

# Glossary

## GLOSSARY

The glossary provides definitions of some of the terms used in the Handbook. It is not meant to be exhaustive. As usage of terms sometimes varies, we have presented alternatives for some definitions.

**Age:** age refers to the life cycle and therefore relates to persons of all ages, from children to the elderly.

**Administrative Decentralization:** a situation wherein planning and implementation is in the hands of local civil servants who are under the jurisdiction of the local governments.

**Appreciation-Influence-Control (AIC):** a workshop-based technique, which promotes consideration for social, political and cultural factors by all stakeholders.

**Assessment (and re-assessment):** the set of activities necessary to understand a given situation, entails the collection, up-dating and analysis of data pertaining to the population of concern (needs, capacities, resources, etc.), as well as the state of infrastructure and general socio-economic conditions in a given location/area.

**Beneficiary Assessment (BA):** uses systematic study of beneficiaries' and stakeholders' perception, ensuring all concerns are heard and incorporated within policy and project structure.

**Capacity building:** a process by which individuals, institutions and societies develop abilities, individually and collectively, to perform functions, solve problems and set and achieve their goals.  
*Source: Guidelines on CCA/UNDAF (October 2003).*

**Care and Maintenance:** UNHCR Manual Chapter 4 defines Care and Maintenance as "assistance to refugees in a relatively stable situation, where survival is no longer threatened, but where future of the refugee group has not yet been determined in terms of durable solutions".

- Chapter 4:** the programming Module in the UNHCR Manual on Operations Management that provides guidance on reporting, implementation and planning.
- Co-existence:** a bridge from the cessation of hostilities that eventually can lead to reconciliation. Initiatives related to the co-existence approach include peace education, sustainable community development, the socio-economic empowerment of refugees, the reintegration of child soldiers and partnership development.  
*Source: UNHCR/RLSS brochure for the June 2002 Imagine Co-existence Conference.*
- Common Country Assessment (CCA):** the common instrument of the United Nations to analyze the development situation and identify key national development issues with a focus on the Millennium Development Goals and the other commitments, goals and targets of the Millennium Declaration and international conferences, summits, conventions and human rights instruments.
- Community Development:** a process to improve the economic, social and cultural conditions of communities. Community development aims to integrate refugees into their host countries or to reintegrate them upon return to their country of origin and to improve living standards for the whole community.
- Community-Driven Development (CDD):** gives control of decisions and resources to community groups. These groups often work in partnership with demand-responsive support organizations and service providers including elected local governments, the private sector, NGOs, and central government agencies. CDD is a way to provide social and infrastructure services, to organize economic activity and resource management, to empower poor people, improving governance, and enhance security of the poorest.  
*Source: [www.worldbank.org](http://www.worldbank.org)*

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- Community Action Plans:** a written document resulting from a participatory approach that outlines the activities a community would like to see implemented.
- Comprehensive Plans of Action (CPA):** CPAs establish linkages between humanitarian, development and political responses to refugee situations, involving a wide array of stakeholders, including: host countries; country of origin; humanitarian, developmental and political entities of the UN; as well as national and international NGOs. CPAs provide for a mix of solutions, which may extend to those other than the three traditional durable solutions, such as labour and orderly migration solutions. They can target a region and/or a shared refugee problem and/or address an entire displaced population. They also bring clarity to the role and commitment of all stakeholders.
- Consolidated Appeal Process (CAP):** a programming process through which national, regional and international relief systems are able to mobilize and respond to selective major or complex emergencies that require a system-wide response to humanitarian crisis.
- Decentralization:** the establishment of institutional and legal frameworks for decision making and the empowerment of sub-national institutions at the provincial, district, city, town and village levels in terms of fiscal, administrative, political and legal processes.
- Development Assistance for Refugees (DAR):** a programming approach which aims to place refugee concerns and host communities in development agendas, mobilize additional development assistance and improve burden-sharing with countries hosting large refugee populations. It seeks to promote a better quality of life and self-reliance for refugees and prepare them for durable solutions, and to contribute to poverty eradication in refugee-hosting areas.

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**Development through Local Integration (DLI):**

a programming approach applied in protracted refugee situations where the state opts to provide opportunities for the gradual integration of refugees. It is based on the understanding that those refugees who are unable to repatriate and are willing to integrate locally will find a solution to their plight in their country of asylum. DLI is achieved through additional development assistance.

