

COMMUNITY PERCEPTION TRACKING AND ANALYSIS

CRISIS ANALYSIS

DR CONGO

U Report



FOCUS : NGO ACCEPTANCE

- **Before the M23 crisis, more than half of respondents had a positive perception of NGOs.** However, 12% of respondents had no opinion, while 20% had a negative perception.
- **There are slight geographical disparities;** acceptance scores for NGOs are lowest in North and South Kivu, followed by Ituri and Tanganyika.
- Responsibilities least recognised by respondents are NGO transparency, respect for commitments and the quality of treatment reserved for communities.
- In a context marked by the rapid expansion of the M23 crisis and the reduction in international funding, **it is essential to adapt NGO practices to preserve their acceptance and humanitarian impact.**

KEY RECOMMENDATIONS FOR NGOS AND PARTNERS:

- **Increase transparency and proactive communication**
 - Explain operational and financial constraints in an accessible and regular way to limit frustration.
 - Use a variety of formats (community meetings, posters, local radio, SMS) to reach different sections of the population.
- **Adapt and secure channels for accountability**
 - Adapt feedback mechanisms to the constraints of the local population and the risks they may entail for beneficiaries.
 - Implement flexible and more secure methods of accountability.
- **Strengthen training and awareness-raising on PSEA risks**
 - Institutionalise regular training on respect for beneficiaries, dignity and the prevention of sexual exploitation and abuse (PSEA).
 - Strengthen communications on reporting mechanisms.
- **Incorporate feedback from communities into the readjustment of existing projects.**

 30,740 respondents

 39% women

 4 provinces

In order to monitor community perceptions, CAT-DRC administered a 5-question survey on NGO acceptance via the U-Report platform between 10 and 25 January 2025.

NGO ACCEPTANCE SCORE



CONFIDENCE IN NGOS

3.1

FULFILLING COMMITMENTS

2.8

MAINTAINING DIGNITY AND RESPECT

2.8

LISTENING TO COMMUNITIES

3

TRANSPARENCY AND CLARITY

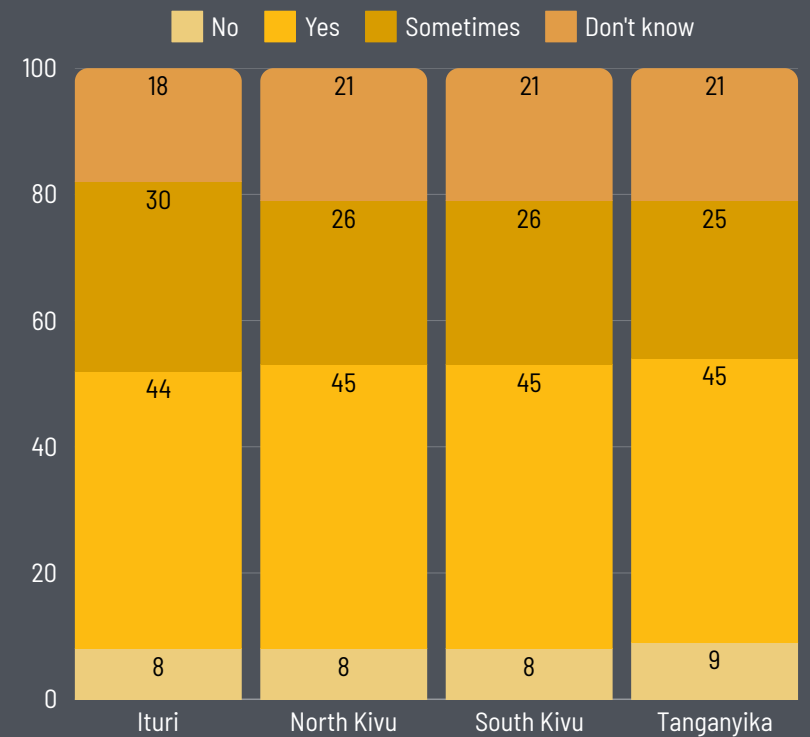
2.9



CONFIDENCE IN NGOS

- **The results show mixed confidence in NGOs;** only 45% of respondents say they have full confidence in them, while an average of 27% are mixed ('sometimes') and 8% have a negative perception, while 20% don't know or have no clear opinion.
- At a time when a number of financing arrangements are coming to an end, **it is essential to maintain and strengthen the relationship of trust,** particularly with those who are still hesitating, and who could tip the balance of opinion towards a crisis of confidence.
- **Proactive, honest and regular communication on funding, operational constraints and decisions is essential** to avoid the erosion of trust, which can be weakened if humanitarian actors are perceived as favouring a party to the conflict or influenced by political considerations. It is therefore crucial to remember that their action is based on the principles of neutrality, impartiality, independence and humanity, thus guaranteeing their legitimacy and acceptance by the various stakeholders.

