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Mass Information in Support of Peaceful Congolese and Burundian Refugee Repatriation

Final Study B: Burundi

FINAL REPORT

Search for Common Ground (SFCG)

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Abidjan Abuja Bujumbura Bukavu Conakry Freetown Jakarta Jerusalem
Kathmandu Kiev Kigali Kinshasa Luanda Monrovia Rabat Skopje

Executive Summary

In 2007 Search for Common Ground signed an agreement with the US Department of State's Bureau of Population, Refugees, and Migration to implement a 12-month regional project with the goal of *fostering peaceful reintegration of Congolese returnees in South Kivu and Katanga and Burundian returnees across the country.*

The project used radio programming, training and participatory theatre to enable the targeted populations to, in the case of returnees and residents, manage their conflicts effectively and nonviolently and, in the case of refugees, make an informed choice about, and be better prepared to face, the conflicts they will meet upon their return.

The project expected to achieve a number of outputs and outcomes in pursuit of the overall goal. In order to measure the effectiveness of the project activities, SFCG conducted pre- and post-activity studies of the target groups around two of the outcome level indicators, analyzed the data and compared the results. These indicators are:

- 50% increase in the number of refugees who say that they have gained information about both the repatriation process and the situations in their home countries as a result of SFCG's programs and
- 50% increase in the number of beneficiaries (returnees, residents, refugees) who believe that they have the information to resolve their conflicts collaboratively and nonviolently.

Indicator 1
50% increase in the number of refugees who say that they have gained information about both the repatriation process and the situations in their home countries as a result of SFCG's programs.
Baseline measure: 62% of Burundian refugees surveyed have received information about the repatriation process and about the situation at home from SFCG programs. ¹
Final result: 54% of Burundian refugees surveyed have received information about the repatriation process and about the situation at home from SFCG programs.

Refugees remaining in Mtabila camp in Tanzania are less well informed about repatriation and their home community than they were during the baseline study. It is possible that the more well-informed refugees, those that are more open to information and, perhaps even more trusting of the information they receive, have gone home and left less informed refugees behind. Women are more informed now than they were during the baseline study, but are still less informed than men. Women also reported listening to SFCG programs more than in the baseline study.

Refugees still rely on radio most to inform them and, although they trust radio less than they did during the baseline study, it is still the most trusted source of information. Refugees rely more on people coming to the camps from Burundi, on camp sources, and on the Burundian government than they did during the baseline study. Respondents and participants are frequent radio listeners although, as with the baseline, women rely on radio less than men do. RTNB and Isanganiro are the most popular stations and both Bonasha and Kwizera have a smaller following.

Respondents said they listen to SFCG/Studio Ijambo programs, and when prompted with program names, respondents were more able to recall hearing them than during the baseline. These programs are known and accepted channels of repatriation and home situation information. The number of women and young people who rely on Icibare cacu for information about repatriation and the situation at home rose the most dramatically from the baseline study. Key informants and focus group participants said the program is helpful in resolving land disputes.

¹ Indicator calculation: The number of respondents who answered yes to survey questions 10 and 11 divided by the total number of refugees surveyed.

Indicator 2
50% increase in the number of beneficiaries (returnees, residents and refugees) who believe that they have the information to resolve their conflicts collaboratively and nonviolently.
Baseline measure: 57% of Burundian refugees believe they have the information to resolve their conflicts collaboratively and nonviolently. 69% of Burundian residents and returnees believe they have the information to resolve their conflicts collaboratively and nonviolently.
Final result: 53% of Burundian refugees believe they have the information they need to resolve their conflicts collaboratively and nonviolently. 48% of Burundian residents and returnees believe they have the information to resolve their conflicts collaboratively and nonviolently.

Fewer beneficiaries feel they have the information they need to resolve their conflicts collaboratively and non-violently. Fewer refugee respondents in the final study said they didn't know if they had the information they need.

Land conflicts are still the most common type of conflict for refugees, returnees and residents. Fewer refugees mentioned land conflict but more mentioned ethnic conflict. Survey respondents identified training, participatory theatre and radio programs as sources of information but it appears as if it is not enough to give them confidence to resolve their conflicts – and land conflicts in particular. Disappointingly, a majority of refugees mentioned innate knowledge as their primary information source and returnees and residents mentioned word of mouth and natural ability as their two primary sources of information on how to handle conflicts. A large proportion of returnees said they actually did nothing when they returned home and were faced with a land conflict.

On a positive note, women and young people appear to be more informed and better equipped to handle conflicts than they were on the baseline. Local authorities were ranked higher as a source of information for resolving conflicts by refugees, returnees and residents which may be an indication that the population has more confidence in these individuals than it did in the past.

More female refugees and older refugee respondents mentioned going to the Land Commission to resolve disputes. While there appears to be awareness of the Land Commission, there is not a high level of confidence in the decisions rendered by this body or of its overall effectiveness to date.

Fewer returnees had a problem reclaiming their house or land. This could indicate that they were better equipped to resolve any land dispute that arose when they returned as a result of what they learned in the camp as a refugee. They also reported having information to resolve conflicts more frequently than residents.

Indicator 4
75% of theatre spectators and training participants feel that SFCG has provided a forum for open, collaborative dialogue about the conflicts around them (returnees/residents) and the inevitable conflicts they will face at home (refugees).
Final measure: 94% of theatre spectators feel that SFCG has provided an open forum for useful dialogue.
Indicator 5
75% of theatre spectators and training participants have increased knowledge about conflict transformation and nonviolent communication as a result of the activity.
Final measure: 84% of theatre spectators feel they are more prepared to handle conflicts without violence because of the participatory theatre.

Overall the participatory theatre was well received and appeared to be effective with the audience that participated.

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Introduction

In 2007 Search for Common Ground signed an agreement with the US Department of State's Bureau of Population, Refugees, and Migration to implement a 12-month regional project with the goal of *fostering peaceful reintegration of Congolese returnees in South Kivu and Katanga and Burundian returnees across the country*. The goal is supported by two specific objectives:

- Provide information to refugee populations that enables them to make informed decisions about return; and
- Foster dialogue and collaborative approaches to conflict between returnees and residents in the zones of return.

The project used radio programming, training and participatory theatre to enable the targeted populations to, in the case of returnees and residents, manage their conflicts effectively and nonviolently and, in the case of refugees, make an informed choice about, and be better prepared to face, the conflicts they will meet upon their return.

The project targeted Burundian and Congolese returnees and residents in Eastern DRC and Burundi, as well as Congolese refugees in Burundi, Tanzania, and Zambia and Burundian refugees in Tanzania.

The project expected to achieve a number of outputs and outcomes in pursuit of the overall goal. See Appendix 1 for the full summary of expected results. In order to measure the effectiveness of the project activities, SFCG conducted pre- and post-activity studies of the target groups around two of the outcome level indicators, analyzed the data and compared the results.

These indicators are:

- 50% increase in the number of refugees who say that they have gained information about both the repatriation process and the situations in their home countries as a result of SFCG's programs and
- 50% increase in the number of beneficiaries (returnees, residents, refugees) who believe that they have the information to resolve their conflicts collaboratively and nonviolently.²

Two other outcome indicators were evaluated using only post-activity studies of the target groups. These indicators are:

- 75% of theatre spectators and training participants feel that SFCG has provided a forum for open, collaborative dialogue about the conflicts around them (returnees/residents) and the inevitable conflicts they will face at home (refugees) and
- 75% of theatre spectators and training participants have increased knowledge about conflict transformation and nonviolent communication as a result of the activity.

One other indicator was evaluated using means other than the baseline and post-activity studies to measure results. This indicator is:

- 50% increase in knowledge of and confidence in the Burundi Land Commission's mandate by participants in the trainings and community exchanges.

The final results of the first four indicators for Burundi are summarized in this report.

Methodology

Targets and Locations

The study gathered information from Burundian residents and returnees in 4 locations of high return in Burundi. Residents are defined as individuals who have never been displaced and returnees are

² This indicator was included in the initial proposal, but not in the final submission. SFCG has elected to include it in the baseline and final studies to inform its programming and the project's advancement.

individuals who were displaced to a country other than their home country and have returned home. The study also focused on a select sample of refugee populations in one camp in Tanzania. Refugees are defined as individuals living in exile in a country other than their home country.

The camp and return zone locations were chosen in consultation with UNHCR and PRM and reflect a diversity of ethnicities, origins and experiences (i.e. length of exile, which conflict they fled, zone of origin and location within the host country) and return zones chosen are those with higher numbers of returnees. The research locations are summarized in Table 1 below. These are the same locations as were selected for the baseline study.

