

## ***Project: Promoting Locally – Driven Transformation and Collaborative Action in Burundi***

### **Final Evaluation**

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## Table of Contents

Table of Contents .....	2
Acknowledgements.....	3
Executive Summary.....	4
Relevance of the project's objectives .....	4
Effective implementation of the project.....	5
Key findings .....	5
Recommendations .....	6
1. Introduction.....	8
2. Methodology.....	8
2.1 Document analysis .....	8
2.2 Qualitative data collection .....	9
2.3 Quantitative data collection.....	9
3. Human Resources.....	9
4. Data entry.....	10
5. Issues Faced During the Evaluation.....	10
6. Results .....	10
6.1. Project relevance.....	10
6.2. Effective Implementation of the Project.....	11
6.3 Conceptual Evaluation .....	11
6.4. Results, effects and impact of the project .....	12
7. Conclusion and recommendations.....	31
7.1. Lessons Learned .....	31
7.2. Recommendations .....	32
ANNEX .....	33
1. Identification .....	36
2. Conflict management in communities.....	36
3. Radio Show audience .....	38

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- SFCG's staff for entrusting us with the evaluation of this project, for their contribution, their advice and their collaboration.
- Interviewers, supervisors and data entry officers for their involvement in this study.

## Executive Summary

The 24 month long project *Promoting locally-driven transformation and collaborative action in Burundi* was implemented with the financial support of the United States Agency for International Development (USAID) Office of Conflict Management and Mitigation (CMM). The project ended on the September 30<sup>th</sup>, 2010.

A final evaluation of the project's results, effects and impact was conducted at the end of the implementation period. To conduct this study, the evaluation team adopted both a quantitative and qualitative approach. At the quantitative level, a questionnaire was developed and used to interview more than 1500 people. At the qualitative level, focus groups were organized with people involved in the project's various activities. One-on-one interviews were conducted with selected members of the administration and the National Land Commission (CNTB). SFCG, the implementing agency, was also consulted to gain a better understanding of the context {in which the project was implemented}.

### ***Relevance of the Project's Objectives***

The project had two objectives:

- 1) Promote constructive exchange and political dialogue between and among parliamentarians from different political parties and their constituents about issues of local and national concern.

This objective is highly relevant to the context of the project implementation. In 2005, Burundi's first elections, after a 10-year conflict, were won by a former rebel movement, CNDD-FDD. During this time, Burundi's Parliament was composed of representatives from political parties who had very dissimilar views on major national issues. In addition, the electors complained that representatives, once elected, did not go back to their constituencies to listen to the population's concerns and find solutions. Thanks to this project, debates were organized in 8 provinces (Bururi, Makamba, Ruyigi, Bubanza, Kayanza, Muyinga, Bujumbura rural and Bujumbura Mairie) and broadcast through radio shows. These debates enabled representatives and electors on one hand, and representatives from different political parties on the other hand, to engage in meaningful and sincere dialogues on the population's concerns. Different actors met by the evaluation team confirmed the relevance and the utility of the action undertaken by SFCG.

- 2) Foster dialogue and collaborative approaches to conflict between returnees and residents in the return zones.

Since the end of the armed conflict, the flow of Burundian refugees coming back to their homes has increased significantly, especially from Tanzania. These refugees have mostly settled in provinces near Burundi's borders, and after returning, have reclaimed their land -- land that is usually already occupied by current local residents. Consequently, feelings of distrust prevail between these two categories, the returnees and the local residents. According to a large number of people interviewed for this study, it was necessary to invest in the promotion of reconciliation in order to avoid direct confrontation.

## ***Effective implementation of the project***

Activities planned for this project included: the organization of exchanges, training sessions on conflict mitigation, panels, radio broadcasted shows, theatre performances. A total of 8 exchanges were planned in the 8 target provinces, as well as 8 training sessions, 8 panels, 90 radio shows, and 12 theatre performances. By the end of the project, information gathered through periodic reports and informal interviews by SFCG's staff illustrated that all the project activities had been implemented as planned.

## ***Key findings***

1. The project had a positive impact nationally and was particularly effective in areas where refugee returns are high, since it contributed to mitigating a potentially explosive situation – land conflicts in the communes of Rumonge, Nyanza-lac, Mabanda and Kayogoro. This project was built on previous experiences and consolidated their results.
2. Indicators for global and specific objectives as stated in the project document have been reached.
3. The 4 results expected at the end of the project were: (i) Dialogue and collaboration promoted among residents and returnees about the conflicts around them; (ii) Confidence and communication links built between elected representatives and their constituents; (iii) Improved capacity of Land Commission members to mediate land and other conflicts linked to the repatriation process; and (iv) Collaborative, non-violent conflict resolution promoted in the return zones and other key conflict-prone areas. The information gathered showed that 3 out of these 4 results have been reached. The second result has not been entirely met, as electors still complain about representatives – especially deputies and senators – not paying enough attention to their concerns. Electors still think that their representatives only seek to fulfill their personal interests.
4. The work of the National Land Commission (CNTB) is approved at every level, by both the provincial and communal administrations and the population. Factors accounting for this success are: the experience acquired by CNTB members through training sessions, including those organized by SFCG on conflict mitigation; the balanced composition of CNTB staff which gives them legitimacy among different groups in the communities; and the financial means allocated to the commission, which enabled staff members to visit contested land.
5. The tools used in the project implementation – radio shows, panels, training sessions, exchanges and participatory theatre – are all relevant and effective, but not equally. Participatory theatre seems to have more impact and demonstrates more immediate results than the other tools addressing land conflict mitigation. Although participatory theatre seems more effective, it reaches fewer people than the radio broadcasted shows. Among these shows, *Icibare cacu* is said to be the most followed and appreciated by the population, especially in land conflict-prone areas.
6. The activities implemented in this project have encouraged people in conflict to engage in dialogue. Some conflicts have even been resolved directly after activities had been conducted in

refugees return zones like Rumonge in the Bururi province and Nyanza-lac in the Makamba province.

7. This study also reveals that most conflicts in the communities arise between family members. Conflicts related to theft and land conflicts come in second and third position. To manage these conflicts, people primarily use mediation, but also resort to tribunals and the administration when necessary.

## **Recommendations**

1. In order to improve the monitoring and evaluation process, a reference situation should be produced for each project, using specific, measurable and reachable indicators. This is necessary to assess the specific contribution of every project in the national reconciliation process.
2. Keep a focus on the project as initially elaborated and avoid adding on new activities or topics that were not included in the project document, as it can potentially divert the project away from its initial objectives.
3. Organize the project closure so that one does not lose the local partners' trust and ensure the sustainability of the project's achievements. In this case SFCG's partners in the field were not informed of the imminent end of the project and wondered why the staff stopped visiting them.
4. Broadcast radio programs on stations with a wide national coverage. The panels were only broadcast on Radio Isanganiro, which did not cover some provinces (Bururi and Makamba) because the local emitters were broken.
5. Promote the radio shows so that listeners are informed of the content, the days and times of the broadcasts, to allow them to follow their favorite shows.
6. Extend participatory theatre activities to even more local levels (*colline* and *sous-colline* levels) and in other provinces to have a better {larger} impact nationwide.
7. The show *Icibare cacu* should extend to cases of conflicts in other regions beyond the Imbo plain.
8. As a pilot project, SFCG could use funding to support small community projects; these micro-projects can help bring together many people from different groups.
9. Allocate financial and material resources to partners – listening clubs and drama groups – to allow them to work in good conditions and have more impact.
10. Organize more training sessions on conflict management techniques for CNTB partners at the communal level (representatives at the communal and *colline* level, administrator's advisors). These are elected positions and the staff is likely to change every term, making follow up necessary to insure long term impact.

11. Organize exchanges between project partners in different provinces to give them an opportunity to reflect and learn from their experiences.
12. Develop and raise funds for projects which could contribute to reducing conflicts related to family issues and theft issues; as they have been highlighted as a major source of concern by the population interviewed for this study. The projects would be developed and selected with the beneficiaries but *a priori*, projects on palm oil trade, soap-making structures and manioc growing have the potential to bring together citizens from all political backgrounds and contribute to reconciliation.

## 1. Introduction

Search for Common Ground (SFCG), an international organization which aims to transform conflicts through conflict management and promotes cooperative approaches towards mitigating violence, received funding from the United States Agency for International Development (USAID) Office of Conflict Management and Mitigation (CMM) to implement the project *Promoting locally-driven transformation and collaborative action in Burundi* for 24 months. The project's objectives were:

- 1) Promote constructive exchange and political dialogue between and among parliamentarians from different political parties and their constituents about issues of local and national concern.
- 2) Foster dialogue and collaborative approaches to conflict between returnees and residents in the return zones.

Results expected by the end of the project implementation phase were:

- (i) Dialogue and collaboration promoted among residents and returnees about the conflicts around them.
- (ii) Confidence and communication links built between elected representatives and their constituents.
- (iii) Improved capacity of Land Commission members to mediate land and other conflicts linked to the repatriation process.
- (iv) Collaborative, non-violent conflict resolution promoted in the return zones and other key conflict-prone areas.

As the implementation came to an end on September 21<sup>st</sup>, 2010, SFCG ordered an independent final evaluation in order to assess the results, effects and impacts of the project. This evaluation should identify the lessons learned and formulate relevant recommendations for the organization to produce future projects.

## 2. Methodology

The methodology adopted for the evaluation is based on three complementary modules:

1. Document analysis
2. Qualitative data collection and analysis
3. Quantitative data collection and analysis

### 2.1 Document Analysis

Document analysis consists of analyzing the documents produced by this project: the initial project document, quarterly reports, the terms of reference for this evaluation, and the project document of a former project, *Supporting Reconciliation in Burundi*. This stage was a key step to understand the



project and its implementation context. In addition, it facilitated the elaboration of data collection tools and the identification of participants.

## **2.2 Qualitative Data Collection**

Qualitative data has been collected through focus groups and one-on-one interviews with key actors of the project. Focus group discussions were moderated by the consultant and the number of participants comprised between 8 and 12 people. Focus group participants were involved in the project as listening club members in Gatege, actors of the drama group in Rumonge, or participants in exchanges and training sessions in target provinces. In total, 7 focus groups were organized, including 1 group in Bubanza (exchange participants), 1 group in Kayanza (exchange participants), 4 groups in Rumonge (1 with the Gatege Listening club, 1 with the drama group, 1 with exchange participants and another with training session participants) and 1 in Makamba (participants in the exchanges and training sessions).

