Solunteering for peace

A joint programme of the United Nations Volunteers programme and the Hiroshima Peacebuilders Centre. Funded by the Government of Japan



The world needs more peacebuilders

"Japan will develop capable and active civilian experts in the field of peacebuilding through the Programme for Human Resource Development in Asia for Peacebuilding."

-Seiji Maehara, Minister for Foreign Affairs, Japan.

In order to consolidate peace in post-conflict states, the international community as a whole needs to provide seamless and comprehensive support from emergency humanitarian relief, promotion of the political process, maintenance of public safety to reconstruction and development.

Capacity building of civilian experts who actually engage in such peacebuilding activities is one of the key issues the international community faces.

This program is significant as it contributes to the international community through human resource development in the area of peacebuilding. I strongly hope that the Programme produces, from among the participants from Japan and other Asian countries, as many high-spirited civilian experts as possible.

Since 2007, the Hiroshima Peacebuilders Centre (HPC) has run the Programmeme, with the United Nations Volunteers (UNV) as the implementing partner. UNV is responsible for the recruitment and fielding of participants as volunteers for peacebuilding assignments. During the assignments, they are able to enhance their skills while responding to a country's related needs.

Before they are deployed, participants complete six weeks of training in Japan. The Hiroshima Peacebuilders Centre (HPC) delivers the training in collaboration with Canadian, Swedish and other international institutes. The focus is on learning by doing, and participants work through problem-solving exercises, discussions and lectures. The course enables them to build knowledge, but also networks.

From 2009 onwards, the course has offered two streams – one for entry-level participants and one for midcareer professionals. The additional stream enables more people with diverse backgrounds to develop the skills needed for fostering peace.

For more information, please visit: www.peacebuilderscenter.jp

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Countries and Areas where UNV volunteers under the Program were deployed:

Azerbaijan		Jerusalem	
Cambodia		Jordan	
Cape Verde		Kenya	3
Cyprus		Kosovo	5
Ethiopia		Laos	3
Guinea-Bissau		Lebanon	3
Indonesia	3	Liberia	

Montenegro		Sri Lanka
Myanmar		Tanzania
Nepal		Thailand
Philippines		Timor Leste
Sierra Leone		Uganda
Sudan	4	Uzbekistan
South Sudan	4	



A chance to learn, but also to give back

"Work in the field is crucial. It gives us a chance to understand the issues. But we can also contribute towards building peace by leveraging our respective personal strengths and knowledge

- **Ms. Aida Safura Niza Othman** (Malaysia), Communications Officer with the United Nations Children's Fund in Uganda.



Taking peace building out of the classroom and into the real world is a unique aspect of the Programme on Human Resource Development in Asia for Peacebuilding. Under this Programme, the participants are called HPC/UNV Programme Associates. A six-week training course in Japan is followed by an assignment as a UNV volunteer. The volunteers are assigned with UN agencies and are typically on the frontline working directly with vulnerable groups, such as refugees or marginalized people, including former combatants. Their focus is on bringing excluded groups into peace processes, protecting and supporting those at risk, and developing capacities so that people's basic needs are met.

HPC/UNV Programme Associates often find themselves living and working under challenging conditions they deal with long hours, limited infrastructure and volatile security situations. Despite these challenges, volunteers generally say they get more from the experience than they give. They develop new skills and gain confidence in their abilities. At the same time, they are able to make significant contributions towards peacebuilding efforts. As volunteers they often inspire others to get involved.

By the end of 2010, 67 HPC/UNV Programme Associates from various Asian nations will have completed their field assignments.

Consolidating peace

Helping communities to prevent and recover from crisis



"Peacebuilding requires the intervention of not only the actors in the conflict, but also those who are directly and indirectly affected."

 Antonio Viegas, Monitoring and Reporting Officer with WFP in the Philippines.

Just over 60 per cent of the HPC/UNV Programme Associates deployed under the Programme since 2007 have worked in countries where stability is steadily taking hold.

As part of UN teams, they worked alongside national counterparts to improve services for marginalized people. They helped refugees, young people and women to articulate their needs and to get involved in improving their situation. They helped build trust among ordinary people involved in some of the world's most fragile peace processes.

They also worked at regional and national levels to help improve UN coordination, as well as programmes, in the areas of nutrition and health. HPC/UNV Programme Associates brought new skills to their host organizations, which enabled peacebuilding efforts to expand.

