



# Assessing the Demand for Goods and Services for Refugees and Internally Displaced People in the Democratic Republic of the Congo



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South Kivu



Tanganyika



Kasai



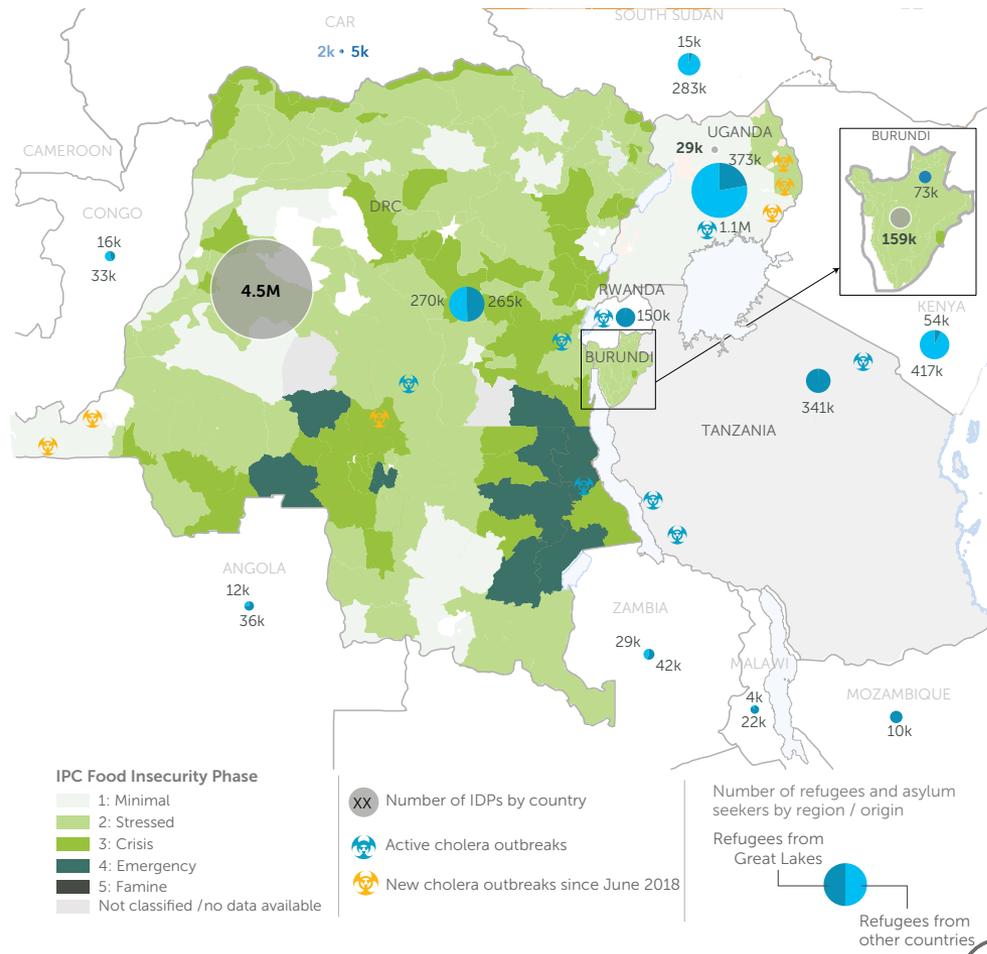
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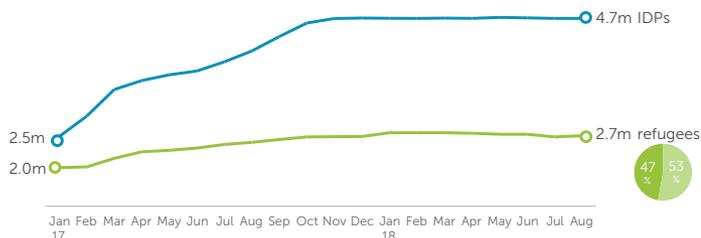
## The number of refugees and internally displaced persons (IDPs) in the Great Lakes region spiked in 2017 and in 2018, the total number is nearly 7.4 million individuals

The Great Lakes region, comprised of DRC and five neighboring countries, has one of the greatest numbers of refugees and IDPs in the world. Much of this displacement is due to the decades-long war in and around the DRC, particularly in the eastern provinces of the country; this explains the significant presence of Congolese refugees in nearby Uganda and Tanzania, and, to a lesser degree, in Rwanda and Burundi.

Refugee numbers increased by almost a third and IDPs nearly doubled over the course of 2017 (see graph below) in the Great Lakes region. The numbers have stabilised in 2018, although increased conflict in the DRC, particularly in North Kivu, threatens to increase those numbers.



### Displacement in the Great Lakes Region



Map Source: OCHA, August 2018

## While the armed conflict in the eastern provinces of the country has created the most forced displacement, the central provinces also host large numbers of IDPs

