

OUR WORLD. VIEWS FROM THE FIELD.

DEMOCRATIC REPUBLIC OF THE CONGO

OPINION SURVEY, 2009

A second set of research results will be released in August to coincide with the 60th anniversary of the Geneva Conventions.



Our world is in a mess.
It's time to make your move.

Ipsos



ICRC

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Contents

Executive Summary	3
Introduction	6
The Solferinos of Today	6
Research	6
Background & Objectives	7
DRC – Research Methodology.....	7
The Democratic Republic of the Congo (DRC) in Context.....	8
The ICRC in the DRC.....	9
Part 1-The Impact of Armed Conflict	12
Personal Experience of Armed Conflict.....	12
People’s Greatest Fears.....	15
Feelings as a Consequence of Armed Conflict	16
Civilians’ Needs in Armed Conflict	18
Help & Support from Entities/Institutions.....	19
Barriers to Receiving Help.....	21
Reducing Suffering.....	22
The Role of External Actors	23
Appendices	27
Sample Profile	27
Sampling Details	28
Marked-Up Questionnaire	29

Executive Summary

Executive Summary

This research was undertaken in eight countries that are currently experiencing or have experienced armed conflict or other situations of armed violence. The aim was to develop a better understanding of people's needs and expectations, to gather views and opinions, and to give a voice to those who have been adversely affected by armed conflict and other situations of violence.

The eight country opinion surveys will be complemented by more in-depth research (qualitative survey).

This research has been commissioned by the International Committee of the Red Cross (ICRC) within the framework of the **Our world. Your move.** campaign. Launched in 2009, the campaign's goal is to draw public attention to the vulnerability and ongoing suffering of people around the world. The intention is to emphasise the importance of humanitarian action and to convince individuals that they have the ability to make a difference and reduce suffering.

2009 is an important year for the International Red Cross and Red Crescent Movement with three significant anniversaries (the 150th anniversary of the Battle of Solferino, the 90th anniversary of the founding of the International Federation of Red Cross and Red Crescent Societies, and the 60th anniversary of the Geneva Conventions).

The Impact of Armed Conflict

Forms of Violence/Suffering and their Consequences

Few people surveyed in the Democratic Republic of the Congo (DRC) have been unaffected by armed conflict there. Those with direct personal experience make up 61% of the population interviewed, and most others also report suffering a range of serious hardships. In total, three quarters (76%) have been affected in some way - either personally or due to the wider consequences of armed conflict. Of these people:

- Large numbers have been displaced (58%), lost contact with a close relative (47%), had their property seriously damaged or looted (34% and 30%), or known someone who has fallen victim to sexual violence (28%).

During times of armed conflict, people mainly fear losing a loved one (54%), economic hardship (40%), sexual violence (36%) – and simply 'living with uncertainty' (26%).

Needs and Assistance

In periods of armed conflict, people primarily need 'the basics' – food, shelter, protection and medical treatment – but also want 'conflict resolution'. Who should meet these needs?

Aside from people's own parents and families (to whom they turn for help most often), people receive assistance from many groups. One person in three (34%) has received help from either the Red Cross Society of the Democratic Republic of the Congo (hereafter the DRC Red Cross) or the ICRC – and one in five from the UN.

Whichever group is providing help, they are all seen to understand people's needs very well.

Obstacles to Receiving Help

If help or support fails to reach people, the reasons most often cited are social status/discrimination (51%), corruption (49%), black markets (42%), inaccessible locations (43%) and simply not knowing that such help exists (37%). Rarely, though, is help turned down because it is not needed.

Reducing Suffering

In terms of 'reducing suffering during armed conflict', it is the large international organisations (including the ICRC) and religious leaders that come to mind first for most people.

Other assistance providers that are often mentioned, although seldom first, include government authorities, the media and the military. By contrast, 'community leaders' are rarely mentioned.

The ICRC or DRC Red Cross was mentioned by 61% of the respondents.

The International Community

People in the DRC have clear priorities for the international community, which include direct action:

- 49% want peacekeepers, 45% emergency aid, and 36% military intervention

In parallel with these actions 'on the ground', people see potential for wider 'political' activities such as organising peace talks (41%) or applying political pressure (40%).

The role of 'people living outside the conflict zones' (i.e. citizens in other countries) includes taking part in activities such as e.g. public lobbying and donating money and goods.

Introduction

Introduction

The Solferinos of Today

To raise awareness of the impact of armed conflict or other situations of armed violence on civilians, the ICRC decided to launch a vast research programme. This research focused on some of the most troubled places in the world – the Solferinos of today – which are either experiencing situations of armed conflict or armed violence or suffering their aftermath:

- Afghanistan
- Colombia
- Democratic Republic of the Congo (DRC) – covered in this report
- Georgia
- Haiti
- Lebanon
- Liberia
- The Philippines

Research

The ICRC commissioned Ipsos, a polling firm, to conduct quantitative (statistical) research surveys in all eight countries. A broadly representative sample of the adult general public was interviewed, either in person or by telephone, in each country. The specific sampling methods and any groups/areas excluded are described in the relevant country reports.

The aim of the questions – given in full together with overall results in the appendices – was to determine whether the respondents had personal experience of armed conflict or armed violence and, if so, the specific impact it had on them. Questions also explored respondents' views on what conduct is acceptable for combatants, the effectiveness of various groups and organizations in helping to reduce suffering during armed conflict or armed violence, the actions expected of the international community, awareness of the Geneva Conventions, and the role of health workers during armed conflict or armed violence.

Details of the survey carried out in the DRC are given in the next section.

The eight Ipsos national surveys were but one element of a broader research programme undertaken by and for the ICRC, which also involved:

- **Statistical research carried out (by Ipsos) on the basis of the results of the eight national surveys.** This has yielded powerful insight into the experiences and opinions of civilians in some of the most troubled places in the world. The work was co-ordinated by the Ipsos office in Geneva.
- **In-depth (qualitative) research.** This has enabled the ICRC to deepen its understanding of the values, motivations, fears and aspirations of those who have been direct victims of armed conflict or armed violence. The research was carried out through focus groups and one-to-one in-depth interviews moderated by ICRC staff. Those covered include people separated from other members of their families,

displaced people, first respondents and others directly affected by armed conflict or armed violence.

In 1999, ICRC carried out broadly similar opinion research as part of its People on War project. The programme covered some of the countries being reported on in 2009 – including the DRC – and several of the 1999 questions have therefore been revisited in order to provide trendlines. These are highlighted in the report where applicable.

Background & Objectives

The year 2009 has great significance for the ICRC and the entire International Red Cross and Red Crescent Movement ("the Movement"), as two major anniversaries in the history of humanitarian work will be celebrated:

- **The 150th anniversary of the Battle of Solferino** (24 June 1859). Exactly 150 years ago, Henry Dunant, a Swiss businessman, happened to witness the aftermath of one of the most brutal battles of the 19th century – at Solferino, in what is now northern Italy – and the carnage left on the battle field. The suffering he saw there prompted him to take the first steps towards the creation of the Movement. His book *A Memory of Solferino* led to the founding of the ICRC in 1863. In recognition of his work, Dunant was the joint first recipient of the Nobel Peace Prize, in 1901.
- **The 60th anniversary of the Geneva Conventions** (12 August 1949). The four Geneva Conventions are the cornerstone of international humanitarian law. They protect, respectively, wounded and sick members of armed forces on the battlefield; wounded, sick and shipwrecked members of armed forces at sea; prisoners of war; and civilians in time of war.

To mark these anniversaries, as well as the 90th anniversary of the founding of the International Federation of Red Cross and Red Crescent Societies, the Movement launched a campaign – **Our world. Your move.** – to remind everyone of their individual responsibility to relieve human suffering.

The campaign is based on the premise that **Our world** faces unprecedented challenges, from conflict and mass displacement to climate change and migration; it contends that **Your move** reminds us of our collective responsibility to make the world a better place. Like Henry Dunant, we can all make a difference, even through the simplest of gestures.

Throughout 2009, the ICRC will be undertaking various activities to mark both these historic milestones, by highlighting the ongoing plight of people – particularly those who are most vulnerable – caught up in armed conflict or armed violence around the world.

DRC – Research Methodology

A total of 538 people aged 18 or over were interviewed in person (face-to-face) in the month of March 2009.

The survey covered three cities:

- Kinshasa (the capital, and DRC's largest city – located in the west of the country, bordering the Republic of the Congo (not covered in this research)). Kinshasa has a population of around 9,500,000.

- Lubumbashi (in the far south-east, near the Zambian border). Population 1,700,000.
- Goma (on the far eastern border with Rwanda). Population approximately 300,000.

