

# Voices of Congo

Report 12 – November 2017

## Peacebuilding and Reconstruction Polls

(Data from September-October 2017)

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## About the poll

This poll is the twelfth in a series of quarterly polls 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, in partnership with the Université Libre des Pays des Grands Lacs, Université Catholique de Bukavu et Université de Bunia. Results for this poll are based on 5,709 face-to-face interviews conducted in September and October 2017 with randomly selected adults in the following cities of Eastern DRC

Nord Kivu		Sud Kivu		Ituri	
Territoire/City	Sample	Territoire/City	Sample	Territoire/City	Sample
Town of Goma	4,013	Town of Bukavu	300	Tow of Bunia	290
Town of Beni	300	Tow of Uvira	300	Irumu	206
Town of Butembo	300	TOTAL	600	TOTAL	496
TOTAL	4,613				
TOTAL Eastern DRC					
5,709					

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

This twelfth poll and the current report are dedicated to a detailed analysis of peace, justice and reconstruction dynamics in the town of Goma, North Kivu.

### Publications:

- Poll Report # 11, September 2017 (Data from July 2017)
- Poll Report # 10, June 2017 (Data from March-April 2017)
- Poll Report # 9, March 2017 (Data from Dec 2016)
- Poll Report # 8, November 2016 (Data from Sept 2016)
- Poll Report # 7, August 2016 (Data from June 2016)
- Poll Report #6, June 2016 (Data from March 2016)
- Poll Report #5, January 2016 (Data from Dec 2015)
- Poll Report #4, November 2015 (Data from Sept - Oct 2015)
- 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 Dec 2014)
- Baseline, May 2014 (Data from Dec 2013)

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



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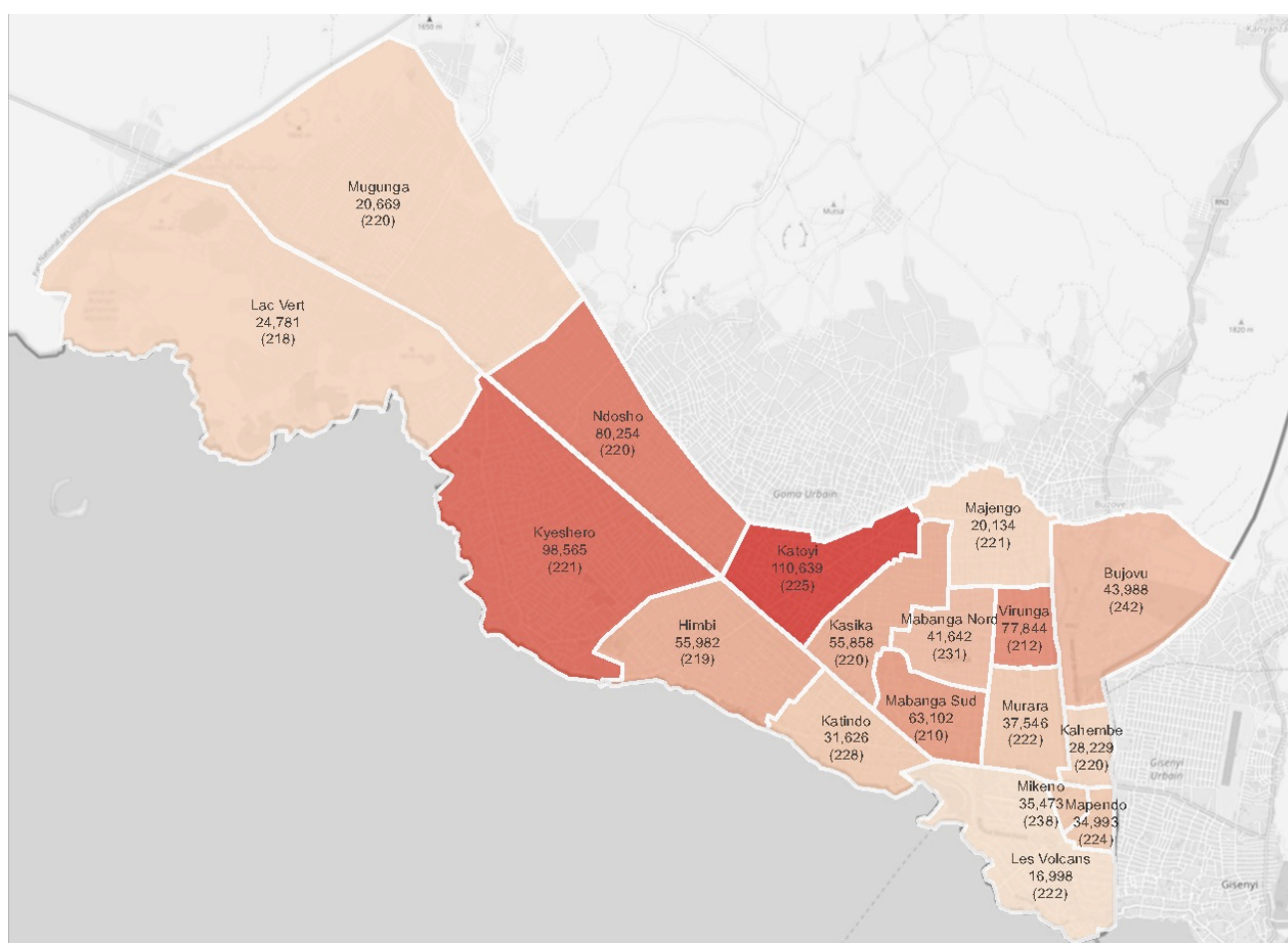
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## GOMA SPECIAL: A town at the heart of conflicts

Over the last 25 years, against a backdrop of recurring conflicts, the city of Goma, the capital of North Kivu province, has successively positioned itself as a place of refuge, a battleground and a strategic asset. During this time, the city has been transformed into an important economic, political and military hub – the population has grown from below 100,000 inhabitants in the early 1980s to almost one million today. Goma's urban transformation has been for the most part organic and informal, leading to important dysfunctions, for examples in terms of access to basic services or personal safety. Despite the city's strategic importance for peacebuilding and reconstruction in Eastern Congo and the strong presence of international actors, there is very little reliable data available on the human, social and security context of the city, including data on governance and access to justice. This twelfth poll sought to collect detailed data within the city of Goma. A total of 4,013 adults residing in Goma were interviewed, allowing for representative data for each of the 18 quartiers of the city.

*MAP 1: Population<sup>1</sup> of Goma by quartier\* and sample distribution (n)*



*\*Quartier boundaries are approximations*

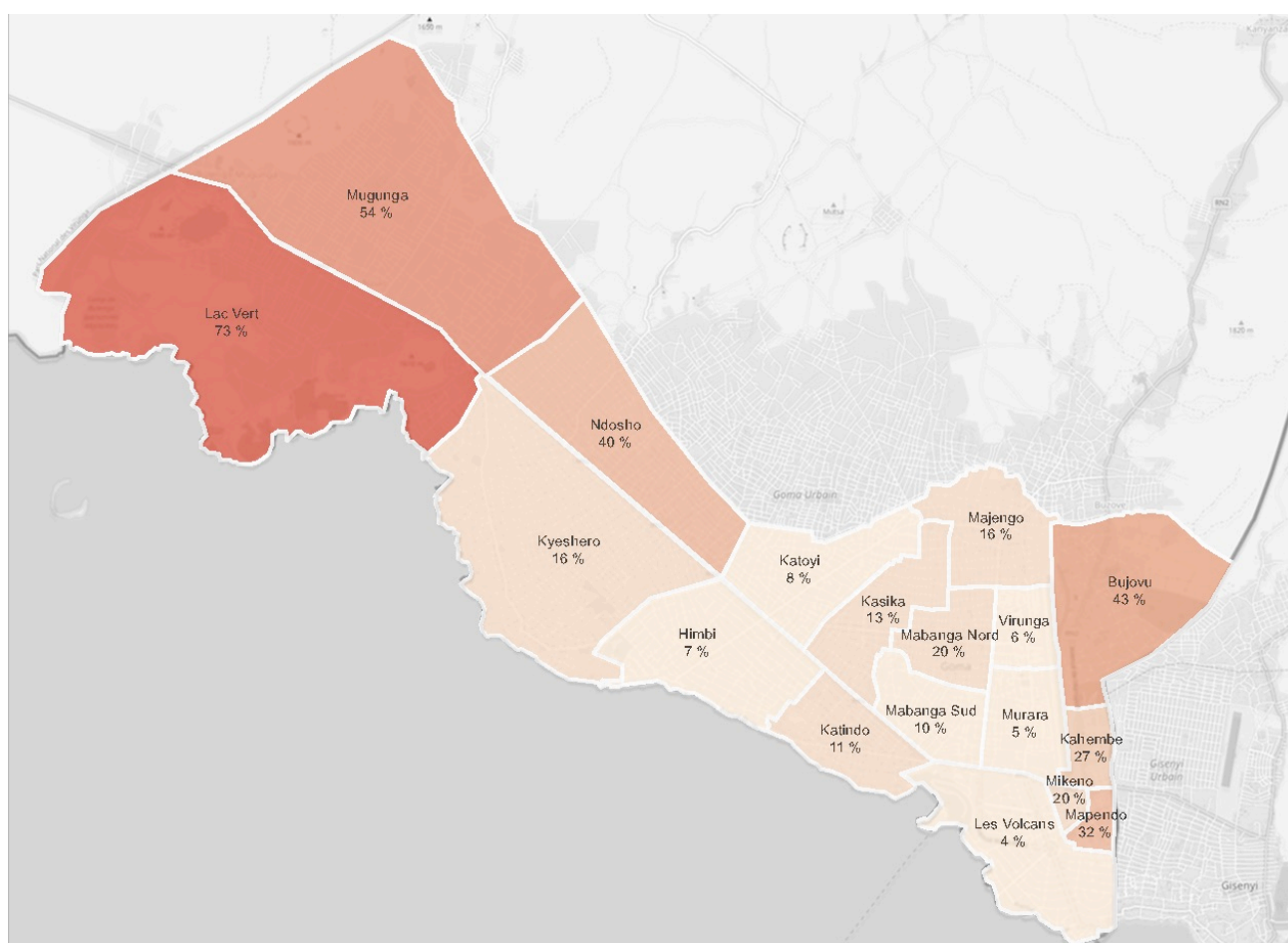
<sup>1</sup> Data Source for population numbers by quartier: Rapport Annuel de la Mairie de Goma, 2015

