to support its overarching goal promoting diversity and tolerance and show how this contributes to preventing extremism and violence.	<b>Recommendations #3:</b> In its next phase, PTIB could improve its own internal processes and practices to better explain to key stakeholders, especially in government, what it is doing as well as why and how it is doing it.
Any project working in Bangladesh, must address known cultural biases towards urban areas and against women and minorities. PTIB in a number of its activities, especially Diversity for Peace (D4P), worked to counter these forces and set out to work with non-traditional, marginalized, and vulnerable groups	PTIB ability to be model of inclusion has been one of its strengths but the project could use its experience to date to do this in a more strategic way in its next phase.	<b>Recommendation #4:</b> Based on its experience in the first phase, PTIB could improve its strategy and conduct more thorough planning to addresses cultural biases to ensure its future programming is more inclusive.



# UNEG Code of Conduct for Evaluation in the UN System

UNEG, March 2008

The Code of Conduct was formally approved by UNEG members at the UNEG Annual General Meeting 2008.

Further details of the ethical approach to evaluation in the UN system can be found in the *Ethical Guidelines for Evaluation in the UN System* (UNEG/FN/ETH[2008]).

# CODE OF CONDUCT FOR EVALUATION IN THE UNITED NATIONS SYSTEM

1. The conduct of evaluators in the UN system should be beyond reproach at all times. Any deficiency in their professional conduct may undermine the integrity of the evaluation, and more broadly evaluation in the UN or the UN itself, and raise doubts about the quality and validity of their evaluation work.
2. The UNEG<sup>1</sup> Code of Conduct applies to all evaluation staff and consultants in the UN system. The principles behind the Code of Conduct are fully consistent with the Standards of Conduct for the International Civil Service by which all UN staff are bound. UN staff are also subject to any UNEG member specific staff rules and procedures for the procurement of services.
3. The provisions of the UNEG Code of Conduct apply to all stages of the evaluation process from the conception to the completion of an evaluation and the release and use of the evaluation results.
4. To promote trust and confidence in evaluation in the UN, all UN staff engaged in evaluation and evaluation consultants working for the United Nations system are required to commit themselves in writing to the Code of Conduct for Evaluation<sup>2</sup> (see Annexes 1 and 2), specifically to the following obligations:

## Independence

5. Evaluators shall ensure that independence of judgement is maintained and that evaluation findings and recommendations are independently presented.

## Impartiality

6. Evaluators shall operate in an impartial and unbiased manner and give a balanced presentation of strengths and weaknesses of the policy, program, project or organizational unit being evaluated.

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<sup>1</sup> UNEG is the United Nations Evaluation Group, a professional network that brings together the units responsible for evaluation in the UN system including the specialized agencies, funds, programmes and affiliated organisations. UNEG currently has 43 such members.

<sup>2</sup> While the provisions of the Code of Conduct apply to all UN staff involved in evaluation, only UN staff who spend a substantial proportion of their time working on evaluation are expected to sign the Code of Conduct, including staff of evaluation, oversight or performance management units directly involved in the management or conduct of evaluations. All evaluation consultants are required to sign when first engaged by a UNEG member.

## **Conflict of Interest**

7. Evaluators are required to disclose in writing any past experience, of themselves or their immediate family, which may give rise to a potential conflict of interest, and to deal honestly in resolving any conflict of interest which may arise. Before undertaking evaluation work within the UN system, each evaluator will complete a declaration of interest form (see Annex 3).

## **Honesty and Integrity**

8. Evaluators shall show honesty and integrity in their own behaviour, negotiating honestly the evaluation costs, tasks, limitations, scope of results likely to be obtained, while accurately presenting their procedures, data and findings and highlighting any limitations or uncertainties of interpretation within the evaluation.

## **Competence**

9. Evaluators shall accurately represent their level of skills and knowledge and work only within the limits of their professional training and abilities in evaluation, declining assignments for which they do not have the skills and experience to complete successfully.

## **Accountability**

10. Evaluators are accountable for the completion of the agreed evaluation deliverables within the timeframe and budget agreed, while operating in a cost effective manner.