Random probability sampling was used to ensure that the final sample would be broadly representative of the those cities' populations (aged 18 years or over) as a whole. In addition, the results have been statistically 'weighted' to correct for any discrepancies between the sample profile and that of the equivalent population.

According to 2009 estimates, the DRC's population is around 69,000,000. It is heavily skewed towards younger people (the median age is just 16 years old, life expectancy is 53 years for men and 56 for women – and those aged 14 or below make up 50% of the population). By contrast, those aged 65 and over make up just 3% of the population.

Assuming that the age distribution in three cities covered is similar to that of the national population, our survey of people aged 18 or over is representative of approximately 4,600,000 people.

Because a sample was interviewed – not the whole population – the results are subject to 'sampling tolerances'. These show how accurately a result from the sample reflects the result that would have been obtained from the whole population had it been interviewed.

Please see the appendices for details on sampling tolerances.

On the charts, a '**' sign refers to a percentage of less than 0.5%, but greater than zero.

● Report Structure

The report has been written to be accessible and relevant.

An Executive Summary with the main findings is followed by the main body of the report, covering each broad subject area in turn. Charts in the report draw on the overall findings from the DRC survey and on a selection of key sub-group comparisons (e.g. between men and women, and different age groups).

The Appendices contain the sample profile and 'marked up' questionnaire (i.e. the full questions, with overall results for the DRC added in).

Please note that no country comparisons are made in this report. (These can be found in a separate Summary Report covering all eight countries.)

The Democratic Republic of the Congo (DRC) in Context

The DRC (formerly Zaire) gained independence from Belgium in June 1960. General Mobutu, the chief of the army, came to power in a coup in 1965 and remained largely unchallenged throughout the 1970s and 1980s. In 1996, in the aftermath of the Rwandan genocide, Laurent Désiré Kabila, with strong support from Rwanda and Uganda, led a revolt. He entered Kinshasa and declared himself president in 1997. General Mobutu fled to Morocco, where he later died.

In 1998, a new rebel group was formed, again with the backing of Rwanda and Uganda, and a second conflict broke out. Some fellow members of the Southern African Development Community (Zimbabwe, Angola and Namibia) and Chad intervened on the side of the Kabila

government. A cease-fire was signed in Lusaka in August 1999 and the United Nations established a peacekeeping force (MONUC) to implement the Lusaka Accord. President Kabila was assassinated in 2001, however. His son, Joseph, took over as head of state. An agreement was reached in 2003 between the belligerents and members of the political opposition on the formation of a transitional national government formally ending a war that had cost millions of lives either as a direct result of fighting or through disease and malnutrition.

The DRC is a vast country with immense economic resources. Fighting has been spurred by the country's mineral wealth and violence has been continuous in the eastern part of the country.

The prospect of a stable, secure and peaceful DRC was threatened by the limited success of reforms to the armed forces of the DRC and delays in the disarmament, demobilization and reintegration of former fighters. The situation was particularly difficult in the provinces of North and South Kivu.

Joseph Kabila won the 2006 presidential elections. Following this important political step, there was hope for a better future for a country which had seen so many setbacks over the last decade.

Nevertheless, in the eastern part of the country, mainly in North and South Kivu, outbreaks of fighting between numerous armed groups and the DRC armed forces continued. The government called for a conference to resolve the problems in the Kivus, with the participation of most of the armed groups fighting in the region. The conference was held in Goma in early 2008.

However, the humanitarian and security situation continued to deteriorate in North Kivu and to a lesser extent in South Kivu and remained a cause for grave concern. Full-scale hostilities resumed in North Kivu in August 2008 between the DRC armed forces and the *Congrès national de la défense du peuple* (CNDP), with fighting escalating by the end of 2008. A ceasefire was concluded in 2009 and was followed by the signing of a peace agreement between the CNDP and the DRC.

In parallel, the governments of the DRC and Rwanda launched a joint military operation on 22 January 2009 against the *Forces démocratiques de libération du Rwanda* (FDLR) in North Kivu. Despite this month-long operation, clashes pitting the FDLR against the DRC army backed by MONUC increased in frequency following the official withdrawal of Rwandan troops. Clashes continue and are seriously affecting the civilian population in districts in the region.

The long and brutal conflict in the DRC has caused massive suffering for civilians, with estimates of millions dead either directly or indirectly as a result of the fighting.

There have been frequent reports of weapon bearers killing civilians, destroying property, committing widespread sexual violence, causing hundreds of thousands of people to flee their homes or otherwise breaching humanitarian and human rights law.

The ICRC in the DRC

The ICRC opened a permanent delegation in the DRC (then Zaire) in 1978. It promotes respect for the basic rules of international humanitarian law and human rights law by the authorities in their treatment of civilians and detainees. It sees to it that displaced people and residents adversely affected by armed conflict and other violence have the means to survive and look after themselves and that the wounded and sick receive adequate health care. It

works to restore contact between separated family members – where necessary and possible, reuniting children with their families – and supports the development of the DRC Red Cross.

In particular, the ICRC:

- and the DRC Red Cross have launched extensive emergency relief operations in conflict-prone areas to assist people living near the fighting or in areas to which displaced people had fled. Although poor security can make it difficult to reach some affected people, the extensive network of DRC Red Cross staff and volunteers throughout the provinces has helped. Providing emergency aid such as food and essential household items, water supply, sanitation facilities and medical care has been a priority;
- and the DRC Red Cross have provided displaced people, residents and returnees with seed and tools, and have undertaken water and sanitation projects to help to revive farming activities and boost self-reliance;
- has addressed the physical, psychological and social needs of victims of sexual violence in specialized counselling centres throughout the country. Where necessary, patients have been referred to local health-care facilities to receive appropriate treatment;
- and the DRC Red Cross register unaccompanied children, endeavour to trace children and help reunite family members separated by the conflict. The children include those formerly associated with the armed forces and armed groups;
- regularly visits places of detention to monitor the condition and treatment of individuals detained in connection with the conflict;
- continues its dialogue with weapon bearers about numerous allegations of serious violations of international humanitarian law and human rights law that it has received.

Part 1 – The Impact of Armed Conflict

Part 1-The Impact of Armed Conflict

Personal Experience of Armed Conflict

The scale of suffering in the DRC is immense.

Three quarters (76%) of respondents have been affected in some way by the armed conflict there - either through direct personal experience (61%) or due to the wider consequences which are felt beyond those who are immediately affected. This is an experience shared by men and women, young and old.

Most often, this involves displacement, losing contact with close relatives, or serious property damage.

But even more extreme experiences – loss of life, torture, sexual violence and kidnapping – are widely reported.

Three fifths (61%) of the people of the DRC have had direct experience of armed conflict. This is true of both men and women, and of both young and old.

Over half (58%) of those with personal experience of conflict report that they became internally displaced (IDPs). Almost as many (47%) say they have lost contact with close relatives – and the figure is even higher among those aged 25-34 years.

Older people (aged 45 or over) report vulnerability to displacement, to looting, to theft of food by combatants, and to serious property damage.

Sexual violence (i.e. knowing someone who has suffered this violation) has affected over a quarter of the people interviewed (28%). This figure is very similar among men (29%) and women (27%).

Similarly, a quarter (25%) say a member of their immediate family has been killed.

Even torture and kidnapping are reported by large numbers of people (11% in each case). One person in 12 (8%) has been imprisoned.

In these circumstances, it is perhaps surprising that 'only' 23% feel they have been 'humiliated' – but other kinds of emotional impact are mentioned far more (see 'Feelings as a Consequence of Armed Conflict' below).

Indeed, psychological issues – fear, anxiety etc. – are among the 'other' consequences of the conflict that people most often identify without prompting. This is especially true for women.

The state of the economy/lack of work is cited by some as a key problem that has arisen from the conflict – this issue comes to the fore especially when people's fears are examined (see 'People's Greatest Fears' below).

