

# Voices from Congo

Report 11 – September 2017

## Peacebuilding and Reconstruction Polls

(July 2017 data)

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## About the poll

This poll is the eleventh 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 6,207 face-to-face interviews conducted in July 2017 with randomly selected adults across eastern DRC. Additional interviews were conducted in five priority zones: 1 - South Irumu (n=499); 2 - Kitchanga (n=802); 3 - Ruzizi (n= 424); 4 - Kalehe (n=445); 5 - Mambasa (n=460).

North Kivu	
Territoire/town	Sample
City of Goma	309
City of Beni	300
City of Butembo	301
Beni	227
Lubero	223
Masisi	215
Nyiragongo	222
Rutshuru	216
Walikale	218
TOTAL	2,231

South Kivu	
Territoire/town	Sample
City of Bukavu	325
Fizi	216
Idjwi	218
Kabare	221
Kalehe	226
Mwenga	224
Shabunda	222
City of Uvira	306
Uvira	222
Walungu	229
TOTAL	2,409

Ituri	
Territoire/town	Sample
City of Bunia	378
Aru	262
Djugu	224
Irumu	228
Mahagi	246
Mambasa	229
City of Bunia	378
Aru	262
TOTAL	1,567

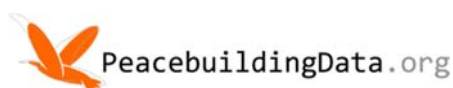
TOTAL EASTERN DRC	6,207
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(Error margin of  $\pm 5$  percentage points at the 95% confidence level).

## Publications:

- 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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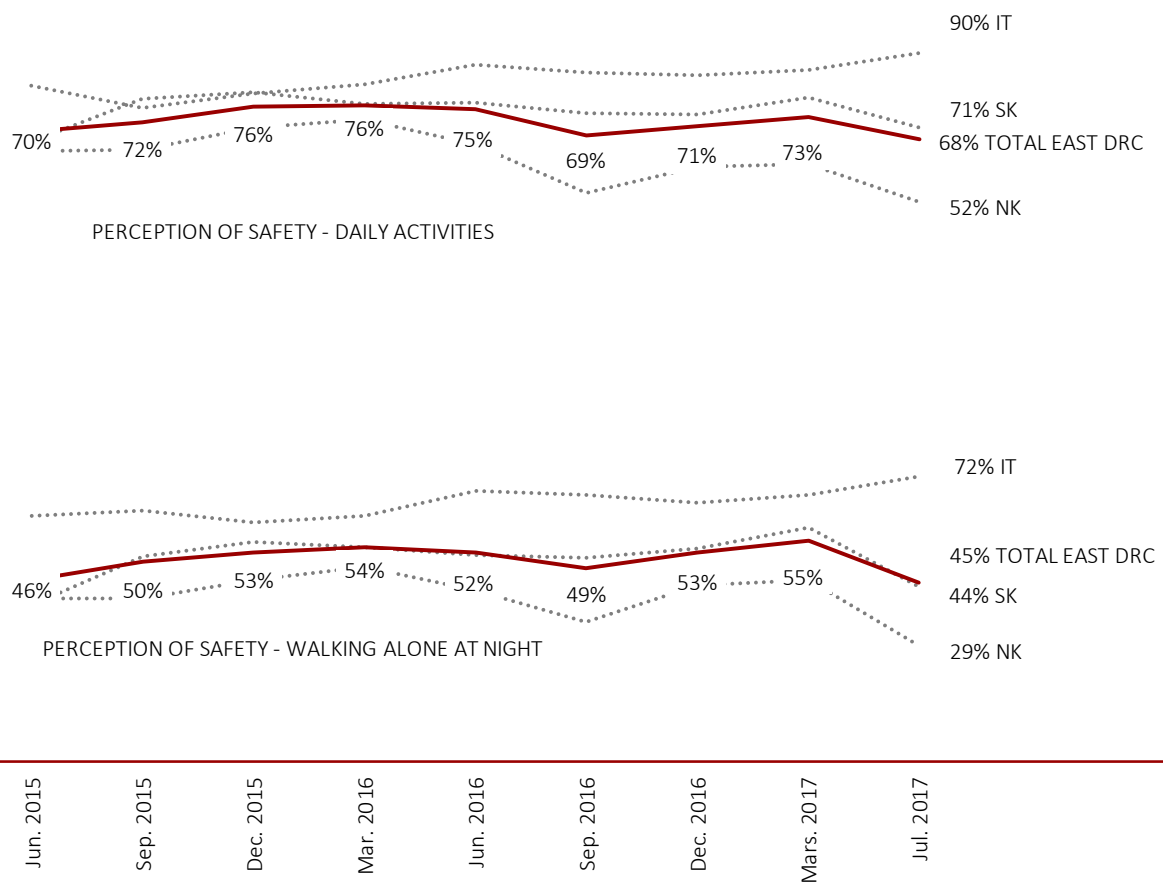
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# SECURITY: The perception of safety is at its lowest level in two years

Monitoring people’s perception of security and security actors has been a core component of the peacebuilding and reconstruction polls since the inception of the project. This 11<sup>th</sup> report provides a detailed reporting on trends and current perceptions related to security.

As of July 2017, the sense of security among respondents in eastern DRC is at its lowest since June 2015, both considering the sense of security in daily activities and the sense of security walking alone at night. Overall, 45% of respondents reported feeling safe or very safe walking at night in their neighbourhood or village in July 2017. Results at the provincial level show that the sense of security is lowest in North Kivu, where it has hit an all-time low since the beginning of the polls (52% safe - very safe in their daily activities; 29% walking alone at night). In Ituri, the perception of safety has steadily improved over time. In July 2015, 72% of respondents felt safe or very safe walking alone at night, compared to 62% in June 2015. In South Kivu, the perception of safety has been relatively stable over time when aggregated at the provincial level.

*Figure 1: Perception of safety over time, Eastern DRC  
(% safe – very safe)*



Disaggregating further at the level of territoires shows important variations within provinces. In the territoire of Lubero in North Kivu, only 27% of the population reported feeling safe or very safe whilst conducting their daily activities. This figure represents a 35% drop since December 2016. Other territoires and cities in the 'Grand Nord' of North Kivu displayed a similar downward trend over the past year, notably in Butembo (46% reporting feeling safe or very safe whilst conducting daily activities in July 2017) and Beni territoire (51%). In Beni Town, the trend in perception of safety in daily activities has been stable but consistently low ranging from 28% to 39% over the past year.

In the remaining territoires of North Kivu, the so called 'Petit Nord', the trend has been somewhat stable in Rutshuru, where less than half the respondents report feeling safe or very safe in their daily activities (47%). The perception of safety was also stable in Walikale (88%) and Nyiragongo (73%). In Goma and Masisi, the perception of safety during the day has traditionally been both relatively high and stable over time with over 80% of the population reporting feeling safe whilst conducting daily activities since June 2015. In South Kivu, the territoires of Fizi, Kabare and Kalehe, as well as the city of Bukavu have been the most impacted by the downward trend in people's perception of security.

In Ituri, the perception of safety has improved in all locations, except considering the perception of safety walking alone at night in the provincial capital of Bunia: only 25% of respondents felt safe walking at night in July 2017, compared to 43% in March 2017. It is possible that as Bunia becomes increasingly urbanized, criminal activity rather than politically or ideologically motivated violence will affect people's perception of safety.

Figure 2: Perception of safety in daily activities by territoire  
(% safe – very safe)

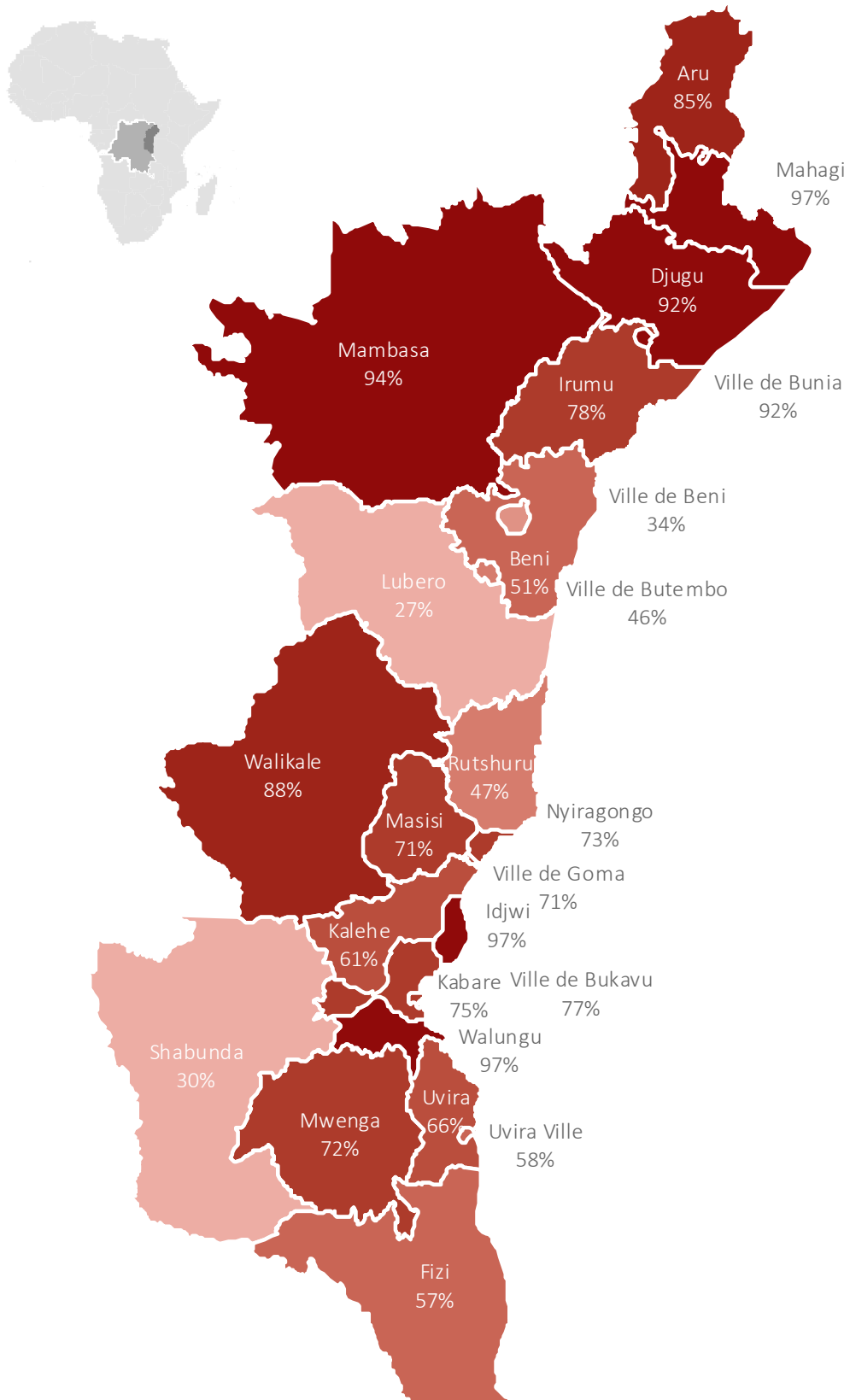
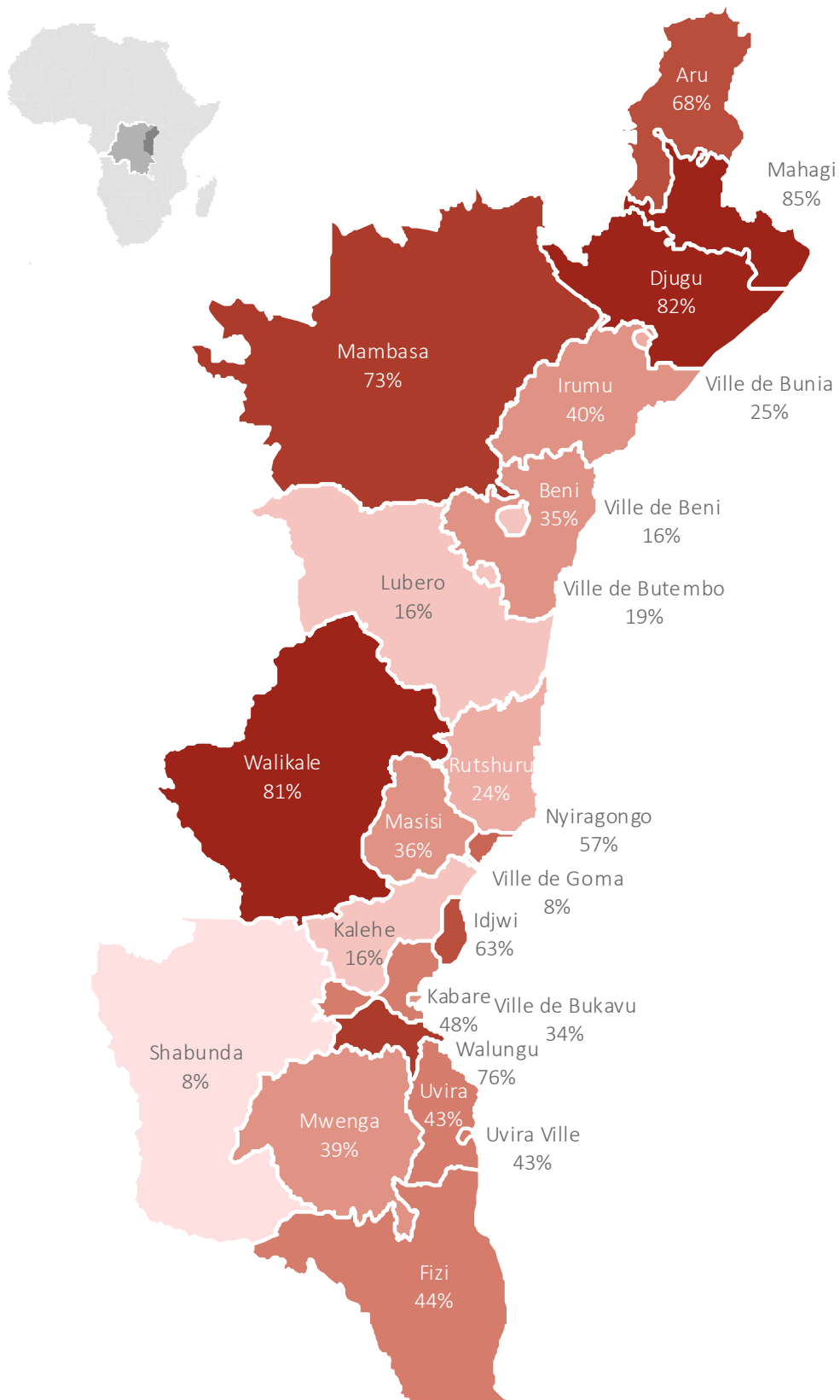