## **Obligations to participants**

11. Evaluators shall respect and protect the rights and welfare of human subjects and communities, in accordance with the UN Universal Declaration of Human Rights and other human rights conventions. Evaluators shall respect differences in culture, local customs, religious beliefs and practices, personal interaction, gender roles, disability, age and ethnicity, while using evaluation instruments appropriate to the cultural setting. Evaluators shall ensure prospective participants are treated as autonomous agents, free to choose whether to participate in the evaluation, while ensuring that the relatively powerless are represented. Evaluators shall make themselves aware of and comply with legal codes (whether international or national) governing, for example, interviewing children and young people.

## **Confidentiality**

12. Evaluators shall respect people's right to provide information in confidence and make participants aware of the scope and limits of confidentiality, while ensuring that sensitive information cannot be traced to its source.

## **Avoidance of Harm**

13. Evaluators shall act to minimise risks and harms to, and burdens on, those participating in the evaluation, without compromising the integrity of the evaluation findings.

## **Accuracy, Completeness and Reliability**

14. Evaluators have an obligation to ensure that evaluation reports and presentations are accurate, complete and reliable. Evaluators shall explicitly justify judgements, findings and conclusions and show their underlying rationale, so that stakeholders are in a position to assess them.

## **Transparency**

15. Evaluators shall clearly communicate to stakeholders the purpose of the evaluation, the criteria applied and the intended use of findings. Evaluators shall ensure that stakeholders have a say in shaping the evaluation and shall ensure that all documentation is readily available to and understood by stakeholders.

## **Omissions and wrongdoing**

16. Where evaluators find evidence of wrong-doing or unethical conduct, they are obliged to report it to the proper oversight authority.



(Each UNEG member to create its own forms for signature)

## **Annex 2: United Nations Evaluation Group Code of Conduct for Evaluation in the UN System**

### **Evaluation Consultants Agreement Form**

To be signed by all consultants as individuals (not by or on behalf of a consultancy company) before a contract can be issued.

### **Agreement to abide by the Code of Conduct for Evaluation in the UN System**

Name of Consultant: Shikhty Sunny

Name of Consultancy Organisation (where relevant): UNDP

**I confirm that I have received and understood and will abide by the United Nations Code of Conduct for Evaluation.**

Signed at (place) on (date)



7 August, 2020

Signature: \_\_\_\_\_

(Each UNEG member to create its own forms for signature)

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### Evaluation Consultants Agreement Form

To be signed by all consultants as individuals (not by or on behalf of a consultancy company) before a contract can be issued.

### Agreement to abide by the Code of Conduct for Evaluation in the UN System

Name of Consultant: JAMES (TIM) DELLA-GIACOMA

Name of Consultancy Organisation (where relevant): —

I confirm that I have received and understood and will abide by the United Nations Code of Conduct for Evaluation.

Signed at (place) on (date)

Signature:  , Talcom Park, MD, USA

03 AUG 2020

## Annex 9 – Analysis of PTIB’s Results Framework

INDICATOR	BASELINE	EOP TARGET (END OF PROJECT TARGET)	TARGET (Q2- 2020), CUMULATIVE	PROGRESS (Q2-2020), CUMULATIVE	EVALUATOR’S ANALYSIS
<b><i>Outcome 1: Research Facility; Improved knowledge, understanding, and insights into the drivers of conflict, violence, and extremism in Bangladesh, and inform public policy.</i></b>					
<b><i>1.1. Total Number of Research Publications Produced</i></b>	<b>3 (2017)</b>	<b>55</b>	<b>39</b>	<b>30</b>	PTIB's research components SecDev, & CARU are prolific producers of weekly, monthly, and quarterly reports. Due to the sensitivity of contents of the publications, it took the project time to agree with the government and UN/UNDP management on the distribution process. Therefore it remained behind the target.
<b><i>1.2 Total Citations for Research Products</i></b>	<b>0 (2017)</b>	<b>60</b>	<b>25</b>	<b>NA</b>	This indicator was held off considering the confidentiality and restricted circulation of research products.
<b><i>1.3 Number of Times research products are presented at PVE conferences</i></b>	<b>2 (2017)</b>	<b>38</b>	<b>22</b>	<b>9</b>	The number of PVE conferences the project attended was lower than expected. In total project attended 5 international and 4 national conferences and presented their findings there.
<b><i>1.4 Number of instances media organizations reference Research Facility data in reporting</i></b>	<b>0 (2017)</b>	<b>40</b>	<b>25</b>	<b>136</b>	The introduction of Peace Graphics and the COVID graphics has contributed that BPO data on violence trends, and Covid19