One-on-one interviews were conducted with administration officials and members of the CNTB where exchanges and training sessions took place: Bururi, Bubanza, Bujumbura Rural, Bujumbura Mairie, Kayanza, Muyinga, Makamba and Ruyigi. In total, 8 officials and 7 members of the CNTB were interviewed. SFCG's staff working on the project was also consulted to gather information on the context of the project's implementation.

## **2.3 Quantitative data collection**

Quantitative data has been collected in 8 provinces. It has been collected using an individual questionnaire, developed from the project indicators. Quantitative data was collected from **1,529 people**, including 207 in urban areas and 1,322 in rural areas. They were selected following a stratified sampling methodology. The stratum criteria were the area of residence, age and gender.

The formula used was:

$$n = (1,96^2 \times N) / (1,96^2 + e^2 \times (N-))$$

Margin of error = 5%

The base for this survey is the last population survey, RGPH 2009 (Recensement Général de la Population et de l'Habitat).

## **3. Human Resources**

The team was composed of 1 consultant, 2 supervisors for the qualitative data collection and a team of 10 interviewers including 3 women. Interviewers were divided into 2 teams of five members each and collected data in different provinces.

## 4. Data entry

Since the questionnaires included open questions, the data entry team – 4 people including one woman – codified the answers to these questions after the survey. Data has been entered using the user-friendly software CSPRO, conceived for quantitative data. After data entry, the data was transferred into SPSS software to be analyzed by the consultant responsible for this evaluation.

## 5. Issues Faced During the Evaluation

The evaluation team encountered problems concerning scheduled meetings with administrative officials; the dates and times were not always respected. The evaluation team generally adapted its agenda to meet these officials.

## 6. Results

### 6.1. Project Relevance

The project *Promoting locally-Driven Conflict Transformation and Collaborative Action in Burundi* is relevant to its fixed objectives.

- 1) Promote constructive exchange and political dialogue between and among parliamentarians from different political parties and their constituents about issues of local and national concern.

In 2005, Burundi's first elections after a 10-year conflict were won by a former rebel movement, CNDD-FDD. During this term, Burundi's Parliament was composed of representatives from political parties which had dissimilar views on major national issues. In addition, the electors complained that representatives, once elected, did not go back to their constituencies to listen to the population's concerns and try to find solutions to conflicts in communities, especially to land conflicts, theft and family conflicts. This was criticized repeatedly in the focus groups. A young member of the Gatete listening club in Rumonge said *"we don't know what is the role and the influence of Parliament representatives because when they are elected, they stay in town [Bujumbura] but the show Ijambo n'irindi helped us to understand their role."* In Bubanza, participants in the focus groups said the Parliamentarian provincial office was never operational and that representatives did not use it to gather the population's opinions and concerns.

The project help remind Parliament representatives that they are held accountable by their electors. Following exchanges in the Bubanza province between residents, repatriates and Parliament representatives on agricultural issues, the participants said in focus groups that this event had initiated a movement towards building bridges. *"By talking together, we have understood that the issue land conflicts in Bubanza dates back to long ago, and that it must be dealt with wisdom so that it doesn't lead to more troubles"* said a 30-years old woman in Bubanza.

All the people met in individual interviews and focus groups were unanimous that the exchanges between elected representatives and the population on local conflicts were vitally important.

- 2) Foster dialogue and collaborative approaches to conflict between returnees and residents in the return zones.

Since the end of the armed conflict, the return of Burundian refugees, especially from Tanzania, has increased significantly. Unfortunately, this movement caused conflicts, especially over land ownership in high-return zones like Rumonge (Bururi province), Nyanza-Lac and Kayogoro (Makamba province). *“I don’t know how far these conflict could have taken us, if some organisations like SFCG did not intervene, in this case with shows and participatory theatre”* declared the local official of Kigwena in the commune of Rumonge, an area where many repatriates from Tanzania settled. The project’s activities have contributed to establishing dialogue and collaboration between residents and returnees in high-return zones.

According to participants interviewed in this evaluation, feelings of distrust and suspicion between these two groups progressively decreased. A 2008 repatriate declared in a focus group organized with the Gatete Listening club (Listening club members belong to every category – resident or repatriate – and ethnic groups) that: *“Before I joined the Listening club, I did not think that I could sit, talk and reach a compromise with a resident, above all with people from another ethnic group. By attending the club regularly, I finally opened my heart and understood that to every problem there is a solution.”*

In addition, local leadership has been reinforced. During the evaluation, participants declared that some beneficiaries of the project were elected at the *colline* or communal level, thanks to the training they received in conflict management and the role they played in mediating conflicts.

## **6.2. Effective Implementation of the Project**

Activities planned for this project included: the organization of exchanges, training sessions on conflict mitigation, panels, radio broadcasted shows, theatre performances. A total of 8 exchanges were planned in the 8 provinces of action, as well as 8 training sessions, 8 panels, 90 radio shows, and 12 theatre performances. By the end of the project, information gathered through periodic reports and informal interviews by SFCG’s staff showed that all the activities had been implemented as planned in the project document.

## **6.3 Conceptual Evaluation**

The project has a few conceptual weaknesses – indicators that were not easily measurable. Although it is understood that indicators for conflict transformation are based on opinions and perceptions, these indicators could have been improved. Indicators were only created for results and the global objective, not for intermediate objectives.

The number of activities planned for this project was not sufficient to accomplish the planned results and objectives. One training session, one exchange and one panel in each of 8 provinces, and a few radio shows would not have been enough to attain the objectives. Luckily, this project follows a series

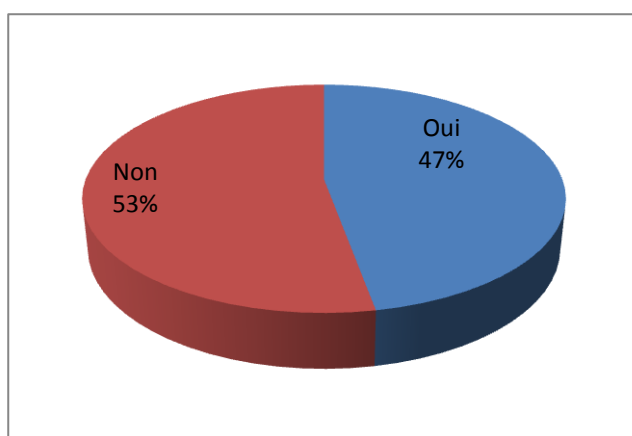
of other similar projects implemented by the same organization, which focused on the same objectives and included similar activities.

Another weakness lies in the fact that no baseline study was conducted, making it more difficult to assess the specific impact of the project.

## 6.4. Results, effects and impact of the project

### 6.4.1. Studio Ijambo Audience

Concerning Studio Ijambo, SFCG's media branch, audience – 47% of participants said they listen to its shows. 55.6% of participants in urban areas say they listen to Studio Ijambo's shows. This percentage is slightly lower in rural areas, where 45.8% of participants declared they listen to them. This difference can be explained by the poverty and the isolation of households in rural areas, where they sometimes do not have access to a radio receptor whereas in town, people have enough money to buy one or can listen to the radio in public places.



While 52.9 % of men declared they listen to Studio Ijambo shows; this percentage is significantly lower for women (40.5%). This can be explained by the fact that Burundian women have less time to listen to the radio because of domestic tasks, or cannot access it when their husband is home.

More specifically, the data in the table below illustrates that *Icibare cacu* (*Our Land, Our Heritage*) is the most popular show among the public, with an audience of 43.1%. It is followed by *Ijambo n'irindi* (*"a conversation is made with one another"*) with 27.8%, *Isanganiro ry'urwaruka* (*"youth crossings"*) with 23.7%, *Ukuri gutegura akazozo* with 18.1% and finally live *radio panel discussions* with 14%.

During focus groups and interviews with key actors, the evaluation team found that shows were listened to depending on the relevance of its theme, the time it was broadcast and the quality of journalism. *Icibare cacu* is more popular because it deals with issues that are faced in real life by a significant proportion of Burundi's population. **It is important to note that shows broadcast only in Isanganiro are not accessible to the population living in some areas of the Bururi, Makamba and Rutana province.**

**Table 1: Knowledge of Studio Ijambo's shows**

Name of the show	Do you know the show?			
	Yes		No	
	Number of people interviewed	%	Number of people interviewed	%
Icibare cacu	659	43.1	870	56.9
Ijambo n'irindi	426	27.8	1103	72.1
Isanganiro ry'urwaruka	362	23.7	1167	76.3
Ukuri Gutegura akazoza	277	18.1	1252	81.8
Panels	215	14	1314	85.8

General trends reveal that the people who listen to Studio Ijambo's shows listen to them regularly. *Isanganiro ry'urwaruka* is the most regularly listened to by its audience (66.6%), followed by decreasing order by *Jambo n'irindi* with 60.5% of regular listeners, panels with 60%, *Icibare cacu* with 58.1% and finally *Ukuri gutegura akazoza* with 57.4%.

**Table 2: Frequency**

Name of the show	How often do you listen to the show?							
	Never		Once		Regularly		Everyday	
	Number of people interviewed	%	Number of people interviewed	%	Number of people interviewed	%	Number of people interviewed	%
Icibare cacu (n= 659)	67	10.2	182	27.6	383	58.1	27	4.1
Ijambo n'irindi (n=426)	59	13.8	90	21.1	258	60.5	19	4.5
Isanganiro ry'urwaruka (n=362)	49	13.5	58	16.0	241	66.6	14	3.8
Ukuri Gutegura akazoza (n=277)	51	18.4	52	18.8	159	57.4	15	5.4
Panels (n=215)	30	14	47	21.9	129	60.0	9	4.2

n= Number of people listening to the show

Data also reveals that the people who listen to Studio Ijambo's shows greatly appreciate them. All the shows are highly respected and liked. *Isanganiro ry'urwaruka* is overwhelmingly admired by its audience, as 90.7% of listeners declared they like it, while the less appreciated, *Ijambo n'irindi*, is still acclaimed by 76.3% of its listeners. Focus group discussions revealed that shows were listened to according to the issues they dealt with. Therefore, in high-return zones, participants declared they listen mainly to *Icibare cacu*, which deals with land conflict. They said that the examples of conflict management presented in the show influenced their behavior.