# POVERTY: Uneven distribution of poverty and access to basic public goods and services

## *Geographic distribution of poverty*

In January 2017, the ninth peacebuilding and reconstruction poll (data from December 2016) showed that poverty in Eastern Congo is a predominantly rural phenomenon. An analysis of relative poverty based on assets owned by households throughout the Eastern provinces of North Kivu, South Kivu and Ituri revealed that less than 5% of the population belonged to the poorest quintile among those living in the cities of Goma (1%), Bukavu (1%) and Bunia (5%). Such a regional analysis fails to reflect the differences between urban and rural areas with regards to the cost of living, and capacities for production and auto-consumption. In fact, urban poverty is a daily reality in cities such as Goma. This poll allowed for a detailed analysis of the relative distribution of asset-based poverty in the city of Goma.<sup>2</sup>

*MAP 2: Asset based poverty (% in the poorest quartile – based on possession of non-productive assets)  
(data from September-October 2017)*



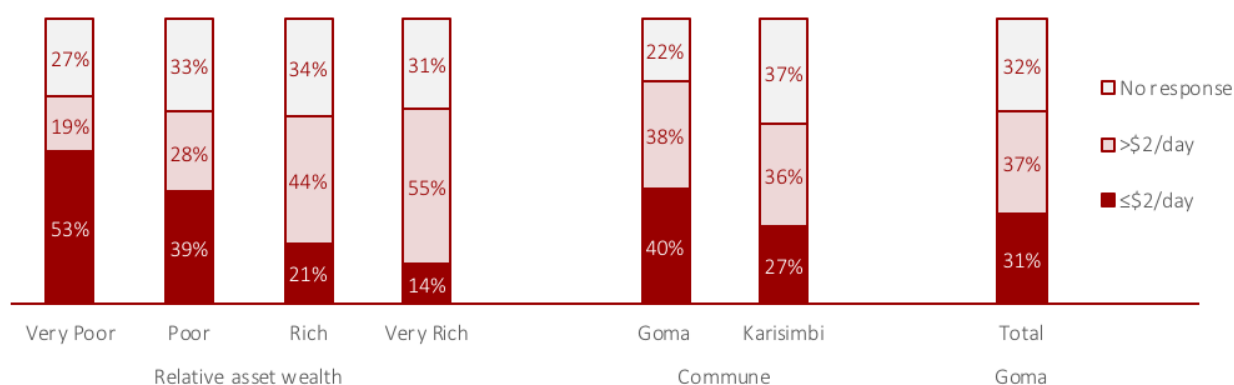
The results indicate that there are approximately the same proportions of people belonging to the poorest quartile across the two communes of Goma (20%) and Karisimbi (19%). However, there are important

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<sup>2</sup> The wealth of households was estimated by assessing their possession of ten non productive assets such as a table, a chair or a cellphone. A factor analysis was used to compute a global score of relative wealth for 4,013 households in Goma. This score was then used to delineate quartiles corresponding to the poorest through to the richest households.

differences between quarters. At least one out of three persons can be described as very poor in the following quarters: Lac Vert (73%), Mugunga (54%), Bujovu (43%), Ndosho (40%) et Mapendo (32%). On the other hand, five quarters have less than ten percent of their population in the poorest quartile (Katoyi 8%, Himbi, 7%, Virunga 6%, Murara 5%, Les Volcans 4%). Asset based poverty tends to reflect people's income as it can be observed that 53% of the households in the poorest quartile have an average daily income below \$2, compared to only 14% amongst households in the richest quartile. On average, for the whole of the city, only 20% of those interviewed said that they had had a paid job for at least a week during the previous month, pointing out the weakness of the formal sector. One out of four persons described his or her job as « small trade ».

*Figure 1: Daily income, in relation to asset wealth and in relation to commune of residence (data from September-October 2017)*

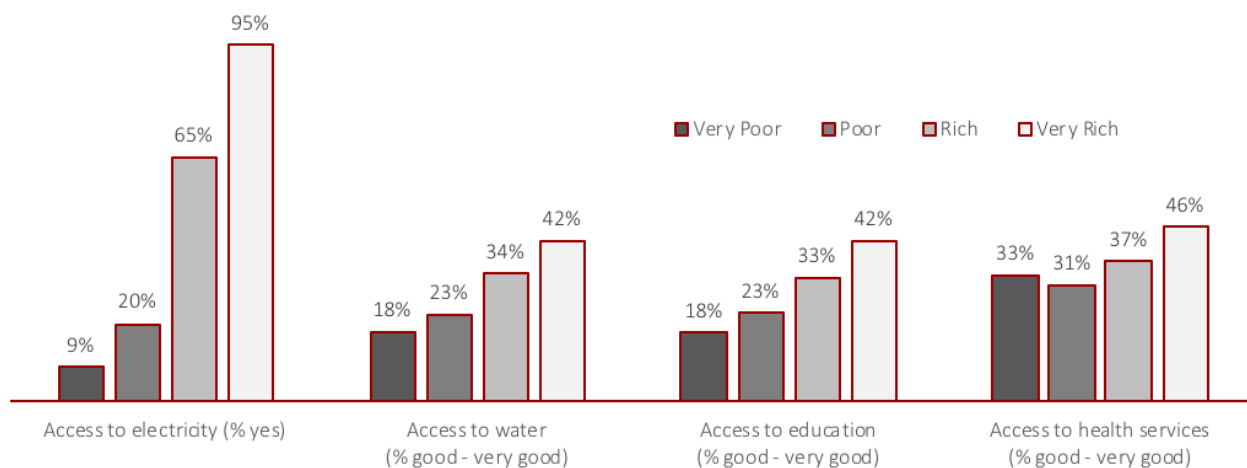


In terms of demographic characteristics, women were more likely than men to be considered as very poor (25% v. 14%). This could reflect such factors as age and isolation. In fact, 46% of persons described as widowers or separated from their partners are classified as very poor, compared to 20% for people in a relationship, and 14% for people described as single, and never married (who also tend to be younger). The majority of people described as widowers or separated from their partners are women (84%).

