



Profile
at a glance

Goma

Democratic Republic of Congo

Overview

Over the last 20 years of conflict in the eastern Democratic Republic of Congo (DRC), Goma has been one of the main destinations for displaced persons. Following recent waves of arrivals of IDPs in 2012 and 2013 to camps and different locations across the city, the humanitarian community found itself confronted by the challenge of responding to a large population about which they had little information.

In December 2013, the Norwegian Refugee Council (NRC) initiated a multi-sector profiling and needs assessment of urban Internally Displaced Persons (IDPs) and host families to respond to this knowledge gap. With input from a steering committee composed of government, civil society, humanitarian and development partners, the study gathered information on urban IDPs and host families as compared to other urban residents. The study sought to inform advocacy and programming activities of national and international actors.

JIPS supported the profiling exercise remotely, providing technical support in tool development and data analysis (in collaboration with Statistics Norway) and in finalising the report. Key tools were based on templates from the JIPS Essential Toolkit (JET) www.jet.jips.org.

The data from the Goma profiling exercise is available on JIPS' Dynamic Analysis and Reporting Tool (DART) www.dart.jips.org.

What methods were used?

The profiling and needs assessment exercise was designed to provide a snapshot of the displacement situation in Goma, to understand living conditions and identify vulnerabilities of IDPs and host communities.

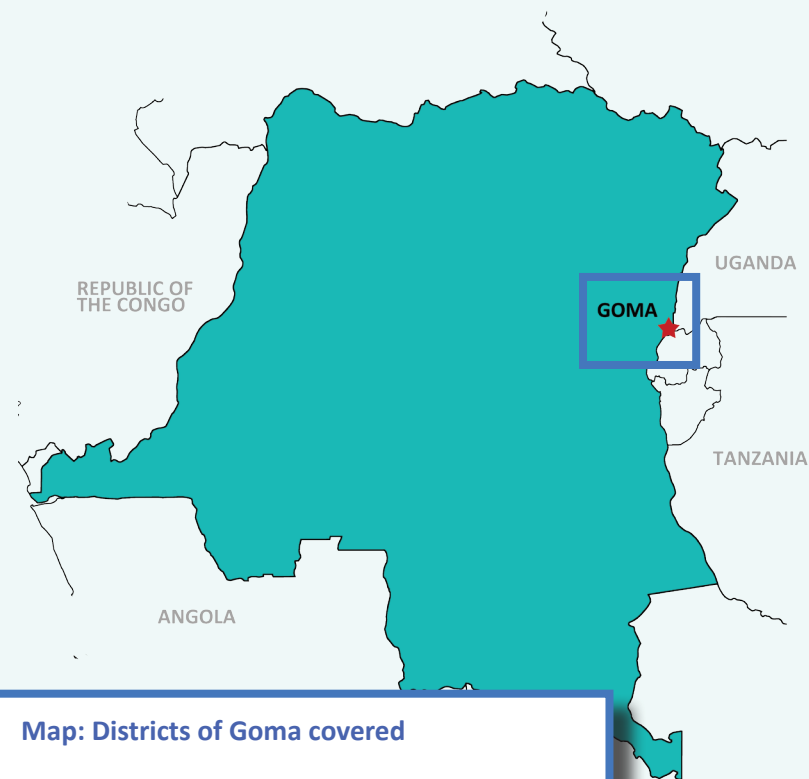
The study included a survey that used a **two-stage sampling approach**, first selecting households based on their displacement status (displaced, host or resident, including returnee) and subsequently using a snowball methodology to complete the data collection.

Conducted in December 2013, the exercise **covered all 18 districts of Goma**. The survey results were supplemented with a comparative study conducted in April 2014 in collaboration with the International Organisation for Migration (IOM), of a small selection of site/camp-based households close to Goma, which looked at living conditions, intentions to return and interactions with the city.