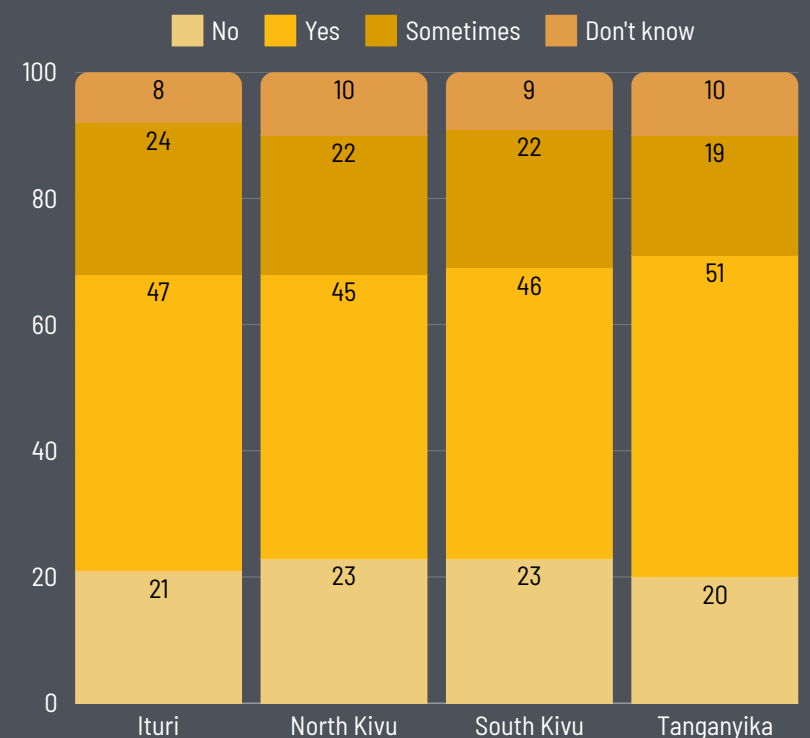
IN YOUR OPINION, TO WHAT EXTENT DO YOU TRUST THE NGOS OPERATING IN YOUR REGION?



LISTENING AND RESPECT DURING DISCUSSIONS

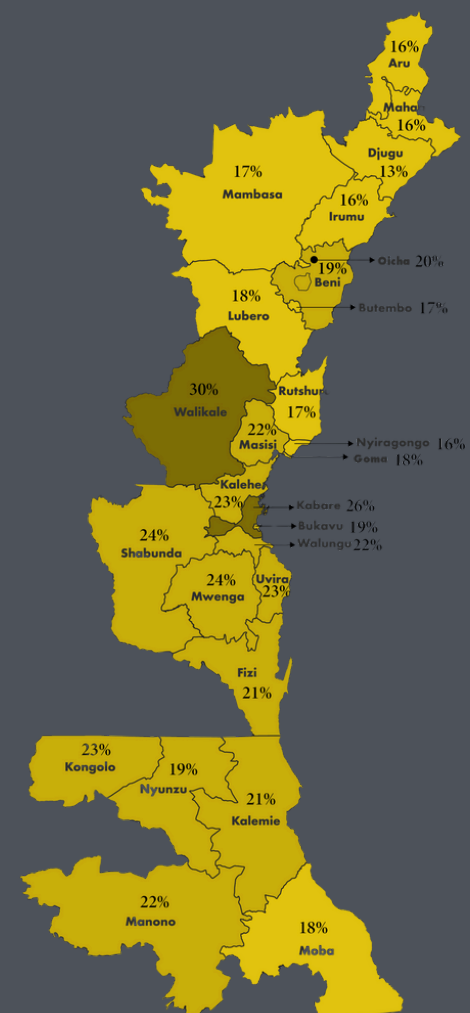
- **Almost 23% of respondents in North and South Kivu do not feel listened to, and 10% have reservations.** There is therefore a perception that certain interactions do not take sufficient account of the expectations and dignity of communities.
- It is essential that NGOs do more than just collect feedback, but that they really integrate it into their decisions and into the redesign of projects.
- It is also crucial to align humanitarian aid more closely with local priorities and to adapt operations to the constraints of the communities concerned.