HPC/UNV Programme Associates make a difference

- 81 percent of volunteers felt they used their expertise to make a vital difference.

1

Peacebuilders up-close

Supporting counterparts to develop skills, confidence, and start life changing activities

This is **Atsuko Watanabe's** (Japan) experience. She works with the United Nations Children's Fund (UNICEF) in Karamoja, Uganda. Decades of conflict and regular droughts have led to widespread hunger and poverty. People depend on their children to shepherd vast sheep and cattle herds—and only 10 percent of children complete their primary education, continuing the cycle of illiteracy and marginalization.

"40 years of aid has left capacity low here," said Atsuko, who is an education officer. Her assignment involves helping administrators, teachers and volunteers to improve education opportunities in the region. "That's why it's important to plan activities together," she said. One activity they are doing together is setting-up open-air classrooms near communities, where teachers deliver lessons early in the morning, before children go to tend the herds.

"We are creating a change through sensitization, mobilization and training ... but it takes time," she said. "In situations like these, small but practical actions can make life-changing differences," she said





Supporting governments to better include the marginalized:

Many HPC/UNV Programme Associates work with national counterparts to develop the skills and systems needed to reach people who might be marginalized through their geographic location, their place in society, or their role in a conflict. For example, working with the International Organization for Migration (IOM) in Sri Lanka, **Sachiko Furuya** (Japan) supervises a service for ex-combatants that links them with job or training opportunities. Around one thousand ex-combatants have found a new beginning through this service. "The knowledge and experience in management that I bring is not easily available in the Sri Lankan market. So, I add value," she said.

HPC/UNV Programme Associates make a difference

- Volunteers brought new skills that improved or expanded peacebuilding efforts.

Consolidating peace

1

Reaching out to people on the margins often requires innovation. Where humanitarian aid has continued for decades, volunteers found it challenging to mobilize counterparts because they often lacked the incentives or confidence to use new skills or systems.

For some HPC/UNV Programme Associates this challenge demonstrated the importance of working side-by-side with national counterparts—and steadily increasing their skills and confidence. It also re-enforced the need for recovery and peacebuilding efforts to start early, even alongside humanitarian work. Starting early enables national actors to take ownership more quickly at all levels of government, and to drive the transformation from crisis to stability.

"The knowledge and experience in management and improving work systems that I bring is not easily available in the Sri Lankan market. So, I add value," - **Sachiko Furuya** DDR Planning officer with IOM in Sri Lanka

Engaging young people:

HPC/UNV Programme Associates helped groups on the margins to articulate and voice their concerns, bringing them into recovery processes. Young people are often among the overlooked.



Volunteers like **Aida Safura Niza Othman** (Malaysia) helped bring young people's concerns to light. In the lead-up to the 2010 African Youth Forum (AYF), she worked with UNICEF to engage young people across the continent in online discussions about maternal and child health. Using Facebook, twitter and YouTube, she helped expand the discussion.

"The online youth engagement was an important component of the AYF 2010 process. The online sites widened the opportunity for engagement. Without theses, young people's participation would have been on a much smaller scale,"

- **Aida Safura Niza Othman** Communications officer with UNICEF in Uganda

HPC/UNV Programme Associates make a difference

- They empowered women, collected data specific to their needs, and encouraged them to lead.

Building trust:

Working with projects that foster understanding, tolerance and reconciliation between conflicting groups, HPC/UNV Programme Associates also helped build trust between communities in countries such as Cyprus and Lebanon. For example, in Lebanon, where decades of tensions have eroded space for dialogue between groups, volunteer Mangkorn Warinthrasak (Laos) worked with UNDP to expand 'safe spaces' platforms.



The 'safe spaces' allow people to discuss their concerns openly and identify common ground. Using Facebook, he took the concept into the virtual world. This allowed more people to join the discussion. Going online also helped the project team to gain insights into trends and issues

Working on the big picture:

While most HPC/UNV Programme Associates dealt directly with communities, a small number worked at national or regional levels. They strengthened monitoring and

coordination processes, conducted research, and developed communication strategies and tools. **Arika Nagata** (Japan), for example, worked with the Food and Agriculture Organization (FAO) covering 25 Asian countries. Her work is now helping to shape policies. Governments seeking to improve food security can use her research to add nutrition-related indicators and data into development planning. She said, "*Because I am in a regional office, I can easily access useful tools...Although I am far from the field, the knowledge I have gained here can be used in future field assignments*".