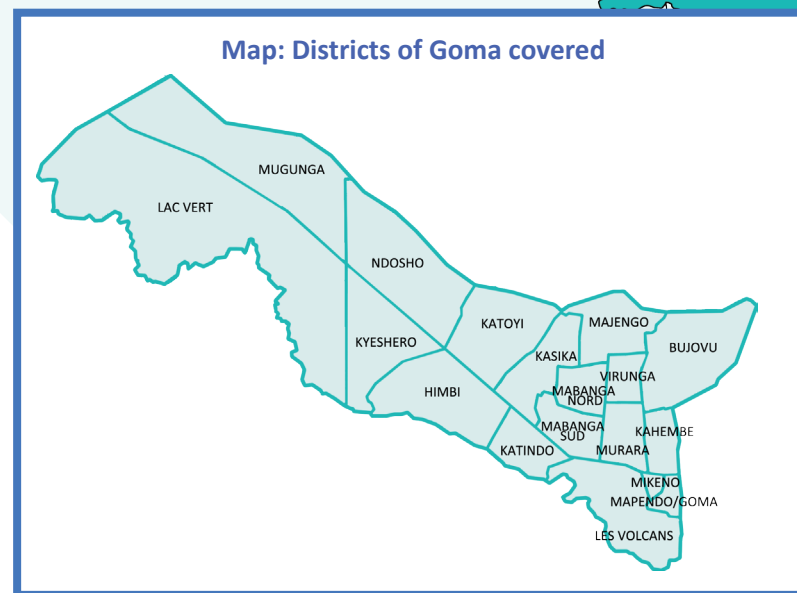
1,257 households in urban areas
480 IDP households
308 host family households
469 resident (including 119 returnee) households

20 IDP households in camps

Map: Democratic Republic of Congo



Map: Districts of Goma covered



What was the impact?

- In addition to increasing knowledge of the living conditions of IDPs in Goma, the study **identified gaps** and revealed areas requiring further analysis, which helped to better identify constraints and opportunities for vulnerable IDP households.
- NRC used the findings to **design an integrated urban programme** response with a focus on food security, shelter, counseling and legal assistance, as well as protection concerns, accessibility to state services, and accountability.
- Based on the most urgent needs identified by the exercise, NRC established a **mobile-phone cash transfer system** to enable IDPs and host families to have access to basic services in all phases of displacement.
- Following the assessment, NRC has been working with community-based organisations to ensure the **inclusion and empowerment of IDPs** and develop a collaborative discussion forum with authorities and host communities.
- The findings are helping to **promote debate and support coordination** around responses to urban displacement with local state actors, the government, UN agencies, donors and interested NGOs.

What were the findings?

The profiling results highlighted that, amongst the population studied across all districts of the city, IDPs are the most vulnerable population group, followed by host families. Living conditions for IDPs are generally poor and marked by poor economic stability, low level of asset ownership, and limited access to basic services.

Host families are also particularly vulnerable, as their resources have been considerably drained due to the protracted and repeated nature of the displacement. In this regard, the intention of many IDPs to remain in Goma highlights the risk of further stretching resources and increasing vulnerability levels of the host population.

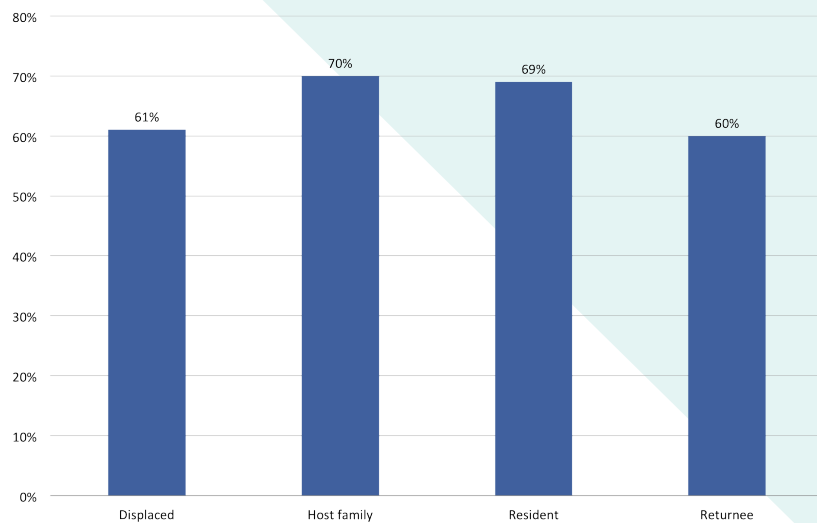
IDPs are the most vulnerable group
Host families are not far behind them

Livelihoods

IDPs surveyed have a higher rate of unemployment and are much more likely to be employed in low-paying jobs and earn less than other groups, even for doing equivalent work.

Amongst all respondents, 65% reported undertaking some sort of remunerated work in the previous month. However, IDPs and returnees are 10% less likely to have done so than residents or members of host families.

