Baseline Report - Philippines
Women’s Participation Pilot Project

Women’s Refugee Commission &
International Organization for Migration
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Acronyms and Abbreviations

ACF .................... Action Against Hunger (Action Contre La Faim)
CCCM  .................. Camp Coordination and Camp Management
CSWD  .................. City Social Welfare and Development
DSWD  .................. Department of Social Welfare and Development
FGD .................... Focus group discussions
DTM .................... Displacement Tracking Matrix
GBV .................... Gender-based violence
IDP .................... Internally displaced person
IOM .................... International Organization for Migration
JFEJSC ................. Joaquin F. Enriquez Jr. Sports Complex (or the “grandstand”)
LIAC .................... Local Inter-Agency Committee
MNLF ................... Moro National Liberation Front
NGO .................... Non-governmental organization
PWD  .................... Persons with disabilities
TESDA .................. Technology Education and Skills Development Authority
WRC .................... Women's Refugee Commission
Z3R .................... Zamboanga City Roadmap to Recovery and Reconstruction
ZDRRM ................ Zamboanga Disaster Risk Reduction and Management
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Introduction

As part of a global-level project aiming at reducing gender-based violence (GBV) risks in camps and camp-like settings, the International Organization for Migration (IOM) and the Camp Coordination and Camp Management (CCCM) Global Cluster sought to understand how women's participation in governance structures could contribute to reducing risks of GBV in camps and camp-like settings. Ensuring meaningful participation of all groups of the population in decision-making and in camp governance structures is an essential pillar of good camp management. It is also essential to contribute to improved humanitarian response, disaster risk reduction, holistic community support, and ultimately, accountability toward affected populations. Finally, meaningful participation of different groups within the displaced community offers a basic step towards making sure that different needs, capacities and expectations of heterogeneous groups within the displaced community are reflected and addressed. Often making up half or more of the entire population in a displaced community, women's representation in camp governance structures have traditionally been limited and restricted. As such, increasing women's participation in camp governance structures could enable them to voice their safety concerns and support the identification of responses to mitigate identified GBV risks.

IOM, in coordination with the CCCM Global Cluster, and with technical support from the Women's Refugee Commission (WRC), conducted baseline assessments in five country operations – Ecuador, Iraq, Nigeria, Philippines, and South Sudan – in order to establish the existing levels of women's participation in each location and identify strategies to improve their participation. The identified strategies will inform pilot interventions that assess which approaches improve women's participation and whether they have an additional benefit on perceptions around their risks to GBV.

This baseline report outlines key findings from the assessment conducted in Mampang Transitory Site in Mampang Barangay, Zamboanga City in Mindanao, Philippines by IOM between May 23rd and 30th, 2016. The assessment set out to map existing governance structures in Mampang Transitory Site and learn how displaced men, women, adolescent girls and other at-risk groups currently participate in camp life and camp decision-making processes. The assessment also examined the barriers and opportunities to increasing women's participation in camp life and camp governance, and explored strategies that could facilitate this. Findings from this study which will be used in a learning document that will inform CCCM Global Cluster and the wider humanitarian system on how to improve women's participation in camp governance structures and contribute to reduction in women and girls' risks to GBV.

1Camp Management Toolkit, IOM, UNHCR, NRC, June 2015, Chapter 3.
2Formerly referred to as barrio, Barangay is the smallest administrative division in the Philippines and is the native Filipino term for a village, district or ward.
**Background**

The Zamboanga Siege erupted in September 2013, when a faction of the Moro National Liberation Front (MNLF) seized hostages in Zamboanga City in an armed incursion which degenerated into an urban warfare with the Armed Forces of the Philippines. The results of the siege were some 10,000 homes destroyed in five districts, or “Barangays” and 118,000 IDPs at the peak of displacement. Displaced people sought temporary shelter in the Joaquin F. Enriquez Jr. Sports Complex (JFEJSC), the city grandstand, evacuation centers in schools, and homes of relatives and friends.

The government relocated the internally displaced persons (IDPs) affected by the crisis from evacuation to transitory sites and started to relocate some to permanent housings in various locations around Zamboanga City in a rehabilitation plan called, the “Zamboanga City Roadmap to Recovery and Rehabilitation (Z3R)”.