Table 1 Study Locations		
	Refugees	Residents and Returnees
Burundi	Mtabila Camp – Tanzania	Giteranyi Kayogoro Nyanza Lac Rumonge

Tools

SFCG used three main tools for data collection, including:

- Key informant interviews (one on one) with stakeholders in refugee camps and with persons of authority in return zones.
- Focus group discussions with individuals divided into small groups by gender.
- Surveys of a more general sample of the refugee and resident and returnee populations.

In order to draw baseline to final study comparisons, the baseline data collection tools were used with slight modifications.

Separate discussion guides and surveys were developed for refugees and for returnees and residents. Similar questions were asked of both Burundians and Congolese modified to address country-specific circumstances. The tools can all be found in Appendix 2 including a summary of responses for each.

Data Collection

The SFCG Burundi Design Monitoring & Evaluation (DM&E) Coordinator was responsible for the data collection. He worked in the field directly conducting the key informant interviews and focus group discussions assisted by three researchers who also conducted the surveys.

The information gathered during the survey was validated during the focus group discussions and key informant interviews. The number of study participants by location and by data gathering tool are summarized in Table 2 below.

Table 2 Number of Study Participants			
	Refugees	Residents and Returnees	Total Participants
Key Informant Interviews	4	8	12
Focus Group Discussions	44	69	113
Surveys	153	397	550
Total Participants	201	474	675

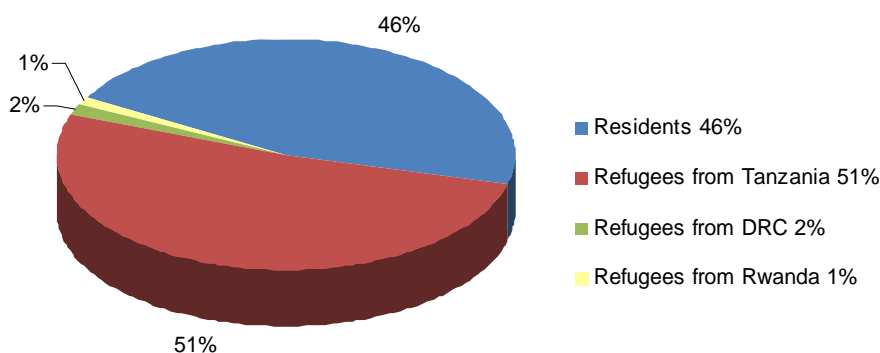
Refugees

The interviews, discussions and survey were conducted with Burundian refugees living in Mtabila Camp in Tanzania in August 2008. One hundred and fifty three (153) responded to the survey, four (4) were interviewed (2 males, 2 females) and forty four (44) participated in the focus groups (24 males, 20 females). Both men (59%) and women (41%) participated in the survey. Over half (63%) were age 31 and over and the balance (37%) were age 18-30.

Residents and Returnees

The interviews, discussions and surveys were conducted with Burundian residents and returnees living in Giteranyi, Kayagoro, Nyanza Lac, and Rumonge in August 2008. Almost four hundred (397) people responded to the survey. Just under half (46%) were never displaced but the majority (54%) were displaced, mostly in Tanzania. (See Chart 1)

Chart 1 Survey Sample
Residents and Returnees



Equal numbers of men and women responded to the survey. Just over half (55%) were 31 years and older and the remainder (45%) were age 18-30.

Eight (8) key informants were interviewed, 3 males and 5 females. Sixty-nine (69) people participated in the focus groups and half were male and half were female.

The final study respondent demographics for all research methods were very similar to what they were for the baseline.

A summary of the key findings for Burundi is presented in the next section, followed by conclusions. The DR Congo findings and conclusions are presented in a separate report.

Findings

The findings are reported here by indicator.

Burundi Indicator 1

Indicator 1³
50% increase in the number of refugees who say that they have gained information about both the repatriation process and the situations in their home countries as a result of SFCG's programs.
Baseline measure: 62% of Burundian refugees surveyed have received information about the repatriation process and about the situation at home from SFCG programs.
Final study: 54% of Burundian refugees surveyed have received information about the repatriation process and about the situation at home from SFCG programs.

Refugees

The percentage of all refugees surveyed who said they received information about the repatriation process and about the situation at home from SFCG programs dropped from the baseline to final by 8%. It is possible that this drop is because refugees who are more open to information or who are more motivated to return home have left the camp and those refugees who are less open to information, those who are less trusting of information or those who choose to be less informed have remained.

Information and Sources

When asked if they are well informed about the repatriation process and about developments in their home communities, refugee respondents said yes (77%). This proportion is down from the baseline of 87%. As with the baseline, women feel less informed than men (68% vs 83%) and there is no difference in level of information between the two age groups. Women are more informed now than when the baseline study was conducted (68% vs 65%) but men are less informed now (83% vs 86%).

Refugees receive information from many sources but the top sources are radio (36% of responses), camp sources (22%), people coming to the camps from Burundi (11%) and the Burundian Government (10%). While radio is still the number one source of information, the most significant change from the baseline is that people appear to be relying more on formal sources now than on word of mouth which dropped by 4% (3% vs 7%) from the baseline. Fewer women than men named radio as an information source (60% vs 88% of respondents). There were several differences in results between the two age groups. The older age group (31+) relied on Camp Sources (52% vs 38%), the Burundian Government (28% vs 13%) and HCR (15% vs 13%) more than their younger counterparts. The younger age group relied on radio more by a small margin (79% vs 76%).

In terms of the sources they trust, refugees trust radio most (52% of responses) followed by people coming to the camps from Burundi (16%) and Camp Sources (13%). This is a shift from the baseline study. Refugees now trust radio less (52% vs 64%) and trust people coming to the camps from Burundi (16% vs 10%) and Camp Sources (13% vs 1%) more than they did on the baseline study.

Women trust radio less than men do (26% vs 50% of respondents) and people in the older age group trust radio less than their younger counterparts (37% vs 46%). Women trust camp sources more than men do (15% vs 8%).

Focus group participants felt well informed about the repatriation process from the camp to the transit site but less well informed about conditions around reintegration when they return home. They wanted to know specifically about criteria for house construction and how property conflicts will be

³ Indicator calculation: The number of respondents who answered yes to questions 10 and 11 on the baseline survey and 11 and 12 on the final survey divided by the total number of refugees surveyed.

dealt with. With respect to information about the situation at home, refugees were interested in knowing what the government is doing to reduce crime, especially theft.

Key informants echoed the comments of focus group participants and were also interested in knowing what the government is doing to fight corruption and to improve security in some areas of the country.

Neither focus group participants nor key informants mentioned Camp Sources as a source of information. This is a shift from the baseline where both groups mentioned Camp Sources more than survey respondents did.

Radio and SFCG Programs

Refugees were asked how often they listen to radio. Most respondents (90%) listen and almost half (49%) listen every day or almost every day. Fewer women than men listen (80% vs 96% who listen) and women listen less frequently than men (31% vs 63% listen every day or almost every day). Frequency of listening is similar between the two age groups.

Respondents named an average of 2.8 radio stations and the stations most listened to are: RTNB (28% of responses); Radio Isanganiro (27%); Bonesha (17%) and Radio Kwizera (9%). This is a shift from the baseline study where the most frequently listened to station was Radio Isanganiro (34%) followed by RTNB (25%). Also, Radio Kwizera dropped in listenership (from 14%).

Women listen to Bonesha slightly less compared to men (8% vs 11%) and women listen to RTNB (37% vs 25%) and Isanganiro (31% vs 26%) more than men do. There were only slight differences in radio stations mentioned between the two age groups. Key informants said that refugees don't have a lot to do so radio occupies their time.

Respondents were asked, unprompted, if they listen to SFCG/Studio Ijambo programs. A large proportion (69%) said yes although this number is slightly less than the baseline (71%). Men said they listen more than women (72% vs 64%) although the percentage of women who reported listening to SFCG/Studio Ijambo programs jumped significantly from the baseline (38% to 64%). Respondents 31+ years listen more than those 18-30 years of age (70% vs 67%) although the gap narrowed from the baseline study (79% vs 60%).

When prompted with specific program names, only 3 respondents who said they listened to Radio Ijambo programs could not or would not say that they had listened to a specific program. This is down from the baseline study (18%).

Those who listen to the programs mentioned an average of 3.7 programs each that they have listened to. See Table 3 for a summary of the programs and the percentage that have ever listened to each.