### *Unequal access to basic needs and services*

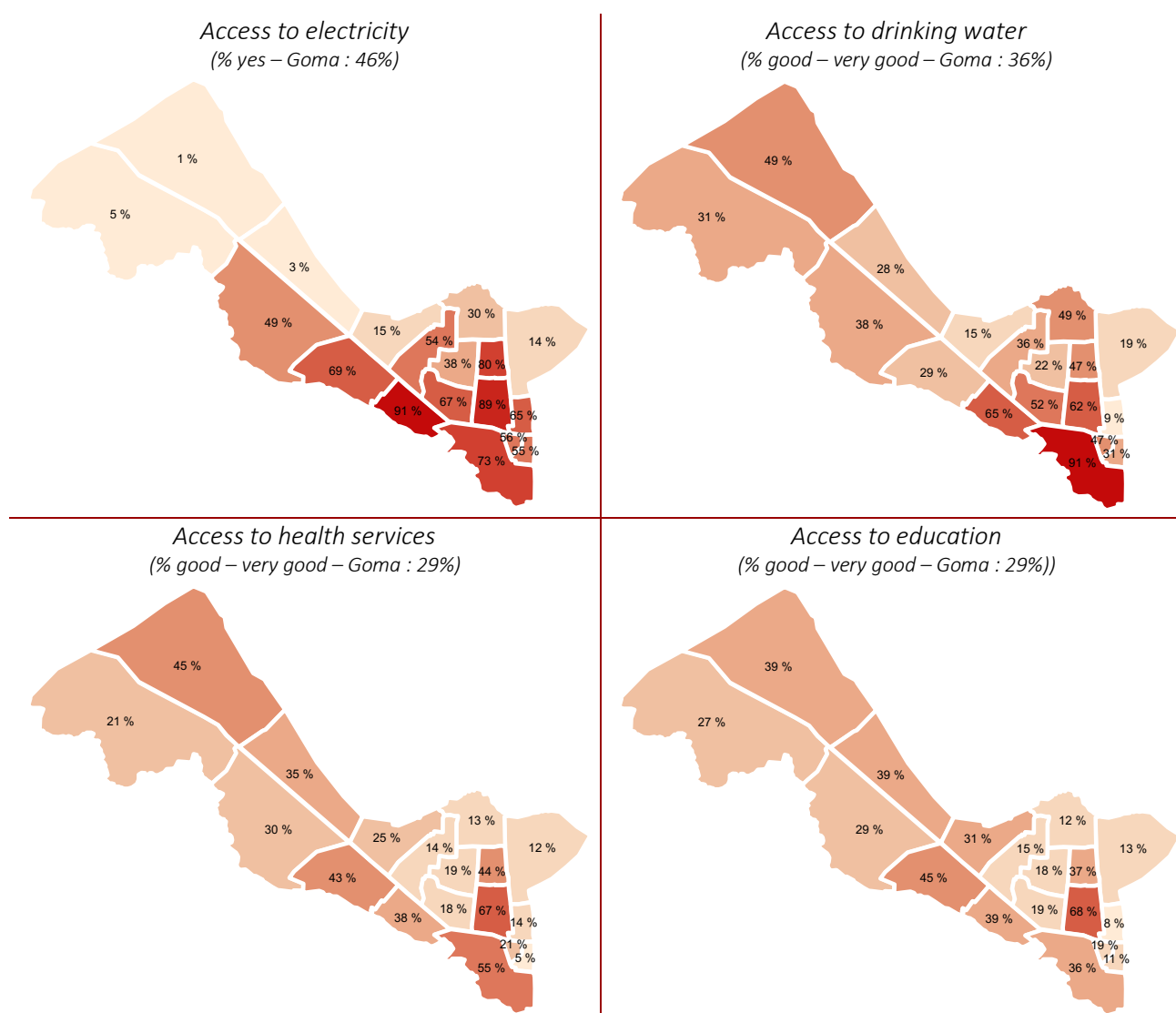
The January 2017 report highlighted the link between poverty and access to basic needs and services. The present analysis, drawing on data collected in the city of Goma in October 2017 confirms that access to electricity, drinking water, access to health services and to primary education for children, as reported by persons interviewed, is associated with the asset-based wealth of persons. For instance, 42% of those in the richest quartile consider that their access to drinking water is good or very good, compared to only 18% for those in the poorest quartile.

Figure 2: Access to basic needs and services in relation to level of asset wealth (data from September-October 2017)



Access to basic needs and services is very uneven across quarters. For example, a majority of inhabitants have access to electricity in the quarters of Katindo (91%), Murara (89%), Virunga (80%) and Les Volcans (73%), whereas less than 10% of inhabitants report access to electricity in Lac Vert (5%), Mugunga (1%) and Ndosho (3%). Generally, people's dissatisfaction with access to basic needs and services reflects a certain level of remoteness from the city center and often concerns highly populated quarters such as Ndosho and Katoyi.

MAP 3: Access to basic needs and services by quartier (data from september -october 2017)

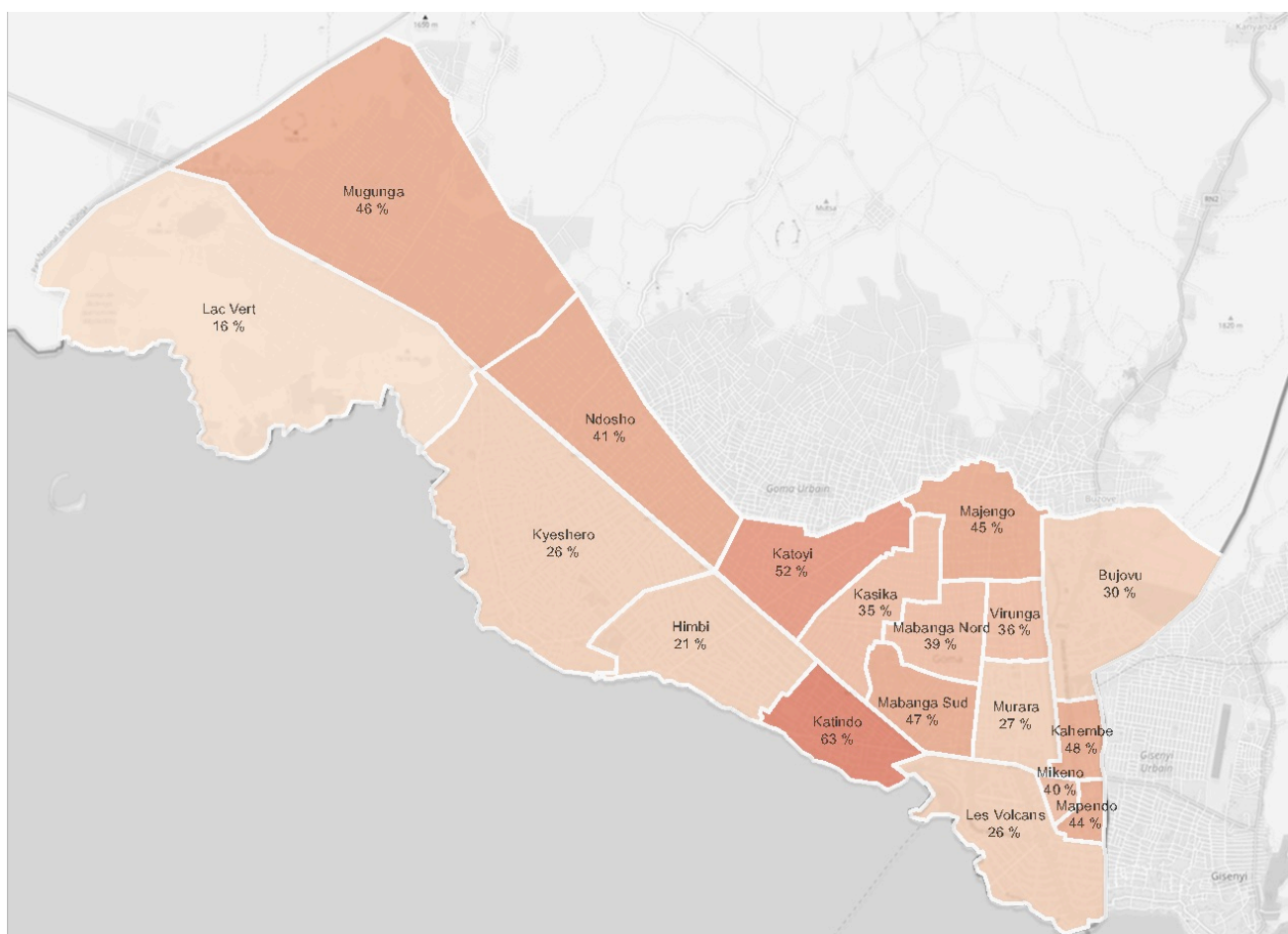




## MIGRATION: Goma attracts a diverse, and often educated population

Eastern Congo is deeply affected by the conflict related internal displacement of populations. In such a context, Goma has emerged as a site of confluence, hosting individuals from different regions. Nonetheless, less than 1% of those interviewed described themselves as involuntarily displaced during the October 2017 poll. This could reflect the fact that people often settle permanently in the city after having been displaced. The process of urban migration is most certainly confirmed by the findings of this poll: more than one out of three persons interviewed (38%) had lived outside of Goma during the last ten years. Amongst them, 22% lived in a different country, 45% lived in a different province and 22% lived outside of Goma but in the province of North Kivu. Those who had lived outside of Goma tend to be well distributed across the city but represent a higher percentage of the population in some quarters such as Katindo (63%). People who have lived outside of the country (8% of the total population) are especially frequent in Katoyi (20%), Mabanga Sud (14%) and Kyeshero (12%).

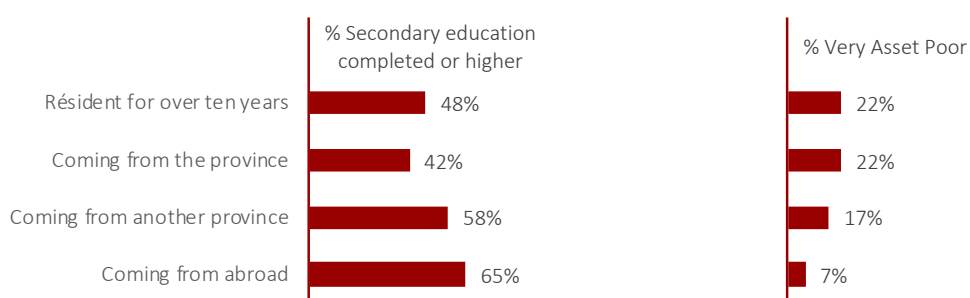
*MAP 4: People having lived outside of Goma during the last ten years  
(data from September-October 2017)*



In terms of gender, men and women represent an equal share of urban migrants. Contrary to stereotypes that may exist with regards to urban migrants, people who had lived outside of Goma over the course of the last ten years, were on average, more educated and wealthier than those who had been residents of Goma for over ten years, especially as concerns migrants coming from another province or a different country. In fact, 65% of

those who had lived in a different country, and 58% of those who had lived in a different province have completed their secondary education, compared to 48% amongst long term (over ten years) residents and 42% amongst those coming from a different territoire or city of North Kivu. Similarly, only 7% of those coming from abroad and 17% of those coming from a different province belong to the poorest quartile compared to 22% for those having lived in Goma for over ten years and 22% for those coming from other parts of the province. This data reflects two different migration patterns: one group of relatively well educated and well-off people coming from outside of the province, and a less wealthy and less educated group, relative to the population of Goma, coming from other parts of the province of North Kivu. The causes of these migration patterns could be analyzed in further detail during future polls, but informants consulted suggest that for those coming from outside of the province, migration is motivated principally by economic opportunities whereas for those coming from within the province, migration is often a combination of the economic opportunities and security conditions.