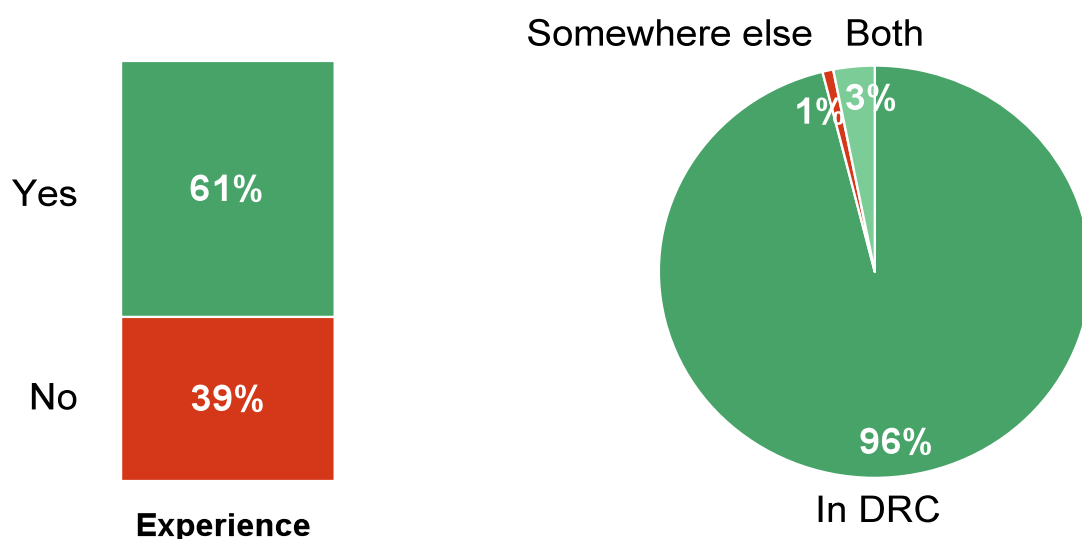
Although not as widespread as the experiences mentioned, nonetheless around one person in seven among those without personal experience of the conflict (14% – more among older

people) has suffered limited access to basic necessities such as water and electricity – and one in ten (11%) has had access to health care restricted.

Personal experience of armed conflict

Q1. Have you personally experienced armed conflict, or not?

Q2. Was this in DRC or was it somewhere else?



Base: All respondents (538)

Base: All experiencing armed conflict (349)

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of "don't know" responses

Personal impact of armed conflict

Q3. I'm going to ask you about your actual experiences during the armed conflict in DRC. Please tell me whether any of the following things happened to you personally or did not happen as a consequence of the armed conflict in DRC. For each one, please indicate whether it happened or did not happen to you.



Base: All who have experienced armed conflict (349)

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of "don't know" responses

When were people most recently affected by the conflict?

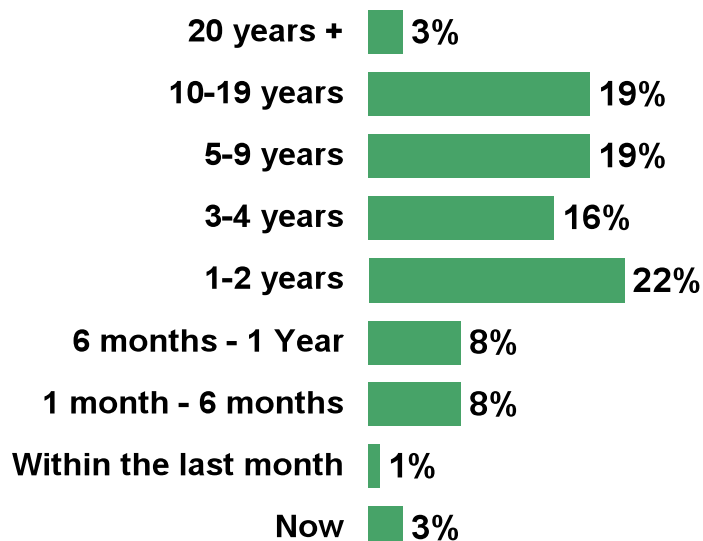
For many it was within the past year (20%).

One in five people of the DRC (20%) have been affected by the conflict within the past year. This includes 3% who are 'currently' being affected – the conflict experiences of the others are spread (without any notable gaps) back to the 1980s. Some 23% say they have not been affected by armed conflict in the DRC more recently than 10 or more years ago.

These results are a reminder that armed conflict in the DRC has been virtually uninterrupted over a long period of time.

Recent experiences

Q5. And when were you personally most recently affected by this armed conflict in DRC?



Base: All who have experienced / been affected by conflict in any way (410)

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of "don't know" responses

People's Greatest Fears

In the DRC, 36% say 'sexual violence' is a major fear. This is an exceptionally high figure. Other common concerns include losing a loved one (54%) and economic hardship/losing one's livelihood (40%).

The greatest fear among the people of the DRC – mentioned by over half (54%) – is to lose a loved one. Two in five (40%) are concerned about economic hardship or loss of livelihood. The third most widespread concern overall is the threat of sexual violence which is mentioned by over a third (36%). General 'uncertainty' is an issue for 26%, and loss of property for 23%.

The fear of becoming separated from loved ones – or of actually losing trace of them – is also widespread.

Similarly, the fear of having limited access to basic necessities is a concern for almost a quarter (22%) – though access specifically to health care is less so (10%).

Aside from sexual violence, physical harm is mentioned relatively little:

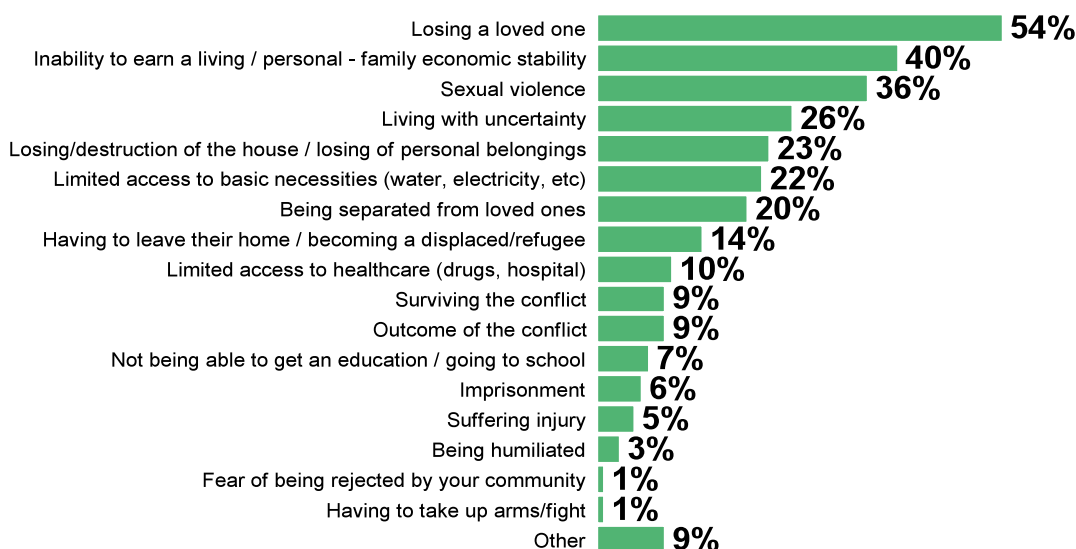
- injury is feared by 5%;
- not surviving the conflict by 9%.

Fear of sexual violence is higher among women than among men – but certainly not confined to women alone (the respective figures are 43% women, 28% men). This level of fear is the same among all those aged 18-59, only declining among those aged 60 and over.

In other respects men and women share very similar fears, with only slight differences of emphasis. (For example, men have more fear of imprisonment, women of losing contact with loved ones.)

People's greatest fears

Q6. What do you think are the two or three greatest fears people are facing in a situation of armed conflict in DRC?



Base: All respondents (538)

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of "don't know" responses

Feelings as a Consequence of Armed Conflict

How does first-hand experience of armed conflict change people's state of mind?

It breeds sadness (72%) and anxiety (41%) – but also wisdom (56%), empathy for others (42%) and optimism about the future (42%).

Inevitably, people who have experienced armed conflict have been emotionally harmed:

- 72% are more sad (while 10% are less so);
- 66% are more sensitive;

- 41% are more anxious (19% are less so).

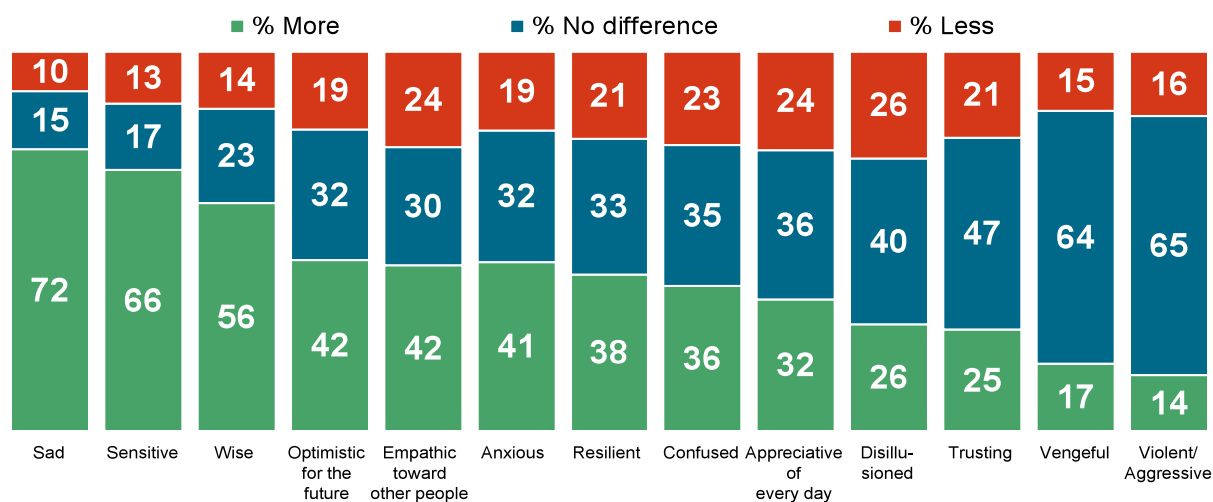
The following results are surprisingly positive:

- 56% are wiser (14% are less so);
- 42% are more empathetic towards other people (24% are less so);
- 42% are more optimistic about the future (19% who are less so).