Program	% Who Listen Baseline	% Who Listen Final	% change
Tubiri tuvurana ubusa	22%	21%	-1%
Icibare cacu	14%	18%	+4%
Ukuri gutegura akazoza	12%	16%	+4%
Kw'isoko	17%	15%	-2%
Isanganiro ry'urwaruka	19%	13%	-6%
Dusangire ikivi n'ikiyago	13%	13%	-
Umuganda Wawe	3%	2%	-1%
Twiyugurure	Not asked	2%	
	100%	100%	

Focus group participants correctly identified Umuganda Wawe and Kw'isoko as two programs that are no longer produced or aired. Key informants said that, while they listen to some of the programs mentioned, young people tend to be more interested in listening to music.

Respondents were asked specific questions about the SFCG radio program *Icibare cacu*. When asked if they had already received information on the repatriation process through the *Icibare cacu* program, most respondents who listen to the program (92%) said yes. This is up significantly from the baseline where just over three quarters (79%) said yes. Even more program listeners (96%) said they had received information on the situation in their home community from this program. More women than men said they received information on repatriation from this source (96% vs 91%). The same was true for information on the situation home where all the women surveyed said they received this information from *Icibare Cacu* (100% vs 94%).

Respondents age 18-30 and their older counterparts had similar responses when asked whether they receive information about repatriation from this program (90% vs 93%). This is a significant shift from the baseline in that the percentage of younger respondents increased from 59% to 90%. Younger respondents were slightly more likely to say that they get information on the situation at home from this program compared to those ages 31+ (100% vs 93%). Again, this is a significant change from the baseline where fewer 18-30 year old respondents received home community information compared to those ages 31 and over (75% vs 93%).

Key informants mentioned the positive messages related to settling land conflicts that refugees get from *Icibare cacu*. Focus group participants mentioned specific details of the program including the examples used on the program to help with resolving land disputes and their perception of balanced journalism that this program demonstrates. Participants suggested that if decision makers listened to the program it would assist with speedy and transparent resolution of land conflicts.

Indicator 1 Summary

Refugees remaining in Mtabila camp in Tanzania are less well informed about repatriation and their home community than they were during the baseline study. It is possible that the more well-informed refugees, those that are more open to information and, perhaps even more trusting of the information they receive, have gone home and left less informed refugees behind. Women are more informed now than they were during the baseline study, but are still less informed than men. Women also reported listening to SFCG programs more than in the baseline study.

Refugees still rely on radio most to inform them and, although they trust radio less than they did during the baseline study, it is still the most trusted source of information. Refugees rely more on people coming to the camps from Burundi, on camp sources, and on the Burundian government than they did during the baseline study. Respondents and participants are frequent radio listeners although, as with the baseline, women rely on radio less than men do. RTNB and Isanganiro are the most popular stations and both Bonesha and Kwizera have a smaller following.

Respondents said they listen to SFCG/Studio Ijambo programs, and when prompted with program names, respondents were more able to recall hearing them than during the baseline. These programs are known and accepted channels of repatriation and home situation information. The number of women and young people who rely on *Icibare cacu* for information about repatriation and the situation at home rose the most dramatically from the baseline study. Key informants and focus group participants said the program is helpful in resolving land disputes.

Burundi Indicator 2

Indicator 2
50% increase in the number of beneficiaries (returnees, residents and refugees) who believe that they have the information to resolve their conflicts collaboratively and nonviolently.
Baseline measure: 57% of Burundian refugees believe they have the information to resolve their conflicts collaboratively and nonviolently. 69% of Burundian residents and returnees believe they have the information to resolve their conflicts collaboratively and nonviolently.
Final study: 53% of Burundian refugees believe they have the information they need to resolve their conflicts collaboratively and nonviolently. 48% of Burundian residents and returnees believe they have the information to resolve their conflicts collaboratively and nonviolently.

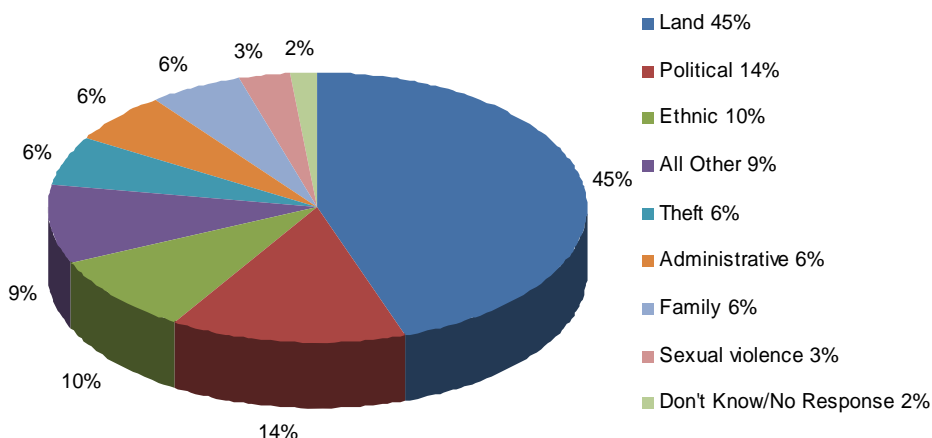
Refugees

The percentage of refugees who believe they have the information to resolve their conflicts dropped from the baseline. As with indicator 1, this could be because the more informed refugees left the camp leaving the less well-equipped refugees behind.

Conflict and Conflict Resolution

Survey respondents were asked about types of conflict that they have heard about or possibly anticipate when they return home and about strategies for dealing with conflict. The most frequent types of conflict they had heard about included land conflict, making up almost half of the responses (45%), political conflicts (14%), ethnic conflicts (10%) and theft, administrative and family conflicts (all 6%). (See Chart 2)

Chart 2 Types of Conflict
Refugees



Land, political and family conflicts dropped from the baseline (by 7%, 4% and 4% respectively) and ethnic conflict increased (by 8%). Women mentioned land conflict more often than men (48% vs 43%). Men mentioned political conflicts more than women (17% vs 10%). During the baseline study 18-30 year old respondents mentioned land conflict less often compared to those 31 and over (46% vs 57%) but during the final study the proportion was reversed with the younger group mentioning land conflict more often than their older counterparts (47% vs 43%).

Key informants mentioned the same conflicts as survey respondents and, as they did in the baseline study, said that family conflicts are usually linked to polygamy. Focus group participants echoed this sentiment and said that polygamy was a problem in the camps. They called on the government to put a stop to the practice.

When asked what types of strategies people use to resolve their conflicts, respondents mentioned go to local authorities (25% of responses), mediation (20%), and go to the land commission (18%). This is a shift from the baseline where find a compromise was the second most frequently mentioned strategy (36% of respondents) but in the final study only 1 refugee mentioned this as a strategy. During the baseline only a small number (9%) of respondents mentioned go to local authorities which was the most common response in the final study. The number of survey respondents who did not know of any conflict resolution strategies grew from 6% in the baseline to 13% in the final study.

Key informants and focus group participants did not mention the land commission or tribunals but otherwise mentioned the same strategies as survey respondents.

Women, more than men, had heard about going to local authorities (35% vs 19%) but had heard about the remaining strategies less than men had. In the baseline only one female respondent mentioned the Land Commission as a way to resolve a conflict and in the final study 13% of female respondents mentioned this as a strategy. Significantly, over a quarter (26%) of women in the final study said they did not know of any strategies where only a small number (9%) said they didn't know of any strategies in the baseline.

During the baseline study there were no significant differences in responses between the two age groups. In the final study there were a few differences: older respondents mentioned mediation (22% vs 16% of responses) and the Land Commission (20% vs 15%) more often; younger respondents mentioned go to local authorities more than older respondents (28% vs 24%); and younger respondents were more likely to say they didn't know any strategies (19% vs 10%).

Refugees were asked if someone was living in their house or on their land when they returned home what they would do about it. The most frequent responses were to go to local authorities mentioned by half the respondents (50%), followed by go to the Land Commission (16%). One fifth of respondents would not know what to do (20%). This is a significant shift from the baseline where respondents were more likely to handle the problem by finding a compromise (23% of respondents), filing a complaint with the tribunal (22%), or using mediation (15%). Just over one-tenth (11%) said they don't know what they would do about it. During the baseline only 2% of respondents said they would go to the Land Commission compared with 16% of respondents in the final study who identified the Land Commission as an option.

When asked what they would do if someone was living in their house or on their land when they returned home, there were no significant differences between men and women and between the two age groups during the baseline study but during the final study there were significant differences. These are summarized in Table 4.