DO YOU FEEL LISTENED TO AND RESPECTED WHEN INTERACTING WITH NGO WORKERS?



HONOURING COMMITMENTS

- **In North and South Kivu, the proportion of people who think that NGOs do not honour their commitments is higher than in the other provinces.** The territories of Walikale, Kabare, Shabunda and Mwenga are those where these negative perceptions are strongest.
- North and South Kivu are the territories most affected by the M23 crisis, with massive population displacement and severe operational constraints that limited the humanitarian response at the time of the crisis. In this context, a perceived lack of respect for commitments can lead to a loss of confidence and reduced acceptance of humanitarian action and NGOs in general.
- **It is crucial to clarify the commitments and limits of operations in a context,** to avoid raising expectations that cannot be met and to limit the feeling of abandonment.

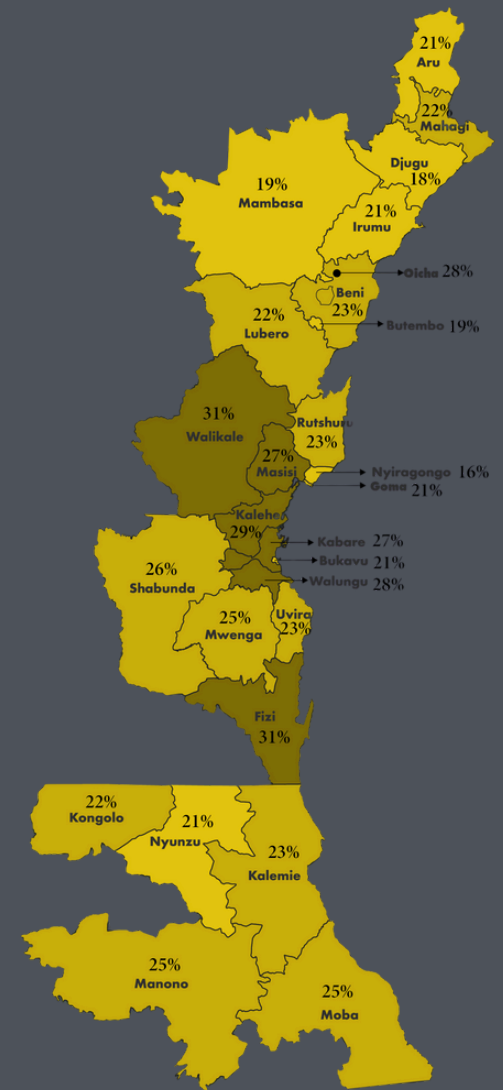


% of people who say they do NOT think NGOs honour their commitments



MAINTAINING DIGNITY AND RESPECT

- **The perception of the treatment of communities by humanitarian workers is very negative in some areas, revealing challenges in terms of acceptance, dialogue and, potentially, the training of aid workers.** In areas such as Walikale, Kalehe and Fizi, almost a third of respondents expressed a negative perception.
- **Increase staff awareness of ethical standards and PSEA principles, especially in times of crisis:** the increase in the number of beneficiaries at the same time as a drop in NGO funding may increase abuses and reduce attention to accountability.
- **Improve communication with beneficiaries** on mechanisms for reporting abuses and breaches.
- **In times of acute crisis, avoid over-soliciting communities** and design respectful questionnaires that guarantee anonymity and security.