*Figure 3: Characteristics of urban migrants  
(data from September - October 2017)*

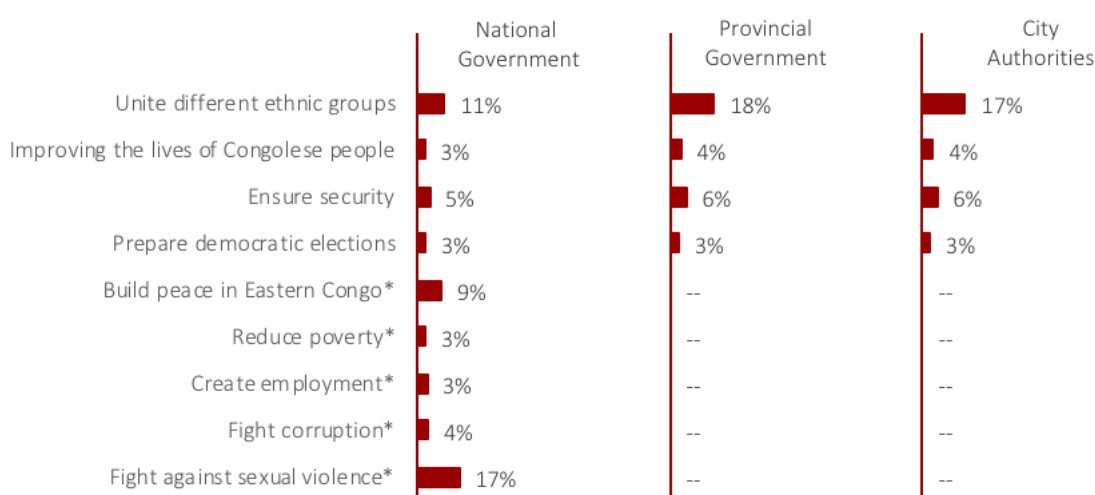




## GOVERNANCE: Dissatisfaction and lack of trust in the government

In Goma, as is the case throughout Eastern Congo, few people are satisfied with the government's efforts on various issues, such as establishing peace in the East (9% of positive views), ensuring security (5%), uniting different ethnic groups (11%), improving the lives of the Congolese population (3%) or preparing democratic elections (3%). People's perception of efforts by the provincial government and of the city administration is only marginally better than perceptions of the national government. In addition to the dissatisfaction with authorities at all levels of government, the poll results also indicate that inhabitants of Goma do not feel comfortable expressing themselves on political matters. Only 16% of the population feels safe to speak out on politics, and only 9% feel safe participating in a political protest.

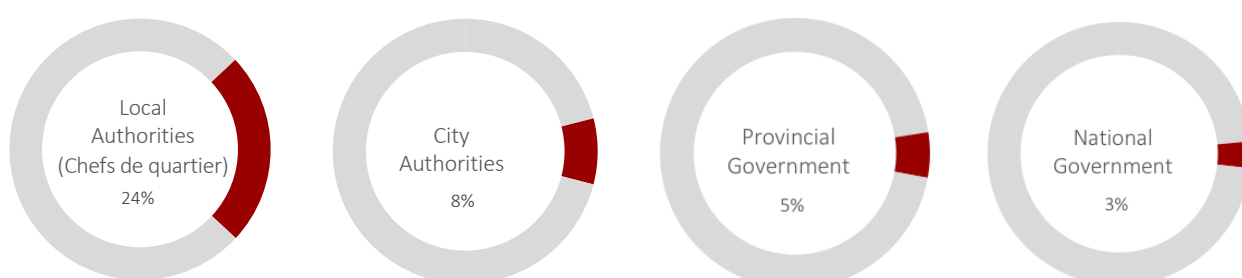
*Figure 4: Perception of governments efforts on socio-economic issues (% good – very good) (data from September-October 2017)*



\* not covered at the provincial and city authorities level

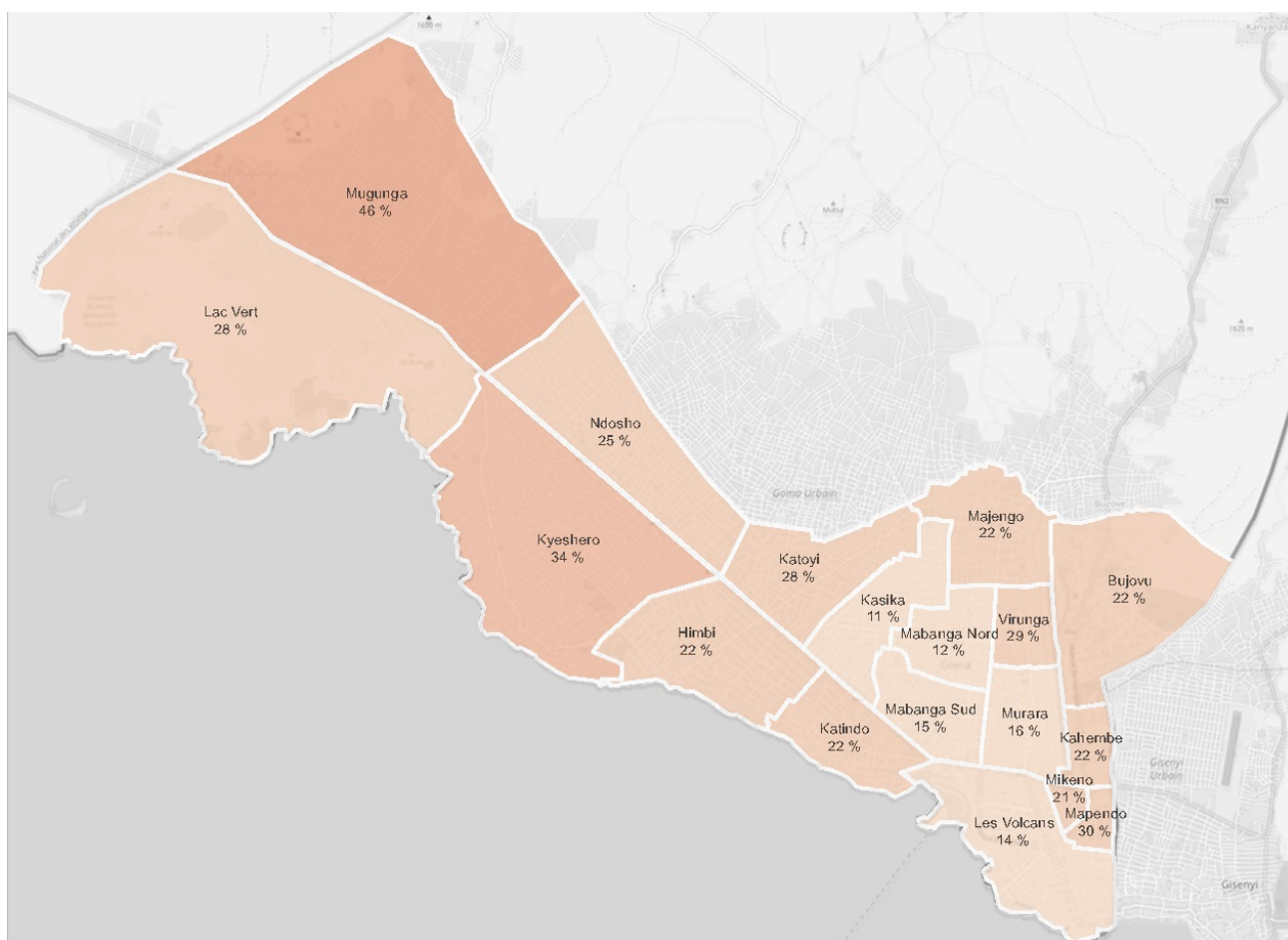
The general dissatisfaction could explain why only 3% of the population consider that the national government represents the interests of the population well or very well, compared to 5% for the provincial government and 8% for the city administration. People positively judged local authorities' ability to effectively represent the population's interest more frequently (24%), but in absolute terms, positive views remain the opinion of a minority.