Strategy	% Males	% Females	% 18-30	% 31+
Authorities	47%	52%	43%	52%
Land Commission	21%	8%	14%	16%
Tribunal	15%	6%	13%	11%
Negotiation	12%	13%	14%	11%
Mediation	12%	6%	11%	9%
Violence	3%	2%	4%	2%
Do nothing	3%	3%	5%	2%
Don't know	16%	23%	14%	21%

Conflict Information and Sources

Respondents were asked whether they feel they have the information they need to resolve conflicts collaboratively and non-violently. Over half (53%) said yes but this is down from the baseline (57%).

A small number (7%) said they didn't know if they have the information which is down from the baseline (11%).

Both key informants and focus group participants said they believe that refugees have the information they need to resolve conflicts.

In the baseline survey, there were no significant differences between men and women but in the final survey, women were less likely than men to say they have the information they need (44% vs 59%). There were no significant differences between the age groups in either the baseline or final studies.

When asked about their information sources for conflict resolution, respondents overwhelmingly mentioned innate knowledge most often (60% of respondents who believe they have information to resolve conflict) followed by training (20%), religious sources (11%) and radio (10%). This is a significant shift from the baseline where training (35%) and radio (17%) were mentioned most often.

There were no differences in responses between men and women and between the two age groups.

There were two significant differences in the questionnaire design from the baseline to the final study. In the baseline study, all respondents were asked for their sources of information but, for the final study, only those people who said they have the information to resolve conflicts non-violently were asked for their sources of information. This means that, in the final study, only those who were informed were asked for their sources.

Also, the option 'innate knowledge/natural ability' was included on the final study questionnaire but not on the baseline. Even though enumerators were instructed not to read the options, it is possible that, because this option was listed on the final questionnaire, enumerators would select it if the respondent mentioned it where they might not have listed it as an Other option on the baseline.

Key informants and focus group participants said that refugees benefited from conflict resolution training conducted by ONG and IRC, sponsored by HCR.

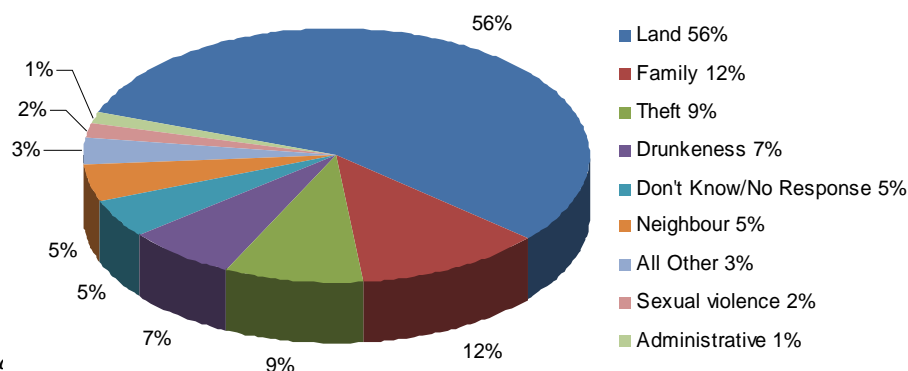
Residents and Returnees

The percentage of residents and returnees who believe they have the information to resolve their conflicts dropped from the baseline.

Conflict and Conflict Resolution

Survey respondents were asked about the types of conflict they have heard about in their community and strategies for dealing with conflict. Respondents mentioned an average of 1.5 conflicts each and the most frequently mentioned types of conflict included land conflicts (57% of responses) and family conflicts (12%) (See Chart 3). A small number said they did not know of any conflicts or did not answer the question (5%).

Chart 3 Types of Conflict Residents and Returnees



Women mentioned land conflicts less often than men (54% vs 58%) as did 18-30 year old respondents compared to those 31 and over (54% vs 58%). Women mentioned family conflicts more than men did (14% vs 10%) and older respondents mentioned family conflicts more often as well (13% vs 10%). The only other big difference was that younger respondents mentioned drunkenness more often than the older age group (10% vs 4%). These results are similar to the findings of the baseline study.

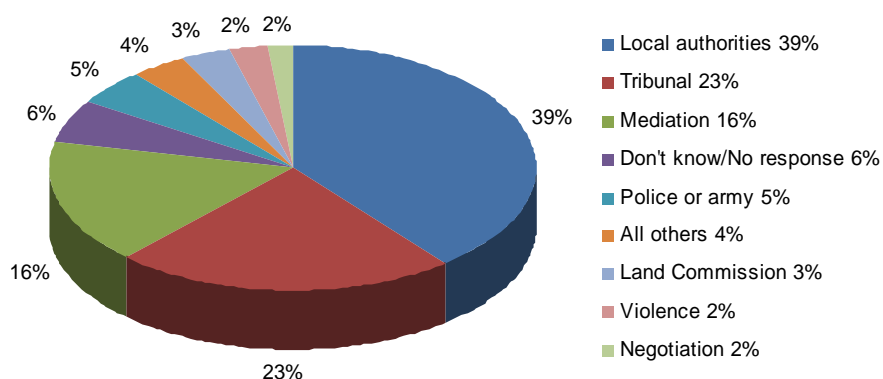
Returnees were more likely than residents to mention land conflict (60% vs 51%) but less likely to mention drunkenness as a source of conflict (5% vs 9%). Returnees were also more likely to say they didn't know about any conflict or gave no response (3% vs 8%).

Key informants and focus group participants mentioned the same disputes as survey respondents and said that land conflicts are particularly numerous among residents and returnees who fled in 1972 and in the high return areas of Bururi, Makamba and Muyinga. When asked about conflicts, participants mentioned land conflicts immediately and other types of conflict after some thought. Similar to the findings of the refugee study, family conflicts are linked to polygamy issues and these were mentioned most often by women.

A few respondents to the resident/returnee survey (9%) mentioned theft as a source of conflict in the community, more than on the baseline study where only a few respondents mentioned theft. While theft, especially by police, was mentioned as a source of conflict during the baseline key informant interviews, neither key informants nor focus group participants in the final study mentioned theft specifically.

When asked what types of strategies people use to resolve their conflicts, respondents mentioned an average of 1.4 strategies each. They said go to the local authorities (39% of responses), file a complaint with the tribunal (23%) and mediation (16%) most often. This is a shift from the baseline where mediation (28%), file a complaint with the tribunal (23%), find a compromise (17%) and go to the local authorities (15%) were the most common responses. In the final study, slightly more respondents said they didn't know any conflict resolution strategies compared to the baseline study (6% vs 4%). (See Chart 4)

Chart 4 Conflict Resolution Strategies Heard of Residents and Returnees



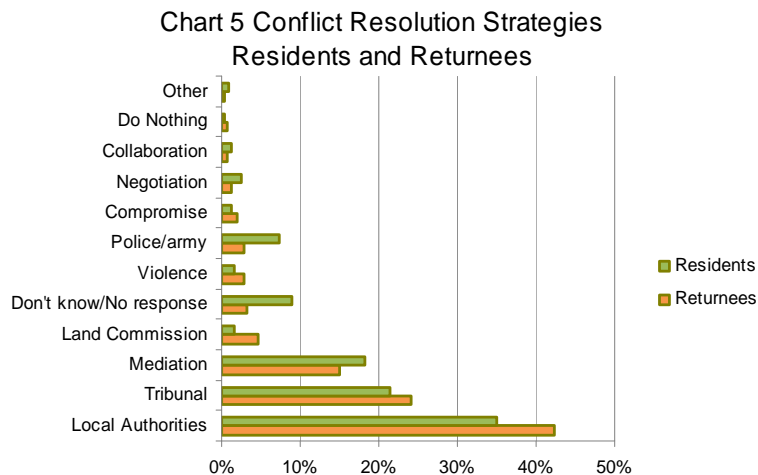
Only a very small number (6%) of survey respondents did not know of any conflict resolution strategies which is up from the baseline (4%). A small number (2%) also said they have heard of people using violent means to resolve conflicts which is down from the baseline (4%).

