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Peacebuilding and  
Reconstruction Polls

Eastern Democratic  
Republic of the Congo

## Poll Report #3, August 2015

(Data from June-July 2015)

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## About the Poll

Results for this poll are based on 4,127 interviews conducted between June and July 2015 with randomly selected adults in the following cities and territories.

Province / District	Territoire / Ville	Echantillon
Nord Kivu	Ville de Goma	224
	Ville de Beni	301
	Ville de Butembo	302
	Lubero	216
	Masisi	240
	Walikale	218
Sud-Kivu	Ville de Bukavu	303
	Idjwi	216
	Kabare	259
	Mwenga	215
	Shabunda	217
	Uvira	170
Ituri	Ville d'Uvira	304
	Ville de Bunia	297
	Aru	216
	Irumu	211
	Mahagi	218
<b>TOTAL</b>		<b>4,127</b>

(Error margin of  $\pm 5$  percentage points at the 95% confidence level.)

For more information, visit  
[www.peacebuildingdata.org/drc](http://www.peacebuildingdata.org/drc)  
 Or contact [info@peacebuilding.org](mailto:info@peacebuilding.org)

## About the Project

This survey is the third in a series of surveys that will be conducted to provide reliable data and analysis on peace, security, justice and reconstruction in the Democratic Republic of the Congo.

The project is a joint initiative of the Harvard Humanitarian Initiative (HHI) and the United Nations Development Programme (UNDP), in collaboration with MONUSCO Civil Affairs. HHI is responsible for the data collection, the independent data analysis and report writing, working with partners such as l'Université Libre des Pays des Grands Lacs, Université Catholique de Bukavu et Université de Bunia.

Publications :

- *Poll report 3, August 2015 (Data from June-July 2015)*
- *Poll report 2, June 2015 (Data from March-May 2015)*
- *Poll report 1, March 2015 (Data from December 2014)*
- *Baseline, May 2013 (Data from December 2013)*



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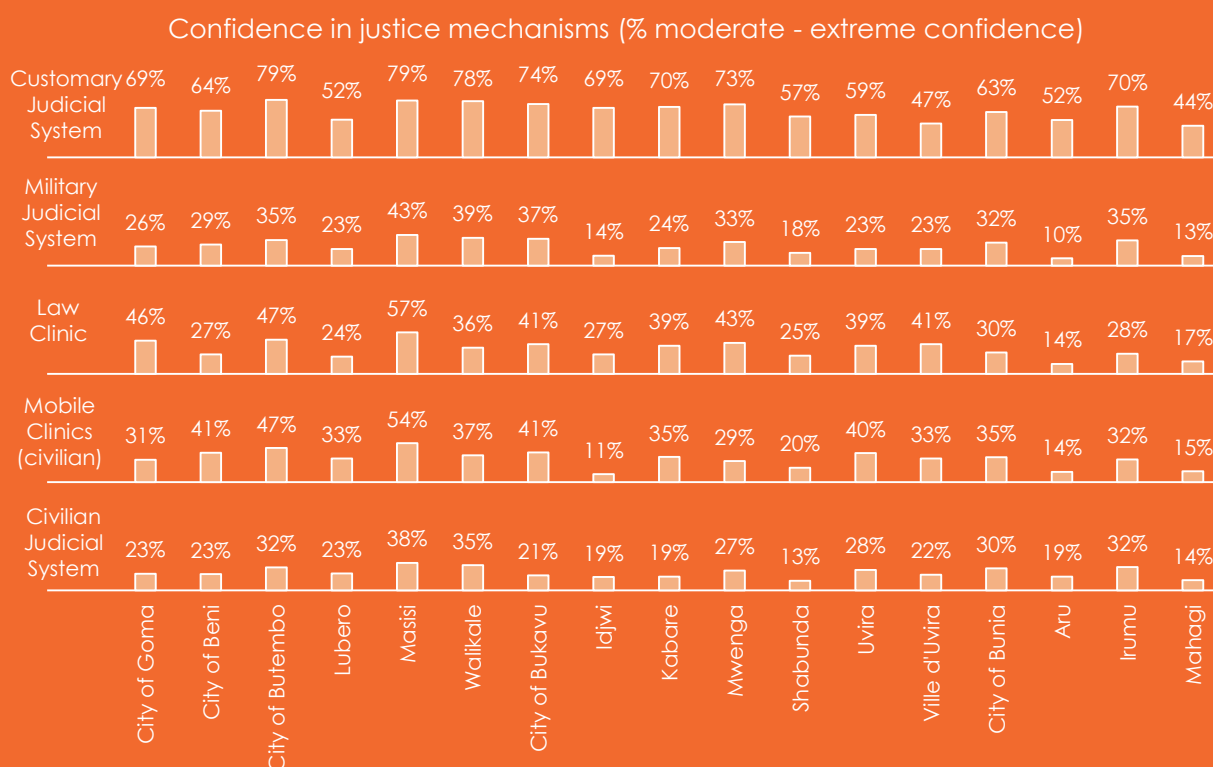
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## Customary justice continues to prevail - Few have heard of the « Etats Généraux de la Justice »