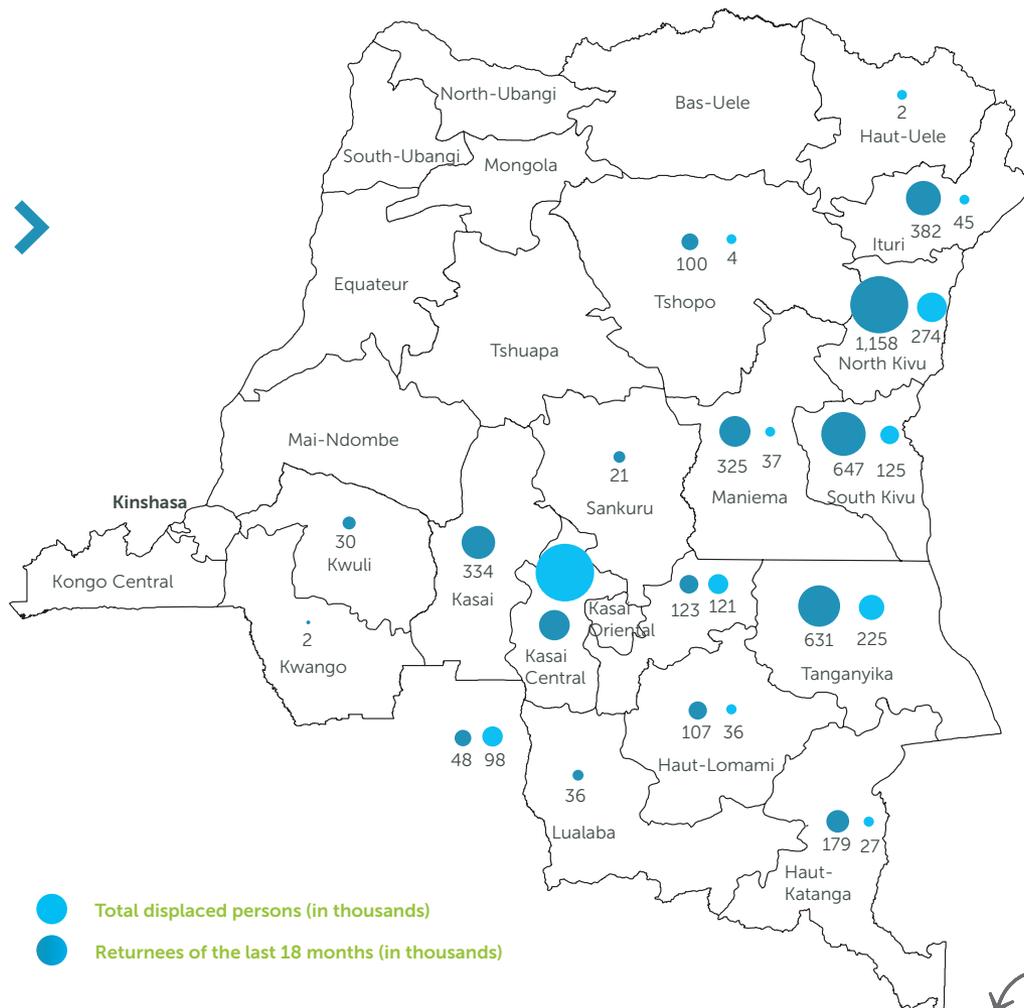
### IDPS IN THE DRC

As of December 2017, the United Nations estimates nearly 4.49 million IDPs in the DRC, with over 60% under the age of 18. The Kivu provinces and Tanganyika represent just under half of those (2.4 million), although the central provinces of Kasai are estimated to have nearly 896,000, primarily due to intercommunity and land conflicts.

### REFUGEES IN THE DRC

The United Nations estimates that the DRC hosts 533,827 refugees as of September 2018. The greatest numbers are from Rwanda (217,878), Central African Republic (173, 136), South Sudan (94, 426), and Burundi (47,023).

As expected, most of the refugees from Rwanda and Burundi are primarily in the eastern provinces, especially North and South Kivu, while the majority of refugees from CAR and South Sudan are in North-Ubangi, Bas-Uele, and Haut-Uele provinces in the northeast of the country.



● Total displaced persons (in thousands)  
 ● Returnees of the last 18 months (in thousands)

Map Source: OCHA, December 2017



## ELAN RDC and FSD Africa commissioned Digital Disruptions to conduct a research study to investigate the demand for goods and services for refugees and IDPs in the country

### INITIAL SCOPE

Due to high numbers of refugees and IDPs in the country, the initial terms of reference called for conducting primary research with refugees and IDPs in camps in the eastern provinces of South Kivu and Tanganyika and in the central provinces of Kasai.

In addition to key socio-demographic data, the main purpose was to achieve a baseline understanding of their current context with regards to consumption patterns such as expenses on goods and services, use and comfort with technology and current infrastructure, and access to and use of formal and informal financial services. To date, no comprehensive data on these subjects is available for the refugee and IDP population in the DRC.

The ultimate objective is to use the resulting insights to explore commercially viable and financially feasible opportunities for the local private sector, either directly to the refugees and IDPs and/or indirectly through humanitarian partners.

### APPROACH AND RESULTS

From September 2018, Digital Disruptions conducted three different types of primary research – quantitative surveys and qualitative in-depth interviews (IDIs) and ethnographic research - in the three regions. See each province chapter for more details.

	Target	Achieved
Surveys	750	825
In-Depth Interviews	45	45
Ethnographies	10-12	12

On Digital Disruptions' recommendation, the firm also conducted primary research with those in towns to gauge differences, particularly from a quantitative perspective. 201 surveys were conducted with these "local Congolese" in towns near to the camps and settlements in South Kivu and Tanganyika, bringing the total surveys to 1026.

To engage the industry in exploring solutions, the firm also facilitated a three-day Design Sprint. This was conducted in late October 2018 with seven private sector actors at Ingenious City, a start-up hub in Kinshasa. Prototypes can be viewed [here](#).

Lastly, the overall project was completed in 11 weeks, a reduction of 5 weeks from the initial 16-week timeline.



The research team held one-on-one interviews with senior executives from the key private sector actors in the country to better understand their perception of the refugee and IDP segment.