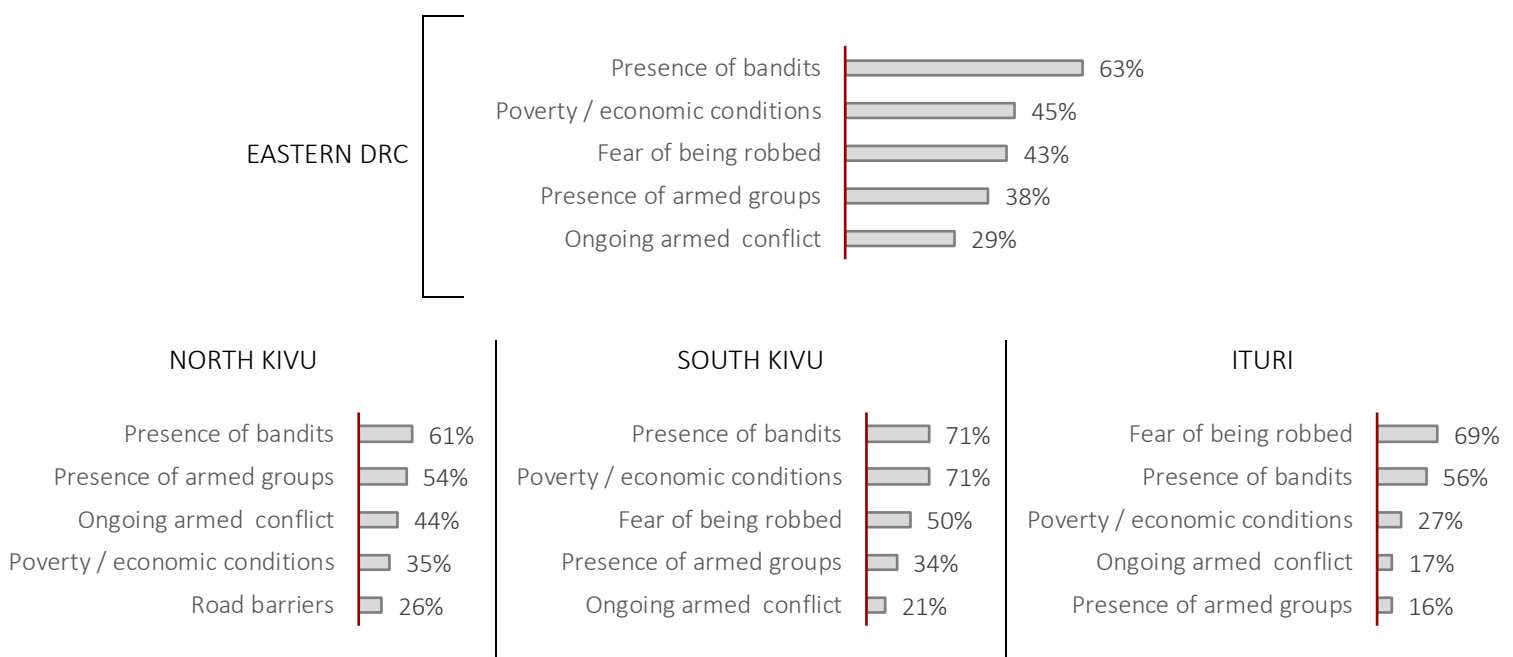
Figure 3: Perception of safety walking alone at night by territoire  
(% safe – very safe)



## SECURITY: Crimes, the presence of armed groups, and poverty are the leading causes of insecurity

Poll 11 explored what, if any, respondents perceive as the causes of insecurity. The question was open-ended (no responses suggested) and multiple responses were recorded. While respondents offered a range of answers, the five most common answers were related to the presence of bandits (63%) and the fear of being robbed (43%), the presence of armed groups (38%) and ongoing armed conflicts (29%) as well as poverty and poor economic conditions (45%). The analysis at the provincial level identifies roughly the same main sources of insecurity but their relative importance varies. The presence of bandits was the most frequently cited cause of insecurity across provinces (61% in North Kivu, 71% in South Kivu) except in Ituri where it was the second most cited causes of insecurity (56%) behind the fear of being robbed (69%). In North Kivu, a larger percentage of respondents mentioned the presence of armed groups (54%) and ongoing armed conflict (44%), compared to respondents in South Kivu (34% and 21%, respectively), and Ituri (16% and 17%, respectively.) In South Kivu, poverty and poor economic conditions were more frequently mentioned than elsewhere (71% v. 35% in North Kivu, and 27% in Ituri). This is not to say that poverty is not an issue in these other provinces, but rather suggests that other sources of insecurity are perceived as more significant.

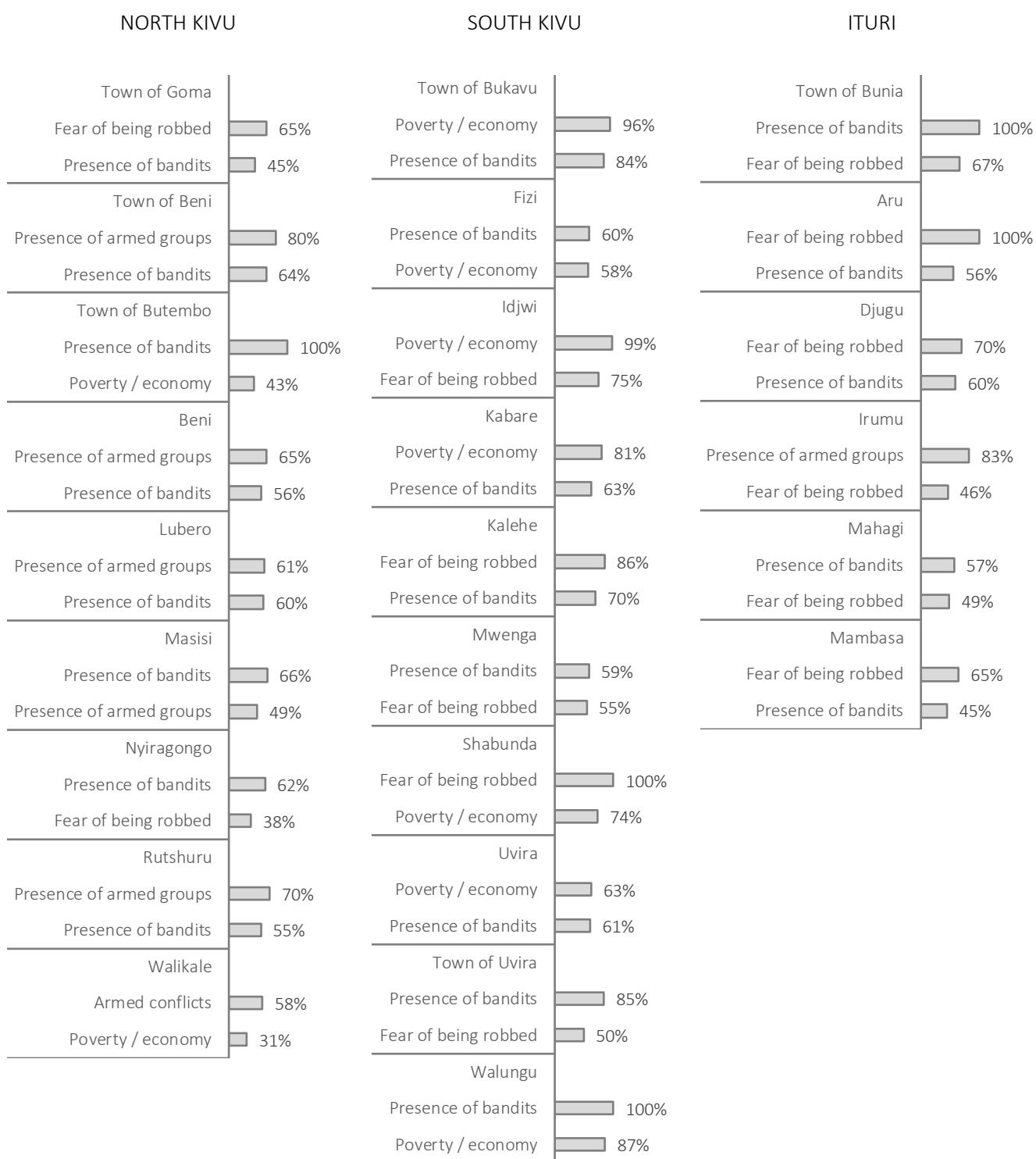
Figure 4: Perceived leading causes of insecurity by province (top 5 causes, % of respondents)



Data from July 2017

The causes of insecurity vary more importantly when looking at territoires. Generally, respondents in urban areas identify criminality – including the presence of bandits and the fear of being robbed – more frequently than respondents in rural areas. The presence of armed groups was most frequently mentioned as a leading cause of insecurity in the town of Beni and the territoires of Beni and Lubero in North Kivu, and the territoire of Shabunda in South Kivu.