According to the Philippines National Demographic and Health Survey (2008), one in five women between the ages of 15 - 49 experienced violence with three most often cited forms of GBV being intimate partner violence, rape and trafficking. Data from recent emergencies have shown that rates of violence among displaced women and girls are much higher compared to the national average. In fact, data shows increased forced marriages and pregnancies, commercial sex work and trafficking among women and girls as the result of households’ deteriorated livelihood opportunities.

The pilot study was conducted in three sub-camps of Mampang I, II and III of the Transitory Site in May 2016. A total of 1,423 IDP families with 7,189 individuals, which includes 51.2 percent females, were residing at the Site at the time of the study. Children, make up 55 percent of the total population. The site also shelters a minority ethnic group, the ‘Badjaos’ that has been consistently discriminated against in the site and within the host community.

**Methodology**

The WRC and IOM developed a qualitative study methodology with the research question:

Does women’s participation in camp governance contribute to reducing their perceptions of GBV risks in the displaced community?

**Goal:** To improve women’s participation in governance structures in camps and camp-like settings to reduce women and girls’ perceptions of risks to GBV.

**Objectives:**

1. To map existing governance structures.
2. To identify barriers and opportunities for women and girls to voice their safety concerns, ideas, and questions.
3. To identify barriers and opportunities for women and girls to meaningfully contribute to decision-making processes in planning, programming, monitoring and evaluating service provision.
4. To obtain a baseline among women and girls as to their perceptions of current GBV risk in their community.

In order to reach these objectives, interview tools, inclusive of a safety mapping exercise, were developed to facilitate focus group discussions and in-depth interviews among female and male IDP leaders; female and male IDP non-leaders; displaced adolescent girls; and...

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*GBV Sub-cluster - Typhoon Yolanda, MIRA Secondary Data Review, November 2013*

*Ibid*
displaced persons with disabilities. In total, fifteen (15) focus group discussions (FGD) were conducted with female and male IDP leaders and non-leaders (two groups of female leaders; seven groups of female non-leaders; one group of adolescent girls; two groups of male leaders; and three groups of male non-leaders). A total of nine in-depth interviews were conducted with individual IDPs, including leaders and non-leaders from under-represented groups (i.e. elders, persons with disabilities, Badjao). Safety mapping exercises were completed during FGDs with female respondents. Finally, eight key informant interviews were conducted with the camp managers (City Social Welfare and Development (CSWD)), representatives from the Mampang Barangay and Zamboanga Disaster Risk Reduction and Management (ZDRRM), and various local and international service providers (FAO, ILO, CFSI, IRTD). 118 individuals in total participated in the study.

Data collection took place in Mampang Transitory Site from May 23-30, 2016. The assessment team consisted of nine female and three male data collectors who were trained and supervised by two staff from IOM. Interview tools were revised for cultural appropriateness and phrasing by the IOM Zamboanga office, and further adjusted with the data collectors after pilot testing the tools among IDP community members. Facilitated transcription techniques were used to transcribe the data during daily debriefing sessions. The WRC analyzed the data on NVivo.

**Findings**

**Camp Governance Structure**

In 2015, the Department of Social Welfare and Development (DSWD) handed over the management of sub-camps of Mampang I, II and III to the City Social Welfare and Development (CSWD). Since the conflict situation has stabilized and the CSWD is now working on supporting the transition of IDPs into permanent shelters, the city plans to hand over camp management responsibilities to the Barangay local administration for longer term management of the displaced communities. Based on the findings of the study, it was noted that CSWD appointed three Camp Managers, with two camp management support staff and seven IDP peacekeepers to manage the overall Mampang Transitory Site. CSWD oversees all decisions made in the camps. The Camp Managers, hired by CSWD, appoint IDPs as Camp President, Vice-President and Public Information focal point, thus comprising the camp management team. It is unclear what decisions are made by the IDPs leaders compared to those made by CSWD's appointed Camp Managers.

The IDPs reside in shelters that are organized by lanes or bunkhouses in Mampang I, II and III. For each lane or bunkhouse, an IDP leader (Bunkhouse, Lane or Parents Leader) is appointed by the Camp Manager to monitor and provide information to the individuals living in that lane or bunkhouse. IDP Peacekeepers, appointed and paid by CSWD, report security concerns to the Camp Manager, CSWD and Barangay Council of Mampang. In total, there are 77 Bunkhouse, Lane or Parents Leaders. Among these leaders, some are tribal leaders who previously had leadership roles in their places of origin. IDP groups work on collective activities, such as Family Development Sessions (FDS), clean-up drives, and other program activities (“bare-mareka”, livelihoods, health), and are represented by IDP volunteers who are either mobilized by IDP leaders or established with the support of UN agencies or NGOs.