HPC/UNV Programme Associates serving in these types of assignments report that they appreciate the big-picture view. Yet, with few chances to see activities on the ground, they found understanding ground realities challenging. They recommend simple suggestions, such as a travel budgets.

"Because I am in a regional office, I can easily access useful tools...Although I am far from the field, the knowledge I have gained here can be used in future field assignments".

- **Arika Nagata** Nutrition Officer for FAO in Thailand

Peacebuilding and humanitarian assistance

Preventing conflict, protecting, and helping to meet basic needs in times of crisis



"Peacebuilding is relationship building... A Sudanese colleague said to me that my presence as a volunteer gives a morale boost, encourage-ment and hope for people in Southern Sudan."

- **Tomohiro Yamanaka** (Japan), Humanitarian Affairs Officer with the United Nations Development Programme (UNDP) in Southern Sudan.

In response to humanitarian crises around the world, UNV volunteers support the UN to deliver lifesaving aid and pave the way for recovery. Since 2007, HPC/UNV Programme Associates deployed under the Programme have also supported the UN's humanitarian efforts.

HPC/UNV Programme Associates make a difference

- They are effective links between vulnerable groups and the UN.

2

Peacebuilders up-close

By volunteering, young Somali refugees gain confidence and hope.

"The refugee camp had never seen anything like it," HPC/UNV Program Associate **Yoko Kuroiwa** (Japan) said. Working with UNH-CR, Yoko spends most of his time among the 280,000 Somali exiles living in camps in Kenya. "There are few opportunities for young people here, which is deeply frustrating for them," Yoko said. The refugees are restricted to the camps.

"The camps are almost 20 years old and many of the young people have lived here most of their lives, relying on assistance from UN agencies and NGOs," he said. With scarce education or employment options in the settlements, young people are susceptible to joining militant groups as a way out, or succumbing to apathy. Yoko is helping to foster a positive role for young people by developing the skills and confidence within youth groups. He supports groups in writing proposals and managing projects aimed at involving more young people to express their concerns and get involved with making decisions that affect their community. were responsible for raising the needed resources and managing the event. It was a huge success, costing less than a few hundred dollars —thanks to all the volunteer performers, marshals and others supporters. Thousands of people came to watch. "Most



Most recently, youth groups demonstrated what they could do by organizing an event like no other ever seen in the camps. It was a festival, involving more than 200 young people, with drama and dance, as well as speaking contests. The contests gave young people the opportunity to air their concerns about issues ranging from HIV/AIDS to corruption. UNHCR provided no funding for the festival, as the youth groups



importantly,"Yoko said, "*their success built their confidence and the credibility of their organizations.*" Afterwards, people were so energized that event organizers decided to run a similar festival next year.

HPC/UNV Programme Associates make a difference

- 46 percent of volunteers felt they promoted volunteerism for development.

The face of the UN:

HPC/UNV Programme Associates deployed under the Programme served as the link between vulnerable groups and the UN – often deployed to refugee camps, isolated villages or small towns.

They assisted the UN to coordinate emergency responses, making these efforts more effective. They also monitored and evaluated programmes to make sure aid reached people in need; and that assistance was geared towards helping communities stand on their own feet again.

Many served as protection or humanitarian affairs officers, monitoring situations and advocating for the

respect of human rights. Others were involved with peacebuilding initiatives, such as conferences to find common ground between conflicting groups, or festivals to inspire hope.

Reaching out to women:

Women's needs are often overlooked during or in the wake of a crisis. Gender is a cross-cutting issue in the UNV programme strategy and UNV aims at mainstreaming gender issues into all aspects of peacebuilding. HPC/UNV Programme Associ-



ates contributed to this key priority by focusing on women as beneficiaries (46 percent); collecting data specific to their needs (39 percent); or encouraging women to lead within their communities.

Tomoko Yasunaga (Japan), working with the United Nations High Commissioner for Refugees (UNHCR) in Kenya, is helping refugees to ease tensions in camps by setting-up forums called peace committees for resolving disputes. *"The project encourages refugee communities to involve as many women as possible on each committee. We are also providing leadership training and around 20-30 percent of trainees are women."*

HPC/UNV Programme Associates make a difference

- They improve coordination processes, enabling the UN to respond more effectively to evolving crises.