*Figure 5: Perception of the extent to which different levels of government represent the interest of the population (% good – very good) (data from September-October 2017)*



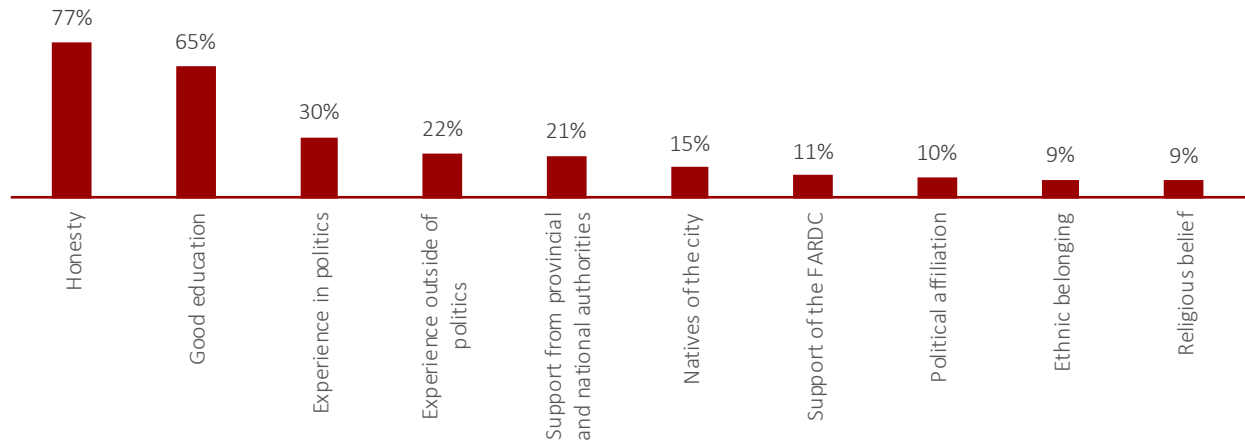
The quarters where a larger percentage of the population reported that local authorities effectively represent their interests are Mugunga (46%), Kyeshero (34%) and Mapendo (30%). At the other end of the spectrum, those quarters where local authorities were least frequently viewed in a positive light are often those centrally located, such as Kasika (11%), Mabanga Nord (12%), Les Volcans (14%), Murara (16%), and Mabanga Sud (15%).

*MAP 5: Perception of the extent to which local authorities represent the interest of the population (% good – very good)  
(data from September -October 2017)*



The negative perceptions of different levels of government, and the discomfort vis-à-vis the prospect of speaking out on political matters could be the result of a strong polarization of political views. Nonetheless, the survey also explored which character traits and qualities contribute to greater trust in authorities such as the mayor. The responses gathered show that partisan qualities (ethnicity, religion or political affiliation) were rarely cited whereas a majority of those interviewed pointed to the importance of honesty (77%) and the level of education (65%).

Figure 6: : Character traits which are important for trust in the mayor (% important)  
(data from September-October 2017)

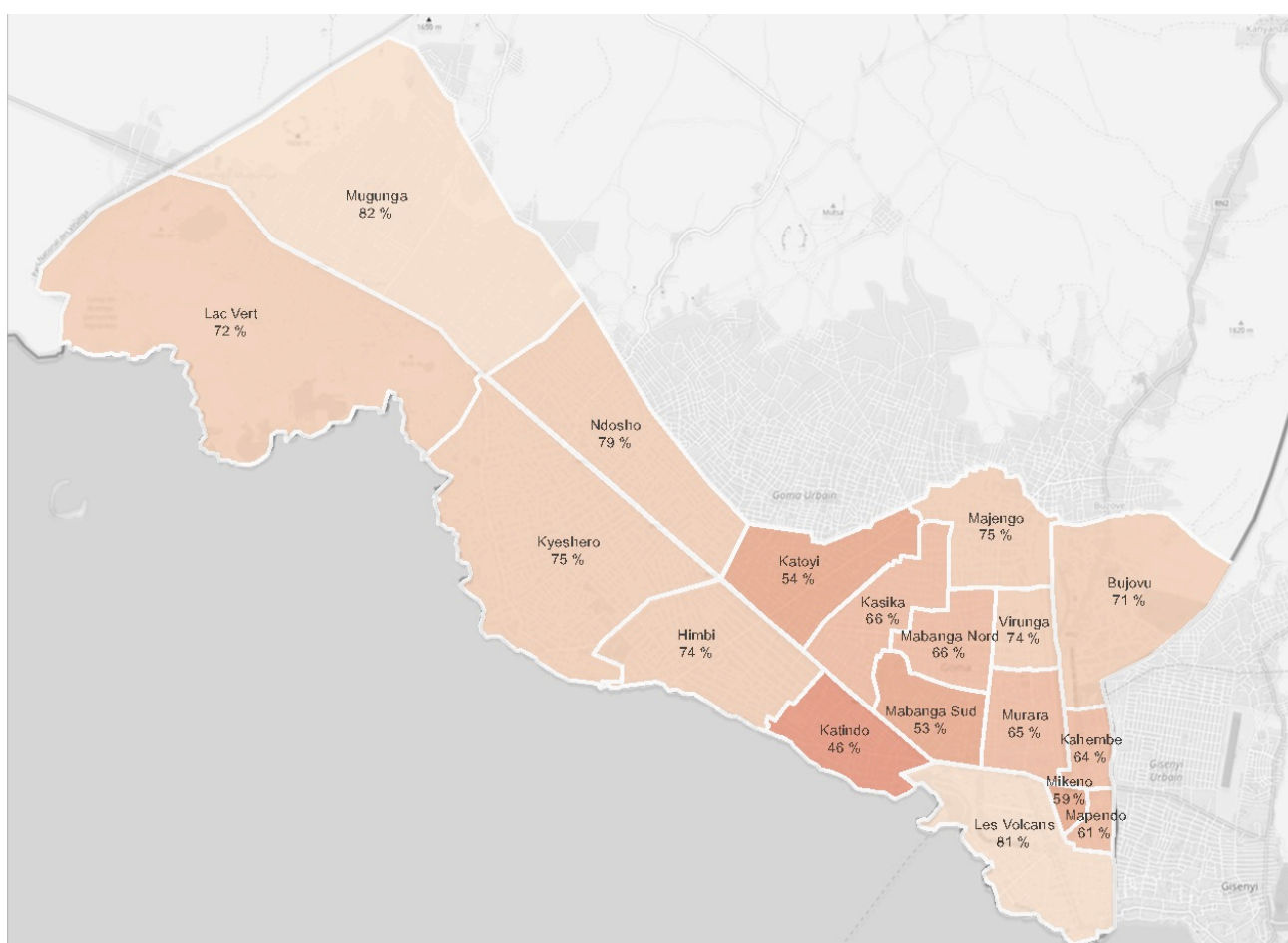


## SOCIAL COHESION: Diversity and good relations between groups

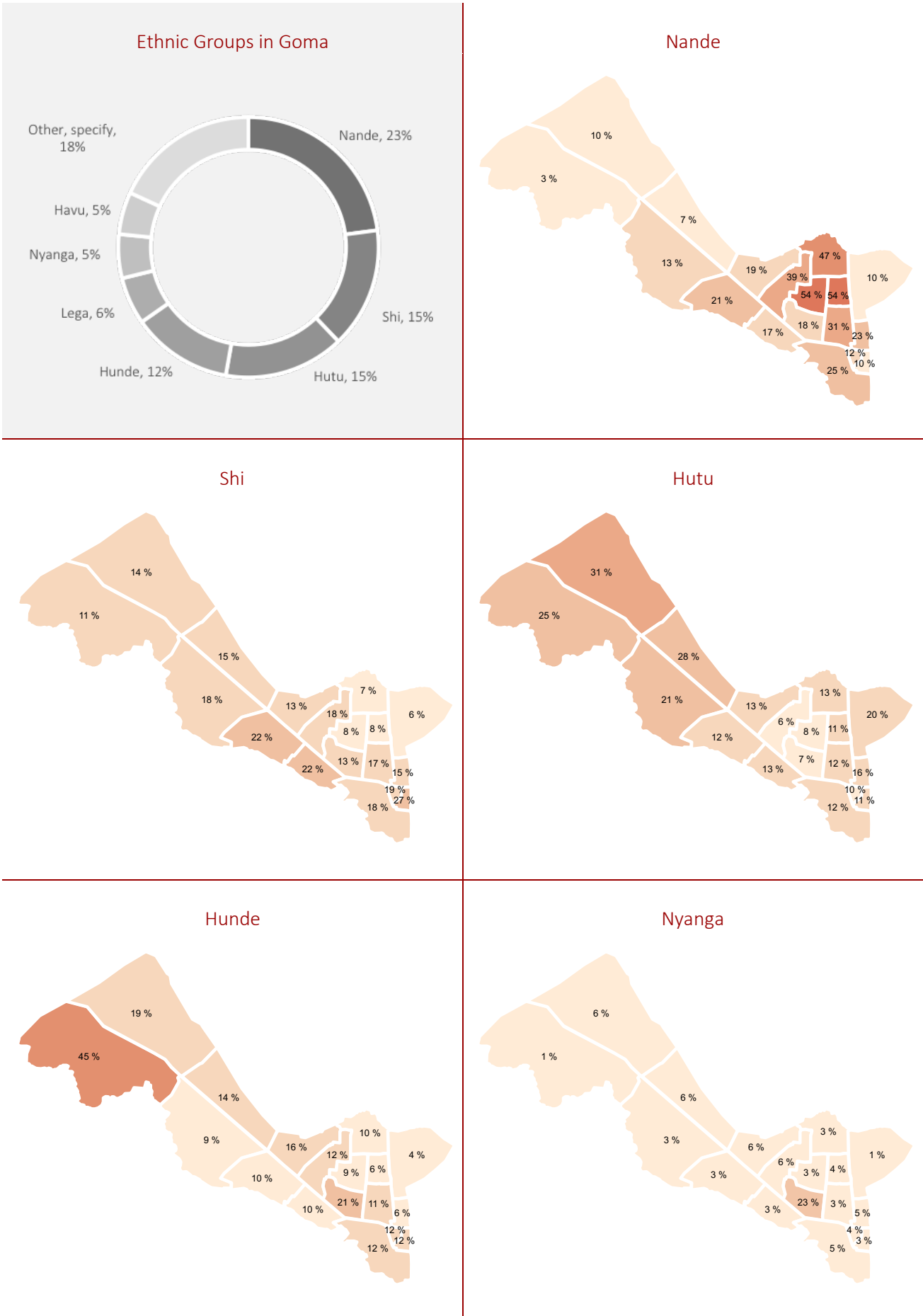
As mentioned earlier, Goma is a site of confluence where one can find individuals with a variety of backgrounds and coming from different regions. It is thus unsurprising that the city hosts a high level of ethnic diversity. A total of seven ethnic groups account for more than 80% of the population: Nande (23%), Shi (15%), Hunde (12%), Lega (6%), Nyanga (5%) and Havu (5%). Although these groups are spread out across all quarters and it is rare to find a quartier where more than half of the population belongs to the same ethnic group, there are some discernable patterns of ethnicity-based settlement. The most significant example detected during this survey (noting that ethnicity was self-reported by respondents), is the Nande population in the quarters of Mabanga Nord and Virunga. Although Nandes represent 23% of the population of Goma, they make up for 54% of the population of each of these two quarters. This pattern does not necessarily signify a lack of integration but could be the result of people choosing to settle close to their family members and acquaintances.