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1DSWD-organized activity focusing on trainings on parenting, family planning, nutrition, health, and family disaster preparedness.

2The IDP community organized themselves to clean the camp on a regular basis. This initiative arose following health concerns due to deteriorating hygiene conditions of the site.

3An IDP volunteer-led committee which tracks and monitors on protection issues in two of the Mampang camps, especially those affecting women and girls.
Female Representation

IDP leaders in Mampang Transitory Site are mostly females, except for the peacekeepers (see below figure). Out of the three Camp Managers, two are females; out of the total 77 Bunkhouse, Lane or Parents Leaders, 66 are females. In collective camp activities, females participate equally or in many cases more than males.
Participation and Decision-Making

Decision-Making Process

Although the IDP Bunkhouse/Lane Leaders are in place, most decisions at the camp level seem to be taken by the Camp Manager; “the Camp Manager decides,” as explained by the majority of the IDP respondents. For decisions that cannot be resolved at the camp level, Camp Managers escalate the responsibility to CSWD, the local interagency committee (LIAC) and the Barangay. IDP leaders mostly play the role of disseminating information to and from the camp population and the Camp Manager and monitoring the situation in their specific areas of responsibility. While IDP leaders seem to consult members of their own bunkhouse/ lane for decisions relating to the camp life, as all responded similarly that they “consult our members by calling a meeting,” IDPs shared that they “don’t know about those decisions. [They] are not informed” The study team therefore could not confirm whether the IDP leaders represented the views of the whole community members. It also reflects that IDPs are not kept informed about decisions made or shared with IDP leaders.

Women's Participation in Camp Governance

At the community or bunkhouse/lane levels, IDP women are active participants, as demonstrated by the female representation. As mentioned by both female and male leader respondents, women are very active in sharing their concerns with the camp management on decisions being made for the camp. Female IDP leaders express much pride in acquiring leadership skills and improving “personal relations with people,” that they do not “just stay at home but play a role in the community.” Moreover, some female leaders in group discussions pointed out that their husbands feel “very proud” of them for participating.

While women are indeed more active as IDP leaders in Mampang, it is however, worth noting that men are often outside the camp, days at a time, as mentioned by one key informant, “most of our participants during meetings are women because men are out doing their livelihood,” and by one male IDP respondent, “women are active because their husbands are busy at work to make a living”. Therefore, the overwhelming presence of women in Mampang’s governance structure may be a result of male absence, giving women an opportunity for increased decision-making than compared to their traditional role within the society. However, women's presence in these structures does not necessarily reflect actual decision-making capacity, as they still defer decision-making authority to their husbands, both at the camp and household level. Among both female and male IDPs the study team spoke to, there was a perception that “in the family, men should make decisions”. The study team also heard respondents express that if women should exercise their capacity to making decisions or voice their opinions at the community levels, men generally approve, “as long as the decisions are for the good and safety of everyone.”

IDP respondents also mention external stakeholders, including UN and international organizations (IOs), i.e. UNFPA, ILO, FAO, IOM, ICRC), as well as local and international NGOs, including IRDT, CFSI, Action Contre la Faim (ACF) as holding important influence over the camp life in providing assistance and coordinating various activities with the Camp Managers. Some of these NGOs facilitate activities specifically targeting women and girls.

Women's Participation in Camp Life

Despite the high female representation in camp governance, women's perception of their participation in camp life is often limited to their roles within the household. For example, when women were asked to describe the way they participated in the camp life, one woman remarked that “we [women] have nothing else to do aside from cooking and taking care of the
children. Other women similarly mentioned that “cooking and washing clothes” and cleaning in the clean-up drives was “our way to participate.” Men, on the other hand, seem more involved in the collective camp life: for example, in peacekeeping, as all seven are males, although there are a few unpaid volunteers who are females. Men also mentioned repairing shelters, roads, and other communal spaces which are mostly activities for the good of the community. On the contrary, activities mentioned by women relate mostly to their role in their household and not within the community. Cultural norms dictate that as heads of households, men make the decisions. These norms contribute to confining women's margin of decisions within the household and, hence, limit their contributions to collective actions in the camp life.

