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# *RWANDA*

## *Final Report*

Search for Common Ground (SFCG)

## **Project Funding from the European Commission and USAID**

December 2010

## Executive Summary

This report summarizes the results of an evaluation study which measures the effectiveness of SFCG work on two projects - European Commission (EC) Non-State Actors and Local Authorities in Development Actions in partner countries and USAID (Promoting Collaborative Land Conflict Transformation in Contemporary Rwandan Society).

The funds from the two projects allowed SFCG to stimulate citizen interest and engagement around the issues of youth entrepreneurship, decentralization and land reform as key elements of poverty reduction in Rwanda. The funds also helped to promote broad public awareness and ownership of the Land Reform process and to foster effective conflict resolution and reconciliation at the community level in support of the implementation of the National Land Policy and Land Law. The project provided information to the public using inclusive dialogue and participation through radio production (*Ubutaka Bwacu*, *Urungano* and *Kura Wikorera*), Participatory Theater and training.

All of the USAID-funded activities have been completed. SFCG has received a six-month extension from the EC to continue radio program production and trainings for district officials. This evaluation was commissioned to measure and report on the overall results of the USAID project as well as progress achieved after two years on the EC project. SFCG will conduct follow-up monitoring activities to supplement the findings of this report in the final months of the EC project.

From March to July 2009, SFCG conducted a baseline study on several indicators. This evaluation report compares new data on these same indicators, collected in December 2010 using surveys, focus groups and key informant interviews and uses this information as one method to determine the effectiveness of this work.

### Findings

#### *Land*

Overall, the final study found a number of significant gains when compared to the baseline. Respondents' awareness of land rights and land policy is growing, demonstrated by their ability to identify policies around the new Land Reform Law. Expropriation is an issue that emerged clearly since the baseline. Satisfaction with the information citizens are receiving from the media on land reform is very high and growing.

With almost half of radio listeners stating that they listen, *Ubutaka Bwacu* has a reasonably good listenership especially considering that it has been on the air for only 18 months. Both survey respondents and Abunzi find the program helpful to understand land policies and Key Informants agreed. Listeners feel strongly that the program has helped them to understand this complex issue. Focus group participants said in the past six months they have learned more about land rights than at any other time. They suggested that *Ubutaka Bwacu* be aired more frequently or on more stations to increase the reach.

Generally Key Informants feel that citizens are not yet informed enough and there is still much more to do. More than one Informant said that some of the material being delivered is at too high a level, that the information must be accompanied by sensitization on the ground.

The National Land Center receives calls from citizens who ask how they can put into practice what they heard on the radio which demonstrates that respondents are listening to the programs and know where to access more information.

Only a small number of respondents reported that they had participated in the theater because performances were generally held in areas not directly sampled. However, the feedback from those

respondents and Abunzi that attended was very positive and indicates that more theater productions should be staged in more areas of the country.

### ***Abunzi***

Overall, the evaluation found that Abunzi are more responsive and are better prepared with skills, information and confidence to help people resolve their land-related and other conflicts. Abunzi confirmed that they are using the Common Ground Approach to resolve conflicts. Respondents are better able to understand these land conflict approaches and strategies for collaboration and conflict resolution in general.

Abunzi praised the Common Ground Training for making them feel better prepared to work with citizens. The training gave Abunzi (in order of importance) skills or tools, information and confidence in themselves. Focus group participants said the training Abunzi received was a success factor in their improved opinion about Abunzi and Key Informants confirmed that the training was useful and successful.

Respondents demonstrated through examples that they are becoming more educated about approaches to resolving land conflict and focus group discussions supported this. Compared to the baseline, sample respondents said they took fewer land conflicts to Abunzi and fewer respondents said Abunzi are helping resolve land conflicts which they saw as a positive trend. It appears that, as people become more educated about land reform and land law, there are fewer land conflicts and/or people are settling their own conflicts.

### ***EDPRS/Vision 2020***

There was a high level of awareness of EDPRS or VISION 2020 in the baseline study and this awareness continued. In terms of what respondents think the government priorities should be in implementing EDPRS/Vision 2020, the focus has shifted slightly from education, agriculture and economic growth, to reducing poverty. There continue to be many conflicting perspectives on government priorities as there was a diversity of responses to this question. Although there has been increased awareness of poverty as a priority since the baseline study, perhaps this focus should be continued to align the population more closely on the government's priorities.

### ***Decentralization***

Most respondents are satisfied with the information they get on Decentralization and this satisfaction is increasing. The media appears to be meeting the needs of Rwandans in all areas. The weakest area (but by no means unsatisfactory) is Western Province where resources could be deployed if additional Decentralization communications are planned.

### ***Vulnerable Groups***

Respondents and Abunzi are very aware of the challenges facing youth and can identify those that apply to young women only. In this evaluation study respondents identified issues around safety (rape/GBV/violence) most frequently. Poverty increased dramatically as an issue for girls due to increased awareness and/or increased poverty.

*Urungano* enjoys listenership of almost half the survey sample. The program is successful in increasing understanding of girls' issues by all demographic groups. *Kura Wikorera* has lower listenership than *Urungano* but is equally successful at delivering its intended messages which is about new opportunities for youth.

Western Province respondents listened least to both programs but primarily due to broadcast issues rather than due to lack of interest. Abunzi listen to both programs and agree that the programs increase their own understanding of girls' interests and challenges and of ideas for new opportunities for youth.

### ***SFCG Visibility***

Although awareness of the SFCG name was low among survey respondents, Key Informants were complimentary about the work that SFCG has performed in their area of responsibility. Most found the work interesting, relevant and useful and it helped improve public awareness of the issues. Criticism of the work was more about quantity than quality. Informants said that more work needs to be done and at a higher level. One informant pointed out that the increased focus by the government on land issues is creating demand within the population for more information. This means that more training will be required of Land Officers to keep up with this demand for information.

Informants said the work of SFCG helped to advance their own work. They are more informed and better equipped to do their jobs. Because more Abunzi and Land Officers are trained, it makes the job of those that work with them (Maison d'Access à la Justice or MAJ for example) much easier.

A quote from one of the study's Key Informants best sums up whether SFCG was successful in developing and delivering effective programming.

*I personally and the National Land Center worked with SFCG in many activities and I found them interesting, relevant and useful because they help us in public awareness, to teach the population about their rights and obligations on land and to solve conflicts related to land.*

National Land Centre

## **Recommendations and Conclusion**

The following are the recommendations that came out of the research and analysis.

- Continue programming and extend the reach if possible.
- Work with Radio Salus to increase reliability of program transmission.
- If possible and practical, send a copy of every radio program to Land Officers, MAJ and Abunzi to ensure that they have the opportunity to hear all the broadcasts at a time that is convenient to them.
- Videotape participatory theater and distribute to authorities to ensure messages get delivered. Suggest theater be screened in local communities to increase the reach of the messages.
- Support radio programming with more sensitization on the ground to reinforce the messages.
- If efforts have to be concentrated on one area due to resource limitations, the Southern and Western Provinces have the greatest need for more programming and training.
- Provide more training on land issues to Land Officers (as they requested).
- Investigate radio program broadcast station discrepancies
- Look into the reason for the high number of respondents who mentioned poverty as a problem specific to girls and women when compared to the baseline.

Overall SFCG's work has met or exceeded the goals and objectives of the project. Citizens are more aware of all the issues within the project scope, became more educated about their role in society and became more knowledgeable about how they should leverage the resources of local support systems.

Radio programming has been highly successful in delivering key messaging and evidence of behavioral change by both citizens and authorities was found during the course of the research.

Participatory theater requires follow up since the few respondents who did attend reported that the theater was successful in meeting its intended objectives.

Awareness of SFCG was highest among radio listeners and especially among respondents in Southern Province. Abunzi commended the Common Ground training for increasing their effectiveness as Abunzi. Key informants had high regard for the work of SFCG and recommended that it be extended beyond the existing scope and time frame.

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# Project Background

## *Project Description*

While Rwanda has made significant progress since the 1994 genocide, its transition into a participatory democracy that includes all citizens in decision-making and offers equal access to opportunities and development still faces obstacles. Search for Common Ground's projects directly addressed these concerns targeting issues causing (or with the potential to cause) conflict or grievances. SFCG sought to broaden participation of marginalized groups, particularly youth, rural farmers and girls, in order to bring them into dialogue and decision-making on development and other poverty reduction initiatives. Project partners are Contact FM and Radio Salus. Two donors funded this program.

## EC

In 2008 SFCG signed a two year agreement<sup>1</sup> with the European Commission (EC) Non-State Actors and Local Authorities in Development Actions in partner countries (Using Communications and Dialogue to Facilitate the Implementation of Poverty Reduction Strategies).

The funds from EC NSAs/LAs in Development Programme, Actions in Rwanda allowed SFCG to stimulate citizen interest and engagement around the issues of youth entrepreneurship, decentralization and land reform as key elements of poverty reduction in Rwanda, providing public information that met the needs of rural populations, particularly youth (especially young women) and farmers of all ages. SFCG worked with state and non-state actors to improve the opportunities for citizens to participate in public discussions and decision-making.

The action intended to improve the political and social environment in Rwanda, particularly as it relates to poverty reduction through inclusive dialogue and participation. The action was designed to make information on key government reforms available in formats that people could understand and trust and to prepare them for their roles in the successful implementation of these reforms. In particular, the project supported three radio programs: *Ubutaka Bwacu* (Our Land) on land issues, *Urungano* (New Generation) about themes relevant to adolescent girls and *Kura Wikorera* (Grow up as you create your own job) on youth employment. It also supported participatory theater and training activities to complement the media programming and build specific skills.

The EC global objective is *promoting inclusive and effective poverty reduction strategies based on dialogue and consultation*.

It has two specific objectives:

1. Provide more information on how the decentralization and land reform processes can benefit vulnerable rural and youth citizens.
2. Build the capacity of state and non-state actors (media and civil society) to engage in more effective and consultative practices in their poverty reduction work.

Five groups were targeted for the EC intervention namely:

1. Rural and urban youth between the ages of 15 and 30;
2. Rural farmers and their representatives (through the Imbaraga farmers' union);
3. District council members active in carrying out the decentralization process in key districts;
4. National and local government leaders responsible for policy development around decentralization and land reform, particularly members of the district councils and newly-formed land dispute committees; and
5. Independent radio stations, specifically Contact FM and Radio Salus.

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<sup>1</sup> Set to end in December 2010, SFCG received an extension that continues the agreement through June 2011.

## USAID

In 2009 SFCG also signed an 18-month agreement with USAID (Promoting Collaborative Land Conflict Transformation in Contemporary Rwandan Society).

The funds from the Office of Conflict Management and Mitigation USAID/Rwanda were designed to specifically address land conflict transformation. Most Rwandans depend on land as their main source of livelihood and land is a critical social, cultural and economic resource. Given this situation, developing mediation tools and approaches to address competing claims to land use and access rights was important for building peace and reconciliation.

SFCG's project was developed to promote broad public awareness and ownership of the Land Reform process and to help foster effective conflict resolution and reconciliation at the community level in support of the implementation of the National Land Policy and Land Law by the Government of Rwanda. The project used a combination of live and pre-recorded radio productions, as well as community outreach in the form of mediation trainings for locally elected community mediators (*Abunzi*) and participatory theater for conflict transformation.

The USAID overall goal is *to encourage a culture of collaboration and dialogue around land conflicts and land rights issues in key conflict-prone areas in Rwanda.*

This goal is supported by two objectives:

1. Ensure broader awareness among the population of their rights under the new National Land Policy and Land Law and of the conflict management options available to them.
2. Foster effective, dialogue-based approaches to conflict management through both state and non-state channels.

The targeted populations for this project were the general population with emphasis on land owners or people with claims on land and *Abunzi*<sup>2</sup>.

## *Project Activities and Expected Results*

The action responded to the limited availability of credible information on critical reforms, namely land reform and decentralization, as well as economic and social opportunities for youth.

## EC

SFCG's action directly addressed three of these critical issues, namely land reform, decentralization and livelihood opportunities for youth. SFCG's intervention was focused on providing information and inspiring action through examples and success stories from ordinary Rwandans, including a broad and diverse population in discussion on these issues using radio and theater as the primary tools for engagement. The action also addressed the challenges of information and preparation facing local level government officials, strengthening their capacity to fulfil their role in rolling out key reform processes like decentralization and land reform.

The key activities were: a baseline assessment; radio program production (youth entrepreneurship and job creation, land reform and New Generation); communication and information management training for local authorities; and Participatory Theater.

EC expected results:

- Created platforms for greater and more diverse information available on the decentralization and land reform processes as well as youth job creation and entrepreneurship initiatives;

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<sup>2</sup> *Abunzi* are local mediators appointed by the government to serve as community resources for conflict. In the document, they are alternatively referred to as *Abunzi* for the collective group and *Umwunzi* as a singular person following the Kinyarwanda grammar.

- Increased participation of youth and rural voices in the national and local dialogue on these key issues;
- Strengthened capacity of radio journalists in informing around and monitoring authorities' activities within the decentralization and land reform processes;
- Increased capacity of local authorities to communicate and consult with local constituents in the context of decentralization and land reform;
- Encouraged youth entrepreneurship at a national level; and
- Promoted and highlighted rights of vulnerable groups (girls in particular).

## USAID

Key activities included: radio program production on land issues (live and pre-recorded); mediation trainings for Abunzi; and Participatory Theater for conflict transformation.

USAID expected results:

- Increased awareness around land rights and the particulars of the National Land Policy and Land Law by adult Rwandan men and women.
- Increased visibility of Abunzi's mediation work and existing advocacy, capacity building and mediation initiatives in the area of land rights, land tenure and land disputes.
- Promoted collaborative, non-violent and dialogue-based resolution of land conflicts in key conflict-prone areas.
- Increased capacity of Abunzi to manage land conflicts and respond to the land rights needs of their communities.

## *Evaluation Scope*

All of the USAID-funded activities have been completed. SFCG has received a six-month extension from the EC to continue radio program production and trainings for district officials. This evaluation was commissioned to measure and report on the overall results of the USAID project as well as progress achieved after two years on the EC project. SFCG will conduct follow-up monitoring activities to supplement the findings of this report in the final months of the EC project.

From March to July 2009, SFCG conducted a baseline study on several indicators. This evaluation report compares new data on these same indicators, collected in December 2010 and uses this information as one method to determine the effectiveness of this work. This report presents findings and recommendations which resulted from the final<sup>3</sup> study. Only where there are differences from the baseline demographic data is this noted.

## *Research Objective*

The objective of this research is to measure the results of the two projects. This final study measured levels of knowledge among the target groups around land reform, EDPRS and Vision 2020, decentralization, and challenges faced by youth and especially by young women.

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<sup>3</sup> The term 'final' has been used in this report to identify this study and to differentiate it from the baseline, recognizing that the work is not final for the EC activities.

## Methodology

The research was conducted in December 2010 using surveys, focus groups and key informant interviews. These tools are presented in this section.

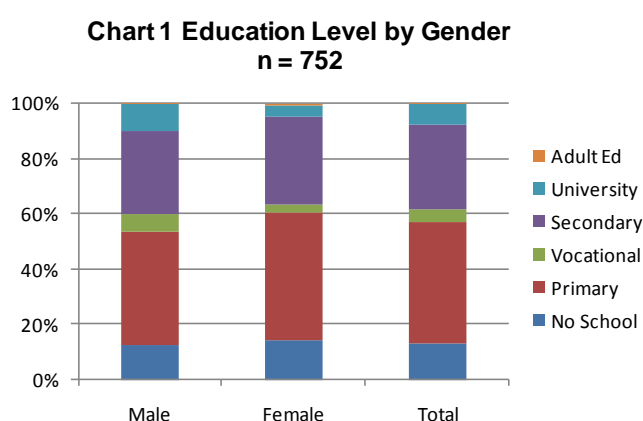
### Main Survey

Twenty five (25) researchers and five (5) supervisors conducted a random household survey over a one-week period in December 2010. The survey was conducted in the same areas as the baseline study, in one district in each of four provinces and in three areas of Kigali. Within each district, at least nine (9) villages were selected at random with researchers choosing villages with a higher population density and those that were accessible. This sampling ensured that both urban and rural populations are represented in the survey sample.

Over seven hundred (752) individuals were interviewed using a questionnaire, which was facilitated in Kinyarwanda. See Appendix 1 for the questionnaire. Both male and female respondents were interviewed from four age groups. The sample is comprised of half male (49.3%) and half female (50.7%), which is representative of the population<sup>4</sup>. This sample distribution by age and gender was the same as for the baseline study. See Table 1 for a summary of the survey sample.

Province <sup>5</sup>	18-25		26-35		36-45		46+		Total		Total Province
	M	F	M	F	M	F	M	F	M	F	
Eastern	23	24	20	21	9	13	13	17	65	75	140
Northern	22	19	22	19	9	10	11	9	64	57	121
Southern	19	21	18	20	9	10	10	12	56	63	119
Western	21	22	23	20	6	9	14	15	64	66	130
Kigali	39	41	42	40	21	19	20	20	122	120	242
<b>Total</b>	<b>251</b>		<b>245</b>		<b>115</b>		<b>141</b>		<b>371</b>	<b>381</b>	<b>752</b>

Respondents were asked about their level of education. Just over one tenth of the respondents reported that they did not go to school (13%), almost half had some or completed primary (44%) and just under one third had some or completed secondary school (31%). Less than one tenth had some university or had a university degree (7%) and only a small number reported some vocational education or adult education courses (5%). See Chart 1.



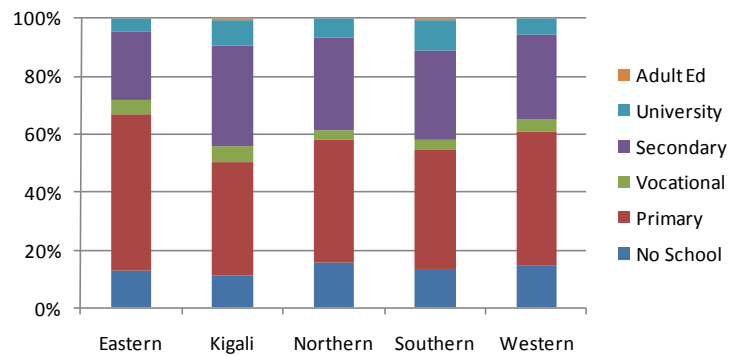
Respondents were asked if they can read or write and over three quarters (83%) said they can.

<sup>4</sup>, Population age group 15-64 years, Males 49.9%, females 50.1%, accessed January 15, 2011.

<sup>5</sup> The term Province is used when reporting location information about the data. Kigali City was tabulated as a separate area and is included as a 'Province' for simplification purposes.

In terms of survey locations, respondents in Eastern Province were least educated (67% did not go to school or only went to primary school) while those in Kigali were the most educated, with almost half (43%) reporting high school or university education. See Chart 2.

**Chart 2 Education Level by Location**  
n = 752



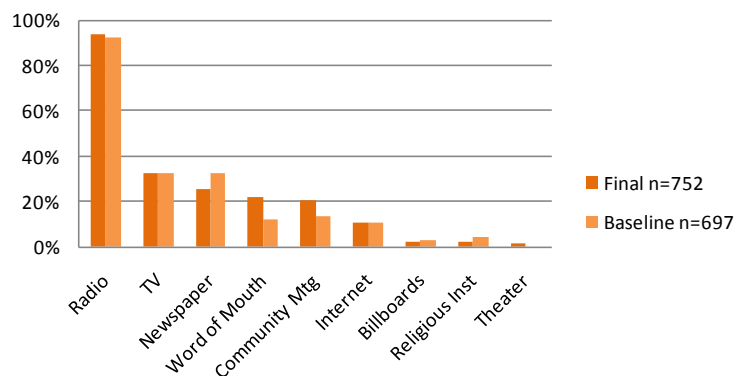
The distribution of education was slightly different in the baseline. In the baseline

Northern respondents reported the lowest levels of education while those in Kigali reported higher levels of education with over half (52%) reporting high school or university education.

Respondents were asked if they had been displaced from their home. Half (50%) of respondents said they had been displaced. More females (54%) than males (46%) said they had been displaced. Respondents from the Northern (59%) and Southern (57%) Provinces were most likely to say they had been displaced and those from the Western Province (37%) were least likely to say they had been displaced. Respondents were asked when they had been displaced and the majority (90%) reported that they were displaced 10 to 20 years ago, most of them in 1994.

Respondents were asked for their sources of information from the media. They were asked this question unprompted. Most (92%) obtain information from the radio. Theater was mentioned by several (2%) of respondents on this study, a response that was not given in the baseline.

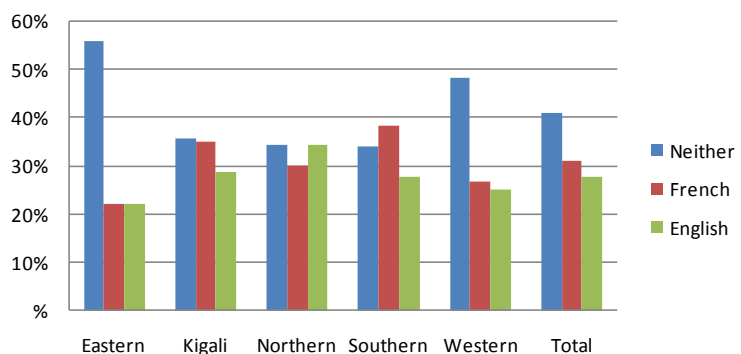
**Chart 3 Information Sources % of Respondents**



Respondents were also prompted as to whether they listen to radio specifically and several that did not include radio as an information source said they listen to radio. This brought the proportion of radio listeners up to encompass almost all respondents (to 95%). See Chart 3.