We do see them as a consumer segment. We do go to the camps, and we think it would be good for them to use electronic payments. We see them as a dynamic segment - they won't stay refugees forever.

We would have to think about the business model, but right now it's a cost element that would hold us back...I am not sure. Certainly, we really need to do a lot of post-sales service.

We haven't specifically targeted refugees – apart from the obvious, I believe the issues that refugees face are actually no different than regular Congolese....we need to understand what the business case could be.

(What I'd like to see in a report) is an idea of the market potential, what interest they might have in our products. I want it to be very pragmatic and straight to the point (with) analytical data to help us evaluate the level of risk.

We haven't quite thought about (serving refugees), and we don't have an explicit strategy. There are usually KYC identity issues when serving them, but if there are some displaced and they have ID, they are clients. We don't really know if they have specific needs or not.

(This segment) is seen as very far away. We're not near those zones generally speaking (since we establish physical presence) based on 1-million-person activity. They could potentially be a decent target.

Note: In Q2 this year, Vodacom began supporting a mobile money cash transfer program in Mulongwe refugee camp in South Kivu



## The quantitative survey uncovered five key insights that were confirmed by qualitative interviews

1

Nearly four out of five refugees and IDPs in our sample had children, most very young; over half of those in refugee camps are under the age of 14.



2

Just under three out of four refugees and IDPs either own or have access to a mobile phone, the majority of which are basic handsets.



3

Almost no refugees and only a few IDPs reported access to any reliable or consistent source of electricity; less than half say the same for lighting.



4

Refugees and IDPs in camps are heavily dependent on cash transfers and vouchers, whereas IDPs in host communities earn income through odd jobs.



5

Both refugees and IDPs report little access to formal or informal financial products, although they primarily express a need for short-term loans.



**There are major disparities across average source of income for each segment, especially around employment and the amount of cash transfers and vouchers in the camps and settlements.**

Source of Income	All Refugees and IDPs	Refugees (South Kivu)	IDPs (Tanganyika)	IDPs (Kasai)
Salary employment	73.20	28.16	N/A	81.98
Cash from NGO or government	60.01	47.20	75.41	N/A
Voucher from NGO or government	53.26	37.30	65.13	N/A
Fishing or agriculture	28.87	23.17	20.04	40.85
Odd/ infrequent jobs	25.53	26.12	14.95	63.96
Shopkeeper/ Own business	23.60	21.03	16.09	27.56
Cash or transfer from friends/ family	21.46	37.03	30.80	20.45
Other	19.57	18.83	N/A	20.56

All amounts are in USD



Note: These averages should be taken with caution as some items only have a handful of respondents. Click the link for a more detailed breakdown on each segment  
 Note that throughout this study, an exchange rate of USD 1 = CDF 1620 was used.



## There are major disparities across expenses, especially those of IDPs living in host communities in Kasai.

Source of Expenditure	All Refugees and IDPs	Refugees (South Kivu)	IDPs (Tanganyika)	IDPs (Kasai)
Food/ beverages	42.13	34.21	68.24	6.04
School fees	10.52	2.53	6.40	14.42
Send or give money to family/ friends	8.21	3.15	2.10	20.88
Utilities	7.66	7.30	5.75	12.51
Rent (house)	7.60	3.01	0.00	7.68
Miscellaneous goods	3.91	4.32	2.55	5.99
Savings/ investments	3.62	0.00	0.00	8.84
Financial services fees	5.27	1.61	3.03	10.41
Clothing and footwear	5.75	5.59	2.69	18.63
Hygiene and personal care	2.89	2.38	2.15	7.50
Health care	3.55	2.08	3.46	7.30
Communications	2.48	1.83	2.62	4.90
Transportation	2.61	2.32	2.82	3.47
Home items, appliances, furniture	2.35	2.16	1.59	6.69

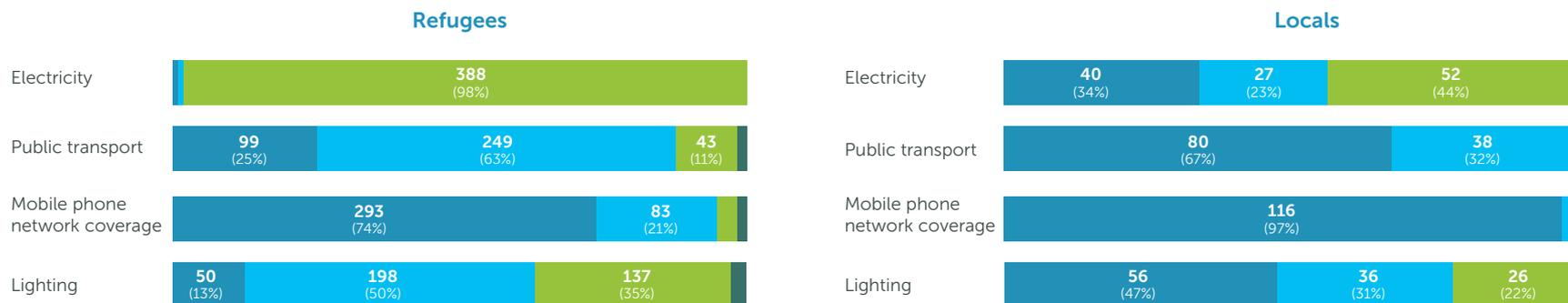
All amounts are in USD

Note: The figures should be taken with caution as some items only have few respondents. Click on the links for a more detailed breakdown on each segment.