**Table 3: Appreciation for Shows**

Name of the show	If you listen to this show, do you like it?							
	I like it completely		I like it partly		No opinion Neutral		I don't like it	
	Number of people interviewed	%	Number of people interviewed	%	Number of people interviewed	%	Number of people interviewed	%
Icibare cacu (n= 659)	469	79.1	99	16.7	18	3.0	7	1.2
Ijambo n'irindi (n=426)	280	76.3	66	18.0	17	4.6	4	1.1
Isanganiro ry'urwaruka (n=362)	284	90.7	17	5.4	9	2.9	3	1.0
Ukuri Gutegura akazozo (n=277)	188	83.2	21	9.3	11	4.9	6	2.7
Panels (n=215)	155	83.8	22	11.9	4	2.2	4	2.2

n= Number of people who listen to the show

According to the data from the table below, most of the shows are listened to on the national radio (RTNB), except for *Isanganiro ry'urwaruka*, which is listened to on Radio Isanganiro according to the participants. Participants in the focus groups could not easily identify on which radio station they listened to the shows. In a focus group organized in Bubanza, a woman said: *"These shows are important and it is necessary to advertise them on the radio or in the provinces main towns to communicate the time and the radio station on which they are broadcasted."*

**Table 4: On which radio station are the shows listened to**

Radio station	Icibare cacu (n= 659)		Ijambo n'irindi (n=426)		Ukuri gutegura akazozo (n=277)		Panels (n=215)		Isanganiro ry'urwaruka (n=362)	
	Number of people interviewed	%	Number of people interviewed	%	Number of people interviewed	%	Number of people interviewed	%	Number of people interviewed	%
RTNB	400	67.5	238	64.7	148	66.4	130	70.3	83	26.5
Isanganiro	132	22.3	87	23.6	46	20.6	47	25.4	199	63.6
Bonesha	8	1.3	4	1.1	2	0.9	2	1.1	6	1.9
Umuco FM	4	0.7	0	0.0	0	0.0	0	0.0	2	0.6
NSP	48	8.3	38	10.3	27	12.1	6	3.2	23	7.3
Total	592	100	368	99.7	223	100	185	100	313	100

n=number of people listening to the show

#### 6.4.2. Consideration of the Population's Concerns by Elected Officials

*Indicator 1: 60% of exchange participants, listening club members, and radio audiences are confident that their concerns are heard and considered by their elected representatives at the provincial and national level*

This indicator has several components and has to be measured separately for each type of SFCG's activities: exchanges, listening clubs and radio shows. Exchange participants and listening club members who were interviewed through focus groups clearly said that the population's concerns had been heard but were not regularly taken into account by elected representatives. *"We debated on problems related to land conflicts in agricultural areas, parliament representatives have understood the issue, but there is no following-up yet"* said a participant in Bubanza. Other participants in this evaluation reported that these exchanges triggered discussions on complex issues, but elected representatives could not provide a satisfactory solution in the short term. In addition, exchange participants mentioned that elected representatives were more concerned with their personal interests than with the population's interests. *"When they are elected for a 5 years term, they are much more preoccupied by familial interests and do not work for their electors"* said a woman in Kayanza.

The data in Table 11 indicates that in general with this indicator the population's concerns are heard and taken into account. It is important to note that the satisfaction levels are lower for *Icibare cacu* and *Isanganiro ry'urwaruka*, with respectively 57.5% and 52.1% of listeners who are not satisfied about the way elected representatives' deal with their issues. The target groups for these shows were respectively people experiencing land conflicts and young people.

To conclude – the information gathered through in the focus groups, interviews and the quantitative survey illustrates that the project has certainly contributed to giving a voice to the population's concerns but that these issues have been moderately and unevenly taken into account by elected representatives.

**Table 5: How the population's concerns have been taken into account by elected representatives**

Name of the show	Have your concerns been heard and taken into account by your elected representatives?					
	Yes		No		No answer	
	Number of people interviewed	%	Number of people interviewed	%	Number of people interviewed	%
<b>Icibare cacu (n= 659)</b>	341	57.5	208	35.1	44	7.4
<b>Ijambo n'irindi (n=426)</b>	236	64.1	104	28.3	28	7.6
<b>Isanganiro ry'urwaruka (n=362)</b>	163	52.1	132	42.2	18	5.8
<b>Ukuri Gutegura akazoza (n=277)</b>	146	65.5	57	25.6	21	9.4
<b>Panels (n=215)</b>	120	64.9	57	30.8	8	4.3

n=number of people listening to the show

### 6.4.3. Understanding and knowledge of strategies and opportunities in collaborative conflict resolution

*Indicator 2: 50% of radio audiences and theatre spectators report increased knowledge of strategies and opportunities available to residents and returnees to resolve their conflicts collaboratively*

This indicator also has several components and has been measured in 3 different target groups: show listeners, listening club members and participants in drama performances. Show listeners declared they had acquired knowledge of strategies and opportunities for collaborative conflict resolution. 93.5% of *Icibare cacu* listeners said their knowledge has been improved by the show. This indicator reaches 93.4% for *Ijambo n'irindi*, 93.9% for *Isanganiro ry'urwaruka*, 94.1% for *Ukuri gutegura akazoza* and 93.9% for the panels.

**Table 6: Improvements in understanding and knowledge of strategies and opportunities for collaborative conflict resolution**

Show name	Improvement of knowledge through shows					
	Yes		No		No answer	
	Number of people interviewed	%	Number of people interviewed	%	Number of people interviewed	%
<b>Icibare cacu (n= 659)</b>	554	93.5	18	3.0	21	3.5
<b>Ijambo n'irindi (n=426)</b>	343	93.4	9	2.4	16	4.3
<b>Isanganiro ry'urwaruka (n=362)</b>	294	93.9	11	3.5	8	2.6
<b>Ukuri Gutegura akazoza (n=277)</b>	211	94.1	3	1.3	9	4.0
<b>Panels (n=215)</b>	167	93.9	8	4.3	10	5.4

The discussions held with the Listening club members in Gatete (Rumonge) where focus groups were conducted, showed that residents as well as returnees had enough tools and knowledge to deal with conflict collaboratively: *“Thanks to the shows we listen to, and the training in conflict management we received, I would say we can act as role models for our community: people come to ask us for advice on how to behave when they face conflicts”* said a female member of the club.

Focus group participants said that some people who could not talk in public before are comfortable doing so today. A listening club member, who is also an orphan and a former street child, said: *“Before I became a member of this listening club, I was aggressive and irresponsible. Little by little, the SFCG mediator changed me so that now, my community trusts me to resolve conflicts. As a proof, I was elected in the colline council during the last elections, and even if I am not the first councilor, I have a good position.”* The outcomes of this discussion showed that all the members knew about strategies and opportunities in conflict resolution.

Tools used in this project, like radio shows, training sessions, exchanges and participatory theatre are widely appreciated by the beneficiaries, as shown in the table below. Focus group participants in



Bururi and Makamba said that thanks to participatory theatre, some residents and repatriates had agreed to share the land they were fighting over. In addition, the administrative representatives we met declared that these activities support and facilitate their missions: *“When we go to a land to manage conflicts, we find the parties prepared”* said an administrator in Makamba. With this information, one can conclude that participants in participatory theater performances have learned conflict management strategies and had opportunities to manage conflict collaboratively. In sum, given the quantitative and qualitative data we gathered, we can conclude that indicator 2 was reached.

#### 6.4.4. Understanding of national reconciliation and democratization processes at the national and community levels

*Indicator 3: 40% of participants and audience members who report being included in an overall community reconciliation and democratic development as a result of SFCG’s intervention*

The data presented in the table below illustrates that people who listen to the shows have understood the national reconciliation process and democracy-building, both at the national and local level. This is true for all the different shows, since the percentage of people answering positively is between 87.7% and 91.4%; an overwhelming majority. It can also be verified by qualitative data: participants in focus groups said they have the information but still feel powerless to influence the situation, because their propositions are not considered by elected representatives. However, the indicator as written was definitely completed.

**Table 7: Understanding of national reconciliation and democratization processes at the national and community levels**

	Number of people interviewed	%	Number of people interviewed	%	Number of people interviewed	%
Icibare cacu	535	90.2	25	4.2	33	5.6
Ijambo n'irindi	330	89.7	17	4.6	20	5.4
Ukuri Gutegura akazoza	203	91.0	11	4.9	9	4.0
Panels radiophoniques	166	89.7	10	5.4	9	4.9
Isanganiro ry'urwaruka	286	91.4	13	4.2	14	4.5

#### 6.4.5. Communities perception of the National Land Commission’s activities (Commission Nationale des Terres et autres Biens, CNTB)

Quantitative data shows that 54.4% of participants trust the CNTB. Men are slightly more trusting (57.3%) than women (51.2%). Reasons for this renewed trust have been exposed during focus group discussions and one-on-one interview:

- With time and as a result of training sessions organized by SFCG and other international NGOs like ADRA and ACCORD, people have understood the CNTB’s role was not to take some people’s goods and give them to others;
- Decision-making is faster and decisions are immediately implemented;

- The commission has been widened and opened to people from different backgrounds, which reassures communities about its impartiality;
- The CNTB staff has received more training in conflict management, from several organizations including SFCG; and
- The commissions' financial support has been increased and the staff is more motivated, notably because of mission stipends for field trips and improved means of transportation.

The capacity-building activities on conflict management provided by SFCG, ADRA and ACCORD have had positive accumulating effects. SFCG worked with the other organizations to prevent duplication of activities and to ensure that overall the different projects would be complementary. During this evaluation no one of the participants remarked upon coordination issues between the three groups. Instead participants highlighted that the organizations had complemented one another's work.

**Table 8: Trust in the CNTB's work by gender**

Gender	Yes		No		Total	
	Number	%	Number	%	Number	%
Male	460	57.3	344	42.6	804	100
Female	370	51.2	355	48.8	725	100
Total	830	52.4	699	45.6	1529	100

Data disaggregated according to residence show that people living in urban areas trust the CNTB (60.8%) more than people living in rural areas (53.2%).

