

**SYSTEMATIZING THE DATA FROM THE ARCA  
QUESTIONNAIRE**  
**Adult Training and Education for International and Intra-  
national Interventions for Peace Building, Conflict  
Transformation, Mediation and Crisis Management**

Country Report for **Italy**  
*August 2006*

*This Reports for Italy was elaborated by the Italian partner organizations of ARCA (Department for Social Studies of the University of Florence and the Association for Social Promotion Centro Studi Difesa Civile of Rome) and is based on the data gathered from the respondents who offered information by completing the Needs Analysis Questionnaire. The data have been systematized by IFAK who carried out a basic first assessment of those data as well. The final interpretation of the national data were carried out by the national partners.*

**What is this country report?**

This is a document containing information on the current situation, existing resources and assessment of needs in the field of Adult Training and Education for International and Intra-national Interventions for Peace Building, Conflict Transformation, Mediation and Crisis Management in Italy.

**What purpose does the country report serve?**

The country report, with its diagnosis of the national situation in the field, can serve as a basis for further development and pioneering of peace education of adults as envisioned by the ARCA project, in the European countries participating to the ARCA project. The country reports data will be gathered in a general report as a base for the rest of the ARCA project products.

**General profile of a country report**

The country report of Italy is a document synthesizing the answers given by the Italian respondents, interpreting them in relation to the national basis and context. The report will be disseminated and presented to non-governmental and governmental institutions, educational and training centers, respondents and other actors interested in receiving it, in the partner country.

The Italian ARCA team acknowledges that this document may present an incomplete picture of the situation approached. It is based on feedback offered solely by the respondents who took the time to answer the questionnaire.

## Systematizing the information from the Questionnaire

### 1. Organizational profile

About the 30% of the pool of 35 Italian Organizations contacted (after a first selection amongst a list of 55) responded and have submitted the information on their activity in the format of the questionnaire. 6 of the respondents, actively involved in the field of Adult Training and Education in Italy, identified themselves as non profit organization (2 non-governmental organizations, 2 Academic Institution and the other 2 didn't specify) Only one indicated to be a national (Italian) organization and another one to have an international dimension. It's important to consider that 20% of respondent are Profit organization.

Moreover, the field of training and education of adults to work in situations of conflict and management of crisis situations is not so recent in Italy (the respondent operate since 90s ). Active organizations providing such courses are basically **non-governmental organization, civil society organization, academic institutions and in less extent profit organization (with a social focus)**. Most part of the respondent operate in this sector since the 90s or even earlier. The sector is marginal compared with other field of adult training but the number of actors is growing and the fact that in the period 2000-2003, four of the respondent were founded seems confirming this tendency.

The focus of the respondent's activities is mainly on Education (8 out of 10), other activities are: Research (5 out of 10, including an Academic Institution and a Profit Organisation); Action (4 out of 10; only Non-profit Organisation), Lobbying/Advocacy (4 out of 10).