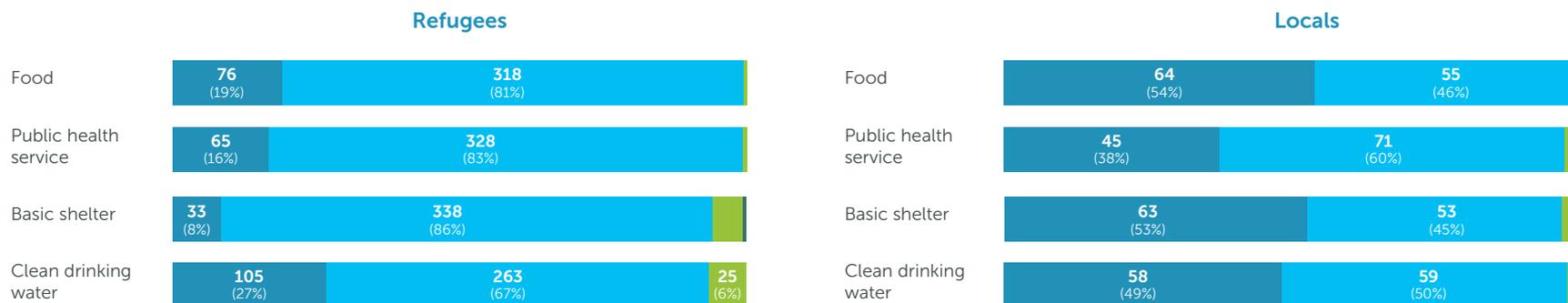


When the plight of refugees is compared to that of nearby locals, there exists a wide disparity in terms of infrastructure and basic needs met in and outside the camps.

### Access to infrastructure – Refugees vs locals (South Kivu)



### Access to basic needs – Refugees vs locals (South Kivu)

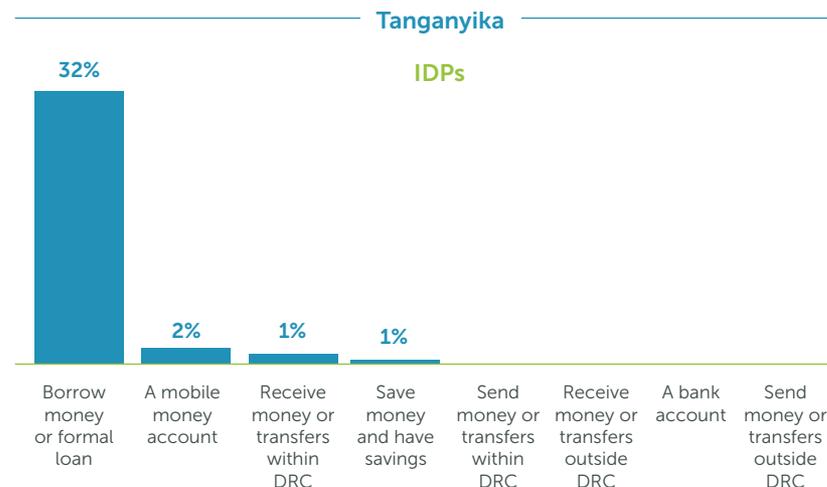
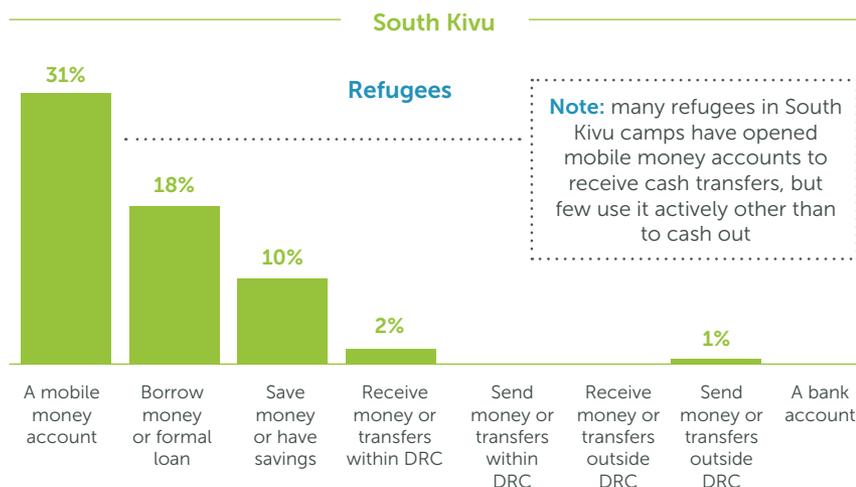


Source: Agent Survey, Q37 & 38. "Do you have reliable and sufficient access to any of the following infrastructure/needs?"; Digital Disruptions' analysis



## The typical 'local Congolese' possesses and uses a wider array of financial products, both formal and informal, than refugees and IDPs, and (needs to) borrow less money.

### Current formal or informal financial products (multiple selection - % of respondents)



Source: Agent Survey, Q43-51. "52. Do you currently do or have the following?"; Digital Disruptions' analysis



## Cash for short term emergencies was cited by the most South Kivu refugees as the most important financial need among a variety of needs.