**Table 9: Trust in the CNTB's work by residence**

Residence	Yes		No		Total	
	Number	%	Number	%	Number	%
Urban	126	60.8	81	39.1	207	100
Rural	704	53.2	618	46.7	1322	100
Total	830	54.2	699	45.7	1529	100

When asked the question -- whether the work of the CNTB has significantly improved compared to the past two years -- 52.3% declared there have been improvements. 54.1% of the male participants in the survey, and 50.3% of the female participants answered positively. Focus group participants and interviewees said that the current performance of CNTB is due to the training and assistance that has been provided by various organizations like Search, ADRA and ACCORD. In addition, CNTB staff have benefited from similar training and assistance through Search's PRM funded activities. CNTB staff members are very positive about the training sessions they received. A CNTB staff member in Ruyigi said: *"we have learned to mediate conflicts with gentle words and this has had positive consequences like better mediation skills, easier listening, the analysis of the sources of conflicts, on helping the parties to find possible ways to reach an agreement"*. He also added that this training improved their productivity.

**Table 10: Improvements in the CNTB's work, by gender**

Gender	Yes		No		Total	
	Number	%	Number	%	Numbers	%
Male	436	54.1	370	45.9	806	100
Female	364	50.3	359	49.6	723	100
Total	800	52.3	729	47.7	1529	100

60.5% of the people interviewed in urban areas think the CTNB's work has improved. However, only 51% answered positively in rural areas.

**Table 11: Improvements in the CNTB's work, by residence**

Residence	Yes		No		Total	
	Number	%	Number	%	Number	%
Urban	127	60.5	83	39.5	210	100
Rural	673	51.0	646	49.0	1319	100
Total	800	52.3	729	47.7	1529	100

#### 6.4.6. Political and Democratic Issues

Faced with the coming 2010 elections, SFCG's program officer shifted the project's strategy to focus on election-related activities, in order to improve the understanding among Burundians of the political and democratic issues surrounding the elections. Data in the table below shows that a large majority (62.6%) of people who listen to Studio Ijambo's shows (720, that is 47% of the population interviewed) assured the interviewers that these shows helped them to understand the political and democratic issues in Burundi. This strategy shift may have contributed to the organisation's mission and vision in general, but did not directly contribute to the original specific objectives that were set out in the log frame. The log frame and project documents were not updated to incorporate the strategic shift. Another approach would have been to write a separate a program focused on the political and democratic issues.

**Table 12: Understanding of political and democratic issues, by gender**

Gender	Understanding of political and democratic issues					
	Yes		No		Total	
	Number	%	Number	%	Number	%
Male	292	68.4	135	31.6	427	100.0
Female	159	54.3	134	45.7	293	100.0
Total	451	62.6	269	37.4	720	100.0

People living in urban areas seem to have a wider understanding of political and democratic issues, with 65.2% of people who listen to SFCG radio programs responding positively. They gave examples of their newly acquired knowledge, and the most commonly cited were:

- A better knowledge of politicians' opinions and theories;
- A realization that some political party leaders serve their interests above anything else;

- How to proceed to a free vote; and
- How to get information about how the country is governed.

**Table 13: Understanding of political and democratic issues, by residence**

Residence	Yes		No		Total	
	Number	%	Number	%	Number	%
Urban	75	65.2	40	34.8	115	100
Rural	376	62.1	229	37.9	605	100
Total	451	62.6	269	37.4	720	100

Regarding the question – Studio Ijambo’s shows assistance to decision-making during the 2010 elections – Table 14 illustrates that 55% of men and 44% of women said that Studio Ijambo’s radio programs had a moderate impact on voters’ decision-making during the 2010 elections (Table 16). 55% of male participants and 44% of female participants said these shows helped them to make their decision. Overall 50.7% said Studio Ijambo/SFCG programs helped them in making their choice during the elections.

**Table 14: Studio Ijambo and decision-making during the elections, by gender**

Gender	Yes		No		Total	
	Number	%	Number	%	Number	%
Male	235	55.0	192	45.0	427	100.0
Female	130	44.4	163	55.6	293	100.0
Total	365	50.7	355	49.3	720	100.0

Depending on the area of residence, the data below shows that, in urban areas, 60.9% of people who listen to Studio Ijambo programs declared that they had helped them to make their vote, while this proportion drops to 48.6% in rural areas. People who were positive about the shows impact on their decision-making gave these main reasons – the shows provided information on:

- How to elect a good leader;
- The voting procedures;
- Political parties’ programs;
- How to evaluation a politician’s achievements; and
- How to proceed to a free vote.

**Table 15: Studio Ijambo and decision-making during the elections, by gender**

Residence	Yes		No		Total	
	Numbers	%	Numbers	%	Numbers	%
Urban	70	60.9	45	39.1	115	100.0
Rural	294	48.6	311	51.4	605	100.0
Total	364	50.6	356	49.4	720	100.0

#### 6.4.7. The impact of the show *Icibare Cacu* / “Our Land, our Heritage”

##### a) *The show Icibare Cacu* / “Our Land, our Heritage” and the CNTB

72.6% of the people who listen to *Icibare Cacu* declared they learnt new information about the CNTB’s mission through the show. In focus groups however, it was clarified that participants thought the mission of the CNTB was to mediate conflicts, which is only partially true.

**Table 16: The show *Icibare Cacu* / “Our Land, our Heritage” and the CNTB, by gender**

Gender	Yes		No		Total	
	Numbers	%	Numbers	%	Numbers	%
Male	276	74.4	95	25.6	371	100.0
Female	154	69.7	67	30.3	221	100.0
Total	430	72.6	162	27.4	592	100.0

When disaggregating the data according to the area of residence, it appears that people living in urban areas have learnt more than people living in rural areas, with respectively 75.3% and 72.1% giving positive answers.

**Table 17: The show *Icibare Cacu* / “Our Land, our Heritage” and the CNTB, by residence.**

Residence	Yes		No		Total	
	Numbers	%	Numbers	%	Numbers	%
Urban	70	75.3	23	24.7	93	100
Rural	360	72.1	139	27.9	499	100
Total	430	72.6	162	27.4	592	100

##### b) *The show Icibare Cacu* / “Our Land, our Heritage” and returnees

According to the data in Table 20, 91.2% of people listening to the show said it has enabled them to understand how returnees should be treated in their country. Women seem to have been more influenced by this aspect of the show, with 93.7% answering positively.

**Table 18: The show *Icibare Cacu* / “Our Land, our Heritage” and returnees, by gender**

Gender	Yes		No		Total	
	Numbers	%	Numbers	%	Numbers	%
Male	333	89.8	38	10.2	371	100
Female	207	93.7	14	6.3	221	100
Total	540	91.2	52	8.8	592	100

Urban residents were more positive when asked whether they received information on how to treat returnees.

**Table 19: The show *Icibare Cacu* / “Our Land, our Heritage” and returnees, by gender**

Residence	Yes		No		Total	
	Numbers	%	Numbers	%	Numbers	%
Urban	89	95.7	4	4.3	93	100
Rural	451	90.4	48	9.6	499	100
Total	540	91.2	52	8.8	592	100

c) The show *Icibare Cacu* / “Our Land, our Heritage” and the role of government in the repatriation process

According to data from the Table 20, 85.5% of people listening to the show declared that they had a better understanding of the government’s role in the repatriation process thanks to the show. Women are more positive (90.5%) than men (87.3%).

**Table 20: Understanding of the government’s role in the repatriation process, by gender**

Gender	Yes		No		Total	
	Numbers	%	Numbers	%	Numbers	%
Male	324	87.3	47	12.7	371	100
Female	200	90.5	21	9.5	221	100
Total	524	88.5	68	11.5	592	100

89.2% people living in urban areas declared that the show helped them to gain a better understanding of the government’s role in the repatriation process, while only of 88.4% of people living in rural areas answered similarly. Data gathered through focus group discussions illustrated that the main information provided by the shows is related to the access of returnees to their former land, other goods or cash in bank accounts.

**Table 21: Understanding of the government’s role in the repatriation process, by residence**

Residence	Yes		No		Total	
	Numbers	%	Numbers	%	Numbers	%
Urban	83	89.2	10	10.8	93	100
Rural	441	88.4	58	11.6	499	100
Total	524	88.5	68	11.5	592	100

#### 6.4.8. The impact of the show *Ijambo n’irindi*/ “a conversation is made with one another”

a) The show *Ijambo n’irindi* / “a conversation is made with one another” and Information on parliament institutions

64.6% of people who listened to *Ijambo n’irindi* declared they received information on how the National Assembly and the Senate work. When disaggregated according to gender, the data highlights

that 68.7% of male participants said they received the information, while only 57.5% of women said they received the information.

**Table 22: Information on parliament institutions, by gender**

Gender	Yes		No		No answer		Total	
	Numbers	%	Numbers	%	Numbers	%	Effectifs	%
Male	160	68.7	65	27.9	8	3.4	233	100.0
Female	77	57.5	50	37.3	7	5.2	134	100.0
Total	237	64.6	115	31.3	15	4.1	367	100.0

65.8% of people living in rural areas and listening to *Ijambo n'irindi* said they received information on the work of the National Assembly and the Senate, while this proportion is lower in urban areas (59.1%).

**Table 23: Information on parliament institutions, by residence**

Residence	Yes		No		No answer		Total	
	Numbers	%	Numbers	%	Numbers	%	Effectifs	%
Urban	39	59.1	24	36.4	3	4.5	66	100.0
Rural	198	65.8	91	30.2	12	4.0	301	100.0
Total	237	64.6	115	31.3	15	4.1	367	100.0

b) The show *Ijambo n'irindi*/"a conversation is made with one another" and Information on national issues

According to people who listen to *Ijambo n'irindi* the main issues dealt with in the shows were the 2010 elections (85%) and repatriation (65.7%). Other issues had significantly lower frequency.

**Table 24: Information on national issues**

Issues	Yes		No		Total	
	Numbers	%	Numbers	%	Numbers	%
National security	194	52.9	173	47.1	367	100.0
Demobilization	212	57.8	155	42.2	367	100.0
Transitional Justice	204	55.6	163	44.4	367	100.0
Repatriation	241	65.7	126	34.3	367	100.0
2010 Elections	312	85.0	55	15.0	367	100.0

c) The show *Ijambo n'irindi*/"a conversation is made with one another", rumours and prejudice management

77.9 % of people who listen to the show said it has helped them to manage rumours and fight against prejudices. 75.5 % of male participants and 82.1% of female participants in this survey responded positively about the show's contribution to rumour management in their communities.

