
HUMANITARIAN NGOs :
WHAT THE RECIPIENTS THINK

February 2006

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Poll Description

Fieldwork took place in the province of Makamba, Burundi, on August 5th and 6th 2005 in two camps, Muyangué and Nyabigina, which accommodate both internally displaced persons and refugees repatriated from Tanzania. A population sample consisting of 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).

I. NGOs' awareness

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

	Total % *
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
Gender							
Male.....	51	39	30	21	16	10	21
Female.....	32	19	8	13	11	5	49
Age							
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
Number of children							
Less than 4.....	39	27	15	16	11	7	36
5 or more.....	44	31	23	18	16	9	34
Where did you live before Muyange							
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
Where did you live before the war							
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.»

	Total % *
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
Gender								
Male.....	85	66	60	53	39	30	21	6
Female.....	63	53	40	30	19	8	11	18
Age								
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
Number of children								
Less than 4.....	69	55	48	41	27	15	17	14
5 or more.....	79	64	53	42	31	23	15	10
Where did you live before Muyange								
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
Where did you live before the war								
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

	Total %	Satisfied	Not satisfied	No opinion
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.»

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

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

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

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

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

	Total : knows CORDAID	Satisfied	Not satisfied	No opinion
Total.....	100	70	16	14
Gender				
Male.....	100	73	17	10
Female.....	100	65	13	22
Age				
18-24.....	100	76	11	13
25-39.....	100	73	13	13
40 or more.....	100	62	21	16
Number of children				
Less than 4.....	100	70	13	17
5 or more.....	100	70	18	11
Where did you live before Muyange				
Province of Macamba.....	100	68	20	12
Tanzania.....	100	73	11	16
Where did you live before the war				
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 %
Housing	78
Farming	27
A more equitable aid	25
Less corruption.....	9
GNOs remaining in camp.....	7
GNOs should draw distribution lists themselves.....	6
Food	23
Health	22
Education	15
Water	14
Other	28
No opinion.....	5

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

IV. Neutrality

Would you say that humanitarian organisations are neutral and equitable ?

	Total %
Yes.....	53
No	35
No opinion.....	12

Would you say that humanitarian organisations are neutral and equitable ?

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

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

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

V. Religion and proselytism

Some organisations have an evangelic mission.

	Total %
According to you, is it compulsory to be Christian to receive their aid ?	
Yes.....	25
No	66
No opinion.....	10
According to you, is it compulsory to convert to their church ?	
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
Gender							
Male.....	100	23	67	10	17	69	14
Female.....	100	27	64	9	20	68	11
Age							
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
Number of children							
Moins à 4.....	100	29	61	10	22	65	13
5 or more.....	100	20	71	9	15	73	13
Where did you live before Muyange							
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
Where did you live before the war							
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 ?

	Total % *
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
Gender					
Male.....	100	66	58	38	14
Female.....	100	50	49	30	31
Age					
18-24.....	100	59	54	37	24
25-39.....	100	60	57	33	17
40 or more.....	100	56	50	33	27
Number of children					
Less than 4.....	100	60	55	37	23
5 or more.....	100	57	52	31	22
Where did you live before Muyange					
Province of Macamba.....	100	52	66	33	15
Burundi.....	100	53	53	30	23
Tanzania.....	100	63	42	34	28
Where did you live before the war					
Site.....	100	70	51	41	20
Province of Macamba.....	100	50	55	30	25
Burundi.....	100	59	57	32	16