Given the changing language usage in Rwanda, radio listeners were asked whether they would prefer to listen to radio programming in French or English. Even though they were not offered any other options, radio listeners said Neither Language most often (41%). Just under one third of listeners prefer to hear radio programming in French (31%) while slightly fewer prefer English (28%).

**Chart 4 Preferred Radio Language % of Listeners**  
n=717



Respondents in Eastern and Western Province prefer to have radio programming in a language other than French or English more than any other area. Respondents in Southern Province are most open to French programming while Northern Province respondents prefer English over French. See Chart 4.

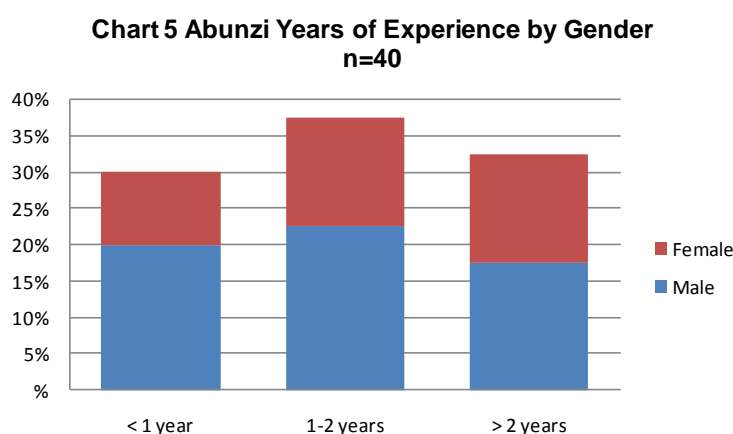
## Abunzi Survey

During the baseline only a small number (10) of Abunzi were interviewed, using the same questions as for other respondents. In this study, ten (10) Abunzi were interviewed (in Kinyarwanda) in each province for a total of forty (40). The Abunzi were selected from a list of Abunzi who had been trained by SFCG and who were based in the area where the study was being conducted. The exception was the Southern Province. Abunzi were trained in Nyanza (not Huye) so Abunzi in this area were interviewed. Since Abunzi were not trained in Kigali, interviews were not conducted in this area.

A separate questionnaire for Abunzi was used in this evaluation study. See Appendix 2 for the Abunzi questionnaire. Abunzi were interviewed to understand how they see their role in land conflict, to determine their awareness of land conflict radio programming and participatory theater activities and to measure results of the SFCG work against established indicators.

The research looked at knowledge and perceptions about the role of Abunzi from the perspective of the general population and Key Informants as well. Their thoughts and opinions have been compared to those of the Abunzi.

More male than female Abunzi (60% vs 40%) were interviewed. Most Abunzi (38%) were in the job for 1 to 2 years but the distribution was fairly even with just under one third (31%) in the role for less than one year and a third (33%) in the role for more than two years. Since Abunzi are appointed for a term of five (5) years, this distribution of trained Abunzi reflects the general Abunzi population. See Chart 5.



Abunzi were also asked whether they listen to radio. All but one of the forty Abunzi surveyed said they listen to radio. When asked for their preferred language, over two-thirds (67%) said French, just over a quarter said Neither (28%) and the remaining few (5%) said English.

## Key Informant Interviews

Key Informant Interviews (KIIs) were conducted with Maison d'Access à la Justice (MAJ), Land Officers and with representatives of the Land Commission, the National Land Center and Imbaraga. Informants were selected based on expertise, organization affiliation and location. In each province one MAJ and one Land Officer were interviewed in the same area where the survey was being conducted. The remaining Informants were based in Kigali. Out of the eleven (11) interviews, two (2) were with women. Five supervisors conducted interviews between December 14 and 19, 2010. See Table 2 for a Summary of the Key Informants by province.

Province	MAJ	Land Officer	Other	Total
Eastern	1	1		2
Northern	1	1		2
Southern	1	1		2
Western	1	1		2
Kigali			3	3
<b>Total</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>11</b>

The research team developed two sets of questions to ask Informants – one for Land Informants and one for MAJ Informants. Researchers conducted interviews one-on-one using the interview guides. See Appendices 3a and 3b for the Key Informant Interview Guides.

The purpose of the KIIs was to understand how familiar MAJ and Land Officers are with the work SFCG is doing on land conflict and to obtain their opinions as to how informed the population is about land law and regulations. This information has been compared with the results of the general survey and the Abunzi survey in this evaluation report.

## Focus Group Discussions

The research team conducted 22 Focus Group Discussions (FGDs) with 219 participants in all four provinces and Kigali. The same researchers and supervisors who conducted the survey also conducted the FGDs during the same time period. Researchers worked in teams of two with a facilitator leading the discussion and a recorder taking the notes. Participants were divided into two age groups (18 to 34 and 35+) and men and women were separated to encourage more free discussion. The exception was in Kigali where men and women were in separate groups but all ages participated together. These groups were organized in each area of Kigali where the work was carried out. Where possible, a female researcher facilitated female focus groups and a male researcher did the same for male groups. See Table 3 for a Summary of the FGDs by location, age group and gender.

Province / City / District	M		F		Total		Total
	18-34	35+	18-34	35+	M	F	
Eastern – Rwamagana	10	10	11	9	20	20	40
Northern – Musanze	13	12	14	13	25	27	52
Southern – Huye	9	12	8	9	21	17	38
Western – Karongi	8	9	9	8	17	17	34
Kigali – Gasabo	10		10		10	10	20
Kigali – Kicukiro	8		7		8	7	15
Kigali – Nyarugenge	8		12		8	12	20
<b>Total</b>	<b>109</b>		<b>110</b>		<b>109</b>	<b>110</b>	<b>219</b>

The research team developed a set of questions to ask participants and asked the same questions in each group discussion. See Appendix 4 for the Focus Group Discussion guide.

The purpose of the FGDs was to provide more detailed information to validate the surveys. Specifically, the questions aimed to find out if participants had heard of SFCG, what they think of the information delivered by the media on land issues and vulnerable groups and their thoughts on Abunzi and the work they are doing around land conflict. In this report, the information from the discussions is presented within the analysis of each issue and compared with the results of the surveys. The key comments from the discussions can be found in Appendix 5.

## Summary

The research was conducted in four (4) provinces and reached three (3) areas and numerous sectors in Kigali. Over 700 citizens responded to the survey and over 200 citizens participated in FGDs to offer their thoughts and opinions on the subjects under review – land conflict, EDPRS and Vision 2020, vulnerable groups and the media, as well as to provide data to evaluate the project indicators against the 2009 baseline study.

	Survey	Abunzi	KIIs	FGDs	Total
Male	371	24	9	109	513
Female	381	26	2	110	519
<b>Total</b>	<b>752</b>	<b>40</b>	<b>11</b>	<b>219</b>	<b>1022</b>

Experts in land issues and Abunzi were interviewed to understand whether knowledge around land conflict and land issues has improved since the baseline was conducted in 2009 and to measure the effectiveness of SFCG’s work. In total, over a thousand participants contributed their thoughts, opinions and ideas to the research. See Table 4.

## Findings

This section of the report presents the findings of the research. First the indicators are presented followed by a summary of the research results for that issue. The analysis of the results of the surveys, KIIs and FGDs are presented after the summary.

### Land

In this section the results of the research around land issues are presented and summarized. Knowledge around land reform leads off the section followed by a discussion of the media and sources of information about land reform. Finally, SFCG radio programs and participatory theater are examined to measure their effectiveness in delivering the intended messaging around land reform.

<b>EC Indicator 1</b>
% of vulnerable rural and youth surveyed who say they have more and useful information on the land reform process (respondents will be asked to provide an example of useful information from the radio programs)
Baseline measure: QH7 QE5 <sup>6</sup> 46% of respondents were satisfied with the information they get from the media on land reform. 49% of respondents are aware of and could identify at least one policy regarding the new Land Reform Law.
Evaluation Measure: QF5 QF4 QG9 QG11 67% of respondents were satisfied with the information they received from the media on land reform 68% of respondents could identify at least one policy regarding the new Land Reform Law 41% of respondents who are radio listeners had listened to <i>Ubutaka Bwacu</i> (land issues program) 84% of <i>Ubutaka Bwacu</i> listeners said the program helped them understand land policies in Rwanda (Strongly Agree and Somewhat Agree)

<b>USAID Indicator 1</b>
% of Rwandan adult men and women who know at least 3 issues regarding land rights, the National Land Policy and/or Land Law
Baseline measure: QE5 2% of respondents know at least 3 issues regarding land rights, the National Land Policy and/or Land Law
Final measure: QD5 QF4 27% of respondents know at least 3 issues regarding land rights, the National Land Policy and/or Land Law
Project End Target 40% Project End Actual 27%

## Summary of Results

Overall, the final study found a number of significant gains when compared to the baseline. As illustrated by the indicators above, respondents’ awareness of land rights and land policy is growing, demonstrated by their ability to identify policies around the new Land Reform Law.

<sup>6</sup> Survey question numbers are included on the indicators to allow for easy referencing and to facilitate comparison in the final study (i.e. QH7 QE5 means this indicator was calculated using survey questions H7 and E5.)

The policies they have heard most about are women's rights to land, soil erosion, expropriation and land use. Expropriation is an issue that emerged clearly since the baseline.

Satisfaction with the information citizens are receiving from the media on land reform is very high and growing.

With almost half of radio listeners stating that they listen, *Ubutaka Bwacu* has a reasonably good listenership especially considering that it has been on the air for only 18 months. Both survey respondents and Abunzi find the program helpful to understand land policies and Key Informants agreed. Listeners feel strongly that the program has helped them to understand this complex issue. Focus group participants echoed this and said in the past six months they have learned more about land rights than at any other time. One group mentioned *Ubutaka Bwacu* specifically as a source of information.

Key Informants all agreed that the activities being carried out by SFCG were useful and relevant. They felt that *Ubutaka Bwacu* has increased Rwandans' knowledge about land law.

Generally Key Informants feel that citizens are not yet informed enough and there is still much more to do. More than one Informant said that some of the material being delivered is at too high a level, that the information must be accompanied by sensitization on the ground. They suggested that *Ubutaka Bwacu* be aired more frequently or on more stations to increase the reach.

The National Land Center receives calls from citizens who ask how they can put into practice what they heard on the radio which demonstrates that respondents are listening to the programs and know where to access more information.

Even though only a small number of respondents reported that they had participated in the theater, the feedback from those respondents and Abunzi that attended was very positive and indicates that more theater productions should be staged in more areas of the country. Key Informants recommend that the theater be continued and extended to ensure that more citizens benefit as well.

These findings are analyzed and presented in this section of the report.

## Land Reform

### Land Rights

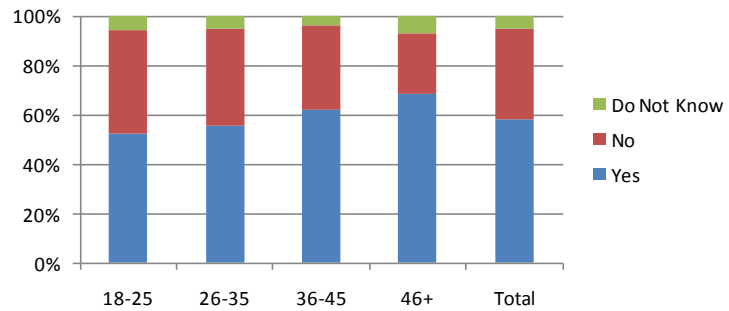
The final study found an improvement in people's knowledge about land rights and land ownership. Over half (58%) of respondents said they are aware of their rights about land ownership. This figure increased 7% from the baseline (51%). The number of respondents overall who said they did not know about their rights dropped from the baseline (final 5% vs baseline 12%).

Land owners were more likely to say they are aware of their rights about land ownership than non land owners (67% vs 45%). Land owners' awareness increased almost 10% from the baseline (final 67% vs baseline 58%). The awareness of non land owners increased as well but by a smaller margin (final 45% vs baseline 43%). Non land owners were more likely to say they did not know if they are aware of their rights than land owners (7% vs 4%).

Men (59%) were only slightly more likely than women (57%) to say they are aware of their rights. From the baseline to the final study the proportion of women (women final 57% vs baseline 48%) who said they are aware of their rights increased more than the proportion of men (men final 59% vs baseline 53%) who reported that they are aware of their rights.

The two younger age groups had similar awareness levels to each other compared to the two older groups. Younger respondents (41%) were more likely to say they are not aware of their rights compared to the two older age groups (age 36-45 34% were not aware, 46+ 24% were not aware). See Chart 6.

**Chart 6 - Aware of Land Ownership Rights by Age Group n = 751**



There was some variation in awareness between the provinces. Respondents in Southern Province reported being least aware of their rights (55%) and those in Eastern Province (62%) were most aware. Awareness increased the most in Western Province (18%). See Table 5.

Province	Baseline	Final	Variance
Eastern	55%	62%	7%
Northern	58%	59%	1%
Western	40%	58%	18%
Kigali	48%	56%	8%
Southern	54%	55%	1%
Overall	51%	58%	7%

The Kigali focus groups seemed the least informed on media and land issues which aligns with the survey findings.

Respondents were asked what policies around the new Land Reform Law they are aware of. In the baseline study over half (51%) of respondents said they did not know of any policies. The results in this final study were significantly better. Of all respondents, well over half (60%) could name at least one policy. The remaining respondents (40%) said they did not know of any policies. (See Total column in Chart 7 below.) Those that could name at least one named an average of 1.3 policies. As mentioned in Indicator 1 above, over a quarter of respondents (27%) could name three policies or more. This is up significantly from the baseline where only a small number (2%) of respondents could name three or more policies.

In terms of citizens' awareness of land policy and land law, Land Officers' responses were similar to those of the MAJ. People are becoming more aware. One Informant mentioned an increased demand for land registration, but said more needs to be done in explaining the land policy. Two (2) of the Land Officers expressed a need for more training for themselves.

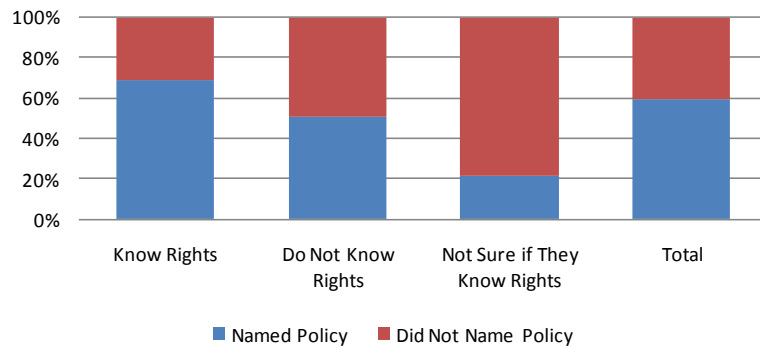
The policies mentioned included women's rights to land (37% of those who could name at least one policy), soil erosion (36%), expropriation (22%), policies around use of land (11%), land registration and government ownership of wetlands and marshes (both 8%) and other policies (8%). These results are similar to the baseline except that expropriation was only mentioned by a few respondents in the baseline but in this final study it was the third most frequently mentioned land policy.

Of those who said they are aware of their rights around land ownership, just under one third (31%) could not name a policy. This is an improvement from the baseline where more than a third (36%) could not name a policy.

Half of the respondents (51%) who said they do not know their land rights identified a policy around land reform. This is an improvement from the baseline where only one third of respondents (33%) said they do not know their rights but still could identify at least one policy around Land Reform. These results are an indication that there is still a lack of willingness by respondents to admit that they do not know their rights or they have not made the connection between their own land rights and land policies.

When asked if they are aware of their rights around land ownership several (6%) respondents said they are not sure if they know their rights. This is down by half from the baseline where over a tenth (12%) said they were not sure. In spite of this lack of confidence, one fifth of this group (21%) were able to name a land policy, although this result is down from the baseline where over a third of this group (39%) were able to name a land policy.

**Chart 7 Awareness of Land Rights and Ability to Identify Land Policy n = 752**



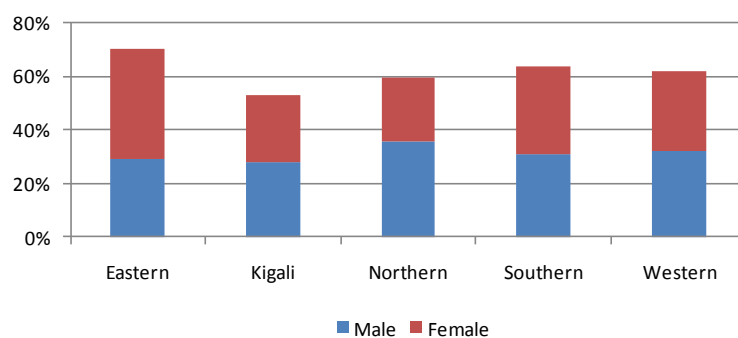
Compared to the baseline, significantly more respondents said they know their rights and more respondents are able to name a land policy, even those who said they do not know their rights. See Chart 7.

### Land Ownership

Well over half (60%) of survey respondents reported owning land, which is an increase over the baseline where just over half of respondents said they owned land (53%). More women reported owning land than in the baseline (59% vs 48%) and more men did as well (62% vs 58%), but the proportion of women owners grew more as compared to the proportion of men who reported owning land.

In terms of location, respondents in Eastern Province were most likely to own land (70%) and respondents in Kigali were least likely (53%). See Chart 8. There were more reported land owners in all areas, but the biggest reported increase was in the Southern Province where the number of respondents who said they owned land increased 15% (baseline 49% to final 64%).

**Chart 8 Residents Who are Land Owners by Province and Gender n = 752**



Those who do not own land said it was because they are too young (44%), they do not have money (14%), their land was sold (11%), they are refugees (11%), because they are women who got married before the new land law (5%), or for another reason (9%). 'Lack of funds to purchase land' was a new factor mentioned by respondents in this study but not on the baseline.

### Disputes

Less than one-fifth (19%) of survey respondents had been involved in a land dispute, which is almost the same as the baseline (17%)<sup>7</sup>. More than half (52%) of those who reported having had disputes were women, which is down from the baseline (57%). The highest area of land dispute was Western Province where just over a fifth (22%) of respondents said they had been involved in a land dispute.

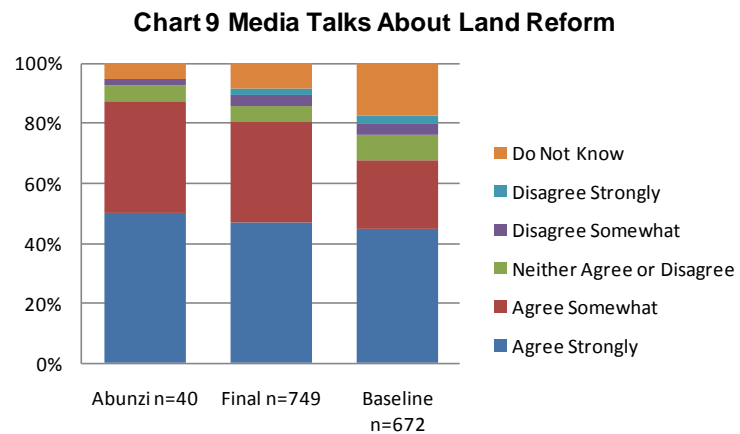
<sup>7</sup> Margin of error in this report is plus or minus 2%.

Eastern Province was close behind (21%) but the percentage of respondents reporting disputes dropped in this area from almost a third (31%) of respondents in the baseline. Almost a quarter (24%) of those who said they had been involved in a dispute are not land owners currently. This is up slightly from the baseline (21%).

## Media and Land Reform

The research examined media and land reform. Survey respondents and Abunzi were asked if they believe the media talks about issues related to land reform and asked several specific questions about the issues.

In the baseline study over two thirds (68%) of respondents said that the media talks about land reform. This increased in the final to over three quarters of the sample (80%) saying that the media talks about land reform. Most Abunzi (88%) also agreed that this was true. The number that agreed Strongly stayed much the same from baseline to final (45% to 47%) and was consistent with the Abunzi responses as well (50%). The number of



respondents who said they did not know dropped almost in half from the baseline study (17% to 9%). See Chart 9.

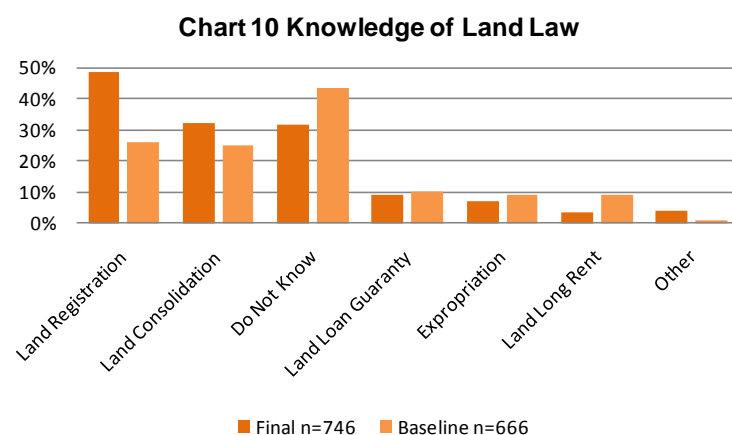
Respondents from Northern Province were most likely to say they agree (89%) that media talks about land reform. Respondents from Western Province were least likely to agree but the proportion that agreed increased significantly from the baseline (final 73%, baseline 43%). They were also most likely to say they did not know (18%).