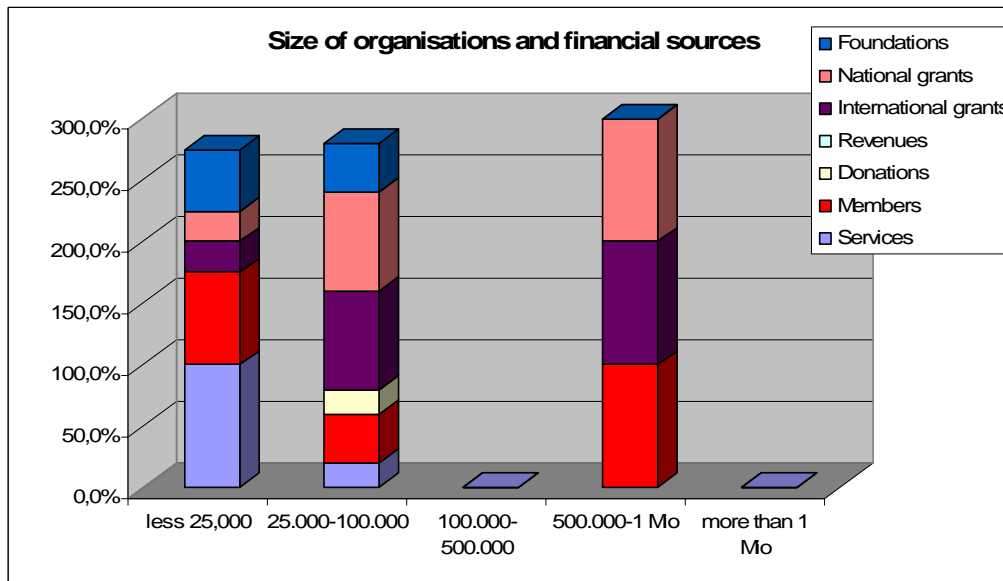
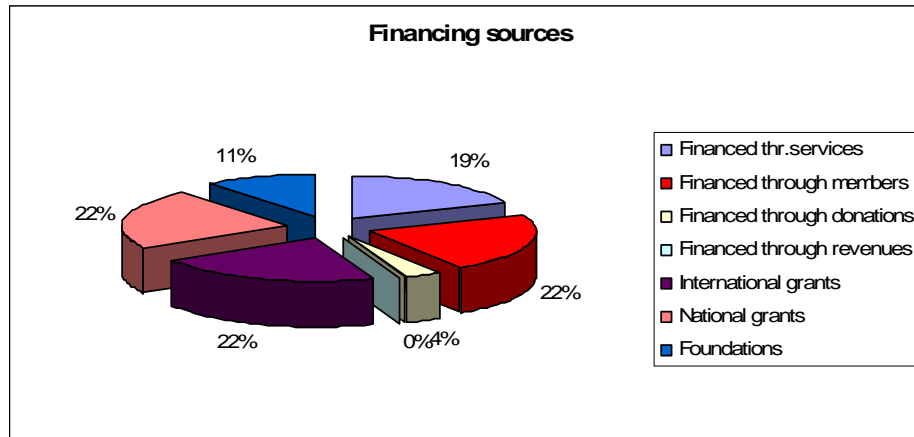
**Budget and systems of financing:** the answers provided show a certain homogeneity of the financial profiles, 90% of the Organization have an annual budget less then 100.000€ Only one (an Academic Institution) have a Budget between 500.000€and 1.000.000€ The rest is divided in a 40% that have a Budget less then 25.000€and a 50% that have a Budget of less then 100.000€

The ways respondents fund their activity is quite differentiated: 6 organization out of 10 finance their activities through National and/or International grants. Membership is one source of funds for the 60% the Organisations. 50% provide services as source of income and only 3 have access to Foundation and only 1 to Private Donation.

As shown by the diagram below the sources of funding for the whole sector are quite differentiated, with the recourse to private donors very limited if compared with the public grants.

The national and international funding remain nevertheless reduced in his global amount as show by the (very) limited budget of the Organizations. This confirm that the sector

remain marginal if compared with other fields of adult training. The market of service is a relevant source of income for those organizations, especially the smaller ones.



## 2. Profile of the Training Programmes

The second sect of question offer an overview of the situation of training for adults at the national level.

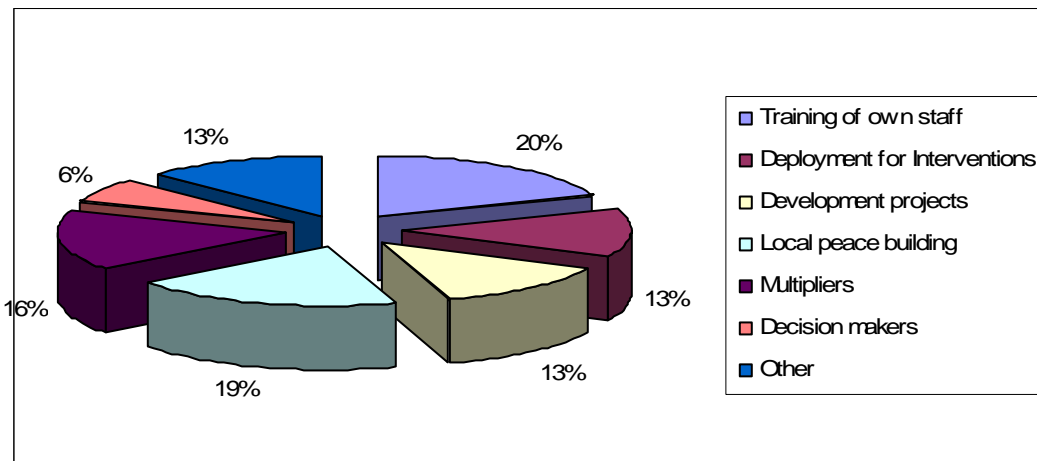
Answers to questions 2.2 – 2.4 are very interlinked.

