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# **HUMANITARIAN NGO<sub>s</sub> :**

## **WHAT THE RECIPIENTS THINK**

**Ferbruary 2006**



Aid Watch  
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# Table of content

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I. NGOs' awareness.....4

II. NGOs' satisfaction..... 9

III. Recipients' expectations..... 16

IV. Neutrality..... 18

V. Religion and proselytism.....22

VI. Private/Public: Compared efficiency..... 25

## Poll Description

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Fieldwork took place in the province of Makamba, Burundi, on August 5th and 6th 2005 in two camps, Muyangue and Nyabigina, which accommodate both internally displaced persons and refugees repatriated from Tanzania. A population sample consisting in 344 people aged 18 or above has been face-to-face interviewed (quota sample defined according to sex, age and number of dependent children). Sex and age quotas derived from available sources, that is the 2003 OCHA and WHO updated data (Office for the Co-ordination of Humanitarian Affairs and World Health Organisation).

Five main NGOs (two American, one British, one Dutch and one Norwegian) work or finance projects in the Muyangue and Nyabigina "camps": ADRA (Adventist Development and Relief Agency), NRC (Norwegian Refugee Council), CORDAID (Catholic Organisation for Relief and Development Aid), IRC (International Rescue Committee) and TEARFUND (The Evangelical Alliance Relief Fund). Although the majority of the people interviewed mentioned the presence of all five NGOs, they rated them unevenly, that is 74% for ADRA, 60% for NRC, 50% for CORDAID, 42% for IRC and 16% only for TEARFUND. Men and parents from large households are more likely to be aware of these NGOs. A majority of the respondents is satisfied with NGOs' activities (59 to 70%). However, the respondents have repeatedly expressed their true expectations. Their priority demand concerns housing (78%) and farming (27%). It should then be noticed that the "political" request of a more equitable aid is ranked third (25%). Minor concern for health issues, a key field of action of most NGOs, seems to underline the gap between humanitarian offer and the recipients' expectations. In addition to this, 35% of the respondents have expressed doubt about the neutrality of NGOs. According to them, aid is unevenly distributed, either because it is aimed at specific groups (70%), or because it is diverted by political leaders, especially when distribution lists are drawn up (45%). Respondents have mentioned various privileged persons: the "well-off" ranked first (at 49%), followed by "political leaders" (25%), i.e. the "local authorities". Such a result tends to confirm the conclusions of other surveys conducted in developing countries: aid hardly reaches those who need it most. 25% of the respondents, mostly from the youngest age group, say that being a Christian is a determining factor in receiving aid from religious organisations. 19% even report that converting to a particular religion is required in order to receive aid. Lastly, respondents do not consider that international NGOs are more efficient than public organisations such as CNRS (National Commission for the Rehabilitation of Disaster Victims). There is no significant difference between the results obtained by NGO (58%) and those of the CNRS (53%).

## **I. NGOs' awareness**

**Spontaneous awareness : « Which humanitarian organisations are working in Muyange/Nyabigina ? »**

	<b>Total % *</b>
ADRA .....	42
CNRS.....	29
GTZ.....	19
CORDAID.....	17
NRC.....	13
IRC.....	8
PAM.....	6
HCR.....	3
TEARFUND.....	2
CICR/CROIX ROUGE/RED CROSS.....	1
Other.....	2
No opinion.....	35

*\* Total greater than 100, multiple answers being allowed*

NGOs' acronym :

ADRA : Adventist Development and Relief Agency  
 CNRS : Commission Nationale de Réhabilitation des Sinistrés  
 CORDAID : Catholic Organisation for Relief and Development Aid  
 GTZ : Gessellschaft fur Technische Zusammenarbeit  
 HCR : Haut Commissariat aux Réfugiés  
 IRC : International Rescue Committee  
 NRC : Norwegian Refugee Council  
 PAM : Programme Alimentaire Mondial  
 TEARFUND : The Evangelical Alliance Relief Fund