It is encouraging that relatively few people (17%) claim to be more vengeful, and similarly few (14%) are more violent/aggressive. There are relatively few sub-group differences. Men more often than women claim to be resilient as a result of the conflict – while 18-24 year olds appear less affected one way or the other in terms of how sad or sensitive they feel.

Feelings as a consequence of armed conflict

Q8. Now I would like to ask you about whether the armed conflict has changed the way you feel. For each description I read out, please say whether the armed conflict has made you feel more this way, less this way, or has it made no real difference. First [...], would you say it has made you more [...], less [...], or has it done neither?



Base: All who have experienced / been affected by conflict in any way (410)

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of "don't know" responses

Civilians' Needs in Armed Conflict

First and foremost, people need 'the basics'. Almost nine in ten refer to food as the most needed requirement (86%), whilst over half see protection/security as a basic and immediate need (52%).

The most crucial things that the people of the DRC see needed by civilians living in conflict areas are as follows:

- Food (86% choose this from a list as one of the most important needs for civilians living in conflict areas);
- Protection/security (52%);
- Shelter (47%);
- Medical treatment/health care (43%).

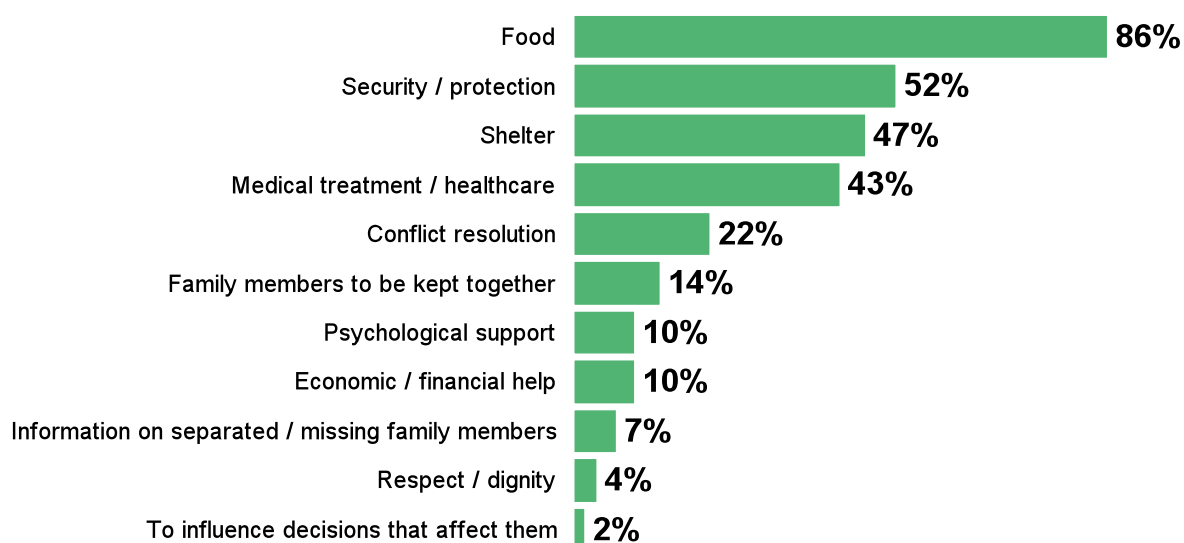
Beyond these immediate needs, people want a resolution to the conflict.

The need for financial help, psychological support, or 'respect and dignity' is a lower priority. Of course, this does not mean that they are not important.

Men and women – and young and old – are in general agreement on these priorities.

Civilians' needs

Q7. What do you think civilians who are living in areas of armed conflict need the most? Please select the three most important to you.



Base: All respondents (538)

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of 'don't know' responses

Help & Support from Entities/Institutions

Where do people turn for help or support during armed conflict?

In the DRC, they turn most often to their parents and families (39%).

But the ICRC and the DRC Red Cross provide help to almost as many people (34%).

A wide range of other groups – ranging from the ‘local’ (people’s own communities) and the ‘national’ (NGOs and government) to the ‘international’ (the UN) – also provide aid.

Indeed, only the military (7%) is reported to have supplied help to fewer than one-in-ten people.

Overall, then, the ‘community’ of groups that provides help in the DRC is diverse – with each one playing a particular role. The support appears to reach men and women, and young and old, to a fairly consistent degree.

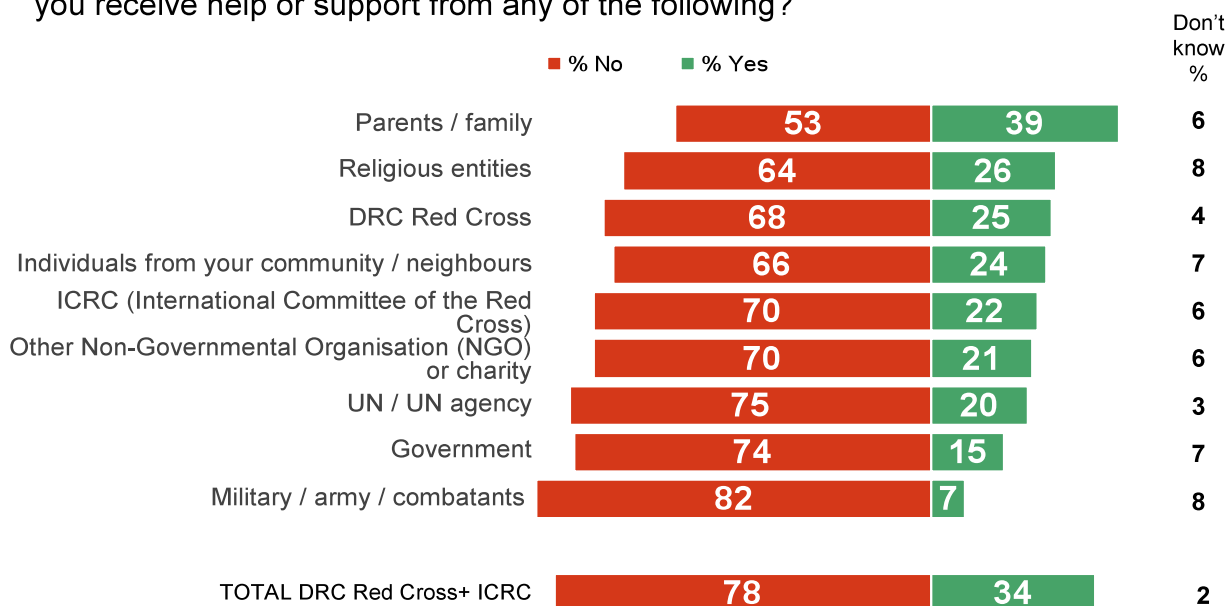
Encouragingly, people in the DRC also feel that all these groups understand their needs very well:

- unsurprisingly, most say that their own parents/families ‘completely’ understand their needs;
- 83% say that Red Cross organisations (the ICRC and the DRC Red Cross taken together) completely understand their needs; the same is said of religious entities (also 83%), the military (80%), the government and NGOs (77%) and the UN (70%).

Most of the remaining people feel the groups do at least partly understand their needs.

Help and support

Q9. During the time you experienced or were being affected by armed conflict, did you receive help or support from any of the following?