In the first point, the questionnaire inquired about **the training profile** of the respondents: both with regards to training provided and received. All Italian respondents have reported being providers of training but only the 50% are also receivers of training (5 out of 10). The Academic Institutions and NGOs that responded to the questionnaires are only training providers (they do not receive training) but the training provided by the NGOs is focused to the internal staff/resources and the training provided by the Academic has only an external focus.

In the organizations that provide and receive training, the training activities directed to internal and external groups are well balanced (around an average of 50%), for the Nonprofit Organisation the internal training is provided mainly by their own training resources.

Question 2.2 focused on training provided and asked respondents to define the **aims and objectives of the programmes received and given**.

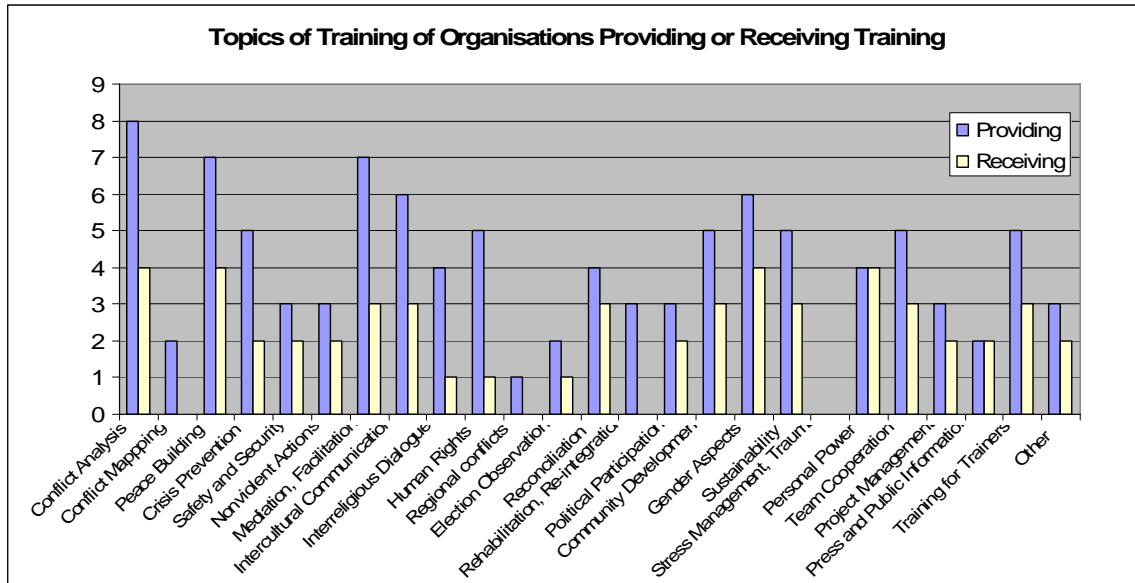
As it is quite evident from the graphical representation underneath all the possible aims and objectives are covered and well balanced. Only the training to decision makers seems poor if compared with other target groups, reflecting a general tendency in Italy to consider this target group less important than the others.



The **main topic, content or modules** of training provided are on:

Conflict analysis; Peace Building; Mediation, Facilitation and Negotiation. (70%-80% of the trainings). Then Intercultural Communication and Gender aspects are frequent subject of training activities (60%). Classical topic such as sustainability (ecology, demography, etc.), and human rights are present in the 50% the modules. Very specific peacebuilding and conflict transformation skills and topics, such as: conflict mapping, interreligious dialogue, nonviolent action, rehabilitation and re-integration, reconciliation, etc. are covered only by the 30%-40% of the training provided (regional conflict, election observation and press and public information even less: between 10% and 20%). Transversal competencies are well covered: project management and safe and security training are given in the 30% of the cases and training on team cooperation in the 50%. Those data seems confirming the reduced specialisation of the training provided in Italy.

The internal training analysis reflects about the same distribution of the external one but with more focus on the specialised topics (e.g. nonviolent action 40%, reconciliation 60% or press and public information 40% ) and transversal competencies (like project management 40% or safe and security 40% and team cooperation 60%).