Focus group participants from Western Province said that unity and reconciliation programming is interesting and these programs help them to live together in their community. Another group wanted more programs on land issues and the third group in this province said they are still confused about the new land policy. This aligns with the survey responses described above.

The only notable point from the analysis by age group is that older respondents 46+ (14%) were the most likely age group to say they do not know whether the media talks about land reform although this result is an improvement - down one third from the baseline study (22% to 14%).

Only a small number (5%) of Abunzi said they did not know whether the media talks about land reform.

Respondents were asked what they know about the land law. In the baseline study almost half (44%) of respondents could not identify even one feature or element of the law. In this final study the proportion that said they do not know anything dropped to just under one third (32%). Those that did know named an average of 1.5 elements.

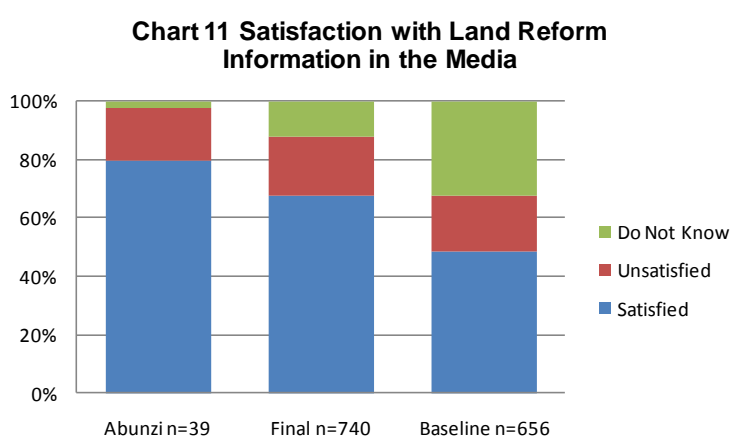


The most common responses were Land Registration (final 49%, baseline 25%) and Land Consolidation (final 32%, baseline 23%). See Chart 10.

Focus Group participants said a lot of information is available now on the radio about land issues. People want to hear about the advantages of land registration and the rights and obligations of ownership. People now know why land registration is important while others mentioned a number of land issues they are interested in such as land rights and land use. Another group said they want to hear about the advantages of community development and of land consolidation.

Sample respondents and Abunzi were asked if they are satisfied with the information they get from the media on land reform. Just over two thirds (68%) of respondents said they were satisfied. This is up significantly from the baseline where less than half (46%) of respondents said they were satisfied. Abunzi indicated a high satisfaction level (79%) with land reform information in the media.

The number of respondents who said they do not know if they are satisfied decreased significantly from the baseline (final 12%, baseline 32%). A small number of Abunzi (3%) said they do not know if they are satisfied. See Chart 11.



Northern Province respondents were the most satisfied in this final study (81%) and in the baseline as well (65%). Western (58%) and Southern (59%)

Province respondents were the least satisfied. Respondents from Eastern Province (19%) were most likely to say they do not know if they are satisfied.

Focus group participants said more people are satisfied than dissatisfied with the information they get on land ownership. Respondents are satisfied with the information they receive on land issues but they still want more information offered on different stations and at different times, especially in the Western and Southern Provinces.

Some groups are still confused about land issues, primarily women in the 18-34 year age group. Young men (18-34) in the Northern Province learned more about land rights in the past six months than any other group. Focus group participants mentioned that they have recently heard about specific agricultural technical information such as pesticides, fertilizers and animal husbandry. The Kigali focus groups did not seem to be too focused on land but were more interested in other issues

## Radio and Land Reform

*Ubutaka Bwacu* is the SFCG radio program that discusses land policies. The program started production in July 2009 and was first aired shortly after. Respondents were asked whether they had listened to the program. Almost half (41%) said yes.

Respondents in Northern Province listened to it most (48%) followed by respondents in Kigali (44%) and Southern Province (43%). Respondents in Western Province (36%) and Eastern Province (34%) listened to it least.

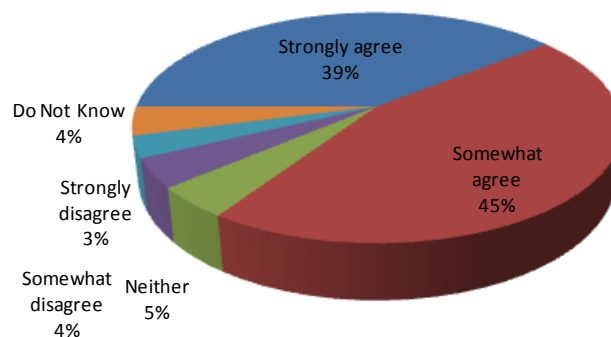
There were no significant differences by gender. Respondents in the youngest age group 18-25 were least likely to listen to the program (34%) and those in the upper age groups 36-45 (49%) and 46 and over (47%) were more likely to have listened.

Key Informants were asked if they were aware of SFCG land conflict programming. The Land Commission, National Land Center and Imbaraga Informants were all familiar with *Ubutaka Bwacu* because they had been interviewed for the program. They all agreed that the activities being carried out by SFCG were useful and relevant. They felt that *Ubutaka Bwacu* has increased Rwandans' knowledge about land law. The National Land Center receives calls from citizens who ask how they can put into practice what they heard on the radio.

When asked on which station they listen to *Ubutaka Bwacu*, more than half of respondents said Radio Rwanda (58%), one fifth said Salus (21%), just over one tenth said Contact FM (11%) and a few said Other (5%). Just under one tenth said they did not know the station. It should be noted that *Ubutaka Bwacu* is not aired on Radio Rwanda. Although this error was not researched further it is believed that because the program content speaks about government policy, listeners automatically think they are listening to Radio Rwanda, the government radio station. It is also possible that respondents do not distinguish between what stations they are listening to.

Respondents who had listened to the program were asked if the program helped them to understand land policies. Most (85%) agreed that the program did help and a large proportion of those who agreed saying they strongly agreed (39% of listeners). See Chart 12.

**Chart 12 Ubutaka Bwacu Helps Understand Land Policies % of Listeners n=297**



Abunzi were also asked the same questions about this program. Over half (53%) of the Abunzi surveyed who listen to radio said they listen to the program.

Those in Northern Province were most likely to say they listened (9/10) and Western Province Abunzi were least likely (2/9).

Generally Key Informants feel that citizens are not yet informed enough and there is still much more to do. One Informant said that some of the material being delivered is at too high a level, that the information must be accompanied by sensitization on the ground. They suggested that the program be aired more frequently or on more stations to increase the reach.

Of the four (4) MAJ interviewed, three (3) are aware of SFCG programming and about *Ubutaka Bwacu* although they do not listen consistently. They believe that citizens are not informed enough and need more training. For example, people think that land registration is a way for government to take their land away. There has been recent evidence of citizens being more informed such as women demanding their right to their parents' property.

Land Officers were more informed about SFCG activities than the MAJ and were all aware of *Ubutaka Bwacu*. Two (2) of the four (4) Officers had been interviewed for the program. They recognize that the content of this program is about their everyday life and their job so they see it as important to them.

*This program, more than any other means, explains land law and policy.*

Land Officer, Karongi

Similar to the main survey response, Abunzi identified Radio Rwanda as the station they listen to the program on most frequently (45%) followed by Salus (35%) and Contact FM (25%).

Key Informants said that due to transmission limitations of Radio Salus, one MAJ suggested that the program be broadcast on Radio Rwanda, more often and at different times of the day and week.

Abunzi were asked if the program helped them understand land policies better and all Abunzi agreed this was true. Most (84%) who have listened to the program said they strongly agreed that the program helped them understand these policies.

## Participatory Theater

Participatory Theater complements the radio programming, with performances undertaken in different communities around the country. The research sought to determine whether respondents had seen a Participatory Theater performance and, if so, if the content was useful and practical in communicating information to assist in resolving land disputes.

Due to an error in the sampling plan, the locations of the survey data collection did not align with the communities where the theater had been performed. This error will need to be corrected with follow-up monitoring. Given this problem, only a small number (2%) of respondents had seen a performance. Equal numbers of male and female saw the performances representing all age groups and from all areas except Northern Province. Most participants said the dialogue was very useful (95%) containing scenes that are relevant to their everyday life (85%). In terms of its effectiveness, they feel prepared to manage conflict in a collaborative, nonviolent way (77%), have seen evidence of conflicts being handled better (62%) and have put into practice what they saw (54%).

Abunzi were asked the same questions about theater. Most (80%) Abunzi had seen a performance<sup>8</sup>. All Abunzi who participated found the dialogue to be useful, said that the experience prepared them to manage conflicts in a collaborative nonviolent way and the scenes in the theater are relevant to issues they see in the community. Most said they are aware of a conflict that was handled better because of the skills learned in the theater (92%) and they have seen the community put into practice what it saw in the performance (83%).

Key Informants were also asked if they were aware of SFCG Participatory Theater. The Land Commission and National Land Office Informants had seen it in Burundi. They felt the scenes were relevant but were not aware of conflict being handled better (which is consistent since they saw the performance in Burundi). One Informant suggested that the scale of the theater initiative needs to be increased so more people can see the performances and so that bigger issues are discussed. The Imbaraga Informant was not familiar with Participatory Theater at all. Of the MAJ and Land Officer Informants only one MAJ had seen a theater performance.

*I can recall every detail of the theater performance. The theater was a reflection of what we see in our community and the content was very relevant to community life here.*

MAJ Karongi

## Land Programming Recommendations

The following are the recommendations that came out of the research and analysis.

- The current programming is reaching the target audience and informing them on the important land issues they need to be aware of. Continue programming and extend the reach if possible.
- Investigate radio program broadcast station discrepancies
- Work with Radio Salus to increase reliability of program transmission.

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<sup>8</sup> Abunzi in Southern Province are excluded from this analysis. In Southern Province, Abunzi interviews were conducted in Nyanza where the Abunzi were trained but there was no Participatory Theater staged.

- If possible and practical, send a copy of every radio program to Land Officers, MAJ and Abunzi to ensure that they have the opportunity to hear all the broadcasts at a time that is convenient to them.
- Videotape participatory theater and distribute to authorities to ensure messages get delivered. Suggest theater be screened in local communities to increase the reach of the messages.
- If efforts have to be concentrated on one area due to resource limitations, the Southern and Western Provinces have the greatest need for more programming and training.
- As suggested by Key Informants, support radio programming with more sensitization on the ground to reinforce the messages.
- Provide more training on land issues to Land Officers (as they requested).

## Abunzi

In this section the results of the research about Abunzi will be explored and presented. Respondents were asked for their perspectives on the role of the Abunzi, about the types of cases they take to Abunzi, their satisfaction and trust with the work Abunzi are doing in resolving conflicts, particularly land conflicts, and about how responsive Abunzi are. Abunzi were asked for their perspectives of the same issues and the results are compared and presented.

Focus Group Discussion participants were asked if Abunzi were involved in land disputes in their community. In general participants were aware of this involvement and added comments about how and why Abunzi were involved..

## Indicators and Results

Overall, Abunzi are more responsive and are better prepared with skills, information and confidence to help people resolve their land and other conflicts and Abunzi confirmed that they are using the Common Ground Approach to resolve conflicts. Respondents are better able to understand these land conflict approaches and strategies for collaboration and conflict resolution in general. In this section the key findings are summarized below each indicator.

### Abunzi Are More Responsive

<b>EC Indicator 7</b>
% of people surveyed who say that their local authorities are more responsive to their needs as compared with the start of the project
Baseline measure: Not measured
Evaluation Measure: 71% of people surveyed who say that their local authorities are more responsive to their needs as compared with 6 months prior

Respondents feel Abunzi have been more responsive in the last six months in all areas where the survey was conducted. Even in areas where citizens are not as satisfied with the work Abunzi are doing, Abunzi are seen as responsive. Focus group participants agreed that Abunzi are responsive and there is evidence that demonstrates this responsiveness. There are fewer disputes, disputes are handled more often at the local level and focus group participants mentioned that Abunzi help people without means more often than they used to.

### Abunzi Are Better Prepared

<b>EC Indicator (no number on logframe)</b>
% of local authorities surveyed who say that they feel better prepared to engage with their constituents (and give examples of what makes them feel better prepared)
Baseline measure: Not measured

<p>Evaluation Measure: 85% of Abunzi surveyed who participated in the Common Ground training said the training made them feel better prepared to work with citizens in their role as Abunzi.</p>
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<b>USAID Indicator 10</b>
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Indicator: % increase in the number of cases successfully resolved using Common Ground Approach by Abunzi throughout five regions
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Baseline measure: QF2 QF3 15 cases of land disputes successfully resolved by Abunzi throughout five regions
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Final measure: QE3, QE4 20 cases of land disputes successfully resolved by Abunzi throughout five regions
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Project end Target increase 20%
Project end Actual increase 33%

Abunzi praised the Common Ground Training for making them feel better prepared to work with citizens. The training gave Abunzi (in order of importance) skills or tools, information and confidence in themselves.

Abunzi are using the Common Ground approach even though they did not refer to it by name when asked about approaches used. They reported an increase in the number of land disputes successfully resolved compared to the baseline results. Abunzi reported higher levels of awareness of new land reform law policies than sample respondents which equip them for dealing with land conflict of all types.

Focus group participants said the training Abunzi received was a success factor in their improved opinion about Abunzi and Key Informants confirmed that the training was useful and successful.

### Citizens Are More Knowledgeable

<b>USAID Indicator 4</b>
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% of Rwandan adult population that demonstrate knowledge of the mandate and function of the Abunzi in mediating and resolving land conflicts
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Baseline measure: QF6 63% of respondents could name at least one approach that Abunzi used to resolve land conflict.
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Final measure: QE7 79% of respondents could name at least one approach that Abunzi used to resolve land conflict
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Project End Target 60%
Project End Actual 79%

<b>USAID Indicator 5</b>
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% increase in knowledge among adults regarding strategies and opportunities available for the collaborative resolution of conflicts
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Baseline measure: QF5 QF6 435 respondents could name at least one land dispute resolution method used by Abunzi.
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Final measure: QE7 E8 597 respondents could name at least one land dispute resolution method used by Abunzi
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Project end Target increase was 25%
Project end Actual increase was 37%

Overall awareness of the role of Abunzi is high. They are considered mediators and are able to prevent or reduce conflict. Most focus group participants had seen Abunzi involved in land disputes.

Respondents demonstrated through examples that they are becoming more educated about approaches to resolving land conflict and focus group discussions supported this. Compared to the baseline, sample respondents said they took fewer land conflicts to Abunzi and fewer respondents said Abunzi

are helping resolve land conflicts which they saw as a positive trend. It appears that, as people become more educated about land reform and land law, there are fewer land conflicts and/or people are settling their own conflicts.

## Other Notable Results

Some interesting results came out of the Abunzi survey that are not linked directly to an indicator but are worth mentioning. These are presented in this section.

Citizens' satisfaction, trust and confidence levels of the work of Abunzi are high and increased significantly over the baseline. Focus group participants said Abunzi are working hard. Key Informants said citizens are satisfied because they say Abunzi are knowledgeable. Interestingly, Abunzi rated citizen satisfaction levels with their work higher than sample respondents did although satisfaction is already high and on the increase. In terms of trust, respondents said they trust Abunzi more than Abunzi think they do. The longer Abunzi are in the role and as they continue to have successful outcomes, they will likely gain confidence in themselves.

The only reasons given for dissatisfaction with Abunzi are that some are too close to government and corruption still exists in the Abunzi system. Focus group participants also said that corruption still exists.

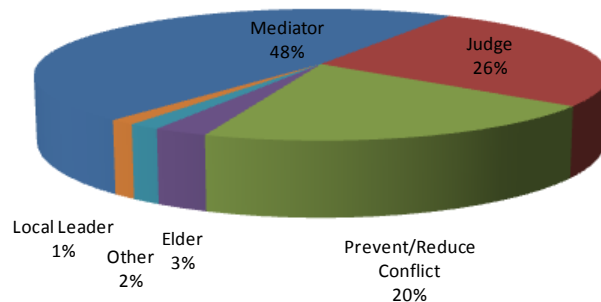
Some respondents incorrectly believe Abunzi are judges, especially in Southern Province and Abunzi in the same area identified themselves in the survey as being judges. Focus group participants in Southern Province all referred to Abunzi as judges and as making judgements. This was the only area where this misnomer or incorrect identification was used in focus groups.

These Abunzi research results are analyzed and presented below.

## Role of Abunzi

Respondents were asked for their ideas on what the role of the Abunzi is. Only a small number (4% of respondents) said they did not know what the role is. Those who could identify a role mentioned an average of 1.6 roles each. Of those who say they know what the Abunzi's role is, most said that Abunzi are mediators (48% of responses), judges (26%) and there to prevent or reduce conflict (20%). Several said Abunzi are Elders (3%) or Local Leaders (1%). See Chart 13.

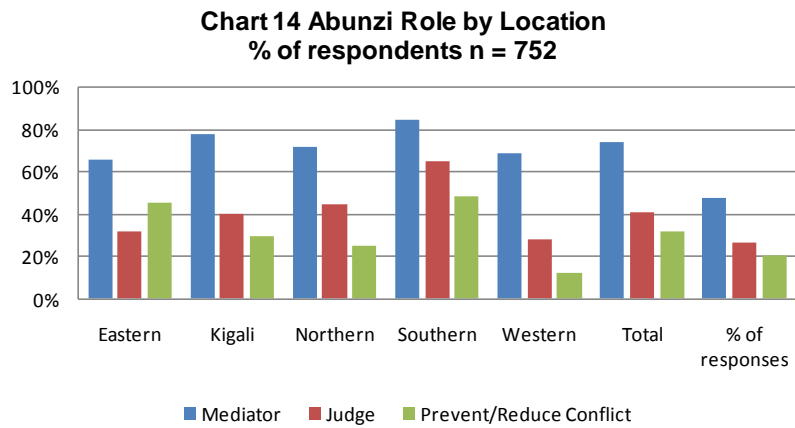
Chart 13 Role of Abunzi % of Responses n=752



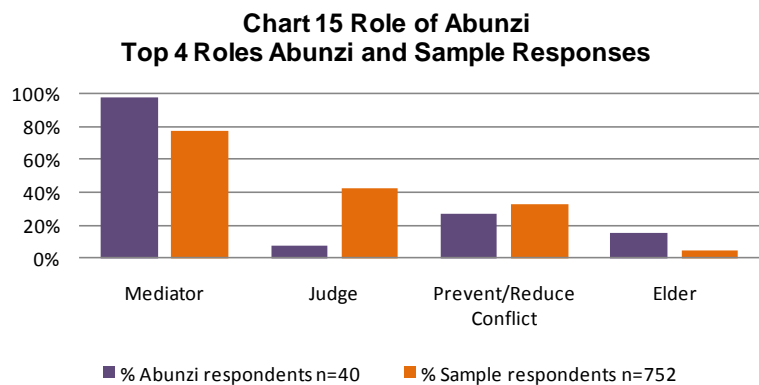
Even though Abunzi are not actually judges, it is interesting to note that over one quarter of respondents believe that they are. Those in the 36-45 year age group mentioned Judge as a role of Abunzi (51%) more than any other age group and more than average (41%). This is an indication that further informational work is needed.

When the results are analyzed by location, there are some notable differences in the proportion of respondents mentioning the top two actual roles.

Southern Province respondents mentioned both roles more often than respondents from all other locations. Those in Eastern Province (46%) mentioned Prevent or Reduce Conflict almost as frequently as those in Southern Province (49%) and more than respondents in the other locations. Respondents in Western Province (12%) mentioned Prevent or Reduce Conflict much less frequently than respondents in all other areas and much less than average which was just less than one third of respondents (32%). See Chart 14.



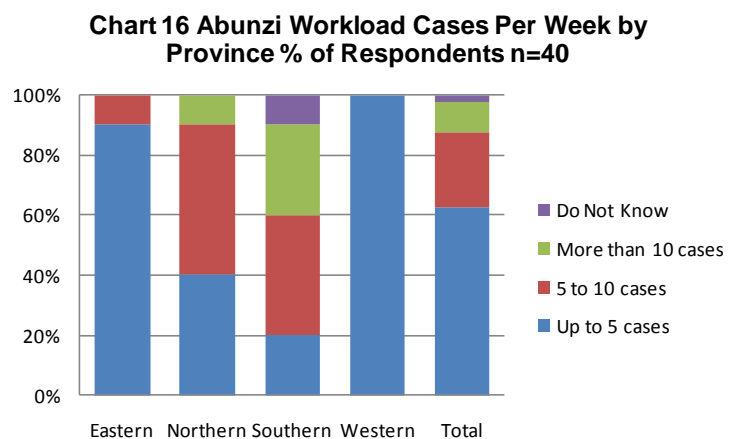
Most Abunzi (98% of respondents) said they are mediators. Comparing Abunzi and sample population responses, the two groups see the role in much the same way. There is one exception however. Where almost half the sample (43% of respondents) incorrectly said that the role of the Abunzi is to be a judge, only three (3) Abunzi in the Southern Province said this as well. See Chart 15.



**Types of Cases**

Only a small proportion of respondents (13%) have ever taken a case to the Abunzi. Women (16%) were slightly more likely to say they had taken a case to the Abunzi compared with men (10%).