**Spontaneous awareness : « Which humanitarian organisations are working in Muyange/Nyabigina ? »**

	ADRA	CNRS	GTZ	CORDAI D	NRC	IRC	No opinion
Total.....	42	29	19	17	13	8	35
<b>Gender</b>							
Male.....	51	39	30	21	16	10	21
Female.....	32	19	8	13	11	5	49
<b>Age</b>							
18-24.....	42	26	14	13	11	4	43
25-39.....	41	28	24	22	13	11	30
40 or more.....	42	32	18	16	15	8	33
<b>Number of children</b>							
Less than 4.....	39	27	15	16	11	7	36
5 or more.....	44	31	23	18	16	9	34
<b>Where did you live before Muyange</b>							
Province of Macamba.....	51	28	24	22	22	10	25
Burundi.....	43	37	17	17	7	3	43
Tanzania.....	33	30	14	13	7	7	43
<b>Where did you live before the war</b>							
Site.....	45	38	18	14	15	7	33
Province of Macamba.....	37	17	19	20	14	9	36
Burundi.....	52	52	25	16	7	5	32

**Total awareness : «Please tell me if you are aware of each organisations I am now going to read out.»**

	<b>Total % *</b>
ADRA.....	74
NRC.....	60
CORDAID.....	50
IRC.....	42
CNRS.....	29
GTZ.....	19
TEARFUND.....	16
PAM.....	6
HCR.....	3
CICR/CROIX ROUGE/RED CROSS.....	1
Other.....	2
No opinion.....	12

*\* Total greater than 100, multiple answers being allowed*

**Total awareness : «Please tell me if you are aware of each organisations I am now going to read out.»**

	ADRA	NRC	CORD AID	IRC	CNRS	GTZ	TEARF UND	No opinion
Total.....	74	60	50	42	29	19	16	12
<b>Gender</b>								
Male.....	85	66	60	53	39	30	21	6
Female.....	63	53	40	30	19	8	11	18
<b>Age</b>								
18-24.....	70	49	45	36	26	14	11	17
25-39.....	80	63	56	50	28	24	22	7
40 or more.....	72	65	49	38	32	18	15	13
<b>Number of children</b>								
Less than 4.....	69	55	48	41	27	15	17	14
5 or more.....	79	64	53	42	31	23	15	10
<b>Where did you live before Muyange</b>								
Province of Macamba.....	80	65	61	46	28	24	23	7
Burundi.....	73	63	60	47	37	17	7	10
Tanzania.....	70	57	37	36	30	14	9	16
<b>Where did you live before the war</b>								
Site.....	74	67	46	42	38	18	9	13
Province of Macamba.....	72	53	52	38	17	19	20	12
Burundi.....	82	68	57	52	52	25	18	7



## **II. NGOs' satisfaction**

« Please tell me if you are satisfied with each organisation you are aware of. »

Question asked for each NGO that respondents are aware of

	<b>Total %</b>	<b>Satisfied</b>	<b>Not satis- fied</b>	<b>No opinion</b>
CORDAID.....	100	70	16	14
TEARFUND.....	100	63	11	27
NRC.....	100	63	16	20
ADRA.....	100	59	27	14
IRC.....	100	64	17	18

**IRC Satisfaction : « Please tell me if you are satisfied with each organisation you are aware of.»**

	<b>Total : knows IRC</b>	<b>Satisfied</b>	<b>Not satisfied</b>	<b>No opinion</b>
Total.....	100	64	17	18
<b>Gender</b>				
Male.....	100	64	20	16
Female.....	100	65	13	21
<b>Age</b>				
18-24.....	100	58	17	25
25-39.....	100	68	12	20
40 or more.....	100	64	26	11
<b>Number of children</b>				
Less than 4.....	100	61	15	24
5 or more.....	100	68	20	12
<b>Where did you live before Muyange</b>				
Province of Macamba.....	100	68	18	15
Tanzania.....	100	56	22	22
<b>Where did you live before the war</b>				
Site.....	100	71	15	13
Province of Macamba.....	100	58	20	23