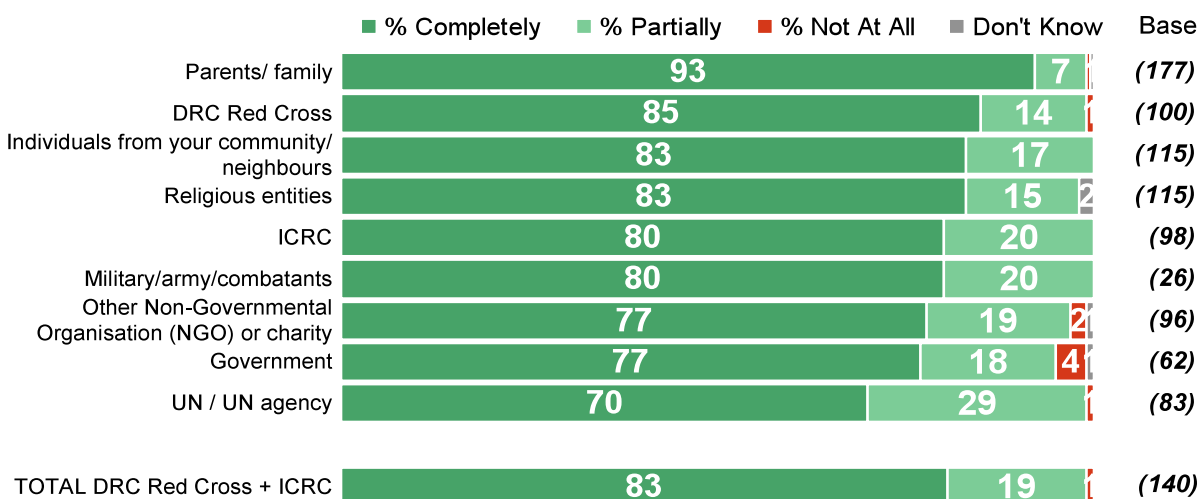


Base: All who have experienced / been affected by conflict in any way (410)

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of "don't know" responses

Help and support

Q10. For each of the types of organisations or people you mentioned receiving help or support from, I would like you to tell me how well you felt they understood your needs. First, the [type of support at Q9]... do you feel your needs were completely understood, partially understood, or not understood at all?



Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of "don't know" responses

Barriers to Receiving Help

Where people do not receive help or support during periods of armed conflict, it is usually due to an inability to get it, caused by internal 'social factors' such as discrimination (51%).

In particular, there is a strong sense that factors such as discrimination/social status (51%), corruption (49%), the black market (42%) – are key barriers. (Men in particular are conscious of the impact of black markets.)

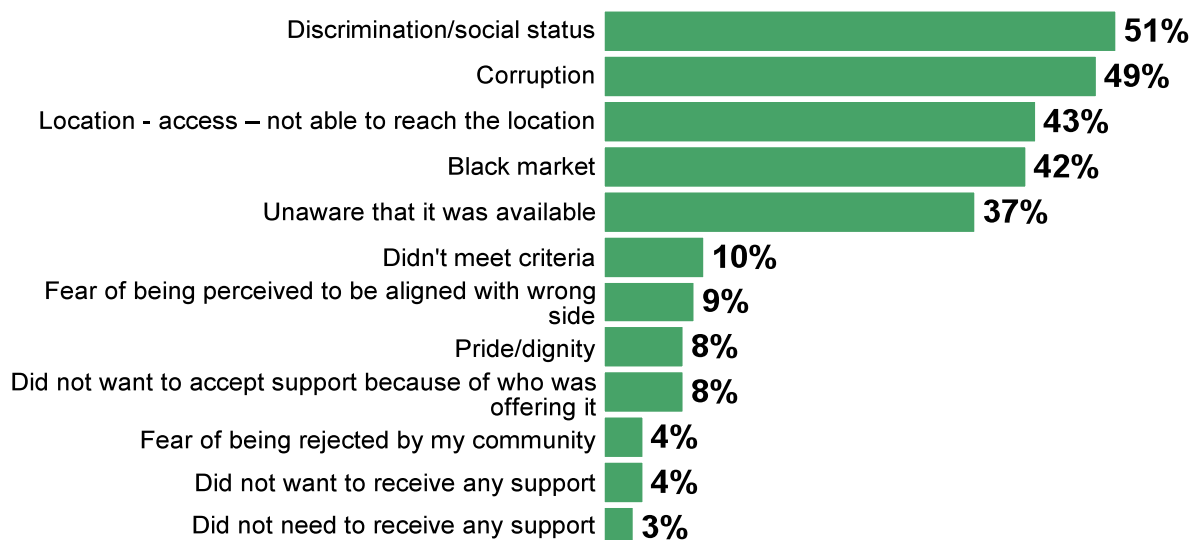
People also cite geographical inaccessibility (43%) and a simple lack of awareness that such help is available (37%) as obstacles.

There is less evidence that people feel obliged to turn down help for fear that it may cause rejection among their community (4%), that it may result in their being aligned with the 'wrong side' (9%), because of who is offering the help (8%), or due to people's own 'pride and dignity' (8%).

Very few people say that help would be turned away simply because it was not needed or not wanted.

Barriers to receiving help

Q11. Which, if any, of the following reasons do you think may have prevented people in DRC receiving or accepting help or support during armed conflict?



Base: All respondents (538)

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of "don't know" responses

Reducing Suffering

People often give credit for reducing suffering during armed conflict to international groups rather than to those within their own country. One in five (22%) first mention international humanitarian organisations.

The four groups credited most by the people in the DRC as playing the biggest role in reducing suffering, are predominantly international:

- International humanitarian organisations (22% name them first as playing a key role)
- Red Cross organisations (20% – the ICRC 14% and the DRC Red Cross 6%)
- The UN (19%)

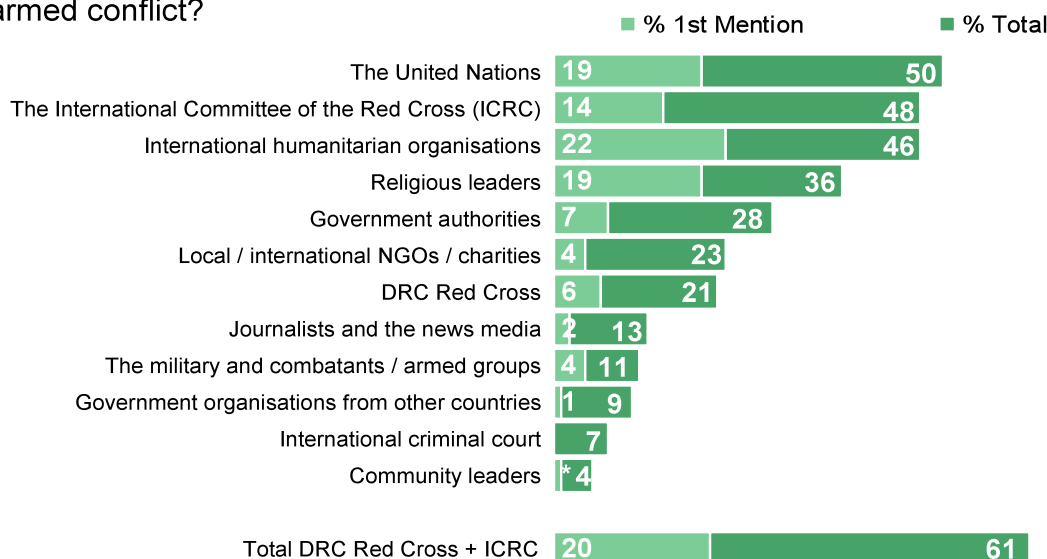
Of the other groups, only religious leaders (19%) are on a par with these major international organisations in their perceived ability to reduce suffering. (Religious leaders are cited more often by women than by men – men ultimately believe that the ICRC and the UN can do more.)

The government rates relatively low here – and virtually nobody believes that ‘community leaders’ are capable of reducing suffering. Even the news media, overseas government organisations and the International Criminal Court are all seen as more effective.

Taking account of all the organisations mentioned by each person, six in ten (61%) feel the Red Cross organisations (either the ICRC or the DRC Red Cross – 48% and 21% respectively, with some mentioning both) have the potential to reduce suffering. This compares with 50% for the UN, and 46% for international humanitarian organisations.

Reducing suffering

Q20. I'm now going to describe different kinds of groups and organisations. Please tell me which three of these play the biggest role to help reduce suffering during armed conflict?



Base: All respondents (538)

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of "don't know" responses

The Role of External Actors

People in the DRC have a very clear set of priorities for the international community – most of which involve direct intervention in the country.

Views here are very similar among men and women, and young and old.

Large numbers of people support:

- Bringing in peacekeepers (49%);
- Delivering emergency aid (45%);
- Taking military action to stop the conflict (36%).