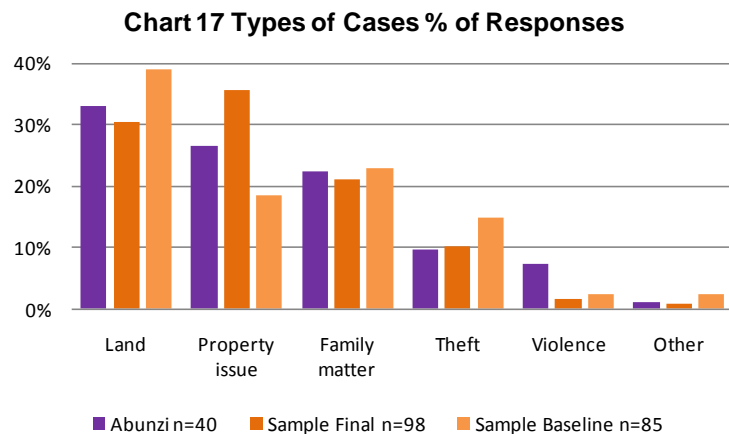
When asked how many cases per week are presented to them the Abunzi in the Southern Province reported being most in demand with just under one third (3 out of 10) Abunzi reporting that they are presented with more than 10 cases per week and almost three quarters (7 out of 10) handling 5 or more cases per week. Over half (6 out of 10) Abunzi in Northern Province reported handling 5 or more cases per week as well. Abunzi in Eastern and Western Provinces reported handling the fewest cases. See Chart 16.



Of all the cases taken to the Abunzi, most were to deal with issues involving property (36% of cases), land (30%), family matter (21%) and others (13%). These results vary slightly from the baseline

where the proportion of cases was different (baseline - land (40% of cases), family (24%) and property (19%)). Overall the number of cases taken to Abunzi declined from the baseline.

Abunzi were asked about the types of cases they are requested to settle. Their responses were similar to those of the sample population except that Abunzi reported dealing with fewer cases involving property than the sample (27% vs 36% of responses), slightly more land cases (33% vs 30% of responses) and more cases dealing with violence or physical harm to a person (7% vs 2%). The baseline results for the sample are also included for comparison. See Chart 17.



### Awareness of Abunzi Role in Land Conflict

Respondents were next asked if they had heard about the Abunzi helping to resolve land conflict in their communities. Over half of respondents (57%) said yes. This is down from the baseline where almost two thirds (64%) said yes. This result aligns with the drop in respondents (from baseline) who said they took land conflicts to Abunzi.

Respondents in the Northern Province were most likely (67%) to say Abunzi helped to resolve land conflict and those in the Southern Province were least likely (48%). There was no difference in responses between males and females. The main differences by age is that respondents 36-45 years old (62%) were most likely to say Abunzi help resolve land conflict and those in the 18-25 age group were least likely (53%).

There were some differences in awareness of Abunzi involvement between educational groups. Those who had not been to school were the least likely to be aware and those with primary education were the most likely to be aware that Abunzi were involved in land conflict. See Table 6.

No Education	Primary	Vocational	Secondary	University	Average
44%	63%	53%	56%	53%	57%

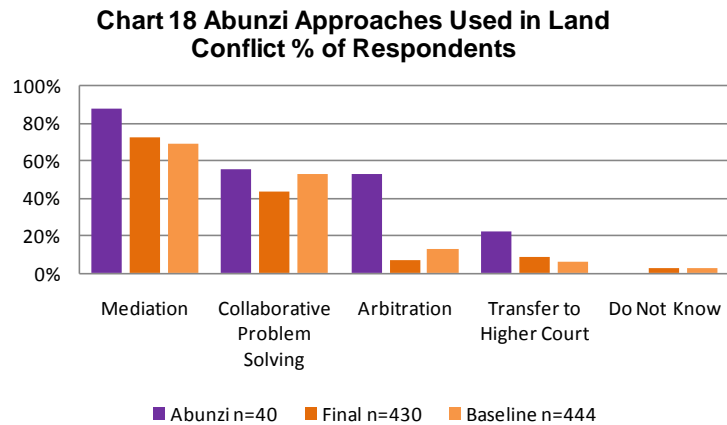
Focus group participants said Abunzi are becoming more and more involved in solving land conflict problems which was counter to the survey results. Participants believe in what Abunzi do and how they manage these conflicts even though disputes don't always get resolved but end up being taken to a higher level such as court. They feel that cases resolved by Abunzi are better because if a person takes their case to court they usually end up worse off (for example, with less land than they started the process with).

The focus group comments suggest that most but not all participants were aware that Abunzi are involved in resolving land disputes. This aligns with the survey results. Participants commented that Abunzi are working hard, have resolved disputes in the area and have had a positive impact. One group (Western Province Males 35+) mentioned the Abunzi training specifically as a reason for Abunzi's success. Corruption was mentioned as an unfortunate part of resolving land conflicts in some areas.

## Land Conflict Solutions

Respondents who are aware that Abunzi help to solve land conflict were asked what Abunzi did to resolve land conflict. Those who were aware mentioned an average of 1.4 approaches each. Most (72% of respondents) said they used mediation followed by collaborative problem solving (44%). A small proportion of respondents said they did not know any approaches (3% of respondents).

Abunzi responses were similar except that a greater proportion mentioned each of the options and Abunzi mentioned arbitration more than sample respondents did. Abunzi mentioned an average of 2.2 approaches each. This is an indication that Abunzi believe they are using a wider variety of approaches than do the people who have heard about Abunzi solving land conflict. Abunzi did not mention the Common Ground approach specifically. See Chart 18.



Focus groups were also asked what Abunzi have done to resolve land disputes. Not all responses were directly about the resolution process, some groups discussed the Abunzi's approach, role in the community or the impact Abunzi have had in general.

One group said that sometimes Abunzi resolve conflicts in a 'bad' way and they take an unpopular approach or decision. They prey on people's emotions in resolving conflicts. Another group said they judge, mediate and reduce conflict. Abunzi make bad judgments because of corruption and some disputes take a long time to be resolved.

According to the participants, Abunzi mediate to find common ground. Abunzi do not give full attention to community problems because they are not paid for their work.

In the north, participants said Abunzi have reduced the number of cases that go to the courts. They believe that generally Abunzi bring people together to solve their problems although not all participants are aware of the outcomes.

*"Their first job is not to punish but to unite people."*

Kigali Focus Group Discussion

More than one group mentioned unity and bringing people together as the Abunzi's role in land conflict resolution. Most participants described a mediation approach and several mentioned collaboration and listening as key elements of their methodology. Group participants also mentioned the courts as a next step in cases where the Abunzi has been unable to resolve a dispute. The responses were in alignment with the survey results.

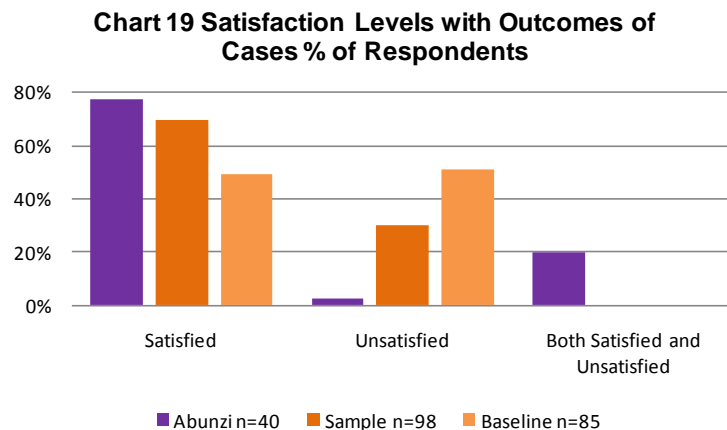
## Citizen Evaluation of Abunzi

Respondents were asked for their perspectives on various measures of Abunzi performance including satisfaction, trust and responsiveness. These measures along with Abunzi survey results are presented here.

## Satisfaction

Of those from the sample population that had taken a case or complaint to Abunzi, the majority (68%) were satisfied with the result. This is an improvement over the baseline where less than half (49%) were satisfied with the outcome of their case. Men (71%) were more satisfied than women (67%) in this final study.

Abunzi were asked for their perceptions of satisfaction levels as well. Over three quarters (78% of Abunzi) believe that citizens are satisfied with the outcome of their complaint or case. Almost none of the Abunzi (3%) believe citizens are unsatisfied and a fifth (20%) said that there are citizens who are satisfied and those who are not. Perhaps Abunzi were not able to readily admit that citizens were not satisfied with the results of their cases. See Chart 19.



Key Informants were asked whether citizens are satisfied with the outcomes of the complaints they take to Abunzi. Out of the eleven (11) key informants, only one said definitively that citizens are not satisfied. The remaining informants were equally divided. Half said yes citizens are satisfied and the other half said some citizens are and some are not satisfied. This supports the survey results.

The reasons given by Informants for citizens being satisfied are: they can choose the Abunzi to go to; there are fewer cases to be heard; and citizens consider Abunzi to be knowledgeable. Citizens are not satisfied because Abunzi are too closely linked to government and there is still corruption in the system and the need to build trust.

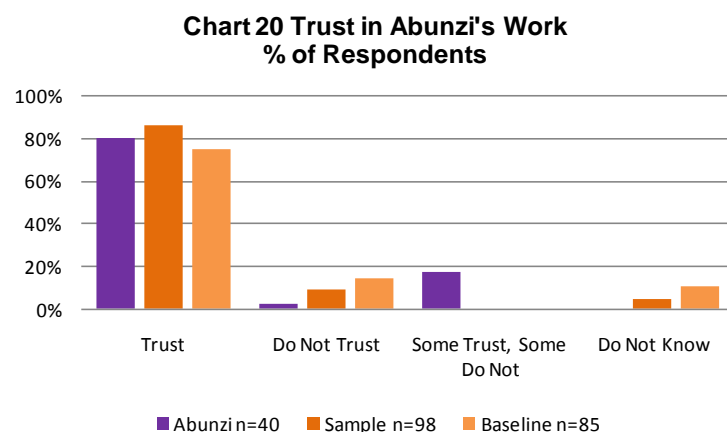
## Trust

All respondents were asked if they trust the work of the Abunzi whether they had experience with Abunzi or not. A large majority (86%) said yes. This is an improvement over the baseline where only three quarters (75%) of respondents said they trust the work of Abunzi. Men and women trust Abunzi equally and the oldest age group (46+) trust the work of Abunzi least (81%) compared to respondents in the other age groups.

In terms of regional differences, respondents in the Northern and Southern Provinces trust Abunzi most and those in Western Provinces trust them least. See Table 7.

Eastern	Kigali	Northern	Southern	Western	Total
83%	87%	92%	91%	78%	86%

Abunzi were also asked whether citizens trust their work. Most Abunzi (80%) said that citizens do trust their work. What is interesting is that citizens trust the work of Abunzi more than Abunzi think they do. Almost one fifth (18%) of Abunzi said that some citizens trust and some do not. In this final study fewer citizens said



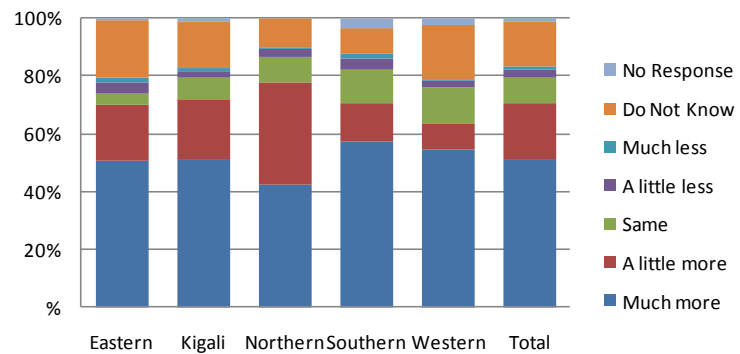
they do not know if they trust the Abunzi (final 5%, baseline 10%). See Chart 20.

## Responsiveness

Finally, sample respondents were asked about responsiveness of Abunzi to the needs of their communities.<sup>9</sup> Almost three quarters (71%) said Abunzi were a Little More or Much More responsive with over half (51%) saying they were Much More responsive. Less than one tenth (9%) said responsiveness of Abunzi was about the Same while a small number (4%) said Abunzi were Less responsive. Several respondents (16%) said they did not know if Abunzi were more responsive or did not give a response to the question.

When the data is analyzed by location it appears that respondents in the Northern Province are most likely to feel that Abunzi are more responsive than they were six months ago compared to respondents in other provinces. Respondents in Western Province are least likely of all locations to feel that Abunzi are more responsive. This area had the highest proportion (19%) of respondents (along with Eastern 20%) who said they did not know whether Abunzi are more responsive or not. See Chart 21.

**Chart 21 Responsiveness of Abunzi Compared to 6 Months Ago n=751**

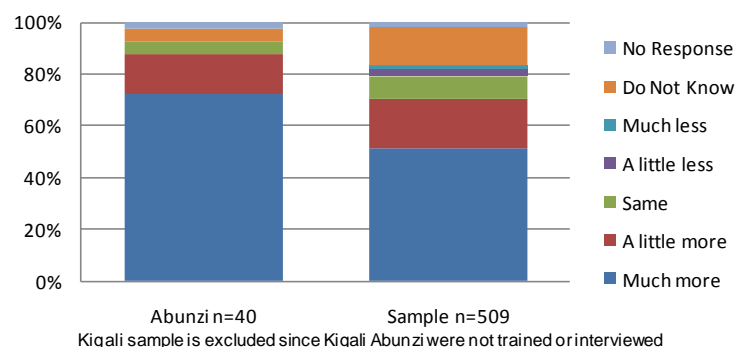


There are no significant differences in response by gender and several notable differences between the age groups.

- Respondents in the 36-45 age group (58%) were most likely to say that Abunzi were Much More responsive when compared to 6 months ago
- Respondents 18-25 years old (47%) were least likely to say this
- Respondents age 46 and over were the least likely to say that Abunzi were more responsive (64%) overall (Much More and A Little More combined)
- Respondents age 46 and over were most likely to say they did not know if Abunzi were more responsive (21%).

Abunzi were asked to rate their own responsiveness to their communities' needs compared to 6 months ago. Most Abunzi (88%) said they were More responsive than 6 months previously and several (5%) said their level of responsiveness was the Same. Several Abunzi (8%) said they did not know if they were more or less responsive and there were no Abunzi who said they were less responsive. Abunzi rate their level of responsiveness higher than sample respondents (88% vs

**Chart 22 Responsiveness of Abunzi Compared to 6 Months Ago**



<sup>9</sup> Respondents were asked to compare with '6 months ago' and, while a specific date was not specified or required, the intent was to gather perceptions about 'recent' changes in responsiveness of Abunzi.

71%). See Chart 22.

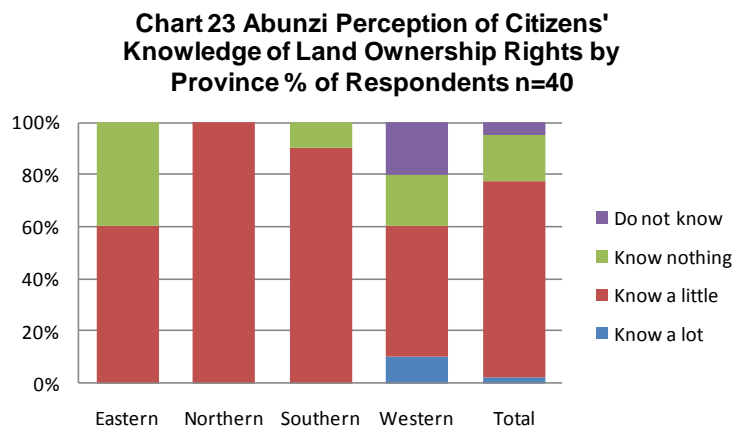
Focus group participants were asked how responsive Abunzi are compared to 6 months ago. The comments were mixed but overall, participants said Abunzi are more responsive which aligns with the survey results.

In one area the feedback was that Abunzi are improving such that conflicts are almost non-existent and the feeling is that they are doing well and are responsive only because elections are approaching and they want to ‘save face’. Another group said Abunzi have been very active since they had their training and there has been an improvement in responsiveness. Other reasons that Abunzi are more responsive are that some Abunzi who made some mistakes have been replaced by others who are ‘able and kinder’ and because problems are getting resolved at local government level.

The clear evidence that there are fewer conflicts in general and fewer being heard in the court system were mentioned by participants as signs that Abunzi are more responsive. They also said Abunzi are helping people without means more than they used to. The reasons given why Abunzi are more responsive include: there are some new Abunzi in place; there is an election coming; and the training has helped Abunzi be more effective. The last point was mentioned by three (3) groups. Two groups mentioned lack of pay as the reason why Abunzi are less responsive.

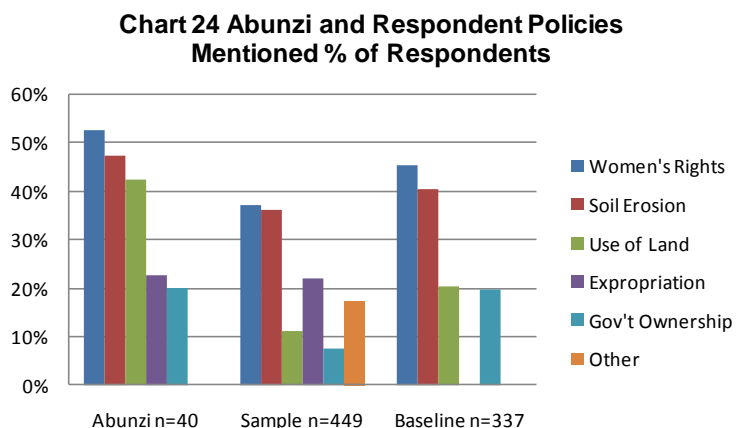
### Abunzi Perspectives

Abunzi were asked for their view on how knowledgeable citizens are of their rights about land ownership. Three quarters of Abunzi (75%) said citizens know a little, a few (3%) said they know a lot and almost a fifth (17%) said citizens know nothing. When the results are analyzed by location Abunzi in the Western Province had more variation in their responses than those in the other provinces and one Western Abunzi was the only one to say that citizens know a lot. See Chart 23.



Abunzi were next asked about the policies they are aware of regarding the new Land Reform Law. All Abunzi except one were able to mention at least one policy and they named an average of 1.9 policies each. This is higher than the average of 1.3 policies mentioned by sample respondents. Abunzi mentioned Women’s rights (53%) Soil Erosion (48%) and Use of Land (43%) policies most often.

Interestingly, sample respondents did not mention Expropriation at all in the baseline but over a fifth mentioned it in this final survey. Abunzi mentioned Expropriation (23%) just slightly more than sample respondents (22%). Sample respondents also mentioned other policies not identified by Abunzi. These included land registration (8% of respondents) and land



consolidation (2%). These are included in Other in Chart 24.

## Common Ground Training

Abunzi were asked a number of questions about the training they received from Search for Common Ground. Abunzi were asked when they took the Search for Common Ground training. More than two thirds (68%) of Abunzi took the training between July and November 2010 and the remainder said it was between January and June 2010 (13%) or they could not remember (21%).

Next they were asked if they feel better prepared to work with citizens as a result of taking the training. Most (34 respondents, 85% of Abunzi surveyed) said they feel better prepared, only one said he does not and five said they do not know if they are better prepared. The Umwunzi that said he does not feel prepared after the training said that he needs more time in the role. All five respondents that said they do not know if they feel more prepared are located in Southern Province in Nyanza and four of them could not remember when they participated in the training.

Of those who felt better prepared, Abunzi mentioned an average 1.9 reasons each. They said the training gave them:

- Skills/tools 88% of respondents
- Information 68% of respondents
- Confidence, strength or courage 29% of respondents

Abunzi were asked if they had used the Common Ground approach to resolve a land conflict since they attended the training. More than three quarters (78%) of Abunzi say they had. By location, all of the Abunzi in the Northern Province and almost all in the Eastern and Western Provinces said they had but less than half (40%) of Abunzi in the Southern Province said they had. See Table 8.

	Eastern	Northern	Southern	Western	Total
Have used	80%	100%	40%	90%	78%
Have not used	20%		10%	10%	10%
Do not know			30%		8%
No response			20%		5%

Those Abunzi who had used the Common Ground approach were asked how many cases were resolved using this approach. With all areas combined Abunzi reported resolving anywhere from 113 to 136 or more cases.<sup>10</sup> Northern Province Abunzi reported resolving the most cases using this approach and Eastern Provinces the least. See Table 9.

Eastern		Northern		Southern		Western		Total	
Low	High	Low	High	Low	High	Low	High	Low	High
8	16	60	60	11	15	34	45	113	136

The Abunzi who have not used the Common Ground approach were asked why and they said they need more time in the role or they have not had the opportunity to use the approach.

Key Informants were asked if they felt the Search for Common Ground training was successful in improving the work of the Abunzi. Most (7 out of 10) said yes although one Informant suggested that it was too soon to tell since the training had been conducted only recently. Only one Informant said that the training was not useful because Abunzi were trained on information they already knew. Two

<sup>10</sup> Number of cases is calculated by multiplying the number of Abunzi who said they used Common Ground approach to resolve a land case by the low and high ranges of cases resolved.

said they did not have enough knowledge to respond to the question. All Informants that said the training was useful said that more training should be conducted.

## Abunzi Intervention Recommendations

The following are the recommendations that came out of the research and analysis.