*Source: Framework for Durable Solutions for Refugees and Persons of Concern at [www.unhcr.ch](http://www.unhcr.ch)*

**Durable solutions (for refugees):**

lasting solutions through local integration in the country of asylum, voluntary repatriation to the country of origin or resettlement in a third country.

*Source: Agenda for Protection at [www.unhcr.ch](http://www.unhcr.ch)*

**Emergency relief:**

the immediate survival assistance to the victims of crisis and violent conflict. Most relief operations are initiated on short notice and have a short implementation period (project objectives are generally completed within a year). The main purpose of emergency relief is to save lives.

*Source: OECD, Development Assistance Committee Guidelines on Conflict, Peace and Development Cooperation (May 1997).*

**Empowerment:**

a process/phenomenon that allows people to take greater control over the decisions, assets, policies, processes and institutions that affect their [lives].

*Source: DFID, Sustainable Livelihoods Guidance Sheets.*

**Evaluation:**

as systematic and objective an analysis and assessment of the organization's policies, programmes, practices, partnerships and procedures as possible, focused on planning, design, implementation and impacts.

**Focus Group Discussion:**

a method to collect qualitative data/information from a group of persons pre-selected according to specific criteria.

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- Fiscal decentralization:** implies substantial autonomy in revenue collection and expenditure for local governments, including the power to levy taxes and user charges.
- Financial capital:** denotes the financial resources that people use to achieve their livelihood objectives.  
*Source: [www.livelihoods.org](http://www.livelihoods.org)*
- Gender:** gender is the term used to denote the social characteristics assigned to men and women. These social characteristics are constructed on the basis of different factors, such as age, religion, national, ethnic and social origin. They differ both within and between cultures and define identities, status, roles, responsibilities and power relations among the members of any society or culture. Gender is learned through socialisation. It is not static or innate, but evolves to respond to changes in the social, political and cultural environment.
- Gender Mainstreaming:** mainstreaming a gender perspective is the process of assessing the implications for women and men of any planned action, including legislation, policies or programmes, in any area and at all levels. It is a strategy for making women's as well as men's concerns and experiences an integral dimension in the design, implementation, monitoring and evaluation of policies and programmes in all political, economic and societal spheres, so that women and men benefit equally and inequality is not perpetuated. The ultimate goal is to achieve gender equality (ECOSOC Agreed Conclusions on Gender Mainstreaming, para.4, 1997. The United Nations system has committed itself to mainstreaming a gender perspective in all aspects of its work).
- Good practice:** an innovative, interesting and inspiring practice that has the potential to be transferred in whole or in part to other national contexts.  
*Source UNHCR: [Good Practice Guide to the Integration of Refugees in Central and Eastern Europe](#).*

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- Human capital:** represents the skills, knowledge, ability to labour and good health that together enable people to pursue different livelihood strategies and achieve livelihood objectives.
- Humanitarian assistance (relief):** aid that addresses the immediate needs of individuals affected by crises and is provided mainly by non-governmental and international organizations.  
*Source: EU, Linking Relief, Rehabilitation and Development. COM (2001).*
- Human Development Index (HDI):** a measure of a country or region's achievements in terms of life expectancy, level of education and adjusted real income.
- Implementing partners:** partners who sign an implementing agreement and receive funding from UNHCR.
- Impact monitoring:** process of measuring progress towards achieving objectives (eg. welfare of returnees and refugees, changes in systems, institutions and processes of concern to UNHCR) against impact indicators (eg. more children have access to education facilities).
- Input monitoring:** looks at whether human, financial and material resources are mobilized and deployed as planned (eg. monitoring of disbursements to implementing partners).
- Institutions:** a) organizations or agencies that operate within the public and private sector and b) the mechanisms, rules and customs by which people and organizations interact with each other.  
*Source: DFID, Sustainable Livelihoods Guidance Sheets.*
- Internally Displaced Persons (IDPs):** people who have fled from their homes as a result of armed conflicts, widespread violence, human rights violations or natural disasters, but who have not gone outside the borders of their country.