The general diversity may in fact contribute to the relatively good relations between groups despite a context of deteriorating social cohesion between groups in Eastern DRC. In Goma, 67% of those interviewed consider their relations with other ethnic groups to be good or very good, compared to 69% who judge their relations with members of their own ethnic group to be good or very good. The populations of Katoyi, Katindo and Mabanga Sud cited having good relations less frequently, whether with members of their own ethnic groups or other ethnic groups.

*MAP 6: Perception of relations with people from other ethnic groups (% good – very good) (data from September – October 2017)*



MAP 7: Ethnic diversity and distribution of main groups by quartier (data from September – October 2017)



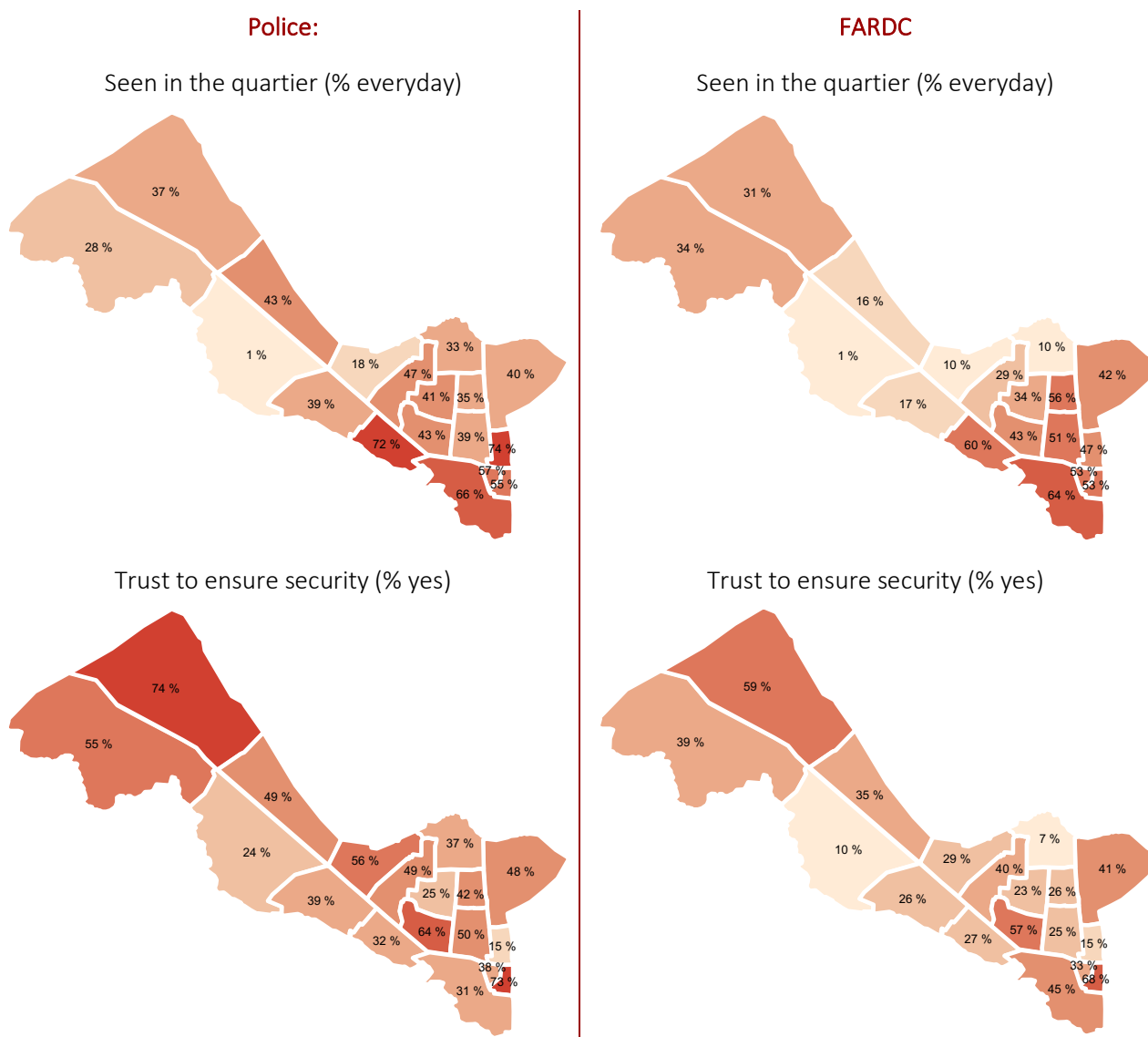
Perceptions of relations with other ethnic groups is similar for men and women and does not vary across different levels of wealth or ethnic groups. Nonetheless, the findings reveal that only 53% of individuals having lived abroad over the last ten years judge their relations within their own ethnic group in a positive manner, compared to 69% for those who have resided in Goma for more than ten years, and 65% for those coming from a different province.



## SECURITY: Contrasting situations between day and night, and little impact by the police and the FARDC

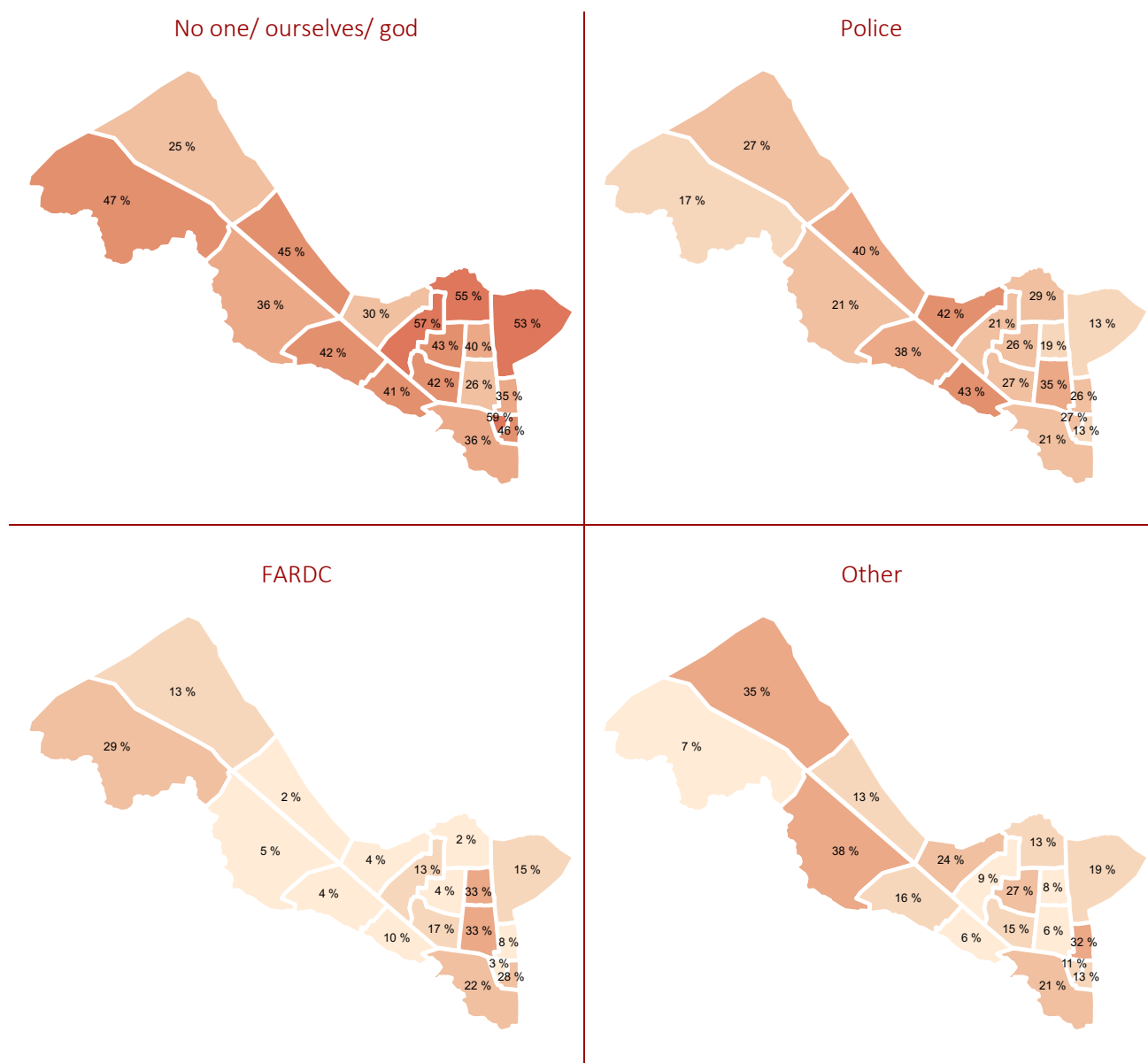
As indicated in the results on governance, inhabitants of the city of Goma are generally dissatisfied with the government's efforts on matters of security, be it the national government, provincial government or city administration. Efforts of security actors are however judged positively with greater frequency: 45% of those interviewed in Goma report that they trust the police to ensure security in their neighborhood, and 32% trust the FARDC to ensure their security. Trust in security actors varied across quartiers as illustrated in the maps below. In practice however, only 7% of the city's population considers that the police make an important contribution to their security. It should also be noted that only 2% of the population cited the lack of police presence as a source of insecurity compared to 14% who reported the presence of policemen as a source of insecurity.