2

Volunteers contribute to better coordination, helping to save lives:

Despite significant challenges, HPC/UNV Programme Associates are able to make critical differences. In the Sudan, for example, several HPC/UNV Programme Associates joined the hundreds of UNV volunteers serving to advance peace through peacekeeping and development activities.

Tomohiro Yamanaka (Japan) was one of them. As the Humanitarian Focal Point in Southern Sudan, he was responsible for coordinating the activities of partners. By facilitating debriefings and formulating action plans immediately after assessment missions, Tomohiro helped reduce the time it takes for aid workers to reach newly displaced people in his area.

Promoting volunteerism helps communities to help themselves:

Overall, 46 percent of HPC/UNV Programme Associates felt they promoted volunteerism for

development. This was particularly true in humanitarian response situations. They helped mobilize vulnerable people to address their needs through voluntary action; they also promoted volunteerism among partners.

For example, in Sri Lanka's north, internally displaced people are now returning home. Working with the World Food Programme (WFP), **Kazuyuki Tateno** (Japan) is managing a School Meal Programme that involves community volunteers cooking lunch for pupils. Normally, they are mothers and fathers of pupils. Encouraged by their neighbours, other members of the communities bring additional vegetables or other commodities to enhance the school meals.

"Peacebuilding is relationship building... A Sudanese colleague said to me that my presence, as a volunteer, gives a morale boost, encouragement and hope for people in Southern Sudan."

- Tomohiro Yamanaka, Humanitarian Affairs Officer with UNDP in Southern Sudan.



Peace missions

Peacebuilding with UN Missions and special political operations



"It is important for people to see that things are getting better, that they can rely on their local representatives, which is why it is so important to develop their skills to identify and meet people's needs."

- **Goo Soon Kwon** (South Korea), Civil Affairs Expert with the UN Mission in Liberia.

Since 1992, UNV has collaborated with the United Nations Department of Peacekeeping Operations (DPKO). UNV volunteers assist in supporting the smooth operation of DPKO uniformed peacekeepers, and serve as civilian experts in the areas of crisis and humanitarian assistance, conflict prevention, peacebuilding and support to post-conflict electoral processes.

Six HPC/UNV Programme Associates joined the thousands of UNV volunteers supporting UN peacekeeping missions and special political operations.

HPC/UNV Programme Associates make a difference

- 37 percent felt they mainly enhanced capacities to deliver public services.

Developing national capacities to consolidate peace:

A top priority for most UN missions is to develop the capacity of national counterparts at all levels: government, local authorities, and civil society. The focus is on ensuring a smooth transition of responsibility, and leaving behind a competent cadre of national officials who will take recovery and development efforts forward.

In this specific field, HPC/UNV Programme Associates often worked directly with national counterparts to develop their management skills. They are usually deployed to the local-level of government, where the people they work with – civil society representatives, government officials – play a pivotal role in consolidating peace and development.

In Liberia, **Goo Soon Kwon** (South Korea) is on assignment as a Civil Affairs Expert. Through seminars, workshops and day-to-day support, he develops the project monitoring skills of the local administration and line ministries in Sinoe County. "People here often raise the concern that Liberia will relapse once the mission pulls out," he said. "It is important for people to see that things are getting better, that they can rely on their local representatives, which is why it is so important to develop their skills to identify and meet people's needs," he said.

"Due to the poor infrastructure in Jonglei, during the rainy season, most of the areas that need assistance are out of reach by car. The weather is unpredictable and capable implementing partners are few. These are major challenges for project implementation."

– **Akino Kowashi** (Japan), Associate Protection Officer (Peacebuilding) with UNHCR in the Sudan.



HPC/UNV Programme Associates make a difference

- 43 percent mainly provided management support during their assignments.

HPC/UNV Programme Associates adapted to challenging assignments: Overall, 44 percent of them felt limited by security considerations. They also found themselves adapting to difficult living and working conditions. This was especially true for those working in the area of humanitarian assistance and with peacekeeping missions.

HPC/UNV Programme Associates have served in the following UN missions:

UN Mission in Liberia (UNMIL) UN Mission in Sudan (UNMIS) UN Mission in Timor-Leste (UNMIT) UN Mission in Kosovo (UNMIK)

UN missions are, in most cases, located in countries deemed 'non-family duty stations'. Being away from their families for extended periods of time proved challenging for HPC/UNV Programme Associates. Other challenges included poor infrastructure, especially roads, which made it difficult for them to monitor programme activities in remote areas. In some cases, they worked in government offices, where electricity and water were often unavailable.