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- Integrated approach:** a planning approach that brings together issues from across sectors, institutions and national and local levels, as well as different population groups.
- Iterative process:** the continual refinement of objectives as new knowledge and questions generated by investigation and analysis feed back into the investigative cycle.  
*Source: DFID, Sustainable Livelihoods Guidance Sheets.*
- Joint programming:** the process through which the UN country team and national partners work together to prepare, implement, monitor and evaluate the UN's contribution to most effectively and efficiently achieve the MDGs and other international commitments related to the government's national development targets.
- Key informants:** individuals of a particular background (eg. nurses, teachers and poor farmers) who provide their views on various issues.  
*Source: DFID Sustainable Livelihoods Guidance Sheets.*
- Livelihoods:** a combination of the resources used and the activities undertaken in order to live. Resources include individual skills (human capital), land (natural capital), savings (financial capital), equipment (physical capital), as well as formal support groups and informal networks (social capital).  
*Source: DFID Sustainable Livelihoods Guidance Sheets.*
- Local Settlement:** UNHCR Manual Chapter 4 defines Local settlement: where voluntary repatriation is not yet possible, covers assistance to help refugees become self-supporting in the country of first asylum and to integrate into the economic and social life of the local community.
- Millennium Development Goals (MDGs):** a summary of development goals set at international conferences and world summits during the 1990s.



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- Monitoring:** an ongoing review and control of the implementation of a project to ensure that inputs, work schedules and agreed activities proceed according to plans and budgetary requirements.
- Natural capital:** the natural resource stocks from which resource flows and services useful for livelihoods are derived.  
*Source: www.livelihoods.org*
- Objectives-Oriented Project Planning (ZOPP):** a project planning technique for stakeholders to come together in workshops and to set priorities and plan for implementation and monitoring.
- Operational partners:** governmental, inter-governmental and non-governmental organizations and UN agencies that work with UNHCR to protect and assist refugees/returnees and to achieve durable solutions.
- Participatory approach:** an approach to development and/or government in which key stakeholders (and especially the proposed beneficiaries) of a policy or intervention are closely involved in the process of identifying problems and priorities and have considerable control over analysis and the planning, implementation and monitoring of solutions.
- Participatory Rural Appraisal:** a growing family of approaches, methods and behaviours to enable people to share, enhance and analyze their knowledge of life and conditions and to plan, act, monitor and evaluate.  
*Source: R. Chambers (1999). Relaxed and Participatory Appraisal, Notes On Practical Approaches And Methods. Notes For Participants In PRA Familiarisation Workshops In The Second Half of 1999 IDS/Sussex.*
- Peace building:** efforts aimed at preventing the outbreak, recurrence or continuation of armed conflict and therefore encompassing a wide range of political, developmental, humanitarian and human rights programmes and mechanisms.

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- Performance monitoring:** process of measuring progress towards an output against performance indicators (eg. school rehabilitation is complete). Performance indicators highlight what to monitor closely during implementation and, together with the outputs, should be the focus of partner reporting.
- Physical capital:** this comprises the basic infrastructure and producer goods needed to support livelihoods.  
*Source: [www.livelihoods.org](http://www.livelihoods.org)*
- Political decentralization:** implies the transfer of policy and legislative powers from central government to autonomous, lower level assemblies and local councils that are democratically elected by their populations.
- Poverty Reduction Strategy Paper (PRSP):** a country's macro-economic, structural and social policies and programmes to promote growth and reduce poverty.
- Protracted Refugee situation:** a protracted refugee situation (often caused by political impasse), is defined as "one in which refugees find themselves in a long-lasting and intractable state of limbo, [where] their lives may not be at risk, but their basic rights and essential economic, social and psychological needs remain unfulfilled after years in exile."  
*Source: EC/54/SC/CRP.14 Executive Committee of the High Commissioner's Programme, UNHCR, June 10, 2004.*
- Protection:** all activities aimed at ensuring the enjoyment of the rights, on equal terms, of women, men, girls and boys of concern to UNHCR in accordance with the letter and spirit of relevant bodies of law.
- Quick Impact Projects (QIPs):** small, rapidly implemented projects intended to help create conditions for durable solutions through rapid interventions. They can, for example, provide for small-scale initial rehabilitation and enable communities to take advantage of development opportunities.

**Recovery:** a focus on how best to restore the capacity of the government and communities to rebuild and recover from crisis and to prevent relapses into conflict. In so doing, recovery seeks not only to catalyze sustainable development activities, but also to build upon earlier humanitarian programmes to ensure that their inputs become assets for development.