Customary justice in the DRC does not exist in law and is frequently regarded by politicians as an outdated way of justice.<sup>1</sup> Yet, in polls, customary justice remains described as the mechanism best known by the population and in which it has the most confidence. In all territories covered in the third survey, the level of confidence toward customary justice remains higher than levels of confidence toward civilian and military bodies of the judiciary, as well as toward legal clinics and mobile courts of civilian courts. The differences are sometimes significant. In Masisi, for example, 79% of respondents reported at least moderate confidence in the customary justice system, against 38% with the same level of confidence in the civilian justice system. Respondents also frequently show more frequently confidence in mobile courts of the civilian justice system compared to the civilian courts more generally, with the exception of respondents in Idjwi, Aru, and Mahagi and confidence in both mechanisms is similarly low.

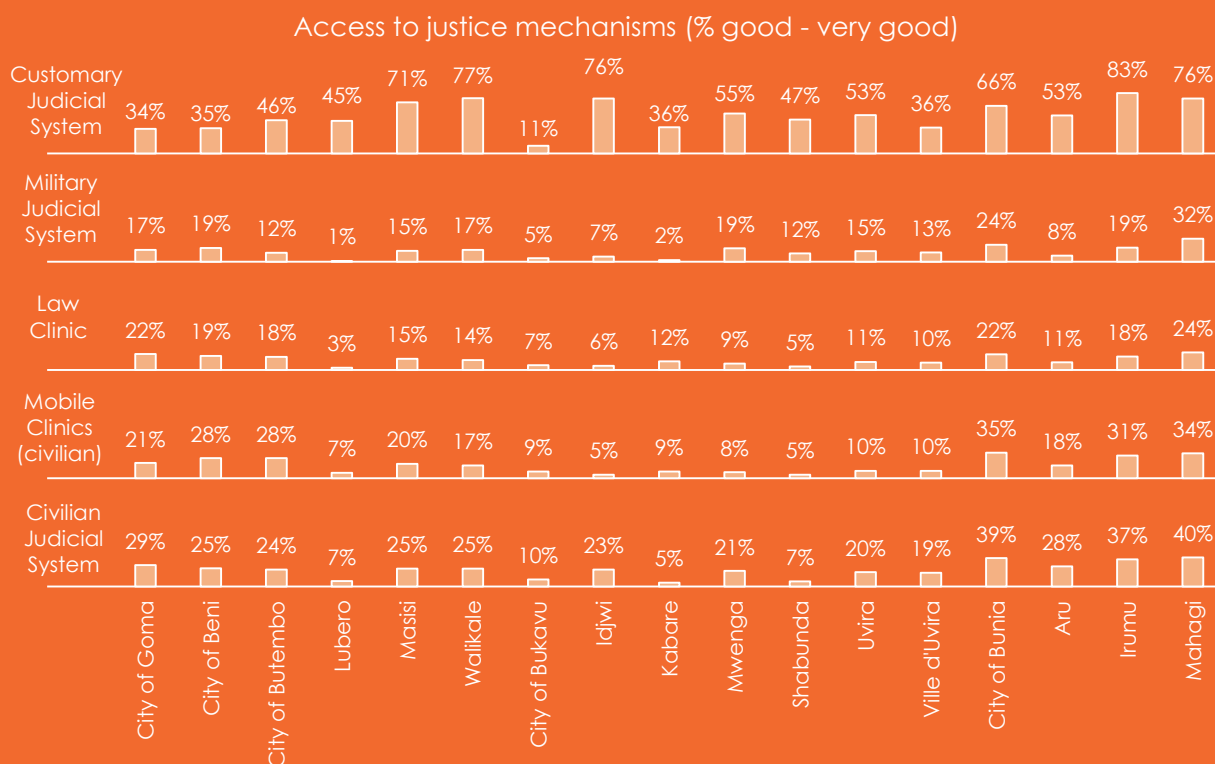


Data from June-July 2015

<sup>1</sup> Customary justice and other institutions are not defined in the interviews. Each respondent responds according to its own interpretation. Nevertheless, the concept of customary justice may generally be interpreted as all forms of informal justice based on the customs of different environments, including but not limited to the customary courts (tribunal de chefferie, tribunal de secteur, tribunal de centre, tribunal de commune, tribunal de ville et tribunal de territoire) that were once established by law but are no longer functional.