There were some differences in responses between men and women and between the two age groups. Men were more likely than women to mention mediation (19% vs 14%) and tribunals (26% vs 19%)

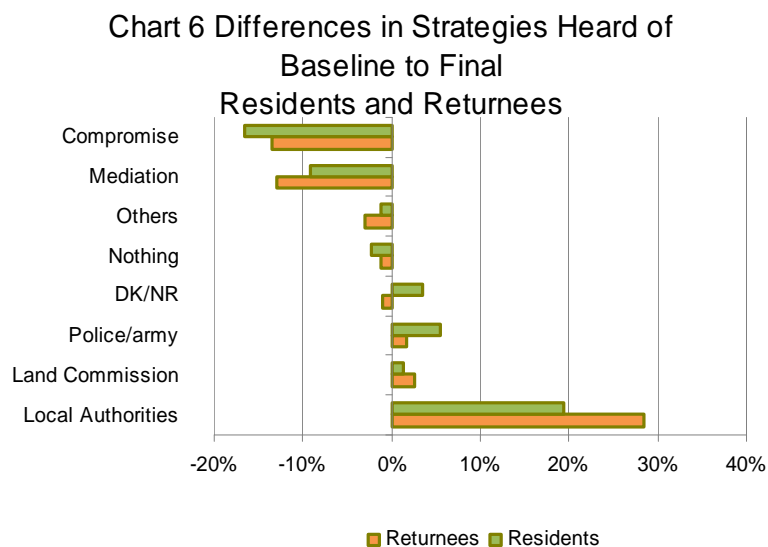
but women were more likely to mention local authorities (44% vs 35%). Women also said they did not know of any strategies or gave no response more often than men (8% vs 3%).

Younger respondents were more likely to mention local authorities (45% vs 34%) and the police or army as a strategy (7% vs 3%) than their older counterparts while those age 31+ were more likely to mention tribunals (26% vs 19%) and the Land Commission (5% vs 0%).

Residents and returnees gave similar responses with three notable exceptions. Returnees mentioned local authorities more than residents (42% vs 35%) while residents mentioned go to police or army more often (7% vs 3%). Residents were more likely to say they didn't know or to not respond compared to returnees (9% vs 3%). (See Chart 5)



There were some differences in responses for residents and returnees from the baseline to the final study. Both residents and returnees were less likely to mention compromise and mediation and less likely to say they would do nothing. They were more likely to call the police or army, go to the Land Commission and go to local authorities. In the final study more residents said they didn't know what they would do or did not respond compared to the baseline while the opposite was true for returnees. (See Chart 6)



As with the baseline discussions, key informants and focus group participants said that people manage conflicts differently, often working through a series of options from compromise to mediation to

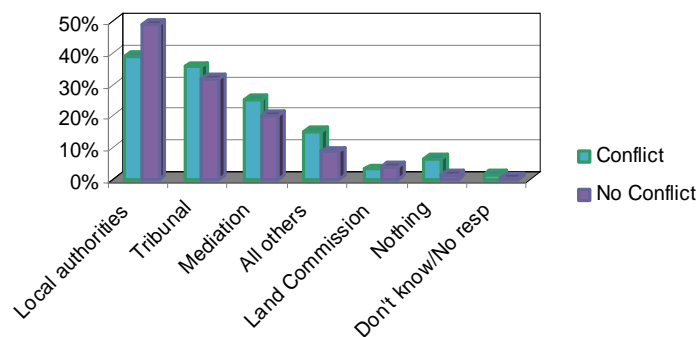
traditional structures such as Bashingantahe, for example, before resorting to local authorities. The court system was mentioned as a last resort if no other way to resolve a conflict can be found.

Residents

Residents and returnees were asked different questions about property claim and ownership. Residents were asked: “have you ever had a land conflict?” Those that responded ‘yes’ were asked how they handled this conflict. Those that responded ‘no’ were asked hypothetically, “if someone comes to you and says you are living in my house or on my land, how would you handle it?”

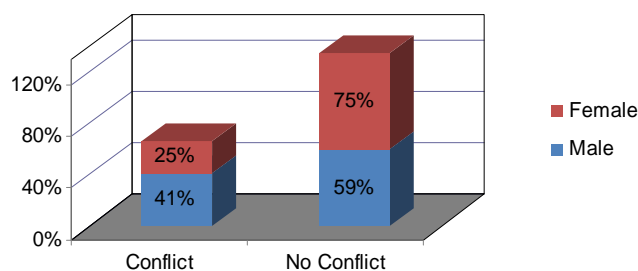
Less than a third (32%) of residents said they had a land conflict. Those residents who did have a conflict mentioned tribunal, mediation and negotiation as strategies more than those residents who did not. They were also more likely to do nothing in response to a conflict. Those residents who did not have a conflict were more likely to go to local authorities or the Land Commission. (See Chart 7)

Chart 7 Strategies Used
Residents with Conflict and no Conflict



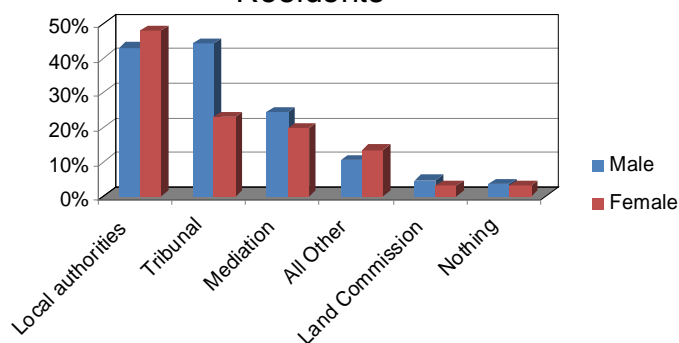
In terms of gender differences, only a quarter (25%) of women said they had a land conflict compared to almost half (41%) of men (See Chart 8).

Chart 8 Land Conflict by Gender
Residents



Women (those with and without conflict) said they would go to the local authorities more than men did (48% vs 43%). Men were more likely to file a complaint with a tribunal (44% vs 23%), mediate (24% vs 20%) or go to the Land Commission (5% vs 3%). (See Chart 9)

Chart 9 Strategies Used by Gender Residents



Residents 31 and over were more likely to say they would file a complaint with a tribunal than those aged 18-30 (38% vs 28%). In all other respects, the responses for the two age groups were similar.

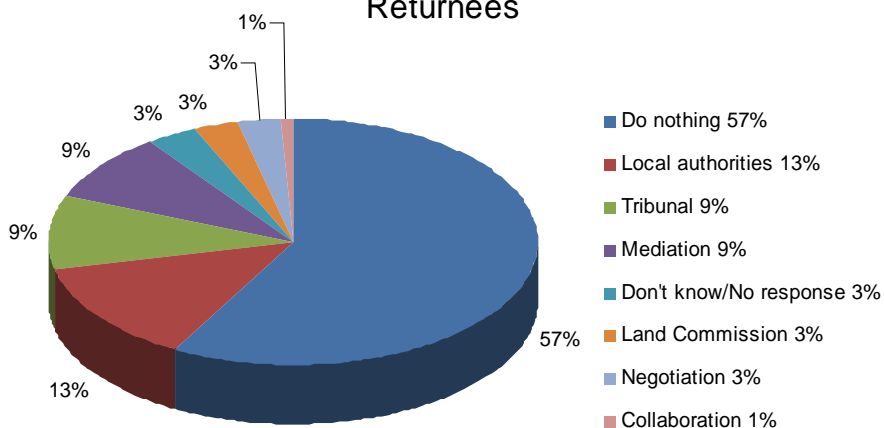
Returnees

Returnees were asked ‘When you returned home, did you have a problem trying to recuperate your land or house?’

Half of returnees (50%) said yes which was down from the baseline where almost two-thirds of the returnees said yes (61%). Men were more likely than women to say they had a problem (52% vs 48%) which was a shift from the baseline where men were less likely than women (55% vs 67%). Respondents age 18-30 were less likely than their older counterparts to say they had a problem (45% vs 55%) which was the same as the baseline.