*Figure 7: Contact and trust in the police and FARDC (data from September and October 2017)*



When asked, in general terms, who is primarily responsible for security in the neighbourhood, persons interviewed identified the most important actors as being themselves, no one or God (41%), the police (28%), the FARDC (12%) and other actors (19%). Security actors were rarely mentioned, especially in quarters situated on the outskirts of the city such as Lac Vert and Mugunga, in spite of the population reporting a stronger police presence than in other quarters.

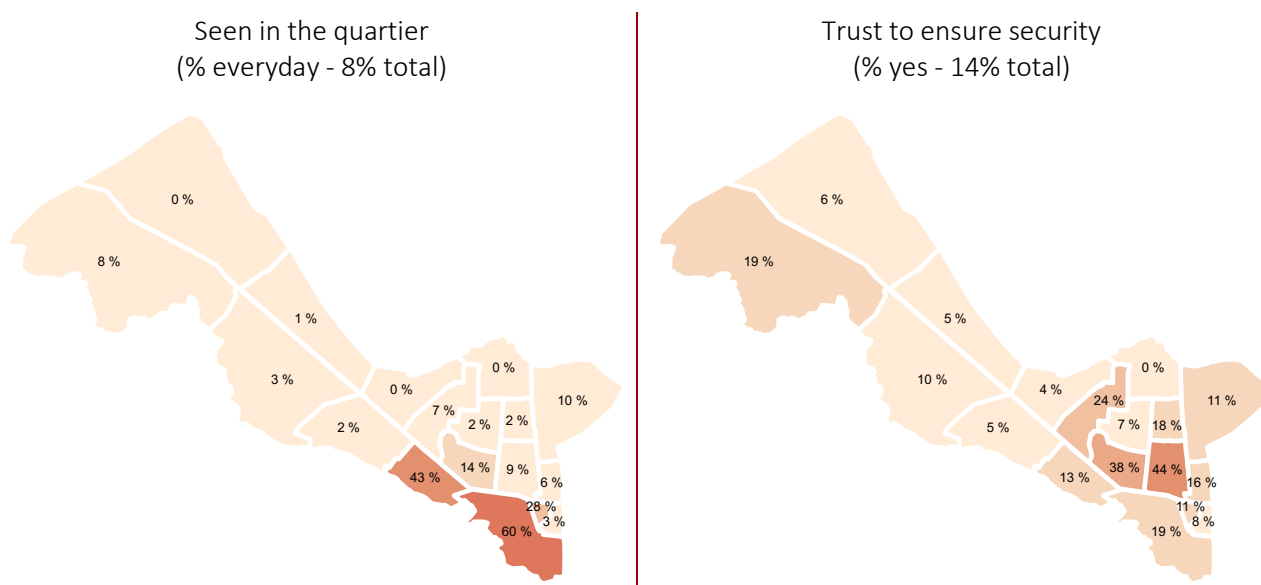
*MAP 8: Who ensures security ? (Data from September – October 2017)*



In the context of Goma, MONUSCO's direct contribution to security is rarely judged in a positive light. Less than 1% of those interviewed cited MONUSCO as a primary provider of security in their neighborhood. This is not surprising considering that ensuring the day to day safety of the population is not part of MONUSCO's mandate. Nonetheless, it should also be noted that less than 8% of the population reported seeing MONUSCO on a daily basis in their respective neighborhoods, compared to 37% who see the police every day, and 31% for the FARDC. MONUSCO's lack of visibility to the population could be part of the reason why only 14% of respondents reported that they trust MONUSCO to ensure security in their neighborhood, compared to 45% who trust the

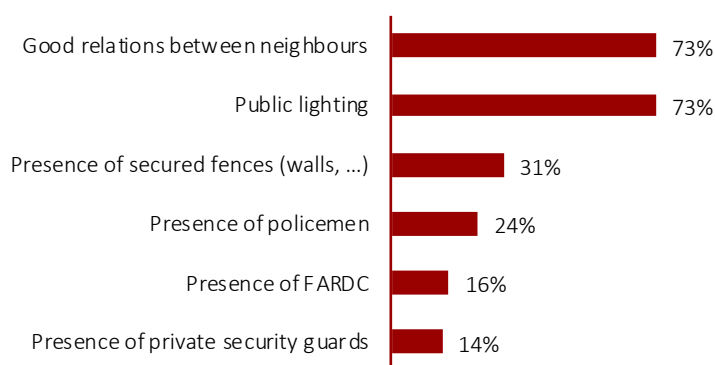
police and 31% who trust the FARDC. That said, even in those quartiers where MONUSCO's presence is more important, trust levels remain low.

*MAP 9: Contact and trust MONUSCO*



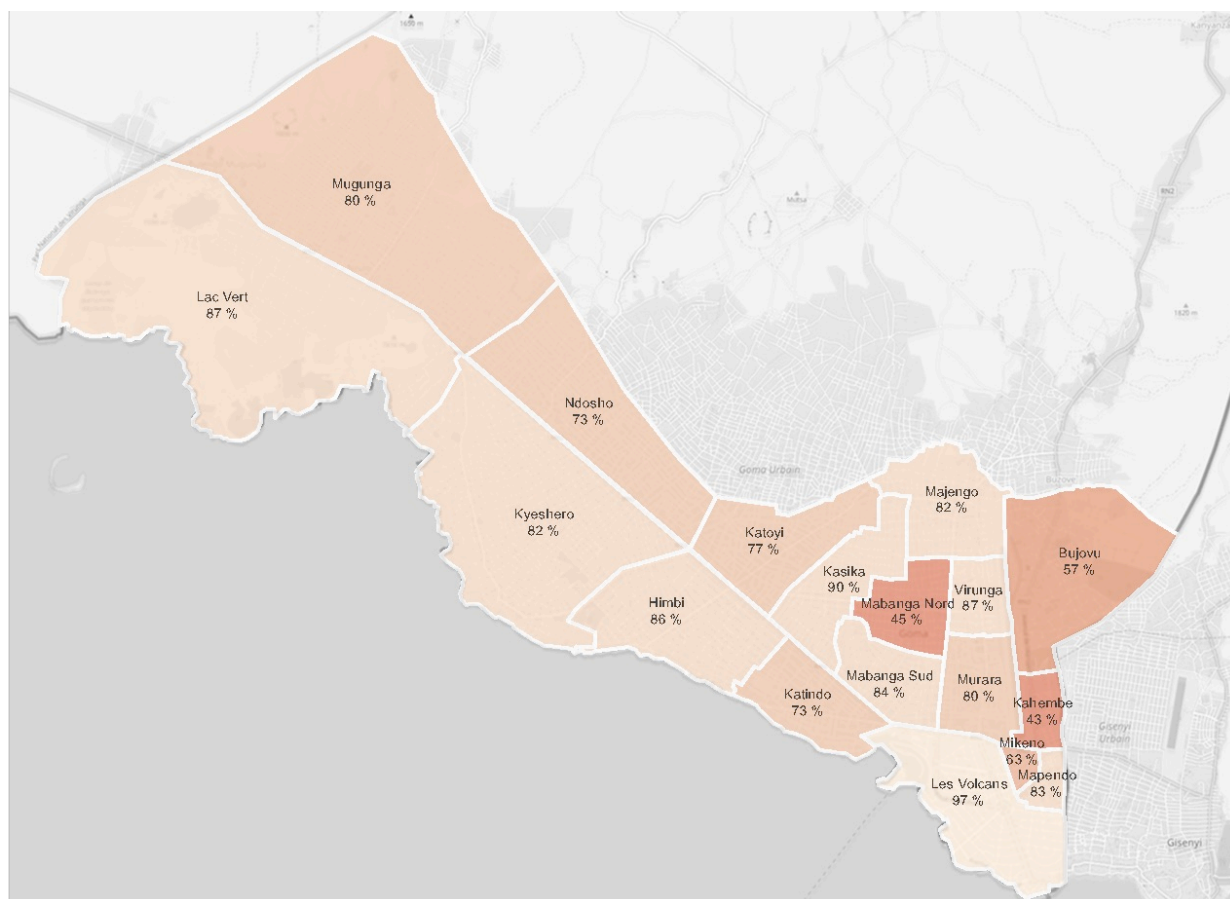
The fact that the police, FARDC, and MONUSCO are rarely acknowledged for ensuring security is reflected in factors cited as important to the population's security: only 10% of those interviewed cited the presence of the police as important to the quartier's security, compared to 73% citing good relations with neighbors, and the same percentage (73%) citing public lighting as important to their security. These findings further support the assertion that Goma's inhabitants need to rely on themselves rather than on security forces for security.