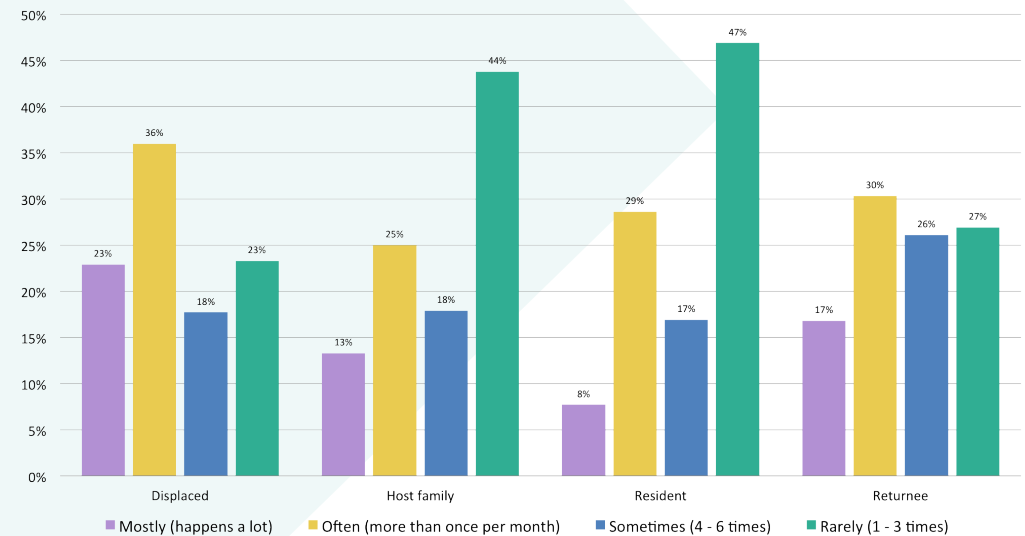
Figure 1: Household members that undertook remunerated work in the past month



Food security

Food security remains a key concern for IDPs, with 45% of respondents having had only one meal a day, compared to 26% of residents interviewed. 59% of IDPs say they often have problems feeding their families, compared to only 36% of residents.

Figure 2: Frequency the household had problems satisfying its food needs



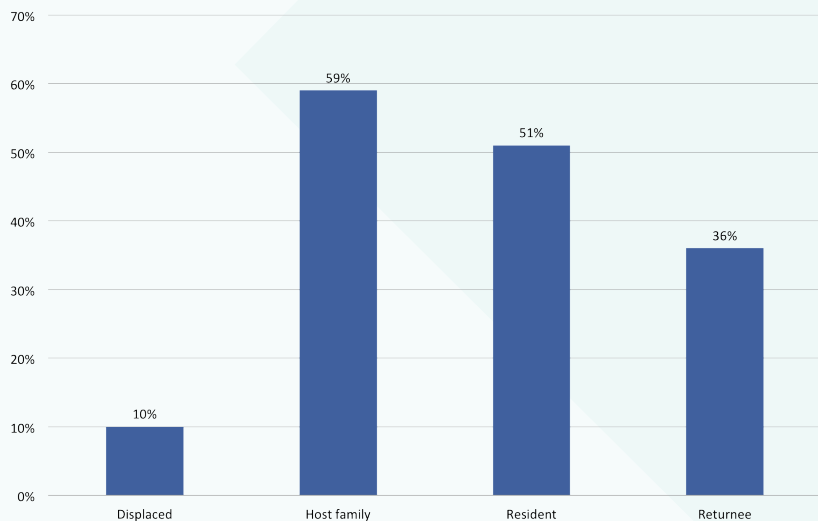
IDPs earn less than other urban residents

Housing

Although the quality of housing does not differ greatly between the various groups surveyed, in general IDPs experience lower tenure security.

Low rates of property ownership (only 10% for IDPs compared to 36% on average), lack of written lease agreements and indeterminate contract duration mean that housing arrangements for IDPs are highly insecure, leaving them at risk of forced eviction, harassment, and other threats.

Figure 3: Property ownership



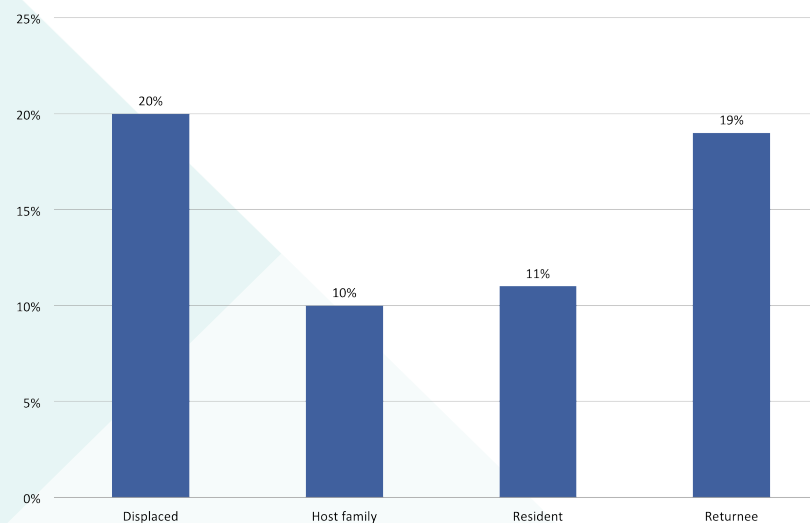
many IDPs report feeling discriminated against

Security

The majority of respondents reported feeling secure most of the time. However, feelings of insecurity that do exist are higher amongst IDP respondents, hosts and returnees. 10% of IDP respondents report that they never feel safe.