When asked how they handled the situation a wide range of responses was given (215 respondents, 224 responses). Over half of returnees said they did nothing about it (57% of responses). This is up significantly from the baseline where less than one quarter said they did nothing (23% of responses). Some said they went to local authorities (13%) or filed a complaint with the Tribunal (9%) or mediated (9% down from baseline of 12%). Only a small number (2% of respondents) said they didn’t know what to do or gave no response which was down from the baseline (10% of respondents). (See Chart 10)

Chart 10 Conflict Resolution Strategies Used Returnees

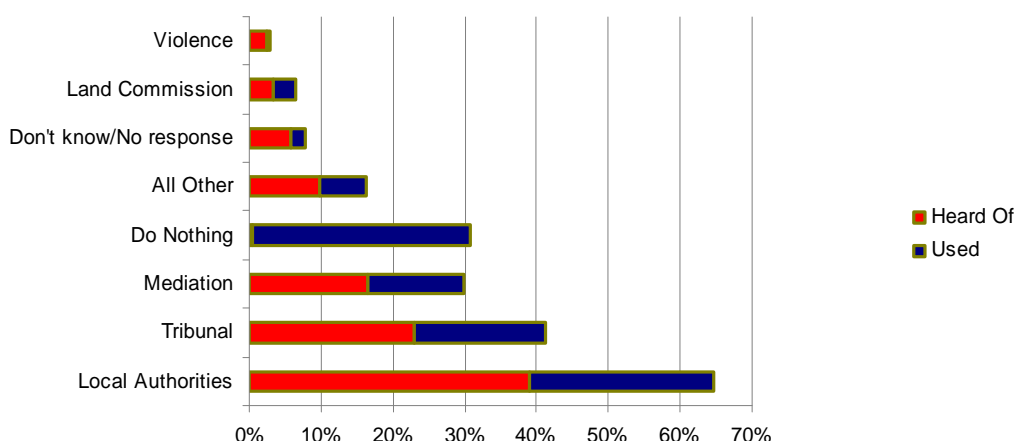


There were a number of differences in responses between men and women during the baseline but in this final study the only difference between the genders was that women were more likely than men to go to local authorities (16% vs 11% of responses).

Although there were more differences in responses between those 18-30 years old and their older counterparts in the baseline survey. In this final study the only difference is that those age 31 and over are more likely to do nothing than their younger counterparts (60% vs 54% of responses).

There were differences between the strategies that residents and returnees had heard about and what they said they used when faced with a land conflict issue (or would use if faced with such an issue). The most significant finding is that many residents and returnees actually did nothing about the situation but didn't consider it as an option. Fewer people would use mediation, a tribunal, local authority or violence than had heard about others using these strategies. A small number (1%) said they had heard of people doing nothing about a conflict but almost a third (30%) said they did nothing when or if faced with a land conflict themselves. (See Chart 11)

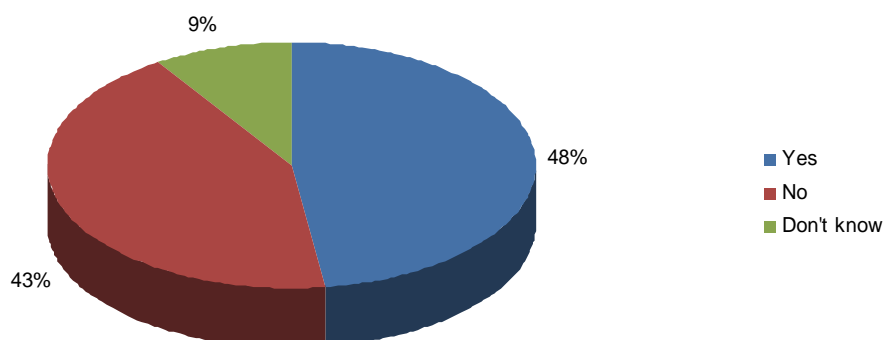
**Chart 11 Conflict Resolution Strategies
Residents and Returnees**



Conflict Information and Sources

Respondents were asked whether they feel they have the information they need to resolve conflicts collaboratively and non-violently and just under half (48%) said yes. This is down from the baseline where over two thirds (69%) said yes. (See Chart 12)

**Chart 12 Have Information to Resolve Conflicts?
Residents and Returnees**



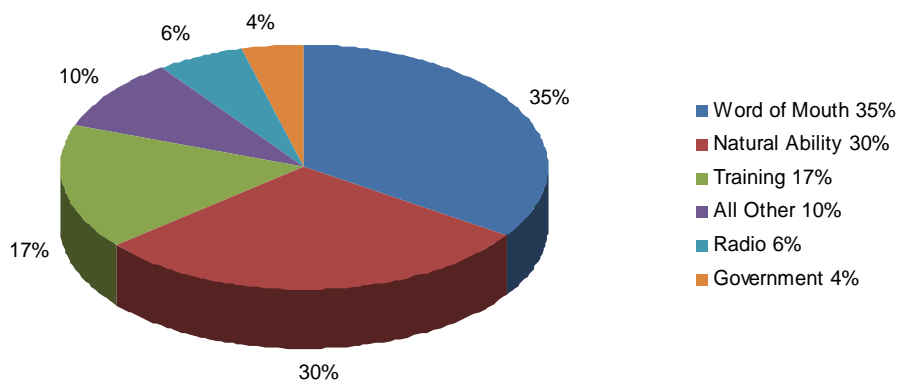
There were significant differences between men and women – over half of men said they have information to resolve conflicts (55%) but less than half of women said so (41%). Over one tenth (11%) of women said they weren't sure if they did or not or did not answer the question. Fewer younger respondents (age 18-30) felt they have the information they need to resolve conflicts compared to those 31 years of age and older (43% vs 52%) and one tenth (10%) of older respondents didn't know if they have the information.

Returnees were more likely than residents to say they have the information they need to resolve conflicts (51% vs 45%). This is the opposite of the responses during the baseline where residents were more likely to say they had the information (73% vs 67%).

All key informants and focus group participants said they believe that people in the community have the information they need to resolve conflicts. Focus group participants said that Burundians are not naturally violent people and, if violence does erupt it is political types who are behind the violence.

When asked about their information sources for conflict resolution, survey respondents most often said that they got the information from other people (35%) or have the natural ability to resolve conflicts (30%). Other sources mentioned were training (17%), radio (6%) and government (4%). These responses were almost the same as for the baseline except in the baseline study most respondents (37%) mentioned natural ability and fewer respondents (4%) mentioned word of mouth. (See Chart 13)

Chart 13 Sources of Information
Residents and Returnees

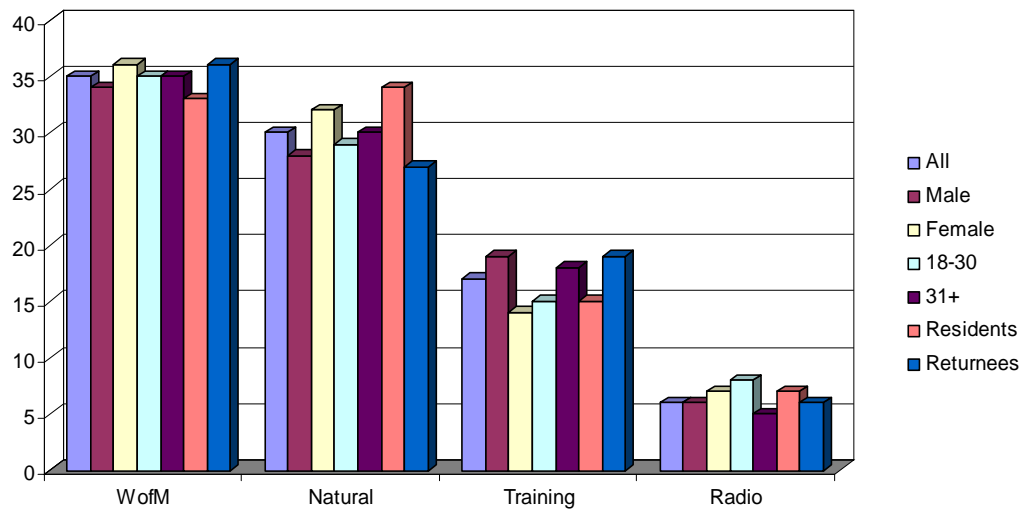


The top four information sources were compared within the demographic groups. Some notable differences:

- Women mentioned Natural Ability more often than men (32% vs 28%).
- Men mentioned Training more often than women (19% vs 14%).
- Respondents 18-30 years old mentioned Radio more often than those age 31+ (8% vs 5%).
- Respondents 31+ mentioned Training more than those 18-30 (18% vs 15%).
- Residents mentioned Natural Ability more than returnees (34% vs 27%).
- Returnees mentioned Word of Mouth (36% vs 33%) and Training (19% vs 15%) more often than residents.

(See Chart 14)

**Chart 14 Sources of Information Comparison
Residents and Returnees**



Focus group participants said people have been resolving conflicts at the community level for years which implies they have been using natural ability. Recently organizations have been assisting by providing conflict management training. SFCG, ACCORD, CARE, MIPAREC and IRC were mentioned as sources of training. In addition to training, key informants and focus group participants mentioned radio, theatre, UNHCR and Bashingantahe as sources of information on how to resolve conflicts.

Indicator 2 Summary

Fewer beneficiaries feel they have the information they need to resolve their conflicts collaboratively and non-violently. Fewer refugee respondents in the final study said they didn't know if they had the information they need.