*Figure 8: Factors that are important for security in the quartier (% very – extremely important) (data from September – October 2017)*

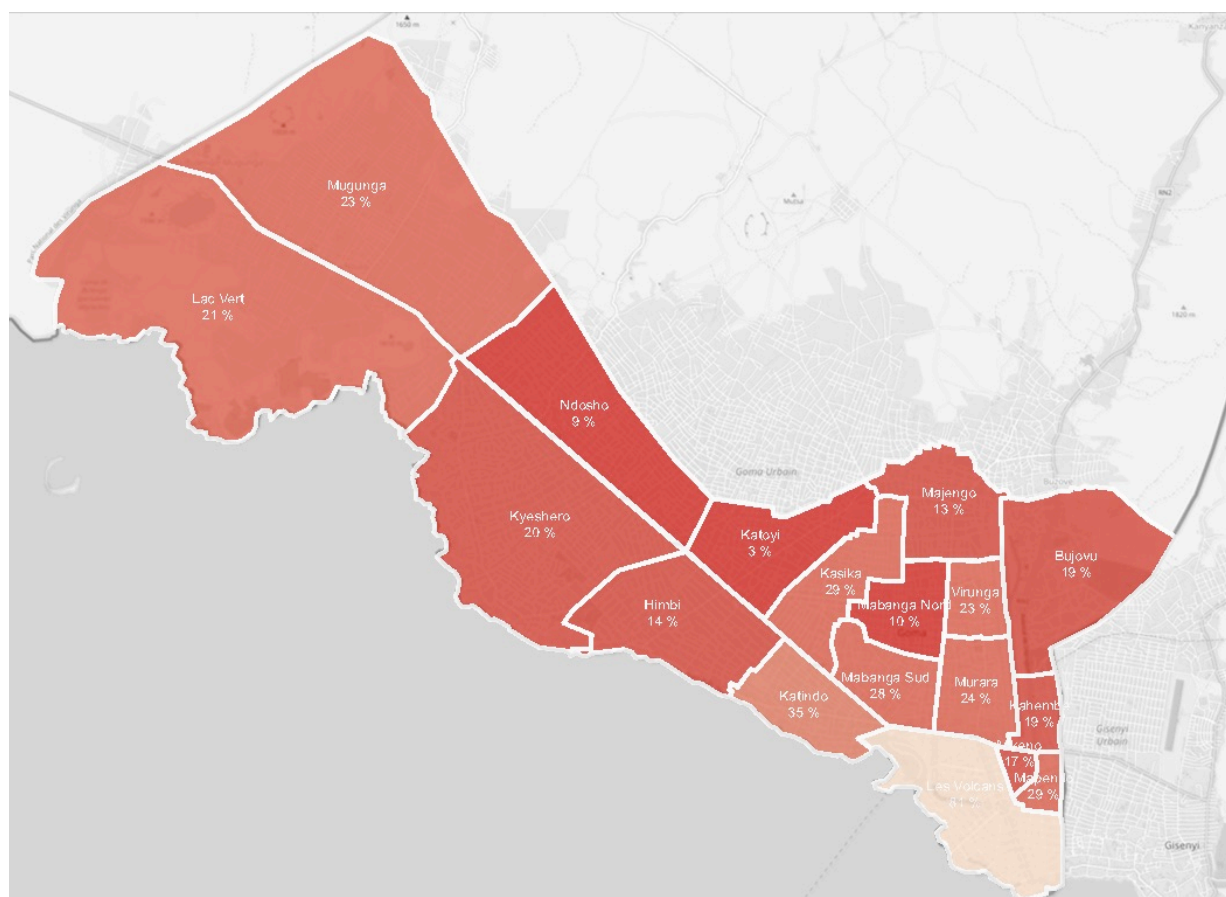


Finally, it can be observed that the presence and interventions of security forces influence people's sense of personal safety in complex ways. The principal causes of insecurity, as reported by poll respondents are bandits (36%), the fear of being robbed (19%) and economic insecurity (13%). Residents of Goma generally feel safe during the day. On average, 77% of the population said that they feel safe or very safe to conduct their daily activities. This percentage is slightly higher in the commune of Goma than in Karisimbi. However, at night, a significant majority of the population feel unsafe.

MAP 10: Feeling of safety – daily activities (% safe) (data from September -October 2017)



MAP 11: Feeling of safety – walking alone at night (% safe) ( data from September – October 2017)

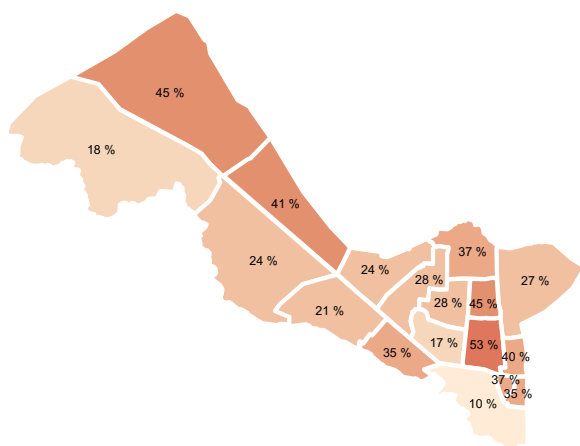


## JUSTICE: The ‘Chefs de quartiers’ are key actors in conflict resolution and for addressing crimes.

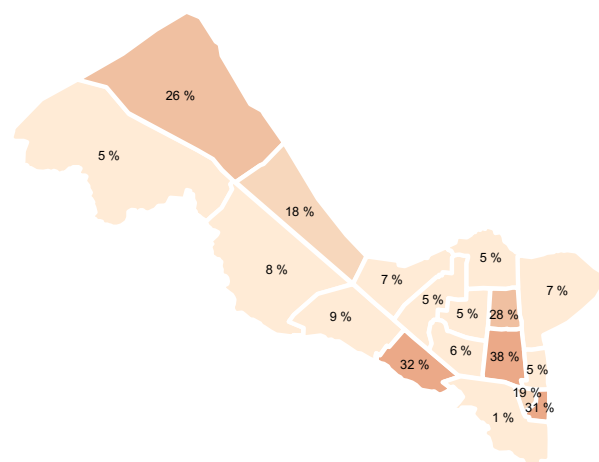
Almost one out of three persons in the city has been robbed or experienced a theft during the twelve months prior to the survey. More than one in ten respondents also reported having been the victim of physical violence without arms (14%) or with arms (12%). The incidence of physical violence does not vary across communes but robberies are reported more frequently by those living in the commune of Karisimbi. At the quartier level, the incidence of robberies is highest in the quartiers of Murara (53%), Virunga (45%), Mugunga (45%) and Ndosho (41%). Physical violence is more frequent in Murara (38%), Katindo (32%), Mapendo (31%) and Virunga (28%). Although the presence of bandits is a key cause of people’s sense of insecurity, quartiers where more people report feeling unsafe are not the same ones where the level of crime is highest. It is thus possible that the level of crime do not reflect the reality of a quartier’s level of safety and that other factors such as the lack of lighting play an important role in people’s perception of security but not necessarily in the crime rate.

*MAP 12: Incidence of robberies/thefts and physical violence (1 year) ( data from September – October 2017)*

Thefts/ robberies (incidence over the past year)



Physical violence without arms (incidence over the past year)



With a view to better understanding the relationship between the population and public institutions, especially with regards to justice following such crimes, the poll included a series of questions to explore which actors the population looks to when faced with conflicts, including land conflicts, conflicts related to money and after having been the victim of a robbery or a theft. Survey findings highlight the importance of local authorities and of the quartier chiefs: in all cases, these are the actors cited most frequently by the population. The formal justice sector, including the police are also cited with relative frequency but never as often as are local authorities. Moreover, only 3% of those interviewed reported having a high level of trust in the formal justice system, and only 4% trust the military justice system. People report having recourse to the formal justice system more frequently in cases of money disputes or following a theft or robbery. Geographically, people living in the central parts of the city – in the quartiers of Katindo, les Volcans, Mabanga Sud and Murara – tend to report to the formal justice system more frequently. This is partly due to the fact that their access to such actors is better and a higher socio-economic status which could encourage having recourse to formal justice mechanisms.

Figure 9: Actors consulted for different types of conflicts (data from September – October 2017)