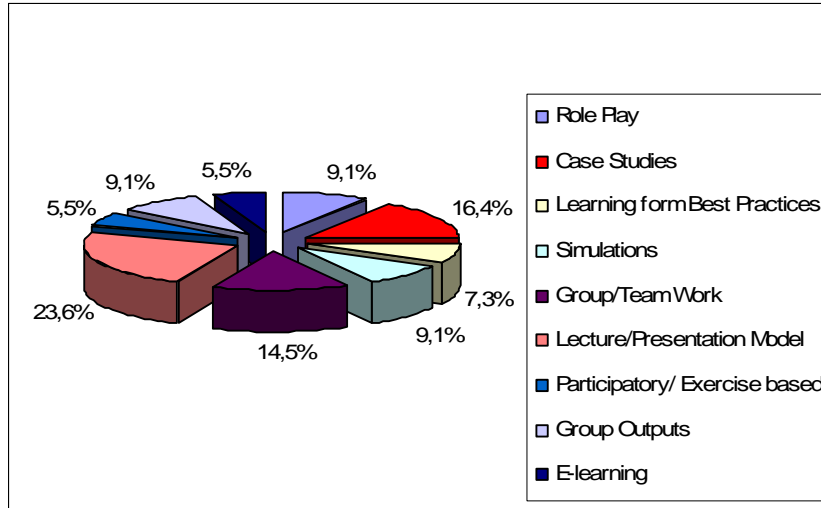
The Subpoint 2.4 of the questionnaire targeted **the training methodology** used by the respondents.

The answers provided indicate a large variety of methods employed by Italian organizations in their training activities: case studies, learning from best practices, group and team work, lectures presentation and participatory models as well as exercise based methods are used by the overwhelming majority of the respondents.

The active interaction methods, such as the simulation, participatory exercise, group team work and role play are very important (about 40%-50% of the methods applied), indeed the use of traditional methods of lecture and presentation are limited (about 20%-30%). Case study and best practices cover the 23% of the methodology used.

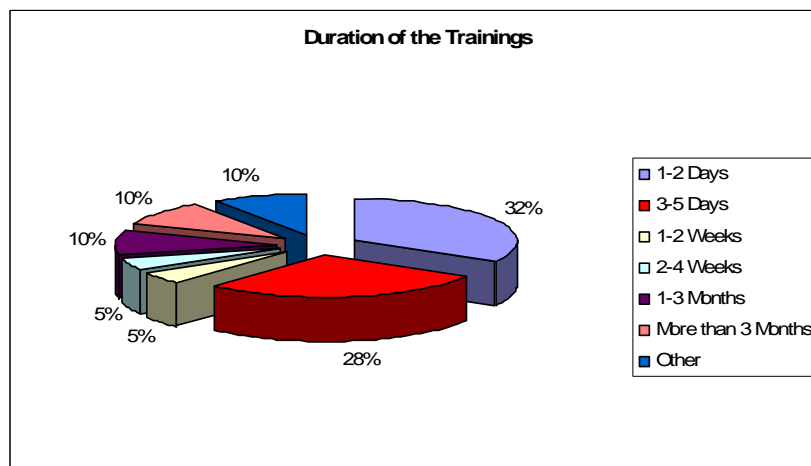
The orientation towards more participatory/group involving methods denotes a special attention on the concrete interaction and practice. Consequently the use of methods like lecture or presentation is limited and for similar reason the e-learning reduced to the 5.5% of the total, some marginal but interesting use of ICT and web-based tools for virtual experimentation and practice exist<sup>i</sup>.

<sup>i</sup> See for instance [www.pocodima.net](http://www.pocodima.net) or [http://www.segretariatosociale.rai.it/guests/CD\\_conflitto\\_ITA/intro.html](http://www.segretariatosociale.rai.it/guests/CD_conflitto_ITA/intro.html) and [www.sisine.net](http://www.sisine.net)