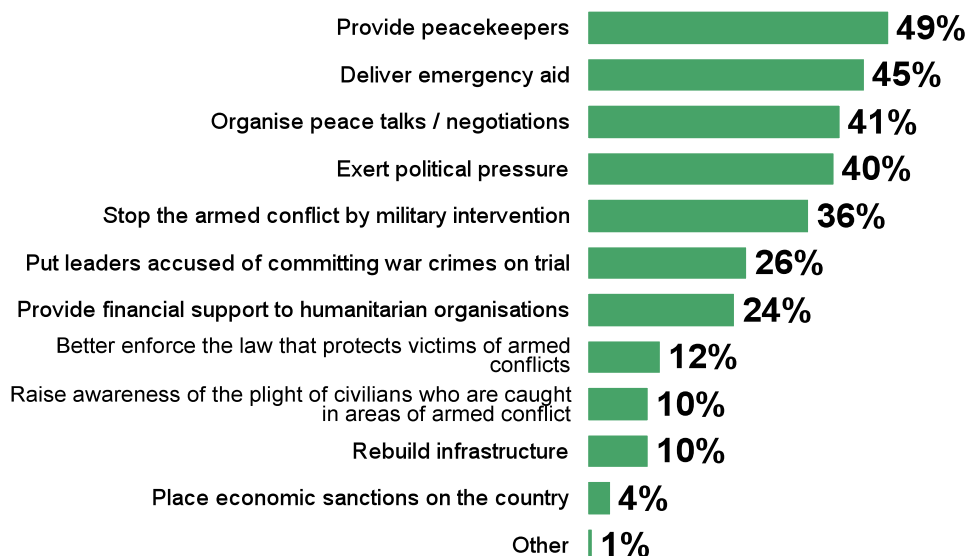
Political pressure is advocated by 40% and peace talks/negotiations by 41%.

Economic sanctions find very little support with just 4% in favour, perhaps reflecting widespread fears for the DRC economy generally and for people's own livelihoods.

Nor do people generally feel that rebuilding infrastructure is the right way for the international community to assist their country.

The role of external actors

Q21. What do you think the international community should do to help civilians who are living in areas of armed conflict?



Base: All respondents (538)

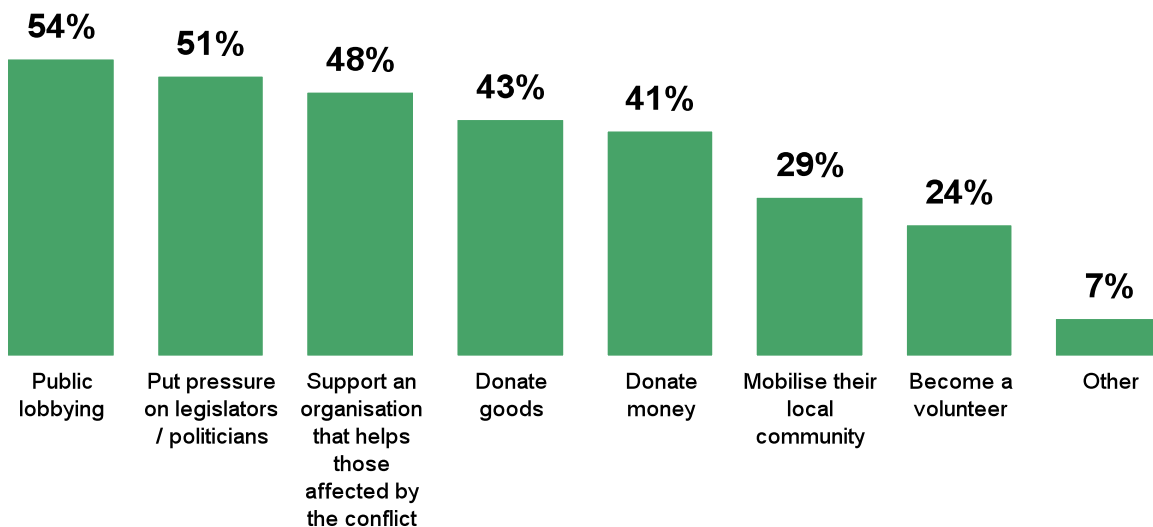
Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of "don't know" responses

What should the role of people living outside the conflict zone (i.e. citizens in other countries) be in helping victims of armed conflict?

Nothing is ruled out – but people would especially like to see political pressure applied (either directly on legislators, or through broader 'public lobbying').

Support from the wider world

Q22. What, if anything, do you think people living outside of conflict zones can do that would most help victims of armed conflict in DRC? Please select the three you feel are most important.



Base: All respondents (538)

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of "don't know" responses

This summary represents the views of respondents regarding the impact of armed conflict or armed violence on their lives. Part 2 of this research study will focus on what respondents think of international humanitarian law (IHL) and their views on behaviour during armed conflict. Part 2 will be published in August 2009 to coincide with the 60th anniversary of the Geneva Conventions.

Appendices

Appendices

Sample Profile

	DRC (Weighted Profile)	
	N	%
Total	538	100
Gender		
Male	266	49
Female	272	51
Age		
18-24	176	33
25-29	119	22
30-34	86	16
35-39	57	11
40-44	38	7
45-49	25	5
50-64	30	6
65 or over	7	1
Religion		
Christian	498	93
Muslim	17	3
Traditional African	12	2
Other	5	1
None	3	1
Refused	2	*
City		
Kinshasa	335	62
Lubumbashi	141	26
Goma	62	12
Education		
No formal education	10	2

Primary school - incomplete	23	4
Primary school - complete	11	2
Secondary school – incomplete	150	28
Secondary school - complete	154	29
University - incomplete	90	17
University - complete	80	15
Post secondary college education	20	4

Sampling Details

Sampling tolerances vary with the size of the sample and the percentage figure concerned. For example, for a question where 50% of the people in the full sample of 538 give a particular answer, the chances are 95 in 100 that this result would not vary by more than 4 percentage points plus or minus (i.e. between 46% and 54%) from the result that would have been obtained from a census of the *entire* population (using the same procedures).

Some examples of the tolerances that may apply in this report are given in the table below.

Approximate sampling tolerances applicable to percentages at or near these levels (at the 95% confidence level)			
<i>Unweighted base (538)</i>	10% or 90% ±±	30% or 70% ±±	50% ±±
Size of sample on which survey result is based (unweighted)			
538 (All respondents)	3	4	4
217 (Men affected by armed conflict)	4	6	7
203 (Kinshasa people affected by armed conflict)	4	6	7
<i>Source: Ipsos</i>			

Tolerances are also involved in the comparison of results between different elements (sub-groups) of the sample. A difference must be of at least a certain size to be statistically significant. The table below shows the sampling tolerances applicable to comparisons of sub-groups within the research.

Differences required for significance at the 95% confidence level at or near these percentages			
<i>Unweighted base (538)</i>	10% or 90% ±±	30% or 70% ±±	50% ±±
Size of 2009 sub-groups (unweighted)			
217 (Men affected by armed conflict) vs. 193 (Women affected by armed conflict)	6	9	10
<i>Source: Ipsos</i>			

Ipsos / ICRC

“Our World: Views from Democratic Republic Of Congo”

Marked-Up Questionnaire

- Interviews with 538 people
- Aged 18+
- Conducted face to face, between the 12th of March to the 19th of March 2009
- Results are weighted
- An asterisk (*) indicates a result of less than 1% (but not zero)
- A "n/a" denotes "not asked"
- Base for each question is all (538), unless shown otherwise

INTRODUCTION

Good morning/afternoon/evening. I am from Ipsos, an independent social research agency. We are conducting interviews in this area would like your help with this. The interview will last around 15 minutes and is about your experiences and opinions on the armed conflict in DRC.

AA) ON CONFLICT IN GENERAL

ASK ALL ➔

Q1. Have you personally experienced armed conflict, or not?

		%
<input type="checkbox"/>	Yes	61
<input type="checkbox"/>	No	39
<input type="checkbox"/>	Don't know	0
<input type="checkbox"/>	Refused	0

ASK IF YES AT Q1 ➔

Q2. Was this in DRC, or was it somewhere else?

	<i>Base: All experiencing armed conflict at Q1 - 349</i>	%
<input type="checkbox"/>	In DRC	96
<input type="checkbox"/>	Somewhere else (specify)	1
<input type="checkbox"/>	Both	3
<input type="checkbox"/>	Don't know	0

ASK IF YES AT Q1 ➔

Q3A. I'm going to ask you about your actual experiences during the armed conflict in DRC. Please tell me whether any of the following things happened to you personally or did not happen as a consequence of the armed conflict in DRC. For each one, please indicate whether it happened or did not happen to you?