Barriers to Women’s Participation

Lack of Formal Mechanisms to Provide Feedback

While governance structures exist to level up concerns shared by the camp populations to CSWD and the Barangay, there are no formal mechanisms to provide feedback on decisions that affect the camp life. If any feedback is to be provided, they are informally raised through the Bunkhouse/Lane Leaders who relay these to the Camp Managers; however, several IDP respondents shared that “camp leaders and Camp Manager will not hear” and that “leaders will not listen or are not interested in the concerns.” Even if feedback was provided, there are views that “nothing guarantees that they [leaders] will relay the concerns to the Camp Manager.” This represents a barrier to participation as women feel that their voices are not heard or taken into consideration. It is worth noting that setting up feedback mechanisms would increase accountability of Camp Managers to respond to the IDPs, including women and girls' feedback on decisions made.

Favoritism, Discrimination, and Fear of Reprisals

While there are various camp activities, such as the FDS and clean-up drives that create spaces for women and girls to voice their opinions, ideas, and interests relating to camp life, many female respondents mentioned that they are “shy and not brave” and that they were “afraid that they [leaders] will not give attention to our concerns.” Therefore, their own perception of the limitations of their voice in society disempowers them. Moreover, the study team was not able to determine clear procedures for selection of the type of assistance provided or of beneficiaries to participate in activities. Although IDP leaders seem to insist that certain vulnerable groups, including “PWD and the pregnant women and senior citizen are prioritized,” there are views that some leaders are “greedy and abusive of their authority” and that they “prioritize their own families rather than those who are in need” for selection in camp activities and assistance.

IDP women who were Badjaos also mentioned that existing discrimination of this group by the leadership (both IDP leaders and Camp Managers) create a barrier to their participation, sharing that “some leaders tell us that we are illiterate and not good” particularly in Mampang II and III where the Tausog are the majority. Some study respondents, including leaders asserted that the Badjao are “less educated,” “ignorant” and that they “drink at any time of the day and bring alcohol in the camp” and “indulge in prostitution.”

Moreover, there seem to be general lack of confidence in some leaders to take action
around issues that concern IDPs, especially those who are disabled, as one woman with a disability shared that she has “already tried” to raise concerns, but that the “[IDP] leader doesn’t pay attention” and that the leader “doesn’t take any actions”. Men and women mentioned not being “comfortable in voicing out concerns because the IDP leaders scold us”, while others fear they will be denied assistance “unless we help in the cleaning” or if they do not participate in mandatory clean-up drives, they will be “threatened they will not receive food packs”.

**Safety Concerns**

Physical safety concerns cause some limitations for women and children to fully participate in the camp life. Female leaders reported that there are “a lot of cases of GBV”. IDPs also mention “undisciplined men who use drugs,” referring to an incident where a “husband of [a] neighbor [who] is a drug addict and once he slapped her”. Domestic violence is mentioned numerous times as an issue leaders deal with among their members regularly. Men who abuse drugs and alcohol also “bring knives and run out of the camp” causing security concerns for women and girls.

Many respondents, including men, women, and girls, have also mentioned lack of lighting as a major concern for their safety. Accidents are prone because “there is no light” on the main road that crosses between the sub-camps of Mampang. Adolescent girls report safety concerns around the water tank, because “it’s slippery and there is no light” and women fear their children playing outside because “lights are busted in the playground”. Women mention their movement is restricted only to daytime because “the way to enter the camp has no light” and since there are “no street lights during the night” they are afraid of “thieves, addicts on the road”.

Mangrove swamps surround Mampang Transitory Site and there are “threats of abduction” near them; indeed, there have been kidnappings and even “superstitious beliefs such as getting sick” if people go inside. Boardwalks are also mentioned as dangerous as they are in need of repairs. Camp populations have requested the Camp Manager to repair them, as “many children had accidents in the board walks but no action was taken to prevent it”. In safety mapping exercises conducted among women and girls, mangroves and boardwalks are consistently marked as unsafe areas where people fall in, get into accidents, or face other dangers.