INDICATOR	BASELINE	EOP TARGET (END OF PROJECT TARGET)	TARGET (Q2- 2020), CUMULATIVE	PROGRESS (Q2-2020), CUMULATIVE	EVALUATOR'S ANALYSIS
					monitoring was referred more in the media than expected.
<b>Output 1.1: MAINTAIN and UPDATE the Bangladesh Peace Observatory</b>					
<i>1.1.1 Number of months' data on various forms of violence available on the "Bangladesh Peace Observatory" website</i>	43	79	67	72	BPO has been consistent in collecting monthly data and has consistently met these targets.
<i>1.1.2. Number of people who have viewed the BPO website/platform</i>	250	6,000 people, 16,000 views	3,000 people, 8,000 views	4,723 people, 13,645 views	After supporting the development of a social media plan for BPO, the number of viewers of its website and other online products is steadily increasing.
<i>1.1.3 Number of online citations of BPO data</i>	0	26	11	136	National news media outlets in their online versions referred to BPO data in their reporting on violence trend analysis. Improved communications have largely contributed to this.
<b>Output 1.2: RESEARCH Publications (4 types)</b>					
<i>1.2.1 Scale: Research conducted on identified areas, and research findings shared to relevant audiences<sup>1</sup></i>	4/4	76/4	48/4	14/4	Higher priority was given to having the database in order. BPO conducted 4 micronarratives, 5 studies under fellowship program, and 5 joint studies with CTTC. All these reports were shared with relevant audience (see footnote)

<sup>1</sup> Scale from 0 to 4: (a) 1st point- research area identified (b) 2nd point- research done (c) 3rd point- report developed (4) 4th point- report shared to relevant audience

<b>INDICATOR</b>	<b>BASELINE</b>	<b>EOP TARGET (END OF PROJECT TARGET)</b>	<b>TARGET (Q2- 2020), CUMULATIVE</b>	<b>PROGRESS (Q2-2020), CUMULATIVE</b>	<b>EVALUATOR'S ANALYSIS</b>
<b>1.2.2</b> <i>Number of citations for research products</i>	0	26	11	8	While the number of research products was lower than planned, data and findings of BPO peace reports were referred in different media.
<b>1.2.3</b> <i>Number of times research papers are downloaded online</i>	0	500	200	969 (Peace Reports) 640 (Peace Graphics) 284 (Covid19 Graphics)	Peace Reports were mostly downloaded publications followed by Peace Graphics and Covid19 Graphics.
<b>Output 1.3: CAPACITY BUILDING to apply research</b>					
<b>1.3.1</b> <i>Percentage of attendees who felt the training was 'useful' or 'very useful' once the training session completed</i>	N/A	80%	80%	N/A	Merged with output 3.2 TRAINING for government officials on PVE
<b>1.3.2</b> <i>Percentage improvement in scores from a test administered at the start of training when compared to a test administered at the end</i>	N/A	60%	60%	N/A	Merged with output 3.2 TRAINING for government officials on PVE
<b>1.3.3</b> <i>Number of organizations adding a PVE element to existing programming as a result of training</i>	N/A	25	13	N/A	Merged with output 3.2 TRAINING for government officials on PVE
<b>Output 1.4: LEARNING LAB (Independent M&amp;E, Skills Training for UNDP)</b>					
<b>1.4.1</b> <i>Number of lessons learned and applied from conferences</i>	N/A	40	25	8	Project staff attended 5 international conferences and took lessons on interlinking PVE and diversity, challenges of interfaith engagement, more effective use of Facebook for