**Table 25: The show Ijambo n'irindi, rumours and prejudice management, by gender**

Gender	Yes		No		No answer		Total	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%
Male	176	75.5	52	22.3	5	2.1	233	100.0
Female	110	82.1	20	14.9	4	3.0	134	100.0
Total	286	77.9	72	19.6	9	2.5	367	100.0

80% of people living in urban areas who listened to the show *Ijambo n'irindi* said the show has helped them to manage rumours and fight against prejudices, however only 77.6% of people living in rural areas responded similarly.

**Table 26: The show Ijambo n'irindi, rumours and prejudice management, by residence**

Residence	Yes		No		No answer		Total	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%
Urban	40	80.0	8	16.0	2	4.0	50	100
Rural	246	77.6	64	20.2	7	2.2	317	100
Total	286	77.9	72	19.6	9	2.5	367	100

#### 6.4.9. The Impact of Participatory Theater

Data gathered on participatory theater supports the statement that it has reached a relatively small proportion of the population (9.9%). More men have participated in this activity, which can be explained by the fact that women are generally too busy with farm work and domestic tasks to take part in these performances.

**Table 27: Participation in theater performances, by gender**

Gender	Yes		No		Total	
	Numbers	%	Numbers	%	Numbers	%
Male	84	10.4	722	89.5	806	100
Female	67	9.2	656	90.7	723	100
Total	151	9.9	1378	90.1	1529	100

More people participated in the Participatory theater performances in rural areas (10%) than in urban areas (9.2%).

**Table 28: Participation in theater performances, by gender**

Residence	Yes		No		Total	
	Numbers	%	Numbers	%	Numbers	%
Urban	19	9.2	188	90.8	207	100.0
Rural	132	10.0	1190	90.0	1322	100.0
Total	151	9.9	1378	90.1	1529	100.0



Most of the 151 participants in the theater performances (64.9%) only attended these performances once. Men tend to have attended more performances than women. Several people interviewed said the performances should be held more often, because they help resolve conflicts quickly. Indeed, many reported that cases of land conflicts had been resolved immediately after performances. Yet, it is important to note that *“These performances taught us many things, even if some of us don’t put the lessons learned in practice”* said an official in Rumonge.

**Table 29: Attendance of theater performances, by gender**

Gender	1		2		3		4		7		Total	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%	Numbers	%	Numbers	%
Male	53	63.1	12	14.3	7	8.3	8	9.5	4	4.8	84	100
Female	45	67.2	7	10.4	5	7.5	8	11.9	2	3.0	67	100
Total	98	64.9	19	12.6	12	7.9	16	10.6	6	3.9	151	100

It appears from the data on performance attendance that participatory theater has a higher attendance rate in rural areas than in urban areas.

**Table 30: Attendance of theater performances, by residence**

Residence	1		2		3		4		7		Total	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%	Numbers	%	Numbers	%
Urban	11	57.9	5	26.3	1	5.3	0	0.0	2	10.5	19	100.0
Rural	87	65.9	13	9.8	14	10.6	14	10.6	4	3.0	132	100.0
Total	98	64.9	18	11.9	15	9.9	14	9.27	6	4.0	151	100.0

77.5% of people who attended drama performances said it was excellent. 19.2% found it good, and only 1.3% think it was average, while only 1.9% said it was bad. Performances seem to be more appreciated by men than by women, but globally remain widely appreciated by the participants.

**Table 31: Performances quality assessment, by gender**

Gender	Excellent		Good		Average		Bad		Total	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%	Numbers	%
Male	67	79.8	17	20.2	0	0.0	0	0.0	84	100.0
Female	50	74.6	12	17.9	2	3.0	3	4.5	67	100.0
Total	117	77.5	29	19.2	2	1.3	3	1.9	151	100.0

When disaggregating data in function of residence, it appears that participatory performances are more appreciated by people living in rural areas than people living in urban areas.

**Table 32: Performances quality assessment, by residence**

Residence	Excellent		Good		Average		Bad		Total	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%	Numbers	%
Urban	12	63.2	7	36.8	0	0.0	0	0.0	19	100.0

Rural	105	79.5	22	16.7	2	1.5	3	2.3	132	100.0
Total	117	77.5	29	19.2	2	1.3	3	1.99	151	100.0

**Indicator 4: 60% of panel, exchange and listening club participants who feel that SFCG has provided a forum for open, collaborative dialogue about the conflicts around them**

According to 84% of the people who participated in theater performances, the environment created was open enough. 96.4% of men and 91% of women thought the performances provided a forum for open, collaborative dialogue. Participants in the panels and members of listening clubs also said SFCG activities provided the right framework for open discussion. In the Gatete listening club, repeated meetings seem to have fostered trust between participants, as this member, who is a returnee testified: *“I didn’t know if I could work with residents but little by little, I became more open and they even became my friends.”* Similarly, a participant in the focus group held in Kayanza said: *“Exchanges have opened the hearts of participants and made them understand that as long as humans will exist, there will be conflicts and that therefore they should deal with them without anger.”*

On the basis of these results, one can comfortably say that this indicator has been reached.

**Table 33: Forum for open, collaborative dialog created by theater performances, by gender**

Gender	Yes		No		Total	
	Numbers	%	Numbers	%	Numbers	%
Male	81	96.4	3	3.6	84	100.0
Female	61	91.0	6	9.0	67	100.0
Total	142	94.0	9	6.0	151	100.0

According to the data in the table below 95.5% of people living in rural areas have said participatory theater provided a forum for open, collaborative dialogue, while only 84.2% answered positively in urban areas.

Table 34: Forum for open, collaborative dialog created by theater performances, by residence Residence	Yes		No		Total	
	Numbers	%	Numbers	%	Numbers	%
Urban	16	84.2	3	15.8	19	100.
Rural	126	95.5	6	4.5	132	100
Total	142	94.0	9	6.0	151	100

94% of people interviewed said the dialogue established by participatory theater was useful. This opinion was shared by 95.2% of men and 92.5% of women.

**Table 35: Utility of the dialogue created by participatory theater, by gender**

Gender	Yes		No		No answer		Total	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%
Male	80	95.2	2	2.4	2	2.4	84	100.0
Female	62	92.5	3	4.5	2	3.0	67	100.0
Total	142	94.0	5	3.3	4	2.6	151	100.0

More people in rural areas thought this dialogue was useful to their community (94.7%) but still 89.5% of people living in urban areas were positive about the utility of this dialogue.

**Table 36: Utility of the dialogue created by participatory theater, by residence**

Residence	Yes		No		No answer		Total	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%
Urban	17	89.5	2	10.5	0	0.0	19	100.0
Rural	125	94.7	3	2.3	4	3.0	132	100.0
Total	142	94.0	5	3.3	4	2.6	151	100.0

89.4% of people who participated in theater performances said they are able to manage conflicts collaboratively without resorting to violence thanks to these performances. There are no significant differences to be highlighted concerning gender-disaggregated data.

**Table 37: Ability to manage conflicts collaboratively thanks to participatory theater, by gender**

Gender	Yes		No		No answer		Total	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%
Male	75	89.3	5	6.0	4	4.8	84	100.0
Female	60	89.6	7	10.4	0	0.0	67	100.0
Total	135	89.4	12	7.9	4	2.6	151	100.0

According to data in the table below, no significant differences can be highlighted concerning residence-disaggregated data either.

**Table 38: Ability to manage conflicts collaboratively thanks to participatory theater, by residence**

Residence	Yes		No		No answer		Total	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%
Urban	17	89.5	0	0.0	2	10.5	19	100.0
Rural	118	89.4	12	9.1	2	1.5	132	100.0
Total	135	89.4	12	7.9	4	2.6	151	100.0

However, fewer people said that they had actually implemented the lessons learned from their participatory theater experience. Indeed 58.9% of participants said they have not put into practice what they have learnt. There is also a clear difference between men and women: 67.9% of men said they have effectively put in practice lessons learned, while only 47.8% of women answered positively.

**Table 39: Lessons learned from participatory theater put in practice, by gender**

Gender	Yes		No		No answer		Total	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%
Male	57	67.9	24	28.6	3	3.6	84	100.0
Female	32	47.8	30	44.8	5	7.5	67	100.0
Total	89	58.9	54	35.8	8	5.3	151	100.0

More people in urban areas tend to say they have put into practice the lessons learned from participatory theater (63.2%).

**Table 40: Lessons learned from participatory theater put in practice, by residence**

Residence	Yes		No		No answer		Total	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%
Urban	12	63.2	6	31.6	1	5.3	19	100.0
Rural	77	58.3	48	36.4	7	5.3	132	100.0
Total	89	58.9	54	35.8	8	5.3	151	100.0

81.5% of the people interviewed said the topic presented in the theater performance concerned them directly. 82.1% of men and 80.6% of women felt it reflected their personal concerns. This was confirmed by members of the drama groups, who said they investigated the community's concerns before performing to make sure the storylines, would be in line with local issues.

**Table 41: Participants' opinion on topics presented in theater performances, by gender**

Gender	Yes		No		No answer		Total	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%
Male	69	82.1	12	14.3	3	3.6	84	100.0
Female	54	80.6	11	16.4	2	3.0	67	100.0
Total	123	81.5	23	15.2	5	3.3	151	100.0

81.8% of people living in rural areas said the topics presented in the theater performances directly concerned them, while 78.9% shared this opinion in urban areas.

**Table 42: Participants' opinion on topics presented in theater performances, by gender**

Residence	Yes		No		No answer		Total	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%
Urban	15	78.9	2	10.5	2	10.5	19	100.0

<b>Rural</b>	108	81.8	21	15.9	3	2.3	132	100.0
<b>Total</b>	123	81.5	23	15.2	5	3.3	151	100.0

According to the data in the table below, participatory theater has already had an impact on conflict management. 59.6% of people who have participated in theater performances said they have already witnessed cases of well-managed conflicts thanks to participatory theater. More men say they have already experience this situation (63.1%).

**Table 43: People who have witnessed a case of well-managed conflict thanks to participatory theater, by gender**

Gender	Yes		No		No answer		Total	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%
<b>Male</b>	53	63.1	29	34.5	2	2.4	84	100.0
<b>Female</b>	37	55.2	29	43.3	1	1.5	67	100.0
<b>Total</b>	90	59.6	58	38.4	3	2.0	151	100.0

There seem to be significantly more cases of well-managed conflicts thanks to participatory theater in rural areas (63.6%) than in urban areas (31.6%).