Finally, criminals, thieves, kidnappers, strangers pose threats to the safety of everyone living in camp. Shelters have locks, but they are “easily open[ed] by the thieves” and when IDPs report thieves to the police, they lose confidence as the “government does not take action in this regard”. Indeed, some may be living in the camp, so people fear “they will put their families at risk because of vengeance by these thieves”. Fear of robbers and thieves are recurring comments among the IDPs. Women, girls, and others may call such safety concerns to their respective Bunkhouse/Lane Leaders’ attention; however, because they are done informally on an ad hoc basis, and without formal mechanisms for IDP leaders to raise issues to the camp management agenda, IDPs have little assurance that concerns are followed up. IDP leaders are therefore not equipped to be accountable to the community and are limited in their responsiveness to women and girls’ GBV and safety risks.
Cultural Norms that Perpetuate Male Dominance

Women and girls in Mampang Transitory Site generally seem aware of their rights linked to their safety, gender equality and participation; but existing cultural norms in Mampang are deeply rooted in regional customs and traditions where women respect men and are subservient to them. Women described that in their culture, “women are not allowed to make decisions” and that “we don’t talk if we are not asked to talk.” One key informant shared that the culture “contributes to women being submissive to their husbands.” Another shared this may be “out of respect for their culture” in the region, although the Philippines, on the whole as a country, is quite “pro-woman.”

Facilitators to Women’s Participation

Opportunities in Scaling Up Women’s Livelihoods

In Mampang, as in surrounding coastal regions, many people rely on fisheries for livelihoods. Many IDP men engage in fishing and women sell the fish men catch in the markets. Women are often responsible for managing the household finances because they are the ones handling the sales. As one key informant put it, “women have an important role although men decide.” Women are engaged in small-scale businesses selling small items they make, such as beads, mats and other handicrafts. Although not everyone gets access, there are a range of livelihood activities and markets available in Mampang, including in fisheries, small-scale retails, laundering services, food processing, agriculture and agri-businesses. Strengthening entrepreneurial opportunities for women to scale up their livelihood activities or expand into new activities could increase their participation in camp life.

Aspiration for Leadership and Other Skills-Building

As women already hold majority seats in camp governance and leadership structures, there are opportunities to enhance women's capacity to make decisions. Some leadership trainings have been conducted in the past; IDP leaders know that community members have the right to voice their concerns, but they acknowledged in group discussions that they may need to further their skills to “make them [members] understand that it is ok for them to voice out their problems…. They should know their rights” and that as leaders they should “help them to participate…. And give them assurance that when [they] speak up, we don't say something bad”.

Currently, the Camp Managers and IDP leaders incentivize participation by handing out goods, such as hygiene kits and sleepers; otherwise, they force participation through conditional assistance, such as food packs distribution. While these approaches may work to get the camp population to clean their environment, incentive-free alternatives should be explored to enhance the camp population's capacity to take collective action and responsibility. Instilling a sense of belonging and fostering communal action may require a
shift in motivating the communities from an incentive-based leadership to a different kind of leadership that may require new training and new approaches to community mobilization. Women leaders shared with the study team how they value increasing their leadership and facilitation skills.

Beyond the women leaders, the study team also found that adult learning seems highly desired among the Badjao, elderly, persons with disabilities, and others who have had incomplete or disrupted education. These community members also shared interest in improving their literacy, business skills, and knowledge about women’s rights. Building women and other vulnerable groups’ knowledge and skills will not only give them more self-confidence to participate more fully in the camp life, it will shape their ability to respond and adapt to social and economic upheavals resulting from crisis and displacement.

Information Exchange and Formalization of Feedback Mechanisms

Sharing and disseminating information flows from IDPs to Bunkhouse/Lane leaders to Camp Manager, and vice versa in an informal manner. Aside from these communication channels, community consultation also occurs through “information caravans” used in Mampang to disseminate information. Information caravans are an activity led by CSWD with key stakeholders and service providers, such as IOM, to hear feedback from IDPs and provide them with relevant information during town hall meetings. While the study did not determine how widely or effective information is exchanged through the information caravan, it is an informal way people can provide feedback and follow decisions made at the community-level. Building women and girls’ confidence to take advantage of such existing mechanisms to voice their concerns is equally needed as expanding diverse mechanisms, including formal ones, for providing feedback and ensuring accountability so concerns are followed up. Establishing women’s groups, including business cooperatives, and youth groups with formal representation within the leadership structures can further enhance the formalization of mechanisms for feedback and channels for voicing concerns, ideas, and interests of women and girls.