*Source: Role of UNDP in crisis and post-conflict situations DP/2001/4 para 48.*

**Registration:** a means to help protect against “refoulement”, arbitrary arrest and detention by making people known to UNHCR and the host government as persons of concern.

**Rehabilitation:** the restoration of social and economic infrastructure destroyed during conflict to enable communities to pursue sustainable livelihoods.

Or

Actions which enable the affected population to resume more or less “normal” patterns of life. These actions constitute a transitional phase and can [occur] simultaneously with relief activities, as well as further recovery and reconstruction activities.

*Source: ILO, Generic Crisis Response Modules.*

**Reconstruction:** the (re)establishment of political order, institutions and productive capacity to create a base for sustainable development.

*Source: World Bank.*

Or

Developmental interventions which not only seek to build, repair damage or return to the status quo ante, but also address medium- and long-term needs and the need for improvements in policies, programmes, systems and capacities to avert the recurrence of crisis and to reach higher levels of employment and standards of living.

*Source: ILO, Generic Crisis Response Modules.*

**Reintegration:**

the achievement of a sustainable return i.e. the ability of returnees to secure the political, economic and social conditions to maintain their life, livelihood and dignity.

*Source: Macrae, Joanna. Aiding Peace... and War: UNHCR, Returnee Reintegration, and the Relief-Development Debate (Geneva, UNHCR New Issues in Refugee Research Working Paper No. 14, December 1999).*

Or

A process which enables former refugees and displaced people to enjoy a progressively greater degree of physical, social, legal and material security.

*Source: UNHCR, The State of the World's Refugees (Geneva, 1997).*

**Returnees:**

refugees who have returned to their country or community of origin.

**Rights-based approach:**

a conceptual framework for the process of human development that is normatively based on international human rights standards and operationally directed to promoting and protecting human rights. [Mary Robinson, UN High Commissioner for Human rights 2001].

Or

Describes situations not simply in terms of human needs, or developmental requirements, but in terms of society's obligations to respond to the inalienable rights of individuals, empowers people to demand justice as a right, not as a charity, and gives communities a moral basis from which to claim international assistance when needed. [UN Secretary-General 1998].

*Source: Celestine Nyamu-Musembi and Andrea Cornwall: What is the "rights-based approach" all about? Perspectives from international development agencies, November 2004 IDS Working Paper 234.*

**Sample Surveys:** a tool for investigating the characteristics of a particular population - the population may be one of households, individuals, farms, etc. To facilitate the investigation a sample of the population is surveyed and studied. Usually, though not always, the sample is selected at random to increase the chances of it being representative of the whole population.

*Source: [www.livelihoods.org](http://www.livelihoods.org)*

**Sector-wide approach (SWAP):** the prioritization of sector programming as a key intervention used by development agencies.

**Self-Esteem, Associative Strengths, Resourcefulness, Action Planning and Responsibility (SARAR):** a participatory approach geared at the instructing of local trainers and facilitators and draws on local knowledge to strengthen local capacities.

**Self-reliance:** can be defined as the ability of an individual, household or community to depend (rely) on their own resources (physical, social and natural capital or assets), judgement and capabilities with minimal external assistance in meeting basic needs, and without resorting to activities that irreversibly deplete the household or community resource base.

Or

Self Reliance is the social and economic ability of an individual, a household or a community to meet essential needs (including food, water, shelter, personal safety, health and education) in a sustainable manner and with dignity - developing and strengthening livelihoods of people of concern, and reducing their vulnerability and long-term reliance on humanitarian assistance. (Handbook for Self-Reliance UNHCR 2005).

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- Semi-Structured Interviews:** an interview method using checklists in which an interviewer seeks answers in the course of an interview. Such interviews tend to be less formal and more open-ended than those conducted by an enumerator using a questionnaire.
- Social Assessment (SA):** a systematic study of social processes and development factors that influence project impacts and results.
- Social capital:** taken to mean the social resources upon which people draw in pursuit of their livelihood objectives - encompass networks and connections; membership of formalized groups; relationships of trust, reciprocity and exchanges; informal safety nets.  
*Source: www.livelihoods.org*
- Situation analysis:** in UNHCR is a systematic process of information gathering through which the priority problems facing people of concern and their proposed solutions are identified and analyzed, and these are then given a central role in formulating protection strategies and programme plans, and in decisions on resource allocation and action.  
*Source: A Guide to Situation Analysis in UNHCR - Draft 2004.*
- Sustainability:** the ability of a person/community/country to cope with and recover from the stress and shocks of conflict while maintaining (not undermining) the natural, social, economic or institutional resources which form the basis of her/his/its existence.  
Or  
Evidence of local ownership of output and the existence of systems/institutions to carry forward progress or to cement gains.
- Systematic Client Consultation (SCC):** a group of methods for improving communication among staff, direct and indirect beneficiaries and stakeholders of projects, government agencies and service providers, so that projects and policies are demand driven.