**Table 44: People who have witnessed a case of well-managed conflict thanks to participatory theater, by residence**

Residence	Yes		No		No answer		Total	
	Numbers	%	Numbers	%	Numbers	%	Numbers	%
<b>Urban</b>	6	31.6	13	68.4	0	0.0	19	100.0
<b>Rural</b>	84	63.6	45	34.1	3	2.3	132	100.0
<b>Total</b>	90	59.6	58	38.4	3	2.0	151	100.0

#### 6.4.10. The Repatriation Process and Elections

The participants were asked to answer true or false to the statements in the following table in order to assess their general knowledge of the repatriation process and the electoral process. In general, the population seems to have basic information on the repatriation process and the elections.

**Table 45: The repatriation process and elections**

Statement	True		False	
	Numbers	%	Numbers	%
When refugees come back home, they pay no school fees until they start university.	507	33.1	1022	66.9
When refugees come back to their country, they receive supplies for 3 months only.	944	61.7	585	38.2
If a repatriate finds his or her former house occupied, the HCR will give him or her another house.	573	37.5	956	62.5

If a refugee does not want to go back home, he will automatically be supported to settle in another country.	306	20.6	1223	79.9
UNHCR provides food to returnees when they return home until they are able to get a job.	284	18.6	1245	81.4
Repatriates have access to free healthcare.	847	55.4	682	44.6
A repatriate who uses violence to take back his or her land cannot be punished.	71	4.6	1458	95.4
A parliament representative must live in Bujumbura next to the Assembly/senate bureau.	235	15.4	1294	84.6
A member of the Commune Council should be native and a resident of his or her constituency.	1139	74.5	390	25.5

#### 6.4.11. Typology of the Main Sources of Conflict

This section will be of particular relevance to SFCG, since it will identify the main sources of conflict in communities and thus could be used to develop new projects to teach conflict management.

The main sources of conflict in communities according to the survey participants were: family conflicts (48.7%), conflicts related to theft (45.4%), land conflicts (44.6%), conflicts related to money (32.8%), alcohol abuse (29.8%) and conflicts between neighbours (29.8%). Other types of conflict are scarcely mentioned.

Against all expectations, land conflicts are only the third biggest cause of conflicts according to the survey participants. Family conflicts and armed theft are also very important preoccupations in communities. Therefore, the public authorities and national and international organisations like Search for Common Ground should tackle these issues which undermine social cohesion.

**Table 46: Conflicts that are prevalent at the community level**

Types of conflicts	Numbers	%
1 Family conflicts	745	48.7
2 Theft	694	45.4
3 Land conflicts	682	44.6
4 Money/lack of money	502	32.8
5 Alcohol abuse	456	29.8
6 Conflicts with neighbors	315	20.6
7 Prostitution	122	8.0
8 Sexual violence/rape	104	6.8
9 Accusations of witchcraft	101	6.6
10 Water access violence	81	5.3
11 Conflict with the administration	58	3.8
12 Related to supplies, including those provided by the HCR	44	2.9
13 Labor	39	2.6
14 Conflict with the armed forces (police or army)	27	1.8
15 Power	20	1.3
16 Ethnic conflicts	14	0.9

17 Other (specify)	42	2.7
I don't know/ No answer	21	1.4

#### 6.4.12. Strategies in Conflict Mitigation

This evaluation includes a section on strategies to mitigate conflicts in order to determine whether SFCG activities, in this project and others, have had a positive impact on people's behaviour.

According to the data in the table below, the methods used for conflict mitigation are mediation, utilizing institutional justice or turning to the administrative authorities. The use of violence and bribery are the less frequently cited. During focus group discussions and one-on-one interviews, participants said that mediation was the most effective method, since it enables parties to reconcile without creating other conflicts within the community. In addition, mediation helps to save time: *"When one can manage a conflict through mediation, one doesn't need to go several times to the tribunal or to an administrative official and waste time for nothing"* said a participant in the focus group in Kayanza.

**Table 47: Strategies used in conflict mitigation**

Strategies for conflict mitigation	Male	%	Female	%	Total	%
1. Mediation	384	51.2	366	48.8	750	100
2. Go to the tribunal	373	55.8	296	44.2	669	100
3. Report to local authorities	237	55.1	193	44.9	430	100
4. Resort to the hierarchy	228	55.3	184	44.7	412	100
5. Call the police or the army	207	56.3	161	43.8	368	100
6. Find a compromise	169	54.2	143	45.8	312	100
7. Collaboration	79	54.1	67	45.9	146	100
8. Negotiation	60	54.5	50	45.5	110	100
9. Bribery	62	56.4	48	43.6	110	100
10. Violence / Force	40	64.5	22	35.5	62	100

## 7. Conclusion and recommendations

### 7.1. Lessons Learned

1. The project had a positive impact nationally and was particularly effective in the areas where refugee returns are high, since it contributed to mitigating a potentially explosive situation – land conflicts in the communes of Rumonge, Nyanza-lac, Mabanda and Kayogoro. This project was built on previous experiences and consolidated their results.
2. Indicators for global and specific objectives as stated in the project document have been reached.

3. The 4 results expected at the end of the project were: (i) Dialogue and collaboration promoted among residents and returnees about the conflicts around them; (ii) Confidence and communication links built between elected representatives and their constituents; (iii) Improved capacity of Land Commission members to mediate land and other conflicts linked to the repatriation process; and (iv) Collaborative, non-violent conflict resolution promoted in the return zones and other key conflict-prone areas. The information we gathered showed that 3 out of these 4 results have been reached. The second result has not been entirely met, as electors still complain about representatives – especially deputies and senators – not paying enough attention to their concerns. Electors still think that their representatives only seek to fulfill their personal interests.
4. The work of the National Land Commission (CNTB) is approved at every level, by provincial, communal administration and the population. Factors accounting for this success are: the experience acquired by CNTB members through training sessions, including those organized by SFCG on conflict mitigation; the balanced composition of CNTB staff which gives them legitimacy among different groups in the communities; and the financial means allocated to the commission, which enabled staff members to visit the contested land.
5. The tools used in the project implementation – radio shows, panels, training sessions, exchanges and participatory theater – are all relevant and effective, but not equally. Participatory theater seems to have more impact and demonstrates more immediate results than the other tools addressing land conflict mitigation. Although participatory theater seems more effective, it reaches fewer people than the broadcasted radio shows. Among these shows, *Icibare cacu* is said to be the most followed and appreciated by the population, especially in land conflict-prone areas.
6. The activities implemented in this project have encouraged people in conflict to engage in dialogue. Some conflicts have even been resolved directly after activities had been conducted in refugees return zones like Rumonge in the Bururi province and Nyanza-lac in the Makamba province.
7. This study also reveals that most conflicts in the communities arise between family members. Conflicts related to theft and land conflicts come in second and third position. To manage these conflicts, people primarily use mediation, but also resort to tribunals and the administration when necessary.

## **7.2. Recommendations**

1. In order to improve the monitoring and evaluation process, a reference situation should be produced for each project, using specific, measurable and reachable indicators. This is necessary to assess the specific contribution of every project in the national reconciliation process.



2. Keep a focus on the project as initially elaborated and avoid adding on new activities or topics that were not included in the project document, as it can potentially divert the project from its initial objectives.
3. Organize the project closure so that one does not lose the local partners' trust and ensure the sustainability of the project's achievements. In this case SFCG's partners in the field were not informed of the imminent end of the project and wondered why the staff stopped visiting them.
4. Broadcast radio programs on stations with a wide national coverage. The panels were only broadcast on Radio Isanganiro, which did not cover some provinces (Bururi and Makamba) because the local emitters were broken.
5. Promote the radio shows so that listeners are informed of the content, the days and times of broadcasts, to allow them to follow their favorite shows.
6. Extend participatory theater activities to even more local levels (*colline* and *sous-colline* levels) and in other provinces to have a better {larger} impact nationwide.
7. The show *Icibare cacu* should extend to cases of conflicts in other regions beyond the Imbo plain.
8. As a pilot project, SFCG could use funding to support small community projects; these micro-projects can help bring together many people from different groups.
9. Allocate financial and material resources to partners – listening clubs and drama group – to allow them to work in good conditions and have more impact.
10. Organize more training sessions on conflict management techniques for CNTB partners at the communal level (representatives at the communal and *colline* level, administrator's advisors). These are elected positions and the staff is likely to change at every term, making follow up necessary to insure long term impact.
11. Organize exchanges between project partners in different provinces to give them an opportunity to reflect and learn from their experiences.
12. Develop and raise funds for projects which could contribute to reduce conflicts related to family issues and theft issues; as they have been highlighted as a major source of concern by the population interviewed for this study. The projects would be developed and selected with the beneficiaries but *a priori*, projects on palm oil trade, soap-making structures and manioc growing have the potential to bring together citizens from all political backgrounds and contribute to reconciliation.

## Annexes

### A. List of people interviewed

#### I. **Members of the National Land Commission (Commission Nationale des Terres et autres biens)**

1. Mr Joseph Nahimana, Secrétaire exécutif de la CNTB de Bubanza
2. Mr Cyprien Zihabandi, Président de la CNTB de Kayanza
3. Mr Narcisse Misago, Conseiller technique du président de la délégation provinciale de la CNTB Muyinga
4. Mr Pascal Nzibonera, Membre de la CNTB Ruyigi
5. Mr Jean Baptiste Ciza, Président de la délégation provinciale de Makamba
6. Mr Jean Pierre Ntigacika, membre de la CNTB Bujumbura Mairie
7. Mr Léopold Birakunze, Membre de la CNTB Bujumbura rural

#### II. **Administrative officials**

1. Mr Nicodème NKURUNZIZA, administrateur de la commune de Bubanza
2. Mr Louis Claude NDAYEGAMIYE, conseiller communal chargé du développement de la commune Isare
3. Mr Severin NDABARUSHIMANA, conseiller principal du gouverneur de Kayanza
4. Mr Blaise Pascal Misago, conseiller socioculturel du gouverneur de Muyinga ;
5. Mr Helmenegilde NIBIGIRA, journaliste de la RTNB/Ruyigi
6. Mr Japhet NTUNGWANAYO, conseiller socioculturel du gouverneur de Makamba,
7. Madame Frida Ndagijimana, chef de zone kigwena/commune de Rumonge/province de Bururi
8. Mr Kanyerere Elie, conseiller de l'administrateur de la commune de Musaga