### Level of importance of various financial service needs (South Kivu refugees)

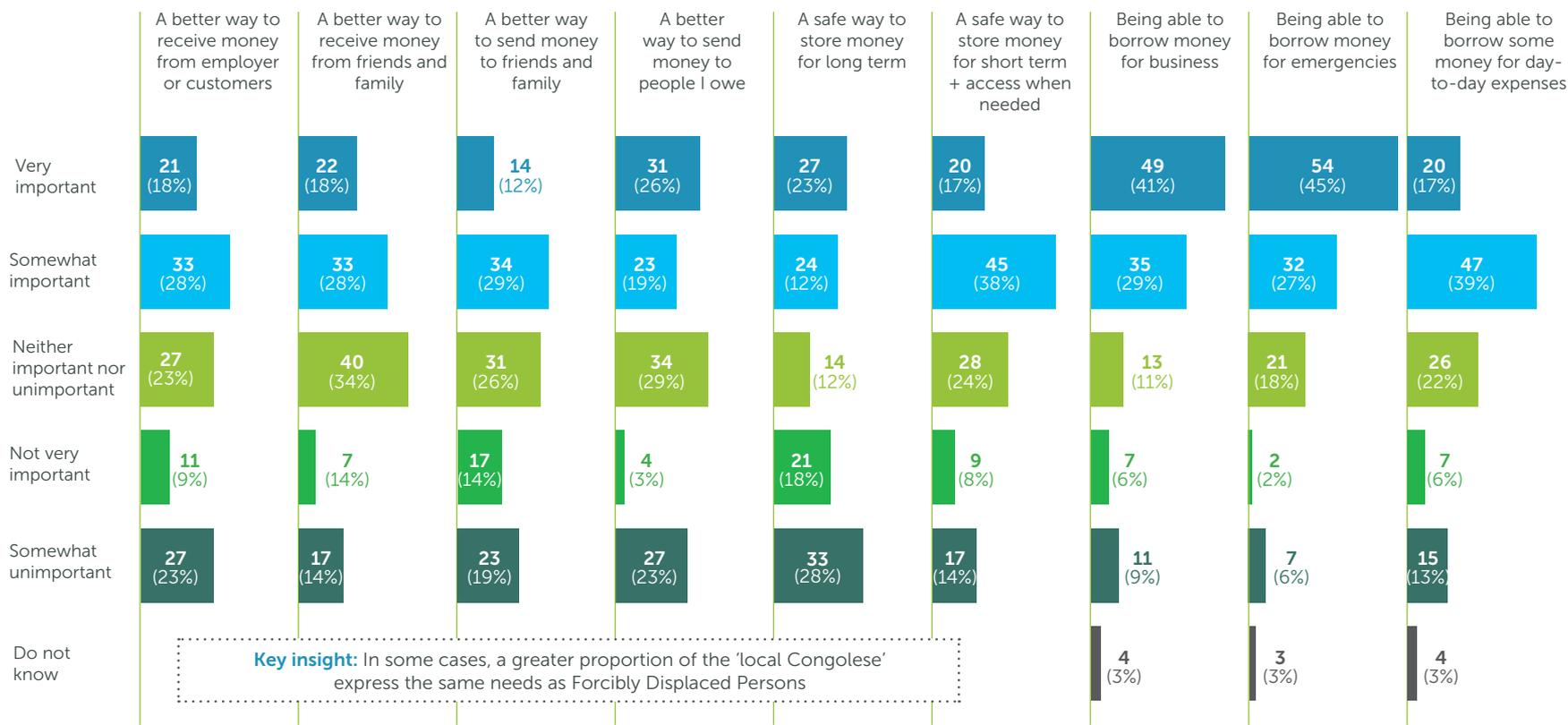


Source: Agent Survey, Q43-51. "Which of the following would you say is important to you?"; Digital Disruptions' analysis



## The locals in Baraka express a higher need for borrowing for emergencies than the nearby refugees.

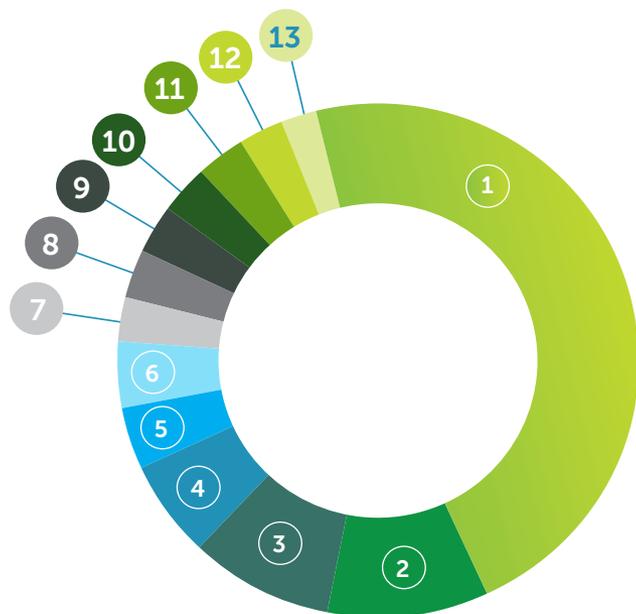
### Level of importance of various financial service needs (South Kivu locals)



Source: Agent Survey, Q37 & 38. "Do you have reliable and sufficient access to any of the following infrastructure/needs?"; Digital Disruptions' analysis



Assuming that approximately 130,000 refugees live in camps across the country, it is possible to estimate the total yearly spend.