- Abunzi and MAJ agree that Abunzi training has been successful and should be continued and extended.
- Abunzi did not specifically use the term Common Ground Approach when describing the techniques they use for resolving land disputes. If appropriate, increase the effort to improve the visibility and branding of this approach.
- Clarify the role of Abunzi, primarily in the Southern Province to ensure citizens and Abunzi do not mistake the role of the Abunzi as a judge.

## EDPRS/Vision 2020

Awareness of EDPRS and Vision 2020 was measured in the baseline study and again in this evaluation report. The indicators and summary of results are presented below followed by the analysis of EDPRS-specific questions in the survey.

### Indicators and Results

<b>EC Indicator 2</b>
% of people surveyed who are aware of the EDPRS or Vision 2020
Baseline measure: QB1 QB2 92% of people surveyed are aware of the EDPRS or Vision 2020
Evaluation Measure: QB1 QB2 93% of people surveyed are aware of the EDPRS or Vision 2020

<b>EC Indicator 3</b>
% of people surveyed who feel that the EDPRS responds to their development needs
Baseline measure: QB4 QB3 QB5 94% of respondents feel the government understands the development needs of the people. 70% of respondents who knew about EDPRS or Vision 2020 said these policies were about poverty reduction or economic growth. 36% said poverty reduction or economic growth should be the government’s main priorities.
Evaluation Measure: QB4 QB3 QB5 95% of respondents feel the government understands the development needs of the people. 73% of respondents who knew about EDPRS or Vision 2020 said these policies were about poverty reduction or economic growth. 43% said poverty reduction or economic growth should be the government’s main priorities.

There already was a high level of awareness of EDPRS or VISION 2020 in the baseline study and this awareness continued although it changed from EDPRS to Vision 2020 on this evaluation study. Awareness is lowest in Kigali and Northern Province.

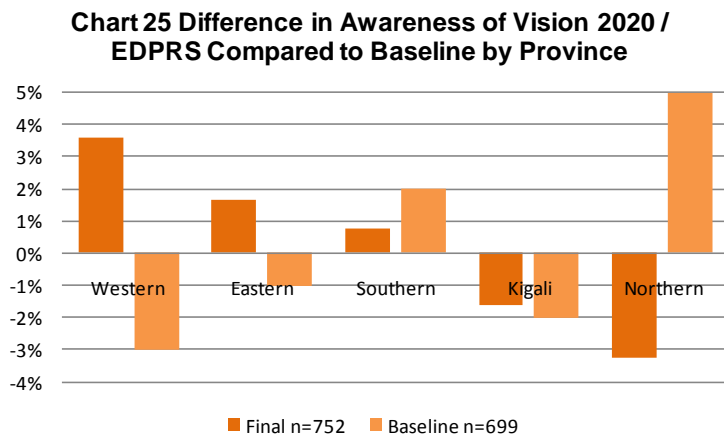
In terms of what respondents think the government priorities should be in implementing EDPRS/Vision 2020, the focus has shifted slightly from education, agriculture and economic growth, to reducing poverty. There continue to be many conflicting perspectives on government priorities as there was a diversity of responses to this question. Although there has been increased awareness of poverty as a priority since the baseline study, perhaps this focus should be continued to align the population more closely on the government’s priorities. No significant gains were made in this area, perhaps because awareness was already high when the project began.

## Analysis of Awareness of EDPRS/Vision 2020

Even at the time of the baseline study most survey respondents (baseline 92% vs final 93%) were aware of the Poverty Reduction Strategy (EDPRS) (70%) or Vision 2020 (23%). However, awareness of Vision 2020 increased from the baseline (final 23%, baseline 7%) and EDPRS went down (final 70%, baseline 85%).

Women were only slightly less aware of the policies than men were (92% vs 95%) which was approximately the same as the baseline (91% vs 93%). There were no significant differences by age group.

When comparing awareness between provinces, Western, Eastern and Southern were above average (greater than 93%) and Kigali and Northern were below average (less than 93%) in terms of their awareness of either of these policies. The greatest change was in Northern Province which went from being the highest to lowest awareness province (final 90%, baseline 97%). See Chart 25.



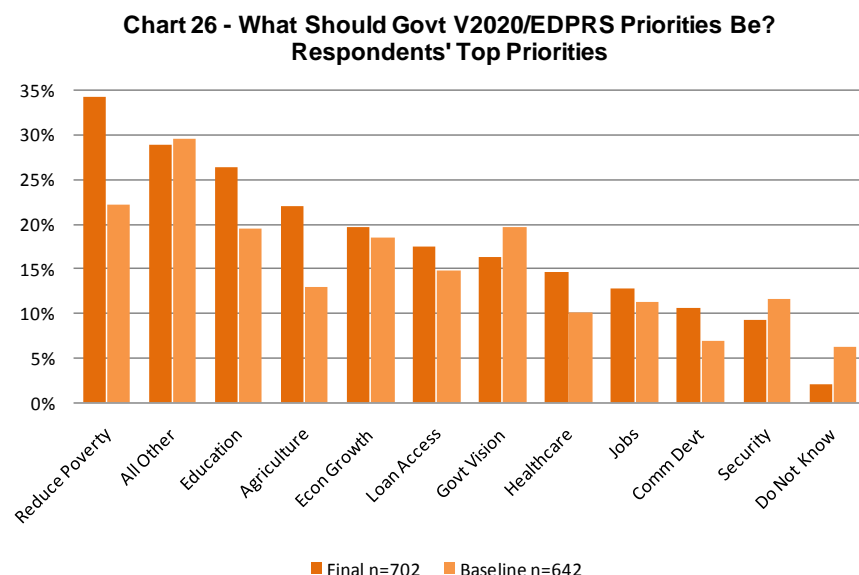
Respondents were asked what the significance of these policies was or what the policies meant to them. Respondents said Reduce Poverty (23% of responses) and Economic Growth (21%) most often followed by Agricultural Development (13%) and Government Development Plan or Government Vision (11%). These responses were in the same proportion as they were in the baseline. There were no significant differences between demographic groups.

Respondents who had heard of Vision 2020 or EDPRS were asked if the government understands the needs of the people with respect to development. While most respondents (95%) agreed, those in Northern Province were most likely to agree (98%) while those in the Eastern Province were least likely (93%). Again, there were no significant differences between demographic groups.

### Government Priorities

Survey respondents were asked what the government's development priorities should be in implementing Vision 2020 / EDPRS. Again, only those respondents who had heard of these policies were asked for their opinion. Respondents gave an average of 2.1 priorities each which was the same as the baseline.

Respondents said the government's main priority should be to Reduce Poverty (34% of respondents) followed by Education



(26%) and Agriculture (22%). The most significant change in priorities since the baseline is that the number of respondents mentioning Reduce Poverty as a priority increased by half.

Almost one third (30%) of respondents mentioned a priority other than one of the top ten that the government should focus on which suggests there are many conflicting views on what the government’s priorities should be. This was similar to the baseline result. See Chart 26.

## Decentralization

### Indicator and Results

Awareness of Decentralization was measured in the baseline study and again in this evaluation report. The indicator and summary of results are presented below followed by the analysis of decentralization-specific questions in the survey.

<b>EC Indicator 4</b>
% of vulnerable rural and youth surveyed who say they have more and useful information on the decentralization process (respondents will be asked to provide an example of useful information from the radio programs)
Baseline measure: QH2 72% of respondents are satisfied with the information they get from the media on decentralization.
Evaluation Measure: QF2 85% of respondents are satisfied with the information they get from the media on decentralization.

Most respondents are satisfied with the information they get on Decentralization and this satisfaction is increasing. The media appears to be meeting the needs of Rwandans in all areas. The weakest area (but not by any means unsatisfactory) is Western Province where resources could be deployed if additional Decentralization communications are planned.

These decentralization research results are analyzed and presented below.

### Media and Decentralization

Survey respondents and Abunzi were asked whether the media talks about decentralization issues and if they are satisfied with the information they receive on the subject.

Most respondents (89%) agreed (Strongly 63% or Somewhat 26%) that the media talks about decentralization. This is up from the baseline where just over three quarters (77%) agreed.

Southern Province respondents were most likely to agree (94%) and Kigali respondents were most likely to disagree (5%). Western Province respondents (18%) were most likely to say they Do Not Know if media talks about decentralization. These results are similar to those from the baseline. There were no significant differences between responses from men and women and from the four age groups.

When asked if they were satisfied with the information they get from the media on decentralization, most (85%) said they are satisfied. This is a significant increase from the baseline where just under three quarters (72%) said they were satisfied. Respondents from Western Province were least satisfied (13% not satisfied) and more respondents from Western Province said they do not know if they are satisfied (12%) compared to respondents from the other areas. There were no significant differences in the responses between men and women and among the age groups.

Almost all Abunzi (95%) said the media talks about decentralization. Two (2) Abunzi from the Western Province were ambivalent (neither agreed nor disagreed) about whether decentralization

issues are covered in the media. Almost all Abunzi interviewed (90%) are satisfied with the information they get on decentralization.

## Vulnerable Groups

In this section vulnerable groups will be explored including challenges facing youth and awareness of radio programs produced to address issues affecting vulnerable groups. These programs are *Urungano*, which particularly focuses on girls and their issues and *Kura Wikorera*, which examines youth livelihood and entrepreneurship. Questions were posed in the main and Abunzi surveys and to focus groups to verify the survey findings. The indicator and key results are presented below followed by a detailed analysis of survey, Abunzi and focus group responses.

## Indicator and Results

<b>EC Indicator 6</b>
% of people surveyed who are aware of the challenges facing vulnerable groups and particularly girls, in Rwanda.
Baseline measure: QD1 QD2 QD3 99% of respondents could identify at least one challenge facing youth in Rwanda today 75% of respondents believe there are issues that apply to young women only and could name at least one challenge
Evaluation Measure: QC1 QC2 QC3 98% of respondents could identify at least one challenge facing youth in Rwanda today 79% of respondents believe there are issues that apply to young women only and could name at least one challenge

Respondents and Abunzi are very aware of the challenges facing youth and can identify those that apply to young women only. In this evaluation study respondents identified issues around safety (rape/GBV/violence) most frequently. Poverty increased dramatically as an issue for girls due to increased awareness and/or increased poverty.

*Urungano* enjoys listenership of almost half the survey sample. Young (18-25) males and females are the largest listening audiences which is appropriate since they are the target audience. The program is successful in increasing understanding of girls' issues by all demographic groups. *Kura Wikorera* has lower listenership than *Urungano* but is equally successful at delivering its intended messages.

Western Province respondents listened least to both programs but primarily due to broadcast issues rather than due to lack of interest. Abunzi listen to both programs and agree that the programs increase their own understanding of girls' interests and challenges and of ideas for new opportunities for youth.

Focus group discussions identified different foci for different areas. The radio programs were mentioned in all areas and the issues they discussed were consistent with the issues identified in the survey results. Two key issues frequently mentioned were HIV/AIDS and job creation. Participants said they are generally satisfied with the information they are getting.

These results are analyzed and presented here.

## Radio and Vulnerable Groups

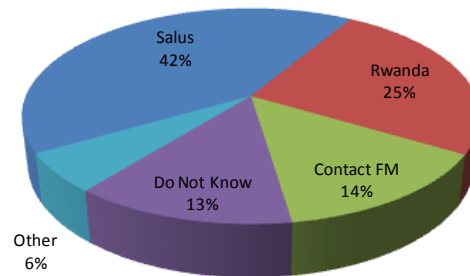
Respondents were asked about their awareness of two radio programs targeted to vulnerable groups – girls and youth – and the effectiveness of these programs in delivering the intended messages. Abunzi were asked the same questions. The results are summarized here along with focus group discussion comments about vulnerable groups.

## ***Urungano***

Respondents were asked if they had listened to the radio program *Urungano*. Almost half (45%) of radio listeners listen to *Urungano*. This listenership rate is significant especially considering that the program only launched 20 months or so before the evaluation. The largest group of listeners are males in the 18-25 year age group (64%) followed by females 18-25 years old (57%). Respondents in Southern Province (63%) were most likely to listen to the program and those in Western Province were least likely (31%) to say they listened.

Those who said they have listened to the program were asked about the station they hear it on. Salus (42%) had the most responses followed by Radio Rwanda (25%) which is interesting given that it is not aired on this station. See Chart 28.

**Chart 28 Urungano Radio Stations n=326**



Respondents were asked to comment on whether the program increased their understanding of girls, their interests and their challenges. Most respondents (83%) said yes it did increase their understanding. Almost two thirds (63%) of those that that said the program increased their understanding said they felt strongly that this was true.

Older respondents (36+) said it increased their understanding (90%) more than the younger respondents (18-35) did (81%). When the responses are analyzed by location, respondents in Southern Province (88%) were most likely to say the program increased their understanding and those in Eastern Province (75%) were least likely.

Abunzi were also asked if they listened to *Urungano* and if they felt the program was effective in raising girls' issues. Nearly half (47%) of Abunzi said that they listened to the program and most (94%) of those who had listened said the program increased their understanding of girls' issues. In fact over three quarters (78%) said that they agreed strongly that the program had increased their understanding.

## ***Kura Wikorera***

Similar questions were asked about the radio program *Kura Wikorera* which is produced to provide information about new opportunities for youth.

Just less than one quarter of respondents (23%) said they had listened to the program. There were differences in listenership by location in that radio listeners in Southern Province were more likely (40%) and those in Western Province were less likely (17%) to listen to the program.

Respondents were asked if *Kura Wikorera* gave them ideas about new opportunities for youth. Almost all (94%) respondents agree that the program gave them ideas. There were differences in respondents' perceptions by location. Listeners in Southern Province were more likely (100%) to say the program had given them ideas about new opportunities for youth and those in Eastern Province were less likely (86%) to say this was true.

Abunzi were also asked if they listened to *Kura Wikorera* and if they felt the program gave them ideas about new opportunities for youth. Just less than one quarter (24%) of Abunzi who are radio listeners said that they listened to the program and all of those who had listened said the program gave them ideas about new opportunities for youth.

Focus groups were asked about what type of information they hear on the radio. They were asked about which issues they hear the most, whether they are satisfied with the information they receive on those issues and if there have been any changes in the past six months on the information they receive. The discussions covered vulnerable groups in Rwanda, whether participants listen to radio programs and whether the programs changed their attitudes about opportunities or challenges for youth and girls.

Participants said they are satisfied with the amount of information they are getting on the radio which was about access to education and getting good jobs. More than one group specifically mentioned *Urungano*, said they like the radio programs and said the programs have changed their attitudes and understanding. They mentioned that the success stories in the programs serve as examples.

Others said the programs motivated them to try and prevent youth issues such as school fees and HIV/AIDS from becoming problems. One group mentioned that the programs help them learn how to create a conversation with their parents and have assisted in parent/child relationships.

More than one group mentioned ‘sugar daddy’ and ‘sugar mammy’ as a youth issue and gave specific examples of information they have heard to help youth behave better such as programs about HIV/AIDS and self development.

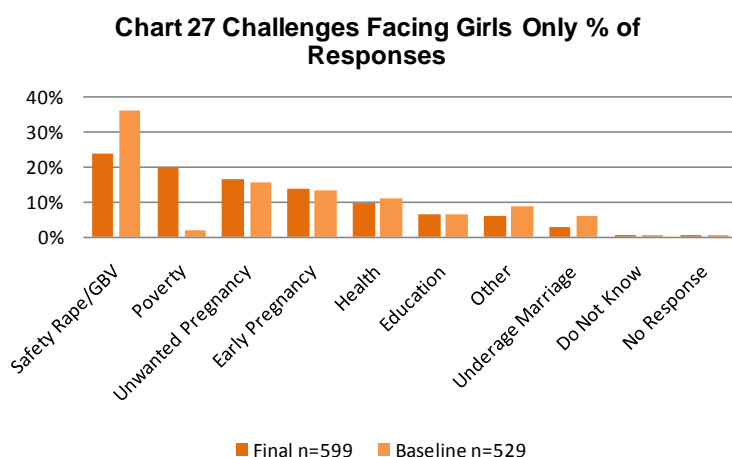
Not all groups were equally aware of or interested in discussing youth issues. The radio programs were mentioned by some of the groups but more of those who were interested spoke directly about the issues. The success stories in the radio programs serve as examples for youth.

### Challenges Facing Youth

As the baseline measure stood at 99%, this indicator was not useful in measuring gains made. Instead, analysis has focused on the qualitative and detailed elements of the respondents in order to assess the type and depth of knowledge that respondents have. Survey respondents were asked to name some of the challenges facing youth in Rwanda today. The respondents mentioned an average of 3.1 challenges each (up from 2 each at the baseline) with the top ones being Poverty (47% of respondents), Employment (46%), HIV/AIDS (32%) and Education (31%). These are the same top issues mentioned in the baseline study. Men mentioned Employment more than women (48% vs 41%) and women mentioned Education more than men (41% vs 36%) but otherwise the results by gender were comparable.

When asked whether there are issues that apply to girls only, over three quarters (80%) of respondents said yes. As might be expected, more women than men said there are issues that apply to girls only (87% vs 72%). There were no significant differences between the age groups. In terms of geographical differences, more respondents in Northern Province (86%) said that girls have unique challenges and those in Kigali (75%) were least likely to say this was true.

Respondents who feel there are issues that apply to girls only were asked to identify some of these. Respondents mentioned an average of 1.9 challenges each. Safety/ Rape/ GBV/ Violence was mentioned most often (24% of responses) followed by Poverty (20%), Unwanted Pregnancy (17%), Early Pregnancy (14%) and other Health issues (10%). See Chart 27.



The major changes in responses from the baseline were that safety went down in frequency from over one third (36%) of responses and Poverty went up from just a few responses (2%) in the baseline. It would appear that Safety issues have decreased in importance or perhaps are less prominent in the public view compared to other issues. The increase in frequency of Poverty responses could be an indication that women and girls are more affected by poverty than they were when the baseline was conducted or there is greater awareness of this as an issue that affects girls.

### Further Research

This reason for increase in respondents mentioning poverty as a challenge for girls could be explored through further research.

### SFCG Visibility

Several questions were asked to determine how aware respondents, participants and informants are of SFCG and its activities. The information will be used to evaluate the effectiveness of promotional activities and for general information for the organization.

### Summary of Results

The name SFCG is not well known and those that have heard of it, usually in connection with radio as reported by focus group participants, do not know what the name means or stands for. Survey respondents and focus group participants in Southern Province reported hearing the name more than any other province.

Key Informants were complimentary about the work that SFCG has performed in their area of responsibility. Most found the work interesting, relevant and useful and it helped improve public awareness of the issues. Criticism of the work was more about quantity than quality. Informants said that more work needs to be done and at a higher level. One informant pointed out that the increased focus by the government on land issues is creating demand within the population for more information. This means that more training will be required of Land Officers to keep up with this demand for information.

Informants said the work of SFCG helped to advance their own work. They are more informed and better equipped to do their jobs. Because more Abunzi and Land Officers are trained it makes the job of those that work with them (MAJ for example) much easier.

It was suggested that the administration and government should be engaged in the process of creating and marketing trainings, theater and radio programs.

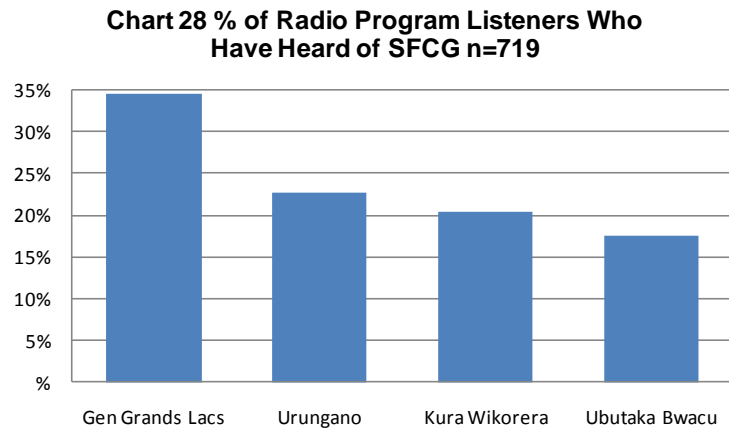
*Generation Grands Lacs* had a small reported listenership, most of them listening on Radio Salus. Listeners reported that the program was effective in communicating information about other countries in the Great Lakes Region.

### Awareness of SFCG

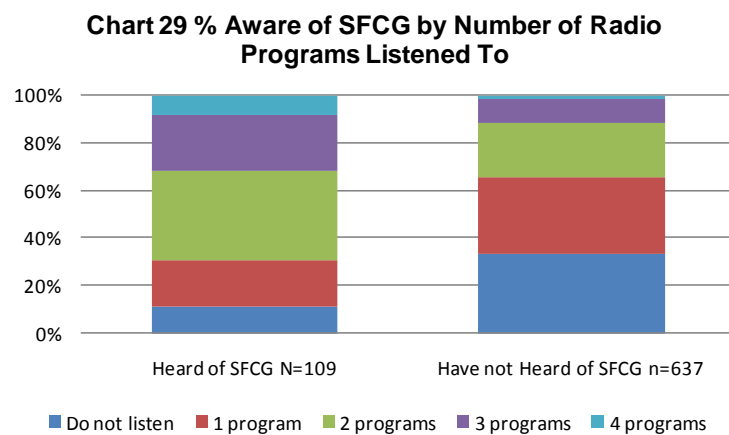
Survey respondents were asked directly if they had ever heard of SFCG before this research study. 15% said they had. Men had heard of SFCG slightly more than women had (17% vs 12%) and awareness is higher among younger respondents and lower among older respondents. See Table 10. Awareness is similar between provinces except for Southern Province where it is highest and almost one third (29%) of respondents had heard of SFCG.