Feelings of discrimination are highest amongst IDPs and returnees (around 20% compared to around 10% amongst residents and host families). 20% of female-headed households interviewed report feeling discriminated against, compared to 14% in male-headed households.

Figure 4: Household feels discriminated against by the community



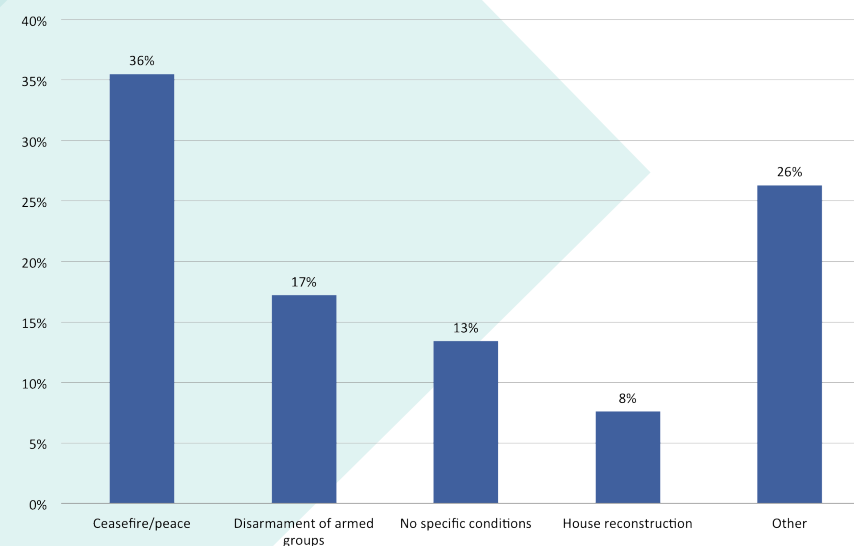
Movements and intentions to return

The main reason given for flight is conflict and conflict-related activities, followed by fear of recruitment by armed groups, destruction of housing and property, and disappearance of a family member. Most households interviewed decided to relocate to Goma instead of camp locations due to existing family or friendship ties and expectations of better work opportunities.

Almost 30% of IDPs in Goma that were surveyed do not intend to return to their place of origin. Amongst the IDPs interviewed in the small camp-based sample, most intend to return to their place of origin, while only a few planned to relocate to the city. (NB the small sample of camp-based IDPs interviewed means this finding is not representative to the population).

30% of IDPs surveyed do not intend to return

Figure 5: Conditions necessary for household to return to place of origin



What were the profiling lessons?

- **Encouraging buy-in** from partners and collaboration between organisations can help to fill knowledge and data gaps, as well as avoid duplication between data collection processes.
- When planning the design of the survey, sufficient time needs to be allocated for **local adaptation**. Not only does the survey need to include questions specific to the local context and identified knowledge gaps, but it also needs to be translated into the local language.
- Sufficient time and funds should be allocated to include **qualitative data** collection in the study, as it can effectively complement the information gathered through quantitative methods and increase the depth of understanding.
- Using **smartphones** for the data collection required secure storage and resulted in fewer errors. However, it is essential to ensure sufficient time for testing and training of interviewers for the data collection to go smoothly.
- In Goma, some IDPs remained very hard to find using the original sampling approach, as it relied heavily on community knowledge. Special attention should be given to **capturing such “invisible IDPs”** in surveys, especially those who are lesser known within the community.
- Working with a **local partner**, such as the *Université Libre des Pays des Grand Lacs*, ensured invaluable input to the design of the process and helped facilitate access to otherwise hard-to-reach populations.
- The study in Goma was based on the self-identification of the displacement status of the interviewees. In order to build a more solid analysis, **verification questions regarding displacement status** should be incorporated into future exercises.

This summary provides a glimpse into an urban profiling and assessment process. The Norwegian Refugee Council, in collaboration with government, civil society organisations, and humanitarian and development partners shaped objectives, methodology and tools, and conducted data collection and analysis with JIPS' remote support.

This glance into the profile of displaced persons and host communities in Goma, Democratic Republic of Congo, seeks to spark interest both in the findings of the study and urban profiling processes in general.



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