**1 Food/Beverages**  
47%  
Monthly average  
CDF 55,419  
69,332  
Yearly spend  
CDF 46.1B (USD 28.5M)

**2 Utilities**  
10%  
Monthly average  
CDF 11,833  
66,450  
Yearly spend  
CDF 9.4B (USD 5.8M)

**3 Clothing**  
9%  
Monthly average  
CDF 9,055  
65,743  
Yearly spend  
CDF 7.1B (USD 4.4M)

**4 Misc goods**  
6%  
Monthly average  
CDF 7,001  
62,915  
Yearly spend  
CDF 5.3B (USD 3.3M)

**5 Send or give money**  
4%  
Monthly average  
CDF 5,105  
3,535  
Yearly spend  
CDF 217M (USD 134K)

**6 Rent (house)**  
4%  
Monthly average  
CDF 4,875  
177  
Yearly spend  
CDF 10M (USD 6K)

**7 School fees**  
3%  
Monthly average  
CDF 4,094  
707  
Yearly spend  
CDF 35M (USD 21K)

**8 Personal hygiene**  
3%  
Monthly average  
CDF 3,855  
67,157  
Yearly spend  
CDF 3.1B (USD 1.9M)

**9 Transport**  
3%  
Monthly average  
CDF 3,763  
37,466  
Yearly spend  
CDF 1.7B (USD 1M)

**10 Home items**  
3%  
Monthly average  
CDF 3,550  
61,502  
Yearly spend  
CDF 2.6B (USD 1.6M)

**11 Health**  
3%  
Monthly average  
CDF 3,373  
63,242  
Yearly spend  
CDF 2.6B (USD 1.6M)

**12 Communication**  
3%  
Monthly average  
CDF 2,957  
57,967  
Yearly spend  
CDF 2.1B (USD 1.3M)

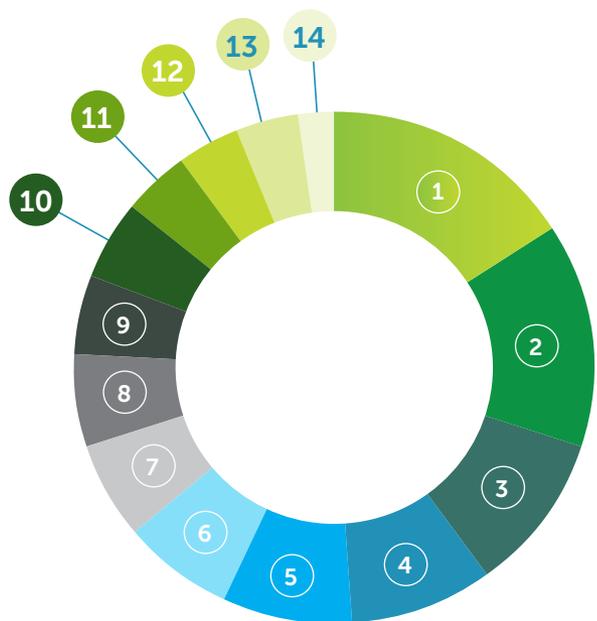
**13 Fin. services fees**  
2%  
Monthly average  
CDF 2,616  
2,828  
Yearly spend  
CDF 89M (USD 55K)

- Based on survey response
- # of total refugee segment across DRC (extrapolation)
- Estimated yearly spend for refugee segment (extrapolation)

Note: Directional estimates only; it is assumed that context and refugee segments are distinct throughout the country and that South Kivu is not nationally representative. The figure represents estimate of refugees 15 years and over living in refugee camps in the DRC (~260,000). B = billion; M = mill ion, K = thousands.



Estimated yearly spend for the 2.15 million IDPs living in host communities is from USD 28M to just over USD 250M based on various expenses.



**1 Send or give money**  
16%  
Monthly average  
CDF 33,833  
150,500  
Yearly spend  
CDF 61.1B (USD 37.7M)

**2 Clothing**  
14%  
Monthly average  
CDF 30,176  
774,000  
Yearly spend  
CDF 280.3B (USD 173M)

**3 School Fees**  
10%  
Monthly average  
CDF 22,369  
946,000  
Yearly spend  
CDF 254B (USD 156.7 M)

**4 Utilities**  
9%  
Monthly average  
CDF 20,262  
1,669,000  
Yearly spend  
CDF 405.8B (USD 250.5M)

**5 Fin. services fees**  
8%  
Monthly average  
CDF 16,861  
279,500  
Yearly spend  
CDF 56.6B (USD 35M)

**6 Savings/Investments**  
7%  
Monthly average  
CDF 14,324  
258,000  
Yearly spend  
CDF 44.3B (USD 27.4M)

**7 Rent (house)**  
6%  
Monthly average  
CDF 12,449  
774,000  
Yearly spend  
CDF 280.3B (USD 173M)

**8 Personal hygiene**  
6%  
Monthly average  
CDF 12,144  
1,354,500  
Yearly spend  
CDF 197.4B (USD 121.8M)

**9 Health**  
5%  
Monthly average  
CDF 11,818  
1,268,600  
Yearly spend  
CDF 180B (USD 111.1M)

**10 Home items**  
5%  
Monthly average  
CDF 10,838  
774,000  
Yearly spend  
CDF 100.7B (USD 62.1M)

**11 Food/Beverages**  
4%  
Monthly average  
CDF 9,796  
1,892,000  
Yearly spend  
CDF 222.4B (USD 137.3M)

**12 Communication**  
4%  
Monthly average  
CDF 7,942  
1,247,000  
Yearly spend  
CDF 118.8B (USD 73.4M)

**13 Misc goods**  
4%  
Monthly average  
CDF 9,710  
623,500  
Yearly spend  
CDF 72.7B (USD 44.8M)

**14 Transport**  
2%  
Monthly average  
CDF 5,623  
666,500  
Yearly spend  
CDF 45B (USD 27.8M)

- Based on survey response
- # of total refugee segment across DRC (extrapolation)
- Estimated yearly spend for refugee segment (extrapolation)

Note: Directional estimates only; it is assumed that context and refugee segments are distinct throughout the country and that South Kivu is not nationally representative. The figure represents estimate of refugees 15 years and over living in refugee camps in the DRC (~260,000). B = billion; M = mill ion, K = thousands.