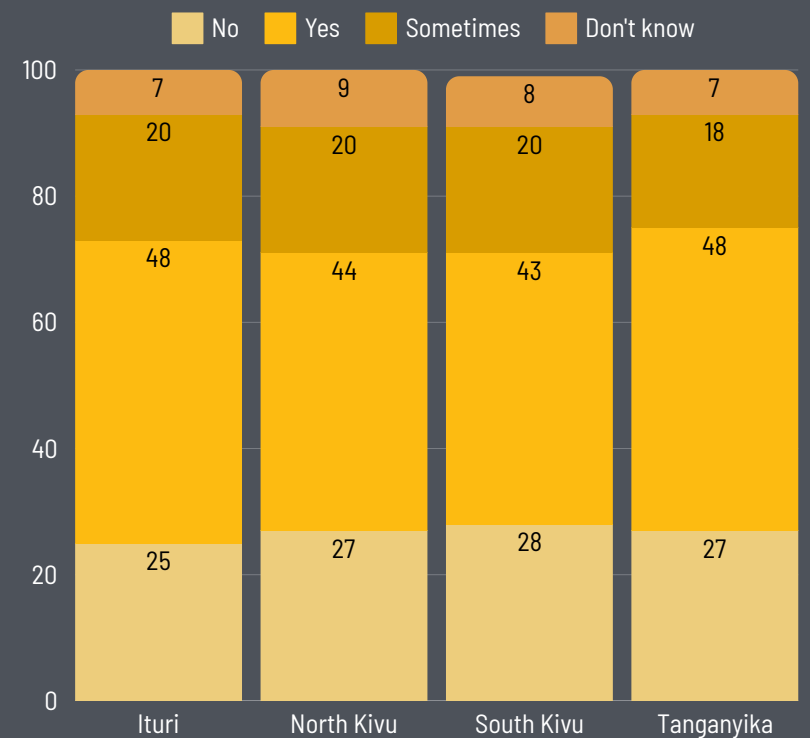
% of people who report NOT thinking that NGOs treat their communities with respect and dignity



TRANSPARENT AND CLEAR COMMUNICATION

- **North and South Kivu have the highest percentage of people saying that NGOs do not communicate clearly and transparently in the area.** This negative perception is particularly marked in the territories of Lubero, Waliakle, Mwenfa and Fizi. The perception is better in the territories of Goma and Nyiragongo, where humanitarian coordination is concentrated.
- In areas of displacement, adapt communication methods (e.g. community meetings adapted to the time of day, audio messages for people with low literacy skills), identify the least informed populations and ensure that they have access to key information on the projects that concern them.

DO NGOS COMMUNICATE CLEARLY AND TRANSPARENTLY ABOUT THEIR ACTIVITIES IN YOUR AREA?



COMMUNITY PERCEPTION TRACKING AND ANALYSIS

Our monitoring tool provides near real-time information on community perceptions. It can quickly identify emerging problems or triggers for discontent, as well as any loss of support for humanitarian aid, facilitating a proactive response tailored to needs on the ground.



METHODOLOGY

Acceptance score

To calculate the acceptance score, each response mode was weighted: 5 for 'Yes', 2.5 for 'Sometimes', 1 for 'I don't know' and 0 for 'No'. The average was then calculated for the four provinces (first page) and by province (below).

	Ituri	North Kivu	South Kivu	Tanganyika
Q1. In your opinion, to what extent do you trust the NGOs operating in your region?	3.2	3.1	3.1	3.1
Q2. Do you think NGOs respect their commitments to the community?	3	2.8	2.7	2.9
Q3. Do you feel that NGO workers treat members of your community with dignity and respect?	2.9	2.8	2.7	2.9
Q4. Do you feel listened to and respected when interacting with NGO workers?	3	2.9	3	3.1
Q5. Do NGOs communicate clearly and transparently about their activities in your area?	3	2.8	2.7	2.9
TOTAL	3	2.9	2.9	3

SURVEY DETAILS* - RESPONSES

Province	Total	% women	% men	% NA
Ituri	5,954	42%	56%	2%
North Kivu	11,357	41%	56%	3%
South Kivu	5,634	35%	62%	3%
Tanganyika	2,828	29%	68%	3%

*respondents for whom the province field was completed



The U Report platform calls on its subscribers to take part in surveys via the platform. Surveys are conducted via SMS, application and web. Information such as province, territory, age and gender is optional. The results opposite show only responses where the province was identified. The percentages by territory reported are calculated on the total of surveys with the territory field filled in.