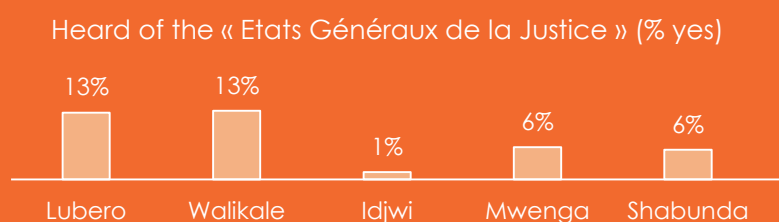


These results can be partially explained by geographical proximity to justice mechanisms. However, even where civil courts are accessible geographically, confidence in customary justice remains higher compared to the civilian justice system, for example in urban areas such as Goma, Bukavu, or Bunia. In Goma, 34% of respondents say they have a good or very good access to customary justice, compared to 29% having good or very good access to the civil justice system. Access to all mechanisms of justice is judged more negatively than elsewhere in Bukavu.



Data from June-July 2015

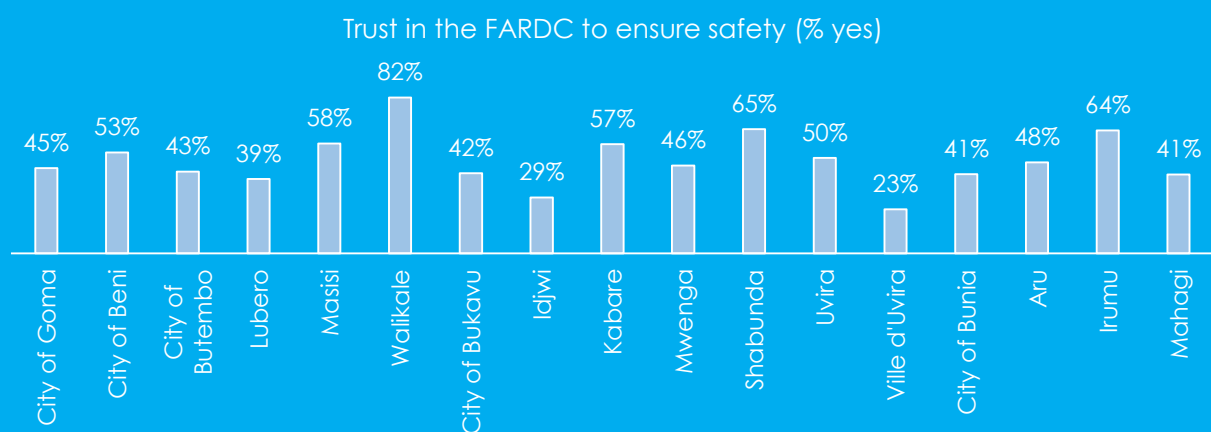
Besides the lack of access to justice, results show the lack of confidence in formal justice actors. This may reflect a lack of knowledge and information, and a general perception of corruption of formal actors. Over three quarters of respondents describe formal justice actors as corrupt, and less than 25% think that trials are generally fair. These issues have been widely discussed at the "Etats Généraux de la Justice" (General State of Justice), a gathering of stakeholders held in Kinshasa between April 27 and May 2, 2015. The fight against impunity and access to justice for all were recommended as priorities. But few civilians in the east - less than 15% in selected territories - have heard of this consultation.