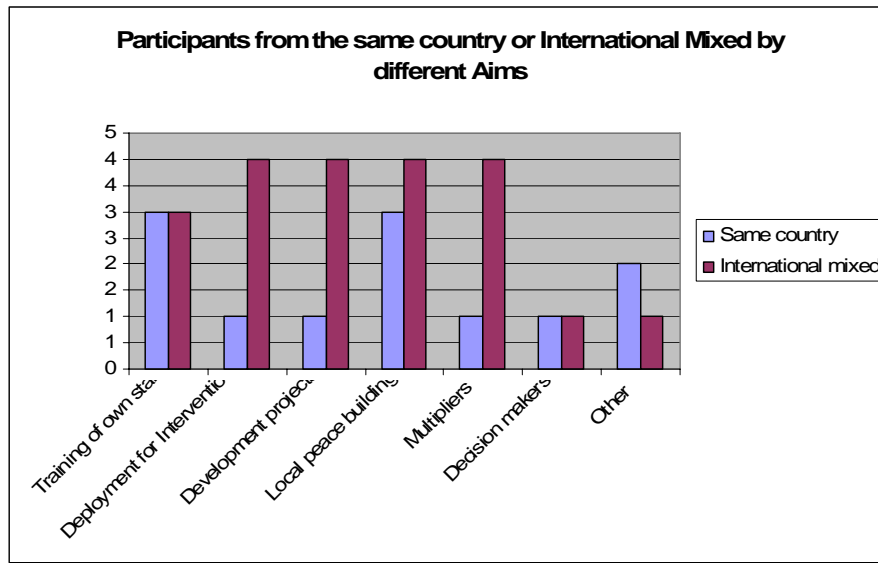


The next subsection reviewed **the training structure** employed by training organizations (question -2.6-2.8). As for the answers to the first set of 3 questions the answers to second set (questions 2.6 – 2.8) are very interlinked.

Most part of the organisations' training program are off-site (8 out of 10) but the realization of in-site training is relevant (5 out of 10). The general tendency is to house participants together when housing is needed (4 of 10), only 2 of 10 house participants separately. The explanation of the limited housing may lie in different factors: the scarce resources available, the limited duration of most part of the training program (60% less than 5 days: 32% has a duration of 1-2 days) and the fact that half of the participants being nationals or locals, housing is not necessary through the training sessions.



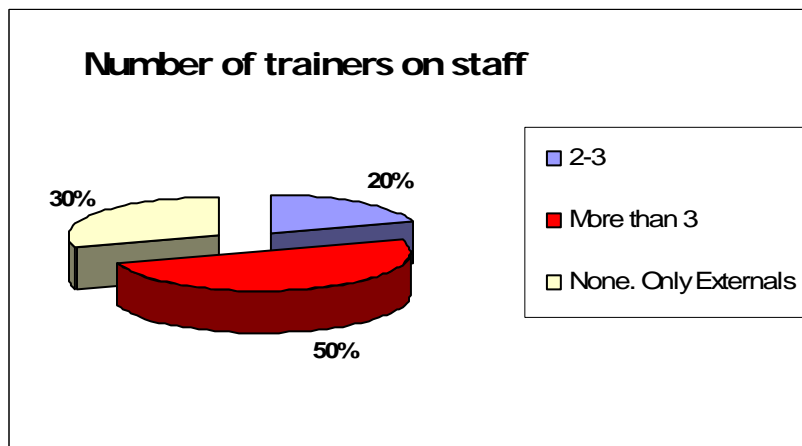
The 60% of international participants (12 out of 21) are involved in the programs dedicated to future deployment especially in foreign countries. 20% of international participants follow training program dedicated to Multiplayer but the mixed participation to the courses for decision makers is still very limited (about 5%).



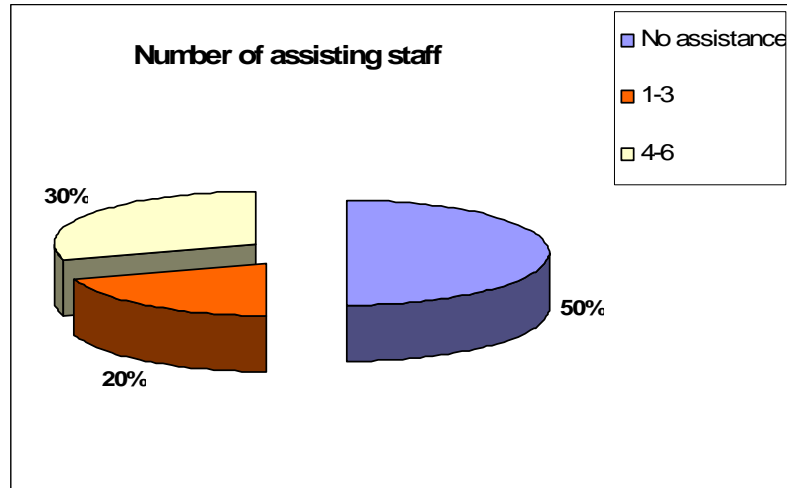
50% of the Organisations maintain a **network** of the alumni but only 20% are member of training networks. Indeed the participation of Italian training organization in international activities is scarce but also the participation in national networks is rare.

### 3. Trainers and Staff (for training institutions only)

This section provides information on the level of preparedness of training organizations. Responses to 3.1 show that 50% of the organization has less of 3 trainers on staff or employs only externals.



4 of the 5 organizations with more than 3 trainers in the staff have also assisting staff (1-6 persons).



This reflects the situation of the very limited financial resources (see paragraph 1) of most part of the organisations with the exception of Academic institutions.