Land conflicts are still the most common type of conflict for refugees, returnees and residents. Fewer refugees mentioned land conflict but more mentioned ethnic conflict. Survey respondents identified training, participatory theatre and radio programs as sources of information but it appears as if it is not enough to give them confidence to resolve their conflicts – and land conflicts in particular. Disappointingly, a majority of refugees mentioned innate knowledge as their primary information source and returnees and residents mentioned word of mouth and natural ability as their two primary sources of information on how to handle conflicts. A large proportion of returnees said they actually did nothing when they returned home and were faced with a land conflict.

On a positive note, women and young people appear to be more informed and better equipped to handle conflicts than they were on the baseline. Local authorities were ranked higher as a source of information for resolving conflicts by refugees, returnees and residents which may be an indication that the population has more confidence in these individuals than it did in the past.

More female refugees and older refugee respondents mentioned going to the Land Commission to resolve disputes. While there appears to be awareness of the Land Commission, there is not a high level of confidence in the decisions rendered by this body or of its overall effectiveness to date.

Fewer returnees had a problem reclaiming their house or land. This could indicate that they were better equipped to resolve any land dispute that arose when they returned as a result of what they learned in the camp as a refugee. They also reported having information to resolve conflicts more frequently than residents.

Burundi Indicators 4 and 5

Participatory Theatre

Indicator 4
75% of theatre spectators and training participants feel that SFCG has provided a forum for open, collaborative dialogue about the conflicts around them (returnees/residents) and the inevitable conflicts they will face at home (refugees).
Final measure: 94% of theatre spectators feel that SFCG has provided an open forum for useful dialogue.

Indicator 5
75% of theatre spectators and training participants have increased knowledge about conflict transformation and nonviolent communication as a result of the activity.
Final measure: 84% of theatre spectators feel they are more prepared to handle conflicts without violence because of the participatory theatre.

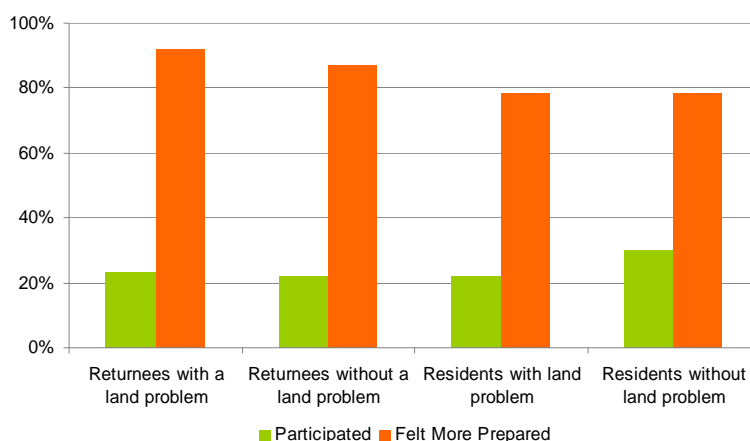
Questions were asked of respondents about the participatory theatre put on by SFCG. They were asked if they have seen the participatory theatre, whether they felt the environment was open, whether the dialogue was useful and whether they felt more prepared to handle conflicts non-violently as a result of the theatre. One quarter (25%) of respondents said they had participated in the theatre and, of these, most rated the quality as excellent (81%) or good (17%). The majority felt that an open environment was created (94%), the dialogue was useful (95%) and they felt more prepared to handle conflicts without violence as a result of the participatory theatre (84%).

Men were more likely than women to have participated (28% vs 22%), but women rated the quality higher (89% vs 75% said Excellent) and felt more able to handle conflicts because of the theatre (86% vs 82%).

There were no significant differences between the two age groups. Residents were more likely than returnees to have participated (28% vs 22%), but returnees rated the quality higher (85% vs 76% said Excellent) and felt more able to handle conflicts because of the theatre (90% vs 78%).

Further analysis was conducted to determine if there were any differences in responses between residents who had experienced a land conflict and those who did not and returnees who had experienced a land claim problem and those who had not. A slightly higher proportion of residents without a land problem participated (30%) but returnees with a land problem felt more prepared as a result of the participatory theatre (92%). (See Chart 15)

Chart 15 Participatory Theatre
Residents and Returnees



Key informants and focus group participants were aware of the participatory theatre and made positive comments about the environment and the results, even citing an example of how the participatory theatre helped people in one area settle a land claim dispute.

Overall the participatory theatre was well received and appeared to be effective with the audience that participated.

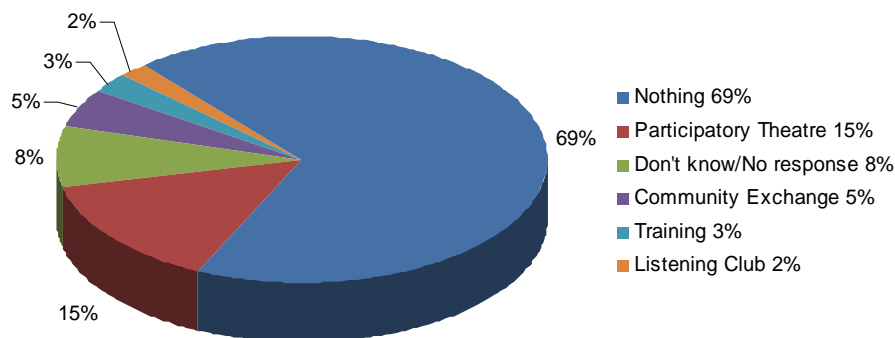
Other Information

Additional information concerning SFCG programming was gathered from residents and returnees. While it will not be used to measure indicators, it is presented here to show the level of awareness of programming.

SFCG Activities

Residents and returnees were asked about their familiarity with SFCG activities in their community. The number of respondents who are not aware of SFCG activities went down from the baseline (81% vs 69%). Most respondents (69%) were not familiar with any activities but those that were familiar mentioned an average of just over 1 activity each which is down from the baseline average of 1.2 activities each. They knew about participatory theatre most often (15% of respondents, 64% of respondents who knew about at least one activity) and community exchanges (5% of all respondents, 22% of respondents who knew about at least one activity). This was a significant shift from the baseline when respondents knew more about conflict resolution training and football matches. (See Chart 16)

Chart 16 SFCG Activities
Residents and Returnees



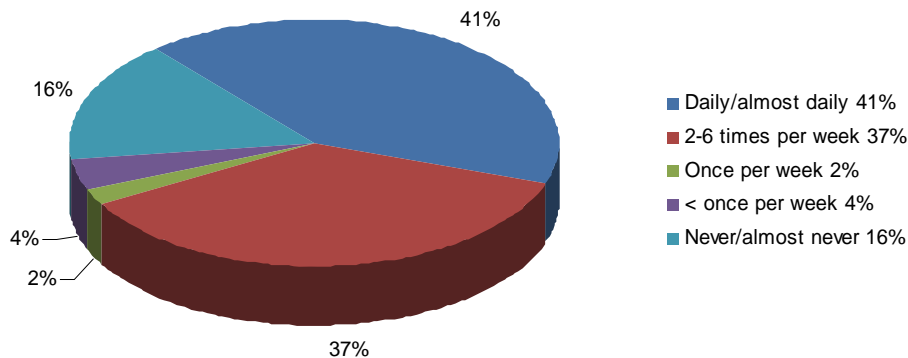
More women did not know about SFCG community activities than men (69% vs 67%) but this gap was much smaller than it was in the baseline (84% vs 78%). There were no significant differences between age groups.

Residents knew less about SFCG activities than returnees (71% vs 62% of respondents did not know), residents mentioned participatory theatre more than returnees (16% vs 11%) and returnees mentioned community exchanges more often (7% vs 3%).

Radio Listening Habits

Most respondents (84%) listen to the radio and almost half (41%) listen every day or almost every day. These proportions are similar to those for the baseline. (See Chart 17)

Chart 17 Radio Listening Residents and Returnees



More men listen every day or almost every day compared to women (52% vs 31%) and more women than men do not listen at all (22% vs 10%). These proportions are similar to those from the baseline.

Fewer younger respondents (age 18-30) listen every day or almost every day compared to their older counterparts (38% vs 44%).

Returnees said they listen daily or almost daily more frequently than residents (43% vs 40%) and more residents than returnees said they never listen (18% vs 15%). Returnees listen more frequently than they did on the baseline (43% vs 32% listen daily or almost daily).