They adapted to these circumstances and successfully reached out to isolated and vulnerable communities, representing the UN in some of the most challenging crisis-affected places in the world.

HPC/UNV Programme Associates make a difference

- 37 percent felt they mainly enhanced capacities to deliver public services.

Peacebuilders up-close

Supporting remote villages to reduce their vulnerability to poverty and instability

Timor-Leste remains one of the world's poorest countries. Most people live in isolated villages. Their only way of reaching health clinics, schools or markets is usually along dirt tracks that stretch for kilometres through mountainous terrain. Because of limited infrastructure, people still rely on what they can produce at home, which leaves many vulnerable to food shortages and poor nutrition.

Inequalities, lack of opportunities and poverty have fuelled violent conflicts in the country for decades. The UN Integrated Mission in Timor-Leste (UNMIT) believes that fulfilling the right to food is key to creating stability in the country. In practice, this means every person should have access to the means necessary to provide for themselves and their families.

Ramesh Dhakal (Nepal) is a Human Rights Officer with the UN Integrated Mission in Timor-Leste (UNMIT). His assignment involves working with the 144 families living in Lontas, one of the most remote communities in

Timor-Leste.

Through focus groups discussions and consultations, he is raising villagers' awareness about their right to food security. He is also working with them to identify their needs, priorities and the actions they can take to improve their

situation. So far, the discussions have involved women, young people, children, traditional leaders, church leaders and party members. The community has identified the lack of sanitation facilities, as well as limited road access to markets and other opportunities, as key challenges. Ramesh and his colleagues are now looking to link the village with organizations that can assist them to overcome these challenges. The lessons that Ramesh and the people from Lontas learn will inform government policies



related to economic, social and cultural rights. It will also bring to light practical ways in which people in other villages can gain food security or overcome other obstacles to a better life.

HPC/UNV Programme Associates make a difference

- 43 percent mainly provided management support during their assignments.

Volunteers take home personal and professional gains



"This Program is not a simple "training" program. This is a "human resource development" program for "peacebuilders". Our aim is to "develop" future professional who will contribute to peacebuilding throughout the world. We would like to create a community of determined young peacebuilders to that they can continue to help and encourage one another, and increase their presence in Asia and other parts of the world. It is our hope that in so doing, they will solidly develop their careers as professional "peacebuilders."

- **Kenji Isezaki,** Chair, Board of Directors, Peacebuilders/ Professor, Graduate School of Global Studies, Tokyo University of Foreign Studies.

HPC/UNV Programme Associates cited both professional and personal gains from their experiences in the field. In the professional sphere, many reported that they now have a better understanding of peacebuilding processes and related issues. While others said they learnt practical skills related to protection work, conducting a humanitarian assessment, and programme management.

On a personal level, they also benefited from their experiences. Many reported that they had the opportunity to work with people from various cultural and religious backgrounds, allowing them to learn and build skills in cross-cultural communication. *"The experience broadened my understanding of various cultural contexts in Africa,"* said **Goo Soon Kwon** (South Korea), a Civil Affairs Expert working with the UN Mission in Liberia.

Working as volunteers, HPC/UNV Programme Associates were also able to inspire others to become in-The volunteer experience: more than just an assignment

^{- 100%} of HPC/UNV Programme Associates felt they had the opportunity to learn from the people they worked with.

volved with peace processes. **Michieru Sakai** (Japan), who served as a Peacebuilding Officer with UNDP in Cyprus, reported, "For peacebuilding, it is crucial to have civil society's positive involvement. When my civil society partners learn that I am a volunteer, like so many of them, they are pleasantly surprised...it reminds me that volunteer action can be a significant force for achieving peace and development."

During their assignments, a number of HPC/ UNV Programme Associates felt isolated by their unique situation. Their assignments were often shorter and in non-permanent roles. Because of this, some felt their colleagues perceived them



as outside the UN system or relevant project. In addition, challenging working and living conditions, alongside long working hours, often in crisis situations, left many HPC/UNV Programme Associates to their own devises. A way to assist future participants to the programme in overcoming this sense of isolation is to implement a 'buddy system'—where a more experienced Associate could assist a new participant in finding their feet.