#### 4. Materials used in training

This point of the questionnaire is meant to assess the knowledge of internationally circulated training materials used in the field by training organizations in Italy and consequently to appraise how up-dated, modern or classic they are. The focus was set as well on obtaining information on the existence of indigenous materials developed by Italian organizations to fit the purpose, topic, objectives and participants target group.

Most of the respondents affirmed their courses are based on lectures and presentation model, but also the group-team work approach is often used. Responses (2.4) show also that courses are frequently based on cases studies. Usually courses are supported by the use of slides, lectures, booklets, video projections and indication of a bibliography of books and manuals.

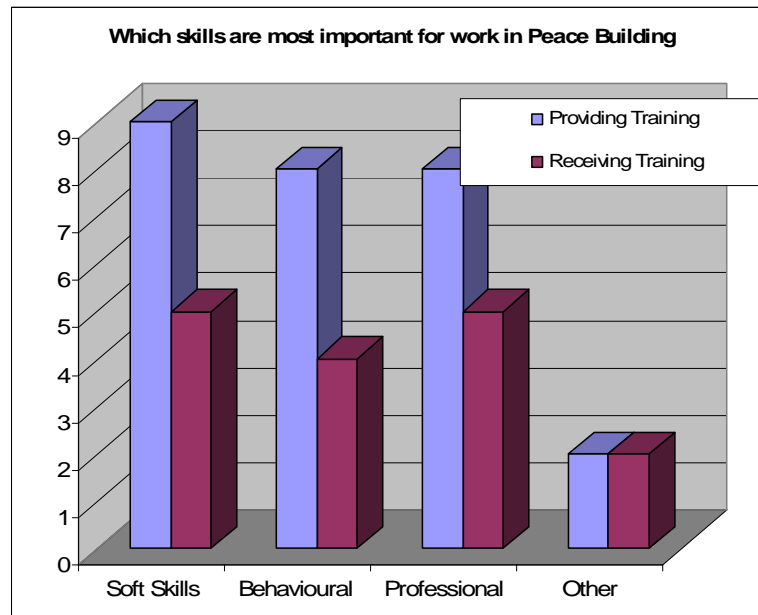
The respondents affirmed they work both with external and internal materials. Some of them are provided by different institutions (Social Watch, UNICEF, Greenpeace, Survival ) but most of the material is provided by the trainers, that often belongs to other organizations and are drawing on their personal experience and contents are often elaborate or re-elaborated by the organizations.

The following sub-point - 4.2 – focuses on curricula and methods for training developed by the respondents themselves; the answers provided prove the flexible and prolific nature of the respondents who generally have adapted international and national existing materials, have developed original curricula, methods and ideas to serve the specificity, topics of the training programs and profile of the target groups.

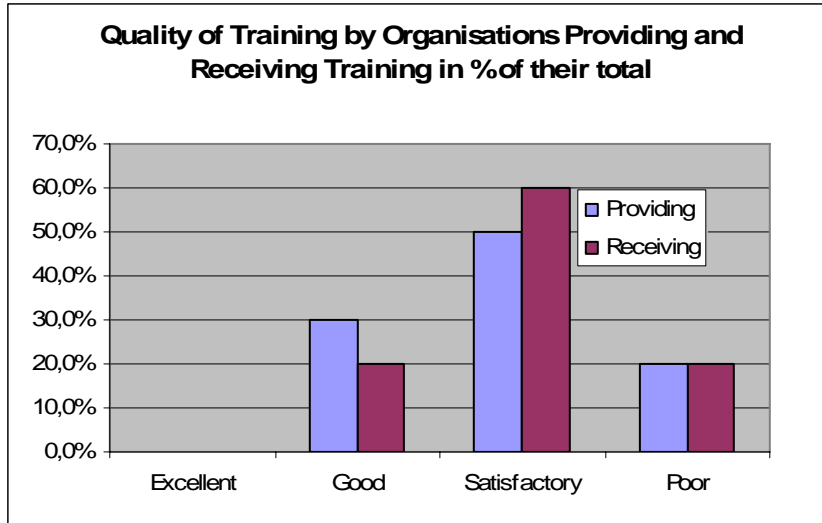
## 5. Value of the Training Practice

This section's purpose was to obtain the evaluation of respondents on the quality of the current training in the field – for both skills needed for people who are deployed as well as how trainings respond to current needs - based on their knowledge of them and their experience as training providers and recipients.

Point 5.1 aimed particularly at organizations which had deployed personnel in crisis situations; 9 of 10 respondents answered to this question and the responses shows as the personal, behavioral and professional skills are all considered very important values in the same way in the field.