Figure 5: Leading causes of insecurity by territoire (top 2 responses, % of respondents)

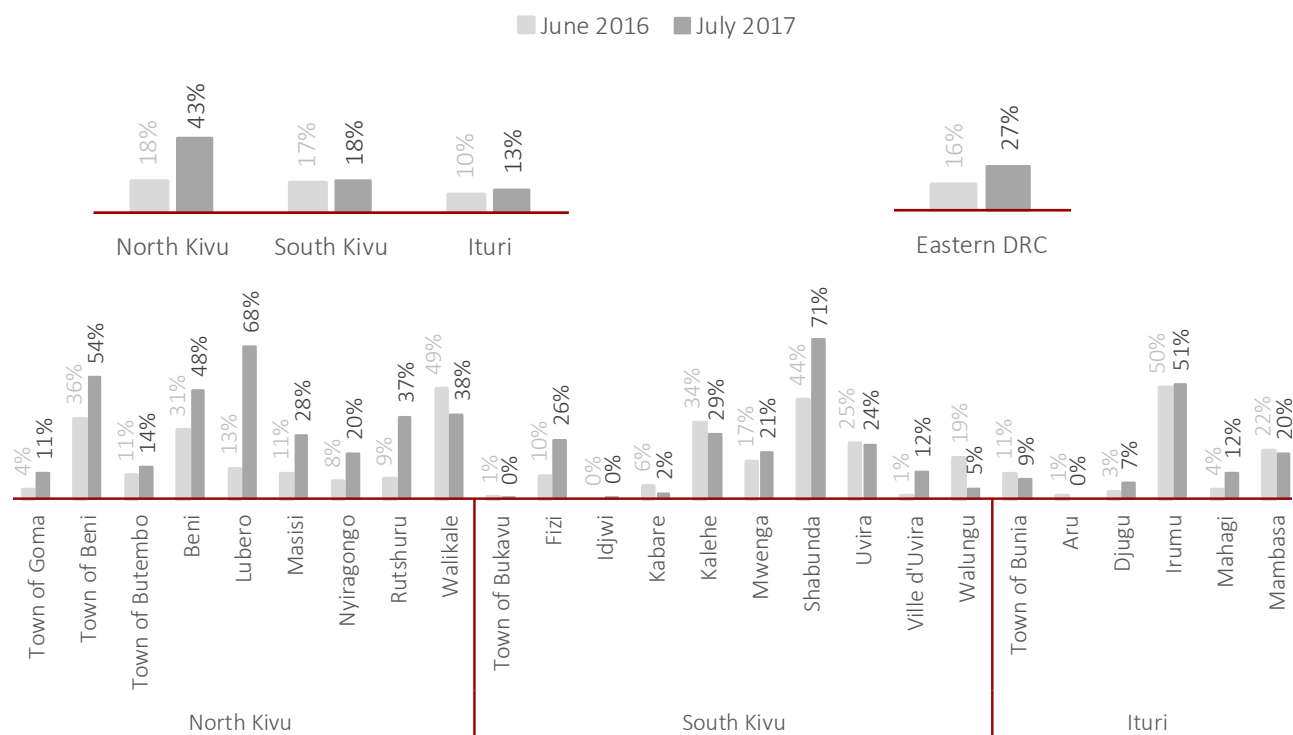


Data from July 2017



The above results discuss respondents' perceived causes of insecurity, considering multiple answers. Respondents, however, were also asked to specify the **single most important cause of insecurity**. Because of its relevance for peacekeeping and peacebuilding, we focus on responses related to the presence of armed groups and ongoing armed conflicts. The presence of armed groups was identified by 16% of respondents. The presence of armed groups combined with ongoing armed conflicts was mentioned by a total of 27% of respondents.

*Figure 6: Change over time in respondents identifying armed groups or ongoing armed conflict as their single main cause of insecurity (% of respondents)*



Data from July 2017

Over time, the percentage of respondents identifying the presence of armed group or ongoing armed conflicts as the main cause of insecurity as grown from 16% in June 2016 to 27% in July 2017. The increase was most important in north Kivu (18% to 43%). In this province, most territoires saw an increase in the percentage of respondents identifying the presence of armed groups or ongoing armed conflicts as the main cause of insecurity. The increase was most important in Lubero (13% to 68%), Rutshuru (9% to 37%), the town of Beni (36% to 54%), and the territories of Beni (31% to 48%) and Masisi (11% to 28%). In South Kivu, percentage of respondents identifying the presence of armed groups or ongoing armed conflicts as the main cause of insecurity increased most importantly in Shabunda (71% in July 2017 v. 44% in June 2016). In Ituri, the percentage of respondents identifying the presence of armed groups or ongoing armed conflicts as the main cause of insecurity was stable in all territoires and was highest in Irumu (51% in July 2017).

Figure 7: Armed groups and ongoing armed conflict as the main source of insecurity (% of respondents)

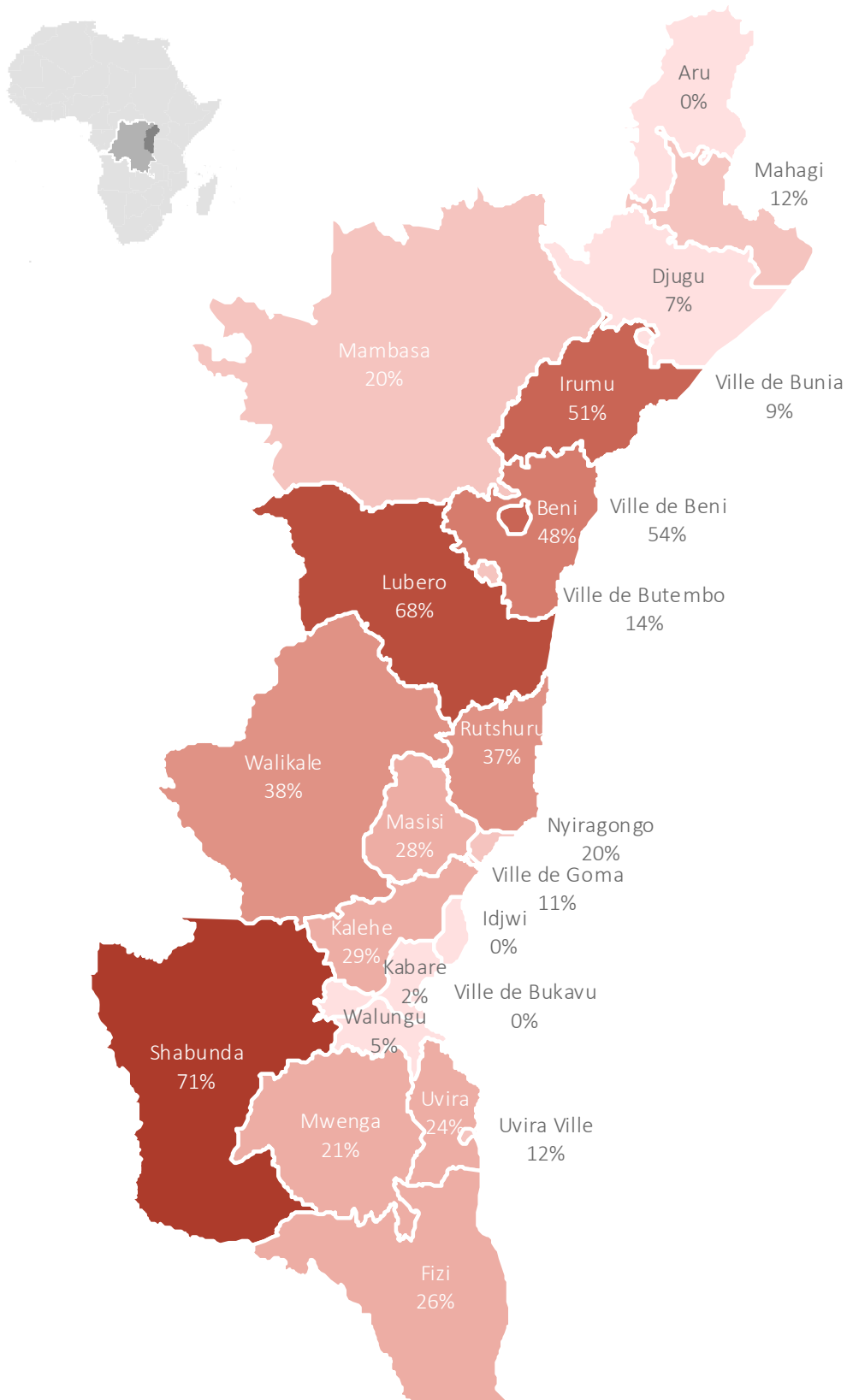
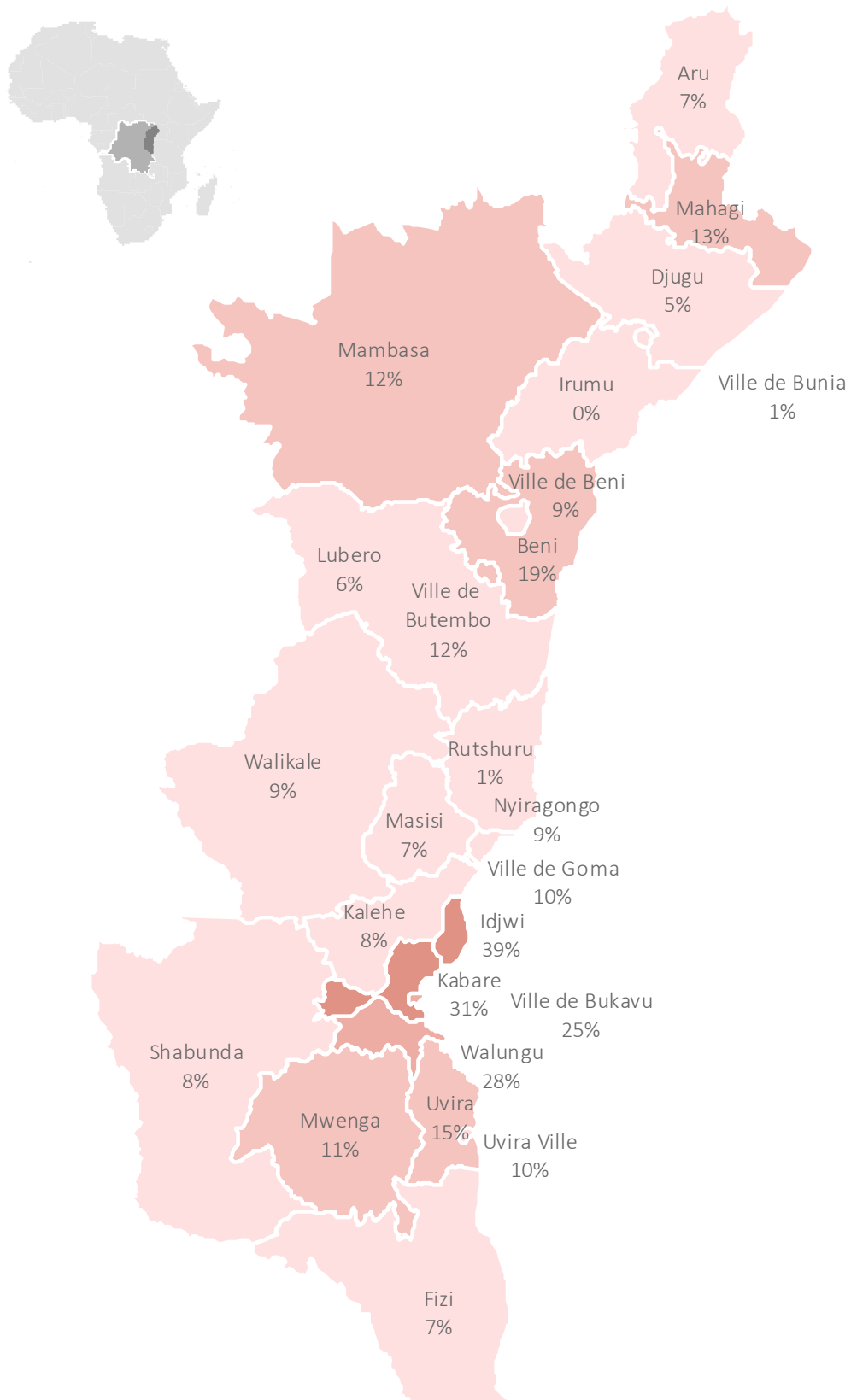