**ADRA Satisfaction : « Please tell me if you are satisfied with each organisation you are aware of.»**

	<b>Total : knows ADRA</b>	<b>Satisfied</b>	<b>Not satisfied</b>	<b>No opinion</b>
Total.....	100	59	27	14
<b>Gender</b>				
Male.....	100	62	27	11
Female.....	100	56	27	18
<b>Age</b>				
18-24.....	100	64	23	13
25-39.....	100	59	24	17
40 or more.....	100	55	34	11
<b>Number of children</b>				
Less than 4.....	100	64	22	15
5 or more.....	100	55	32	13
<b>Where did you live before Muyange</b>				
Province of Macamba.....	100	54	30	16
Tanzania.....	100	62	24	14
<b>Where did you live before the war</b>				
Site.....	100	65	26	9
Province of Macamba.....	100	53	27	20
Burundi.....	100	69	25	6

**NRC Satisfaction : « Please tell me if you are satisfied with each organisation you are aware of.»**

	<b>Total : knows NRC</b>	<b>Satisfied</b>	<b>Not satisfied</b>	<b>No opinion</b>
Total.....	100	63	16	20
<b>Gender</b>				
Male.....	100	64	18	18
Female.....	100	63	14	23
<b>Age</b>				
18-24.....	100	67	14	18
25-39.....	100	62	14	24
40 or more.....	100	63	19	19
<b>Number of children</b>				
Less than 4.....	100	65	14	21
5 or more.....	100	62	18	20
<b>Where did you live before Muyange</b>				
Province of Macamba.....	100	55	23	22
Tanzania.....	100	70	10	20
<b>Where did you live before the war</b>				
Site.....	100	77	8	14
Province of Macamba.....	100	47	24	29
Burundi.....	100	77	13	10

**TEARFUND Satisfaction : « Please tell me if you are satisfied with each organisation you are aware of.»**

	<b>Total : knows TEARFUND</b>	<b>Satisfied</b>	<b>Not satisfied</b>	<b>No opinion</b>
Total.....	100	63	11	27
<b>Gender</b>				
Male.....	100	65	11	24
<b>Age</b>				
25-39.....	100	54	12	35
<b>Number of children</b>				
Less than 4.....	100	55	3	42
5 or more.....	100	72	20	8
<b>Where did you live before Muyange</b>				
Province of Macamba.....	100	52	16	32
<b>Where did you live before the war</b>				
Province of Macamba.....	100	63	9	29

**CORDAID Satisfaction : « Please tell me if you are satisfied with each organisation you are aware of.»**

	<b>Total : knows CORDAID</b>	<b>Satisfied</b>	<b>Not satisfied</b>	<b>No opinion</b>
Total.....	100	70	16	14
<b>Gender</b>				
Male.....	100	73	17	10
Female.....	100	65	13	22
<b>Age</b>				
18-24.....	100	76	11	13
25-39.....	100	73	13	13
40 or more.....	100	62	21	16
<b>Number of children</b>				
Less than 4.....	100	70	13	17
5 or more.....	100	70	18	11
<b>Where did you live before Muyange</b>				
Province of Macamba.....	100	68	20	12
Tanzania.....	100	73	11	16
<b>Where did you live before the war</b>				
Site.....	100	77	13	11
Province of Macamba.....	100	64	17	19
Burundi.....	100	80	12	8

### **III. Recipients' expectations**



Is there anything more that you are expecting from those organizations ?

	Total %
<b>Housing.....</b>	<b>78</b>
<b>Farming.....</b>	<b>27</b>
<b>A more equitable aid.....</b>	<b>25</b>
Less corruption.....	9
GNOs remaining in camp.....	7
GNOs should draw distribution lists themselves.....	6
<b>Food.....</b>	<b>23</b>
<b>Health.....</b>	<b>22</b>
<b>Education.....</b>	<b>15</b>
<b>Water.....</b>	<b>14</b>
<b>Other.....</b>	<b>28</b>
No opinion.....	5