INDICATOR	BASELINE	EOP TARGET (END OF PROJECT TARGET)	TARGET (Q2- 2020), CUMULATIVE	PROGRESS (Q2-2020), CUMULATIVE	EVALUATOR'S ANALYSIS
					counter-narrative, and applied PVE research. This was lower than expected, moreover outcomes of international conferences were not always to useful for the context of Bangladesh
<b>1.4.2</b> <i>Number of recommendations implemented from independent monitoring or evaluation reports</i>	N/A	23	13	15	Independent M&E- included (1) BPO review, (2) monitoring mission by project's Technical Advisor (PVE), and mapping of PVE research in Bangladesh. Recommendations were taken further including measures to improve BPO database and communications, increase project's focus on digital drivers of VE, blend social entrepreneurship approach in hackathons, and link academics with security agencies in PVE research.
<b>Added/new output, not part of prodoc: Output 1.5: Cox's Bazaar Analysis and Research Unit (CARU)</b>					
<b>1.5.1</b> <i>Number of bi-monthly updates on Monitoring Drivers of Social Tensions</i>	0 (2018)	15	9	1 bi-monthly, 18 monthly and 73 weekly reports	CARU produced monthly, and weekly reports, instead of bi-weekly reports due to the growing demand for information.
<b>1.5.2</b> <i>Number of quarterly perception surveys to map and track perceptions among Rohingya and host communities, to understand possible</i>	0 (2018)	10	6	0	The procurement of the survey firm was delayed, and when the firm was contracted, work could not be

<b>INDICATOR</b>	<b>BASELINE</b>	<b>EOP TARGET (END OF PROJECT TARGET)</b>	<b>TARGET (Q2- 2020), CUMULATIVE</b>	<b>PROGRESS (Q2-2020), CUMULATIVE</b>	<b>EVALUATOR'S ANALYSIS</b>
<i>shifts on issues of importance to social cohesion</i>					initiated due to COVID 19. The project expects to complete 2 quarterly perception surveys by the end of the project.
<b>1.5.3</b> <i>Number of Political Economy Analyses, building on themes identified in the monitoring reports</i>	<b>0 (2018)</b>	<b>12</b>	<b>6</b>	<b>4 completed, 2 ongoing</b>	Target will be achieved by 30 <sup>th</sup> October 2020.
<b>1.5.4</b> <i>Number of scenario planning and reviews to share and review the information gathered with key partners, and receive feedback</i>	<b>0 (2018)</b>	<b>3</b>	<b>1</b>	<b>3 meetings at CXB level, 2 meetings at Dhaka</b>	Periodical meetings are organized with highest level coordination committees at CXB (ISCG) and Dhaka (SEG)
<b>Indicator</b>	<b>Baseline</b>	<b>EOP Target (End of project target)</b>	<b>Annual Target (2020), cumulative</b>	<b>Progress (Q2- 2020), cumulative</b>	<b>Evaluator's analysis</b>
<b>Outcome 2: Citizen Engagement: Enhanced inclusivity and tolerance of Bangladeshi society through social engagement activities, both on and offline.</b>					
<b>2.1.</b> <i>Total number of civil society organizations adding a PVE element (including diversity, peace, and tolerance) to existing programming, with support of UNDP grants, training, or information materials</i>	<b>0</b>	<b>25</b>	<b>13</b>	<b>13</b>	PTIB has made consistent efforts to engage civil society organizations in PVE orientated activities. However, the 2020 pandemic has impacted its ability to meet these targets as COVID-19 disrupted offline activities.
<b>2.2</b> <i>Percentage improvement in scores from a test administered at the start of training when compared to a test administered at the end</i>	<b>N/A</b>	<b>60%</b>	<b>60%</b>	<b>90%</b>	Citizen training was conducted on CSO capacity building on addressing diversity, social media usage for faith leaders, and empowering youth on understanding and countering hate speech,

INDICATOR	BASELINE	EOP TARGET (END OF PROJECT TARGET)	TARGET (Q2- 2020), CUMULATIVE	PROGRESS (Q2-2020), CUMULATIVE	EVALUATOR'S ANALYSIS
					misinformation, and VE messages online.
<b>2.3</b> Total number of beneficiaries who have come into contact with campaigns	N/A	18m	10m	4.9m	See DKC campaigns (2.2.6), and D4P (2.7.1)
<b>Output 2.1: RESEARCH into online extremist narratives (This output was shifted under Outcome 1: Research Facility)</b>					
<b>2.1.1</b> Scale: Research conducted on identified areas, and research findings shared to relevant audiences <sup>2</sup>	4	48	32	NA	This indicator was aligned with Outcome indicator 1.1
<b>Output 2.2: DIGITAL KHICHURI Challenges</b>					
<b>2.2.1</b> Number of Applicants, per event, for Digital Khichuri Challenges	350	700	700	1184	As a result of improved social media campaigning DKC gained more attention than expected.
<b>2.2.2</b> Number of viewers the night of a challenge vote	N/A	23,000	13,000	9,323	Set up of DKC has changed. Instead of voting at night, people could vote after the presentations during the final day. Since this was during day time, it had fewer followers and voters than expected.
<b>2.2.3</b> Number of Facebook likes for Digital Khichuri page	0	25,500	10,500	41,502	As a result of improved social media campaigning DKC gained more attention than expected. Especially activities like the peace talk café has