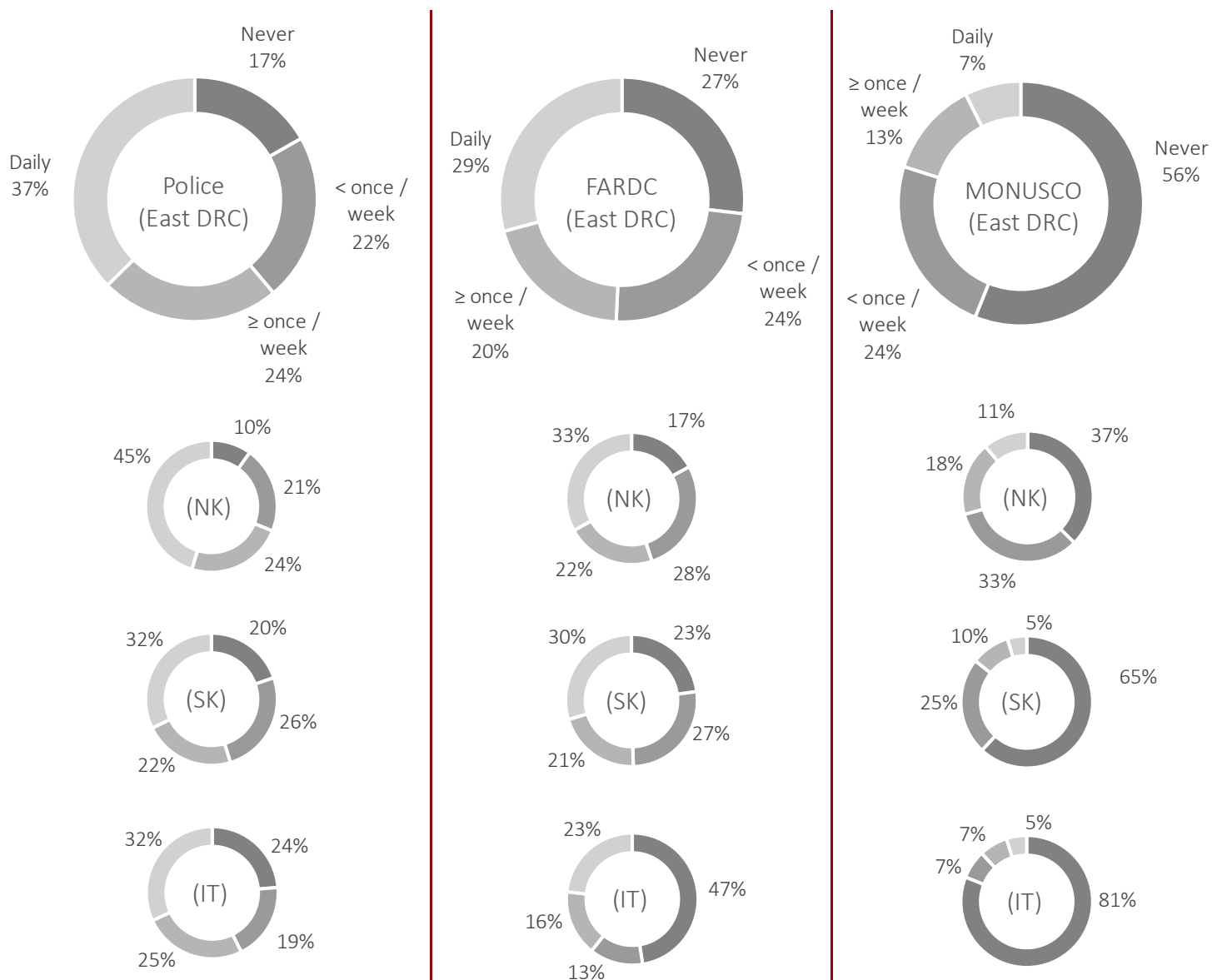
Figure 8: Poverty and economic conditions as the main source of insecurity (% of respondents)



## SECURITY ACTORS: Lack of visibility

The sense of security may not reflect the real level of risk. Individuals may feel unsafe if they lack the physical presence of security actors. The survey assessed how often respondents see the police FARDC and MONUSCO in their village or neighbourhood. The Congolese national police are the most frequently seen actors, with 37% seeing police daily and 24% seeing police at least once a week. In comparison, 29% see the FARDC daily and just 7% see MONUSCO forces daily. This may reflect the fact that MONUSCO is not, nor is it intended to be, a primary security provider in the country and is not present throughout eastern Congo. Indeed, as many as 56% never see MONUSCO, compared to 27% who never see FARDC and 17% who never see the police.

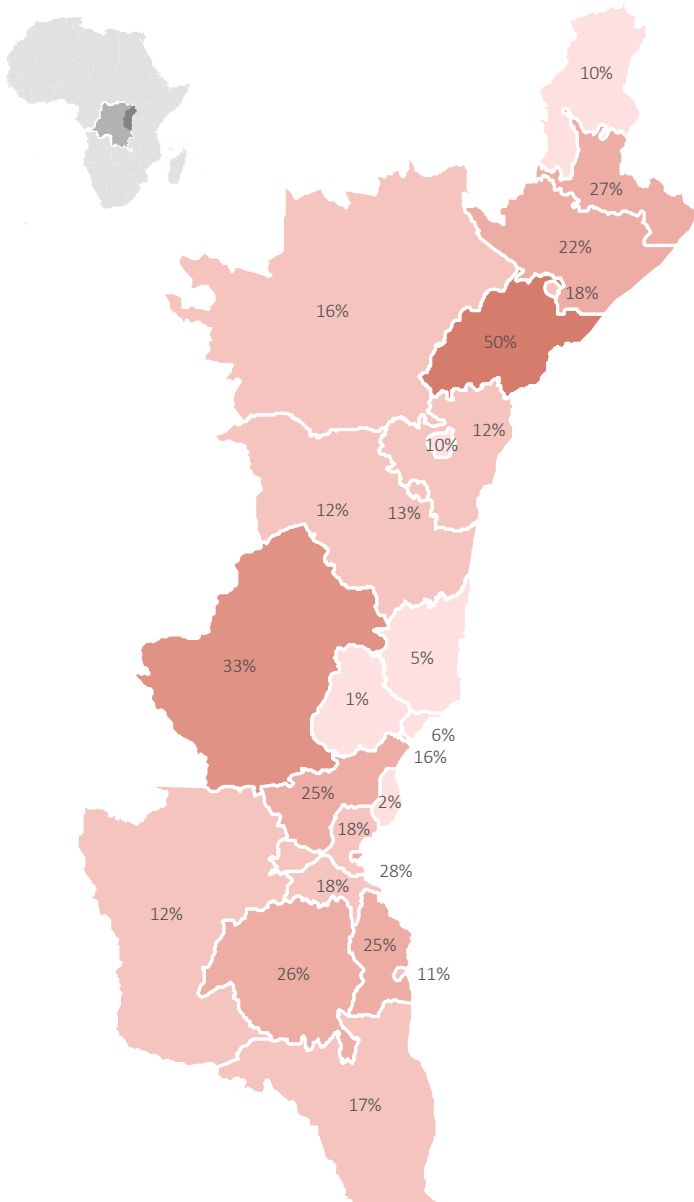
Figure 9: Frequency of presence of security actors in village / neighborhood (% of respondents)



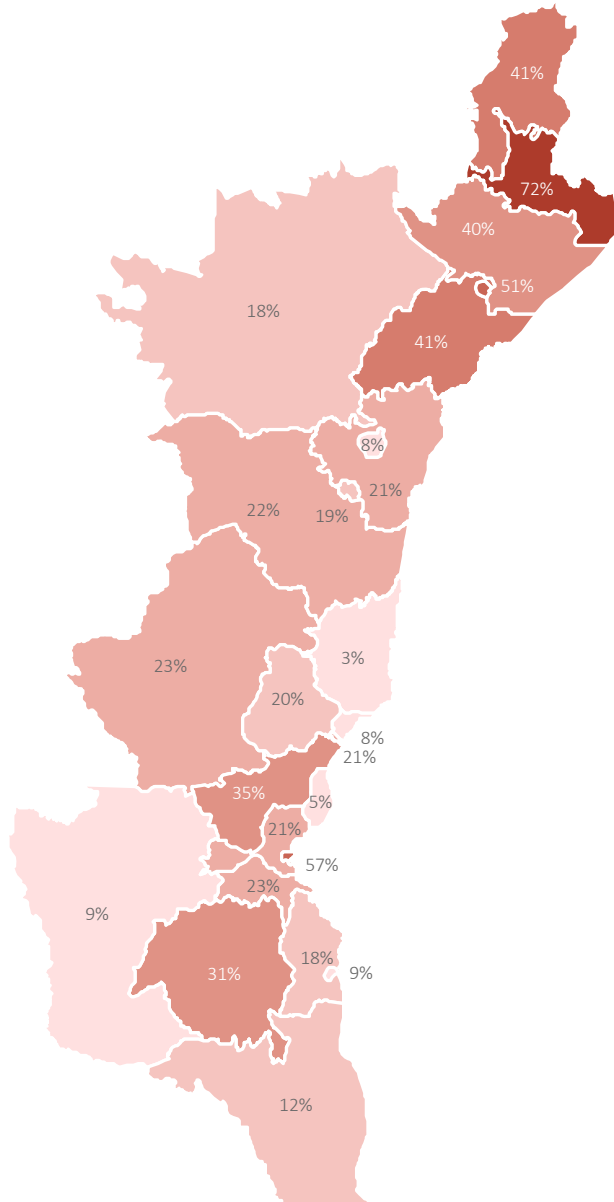
Data from July 2017

Figure 10: Presence of actors (% reporting never seeing actor) by territoire

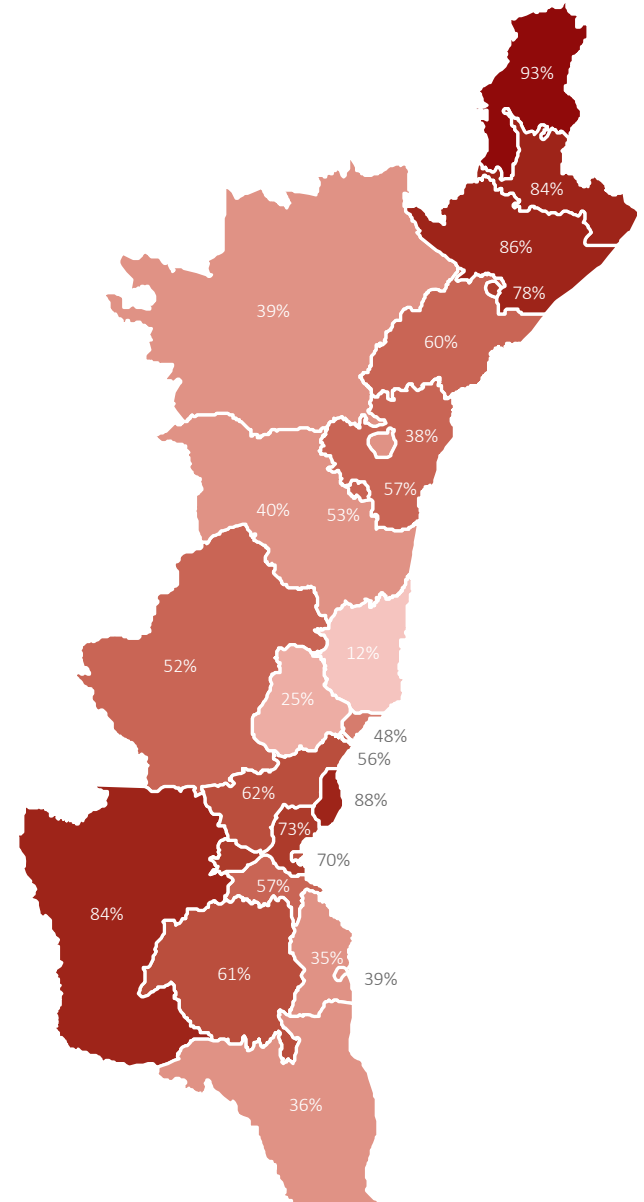
Presence of police (% never)