Respondents who listen to radio listen to an average of 2.2 stations each. This is up from the baseline where respondents mentioned an average of 1.7 stations each. RTNB (41% of responses) and Isanganiro (32%) are the stations most often listened to. Smaller numbers listen to Kwizera (6%), Bonesha (6%) and RPA (3%). This is the same as for the baseline.

Listenership for men and women was similar with the following exceptions:

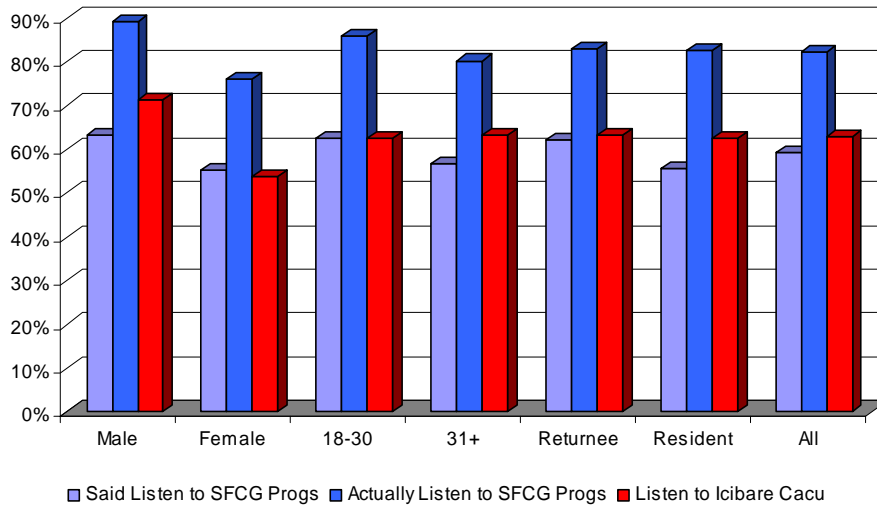
- Men mentioned an average of 2.4 stations where women mentioned an average of 1.9
- Men listen to Bonesha more than women (9% vs 2%)
- Women listen to RPA more than men (45% vs 37%).

Respondents 18-30 listen to RTNB less than those aged 31 and over (38% vs 43%) which was the same as on the baseline. In other respects listenership between the age groups was the same.

There were no significant differences in radio listenership between residents and returnees.

Of the radio listeners, over half (59%) said they have listened to SFCG programs. This is approximately the same proportion as for the baseline. Women were less likely to say they had listened to SFCG programs than men (55% vs 63%). Respondents over 31 years were also less likely to say they had (57% vs 63%). Residents were less likely to say they listen to SFCG programs than returnees (56% vs 62%). (See Chart 18)

Chart 18 Comparison SFCG Program Listeners Residents and Returnees

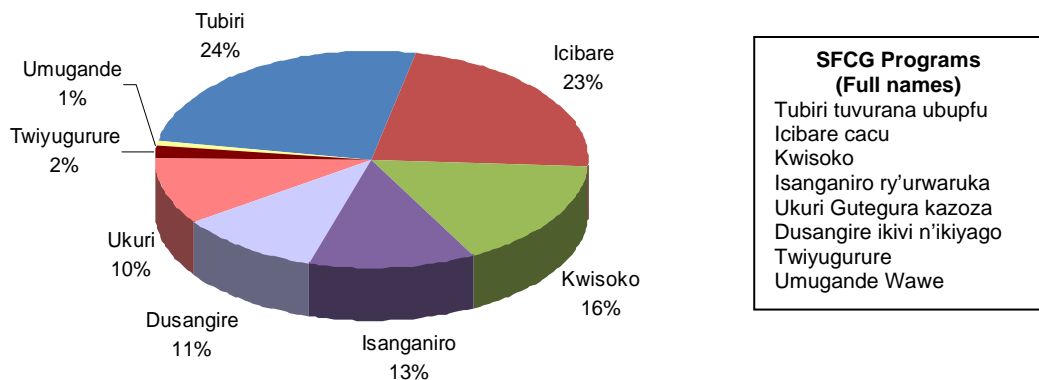


When prompted with a list of programs (not identified as SFCG programs by the enumerator), over three quarters (82%) identified one or more programs that they listened to. This is well above the number that identified SFCG programs during the baseline (56%). This suggests that awareness of SFCG programs has grown only 3% in the past year while listenership to SFCG programs has grown by 26%. The proportion of respondents who listen to SFCG programs but are not aware of SFCG as the source has grown in the past year (from 1% to 23%).

In terms of differences within demographic groups, more men than women actually listened to SFCG programs (89% vs 76%) and younger respondents were more likely to have listened compared to their older counterparts (86% vs 80%).

Over three quarters (82%) of all survey respondents (listeners and non-listeners) have listened to at least one SFCG program. This is a significant increase from the baseline where just under half (48%) could name at least one SFCG program that they listened to. Of those that had listened, respondents mentioned an average of 3.4 programs (up from 2.5 programs during the baseline) and the most frequently mentioned program was Tubiri tuvurana ubupfu (24% of responses) followed by Icbare cacu (23%) and Kwisoko (16%). These proportions are similar to those from the baseline. (See Chart 19)

Chart 19 SFCG Programs Listeners Residents and Returnees



- SFCG Programs (Full names)**
- Tubiri tuvurana ubupfu
 - Icbare cacu
 - Kwisoko
 - Isanganiro ry'urwaruka
 - Ukuri Gutegura kazoza
 - Dusangire ikivi n'ikiyago
 - Twiyugurure
 - Umugande Wawe

Of those respondents who said they had listened to *Icibare cacu*, the majority (58%) said they had listened once or twice a week. *Icibare cacu* listeners were asked if they have heard information about the Land Commission on the program. Almost all (93%) of listeners said yes. They were also asked whether listening to this program improved their knowledge of conflict management and again most (92%) said yes.

Other Information Summary

Residents and returnees are more familiar with SFCG community activities including training and participatory theatre than they were during the baseline study. More respondents are listening to SFCG radio programs but they do not identify them as SFCG or Radio Ijambo programs.

Respondents are frequent radio listeners. More men than women listen and men listen more frequently than women as well. RTNB and Isanganiro are the stations most frequently listened to. Respondents were familiar with and have listened to SFCG programs and Tubiri tuvurana ubupfu was the most frequently mentioned program.

Conclusions

While the radio programs and field activities undertaken under this project did not appear to achieve the intended results there were some positive gains made by the work.

- Women and younger people, both target audiences for the project are more aware of information available to them to make the decision to return home or to resolve conflicts.
- Returnees were less likely to find land conflicts waiting for them when they returned home.
- Returnees were more likely to do nothing about any land conflict they might have had.
- SFCG programs and activities are known and perceived as useful sources of information on the situation at home and/or the repatriation process.
- SFCG participatory theatre is perceived to be very instructive and informative and equipped participants to deal with conflicts.
- The Land Commission is a known entity but needs more time to increase its perceived value to the populace. Further research into the perceptions of the Commission by the public might be revealing.

Based on the above, it is possible that, should the work continue for a longer period of time, the audience reach would be wider and more people would be equipped to handle conflict.

Appendices

Appendix 1 Project Outputs and Outcomes

Output Level:

- 48 programs of *Wote Tukutane Tena* broadcast in Swahili on a minimum of 30 stations in four countries for a total of 1920 minutes of programming aimed at Congolese refugees and residents*;
- 48 programs of weekly magazines in Kirundi on land conflicts broadcast on four stations in two countries (1500 minutes of programming targeting Burundian returnees, residents and refugees);
- Participatory theatre troupes trained and supported in DRC and Burundi, undertaking weekly performances in areas of high refugee return;
- 3 Outreach and monitoring visits conducted in Congolese refugee camps in Burundi, Tanzania, and Zambia, as well as Burundian refugee camps in Tanzania;
- 3 Burundian Land Commission and community trainings held; and
- 4 Community exchanges around land issues in Burundi conducted.

Outcome Level:

- 50% increase in the number of refugees who say that they have gained information about both the repatriation process and the situations in their home countries as a result of SFCG's programs;
- 50% increase in the number of beneficiaries (returnees, residents, refugees) who believe that they have the information and skills to resolve their conflicts collaboratively and nonviolently.
- 50% increase in knowledge of and confidence in the Burundi Land Commission's mandate by participants in the trainings and community exchanges;
- 75% of theatre spectators and training participants feel that SFCG has provided a forum for open, collaborative dialogue about the conflicts around them (returnees/residents) and the inevitable conflicts they will face at home (refugees);
- 75% of theatre spectators and training participants have increased knowledge about conflict transformation and nonviolent communication as a result of the activity.