## Key opportunities for serving the wider refugee population in the DRC



# 1

### Offer Micro-Loans

Major need for “micro” borrowing of all types – but especially for short-term emergencies and day-to-day expenses. Loans could be small and repayable within a few days or weeks to build credit history. One option would be to look into offering “digital credit”, from automatic underwriting to loan disbursement and repayment, as a way of reducing transaction costs for small credit lines.



# 2

### Supply Affordable Electricity / Power

None of the refugees have any electricity whatsoever – and yet many need it for things as simple as charging their phone. Any reliable power supply – a large-scale generator or solar energy – would clearly meet the need. These could be supplied either individually or (more likely) to a larger group, and perhaps even be financed at the group level (see above), possibly using a Pay-As-You-Go (PAYG) scheme. Alternatively, these could be sold to the camp organisers themselves or subsidised by them.



We also believe the two considerations below for serving the wider IDP population are worth exploring.



3

### Boost “Send Money”

While only a small portion of IDPs send money, the average amount (~34K CF) is relatively high for this segment, and represents a respectable ~10 B CF in domestic transfer per month. Most have a phone and have proximity to a mobile money and money transfer agent, so there could well be “latent demand” for boosting the existing product or creating a new service that directly addresses the needs of this “IDP sender” segment.



4

### Make Utility Payments More Effective

Market projections directionally estimate nearly 70B CF in spend on utility payments among the IDP segment. If any part of the product or overall experience could be improved – such as enabling remote payments, offering discounts and promotions, or more effective or cheaper alternatives to current utility providers – there is likely a viable business case behind it.

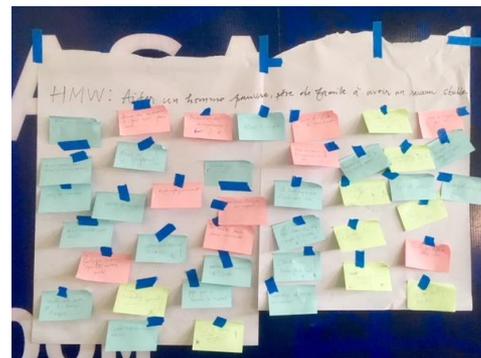
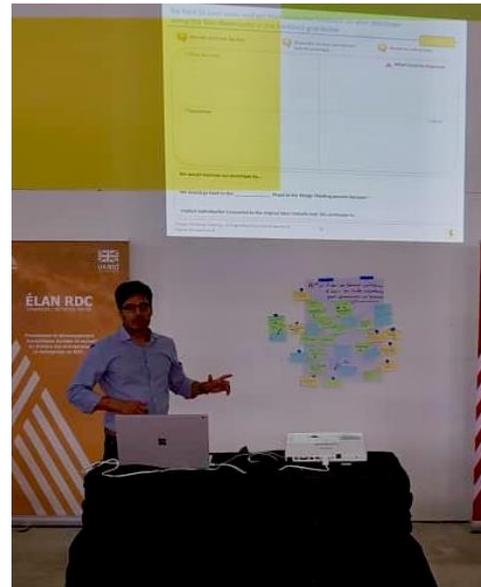


## Design Sprint: from ideas to prototypes

From October 29 to October 31, Digital Disruptions facilitated a three-day Design Sprint with four local service providers: Rawbank, Orange, CFC, and Altech. Teams were comprised of three to five cross-functional members.

The first day involved a high-level presentation of some initial findings of the study and then in-depth interviews with refugees and IDPs based in Kinshasa. From there, on the second day the teams defined a specific problem to solve, brainstormed ideas and came up with a specific solution they felt had the most potential. On the third day, they built prototypes and then tested them out with the refugees and IDPs to gauge their initial reactions and feedback.

The following slides contain descriptions of each idea.



## Description of prototypes

Rawbank




Rawbank, one of the largest banks in the country, designed a credit product specifically targeted at single female refugees with children. The initial credit line would be for a period of three months to start a business, and then, if successfully repaid, a subsequent interest-free loan provided by private donors would be offered. The loans would further be complemented by small business training.

Orange Money



The Orange Money mobile money program is well established in the DRC. The team aimed to allow merchant payments via mobile phone to key verticals identified in the study as main expenditures: education, health, and food. They would seek to act as a broker and negotiate discounts with merchants if the services or items are paid for by mobile money.



## Description of prototypes (continued)

CFC



CFC is a leading financial network in the country that focuses on providing money transfer services. The team focused on designing a semester-long training on starting and growing a small business and making sales, tailored to the refugee's or IDPs local language. It would also offer the ability for an individual to become a "Flash agent" and earn commissions by helping regular consumers pay their bills.

Altech



Altech is a Pay-As-You-Go (PAYG) solar lamp start-up with operations across DRC and in refugee camps. They developed a discounted pricing scheme for small retailers looking to remain open in the evening thanks to solar lighting and thus boost sales and profits. They would complement it with a promotion of free school textbooks for the buyer's children.