HPC/UNV Programme Associates also suggested that offices that agree to host them should receive more detailed information about the Programme. This would enable colleagues to understand the role of the Associates better.

"It has been a great personal and professional journey. Every experience, even the difficult ones, have been enriching."

- Tomohiro Yamanaka (Japan), Humanitarian Affairs Officer with UNDP in Southern Sudan.



- 87% felt they had the opportunity to do meaningful work.

- 95% felt they had the opportunity to participate in another culture.

Summary of key results and recommendations from volunteers

One of the key aims of the Programme is that HPC/UNV Associates strengthen the peacebuilding activities of their host agencies and partners. By the end of 2010, it is it expected that 69 will have been fielded. These volunteers have and are strengthening the peacebuilding activities of their host agencies in a number of ways:

They bring new skills: Many brought new skills, such as social media networking expertise, to their host agencies. This improved or expanded the reach of peacebuilding efforts. For example in both Africa and the Middle East, young people who were not involved before have been able to participate in discussions about issues that affect them as a result of social media outreach efforts initiated and managed by HPC/UNV Associates.

They bring expertise unavailable locally: In some cases, Associates provided expertise that was unavailable locally and again strengthened peacebuilding activities.

They empower women: As part of their work, HPC/UNV Programme Associates empower women as beneficiaries (46% of volunteers focused on this); collect data specific to their needs (39% focused on this); or encourage them to lead. In several places, this has led to the greater involvement of women in decision-making. For example, in Kenya, women living in refugee camps are encouraged, through training and in other ways, to become involved with peace committees and are now playing a more active role in resolving disputes.

They boost UN outreach: Associates are often deployed outside capital cities and work directly with isolated communities or vulnerable groups, such as refugees. In these roles, HPC/UNV Programme Associate are effective links between vulnerable groups and the UN.

They are boosting management processes: 43% of HPC/UNV Programme Associates reported that their main task was to provide management support during their assignments. In these roles, they often improved coordination processes, enabling the UN to respond more effectively to evolving crises.

Another key aim of the Programme is to increase the visibility of volunteerism. Overall, 46 percent felt they promoted volunteerism for development, either through their assigned work or by undertaking additional voluntary action, including advocacy work or additional technical tasks.

Overall HPC/UNV Programme Associates felt they gained a great deal from the experience. For many being challenged by difficult circumstances helped them to build their personal and professional confidence, while they also contributed towards the successful delivery of UN assistance in some of the world's most troubled places. Their challenges included:

HPC/UNV Programme Associates working across all sections reported that precarious security situations or poor infrastructure sometimes hindered their work.

Language barriers made it difficult for several of them to transfer skills when working with national counterparts.

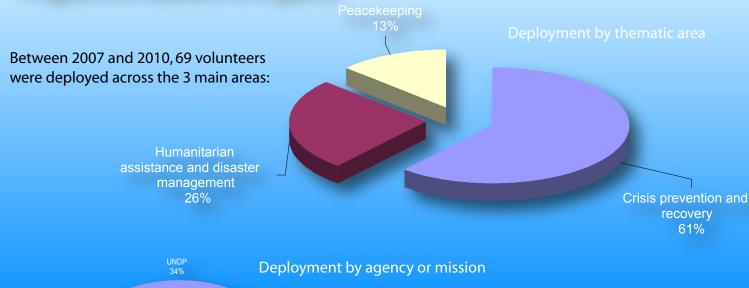
HPC/UNV Programme Associates also made a number of recommendations for improving field assignments for future participants. These included:

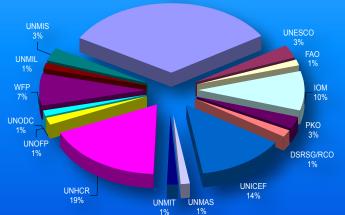
Efforts should be made to better inform receiving offices about the HPC Program, so that hosting agencies can better understand the volunteer's role.

HPC/UNV Programme Associates on shorter missions (six months) reported that a minimum of one year would be required to make any real impact.

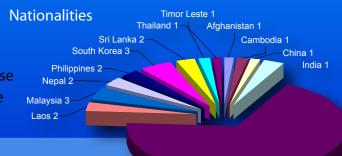
In the wake of a crisis, human resources are often stretched to the limit and HPC/UNV Programme Associates reported that they were often required to work beyond the scope of their assignments. While some felt overwhelmed, others saw these situations as an opportunity to learn new skills and contribute more broadly to response efforts. Nevertheless, most expressed a desire for greater guidance from their senior management, especially those working in crisis situations.