18-25	26-35	36-45	46+	Total
19%	16%	10%	8%	15%

All except one of the respondents who had heard of SFCG were radio listeners. The relationship between awareness of SFCG and listenership of SFCG programs was analyzed to see if there is any correlation. Of the four SFCG radio programs mentioned on the survey, more Generations Grands Lacs listeners (35%) had heard of SFCG than those from any other program. Since this program has been on air the longest this is not surprising. See Chart 28.



Further analysis was done to determine if those who listened to more of the programs were more likely to have heard of SFCG. Respondents were grouped according to the number of SFCG programs they have heard of from none (0) to four (4). Although there is not a direct correlation by number of programs, those who listen to at least one program are more likely to have heard of SFCG and respondents who do not listen to programs are more likely to say that they have not heard of SFCG. See Chart 29.



Focus groups were asked if they had heard of SFCG. A small number of participants (approximately 6%) said they had heard of SFCG. Although these focus group participants had heard of SFCG, none of them could articulate what SFCG does or what the name means. The proportion of participants who were aware of SFCG in Southern Province (approximately 13%) was double that for any other area. When asked where they had heard of SFCG, participants said they had heard of SFCG on the radio.

**Relevance of SFCG’s Work**

Key Informants were asked if they had worked with SFCG to facilitate any activities and, if so, whether they found the activities useful and relevant. Of the Informants, eight (8) said the activities were useful and relevant and three (3) said the activities were not enough or at too low a level considering the amount of work that has to be done. A few of the comments from Informants are noted here.

*I personally and the National Land Center worked with SFCG in many activities and I found them interesting, relevant and useful because they help us in public awareness, to teach the population about their rights and obligations on land and to solve conflicts related to land.*

National Land Centre

*When there is a problem, someone must talk about it. SFCG has done good work in the area of land issues not only in Rwanda but also in the region. That is why we are interested in working with SFCG because they do a very relevant work.*

Land Commission

*The activities are very useful and relevant but they are on the high level. There is no sensitization at the population level.*

Imbaraga

The Land Officers who were trained by SFCG said the training was useful and provided them with skills that they are using for their work. Some of them feel that more training would be beneficial and one Officer commented on the fact that, because government is putting a value on land, land owners want to know everything about land law and their rights.

Informants were also asked if they think SFCG's efforts have had an effect or advanced their own work in their sector.

All Informants except one said that the efforts of SFCG have had an effect. They stated that real advances have been made in the area of land law and land reform because of the support of SFCG. More than one Informant said that more is needed – more training, participatory theater and radio programs should be developed and marketed.

*The wider the audience, the better the effect*

Land Commission

It was suggested that the administration and government should be engaged in the process.

*While the radio program helps in disseminating information and explaining the law, Abunzi training helped them to better play their role in solving land related (problems) conflict. Both are contributing in land conflict mitigation.*

Land Officer Karongi

One MAJ Informant commented on the value of the training for Abunzi which he attended. Because the Abunzi are more informed it is easier for him to do his job in communicating and working with Abunzi. He also provided perspective on why respondents (and even Abunzi) think of Abunzi as judges when this is not officially their function.

*Before they didn't know their job or their role in being Abunzi, they were like judges. But by now they know that they are there to play the role of mediator, they know how to approach 2 parties in conflict and come to a common understanding.*

MAJ Rwamagana

Informants agreed that the training has been effective for Abunzi in that they have acquired knowledge and skills to resolve conflict.

*And after training many conflicts were resolved at village level and we do not have as many disputes to handle as it was before training.*

MAJ Musanze

One Land Officer commented that they train people using the material and information that they got from the SFCG trainings.

## **Conflict Resolution and Radio**

SFCG expected that many radio listeners would not necessarily be able to link the name of the organization with its programming. In order to gauge awareness of the organization's media activities without relying on recognition of the name, survey respondents who said they were radio listeners were asked if they had listened to a radio program about conflict resolution. Over two thirds (68%) said they had. There were no differences by gender but there were by age group. Younger respondents in the 18-25 and 26-35 age groups were less likely (both 64%) to say they had listened to a conflict

resolution program and older respondents (36-45 and 46+) were more likely (both 75%) to have listened.

SFCG program listeners were more likely to say they have heard of a radio program about conflict resolution than non-program listeners. *Kura Wikorera* (83%) and *Ubutaka Bwacu* (82%) listeners were the most likely. See Table 11.

Table 11 Program Listeners vs Non Listeners Who Have Heard a Conflict Resolution Radio Program				
	Gen Grands Lacs	Urungano	Kura Wikorera	Ubutaka Bwacu
% of listeners	76%	77%	83%	82%
% of non listeners	65%	59%	63%	58%

Abunzi were asked the same question. Almost three quarters (74%) of the radio listening Abunzi had listened to such a program.

### Effectiveness of *Generation Grands Lacs*

Even though the program is no longer in production, SFCG asked questions about the radio program *Generation Grands Lacs* to gather information about awareness and effectiveness of this regional radio program, which aired for three years and will likely be launched again in 2011. When respondents were asked if they had listened to the *Generation Grands Lacs* radio program, just less than one quarter (23%) of radio listeners said yes. Men (27% of male radio listeners) reported listening to it more than women did (20% of female radio listeners).

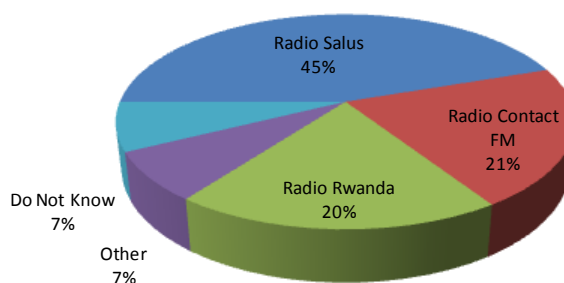
In terms of age groups, younger respondents were more likely to listen than older respondents. See Table 12.

Table 12 Awareness of <i>Generation Grands Lacs</i> by Age Range				
18-25	26-35	36-45	46+	Total
32%	24%	18%	10%	23%

Respondents from Southern Province reported listening to the program most frequently (34% of radio listeners) and those Western Province least frequently (16%).

*Generation Grands Lacs* listeners were asked on which stations they listened to the program. Most (45%) said Radio Salus followed by Contact FM (21%). One fifth (20%) said Radio Rwanda, which is not a station that broadcasts this program. See Chart 30.

Chart 30 *Generation Grands Lacs* Radio Stations  
% of Listeners n=168



Finally, listeners were asked if they felt the program affected their opinion about other countries in the Great Lakes Region. Over three quarters of the program listeners (78%) agreed and just under half (46%) strongly agreed. Only a small number said they did not know if the program affected their opinion or not. Most listeners in Western Province (95%) said the program affected their opinion followed by those in Northern Province (90%). Eastern Province respondents were least inclined to agree (65%).

### Areas for Further Research

There were two areas identified for further research during the course of the study. Numerous respondents said they listened to SFCG program on Radio Rwanda but programs are not broadcast on this station. It would be interesting to explore the contradiction.

Poverty was mentioned as an issue for girls only much more frequently than in the baseline. Further research could be conducted to explore why this increase occurred. Was it because awareness of this issue increased over the time period, because girls and young women actually became poorer thereby reducing the importance of other girls' issues, or due to other factors?

## Summary of Key Findings

The project was successful in improving the social environment in Rwanda, particularly as it relates to poverty reduction through inclusive dialogue and participation. The action provided information on key government reforms in formats that people could understand and trust and prepared them for their roles in the successful implementation of these reforms.

The project was particularly successful in launching three (3) radio programs to deliver this information and, based on the results, did so in a way that people could understand. Participatory Theater also delivered the messages that stimulated understanding although this was to a smaller number of participants. The project was successful in effecting land conflict transformation through developing mediation tools and approaches for all target populations.

The beneficiaries of the training and those who work for them reported that not only did the exercise provide them with tools and information, it also gave them courage or confidence to do their work.

Citizens have greater awareness of all issues that were included in this study but especially land conflict. Respondents and Abunzi reported that the number of conflicts has dropped because people understand their rights better and have tools and techniques to resolve conflicts themselves. Those who did not go to Abunzi for assistance were satisfied with and trusted the work Abunzi did and all respondents feel Abunzi are more responsive than they have been in the past.

In terms of negative feedback, respondents said there is still corruption in the system and Abunzi would be more responsive if they were paid.

It is recommended that the communication and training work be continued, particularly in the Western Province. It is important to communicate the message that Abunzi are not judges so all have a clear understanding of the role. This is especially true for Southern Province. More sensitization on the ground would be beneficial. This could be done by taking the participatory theater to more communities and extending the land reform training to Land Officers.

## Conclusion

Overall SFCG's work has met or exceeded the goals and objectives of the project. Citizens are more aware of all the issues with the project scope, became more educated about their role in society and knowledgeable about how they should leverage the resources of local support systems.

Radio programming has been highly successful in delivering key messaging and evidence of behavioural change by both citizens and authorities was found during the course of the research.

Participatory theater was perhaps the only disappointment in terms of attendance reported by respondents although those few who did attend reported that the theater was successful in meeting its intended objectives.

Awareness of SFCG was highest among radio listeners and especially among respondents in Southern Province. Abunzi commended the Common Ground training for increasing their effectiveness as Abunzi. Key informants had high regard for the work of SFCG and recommended that it be extended beyond the existing scope and time frame.

*RWANDA*  
*Final Report Appendices*

Search for Common Ground (SFCG)

**Project Funding from the European  
Commission and USAID**

December 2010

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## Appendix 1 Questionnaire

ID	
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### INFORMED CONSENT: TO BE COMPLETED FOR ALL INTERVIEWS INITIATED

Interviewer Number		Interview Number	
Interviewer Name		Date (dd/mm/yy)	/ / 10
Province		Time interview started	
District		Time interview ended	
Village		Checked by	

We greet you, My name is ----- and I am working on behalf of Search for Common Ground.

We are conducting a survey about land reform in Rwanda and about people's information sources. If you agree, we would like to ask you some questions about yourself, your knowledge of land reform and your opinions about it.

The survey findings will be used to produce a report that will be available to the public and will be used to provide better information on land reform.

Your participation in this survey is voluntary, and you can choose not to answer any individual question, or all of the questions. Your name will not be mentioned in the report. We hope that you will participate in this survey, and answer the questions openly, as your views are very important.

We will be asking the same questions of people from different places and different communities all over Rwanda. When the survey is finished we will collect all responses we have received and keep them confidential, in a safe place. You will be able to find out about the overall results by contacting us.

Our discussion will take between 20 and 30 minutes. At this time, do you want to ask me anything about the survey? May I begin the interview now?

Start time

**IF NO, TERMINATE THE INTERVIEW. IF YES, NOTE THE START TIME AND CONTINUE THE INTERVIEW**

Thank you for your time and availability.

### Demographic Questions

A1 Sex of respondent

1	Male
2	Female

A3 Can you read or write?

1	Yes
2	No

A2 Age of respondent?

1	18-25
2	26-35
3	36-45
4	46+

**CIRCLE ONE AND ENTER NO YEARS BELOW**

Age \_\_\_\_\_  
Years

A4 What is the highest level of education you have achieved?  
DO NOT READ, CIRCLE ONE RESPONSE ONLY

1	I didn't go to school
2	Some primary school
3	Completed primary school
4	Some vocational school
5	Vocational school completed
6	Some secondary school
7	Completed secondary school
8	Some university (not completed)
9	Completed university
10	Adult education courses
99	No response / Refused to answer

**A5 Have you ever been displaced from your home?**

1	Yes
2	No
99	No response / Refused to answer

**YES, GO TO QUESTION A6  
IF NO OR NO RESPONSE GO TO QUESTION B1**

**A6 When was this?**

1	In the last ten years
2	10 to 20 years ago
3	21 to 30 years ago
4	31 to 40 years ago
5	More than 40 years ago
88	Don't know
99	No response / Refused to answer

**Give year if mentioned \_\_\_\_\_**

**Now we are going to talk about  
Vision 2020**

**B1 Have you heard of Poverty Reduction Strategy or EDPRS?**

1	Yes
2	No
88	Don't Know

**IF YES, GO TO QUESTION B3  
IF NO, DON'T KNOW OR NO RESPONSE,  
GO TO QUESTION B2**

**B2 Have you heard of vision 2020?**

1	Yes
2	No
88	Don't Know
99	No response / Refused to answer

**IF YES, GO TO QUESTION B3  
IF NO, DON'T KNOW OR NO RESPONSE,  
GO TO QUESTION C1**

**B3 What is EDPRS / Vision 2020 to you? Or What does EDPRS/ Vision 2020 mean to you  
DO NOT READ OUT, CIRCLE ALL THAT ARE MENTIONED**

1	Access to Healthcare
2	Access to School/Education
3	Gov't Development Plan to Reduce Policy – Gov't Vision
4	Agriculture Development
5	Reduce Poverty
6	Community Development/Settlement (Umundungu)
7	Employment – Income Generation
8	Gender Balance
9	Domestic Violence
10	Security
11	Economic Growth
12	Land Rights
13	Other (Specify) : _____
88	Don't Know
99	No response / Refused to answer

**B4** Does the government understand the needs of the people with respect to development?

1	Yes
2	No
88	Don't Know
99	No response / Refused to answer

**B5** What should the government's main priority be in implementing Vision 2020 / EDPRS?  
DO NOT READ OUT, CIRCLE ALL THAT ARE MENTIONED

1	Access to Healthcare
2	Access to School/Education
3	Gov't Development Plan to Reduce Policy – Gov't Vision
4	Agriculture Development – Maximizing Food Production
5	Reduce Poverty
6	Community Development/Settlement (Umundungu)
7	Employment – Income Generation
8	Gender Balance
9	Domestic Violence
10	Security
11	Economic Growth
12	Land Reform – Access, Ownership and Distribution
13	Access to Loans
14	Energy
15	Environmental Protection
16	Other (Specify) : _____
88	Don't Know
99	No response / Refused to answer

Now we are going to discuss  
Vulnerable Groups in Rwanda

**C1** What are some of the challenges facing youth in Rwanda today?  
DO NOT READ, CIRCLE ALL RESPONSES MENTIONED

1	Education
2	Employment
3	Health
4	Accessing Loans
5	Establishing Families
6	Access to Land
7	Youth headed household
8	HIV/AIDS
9	Sexual Exploitation
10	Poverty
11	Other (Specify) _____
88	Don't know
99	No response / Refused to answer

**C2** Are there any issues that apply to girls only?  
DO NOT READ, CIRCLE ONE RESPONSE ONLY

1	Yes
2	No
88	Don't know
99	No response / Refused to answer

IF YES, GO TO QUESTION C3  
IF NO, DON'T KNOW, OR  
NO RESPONSE, GO TO QUESTION D1

**C3 What are some of the challenges facing girls [only] in Rwanda today?  
DO NOT READ, CIRCLE ALL RESPONSES MENTIONED**

1	Education
2	Health
3	Underage Marriage
4	Unwanted Pregnancy
5	Early Pregnancy
6	Safety – Rape/GBV/Violence
7	Poverty
8	Other (Specify) _____
88	Don't know
99	No response / Refused to answer

Now we will discuss

Land

**D1 Do you own any land?  
DO NOT READ, CIRCLE ONE RESPONSE ONLY**

1	Yes
2	No
88	Don't know
99	No response / Refused to answer

IF YES, DON'T KNOW OR NO RESPONSE, GO TO QUESTION D3  
IF NO, GO TO QUESTION D2

**D2 Why don't you own any land?  
DO NOT READ, CIRCLE ONE RESPONSE ONLY**

1	I was a refugee for a long time
2	I am still young
3	It was sold
4	I am a woman who got married before the new law
5	Other (Specify) _____
88	Don't know
99	No response / Refused to answer

**D3 Have you been involved in land dispute?  
DO NOT READ, CIRCLE ONE RESPONSE ONLY**

1	Yes
2	No
88	Don't Know
99	No response / Refused to answer

**D4 Are you aware of your rights about land ownership?  
DO NOT READ, CIRCLE ONE RESPONSE ONLY**

1	Yes
2	No
88	Don't know
99	No response / Refused to answer

**D5 What policies are you aware of regarding the new Land Reform Law?  
DO NOT READ, CIRCLE ALL RESPONSES MENTIONED**

1	Women's rights To land
2	Government owns wetlands and marshes
3	Soil erosion
4	Use of Land
5	Expropriation

6	Other (Specify) _____
88	Don't know
99	No response / Refused to answer

Now we will discuss  
The Role of the Abunzi in land conflict

E1 What is the role of the Abunzi?  
DO NOT READ, CIRCLE ALL RESPONSES MENTIONED

1	Judge
2	Mediator
3	Police
4	Elder
5	Local leader
6	Prevent or reduce conflict
7	Other (Specify) _____
88	Don't know
99	No response / Refused to answer

E2 Have you ever taken a case to the Abunzi (traditional elders)?

1	Yes
2	No
88	Don't know
99	No response / Refused to answer

IF YES GO TO QUESTION E3

IF NO, DON'T KNOW OR NO RESPONSE, GO TO QUESTION E5

E3 What was the reason?  
DO NOT READ, CIRCLE ALL RESPONSES MENTIONED

1	Family matter
2	Property issue
3	Physical harm to a person
4	Land
5	Theft
6	Other (Specify) _____
88	Don't know
99	No response / Refused to answer

E4 Were you satisfied with the outcome of your complaint or case?

1	Yes
2	No
88	Don't know
99	No response / Refused to answer

E5 Do you trust the work of the Abunzi?

1	Yes
2	No
88	Don't know
99	No response / Refused to answer

E6 Have you heard about the Abunzi helping to resolve land conflict in your community?

1	Yes
2	No

IF YES GO TO QUESTION E7

IF NO, DON'T KNOW OR NO

88	Don't know	RESPONSE, GO TO QUESTION E8
99	No response / Refused to answer	

E7 If yes, what did the Abunzi do to resolve the land conflicts?  
DO NOT READ, CIRCLE ALL THE RESPONSES MENTIONED

1	Mediation
2	Collaborative Problem Solving
3	Arbitration
4	Transfer to higher court
5	Other (Specify) _____
88	Don't know
99	No response / Refused to answer

E8 Have you heard about any other ways that land conflict can be settled?

1	Yes
2	No
88	Don't know
99	No response / Refused to answer

E9 How responsive to your communities' needs are Abunzi compared to say 6 months ago?  
READ FIRST FIVE OPTIONS AND CIRCLE ONE RESPONSE ONLY

Much more responsive	A little more responsive	About the same	A little less responsive	Much less responsive	Don't know	No response / Refused
1	2	3	4	5	88	99

Now I would like to ask you a few questions about the media  
Media – Decentralization and Land Reform

F1 On a scale of 1 to 5, where 1=strongly agree and 5=strongly disagree, tell me whether you agree or disagree with this statement: 'The media in Rwanda talks about issues relating to decentralization.'  
READ OPTIONS 1 TO 5 IF NECESSARY

Strongly Agree	Agree Somewhat	Neither agree nor disagree	Disagree Somewhat	Strongly Disagree	Don't know	No Response
1	2	3	4	5	88	99

F2 Are you satisfied with the information you get from the media on decentralization?

1	Yes
2	No
88	Don't know
99	No response / Refused to answer

F3 On a scale of 1 to 5, where 1=strongly agree and 5=strongly disagree, tell me whether you agree or disagree with this statement: 'The media in Rwanda talks about issues relating to land reform.'  
READ OPTIONS 1 TO 5 IF NECESSARY

Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Don't know	No Response
1	2	3	4	5	88	99

F4 What do you know about the new land law?

1	Land registration
2	Land consolidation
3	Land long rent
4	Land as a guaranty for loan
5	Expropriation
6	Other, Specify
88	Don't know
99	No response / Refused to answer

F5 Are you satisfied with the information you get from the media on land reform?

1	Yes
2	No
88	Don't know
99	No response / Refused to answer

F6 About which issues do you want more information?  
DO NOT READ OUT, CIRCLE ALL THAT ARE MENTIONED

1	The role and responsibilities of local authorities
2	Land Use
3	Rights and obligation to ownership
4	Land Share – Reclaiming
5	Expropriation
6	Clarity of the new role of government and its relationship to land
7	Land registration
8	Other (Specify) _____
88	Don't know
99	No response / Refused to answer

F7 Can you tell me what your sources of information are for what is happening in Rwanda?  
DO NOT READ OUT SOURCES. CIRCLE ALL THAT ARE MENTIONED.

1	Radio
2	TV
3	Newspaper
4	Billboards
5	Internet
6	Religious institution (church or mosque)
7	Community meeting
8	People (includes word of mouth)
9	Friends/relatives outside of Rwanda
10	Theatre performances
11	Other (Specify) _____
88	Don't know
99	No response / Refused to answer

F8 Have you ever heard of Search for Common Ground?

1	Yes
2	No
88	Don't know
99	No response / Refused to answer

Now we are going to talk about Radio  
Radio

G1 IF RADIO IS NOT MENTIONED IN F7 ABOVE, ASK: Do you listen to radio?

1	Yes	IF YES, GO TO G2
2	No	IF NO, GO TO QUESTION H1

G2 Have you listened to a radio programme about conflict resolution?

1	Yes
2	No
88	Don't know
99	No response / Refused to answer

G3 Have you listened to the programme Generation Grands Lacs?