#### III. **Focus Groups participants**

##### **Province of Makamba**

1. Kinyata Magenge
2. Maniragarura Remy
3. Ntagato Joseph
4. Nduwamungu Médiatrice
5. Zirazana clément
6. Nahimana Claude
7. Karenzo Ibrahim
8. Bukuru Libère
9. Bigirimana Saidi
10. Mapendo Idi

##### **Province of Bururi**

1. Nivyayo Fay-Isaie
2. Hakizimana Richard
3. Masabo Léonard
4. Berahino Yvonne
5. Nyandwi Philémon
6. Kiduga Jumaine
7. Kazungu Jean Claude
8. Nahayo Jean Willy
9. Kuwimana Libère

##### **Members of the listening club Gatete, in Rumonge (Bururi province)**

1. Ndayisenga Jean de Dieu
2. Nahayo Jean Paul
3. Rwamigabo Evrard
4. Kabura Jacques
5. Mizage Mélanie
6. Nyandwi Marc
7. Nduwimana Alfred
8. Bukuru Lenathe
9. Ndayishimiye Germaine
10. Kabura Amida
11. Mikidadi Muhamudu

**Participants in training sessions, in Rumonge (Bururi province)**

1. Kabura Marie
2. Nahimana Goreth
3. Bigendako Claire
4. Sinzinkayo Anne
5. Bukuru Anicet
6. Kaburundi Jean
7. Kaburente Seth
8. Ngandakumana Alice

**Participants in exchanges in Rumonge (Bururi province)**

1. Minani Jean claude
2. Hakizimana Isaie
3. Nsanzumwmi Clément
4. Karenzo Pierre
5. Sinabuhamagaye Lucien
6. Nsaguye Privat
7. Amissi Nahayo
8. Nkengurutse Fabien
9. Nahimana Jules
10. Kavamahanga Alexis

**Province of Bubanza**

**Participants in exchanges**

1. Ntamarero Euphrasie
2. Ndamuhawenimana Analyssa
3. Ndikumana Jeanine
4. Misago Augustin
5. Kirimwumugabo Juvénal
6. Nitunga Joseph
7. Nasasagare Bonaventure
8. Havyarimana Emmanuel
9. Simbizi Innocent
10. Karenzo Claude
11. Ninahazimana Jean

**Province of Kayanza**

1. Kabaganwa Marthe
2. Nyabenda Sylvie
3. Nimbona Claudine
4. Ndabemeye Joseph
5. Bigirimana Gédéon
6. Ndikumwenayo Jean Bosco

7. Révérend André Florian Ndabarushimana
8. Ndemeye Alice
9. Karenzo Ali
10. Nyandwi Jean
11. Kibinakanwa Alexis

## B. Data gathering tools

### I. Quantitative survey questionnaire

#### IMPORTANT

*You should explain the purpose of the survey and try to obtain an interview. Remember that the data gathered in this survey are confidential.*

#### 1. Identification

Variables	Modalities	Code
A.1 Interviewer(name et surname)		<input type="text"/>
A.2 Interviewee(name et surname)		<input type="text"/>
A.3 Province	1. Bubanza 2. Bujumbura 3. Bujumbura rural 4. Bururi 5. Kayanza 6. Makamba 7. Muyinga 8. Ruyigi	<input type="text"/>
A.4 Residence area	1. Urban 2. Rural	<input type="text"/>
A.5 Commune		<input type="text"/>
A.6 Colline/District		<input type="text"/>
A.7 Have you participated in SFCG /Studio Ijambo activities?	1. Yes 2. No	<input type="text"/>
A.8 Type of participation	1. Training (CNTB member) 2. Forum participant 3. Invited in a show 4. Invited to a panel 5. Member of a listening club 6. Part of a target population 7. Parliamentarian.	<input type="text"/>
A.9 Level of education	1. Primary school 2. Secondary school, first cycle 3. Secondary school, second cycle 4. Higher education.	<input type="text"/>
A.10 What is your current occupation?	1. Civil servant 2. Farmer 3. Unoccupied /unemployed 4. Retired 5. Annuitant 6. Housewife 7. Disabled 8. Student 9. Other	<input type="text"/>
A.11 Are you part of the administration ?	1. No 2. Local official (commune or colline level) 3. National official (Member of Parliament) 4. Member of Government 5. Other civil servant.	<input type="text"/>

A.12 Sex	1. Male 2. Female	<input type="text"/>
A.13 Age	Year	<input type="text"/>
A.3 Characteristic of the interviewed	1. Participant in SFCG activities, 2. CNTB collaborator 3. Citizen.	<input type="text"/>

DATE

START TIME

#### 2. Conflict management in communities.

<b>I. Conflicts (interviewer: do not list possible answers and let the person express her/his opinions.)</b>	
<b>A1. What type of conflicts have you heard about in your community?</b>  18 land conflicts 19 water access conflicts 20 family conflicts 21 Conflicts between neighbours 22 Conflicts with armed force members or the police 23 Ethnic conflict 24 Conflicts with the administration 25 Theft 26 Related to supplies, including these provided by the HCR 27 Alcohol abuse 28 Sexual Violence/rape 29 Accusations of witchcraft 30 Money/lack of money 31 Power 32 Prostitution 33 Labor 34 Other (specify) 35 I don't know/ No answer	<div> <div><input type="checkbox"/></div> <div><input type="checkbox"/></div> </div> <div> <div><input type="checkbox"/></div> <div><input type="checkbox"/></div> </div> <div> <div><input type="checkbox"/></div> <div><input type="checkbox"/></div> </div>
<b>A2. What type of strategies have you heard people use to resolve this conflicts?</b>  1. Mediation 2. Negotiation 3. Violence / Force 4. Call the Police or the Army 5. Collaboration 6. Report to local authorities 7. Find a compromise 8. Resort to the hierarchy 9. Go to the Tribunal 10. Bribery 11. I would do nothing 12. I don't know	<div> <div><input type="checkbox"/></div> <div><input type="checkbox"/></div> </div> <div> <div><input type="checkbox"/></div> <div><input type="checkbox"/></div> </div> <div> <div><input type="checkbox"/></div> <div><input type="checkbox"/></div> </div>
<b>A3. Have you already had land conflicts personally?</b> 1. Yes, 2. No, 3. I don't know	<div> <div><input type="checkbox"/></div> </div>
<b>II. Community's perceptions of the CNTB's work?</b>	
A5. Do you trust the CTNB's work better than 2 years ago?	1. Yes 2. No
A6. DO you believe the CNTB's work has improved in the past two years?	1. Yes 2. No

### 3. Radio Show audience

B1. Have you listened to any SFCG/Studio Ijambo show during the past two years ?

1. yes, 2. No, 3. I don't know/no answer.

N°	Name of the show	B1.1. Do you know the show?	B1.2. How often do you listen to this show?	B1.3. If you listen to it, do you like it?	B1.4. On which stations have you listened to it?	B1.5. Do you think your concerns have been heard and taken into account by your representatives thanks to this show?	B1.6. Has the show improved your knowledge in conflict management?	B1.7. Do you think the show has helped you to understand the reconciliation and democratization process in Burundi?
		1. Yes 2. No	1. Never 2. Once 3. Regularly 4. Every day 5. No answer	1. Totally 2. Partly 3. No opinion 4. I don't like it.	1. RTNB 2. Isanganiro 3. Bonesha 4. Renaissance FM 5. Umuco FM	1. Yes 2. No 3. No answer	1. Yes 2. No 3. No answer	1. Yes 2. No 3. No answer
01	Icibare Cacu	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
02	Ijambo n'Irindi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
03	Ukuri Gutegura Kazoza	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
04	Panels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
05	Isanganiro ry'urwaruka	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**B2.** You said you have listened and/or listen to \*\*\*\* (quote all the shows mentioned by the person): do you think these radio shows have helped you to understand political and democratic issues in Burundi?

1. Yes, 2. No

If yes, how? That is, what arguments can you give to support your statement?

**B3.** You said you have listened and/or listen to \*\*\*\* (quote all the shows mentioned by the person): do you think these radio shows have helped you to make your decision as a voter during the 2010 elections? Explain and give examples.

1. Yes, 2. No

If yes, how? That is, what arguments can you give to support your statement?

### **ICIBARE CACU**

B4.1. If you listen to Icibare Cacu, have you learnt something about the CNTB's mission and work?

1. Yes, 2. No, 88. No answer.

B4.2. If you listen to Icibare Cacu, does this show help you to understand how refugees shall be received in their country ?

1. Yes, 2. No, 88. No answer.

B4.3. If you listen to Icibare Cacu, does this show help you to understand the government's role in the repatriation of refugees ?

1. Yes, 2. No, 88. No answer.

### **EMISSION IJAMBO N'IRINDI**

B4.4. If you listen to « Ijambo n'Irindi», have you learnt something about the Parliament (National Assembly and Senate)'s mission and work?

1. Yes, 2. No, 88. No answer.

B4.5. If you listen to « Ijambo n'Irindi», has the show helped you to gather information on the following issues?

1. Yes, 2. No, 88. No answer.

- |                         |                          |
|-------------------------|--------------------------|
| 1. National security    | <input type="checkbox"/> |
| 2. Demobilization       | <input type="checkbox"/> |
| 3. Transitional Justice | <input type="checkbox"/> |
| 4. Repatriation         | <input type="checkbox"/> |
| 5. 2010 Elections       | <input type="checkbox"/> |

B4.6. If you listen to « Ijambo n'Irindi», does this show help you to react against rumors and prejudices in national politics?

1. Yes, 2. No, 88. No answer.

## **THEATRE PARTICIPATIF**

B4.7. Have you ever participated in a SFCG theatre performance?

1. Yes, 2. No, 88. No answer.

**IF NO, GOT TO QUESTION B.4.16**

**IF YES, PLEASE ANSWER THE FOLLOWING QUESTIONS:**

B4.8. How many times have you attended a SFCG participatory theatre performance?

1	1- 2 times	2	3- 4 times	3	5- 6 times	4	More than 7 times
---	------------	---	------------	---	------------	---	-------------------

B4.9. How do you rate the quality of these performances?

N°	
1	Excellent
2	Good
4	Average
5	Bad
88	No answer

B4.10. Was the environment created by the performance open for dialogue?

1	Yes	2	No	88	No answer
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B4.11. Was the dialog fostered by the performance useful?