Presence of FARDC (% never)



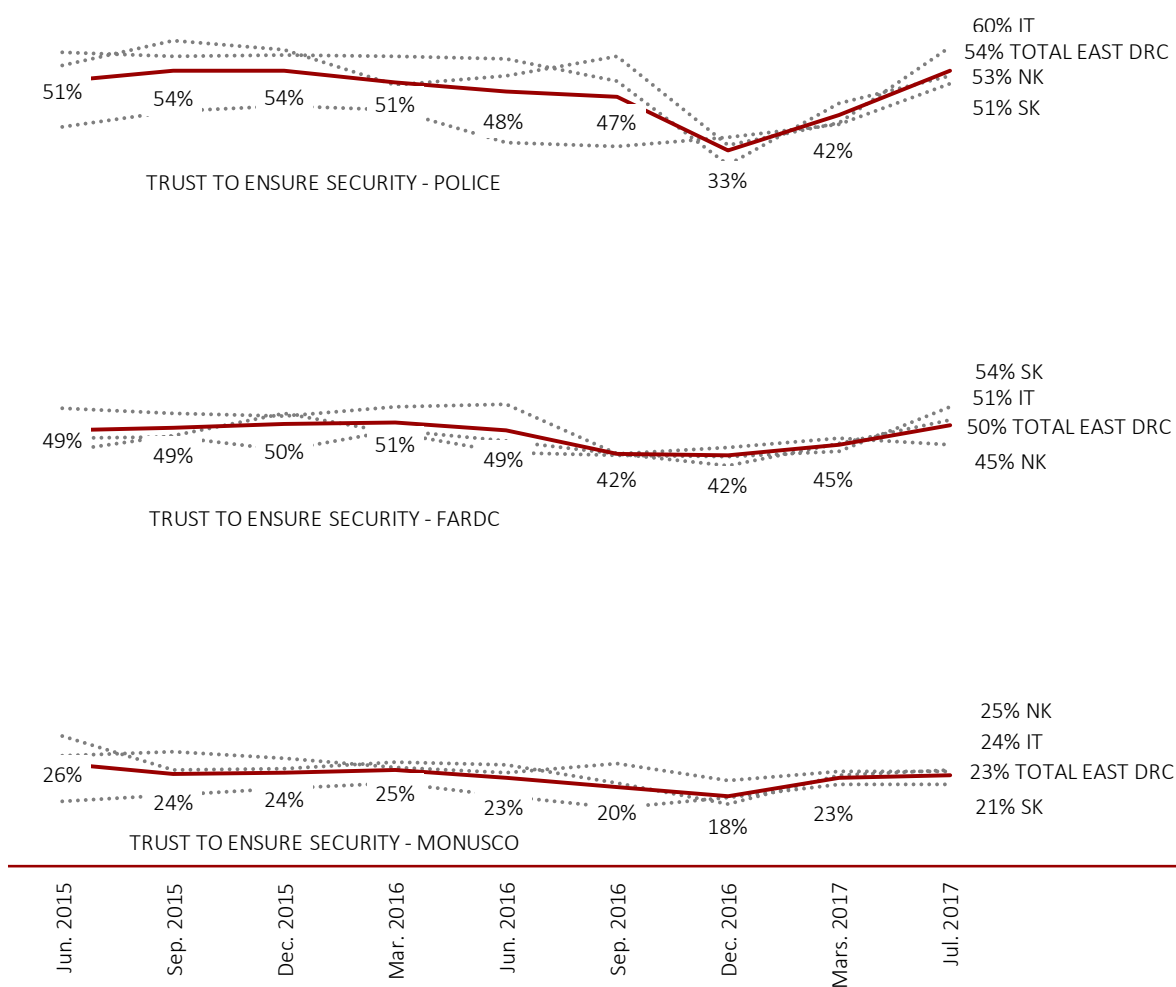
Presence of MONUSCO (% never)



## SECURITY: Gaining trust

Since the inception of the project, the polling instruments included questions to measure trust in selected actors to ensure security: the Congolese national police (Police Nationale Congolaise - PNC), the Congolese army (Forces Armees de la Republique Democratique du Congo – FARDC) and the United Nations peacekeeping mission (Mission de l'Organisation des Nations Unies pour la Stabilisation en République Démocratique du Congo – MONUSCO). As of July 2017, 54% of respondents trusted the police to ensure security, compared to 50% trusting the FARDC and 23% trusting MONUSCO. Results show that the percentage of respondents trusting these actors has decreased between June 2015 and December 2016. More recently, however, the percentage of respondents trusting security actors has increased for all three actors in eastern DRC, especially considering the police and the FARDC. At the provincial level, differences exist, with trust in the FARDC being least frequent in North Kivu, and trust in MONUSCO and the Police being least frequent in South Kivu.

Figure 11: Trust in actors to ensure security (% trusting)



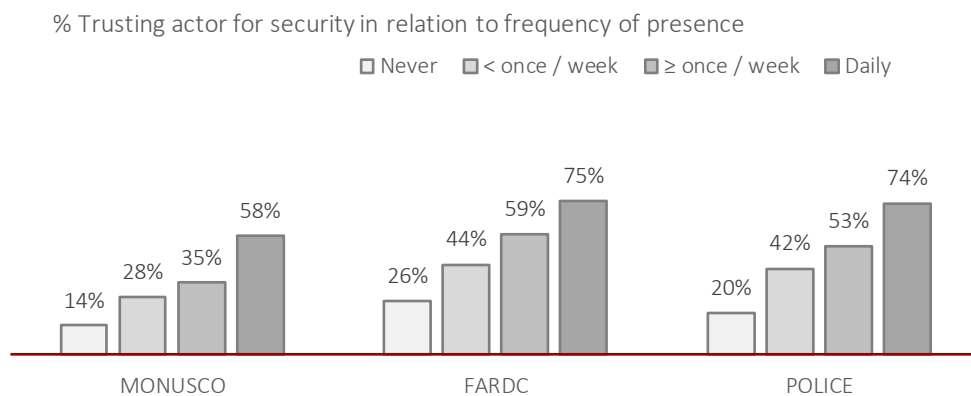
Data from July 2017

At the territoire level, the trend toward more trust in security is consistent across the East. However, three territoires show a decrease in the percentage of people trusting the FARDC: Masisi, Rutshuru and Walikale. In Masisi, only 49% of the population responded that they trust the FARDC to ensure security, compared to 63% in December 2017. It should be noted however, that in the same time period, there has been a significant increase in the percentage of people reporting that they trust the police to ensure security in their neighbourhood. This trend is not observed in Rutshuru and Walikale, where trust in both the police and the FARDC has dropped between March 2017 and July 2017 (Rutshuru : 67% to 39% for the police ; 86% to 54% for FARDC ; Walikale : 65 % to 43% for the Police ; 63% to 52% for the FARDC).

### *Trust and the presence of security actors*

An analysis of the population’s trust in security actors based on the frequency at which they encounter them confirms the hypothesis that people are more likely to trust the security actor when they see them more frequently. With regards to MONUSCO for example, among the people who reported seeing MONUSCO on a daily basis, 58% trust the force to ensure security compared to 14% among those who reported never seeing MONUSCO. This trend also holds true for other security actors as shown in the graph below.

*Figure 12: Trust to ensure security and physical presence*



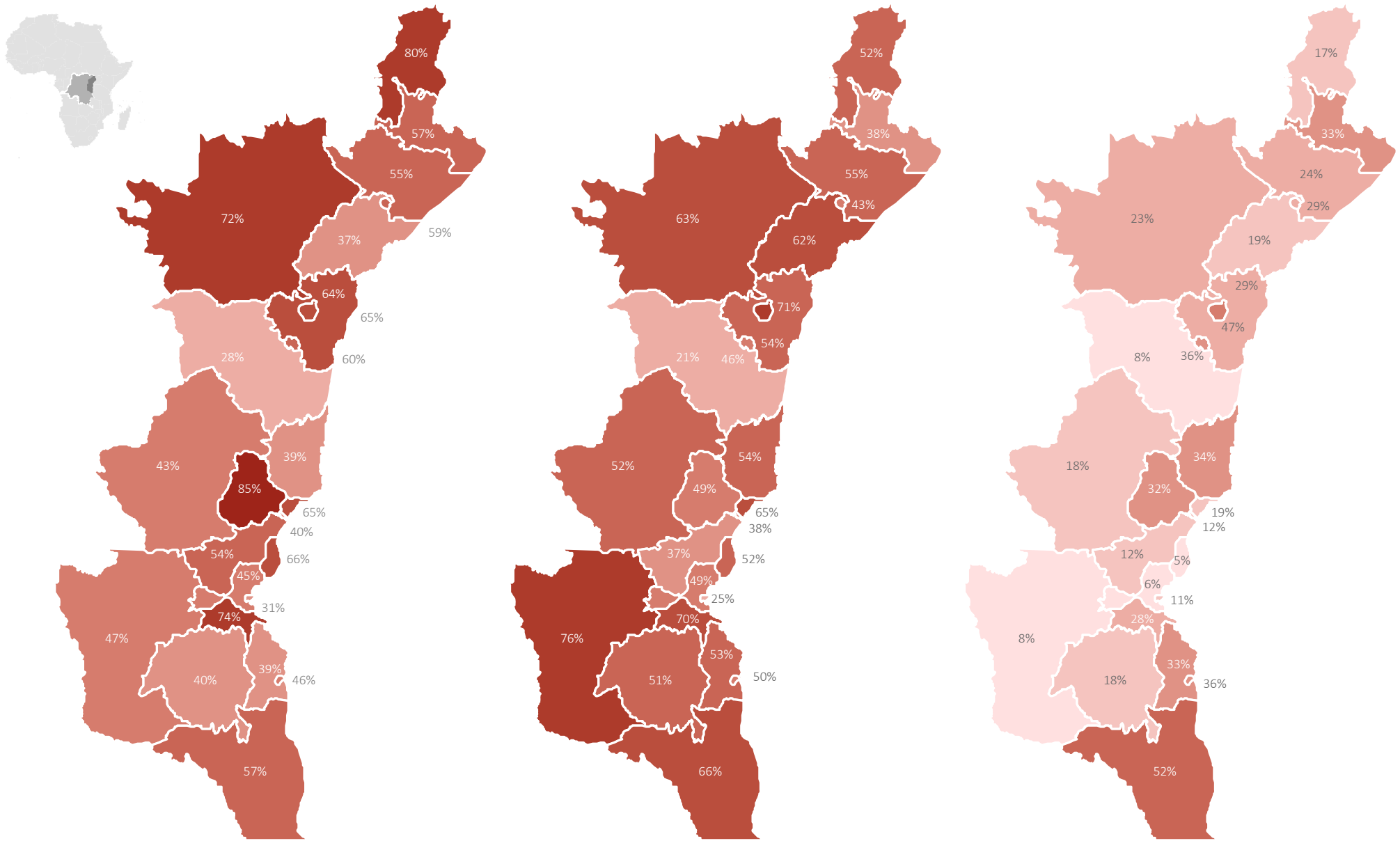
*Data from July 2017*

Figure 13: Trust in actors to ensure security (% trusting) by territoire

Trust the Police for security (% yes)