1	Yes	IF YES GO TO QUESTION G4
2	No	IF NO GO TO QUESTION G6
88	Don't know	IF DON'T KNOW GO TO QUESTION G6

G4 On which radio station?  
DO NOT READ CIRCLE ALL RESPONSES MENTIONED

1	Radio Salus
2	Radio Contact FM
3	Other (Specify) _____
88	Don't know
99	No response / Refused to answer

G5 Do you agree or disagree with this statement, "This programme has affected my opinion about other countries in the Great Lakes Region."  
READ OPTIONS 1 TO 5

Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Don't know	No Response / Refused
1	2	3	4	5	88	99

G6 Have you listened to the programme Urungano?

1	Yes	IF YES GO TO QUESTION G7
2	No	IF NO GO TO QUESTION G9
88	Don't know	IF DON'T KNOW GO TO QUESTION G9

G7 On which radio station?  
DO NOT READ CIRCLE ALL RESPONSES MENTIONED

1	Radio Salus
2	Radio Contact FM
3	Other (Specify) _____
88	Don't know
99	No response / Refused to answer

**G8 Do you agree or disagree with this statement, "This program has increased my understanding of girls, their interests and their challenges." READ OPTIONS 1 TO 5**

Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Don't know	No Response / Refused
1	2	3	4	5	88	99

**G9 Have you listened to the programme Ubutacka Bwacu?**

1	Yes	IF YES GO TO QUESTION G10
2	No	IF NO GO TO QUESTION G12
88	Don't know	IF DON'T KNOW GO TO QUESTION G12

**G10 On which radio station?**

**DO NOT READ CIRCLE ALL RESPONSES MENTIONED**

1	Radio Salus
2	Radio Contact FM
3	Other (Specify) _____
88	Don't know
99	No response / Refused to answer

**G11 Do you agree or disagree with this statement, "This program has helped me understand land policies in Rwanda." READ OPTIONS 1 TO 5**

Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Don't know	No Response / Refused
1	2	3	4	5	88	99

**G12 Have you listened to the programme Kura Wikorera?**

1	Yes	IF YES GO TO QUESTION G13
2	No	IF NO GO TO QUESTION G14
88	Don't know	IF DON'T KNOW GO TO QUESTION G14

**G13 Do you agree or disagree with this statement, "This program gave me ideas about new opportunities for youth." READ OPTIONS 1 TO 5**

Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Don't know	No Response / Refused
1	2	3	4	5	88	99

**G14 Have you listened to the programme Ihitiremo Munyarwanda?**

1	Yes	IF YES GO TO QUESTION G15
2	No	IF NO GO TO QUESTION G16
88	Don't know	IF DON'T KNOW GO TO QUESTION G16

**G15 Do you agree or disagree with this statement, "This program gave me information about the elections process." READ OPTIONS 1 TO 5**

Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Don't know	No Response / Refused
1	2	3	4	5	88	99

G16 If a radio programme was available in English and in French, in which language would you listen?

1	English
2	French
3	Neither
88	Don't know

Now we are going to talk about Participatory Theatre

H1 Have you seen a Participatory Theatre put on by Search for Common Ground about land issues?

1	Yes	2	No	99	No response / Refused to answer
---	-----	---	----	----	---------------------------------

IF "NO" OR "NO RESPONSE", GO TO QUESTION I1  
IF YES, PLEASE RESPOND TO THE FOLLOWING QUESTIONS:

H2 How many times have you been a spectator?

1	1- 2 times	2	3- 4 times	3	5- 6 times	4	7 times or more
---	------------	---	------------	---	------------	---	-----------------

H3 Was the dialogue presented during the performance useful?

1	Yes	2	No	99	No response / Refused to answer
---	-----	---	----	----	---------------------------------

H4 Do you feel prepared to manage conflicts in a collaborative, non-violent way because of the participatory theatre?

1	Yes	2	No	99	No response / Refused to answer
---	-----	---	----	----	---------------------------------

H5 Have you put into practice what you saw during the participatory theatre?

1	Yes	2	No	99	No response / Refused to answer
---	-----	---	----	----	---------------------------------

H6 Are the scenes in the theatre relevant to your life or reflect your life?

1	Yes	2	No	99	No response / Refused to answer
---	-----	---	----	----	---------------------------------

H7 Are you aware of a conflict that was better handled or handled in a more healthy way because of skills learned through the participatory theatre?

1	Yes	2	No	99	No response / Refused to answer
---	-----	---	----	----	---------------------------------

Now we are going to discuss Civic Education

I1 When is Rwanda's next election?  
DO NOT READ, CIRCLE ONE RESPONSE ONLY

1	January to June 2011
2	July to December 2011
3	2012
4	Soon but not sure of the date
5	The date is not yet set
6	Other Specify
88	Don't know
99	No response / Refused to answer

- 12 Who will be elected at the next election?  
 READ THE LIST UP TO NUMBER 4 AND CIRCLE ALL RESPONSES MENTIONED. IF THEY DO NOT CHOOSE 1 TO 4, ASK IF THERE IS ANOTHER ANSWER AND RECORD UNDER OTHER. IF THEY DO NOT KNOW, CIRCLE 88 AND IF THEY DO NOT WANT TO ANSWER, CIRCLE 99.

1	President
2	Parliament
3	Local Leaders
4	None of the Above
5	Other Specify
88	Don't know
99	No response / Refused to answer

- 13 How much information is available regarding the election process?

Too much information	The right amount of information	Not enough information	No information	Don't know	No Response / Refused
1	2	3	4	88	99

- 14 Do you plan to vote in the next election?

1	Yes
2	No
88	Don't know
99	No response / Refused to answer

Thank you very much for your time. This information will be very helpful to us to increase citizens' understanding of decentralization and land reform. Would you like to have information on how to contact the sponsors?

End Time

## Appendix 2 Abunzi Questionnaire

ID	
----	--

### INFORMED CONSENT: TO BE COMPLETED FOR ALL INTERVIEWS INITIATED

Interviewer Number		Interview Number	
Interviewer Name		Date (dd/mm/yy)	/ / 10
Province		Time interview started	
District		Time interview ended	
Village		Checked by	

We greet you, My name is ----- and I am working on behalf of Search for Common Ground.

We are conducting a survey about land reform in Rwanda and about people's information sources. If you agree, we would like to ask you some questions about yourself, your knowledge of land reform and your opinions about it and about your role as ABUNZI (as one member of ABUNZI)..

The survey findings will be used to produce a report that will be available to the public and will be used to provide better information on land reform.

Your participation in this survey is voluntary, and you can choose not to answer any individual question, or all of the questions. Your name will not be mentioned in the report. We hope that you will participate in this survey, and answer the questions openly, as your views are very important.

We will be asking the same questions of (TO ABUNZI MEMBERS) ABUNZI from different places and different communities all over Rwanda. When the survey is finished we will collect all responses we have received and keep them confidential, in a safe place. You will be able to find out about the overall results by contacting us.

Our discussion will take between 20 and 30 minutes. At this time, do you want to ask me anything about the survey? May I begin the interview now?

Start time

**IF NO, TERMINATE THE INTERVIEW. IF YES, NOTE THE START TIME AND CONTINUE THE INTERVIEW**

Thank you for your time and availability.

A1 Sex of respondent

1	Male
2	Female

I would like to discuss

### Your role in land conflict as an Umwunzi

B1 How long have you been an Umwunzi?

1	Less than 1 year
2	1-2 years
3	More than 2 years
4	Other Specify (_____)
88	Don't know
99	No response / Refused to answer

B2 What is the role of the Abunzi?

**DO NOT READ, CIRCLE ALL RESPONSES MENTIONED**

1	Judge
2	Mediator
3	Police
4	Elder
5	Local leader
6	Prevent or reduce conflict
7	Other (Specify) _____
88	Don't know
99	No response / Refused to answer

**B3 How many cases are presented to you in an average week?**  
**DO NOT READ, WRITE IN NUMBER MENTIONED AND CIRCLE CORRECT RESPONSE**

1	More than 10	Write number mentioned _____
2	5 to 10	
3	Up to 5	
88	Don't know	
99	No response / Refused to answer	

**B4 Out of all the cases you have dealt with, how many (what percentage) would be about the following subjects?**  
**READ THE REASONS AND PUT THE NUMBER (OR PERCENT?) OF CASES DEALT WITH. TOTAL ALL RESPONSES MENTIONED**

	Reason	Number of Cases
1	Family matters	
2	Property issues	
3	Physical harm to persons	
4	Land issues	
5	Theft cases	
6	Other (Specify) _____	
88	Don't know	Total:
99	No response / Refused to answer	

**B5 In general are citizens satisfied with the outcome of their complaints or cases?**  
**DO NOT READ, CIRCLE ONE RESPONSE ONLY**

1	Yes
2	No
3	Some are satisfied and some are not
88	Don't know
99	No response / Refused to answer

**B6 Do citizens in general trust your work?**  
**DO NOT READ, CIRCLE ONE RESPONSE ONLY**

1	Yes
2	No
3	Some citizens do and some do not
88	Don't know
99	No response / Refused to answer

**B7 How important is your role in helping to resolve land conflict in your community?**  
**READ THE FIRST 5 RESPONSES AND CIRCLE ONE RESPONSE ONLY**

Very important	Somewhat important	Neutral	Somewhat unimportant	Very unimportant	Don't know	No response / Refused
1	2	3	4	5	88	99

**B8** What do you do or what approaches do you take to resolve land conflicts?  
DO NOT READ, CIRCLE ALL THE RESPONSES MENTIONED

1	Mediation
2	Collaborative Problem Solving
3	Arbitration
4	Transfer to higher court
5	Common Ground approach
6	Other (Specify) _____
88	Don't know
99	No response / Refused to answer

**B9** How knowledgeable are citizens of their rights about land ownership?  
READ FIRST THREE RESPONSES, CIRCLE ONE RESPONSES ONLY

Know a lot about their rights	Know a little about their rights	Don't know anything about their rights	Don't know	No response / Refused
1	2	3	88	99

**B10** What policies are you aware of regarding the new Land Reform Law?  
DO NOT READ, CIRCLE ALL RESPONSES MENTIONED

1	Women's rights To land
2	Government owns wetlands and marshes
3	Soil erosion
4	Use of Land
5	Expropriation
6	Other (Specify) _____
88	Don't know
99	No response / Refused to answer

**B11** How responsive to your communities' needs are you compared to say 6 months ago?  
READ FIRST FIVE OPTIONS AND CIRCLE ONE RESPONSE ONLY

Much more responsive	A little more responsive	About the same	A little less responsive	Much less responsive	Don't know	No response / Refused
1	2	3	4	5	88	99

Now I would like to ask you a few questions about the media  
**Media – Decentralization and Land Reform**

**C1** On a scale of 1 to 5, where 1=strongly agree and 5=strongly disagree, tell me whether you agree or disagree with this statement: 'The media in Rwanda talks about issues relating to decentralization.'  
READ OPTIONS 1 TO 5 IF NECESSARY

Strongly Agree	Agree Somewhat	Neither agree nor disagree	Disagree Somewhat	Strongly Disagree	Don't know	No Response
1	2	3	4	5	88	99

C2 Are you satisfied with the information you get from the media on decentralization?

1	Yes
2	No
88	Don't know
99	No response / Refused to answer

C3 On a scale of 1 to 5, where 1=strongly agree and 5=strongly disagree, tell me whether you agree or disagree with this statement: 'The media in Rwanda talks about issues relating to land reform.'  
**READ OPTIONS 1 TO 5 IF NECESSARY**

Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Don't know	No Response
1	2	3	4	5	88	99

C4 Are you satisfied with the information you get from the media on land reform?

1	Yes
2	No
88	Don't know
99	No response / Refused to answer

C5 About which issues do you want more information made available?  
**DO NOT READ OUT, CIRCLE ALL THAT ARE MENTIONED**

1	The role and responsibilities of local authorities
2	Land Use
3	Rights and obligation to ownership
4	Land Share – Reclaiming
5	Expropriation
6	Clarity of the new role of government and its relationship to land
7	Land registration
8	Other (Specify) _____
88	Don't know
99	No response / Refused to answer

Now we are going to talk about Radio  
**Radio**

D1 Do you listen to radio?

1	Yes	IF YES, GO TO D2
2	No	IF NO, GO TO QUESTION E1

D2 Have you listened to a radio programme about conflict resolution?

1	Yes
2	No
88	Don't know
99	No response / Refused to answer

D3 Have you listened to the programme Urungano?

1	Yes	IF YES GO TO QUESTION D4
2	No	IF NO GO TO QUESTION D5
88	Don't know	IF DON'T KNOW GO TO QUESTION D5

D4 Do you agree or disagree with this statement, "This program has increased my understanding of girls, their interests and their challenges."

READ OPTIONS 1 TO 5

Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Don't know	No Response / Refused
1	2	3	4	5	88	99

D5 Have you listened to the programme Ubutacka Bwacu?

1	Yes	IF YES GO TO QUESTION D6
2	No	IF NO GO TO QUESTION D8
88	Don't know	IF DON'T KNOW GO TO QUESTION D8

D6 On which radio station?

DO NOT READ CIRCLE ALL RESPONSES MENTIONED

1	Radio Salus
2	Radio Contact FM
3	Other (Specify) _____
88	Don't know
99	No response / Refused to answer

D7 Do you agree or disagree with this statement, "This program has helped me understand land policies in Rwanda."

READ OPTIONS 1 TO 5

Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Don't know	No Response / Refused
1	2	3	4	5	88	99

D8 Have you listened to the programme Kura Wikorera?

1	Yes	IF YES GO TO QUESTION D9
2	No	IF NO GO TO QUESTION D10
88	Don't know	IF DON'T KNOW GO TO QUESTION D10

D9 Do you agree or disagree with this statement, "This program gave me ideas about new opportunities for youth."

READ OPTIONS 1 TO 5

Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Don't know	No Response / Refused
1	2	3	4	5	88	99

D10 Have you listened to the programme Ihitiremo Munyarwanda?

1	Yes	IF YES GO TO QUESTION D11
2	No	IF NO GO TO QUESTION D12
88	Don't know	IF DON'T KNOW GO TO QUESTION D12

D11 Do you agree or disagree with this statement, "This program gave me information about the elections process."  
READ OPTIONS 1 TO 5

Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Don't know	No Response / Refused
1	2	3	4	5	88	99

D12 If a radio programme was available in English and in French, in which language would you listen?

1	English
2	French
3	Neither
88	Don't know

Now we are going to talk about  
**Participatory Theatre**

E1 Have you seen a Participatory Theatre put on by Search for Common Ground about land issues?

1	Yes	2	No	99	No response / Refused to answer
---	-----	---	----	----	---------------------------------

IF "NO" OR "NO RESPONSE", GO TO QUESTION F1  
IF YES, PLEASE RESPOND TO THE FOLLOWING QUESTIONS:

E2 How many times have you been a spectator?

1	1- 2 times	2	3- 4 times	3	5- 6 times	4	7 times or more
---	------------	---	------------	---	------------	---	-----------------

E3 Was the dialogue presented during the performance useful?

1	Yes	2	No	99	No response / Refused to answer
---	-----	---	----	----	---------------------------------

E4 Do you feel prepared to manage conflicts in a collaborative, non-violent way because of the participatory theatre?

1	Yes	2	No	99	No response / Refused to answer
---	-----	---	----	----	---------------------------------

E5 Have you seen community residents put into practice what was seen during the participatory theatre?

1	Yes	2	No	99	No response / Refused to answer
---	-----	---	----	----	---------------------------------

E6 Are the scenes in the theatre relevant to issues you see in the community?

1	Yes	2	No	99	No response / Refused to answer
---	-----	---	----	----	---------------------------------

E7 Are you aware of a conflict that was better handled or handled in a more healthy way because of skills learned through the participatory theatre?

1	Yes	2	No	99	No response / Refused to answer
---	-----	---	----	----	---------------------------------

Now we are going to discuss

## Common Ground Training

F1 When did you participate in the Search for Common Ground training?

1	January through June 2010
2	July through November 2010
88	Don't know (cannot remember)
99	No response / Refused to answer

F2 Did the training make you feel better prepared to work with citizens in your role as (UMWUNZI) Abunzi?

1	Yes	IF YES, GO TO F3
2	No	IF NO, GO TO F4
88	Don't know	IF DON'T KNOW OR NO RESPONSE
99	No response / Refused to answer	GO TO F5

F3 If yes, why do you feel better prepared?  
DO NOT READ RESPONSES, CIRCLE ALL THAT ARE MENTIONED

1	The training gave me confidence / strength /courage
2	The training gave me skills / tools
3	The training gave me information
4	Other Specify ( _____ )
88	Don't know
99	No response / Refused to answer

GO TO F5

F4 If no, why do you NOT feel better prepared?  
DO NOT READ RESPONSES, CIRCLE ALL THAT ARE MENTIONED

1	I need more time in the role (experience)
2	I need more skills / tools
3	I need more information
4	The Common Ground training was not useful
5	Other Specify ( _____ )
88	Don't know
99	No response / Refused to answer

F5 Have you used the Common Ground approach to resolve a land conflict since you attended the training?

1	Yes	IF YES, GO TO F6
2	No	IF NO, GO TO F7
88	Don't know	IF DON'T KNOW OR NO RESPONSE
99	No response / Refused to answer	END INTERVIEW

F6 If yes, in how many cases have you used the Common Ground approach to resolve a land conflict?

1	1 or 2
2	3 to 5
3	More than 5
88	Don't know
99	No response / Refused to answer

END INTERVIEW

**F7 If no, why have you NOT used the Common Ground approach?  
DO NOT READ RESPONSES, CIRCLE ALL THAT ARE MENTIONED**

1	I need more time in the role (experience)
2	I have not had the opportunity
3	I forgot about it
4	The Common Ground approach is not right for me
5	I have more effective methods that I use
6	Other Specify ( _____ )
88	Don't know
99	No response / Refused to answer

Thank you very much for your time. This information will be very helpful to us to increase citizens' understanding of decentralization and land reform. Would you like to have information on how to contact the sponsors?

<b>End Time</b>

## *Appendix 3a Key Informant Interview Guide – Land and MAJ*

### **KII GUIDE FOR MAJ AND LAND PEOPLE**

Please make sure you explore all questions and write down the detailed response in your notebook or on blank A4 paper. After the interview transcribe on to the KII English transcription format.

- 1) Are you aware of the land conflict programming that Search for Common Ground has been doing?
  - a. Participatory Theatre
  - b. Ubutaka Bwacu radio program
  - c. Abunzi trainingEse mwaba muzi ibikorwa bijyane no gukemura amakimbirane ashingiye ku butaka SFCG ikora?
  - a. Ikinammico ikinanwa n'abayireba
  - b. Ikiganiro 'Ubutaka Bwacu'
  - c. Amahugurwa y'abunzi
- 2) If you worked with SFCG to facilitate any activities, did you find them useful and relevant?  
Niba mwarakoranye na SFCG, mwaba mwarasanze ibikorwa byayo ari ingirakamaro?
- 3) Do you think citizens are informed enough about the new land law and policy?  
Mutekereza ko abaturage bafite amakuru ahagije ku bijyane n'itegeko rishya ry'ubutaka netse na gahunda za Leta zijyanye n'ubutaka?
- 4) Do you think Ubutaka bwacu has increased the Rwandan knowledge about the land policy and law?  
Mutekereza ko ikiganiro ubutaka bwacu cyongereye ubumenyi bw'Abanyarwanda ku bijyanye n'itegeko rishya ry'ubutaka na gahunda za Leta zijyanye n'ubutaka?
- 5) Do you think the work of Abunzi's trained by SFCG has improved compared to before the training?  
Mutekereza ko umurimo w'abunzi bahuguwe waba warateye imbere ugereranyije na mbere y'amahugurwa?
- 6) Do you think citizens are satisfied with the outcome of the complaints they take to Abunzi?  
Mutekereza ko abaturage bishimira ibyemezo abunzi bafata mu bibazo baba babazaniye?
- 7) Have you seen a Participatory Theatre put on by Search for Common Ground about land issues?  
Ese waba warabonye ikinamico ikinanwa n'abayireba ikorwa na SFCG ku bibazo by'ubutaka?
- 8) Are the scenes in the theatre relevant to conflicts around land you see in the community?  
Ese ibice bikinwa muri icyo kinamico bigaragaza koko amakimbirane ashingiye ku butaka mu karere kanyu?
- 9) Are you aware of a conflict that was better handled or handled in a more healthy way because of what people learned through the participatory theatre?  
Mwaba muzi ikimbiranye ryaba ryarakemutse neza kubera ibyo abantu bungukiye muri icyo kinamico?

- 10) Do you think SFCG's efforts have had an effect or advanced your own work in your sector?  
Mutekereza ko ibyo SFCG ikora byaba byarafashije akazi kanyu gutera imbere mu rwego rwanyu?

### **Appendix 3b Key Informant Interview Guide – Youth**

Please make sure you explore all questions and write down the detailed response in your notebook or on blank A4 paper. After the interview transcribe on to the KII English transcription format.

- 11) Are you aware of the youth conflict programming that Search for Common Ground has been doing?
- Kura Wikorera
  - Urungano

Ese mwaba muzi ibikorwa (Ibiganiro bya radio) bijyane no gukemura amakimbirane urubwiruko ruhura nayo SFCG ikora?

- Ikiganiro Kura Wikorera
- Ikiganiro Urungano

- 12) Have you worked with SFCG to facilitate any activities? If so, did you find them useful and relevant? [Explore this] If no, why not and if so, what was useful and relevant?  
Niba mwarakoranye na SFCG, mwaba mwarasanze ibikorwa byayo ari ingirakamaro?