*\* Total greater than 100, multiple answers being allowed*

## **IV. Neutrality**

**Would you say that humanitarian organisations are neutral and equitable ?**

	<b>Total %</b>
Yes.....	53
No .....	35
No opinion.....	12

**Would you say that humanitarian organisations are neutral and equitable ?**

	<b>Total</b>	<b>Yes</b>	<b>No</b>	<b>No opinion</b>
Total.....	100	53	35	12
<b>Gender</b>				
Male.....	100	61	28	11
Female.....	100	46	41	13
<b>Age</b>				
18-24.....	100	50	39	11
25-39.....	100	58	34	8
40 or more.....	100	52	31	16
<b>Number of children</b>				
Less than 4.....	100	53	36	11
5 or more.....	100	54	33	13
<b>Where did you live before Muyange</b>				
Province of Macamba.....	100	53	34	13
Burundi.....	100	63	30	7
Tanzania.....	100	51	36	13
<b>Where did you live before the war</b>				
Site.....	100	54	35	11
Province of Macamba.....	100	53	33	15
Burundi.....	100	57	39	5

**If not, which groups of people do they privilege ?**

**Question asked to respondents answering no to previous question**

	<b>Total %</b>
<b><i>Specific groups.....</i></b>	<b><i>70</i></b>
« Well off ».....	49
Other privileged groups.....	9
Repatriates of Tanzania.....	8
Widows/Orphans.....	4
<b><i>Diverters.....</i></b>	<b><i>45</i></b>
Political leaders.....	25
<b><i>Others.....</i></b>	<b><i>5</i></b>
No opinion.....	3

*\* Total greater than 100, multiple answers being allowed*

## **V. Religion and proselytism**

**Some organisations have an evangelic mission.**

	<b>Total %</b>
<b>According to you, is it compulsory to be Christian to receive their aid ?</b>	
Yes.....	25
No .....	66
No opinion.....	10
<b>According to you, is it compulsory to convert to their church ?</b>	
Yes.....	19
No .....	69
No opinion.....	13

**Some organisations have an evangelic mission.**

	Total	According to you, is it compulsory to be Christian to receive their aid ?			According to you, is it compulsory to convert to their church ?		
		Yes	No	No opinion	Yes	No	No opinion
Total.....	100	25	66	10	19	69	13
<b>Gender</b>							
Male.....	100	23	67	10	17	69	14
Female.....	100	27	64	9	20	68	11
<b>Age</b>							
18-24.....	100	31	57	12	26	60	14
25-39.....	100	25	68	7	17	73	11
40-99.....	100	19	70	10	15	72	14
<b>Number of children</b>							
Moins à 4.....	100	29	61	10	22	65	13
5 or more.....	100	20	71	9	15	73	13
<b>Where did you live before Muyange</b>							
Province of Macamba.....	100	24	68	8	18	71	11
Burundi.....	100	33	57	10	27	60	13
Tanzania.....	100	23	66	11	16	69	15
<b>Where did you live before the war</b>							
Site.....	100	26	65	9	20	64	15
Province of Macamba.....	100	23	66	11	17	71	12
Burundi.....	100	27	70	2	20	75	5



## **VI. Private/Public: Compared efficiency**

## What do you feel to be more efficient ?

	<b>Total % *</b>
CNRS (National Commission for the Rehabilitation of Disaster Victims).....	58
Foreign NGOs.....	53
Both.....	34
No opinion.....	22

*\* Total greater than 100, multiple answers being allowed*

## What do you feel to be more efficient ?

	Total	CNRS	Foreign NGOs	Both	No opinion
Total.....	100	58	53	34	22
<b>Gender</b>					
Male.....	100	66	58	38	14
Female.....	100	50	49	30	31
<b>Age</b>					
18-24.....	100	59	54	37	24
25-39.....	100	60	57	33	17
40 or more.....	100	56	50	33	27
<b>Number of children</b>					
Less than 4.....	100	60	55	37	23
5 or more.....	100	57	52	31	22
<b>Where did you live before Muyange</b>					
Province of Macamba.....	100	52	66	33	15
Burundi.....	100	53	53	30	23
Tanzania.....	100	63	42	34	28
<b>Where did you live before the war</b>					
Site.....	100	70	51	41	20
Province of Macamba.....	100	50	55	30	25
Burundi.....	100	59	57	32	16