Trust the FARDC for security (% yes)

Trust MONUSCO for security (% yes)

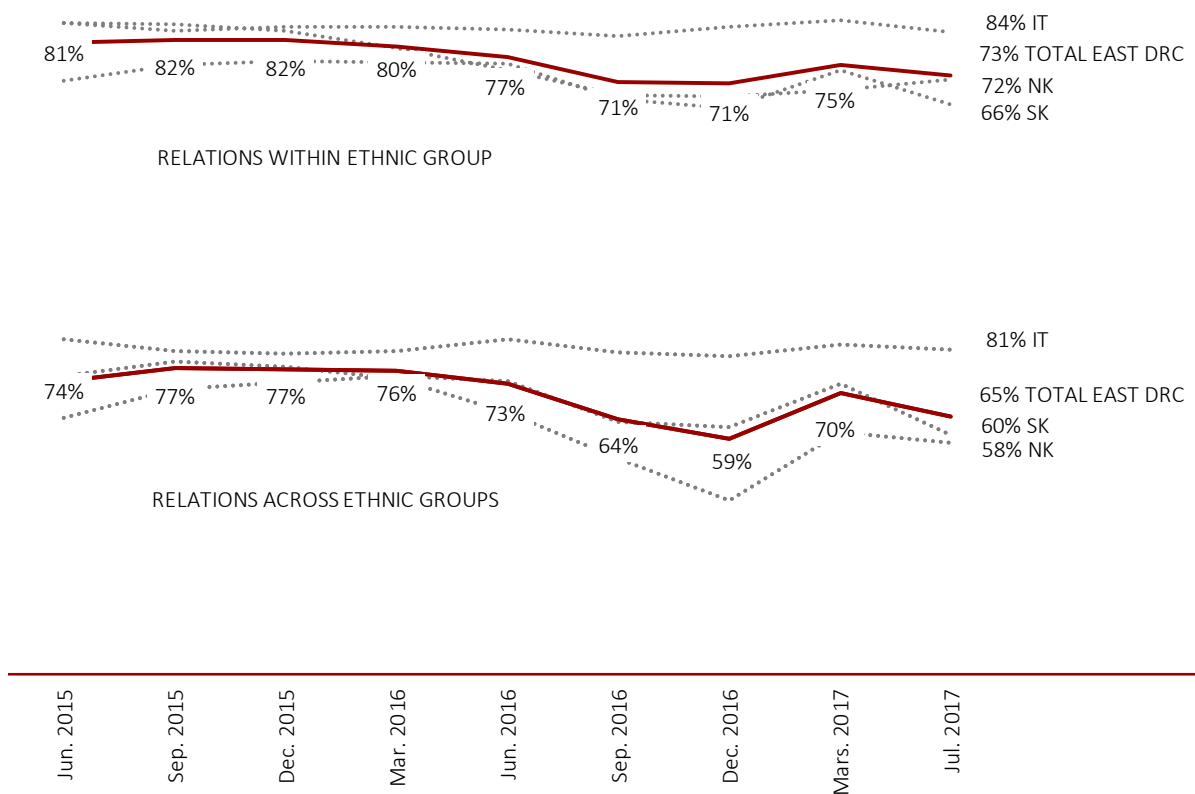




# SOCIAL COHESION: Renewed deterioration of relations within and across groups

Recent polls documented a deteriorating trend in the perception of relations within and across ethnic groups. The beginning of 2017 showed improvement as the percentage of respondents ranking positively their relation within and across group increased in all three provinces. Poll 11, however, suggest that the improvement was only temporary, with a renewed downward trend, especially considering relations across groups. As of July 2017, 73% of respondents ranked positively their relationship within ethnic group compared to 65% ranking positively their relationship across groups. Relationships are perceived most negatively in North Kivu.

*Figure 14: Relations within and across ethnic groups over time by province (% good – very good relations)*



**Focusing on relations across groups**, less than half the respondents ranked positively their relationships across groups in 5 territoire, 4 of which are located in North Kivu: Butembo (44%), Beni (43%), Lubero (42%), and Walikale (43%) in North Kivu, and Shabunda (28%) in South Kivu. Only two territoires had less than 50% ranking positively their relationship within group: Walikale (48%) and Shabunda (42%). Looking at trends over time suggest contrasting tendencies, with continued downward trends in the town and territoire of Beni and Masisi in North Kivu

Figure 15: Perception of relations within ethnic group  
(% good – very good)

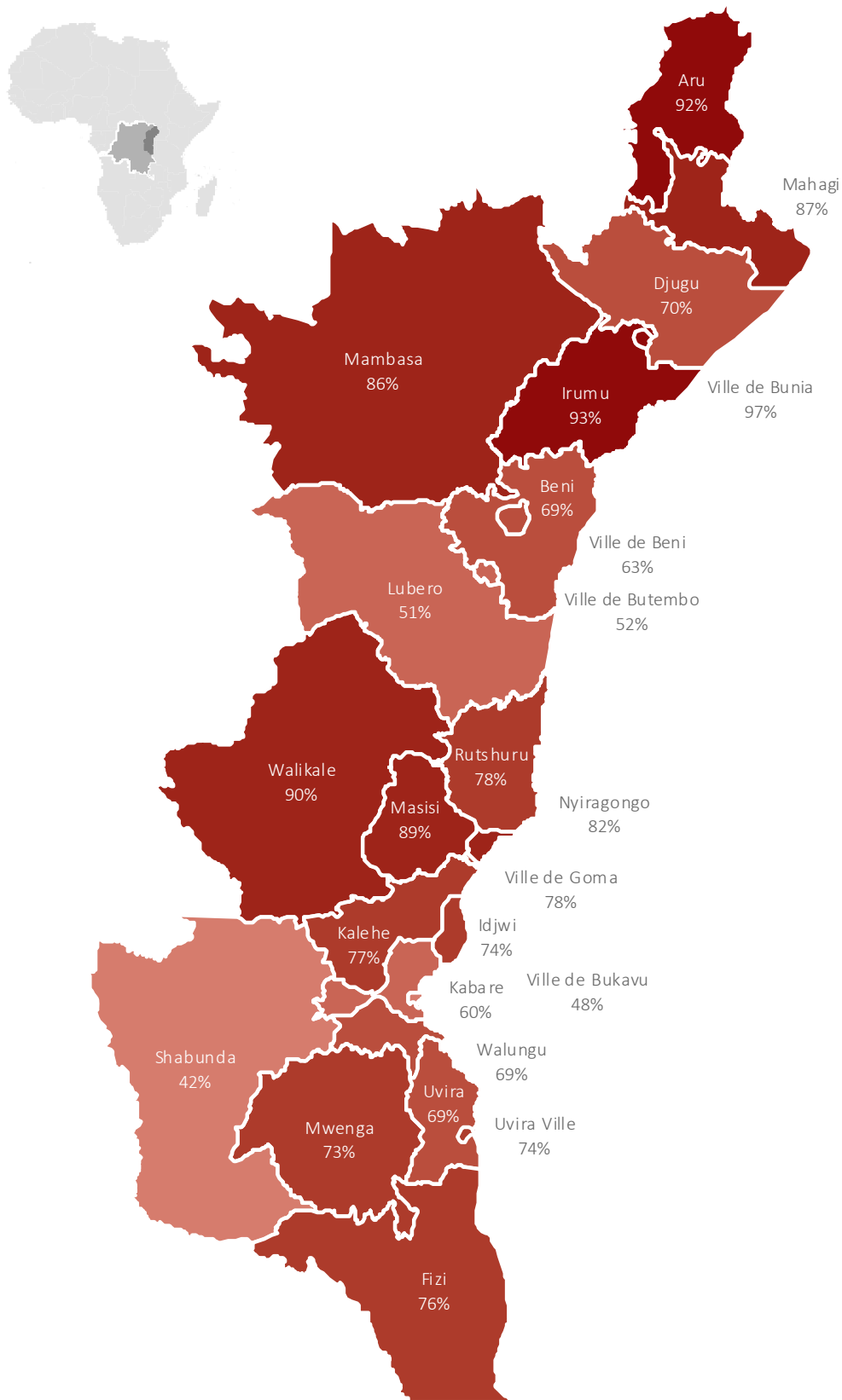


Figure 16: Perception of relations across ethnic group  
(% good – very good)

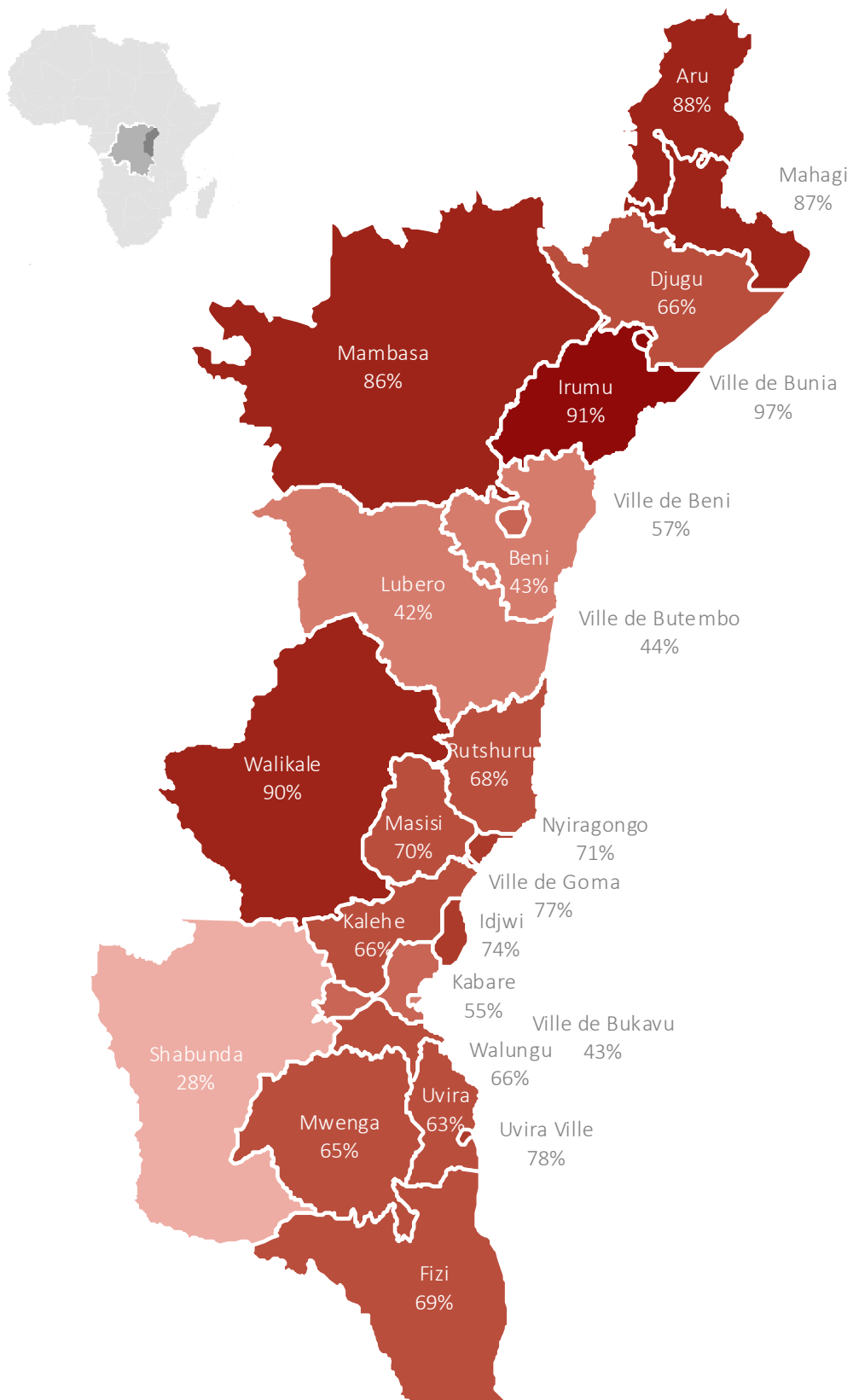


Figure 17: Relations within and across ethnic groups over time by territoire – North Kivu (% good – very good relations)