- 13) Do you think youth in general and girls in particular are informed about how to deal with the issues that they face?  
Mutekereza ko urubwiruko muri rusange, abakobwa by'umwihariko bafite amakuru ahagije ku bijyanye n'uko bakwitwara mu bibazo bahura na byo?

- 14) [if they are aware of Urungano ask] Do you think Urungano has increased youth's knowledge on issues that affect them?  
[Niba bazi urungano]Mutekereza ko ikiganiro urungano cyongereye ubumenyi bw'urubwiruko ku bibazo bahura na byo?

- 15) Do you think youth is interested in job creation?  
Ese mutekereza ko urubwiruko rwita ku kwihangira imirimo?

- 16) [If they are aware of Kura Wikorera ask] Do you think Kura Wikorera has helped in increasing youth knowledge about job creation?  
[Niba bazi kura wikorera]Mutekereza ko ikiganiro kura wikorera cyongereye ubumenyi bw'urubwiruko ku bijyanye no kwihangira imirimo?

- 17) Do you think SFCG's efforts have had an effect or advanced your own work in your sector?  
Mutekereza ko ibyo SFCG ikora byaba byarafashije akazi kanyu gutera imbere mu rwego rwanyu?

## ***Appendix 4 Focus Group Discussion Guide***

### Purpose of Focus Groups

- Gather qualitative information
- Generate discussion about issues captured in the survey
- Used to explain “Why?”

### **# of Participants**

- 8-10

### **Selecting Participants**

- Obtain assistance from local authorities
- Male and female
- Age groups 18-34 and 35+ except Kigali where both age groups will be in the same focus group
- From within survey area
- Do not include anyone who was a key informant participant or who filled in a survey

### **Focus Group Discussion Guide**

- See questions starting on page 2

### **Roles - Facilitator and Recorder**

- One person to lead the discussion, the other to record the notes in Kinyarwanda
- Facilitator and Recorder to review notes thoroughly after the focus group to ensure all ideas, thoughts, comments were recorded properly
- During the review the notes should be transcribed in English onto the format pages provided

### **Set up**

- Attendance list - as participants arrive have them fill in their name
- Location – private, confidential, no interruptions
- Chairs
- Refreshments
- Attendance list

### **Duration**

- 45 to 60 minutes depending how long people are productive
- Once you see that participants are no longer interested, conclude the meeting

### **Recording Discussion**

- Written notes should reflect actual discussion and not recorder’s perspective or interpretation
- Include non-verbal behaviour where possible
- Record exact responses, exact quotes are very helpful and should include:
  - Quote in “quotation marks”
  - Location
  - Gender of person making statement
  - Age group of person making statement

### **Other Notes**

Don't we need to explain that we don't want yes or no answers?

I think we need to explain the surveyors that they will have to ask explanations, why or how of the participants response.

#### Procedure

- Welcome
- Introduce Facilitator and Recorder
- Advise participants that comments are being noted; all comments will be kept confidential and used for the purpose of the study only.
- Follow the discussion guide questions and keep the discussion on topic.
- If there is any additional interesting information revealed during the discussion that is not on the question list but is of interest to SFCG programming, pursue these topics if there is time.

#### Questions

1. Before today had any of you ever heard of Search for Common Ground?  
Mbere y'uko tunganira uyu muni, ese hari umuntu muri mwe wari warumvise umuryango Search for Common Ground?

#### Media

2. What type of information do you hear about on the radio? Land? Youth issues? Elections?  
Ni ubuhe bwoko bw'ibiganiro wumva kuri Radio? Ibyerekeye ubutaka? Urubyiruo? Amatora?
3. Which do you hear about the most?  
Ibyo ukunda kumva ni ibihe?
4. Are you satisfied with the information you get on that issue?  
Ese wumva wishimiye inyigisho ukura muri ibyo biganiro?
5. Has there been any change in the past 6 months in the information you get on land issues?  
Wumva se hari icyo wungutse mu mezi atandatu ashize ku byerekeye amakuru cyangwa inyigisho ukura muri ibyo biganiro?

#### Vulnerable Groups in Rwanda

6. Do you ever listen to radio programs specifically on youth issues or girls' engagement?  
Ese ujya utega amatwi ibiganiro byerekeye cyane cyane urubyiruko cyangwa ibiganiro byerekeye urubyiruko rw'abakobwa?
7. Have these programs changed your attitudes about opportunities and challenges for youth? For girls?  
Ese ubona hari icyo wungukiye muri ibyo biganiro cyerekeye cyane cyane ku buryo urubyiruko rwakwiteza imbere n'ibibazo ruhura na byo?

#### Abunzi

8. Have Abunzi been involved in resolving land disputes in your community?  
Ese Abunzi baba baritabiriye gukemura amakimbirane ashingiye ku butaka agaragara mu karere utuyemo?
9. If so, what have they done, or how have they resolved these disputes?  
Niba barayakemuye, bakoze iki kugira ngo bakemure ayo makimbirane?
10. How responsive to your communities' needs are Abunzi compared to 6 months ago? Are they more responsive, less responsive or about the same?  
Iyo ugereranyije n'uko ibintu byari byafashe mu mezi atandatu ashize, usanga abunzi bitabira bate gukemura ibibazo by'abatwaga? Barabyitabira cyane, babyitabira buhoro cyangwa mbona babyitabira nka mbere.

Thank participants and close the meeting.

## Appendix 5 Summary of Focus Group Discussions

<b>Table 1 Focus Group Discussion Awareness of Abunzi Involvement in Land Disputes</b>			
<b>Southern Province – Huye</b>			
<b>Men 35+</b>	<b>Women 35+</b>	<b>Men 18-34</b>	<b>Women 18-34</b>
Abunzi have been involved in resolving land disputes. They did not agree with the Abunzis' approach but did not suggest how they should have done it differently.	Abunzi have responded to a need to be involved in disputes and they resolve disputes with a value of 3 million RWF or less. Higher value disputes have to go to a higher court.	Abunzi have resolved some land disputes and have had a positive impact. Abunzi have had to put in a lot of energy into resolving these disputes in this region where many families have problems with land issues. Corruption is still a part of resolving these disputes.	Abunzi are involved in resolving land disputes. The group did not elaborate.
<b>Western Province – Karongi</b>			
<b>Men 35+</b>	<b>Women 35+</b>	<b>Men 18-34</b>	<b>Women 18-34</b>
Abunzi are becoming more and more involved in solving land conflict problems. They are doing their best and solving many problems. We believe in what they do and how they manage these conflicts. They are helping our community to overcome its problems and due to their regular training their work is improving.	No, not all are involved, Abunzi are corrupt and money driven and can be bribed by rich men. Sometimes other local leaders have to intervene to resolve problems that should have been resolved by Abunzi.	Abunzi have been involved but in the end disputes don't always get solved but end up being taken to a higher level such as court.	Very much involved and for a long time.
<b>Northern Province – Musanze</b>			
<b>Men 35+</b>	<b>Women 35+</b>	<b>Men 18-34</b>	<b>Women 18-34</b>
Yes, participants had seen this involvement.	They are trying. Cases resolved by Abunzi are better because if you take your case to court you usually end up worse off (less land). Unfortunately people behave badly when Abunzi make a decision and they are not happy with it.	Yes, participants had seen this involvement.	About 1/3 of participants are aware of this.
<b>Eastern Province – Rwamagana</b>			
<b>Men 35+</b>	<b>Women 35+</b>	<b>Men 18-34</b>	<b>Women 18-34</b>
Abunzi are working well and hard	Abunzi have been involved. There was a disruption in service at one time when they stopped paying the health insurance for Abunzi but this has been resolved.	Majority said yes	Yes
<b>Kigali</b>			
<b>Gasabo Men</b>	<b>Gasabo Women</b>	<b>Nyarugenge Men</b>	<b>Nyarugenge Women</b>
Abunzi have resolved many disputes in the community	Yes Abunzi are involved	Yes, although they are sometimes partial or corrupt	Participants mentioned domestic disputes only

<b>Table 2 Focus Group Discussion How Abunzi Resolve Land Disputes</b>			
<b>Southern Province – Huye</b>			
<b>Men 35+</b>	<b>Women 35+</b>	<b>Men 18-34</b>	<b>Women 18-34</b>
Abunzi resolved conflicts in a bad way and they go in a bad direction. They prey on people's emotions in resolving conflicts.	Abunzi reduce the burden on the police and the courts. They judge, mediate and reduce conflict. Many of the discussion group participants said that Abunzi operate in transparency.	They play a role as a mediator getting two parties to agree with each other. Also they make bad judgments because of corruption. If the dispute involves a rich and powerful man definitely the decision will favor the rich man. Some disputes take a long time to be resolved.	Abunzi note the names of those involved, determine the origin of the dispute and work as mediators and judges to resolve these disputes.
<b>Western Province – Karongi</b>			
<b>Men 35+</b>	<b>Women 35+</b>	<b>Men 18-34</b>	<b>Women 18-34</b>
Abunzi call the people to come or, if it is just 2 people involved, they call them. They ask if the conflict can be resolved without their involvement and, if not, they mediate to find common ground.	Abunzi don't give full attention to community problems because they are not paid for their work.	Abunzi bring people together, listen to their stories and figure out how to resolve it in a way that is fair to both sides.	Bring people in conflict together, listen and try to find solutions. They are not always successful and end up in court.
<b>Northern Province – Musanze</b>			
<b>Men 35+</b>	<b>Women 35+</b>	<b>Men 18-34</b>	<b>Women 18-34</b>
Abunzi have reduced the number of cases that go to the courts.	Abunzi talk to people and look at the results of previous cases and use these to help decide current cases.	Generally Abunzi bring people together to solve their problems although not all participants were aware of the outcomes.	Abunzi bring together people who have a problem along with neighbors, relatives, etc.
<b>Eastern Province – Rwamagana</b>			
<b>Men 35+</b>	<b>Women 35+</b>	<b>Men 18-34</b>	<b>Women 18-34</b>
They create unity where there is conflict, when they have exhausted their options they send the conflict to a higher institution.	Abunzi bring together those in dispute, consult with neighbors, conduct an investigation and then take a decision. They act like judges.	Some Abunzi are corrupt.	Abunzi do their best to help to resolve conflict.
<b>Kigali</b>			
<b>Gasabo Men</b>	<b>Gasabo Women</b>	<b>Nyarugenge Men</b>	<b>Nyarugenge Women</b>
Abunzi sit together with people and try to find a solution. So far all problems have been resolved. "Their first job is not to punish but to unite people."	One example was mentioned by a participant – to resolve a dispute, the Abunzi brought the family together, measured the land and divided it equally among the siblings.	Abunzi listen to those in dispute, take time, go to the location and search for the truth.	Men are not able to hide property from women; Abunzi will work toward helping the woman to get her property. They also work toward getting children their property rights.

**Table 3 Focus Group Discussion Responsiveness of Abunzi**

Southern Province – Huye			
Men 35+	Women 35+	Men 18-34	Women 18-34
Less responsive	More responsive They give advice and resolve different types of conflicts (family, land, health, etc.)	Some said the same Others said they are more responsive because now it not necessary to take cases to the courts. All problems are resolved in our villages. Also disputes in families have decreased indicating that Abunzi are responsive	More responsive
Western Province – Karongi			
Men 35+	Women 35+	Men 18-34	Women 18-34
More responsive Abunzi are improving such that conflicts are almost non-existent. People are never satisfied but the general feeling is they are doing well.	The same or less responsive.	More responsive Abunzi have been more responsive but only because elections are approaching and in an effort to save face.	??
Northern Province – Musanze			
Men 35+	Women 35+	Men 18-34	Women 18-34
??	Abunzi work hard	More responsive Abunzi are very active since they had their training. There has been an improvement in responsiveness.	Mixed Responses are mixed – some said increased (because conflicts have reduced), some said decreased (because they are not getting paid), some said stayed the same.
Eastern Province – Rwamagana			
Men 35+	Women 35+	Men 18-34	Women 18-34
More responsive Good participation and those who made mistakes have been replaced by others who are able and kinder.	Some could not say since they haven't had any interaction in a long time, there is a positive change in that Abunzi no longer only help people with means so it is better, some say Abunzi do not attend meetings and give poor excuses.	More responsive They are more available, receptive to people's problems although sometimes they mix their feelings with those of their complainants.	More responsive Some said Abunzi are more responsive because new people are in place. One participant observed that there is no violence in the higher institutions because the problems of the people are resolved lower down in the system. They also said problems are getting resolved at local government level. Abunzi have been corrupt for a long time.
Kigali			
Gasabo Men	Gasabo Women	Nyarugenge Men	Nyarugenge Women
More responsive They have become more responsive – they resolve issues when we bring them to them. It could be because these Abunzi are new; they are interested, more interested than the ones we had before.	More responsive Yes, from hearsay and first experience.	Mixed Things are getting worse because they are not paid. A mandate of 5 years is too long, They are sometimes partial. Since they have been trained they are performing well.	Mixed Some are more responsive and some are not.

**Table 4 Focus Group Discussion Media and Land Issues**

Southern Province – Huye			
Men 35+	Women 35+	Men 18-34	Women 18-34
<p>A lot of information is available now on the radio about land issues. People want to hear about the advantages of land registration and the rights and obligations of ownership. More people are satisfied than dissatisfied with the information they get on land ownership. Some people do not understand why they have to pay taxes. People now know why land registration is important.</p>	<p>The participants mentioned a number of land issues they are interested in: Agricultural development, community development, land reform, land consolidation, women's rights to land, soil erosion, land registration, maximizing food production, etc. Several expressed a need for more info on their land rights. They have heard about a number of land issues lately.</p>	<p>Participants said they are not satisfied with the amount of information they get about land issues especially about land rights and land use.</p>	<p>Only 2 participants wanted to hear about land issues. In particular they want to hear about community development and its advantages as well as the advantages of land consolidation and registration.</p>
Western Province – Karongi			
Men 35+	Women 35+	Men 18-34	Women 18-34
<p>Unity and reconciliation programming is interesting. Participants mentioned that these programs help them to live better in their community.</p>	<p>More programs on land issues would be interesting. Participants said they do not have the means to call in to radio programs to get more information. In the last 6 months they have heard more about their rights and the value of land to plan for the future. They also know a lot about land consolidation policy and the land registration process.</p>	<p>This group of participants was more interested in issues other than land. They said that in the past 6 months they have not learned very much regarding land issues.</p>	<p>This group mentioned learning about the new land law, farming, fertilizers, etc. There has not been too much information over the past 6 months and most participants admitted that they are still confused about the new land policy.</p>
Northern Province – Musanze			
Men 35+	Women 35+	Men 18-34	Women 18-34
<p>Responsibility of youth in land issues. Ubutaka Bwacu was mentioned by this group. People are satisfied with the information they receive on land issues.</p>	<p>Heard information about a land census but did not understand it. Also heard about crop planting. News is changing all the time.</p>	<p>Participants just mentioned land issues generally with no specific comments. They are satisfied with the information they receive. In the past 6 months they have learned more about land rights.</p>	<p>This group mentioned land in general. They said they are satisfied with the information they receive. They provided very general responses about girl's rights to land when asked about information received in the past 6 months.</p>
Eastern Province – Rwamagana			

<b>Table 4 Focus Group Discussion Media and Land Issues</b>			
<b>Men 35+</b>	<b>Women 35+</b>	<b>Men 18-34</b>	<b>Women 18-34</b>
Protection of land and land use were mentioned. They hear most about land use and are satisfied with the information they receive. Agriculture programs have been useful in teaching them how to look after animals, how to work in cooperation to cultivate fertilize and crops. This group seemed very informed on land issues.	This group has heard about land issues, agriculture and animal husbandry. They are satisfied with the information they receive. They have received more information in the past 6 months on how to use fertilizers and pesticides, on land consolidation and on cultivating one type of seed in order to increase production.	Participants did not mention hearing any news about land issues. When asked specifically what they had heard about land issues, they said In the past 6 months they have heard about terracing in agriculture as a modern approach. This group did not appear very aware of or educated about land issues.	Only land registration was mentioned. When asked about land issues they mentioned learning to forgive each other.
<b>Kigali</b>			
<b>Gasabo Men</b>	<b>Gasabo Women</b>	<b>Nyarugenge Men</b>	<b>Nyarugenge Women</b>
Did not mention land issues when asked about information they get from the media. In the past 6 months they have heard more about land security.	This group did not discuss land issues at all even when prompted.	This group did not discuss land issues at all even when prompted.	They hear some information about land on the radio but not enough. Forest issues and land policy in general were mentioned. In the last 6 months they have heard about women's rights to land and find this issue very interesting.

**Table 5 Focus Group Discussion Youth Issues**

Southern Province – Huye			
Men 35+	Women 35+	Men 18-34	Women 18-34
<p>A few participants mentioned youth issues. They like to hear what youth have to do to be developed. They sometimes listen to radio about these issues. The programs have changed their attitudes about opportunities and challenges for youth and girls and they now feel they are more aware.</p>	<p>They do hear about youth issues but do not really have time to listen to entire programs so they do not have all the information. Youth programs focus on how youth should behave in the community in order to reduce HIV/AIDS. They are satisfied with the amount of information they are getting. They mentioned hearing about a number of girls' issues – access to education, getting good jobs – on the radio programs. The radio programs changed their attitudes and gave them new ideas.</p>	<p>Youth do not have the means to buy radios so participants said they do not listen very much. They like to hear programs about job creation and about street children and how to go back home. They feel the programs have changed their behavior – teaching them how to get jobs and avoid poverty and how to get off the street. There has not been any change in information in the past six months. They listen about 'sugar daddy' and 'sugar mammy' about girls who get HIV/AIDS or about unwanted pregnancy. Although they get these ideas from the radio they do not have the means to put them into practice.</p>	<p>Participants like to hear about youth issues and specifically mentioned Urungano. They are satisfied with the information they get and like the radio programs. These programs have changed their attitudes and understanding. They know youth must go to school and study hard in order to succeed, they must work in groups to get many things done, girls have to avoid 'sugar daddy' and 'sugar mommy' situations and they have to avoid marriage before they are 21.</p>
Western Province – Karongi			
Men 35+	Women 35+	Men 18-34	Women 18-34
<p>Participants said they listen to youth programs but did not give any specifics unprompted. Prompted, they said they believe the programs are designed to teach and correct youth and girls. The success stories in the programs serve as examples.</p>	<p>Participants sometimes listen to youth programs on the radio. They identified issues such as lack of school fees and HIV/AIDs as being problems for youth. These programs have motivated them to try and prevent these problems from happening. Although they are poor, they have learned to plan for a better life in future, learning from mistakes and success stories of others.</p>	<p>Participants said they listen to youth programs and are interested in information about HIV and how to prevent unwanted pregnancies. They are satisfied with the information they get on the issues but they identified a lack of radio stations in the area as a problem. They understand how to create small jobs of their own, the importance of going to school and how to prevent HIV/AIDS from listening to the radio.</p>	<p>Radio programs on youth and girls are important to these participants. They listen to learn about how to live in harmony with the youth in their families and get to know their rights and responsibilities with respect to pandemics such as HIV/AIDS. Some of the participants said they like to listen to the programs to learn how to create a conversation with their parents. The programs have assisted in improving child/parent relationships.</p>
Northern Province – Musanze			

<b>Table 5 Focus Group Discussion Youth Issues</b>			
<b>Men 35+</b>	<b>Women 35+</b>	<b>Men 18-34</b>	<b>Women 18-34</b>
This group discussed problems with girls and marriage. The girls in this community are a problem according to the participants so they listen to the programs to get some advice and like the programs because they teach youth good behavior.	Various problems affecting youth were mentioned by participants. They feel the information they get is accurate. They listen to programs that talk about issues facing both boys and girls and find these programs helpful.	They hear information about youth and like listening to programs about AIDS and how youth can start working. The information about AIDS is helpful to know what is correct. They have learned a lot in the past 6 months. In terms of issues affecting girls, they are made aware of many issues from the radio.	They hear information about youth on the radio and like information about the way youth behaves. They have heard how youth can stop prostitution, how they can make work for themselves, how to prevent AIDS, how they can form associations and develop themselves.
<b>Eastern Province – Rwamagana</b>			
<b>Men 35+</b>	<b>Women 35+</b>	<b>Men 18-34</b>	<b>Women 18-34</b>
This group did not mention youth issues until prompted. When prompted they mentioned programs about sugar daddy and sugar mammy, how to protect girls against unwanted pregnancy and fighting 'bad actions'.	Participants heard information about youth but did not specify. Some listen to programs about girls and some do not. They learned about how to prevent HIV/AIDS, using condoms, how to advise girls on how to behave as youth.	Programs about HIV/AIDS and self development were mentioned. They are satisfied with the information they get.	The group mentioned the Bye Bye Nyakatsi, Rutagarama Marcel and Urunana programs as well as Urubiruko rw'u Rwanda rubayeho rute and Urungano. This group was interested in all types of programs.
<b>Kigali</b>			
<b>Gasabo Men</b>	<b>Gasabo Women</b>	<b>Nyarugenge Men</b>	<b>Nyarugenge Women</b>
They hear about youth and HIV/AIDS and how to protect themselves. In the past 6 months they have learned how to create jobs for themselves. They hear about family planning, sexuality and HIV/AIDS but not programs specifically for girls.	There is good information about issues and how to discuss them with the family at home in particular health education.	Participants are aware of programs that promote equality between men and women. People are aware of issues and this has helped to change behavior.	The programs have made the participants realize that they must know how their body functions. They also said that youth should form associations to get funding for their activities.