<i>Base: All experiencing armed conflict at Q1 - 349</i>	Happened	Did not Happen	Don't know	Refused
	%	%	%	%
Forced to leave your home and live elsewhere	58	41	1	0
Imprisoned	8	91	1	*
Kidnapped or taken as an hostage	11	87	2	0
Tortured	11	87	2	*
Been humiliated	23	74	2	1
Lost contact with a close relative	47	50	2	1
A member of your immediate family was killed during the armed conflict	25	73	2	0
Serious damage to your property	34	63	3	*
Wounded by the fighting	17	79	3	*
Combatants took food away	26	71	3	*
Had your home looted	30	66	3	1
Somebody you knew well was a victim of sexual violence	28	62	7	4
<u>ROTATE STATEMENTS BELOW HERE SEPARATELY AFTER OTHERS</u>				
No or very limited access to basic necessities (water, electricity, etc.)	n/a	n/a	n/a	n/a
No or very limited access to healthcare	n/a	n/a	n/a	n/a
Lost all my belongings	n/a	n/a	n/a	n/a
Lost my means of income (e.g. job, revenue, farm land, etc.)	n/a	n/a	n/a	n/a
The area where I lived came under enemy control	n/a	n/a	n/a	n/a

ASK IF NOT "YES" AT Q1 ➔

Q3B. I'm going to ask you about how you yourself have been affected by the armed conflict in DRC. Please tell me whether any of the following things happened to you personally or did not happen as a consequence of the armed conflict in DRC. For each one, please indicate whether it happened or did not happen to you?

<i>Base: All <u>not</u> experiencing armed conflict at Q1 - 189</i>	Happened	Did not Happen	Don't know	Refused
	%	%	%	%
Forced to leave your home and live elsewhere	n/a	n/a	n/a	n/a
Imprisoned	n/a	n/a	n/a	n/a
Kidnapped or taken as an hostage	n/a	n/a	n/a	n/a
Tortured	n/a	n/a	n/a	n/a
Been humiliated	n/a	n/a	n/a	n/a
Lost contact with a close relative	n/a	n/a	n/a	n/a
A member of your immediate family was killed during the armed conflict	n/a	n/a	n/a	n/a
Serious damage to your property	n/a	n/a	n/a	n/a
Wounded by the fighting	n/a	n/a	n/a	n/a
Combatants took food away	n/a	n/a	n/a	n/a
Had your home looted	n/a	n/a	n/a	n/a
Somebody you knew well was a victim of sexual violence	n/a	n/a	n/a	n/a
<u>ROTATE STATEMENTS BELOW HERE SEPARATELY AFTER OTHERS</u>				
No or very limited access to basic necessities (water, electricity, etc.)	14	82	4	0
No or very limited access to healthcare	11	87	2	*
Lost all my belongings	6	90	4	1
Lost my means of income (e.g. job, revenue, farm land, etc.)	7	89	4	0
The area where I lived came under enemy control	5	90	4	*

ASK ALL ➔

Q4. And have you been affected by armed conflict in DRC in any other ways? What ways were those?

SINGLE CODE

		%
<input type="checkbox"/>	Yes – specify	41
<input type="checkbox"/>	No	56
<input type="checkbox"/>	Don't know	2
<input type="checkbox"/>	Refused	1

YES – SPECIFY: TOP MENTIONS (> 5% of respondents)		YES
<i>Base: All who have been affected by armed conflict in any other ways at Q4 - 223</i>		
		%
TOTAL MENTIONS - PERSONAL SUFFERING		51
Worried/ Anxious/ Always on my mind		20
I was psychologically hurt/ Suffered psychological problems		11
Sad/ Upset		7
Morally affected (unspecified)		6
TOTAL MENTIONS - DETERIORATION IN THE STANDARD OF LIVING		33
Fear		22
TOTAL MENTIONS - PEOPLE ARE KILLED / INJURED		11
Friends were affected		7

ASK ALL WHO HAVE EXPERIENCED CONFLICT – YES AT Q1 AND YES AT Q2/CODE 1 (IN DRC) OR ANY “HAPPENED” RESPONSE AT Q3, OR ANY YES RESPONSE AT Q4 ➔

Q5. And when were you personally most recently affected by this armed conflict in DRC?

SINGLE CODE

	<i>Base: All who have experienced / been affected by conflict in any way, as defined above – 410</i>	%
<input type="checkbox"/>	Now/currently experiencing	3
<input type="checkbox"/>	Within the last month	1
<input type="checkbox"/>	More than one month ago, but less than six months	8
<input type="checkbox"/>	Six months ago to within the last year	8
<input type="checkbox"/>	1-2 years	22
<input type="checkbox"/>	3-4 years	16
<input type="checkbox"/>	5-9 years	19
<input type="checkbox"/>	10-19 years	19
<input type="checkbox"/>	20 years +	3
<input type="checkbox"/>	Don't know	1
<input type="checkbox"/>	Refused	1

ASK ALL ➔

Q6. What do you think are the two or three greatest fears people are facing in a situation of armed conflict in DRC?

DO NOT READ OUT. INTERVIEWER TO CODE A MAXIMUM OF THREE RESPONSES

		%
<input type="checkbox"/>	Inability to earn a living / personal - family economic instability	40
<input type="checkbox"/>	Losing a loved one	54
<input type="checkbox"/>	Being separated from loved ones	20
<input type="checkbox"/>	Losing/destruction of the house / losing of personal belongings	23
<input type="checkbox"/>	Living with uncertainty	26
<input type="checkbox"/>	Having to leave their home / becoming a displaced/refugee	14
<input type="checkbox"/>	Imprisonment	6
<input type="checkbox"/>	Surviving the conflict	9
<input type="checkbox"/>	Suffering injury	5
<input type="checkbox"/>	Sexual violence	36
<input type="checkbox"/>	Not being able to get an education / going to school	7
<input type="checkbox"/>	Fear of being rejected by your community	1
<input type="checkbox"/>	Having to take up arms/fight	1
<input type="checkbox"/>	Being humiliated	3
<input type="checkbox"/>	Limited access to basic necessities (water, electricity, etc...)	22
<input type="checkbox"/>	Limited access to healthcare (drugs, hospital)	10
<input type="checkbox"/>	Outcome of the conflict	9
<input type="checkbox"/>	Other (Specify)	9
<input type="checkbox"/>	Nothing	0
<input type="checkbox"/>	Don't know	0
<input type="checkbox"/>	Refused	0

ASK ALL ➔

Q7. What do you think civilians who are living in areas of armed conflict need the most?

Please select the three most important to you

ROTATE STATEMENTS. READ THE LIST AND ASK RESPONDENTS TO SELECT ONE ANSWER. REPEAT THE LIST IF NECESSARY. THEN READ THE LIST AGAIN WITHOUT MENTIONING THE FIRST ANSWER AND ASK THE RESPONDENT TO SELECT ANOTHER ANSWER. REPEAT AGAIN.

		%
<input type="checkbox"/>	Food	86
<input type="checkbox"/>	Shelter	47
<input type="checkbox"/>	Medical treatment / healthcare	43
<input type="checkbox"/>	Family members to be kept together	14
<input type="checkbox"/>	Information on separated / missing family members	7
<input type="checkbox"/>	Security / protection	52
<input type="checkbox"/>	Respect / dignity	4
<input type="checkbox"/>	Psychological support	10
<input type="checkbox"/>	To influence decisions that affect them	2
<input type="checkbox"/>	Conflict resolution	22
<input type="checkbox"/>	Economic / financial help	10
<input type="checkbox"/>	Other (specify)	2
<input type="checkbox"/>	Don't know	0
<input type="checkbox"/>	Refused	0

ASK ALL WHO HAVE EXPERIENCED CONFLICT – YES AT Q1 AND YES AT Q2/CODE 1 (IN DRC) OR ANY “HAPPENED” RESPONSE AT Q3, OR ANY YES RESPONSE AT Q4. ROTATE ORDER ➔

Q8. Now I would like to ask you about whether the armed conflict has changed the way you feel. For each description I read out, please say whether the armed conflict has made you feel more this way, less this way, or has it made no real difference. First [.....], would you say it has made you more [.....], less [.....], or has it done neither?

<i>Base: All who have experienced / been affected by conflict in any way, as defined above – 410</i>	More	Less	No Real Difference	Don't Know	Refused
	%	%	%	%	%
Vengeful	17	15	64	2	2
Trusting	25	21	47	4	2
Resilient	38	21	33	5	3
Anxious	41	19	32	5	3
Appreciative of every day	32	24	36	6	2
Confused	36	23	35	4	3
Sad	72	10	15	1	2
Sensitive	66	13	17	2	2
Disillusioned	26	26	40	5	3
Optimistic for the future	42	19	32	5	2
Wise	56	14	23	5	3
Empathetic towards other people	42	24	30	2	2
Violent/aggressive	14	16	65	2	3

BB) HUMANITARIAN ASSISTANCE / NEEDS

ASK ALL WHO HAVE EXPERIENCED CONFLICT – YES AT Q1 AND YES AT Q2/CODE 1 (IN DRC) OR ANY “HAPPENED” RESPONSE AT Q3, OR ANY YES RESPONSE AT Q4 ➔

Q9. During the time you experienced or were being affected by armed conflict, did you receive help or support from any of the following?

READ OUT.