1	Yes	2	No	88	No answer
---	-----	---	----	----	-----------

B4.12. Do you feel better prepared to deal with conflicts constructively and without violence thanks to these participatory theatre performances?

1	Yes	2	No	88	No answer
---	-----	---	----	----	-----------

B4.13. Have you effectively used what you learned during these performances?

1	Yes	2	No	88	No answer
---	-----	---	----	----	-----------

B4.14. Did you feel concerned by the themes developed in these performances?

1	Yes	2	No	88	No answer
---	-----	---	----	----	-----------

B4.15. Have you witnessed or personally been involved in a conflict that has been well-managed thanks to the lessons learned in these performances?

1	Yes	2	No	88	No answer
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## **REPATRIATION**

B4.16. I would like to ask a few questions on the repatriation process and repatriates in your communities. I will read 6 statements on repatriation and will ask you if you think their are true or false.

True	false	Statement
1	0	When refugees come back home, they pay no school fees until they start university.
1	0	When refugees come back to their country, they receive supplies for 3 months only.
1	0	If a repatriate finds his or her former house occupied, the HCR will give him or her another house.
1	0	If a refugee does not want to go back home, he will automatically be supported to settle in another country.
1	0	UNHCR provides food to returnees when they return home until they are able to get a job.
1	0	Repatriates have access to free healthcare.
1	0	A repatriate who uses violence to take back his or her land cannot be punished.
1	0	A parliament representative must live in Bujumbura next to the Assembly/senate bureau.
1	0	A member of the Commune Council should be native and a resident of his or her constituency.

Thank you for your time  
END TIME.

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## **II. Qualitative data gathering tools.**

### **a) For members of the listening club in Gatete (Rumonge).**

Hello, my name is....., I currently work for SFCG Burundi to conduct the final evaluation of the project x, which you have participated in as a member of the listening club. Thank you for coming. The data collected will be confidential and will be used for the only purpose of this evaluation.

1. How long have you been a member of this listening club?
2. Why have you been chosen to take part in this listening club?
3. What is the profile of the listening club members (ethnic balance, gender, residents/returnees)?
4. Have you learnt new information from the radio shows you followed? On your country? On conflicts that concern you personally? Give examples.
5. Do you think you have a better understanding of national issues than other members of your community who have not participated in the listening club? Give examples. What are the most common conflicts in your community and how are they resolved most of the time?
6. Therefore, do you feel better empowered to manage conflict in your community? Give examples.
7. Do you think that trust between elected officials and the population has been improved in the past two years thanks to the radio show you listen to? Why? Give examples.
8. How do you assess the CNTB's performances today, compared to those two years ago? If you think they have improved, what are the reasons for these improvements?
9. Do you think that in your community, people (the administration, elected officials, bashingantahe and religious leaders in particular) collaborate to manage conflicts? Why?
10. Has it encouraged non violent conflict management? Why?

11. Do you think SFCG's action helps to promote reconciliation and democracy, both at the national and the local level? How?
12. Do you think SFCG provided with opportunities for dialog and conflict management in your community?
13. Do you think your concerns are taken into account by provincial and national elected representatives?
14. What is your opinion on the following radio shows: 1)Icibare cacu, 2)Ijambo n'irindi, 3)Isanganiro ry'urwaruka, 4) studio Ijambo panels.
15. To finish, do you think your contributions have been taken into account by SFCG/studio Ijambo journalists? How?
16. What are your recommendations to improve the listening clubs?

**b) For members of drama groups.**

Hello, my name is....., I currently work for SFCG Burundi to conduct the final evaluation of the project x, which you have participated in as a member of the listening club. Thank you for coming. The data collected will be confidential and will be used for the only purpose of this evaluation.

1. How long have you been a member of this drama group?
2. Why have you joined this drama group?
3. What is the profile of the drama group members (ethnic balance, gender, residents/returnees)?
4. Are you proud to be part of it? Why?
5. What are the most frequent conflicts in your community? How are they resolved most of the time?
6. Do you think you contribute to national reconciliation? How?
7. Do you feel empowered to manage land conflict in you community? Give examples.
8. Do you think that trust between elected officials and the population has been improved in the past two years thanks to the radio show you listen to? Why? Give examples.
9. How do you assess the CNTB's performances today, compared to those two years ago? If you think they have improved, what are the reasons for these improvements?
10. Do you think that in your community, people (the administration, elected officials, bashingantahe and religious leaders in particular) collaborate to manage conflicts? Why?
11. Has it encouraged non violent conflict management? Why?
12. Do you think SFCG's action helps to promote reconciliation and democracy, both at the national and the local level? How?
13. Do you think SFCG provided with opportunities for dialog and conflict management in your community?
14. Do you think your concerns are taken into account by provincial and national elected representatives?
15. What is your opinion on the following radio shows: 1)Icibare cacu, 2)Ijambo n'irindi, 3)Isanganiro ry'urwaruka, 4) studio Ijambo panels.
16. To finish, do you think your contributions have been taken into account by officials and members of your community, especially in the management of land conflicts? How?
17. What are your recommendations to improve participatory theatre in the future?

**c) For participants in training sessions.**

Hello, my name is....., I currently work for SFCG Burundi to conduct the final evaluation of the project x, which you have participated in as a member of the listening club. Thank you for coming. The data collected will be confidential and will be used for the only purpose of this evaluation.

1. When and where have you participated in a training session on collaborative conflict management?
2. Why did you require training?
3. Were the themes developed in the training session relevant? Give an example of the theme that has most interested you.
4. What are the most frequent conflicts in your community? How are they resolved most of the time?
5. Do you think you contribute to national reconciliation? How?
6. Do you feel empowered to manage land conflict in your community? Give examples.
7. Do you think that trust between elected officials and the population has been improved in the past two years thanks to the radio show you listen to? Why? Give examples.
8. How do you assess the CNTB's performances today, compared to those two years ago? If you think they have improved, what are the reasons for these improvements?
9. Do you think that in your community, people (the administration, elected officials, bashingantahe and religious leaders in particular) collaborate to manage conflicts? Why?
10. Has it encouraged non violent conflict management? Why?
11. Do you think SFCG's action helps to promote reconciliation and democracy, both at the national and the local level? How?
12. Do you think SFCG provided with opportunities for dialog and conflict management in your community?
13. Do you think your concerns are taken into account by provincial and national elected representatives?
14. What is your opinion on the following radio shows: 1)Icibare cacu, 2)Ijambo n'irindi, 3)Isanganiro ry'urwaruka, 4) studio Ijambo panels.

**d) For participants in provincial exchanges.**

Hello, my name is....., I currently work for SFCG Burundi to conduct the final evaluation of the project x, which you have participated in as a member of the listening club. Thank you for coming. The data collected will be confidential and will be used for the only purpose of this evaluation.

1. When and where have you participated in exchanges?
2. Were these exchanges useful to you? Why?
3. What was the main theme chosen for the exchange? Why?
4. Was it relevant? Why?
5. What are the most frequent conflicts in your community? How are they resolved most of the time?
6. Do you think you contribute to national reconciliation? How?
7. Do you feel empowered to manage land conflict in your community? Give examples.
8. Do you think that trust between elected officials and the population has been improved in the past two years thanks to the radio show you listen to? Why? Give examples.
9. How do you assess the CNTB's performances today, compared to those two years ago? If you think they have improved, what are the reasons for these improvements?
10. Do you think that in your community, people (the administration, elected officials, bashingantahe and religious leaders in particular) collaborate to manage conflicts? Why?
11. Has it encouraged non violent conflict management? Why?
12. Do you think SFCG's action helps to promote reconciliation and democracy, both at the national and the local level? How?
13. Do you think SFCG provided with opportunities for dialog and conflict management in your community?

14. Do you think your concerns are taken into account by provincial and national elected representatives?
15. What is your opinion on the following radio shows: 1)Icibare cacu, 2)Ijambo n'irindi, 3)Isanganiro ry'urwaruka, 4) studio Ijambo panels.

**e) For administrative officials**

Hello, my name is....., I currently work for SFCG Burundi to conduct the final evaluation of the project x, which you have participated in as a member of the listening club. Thank you for coming. The data collected will be confidential and will be used for the only purpose of this evaluation.

1. What are the main conflicts faced by your constituents?
2. Have you participated in exchanges, training sessions, radio shows or panels?
3. Were the themes developed relevant? Why?
4. Can this project contribute to conflict management at a community level and at a national level?
5. Do you feel empowered to manage land conflict in you community? Give examples.
6. Do you think that trust between elected officials and the population has been improved in the past two years thanks to the radio show you listen to? Why ? Give examples.
7. How do you assess the CNTB's performances today, compared to those two years ago? I f you think they have improved, what are the reasons for these improvements?
8. Do you think that in your community, people (the administration, elected officials, bashingantahe et religious leaders in particular) collaborate to manage conflicts? Why?
9. Has it encouraged non violent conflict management? Why?
10. Do you think SFCG's action helps to promote reconciliation and democracy, both at the national and the local level? How?
11. Do you think SFCG provided with opportunities for dialog and conflict management in your community?
12. Do you think your concerns are taken into account by provincial and national elected representatives?
13. What is your opinion on the following radio shows: 1)Icibare cacu, 2)Ijambo n'irindi, 3)Isanganiro ry'urwaruka, 4) studio Ijambo panels.

**f) For CNTB officials.**

1. Do you know the project x implemented by SFCG?
2. At what occasion did you hear about it?
3. How do you appreciate the project activities (radio shows, panels, exchanges)?
4. Can this project contribute to conflict management at a community level and at a national level?
5. Do you feel empowered to manage land conflict in you community? Give examples.
6. Do you think that trust between elected officials and the population has been improved in the past two years thanks to the radio show you listen to? Why? Give examples.
7. How do you assess the CNTB's performances today, compared to those two years ago? I f you think they have improved, what are the reasons for these improvements?
8. Do you think that in your community, people (the administration, elected officials, bashingantahe et religious leaders in particular) collaborate to manage conflicts? Why?
9. Has it encouraged non violent conflict management? Why?
10. Do you think SFCG's action helps to promote reconciliation and democracy, both at the national and the local level? How?

11. Do you think SFCG provided with opportunities for dialog and conflict management in your community?
12. Do you think your concerns are taken into account by provincial and national elected representatives?
13. What is your opinion on the following radio shows: 1)Icibare cacu, 2)Ijambo n'irindi, 3)Isanganiro ry'urwaruka, 4) studio Ijambo panels