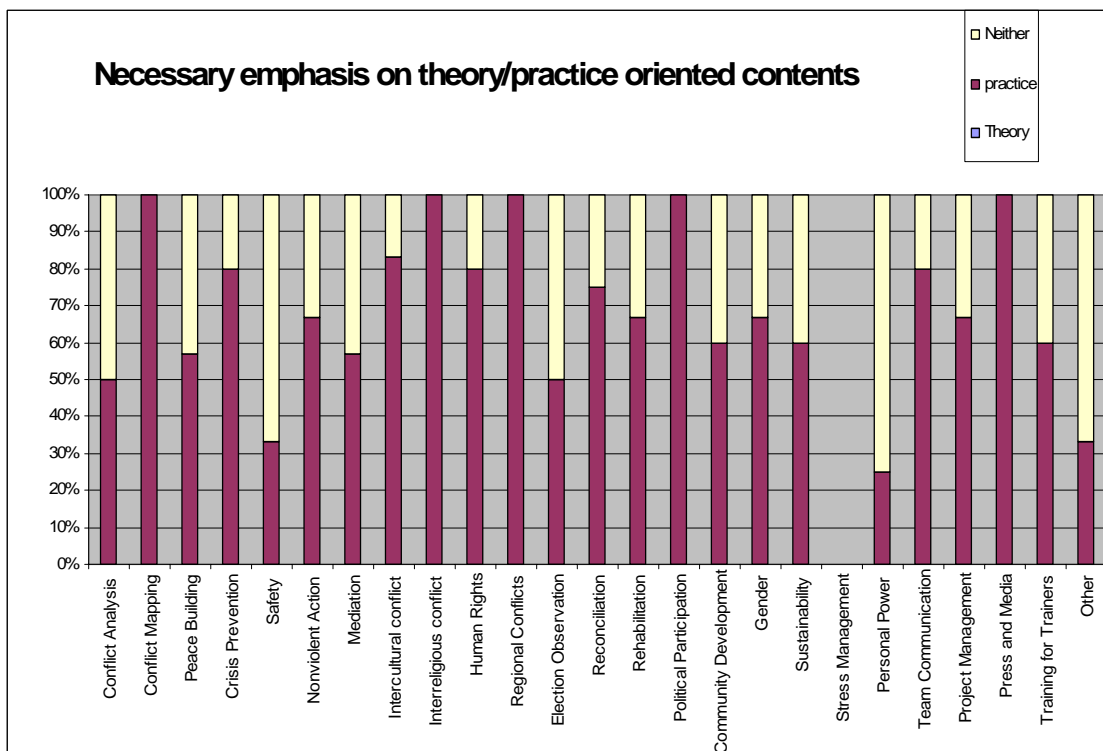


The next sub-point asked respondents to rate the quality of current training in the field, with relation to their capacity to equip people with the necessary skills for interventions in peace building and conflict transformation. The graphic below shows that Receiving Training Organizations evaluation is lower than Providing ones and that even if none Organization expressed the maximum level of satisfaction regard to the trainings quality (excellent) most part of them consider the level of satisfaction sufficient or good.



Continuing along the same line, 5.2 asked the respondents to express their opinion on the balance between theory-oriented and practice-oriented contents of current trainings and offer recommendations on necessary emphasis. 6 respondents considered that more emphasis should be given to praxis, whereas 4 considered the balance as being appropriate.

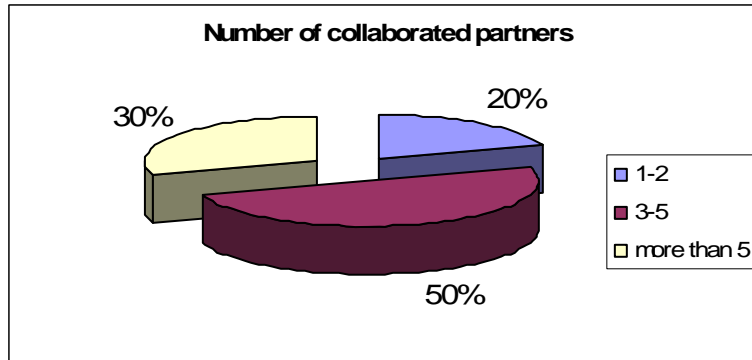
Responses of 5.2 correlated with the training contents show that practice is particularly needed for the organizations that deal with conflict mapping, inter-religious conflict, regional conflict, political participation and press and media.