<sup>2</sup> Scale from 0 to 4: (a) 1st point- research area identified (b) 2nd point- research done (c) 3rd point- report developed (d) 4th point- report shared to relevant audience



INDICATOR	BASELINE	EOP TARGET (END OF PROJECT TARGET)	TARGET (Q2- 2020), CUMULATIVE	PROGRESS (Q2-2020), CUMULATIVE	EVALUATOR'S ANALYSIS
					increased the the number of followers significantly
<b>2.2.4</b> Number of visitors to Challenge winners' websites and platforms after 6 months	0	12,000	5,000	NA	Considering not all winners were running websites and platforms, this indicator was not tracked.
<b>2.2.5</b> Low viewer bounce/exit rate from websites produced as a result of Digital Khichuri	0	10%	10%	NA	Same as 2.2.4
<b>Revised/added indicator</b> <b>2.2.6</b> Number of viewers reached online through Digital Khichuri Challenge/Digital Peace Movement campaign	0	113,500	113,500	3.6 million	PTIB activities as part of its Digital Peace Movement have proved adept at reaching online audiences with new and innovative content that contains messages of inclusivity and tolerance.
<b>Revised/added indicator</b> <b>2.2.7</b> Number of DKC winner teams engaged in Peace/Tolerance/PVE content development	2	14	12	10	In 2019 project had delay in contracting of mentoring firm, it therefore coul only organized 2 DKCs instead of 3. Therefore it engaged with less number of teams
<b>Output 2.3: PVE and GENDER</b>					
<b>2.3.1</b> Percentage of women who felt training was 'useful' or 'very useful' once training session completed	N/A	80%	80%	NA	Project analyzed that instead of limiting to training on PVE and gender, a more comprehensive approach would be required. Instead of training, PVE and Gender are addressed in the Diversity for

INDICATOR	BASELINE	EOP TARGET (END OF PROJECT TARGET)	TARGET (Q2- 2020), CUMULATIVE	PROGRESS (Q2-2020), CUMULATIVE	EVALUATOR'S ANALYSIS
					Peace Low-Value Grants initiative in support of CSOs (2.7.1).
<b>2.3.2</b> <i>Percentage improvement in scores from a test administered at the start of training when compared to a test administered at the end</i>	N/A	60%	60%	NA	Same as 2.3.1
<b>2.3.3</b> <i>number of female beneficiaries attending training sessions or discussions</i>	N/A	1800	1800	NA	Same as 2.3.1
<b>2.3.4</b> <i>number of listeners to media campaigns promoting female historic figures from minority backgrounds</i>	N/A	9m	9m	NA	Same as 2.3.1
<b>Output 2.4: MIGRANT WORKERS</b>					
<b>2.4.1</b> <i>Percentage of migrants surveyed after a workshop who felt the training was 'useful' or 'very useful' once completed</i>	N/A	80%	80%	NA	Study into vulnerability of migrant workers has shows that a more comprehensive approach is required to support Migrant workers. Instead of training migrant workers, a hackathon (DKC) was organized, and 3 organizations selected/supported to build digital literacy among migrant workers
<b>2.4.2</b> <i>Percentage improvement in scores from a test administered at the start of training when compared to a test administered at the end</i>	N/A	80%	60%	NA	Same as 2.4.1