Recommendations to Foster Women’s Participation

Upon the strategies shared by the study respondents, the study team identified several recommendations to foster greater participation of women in camp life and camp governance.

- Increase skills-building initiatives to improve women’s productive opportunities. All respondents included as recommendations to expand women’s livelihood skills in activities such as sewing, dress-making, mat weaving, food preparations, computers, etc.
- Create adult learning opportunities. Literacy and business skills trainings and workshops to increase knowledge about women’s rights were considered valuable among respondents and build on women’s agency.
- Establish women’s business cooperatives and train women groups on entrepreneurship and business development to expand women’s livelihoods and develop women leaders.
- Establish youth or girl groups to create a mechanism for IDP adolescents and young people to voice their concerns. Link representatives of such groups to the formal leadership structures to ensure their issues and concerns are equally represented.
- Expand IDP volunteers for GBV-related activities for greater outreach inclusive of all three sub-camps, notably as peacekeepers.
- Provide leadership training to IDP leaders and Camp Managers to increase their capacities and support for women’s participation through positive deviance approaches.
- Set up accountability mechanisms to ensure that feedback from IDPs are being
followed up by Camp Managers.

- Create a space for dialogue between IDPs and host communities to mitigate tension and mistrust as well as to secure a supportive environment for future transition to permanent housing for IDPs.

**Conclusion**

Women and girls in Mampang Transitory Site have representation in camp governance structures, but have limited authority on decisions and actions taken that affect the camp life. Information is shared between Camp Managers and communities, but women and girls in particular are not taking part in discussions leading to informed decisions or collective action that can result in GBV risk mitigation and increased security and safety for all groups. Community members are involved in one or more activities, but they have limited decision-making power. Camp Managers, while they consult communities during meetings, still hold primary decision-making power within the camp, and other stakeholders, including UN agencies, IOs, and NGOs influence how community resources are utilized. The study identified both challenges and opportunities for ensuring that the needs and capacities of women, girls, and other under-represented groups have channels where they can voice their ideas and concerns, including around safety, and are considered in decision-making processes. Increasing support for women’s livelihood opportunities, expanding leadership skills and adult learning opportunities, formalizing accountability and feedback mechanisms, creating youth groups and a space for dialogue between IDPs and host community can help to increase the participation and decision-making of women and girls in camp life and camp governance.

**Next Steps**

Following the study and upon reflecting on the initial findings, IOM field team met to review and reflect on all recommended ways to improve women’s participation proposed by the study participants (key informants, community leaders and members). The team developed an action plan and a preliminary project design for a pilot approach to implement in consultation with communities and Camp Managers/ CSWD/DSWD.

The overall objective of the pilot project will be to improve women’s participation through strengthening their leadership roles while mainstreaming values of equal opportunity and anti-discrimination in existing governance structures.

The pilot will focus on the following key actions:

- Set up of livelihood or skills-building program in a participatory manner;
- Engaging camp population in the selection of the beneficiaries;
- Setup of mechanisms for information sharing and complaints related to the camp life;
- Provision of leadership training to camp population, etc.

The target beneficiaries of the project will be the following:

- IDP leaders, women and other vulnerable groups in Mampang I, II, III
- Host Community/Barangay (smallest unit)
- Camp Managers/ CSWD
Project activities will include the following:

1. Mapping of skills inventory and existing livelihood programs in the three sites of Mampang in coordination with CSWD, DSWD, INGOs, local NGOs and other implementing partners.
2. Identification of weaving and sewing experts present in the site.
3. Pre identification of possible beneficiaries from the skills inventory. General Assembly barangay level involvement.
4. Establishing community work share facility for weaving and sewing activities.
5. Conduct trainer’s training on Mat weaving and sewing.
6. Conduct skills training on mat weaving and sewing to selected beneficiaries based on participatory.
7. Identification, the training will be facilitated by female trainers who were previously trained by the identified trainers.
8. Participatory and consultative identification of leaders from the camp level.
9. Establishing mechanisms for information sharing, feedbacks and complaints related to the camp.
10. Consultation and review of project performance with leaders and beneficiaries.
11. Appraise possibility of project extension.
Appendix

Interview tools