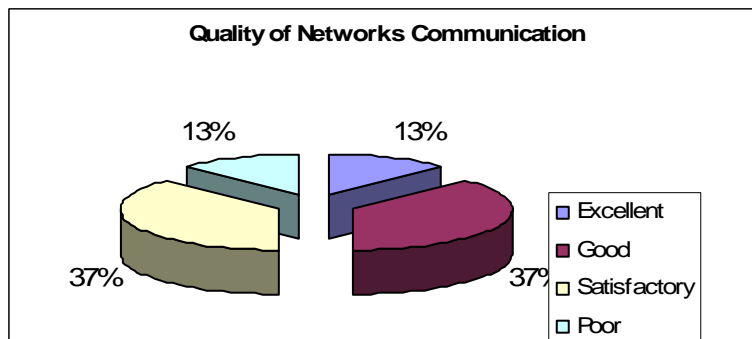
## 6. Cooperation with Other Organisations

This section intended to obtain information on the extent to which the organisations communicate and cooperate with other similar organisations in the field of training for Peace Building Conflict Transformation, Mediation and Crisis Management.

Cooperation between organisations/partners (both nationally and internationally) has been frequent for 5 of 10 respondents but the majority of respondents indicated 3-5 partners as having collaborated with in the field of training.



Furthermore, the cooperation was estimated by respondents as *most* and *very effective*; active membership in national and international networks with similar profile was rates as excellent (1 of 8), good (3 out of 8), satisfying (3 of 8) ad poor (1 of 8). (Please note that 8 of the 10 respondents offered their feedback for question 6.4).



The last question of the segment asked respondents to provide suggestions for improvement of communication between organisations within networks; the reactions show a need for:

- *To produce a newsletter, to promote exchanges and meetings*
- *To host forums, to provide download material, e-learning materials and to create a server to host associations that work in this field*
- *Confidence building and promotion of common projects*

## **7. Impact Assessment**

This section focused on training organizations, asking them to provide information on the methods they use in the process of evaluation of their activity, as well as to mention the measurement criteria used in this respect.

The respondents all evaluate their performance in training activities, most commonly by questionnaires on feedback (10 of 10 respondents), performance indicators (3 of 10), interviews with participants (3 of 10). 1 of 10 evaluate the process with game activities during training.

### **Conclusion**

The specific sector of training for adults in Peace Building, Conflict Transformation, Mediation and Crisis Management Italy is narrow and only a few organisations are specialized on it.

The limited pool of organizations annualized (10) that responded to the questionnaire (interviewed by e-mail or website) are nevertheless double then the normal rate (that we can estimate in around 10%-15% ). Indeed after a first screening of 55 organizations, we contacted 35 and obtained after several attempt 10 responses to the questionnaire.

Most part of the specialized organization are small in terms of financial resources and staff, the bigger organization hold specialized courses and training program but their activities is not focused only on Peace building, conflict transformation or mediation (Academic Institutions or similar). Indeed the recourse to external trainer is frequent (50%).

This situation seems confirmed by the analysis of the financial resources, the public funding (national and international) is relevant but concentrated to the activities of bigger organisations.

If we analyze the quality of the training provided (methods, duration, housing, level of satisfaction) we can affirm that there are not very significant differences amongst the organizations despite (and taken in due consideration) the different dimensions of the training institutions. The reduced capability of the smaller institutions are probably balanced by their specializations in the topic that allow them to compete with the offer of the big ones.

In Italy seems to exist a lack of Training institutions specialized on Peacebuilding and Conflict Transformation of sustainable dimension (100.000-500.000 euros of budget and sufficient number of in-house trainers and support staff).

The fact that most part of the training institution participate with satisfaction to partnership and project but the fact that only 5% are member of networks suggest that these efforts that are in general project based lack of continuity and sustainability in the

medium and long term, (the needs indicated by some respondents refers to tools and means that needs structured networks).

Again the lack of specific funding for those networking activities (public e.g. the scarce resources and private, e.g. the limited recourse to Foundation) is probably one of the main reasons, given the fact that effort of collaboration exist and are judged satisfactory. Indeed the networking activities can be found with difficulties with revenues, services fees, individual membership or private donation and would imply a targeted financing from national and international public institutions or foundations (that in Italy are very limited in number and not much interested in these and other international sector)

This research is one of the rare initiative that try to map the situation and comparing it at European level, thus despite the intrinsic limitation of the small sample considered, it could be a basis for interesting inputs for the future development of the sector if taken in due consideration by the relevant stakeholders especially the financing institutions and the specialized training organizations.