Data from June-July 2015

## Popular support to improve safety by strengthening the FARDC - Support divided for ongoing operations

Despite an established reputation of constant abuses and crimes against the people, the Armed Forces of the Democratic Republic of Congo (FARDC) are a major player in security. Depending on the territories considered, between 2% and 66% of respondents identified the FARDC as ensuring safety in their neighborhoods or villages – a wide variability reflecting differences in deployments and rigors between units. A greater proportion of respondents (between 23% and 82%) indicated trusting the FARDC to ensure safety.



Data from June-July 2015

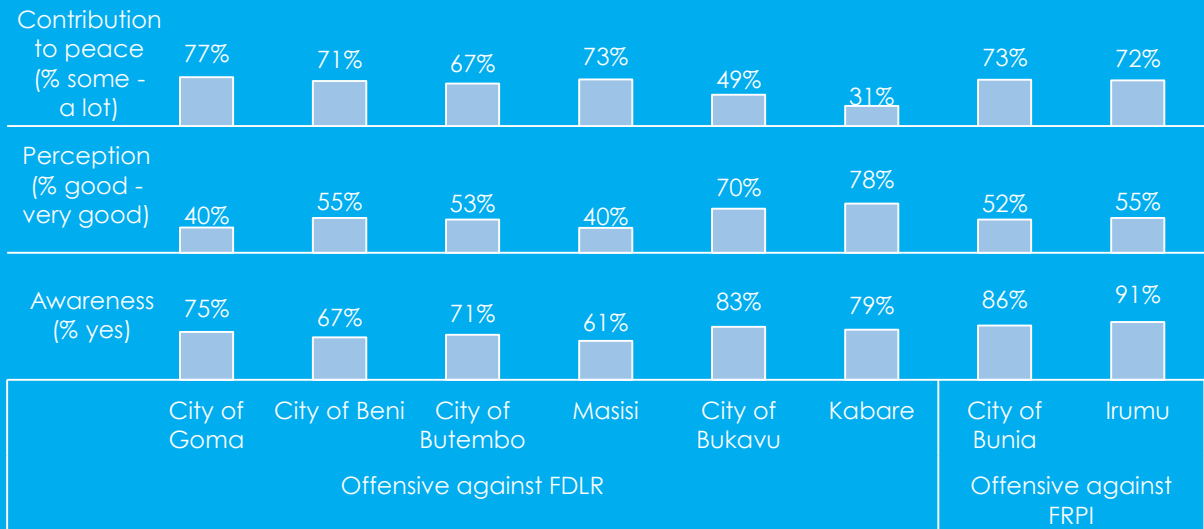
To improve safety in general and specifically considering role of the FARDC, respondents indicated the need to pay, train, and deploy them actively. In this context, the latest poll in selected territories examined the perception of recent operations by the FARDC against the FDLR and against the FRPI.

Overall, the population was informed about operations against the FDLR. These operations, however, were perceived differently among respondents, with positive views prevailing among 40% to 78% of respondents in the polled territories. Overall, the contribution of these operations to peace in eastern Congo is considered positively except in South Kivu regarding the operations against the FDLR.

In Masisi, the previous poll collected data on the same subject. There, responses suggest a significant improvement in the perception of the FARDC operations against the FDLR between March 2015 and June 2015. In March 2015, 67% indicated that the operations would have little or no impact on peace, compared to 27% in June 2015.

The joint offensive of the FARDC and MONUSCO against the remaining forces of the FRPI in Irumu since June 2015 was well known by the people of that territory and in Bunia. A slight majority of respondents considered these operations positively - 52% in Bunia and 55% in Irumu territory. A larger majority believed these operations would have a positive impact on peace in the region (73 and 72% in Bunia and Irumu, respectively.)