Programme statistics at a glance



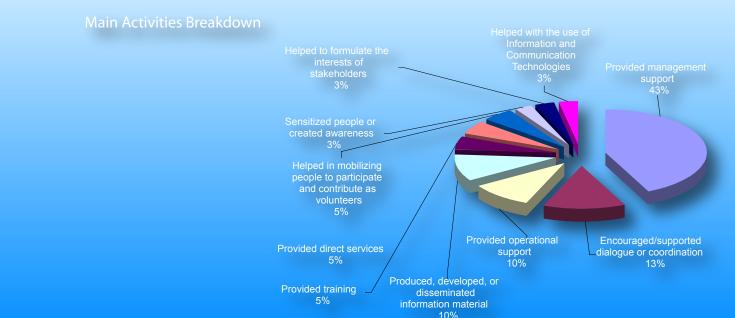


Working across 15 UN operations in 27 countries, more than 80% of volunteers felt they had utilized their skills and abilities fully.



Gender

39 UNV volunteers were female of which 84% were japanese 28 UNV volunteers were male of which 46% were Japanese



Main contributions from the activities listed

Establishment/ strengthening of dialogue between interest/ advocacy groups and communities		
Enhanced capacity of communities to identify local development priorities and ways to address them		
Reintegration of displaced/ uprooted groups or communities		
Increased involvement/ participation of specific groups in consultation processes at community level	ω	
Improved articulation of demands for services by marginalized groups	ω	
Enhanced capacity of host institutions/ organizations to build (physical) infrastructure	ω	
Enhanced capacity of groups/ communities to provide services/alternative livelihoods/ income generation		
Increased awareness about rights and participation of community stakeholders		
Improved availability of information on public services or access to services	12	
Improved inter-institutional coordination in delivery of services	5	
Enhanced capacity of host institutions/ organizations to		
deliver public services		
	0 5 10 15 20 25 30 3	5 40
	Percentage	

The United Nations Volunteers (UNV) programme is the UN organization that contributes to peace and development through volunteerism worldwide. Volunteerism is a powerful means of engaging people in tackling development challenges, and it can transform the pace and nature of development. Volunteerism benefits both society at large and the individual volunteer by strengthening trust, solidarity and reciprocity among citizens, and by purposefully creating opportunities for participation. UNV contributes to peace and development by advocating for recognition of volunteers, working with partners to integrate volunteerism into development programming, and mobilizing an increasing number and diversity of volunteers, including experienced UNV volunteers, throughout the world. UNV embraces volunteerism as universal and inclusive, and recognizes volunteerism in its diversity, as well as the values that sustain it: free will, commitment, engagement and solidarity.

Photographs are illustrative only and do not necessarily depict the exact activities and organizations described in the text.

http://www.unvolunteers.org

United Nations Volunteers, UN Campus, PO Box 260 111, 53153 Bonn, Germany

The 2009/10 volunteers

The senior programme associates,



Mari Kinoshita (Japan), Wakako Kobayashi (Japan), Akiko Goto (Japan), Kazuyuki Tateno (Japan), Yuichi Tanada (Japan), Miyuki Tsujii (Japan), Michio Yasuda (Japan).

and programme associates.

Fujiko Amano (Japan), Kazuo Fukuda (Japan), Sachiko Furuya (Japan), Takashi Kamishiro (Japan), Akino Kowashi (Japan), Yoko Kuroiwa (Japan), Minako Manome (Japan), Sachiko Matsuoka (Japan), Jade Mali Mizutani (Japan), Arika Nagata (Japan), Michieru Sakai (Japan), Masakazu Shibata (Japan), Tomoko Yasunaga (Japan), Tomohiro Yamanaka (Japan), Atsuko Watanabe (Japan), Magodalle Mudiyanselage Kumudunie Pushpakanthi (Sri Lanka), Antonio Viegas (Timor Leste), Hossai Wardak (Afghanistan), Mangkorn Warinthrasak (Laos). Amarendra Bhuyan (India), Ramesh Dhakal (Nepal), Goo Soon Kwon (South Korea), Aida Safura Niza Othman (Malaysia)