<i>Base: All who have experienced / been affected by conflict in any way, as defined above – 410</i>	Yes	No	Don't Know	Can't Remember
	%	%	%	%
UN / UN agency	20	75	3	2
DRC Red Cross	25	68	4	2
ICRC (International Committee of the Red Cross)	22	70	6	2
Other Non-Governmental Organisation (NGO) or charity (local or international)	21	70	6	3
Government	15	74	7	3
Individuals from your community / neighbours	24	66	7	2
Religious entities	26	64	8	3
Military / army / combatants	7	82	8	3
Parents / family	39	53	6	2
Other (specify)	*	88	4	7
Combination: DRC Red Cross / ICRC	34	78	2	2

ASK IF YES AT Q9 ➔

Q10. For each of the types of organisations or people you mentioned receiving help or support from, I would like you to tell me how well you felt they understood your needs. First, the [type of support at Q9]...do you feel your needs were completely understood, partially understood, or not understood at all?

SINGLE CODE FOR EACH SOURCE OF SUPPORT MENTIONED AT Q9

<i>Base: All who <u>did</u> receive support / help from each organisation at Q9</i>	Completely	Partially	Not At All	Don't Know	Refused
	%	%	%	%	%
UN / UN agency (Base = 83*)	70	29	1	0	0
DRC Red Cross (100)	85	14	1	0	0
ICRC (International Committee of the Red Cross) (98*)	80	20	0	0	0
Other Non-Governmental Organisation (NGO) or charity (local or international) (96*)	77	19	2	1	0
Government (62*)	77	18	4	1	0
Individuals from your community / neighbours (115)	83	17	0	0	0
Religious entities (115)	83	15	0	2	0
Military/army/combatants (26**)	80	20	0	0	0
Parents / family (177)	93	7	*	*	0
Combination: DRC Red Cross / ICRC (140)	83	19	1	0	0

*Low base/** Very low base

ASK ALL ➔

Q11. Which, if any, of the following reasons do you think may have prevented people in DRC receiving or accepting help or support during armed conflict?

READ OUT LIST. ROTATE ORDER. MULTICODE OK

	YES
	%
Corruption	49
Black market	42
Discrimination/social status	51
Location - access – not able to reach the location	43
Unaware that it was available	37
Fear of being rejected by my community	4
Fear of being perceived to be aligned with wrong side	9
Pride/dignity	8
Didn't meet criteria	10
Did not want to receive any support	4
Did not need to receive any support	3
Did not want to accept support because of who was offering it	8
Other (specify)	9
Nothing	5
Don't know	7
Refused	*

The remaining results will be released in August

DD) HUMANITARIAN GESTURES

ASK ALL ➔

Q20. I'm now going to describe different kinds of groups and organizations. Please tell me which three of these play the biggest role to help reduce suffering during armed conflict?

READ OUT LIST AND ASK RESPONDENT TO SELECT ONE ANSWER. THEN READ LIST AGAIN AND ASK RESPONDENT FOR TWO MORE ANSWERS. REPEAT IF NECESSARY.

	First Mention	Other Mentions	TOTAL
	%	%	%
The military and combatants / armed groups	4	7	11
Religious leaders	19	18	36
International humanitarian organizations	22	25	46
Journalists and the news media	2	10	13
The United Nations	19	31	50
The International Committee of the Red Cross (ICRC)	14	33	48
DRC Red Cross	6	15	21
Government authorities	7	21	28
Government organisations from other countries	1	9	9
International criminal court	*	7	7
Local / international NGOs / charities	4	18	23
Community leaders	1	4	4
Other (specify)	1	1	2
None of these	*	0	*
Don't know	0	1	1
Refused	0	0	0
Combination: DRC Red Cross / ICRC	20	46	61

ASK ALL ➔

Q21. What do you think the international community should do to help civilians who are living in areas of armed conflict?

ROTATE STATEMENTS. READ THE LIST AND ASK RESPONDENT TO SELECT ONE ANSWER. THEN READ THE LIST AGAIN WITHOUT MENTIONING THE FIRST ANSWER AND ASK RESPONDENT TO SELECT ANOTHER ANSWER(S).

REPEAT IF NECESSARY. MULTICODE THREE.

	%
<input type="checkbox"/> Stop the armed conflict by military intervention	36
<input type="checkbox"/> Exert political pressure	40
<input type="checkbox"/> Deliver emergency aid	45
<input type="checkbox"/> Provide peacekeepers	49
<input type="checkbox"/> Provide financial support to humanitarian organizations	24
<input type="checkbox"/> Put leaders accused of committing war crimes on trial	26
<input type="checkbox"/> Place economic sanctions on the country	4
<input type="checkbox"/> Raise awareness of the plight of civilians who are caught in areas of armed conflict	10
<input type="checkbox"/> Rebuild infrastructure	10
<input type="checkbox"/> Organize peace talks / negotiations	41
<input type="checkbox"/> Better enforce the law that protects victims of armed conflicts	12
<input type="checkbox"/> Other (specify)	1

<input type="checkbox"/>	Nothing	0
<input type="checkbox"/>	Don't know	0
<input type="checkbox"/>	Refused	*

ASK ALL ➔

Q22. What, if anything, do you think people living outside of conflict zones can do that would most help victims of armed conflict in DRC? Please select the three you feel are most important.

ROTATE STATEMENTS. READ THE LIST AND ASK RESPONDENT TO SELECT ONE ANSWER. THEN READ THE LIST AGAIN WITHOUT MENTIONING THE FIRST ANSWER AND ASK RESPONDENT TO SELECT ANOTHER ANSWER(S). REPEAT IF NECESSARY. MULTICODE THREE.

		%
<input type="checkbox"/>	Put pressure on legislators / politicians	51
<input type="checkbox"/>	Public lobbying	54
<input type="checkbox"/>	Become a volunteer	24
<input type="checkbox"/>	Donate money	41
<input type="checkbox"/>	Support an organization that helps those affected by the conflict	48
<input type="checkbox"/>	Mobilize their local community	29
<input type="checkbox"/>	Donate goods	43
<input type="checkbox"/>	Other (specify)	7
<input type="checkbox"/>	Nothing	0
<input type="checkbox"/>	Don't know	0
<input type="checkbox"/>	Refused	0

The remaining results will be released in August

Demographics

ASK ALL ➔

Respondent's Gender

		%
<input type="checkbox"/>	Male	49
<input type="checkbox"/>	Female	51

ASK ALL ➔

Respondent's Age

		%
<input type="checkbox"/>	18-24	33
<input type="checkbox"/>	25-29	22
<input type="checkbox"/>	30-34	16
<input type="checkbox"/>	35-39	11
<input type="checkbox"/>	40-44	7
<input type="checkbox"/>	45-49	5
<input type="checkbox"/>	50-64	6
<input type="checkbox"/>	65 or over	1

ASK ALL ➔

Education Level

		%
<input type="checkbox"/>	No formal education	2
<input type="checkbox"/>	Primary school incomplete	4
<input type="checkbox"/>	Completed primary school	2
<input type="checkbox"/>	Secondary school incomplete	28
<input type="checkbox"/>	Completed secondary school	29
<input type="checkbox"/>	University incomplete	17
<input type="checkbox"/>	University completed	15
<input type="checkbox"/>	Post secondary college education	4

ASK ALL ➔

Cities

		%
<input type="checkbox"/>	Kinshasa	62
<input type="checkbox"/>	Lubumbashi	26
<input type="checkbox"/>	Goma	12

ASK ALL ➔

Religion

		%
<input type="checkbox"/>	Christian	93
<input type="checkbox"/>	Muslim	3
<input type="checkbox"/>	Traditional African	2
<input type="checkbox"/>	Other	1
<input type="checkbox"/>	None	1
<input type="checkbox"/>	Refused	*

- END OF THE QUESTIONNAIRE -

MISSION

The International Committee of the Red Cross (ICRC) is an impartial, neutral and independent organization whose exclusively humanitarian mission is to protect the lives and dignity of victims of armed conflict and other situations of violence and to provide them with assistance.

The ICRC also endeavours to prevent suffering by promoting and strengthening humanitarian law and universal humanitarian principles.

Established in 1863, the ICRC is at the origin of the Geneva Conventions and the International Red Cross and Red Crescent Movement. It directs and coordinates the international activities conducted by the Movement in armed conflicts and other situations of violence.

ABOUT IPSOS

Ipsos is a leading international research agency, with offices in over 60 countries worldwide and global reach.

Established in 1975, it conducts qualitative and quantitative research with the private, public and voluntary sectors. One of its key areas of specialization is in social and opinion research. This includes extensive work with a wide range of national and international NGOs, charities and aid organizations.

This study was coordinated by Ipsos Switzerland, with fieldwork in the Democratic Republic of the Congo conducted by the Steadman Group and Ipsos Markinor, both working across Africa.