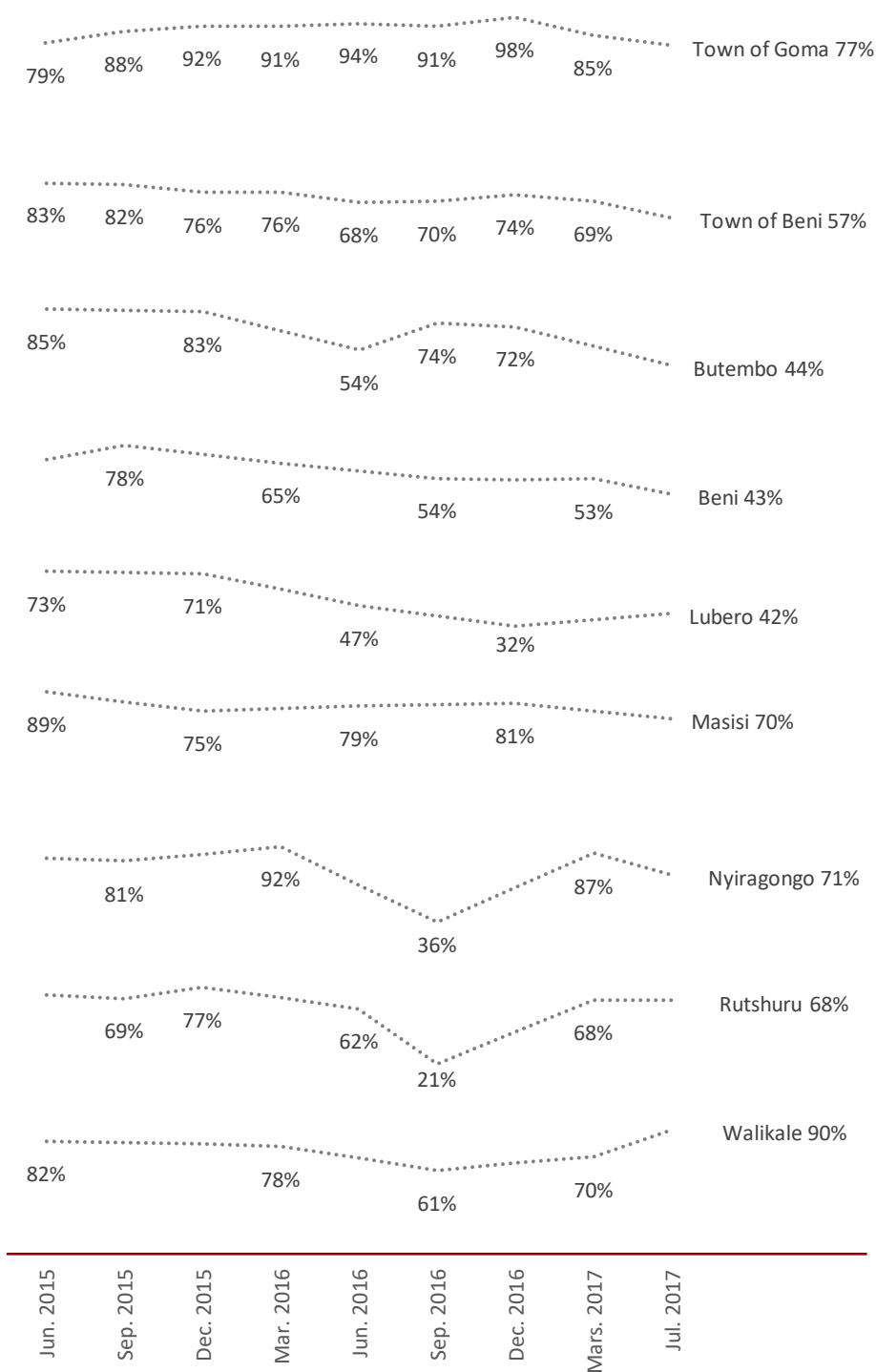
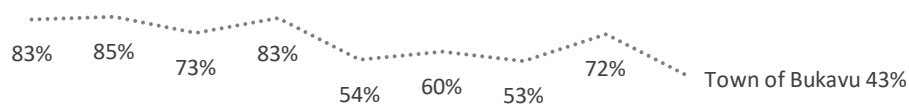


Figure 18: Relations within and across ethnic groups over time by territoire – South Kivu (% good – very good relations)



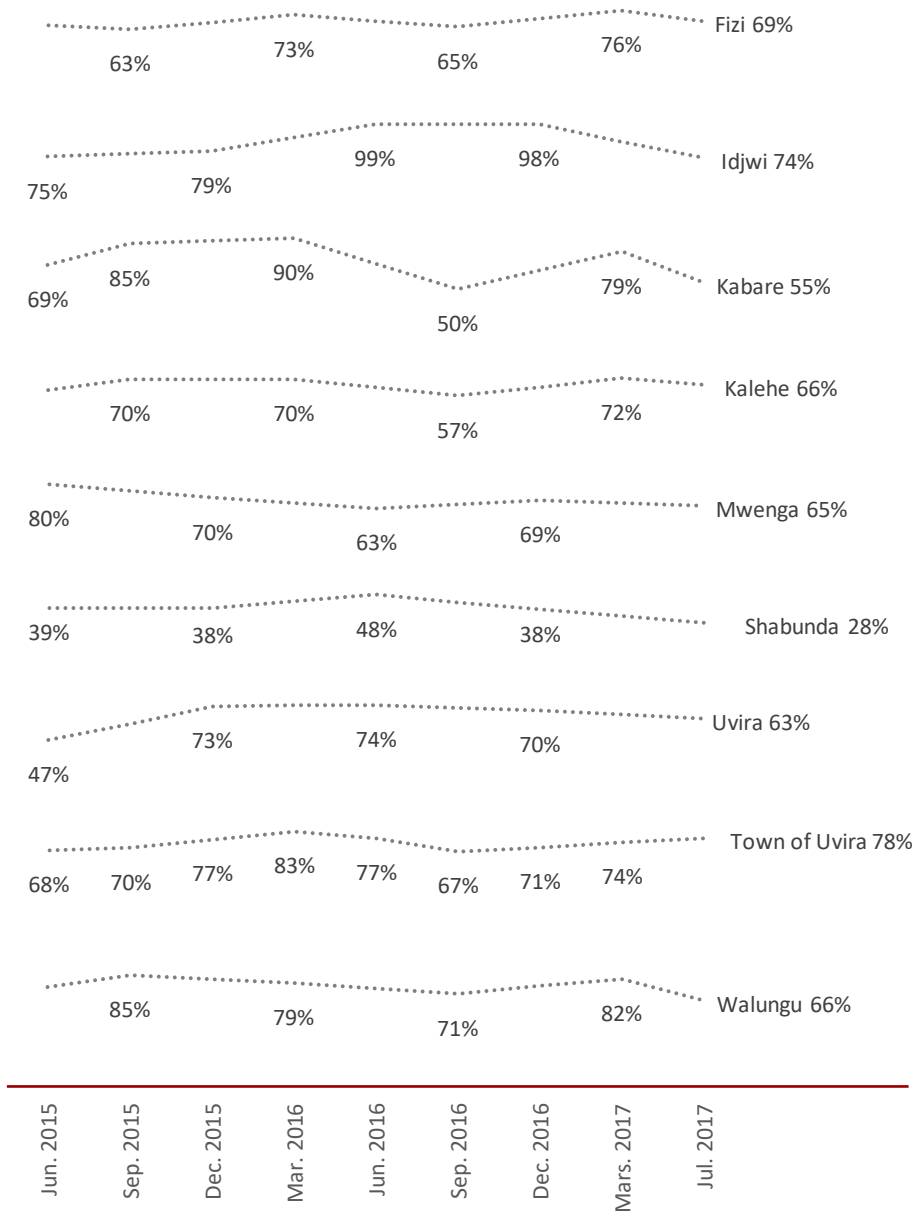
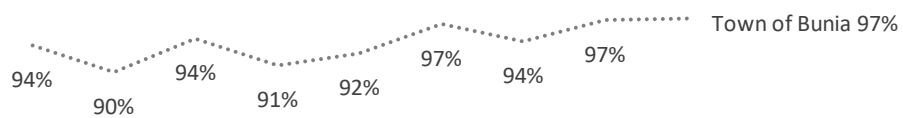
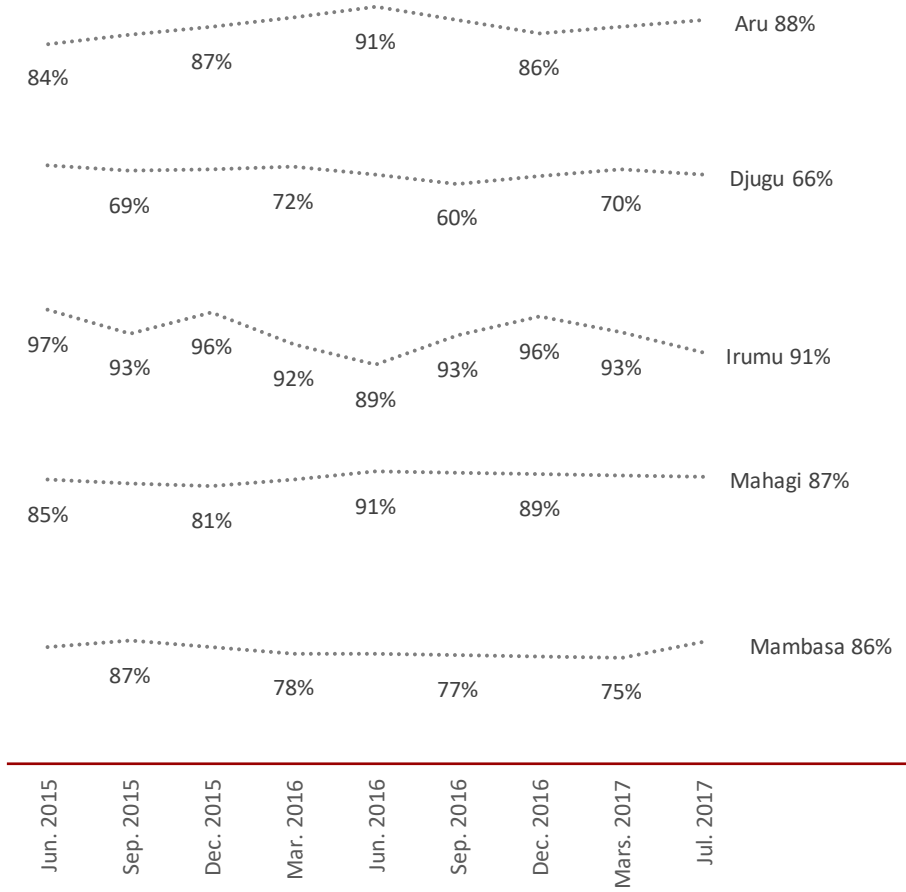