<b>INDICATOR</b>	<b>BASELINE</b>	<b>EOP TARGET (END OF PROJECT TARGET)</b>	<b>TARGET (Q2- 2020), CUMULATIVE</b>	<b>PROGRESS (Q2-2020), CUMULATIVE</b>	<b>EVALUATOR'S ANALYSIS</b>
<b>2.4.3</b> number of workers given training or materials to recognize and defend against extremist recruitment tactics	N/A	9000	4000	N/A	Same as 2.4.1
<b>Output 2.5: YOUTH</b>					
<b>2.5.1</b> number of youth organizations adding a PVE or digital literacy element to existing programming	N/A	25	13	N/A	This indicator was aligned with output indicator 2.2.7
<b>2.5.2</b> number of listeners to a campaign on digital literacy, or number of clicks on the advocacy website	N/A	9m	5m	N/A	This indicator was aligned with output indicator 2.2.6
<b>2.5.3</b> number of youth trainers in digital literacy trained	N/A	240	120	N/A	Related activities were not carried out/repurposed.
<b>Output 2.6: RELIGIOUS LEADERSHIP</b>					
<b>2.6.1</b> number of religious organizations adding a PVE or digital literacy element to existing programming	N/A	25	13	N/A	The project could not identify appropriate organizations to support, therefore it trained religious leaders as individuals.
<b>2.6.2</b> number of religious leaders given training or materials to recognize and defend against extremist narratives in their communities	N/A	9000	9000	150	Since project could not work through organizations but it had to work direct with individuals, the scale was lower than planned. 100 religious leaders attended in the interfaith workshop, and 50 participated in a social media training

INDICATOR	BASELINE	EOP TARGET (END OF PROJECT TARGET)	TARGET (Q2- 2020), CUMULATIVE	PROGRESS (Q2-2020), CUMULATIVE	EVALUATOR'S ANALYSIS
<b>Revised/Added Output 2.7: Diversity for Peace</b>					
<b>2.7.1</b> number of people reached through Diversity4peace activities	<b>0 (June 2019)</b>	<b>200,000</b>	<b>150,000</b>	<b>1.3 Million online 4,600 offline</b>	Moving activities online has allowed D4P to reach large audiences.

**Output 3: Government Engagement: Enhanced sensitization of the government to international best practices that promote social inclusion and tolerance.**

<b>Indicator</b>	<b>Baseline</b>	<b>EOP Target</b>	<b>Annual Target (2020)</b>	<b>Progress (Q2-2020)</b>	<b>Evaluator's analysis</b>
<b>Outcome 3: Government Engagement</b>					
<b>3.1. Number of government agencies adding a PVE element to existing programming as a result of all engagement activities</b>	<b>0</b>	<b>10</b>	<b>4</b>	<b>3 (CTTC, ICT Division, MOFA)</b>	PTIB has essential relationships with CTTC on youth, ICT Division on promoting digital innovation, and MOFA on the “culture for peace” agenda. Since PVE has not become a high priority for the Government of Bangladesh, there were limited agencies to work with
<b>3.2 Total number of policymakers (civil servants, military, politicians) who participated in PVE training or engagement activities</b>	<b>20</b>	<b>370</b>	<b>270</b>	<b>40</b>	BPO provided training to a total 40 govt. officials, including CTTC (17), Police (1) DGFI (4), military (6), MOFA (7), and BIIS (5). Since PVE has not become a high priority for the Government of Bangladesh, there

					were limited agencies to work with, hence less people to train
<b>Output 3.1: Conference fund for government to attend conferences on PVE</b>					
<b>3.1.1</b> number of presentations made by Bangladeshi delegates, or documents submitted to conferences	<b>N/A</b>	<b>21</b>	<b>11</b>	<b>4</b>	MOFA and CTTC representatives presented at 2 international and 2 national conferences.
<b>Output 3.2: TRAINING for government officials on PVE</b>					
<b>3.2.1</b> Percentage improvement in scores from a test administered at the start of training when compared to a test administered at the end	<b>N/A</b>	<b>80%</b>	<b>80%</b>	<b>NA</b>	The training was conducted by BPO. Participants were not tested.
<b>3.2.2</b> number of government agencies adding a PVE element to existing programming as a result of training	<b>N/A</b>	<b>10</b>	<b>5</b>	<b>NA</b>	Government agencies participating were already involved in PVE Since PVE has not become a high priority for the Government of Bangladesh, there were limited agencies to work with
<b>Added/revised Output 3.3: National PVE Policy (for 2020)</b>					

**3.3.1. Share and discussion on  
National PVE strategy: 2 sharing  
meeting**

<b>0 (December 2018)</b>	<b>3</b>	<b>2</b>	<b>1</b>	While PTIB supported several meetings in 2019, plans for follow-up in 2020 have been impacted by the pandemic.
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