## Perception of FARDC operations



Data from June-July 2015

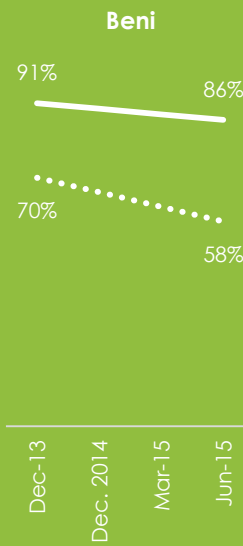
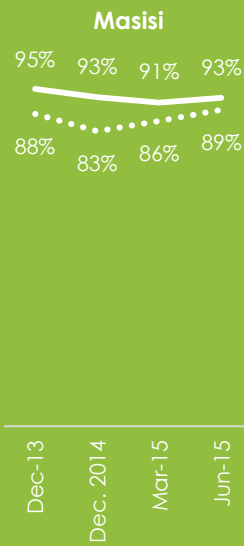
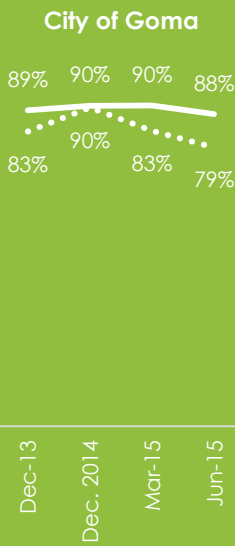
## Decline in the quality of relations between individuals within the same group and between ethnic groups

Between 2008 and 2013, the perception of the relationship of the respondents with other members of their ethnic group and with members of other groups had improved significantly. In the East, 79% rated their relations with other good or very good ethnic groups, against 60% in 2008. The change was the most important in North Kivu (78% in 2013, 52% in 2008).

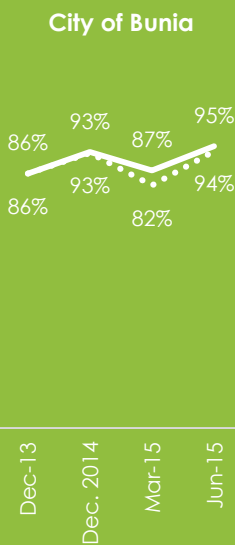
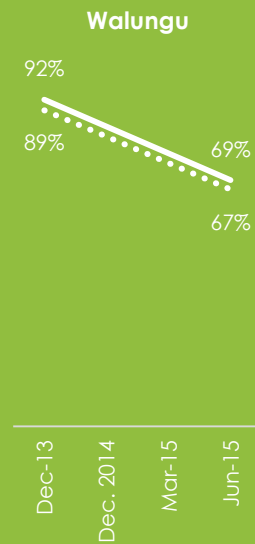
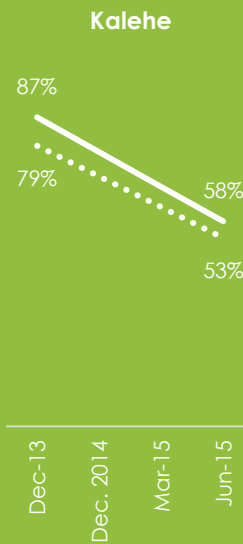
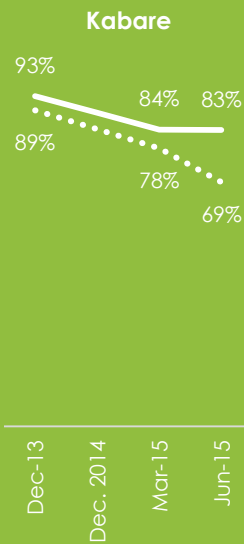
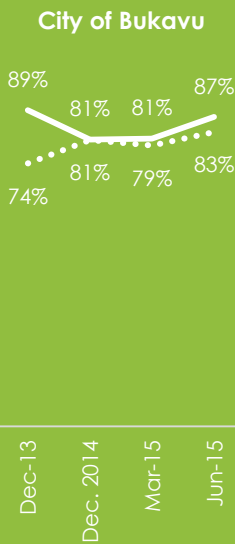
The latest polls suggest a stabilization or even a reversal of this trend in several territories. In Goma, Masisi, Bukavu and Bunia, the proportion of respondents positively judging their inter- and intra-ethnic relationships remained stable or improved. Elsewhere, this perception declines. The decline is important in South Kivu in Kabare, Kalehe, and Walungu, where the percentage of people positively ranking their relations with other ethnic groups declined on average by 23 points (from 79% to 53% for example in Kalehe). In Beni (North Kivu) and Mambasa, the decline is less important but still present, suggesting that greater attention should be given to strengthening these relationships.



Perception of relations intra- and inter-groups (% good - very good)



— Relations with ethnic group  
 ..... Relations with other ethnic group



Data from June-July 2015