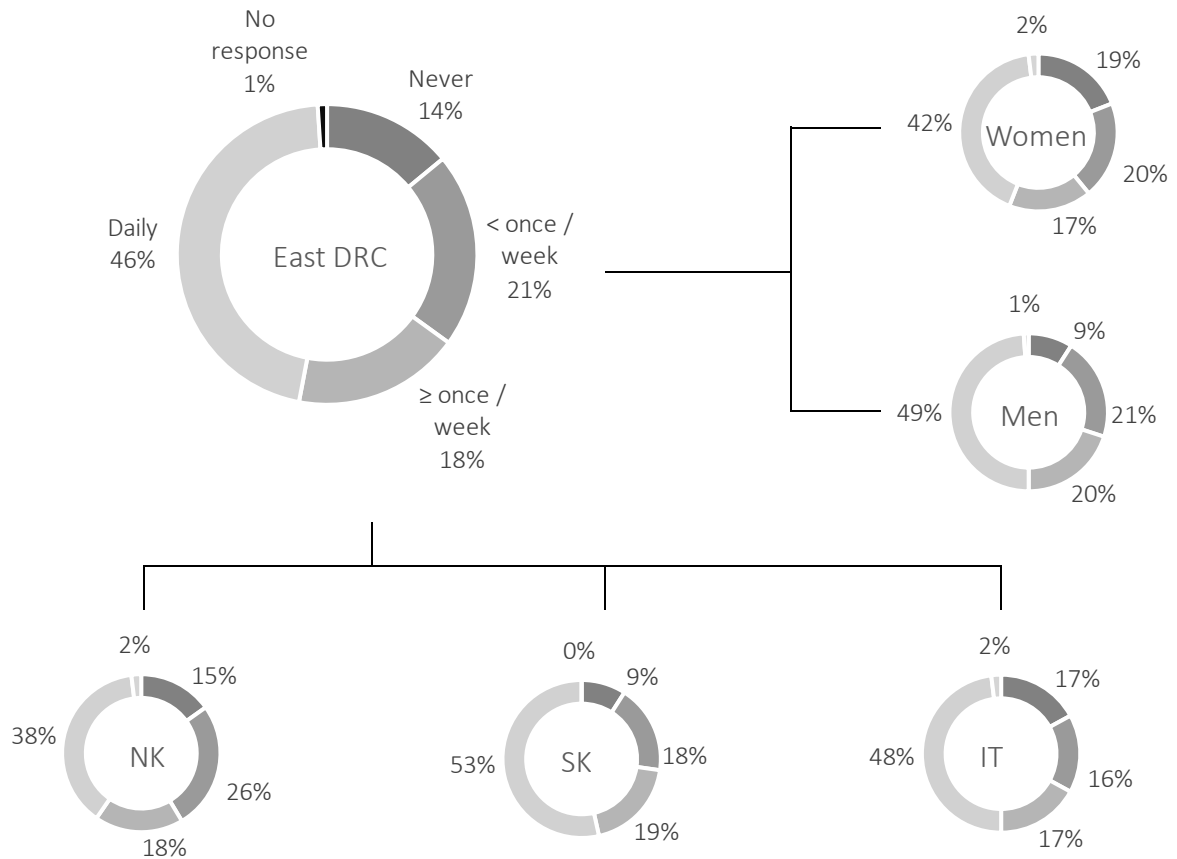
Figure 19: Relations within and across ethnic groups over time by territoire – Ituri (% good – very good relations)





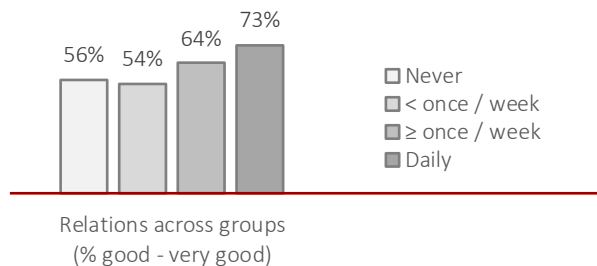
Poll 11 also explored the frequency of contacts across ethnic groups. Overall, nearly half the respondents (46%) have daily contacts with members of other ethnic groups. However, one in three respondents have only occasional contacts: 21% said less than once a week, and 14% said never. Men tended to report more frequent contacts than women (69% at least once a week v. 59%). It is in North Kivu that contacts across groups are least frequent, with 56% indicating contact at least once a week or daily, compared to 72% in South Kivu, and 65% in Ituri.

Figure 20: Frequency of contacts with other ethnic groups



The poll results suggest that the frequency of interaction across groups is associated with perception of relations. Among respondents who have daily interactions with individuals from another ethnic groups, 73% judge positively their relations across groups, compared to 64% for those with weekly interactions, 54% for those with fewer interactions than once a week, and 56% among respondents with no interaction. This suggest that frequent interaction may be necessary to build positive relationships.

Figure 21: Perception of relations across groups in association with frequency of contact

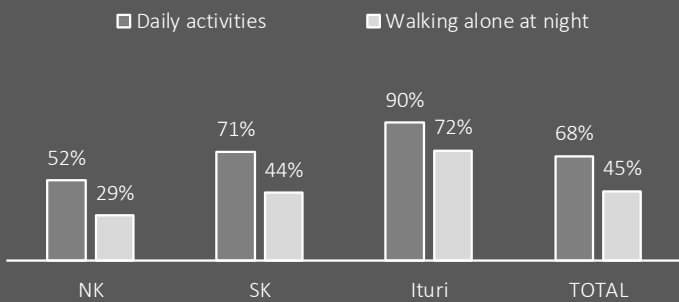


# KEY GLOBAL INDICATOR (July 2017)

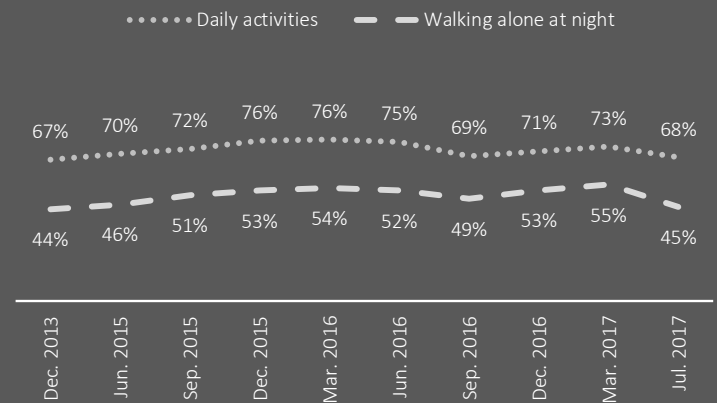
The following indicators are monitored in all the polls. Provincial averages may mask significant differences between territories - detailed results by territories are available on the [www.peacebuildingdata.org](http://www.peacebuildingdata.org) site. Aggregate statistics are based on the latest poll available in each territory.

## SENSE OF SECURITY (% safe – very safe)

Latest data (Dec. 2016 – Mar. 2017)

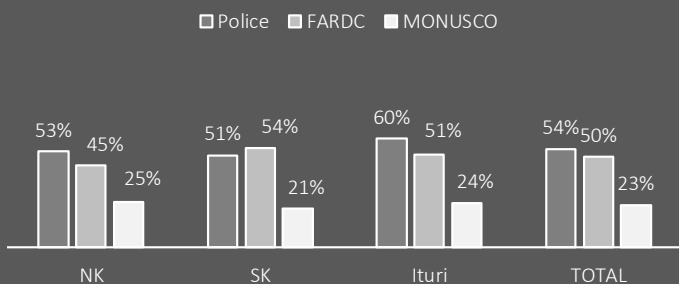


### Regional trends (NK, SK, Ituri)

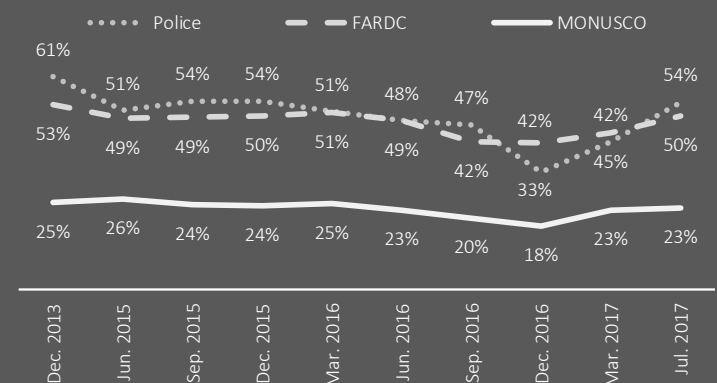


## PERCEPTION OF SECURITY ACTORS (% trust for security)

Latest data (Dec. 2016 – Mar. 2017)



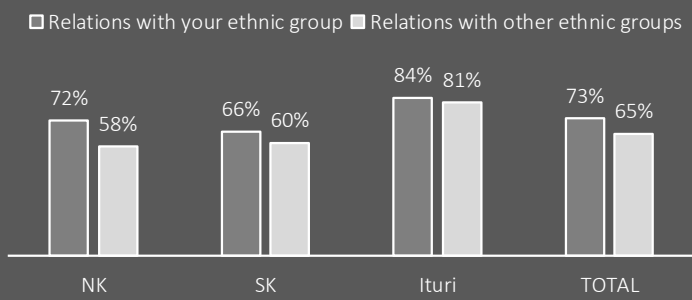
### Regional trends (NK, SK, Ituri)



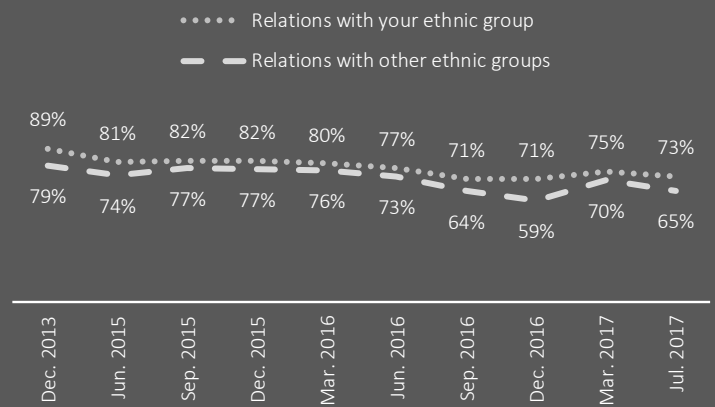


## PERCEPTION OF RELATIONS WITHIN AND ACROSS ETHNIC GROUPS (% good – very good)

Latest data (Dec. 2016 – Mar. 2017)

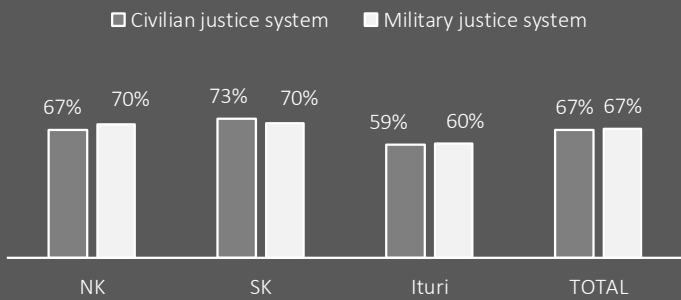


### Regional trends (NK, SK, Ituri)



## TRUST IN JUSTICE (% little – none)

Latest data (Dec. 2016 – Mar. 2017)



### Regional trends (NK, SK, Ituri)