**Transition  
(for the UN):**

the period in a crisis when external assistance is most critical to support or underpin still fragile cease-fires or peace processes by helping to create the conditions for political stability, security, justice and social equity.

*Source: UNDG/ECHA Working Group on Transition.*

**TeamUp:**

emphasizes team building within the ZOPP method using a computer software package (PC/TeamUp) that focuses on team-oriented research, project design, planning, implementation and evaluation for stakeholders.

**United Nations  
Development  
Assistance  
Framework  
(UNDAF):**

the common strategic framework for UN operational activities at the country level that provides a collective, coherent and integrated response to national priorities and needs.

Venn Diagrams: diagrams of circular (often overlapping) areas used to represent relationships. They are a useful means of showing the links between different types of groups in a clear, graphic format.

*Source: [www.livelihoods.org](http://www.livelihoods.org)*

**Voluntary  
repatriation:**

the free and voluntary return of refugees to their country of origin in safety and dignity.

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# Useful Websites

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<b>AfDB</b>	<a href="http://www.afdb.org">www.afdb.org</a>
<b>CIDA</b>	<a href="http://www.acdi-cida.gc.ca">www.acdi-cida.gc.ca</a>
<b>DFID</b>	<a href="http://www.dfid.gov.uk">www.dfid.gov.uk</a> <a href="http://www.livelihoods.org">www.livelihoods.org</a>
<b>EC</b>	<a href="http://www.europa.eu.int">www.europa.eu.int</a>
<b>FAO</b>	<a href="http://www.fao.org">www.fao.org</a>
<b>Fewer</b>	<a href="http://www.fewer.org">www.fewer.org</a>
<b>GTZ</b>	<a href="http://www.gtz.de">www.gtz.de</a>
<b>IFRC</b>	<a href="http://www.ifrc.org">www.ifrc.org</a>
<b>ILO</b>	<a href="http://www.ilo.org">www.ilo.org</a>
<b>International Alert</b>	<a href="http://www.international-alert.org">www.international-alert.org</a>
<b>IOM</b>	<a href="http://www.iom.int">www.iom.int</a>
<b>Italian Co-operation</b>	<a href="http://www.esteri.it">www.esteri.it</a>
<b>JICA</b>	<a href="http://www.jica.go.jp">www.jica.go.jp</a>
<b>OCHA</b>	<a href="http://www.reliefweb.int">www.reliefweb.int</a>
<b>OECD</b>	<a href="http://www.oecd.org/dac/donorpractices">www.oecd.org/dac/donorpractices</a>
<b>Safer World</b>	<a href="http://www.saferworld.co.uk">www.saferworld.co.uk</a>
<b>SIDA</b>	<a href="http://www.sida.se">www.sida.se</a>
<b>UNDG</b>	<a href="http://www.undg.org">www.undg.org</a>
<b>UNDP</b>	<a href="http://www.undp.org/governance">www.undp.org/governance</a>
<b>UNICEF</b>	<a href="http://www.unicef.org">www.unicef.org</a>
<b>UNIFEM</b>	<a href="http://www.unifem.org">www.unifem.org</a>
<b>UK</b>	<a href="http://www.fco.gov.uk">www.fco.gov.uk</a>
<b>USAID</b>	<a href="http://www.usaid.gov">www.usaid.gov</a>
<b>WFP</b>	<a href="http://www.wfp.org">www.wfp.org</a>
<b>World Bank</b>	<a href="http://www.worldbank.org/cas">www.worldbank.org/cas</a> <a href="http://www.worldbank.org/cdf">www.worldbank.org/cdf</a> <a href="http://www.worldbank.org/poverty/strategies">www.worldbank.org/poverty/strategies</a>