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## Annex

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South Kivu



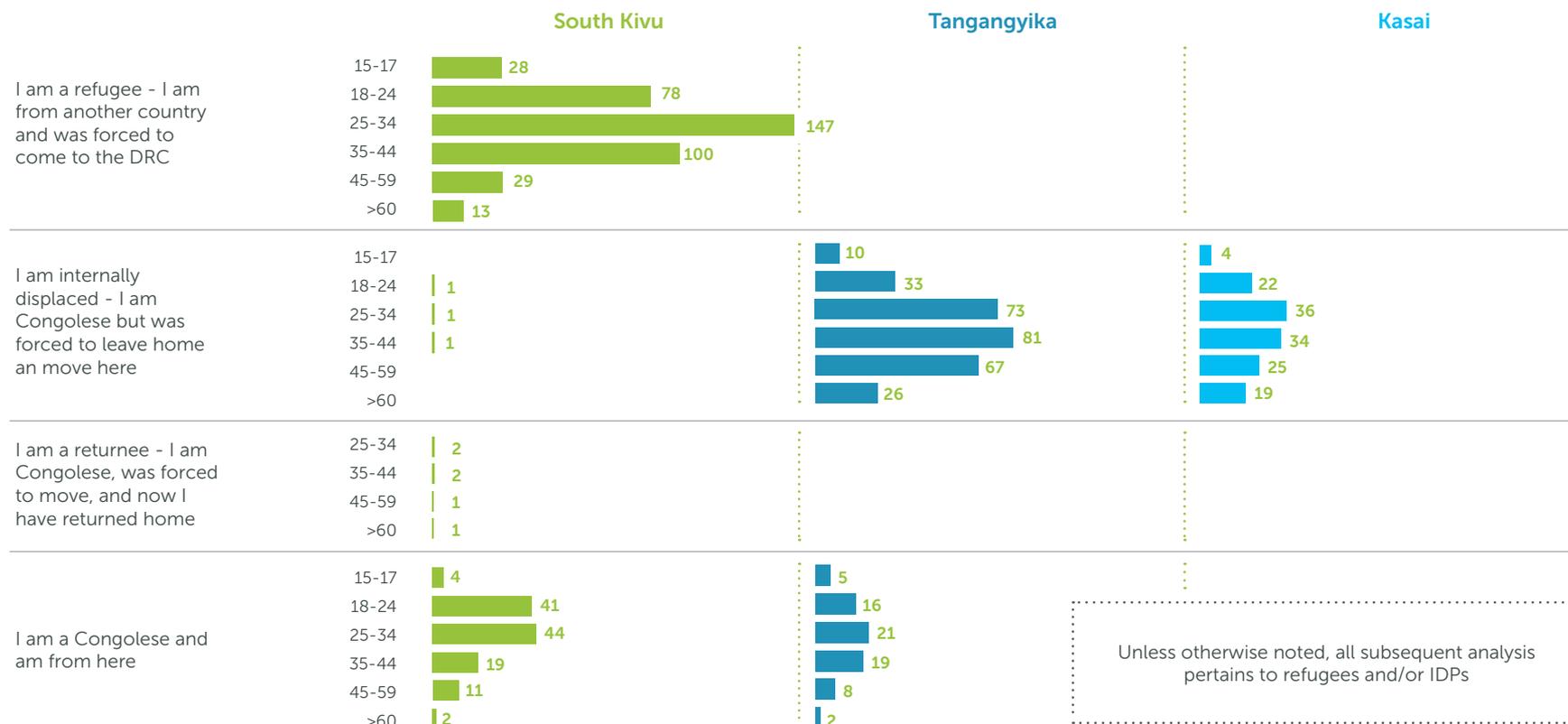
Tanganyika



Kasai

## IDPs in Tanganyika are older than the rest of the segments, while refugees in South Kivu are mainly in their 20s.

### Survey participants by age, current situation and province

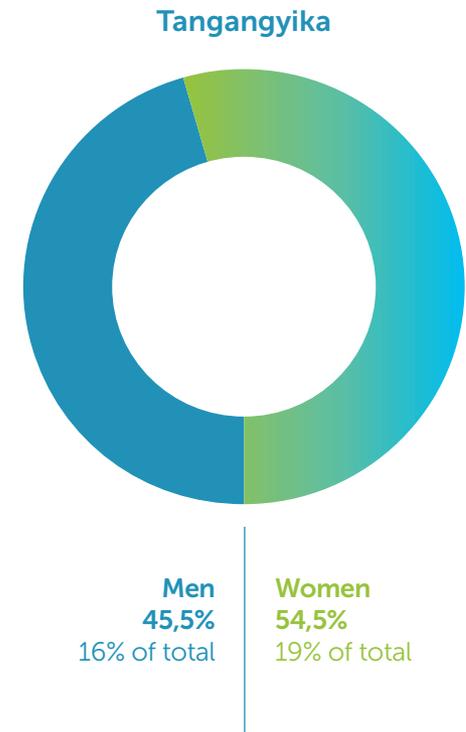
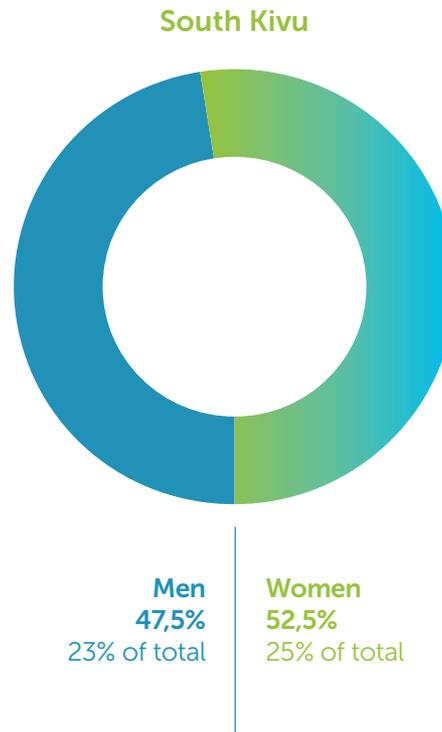
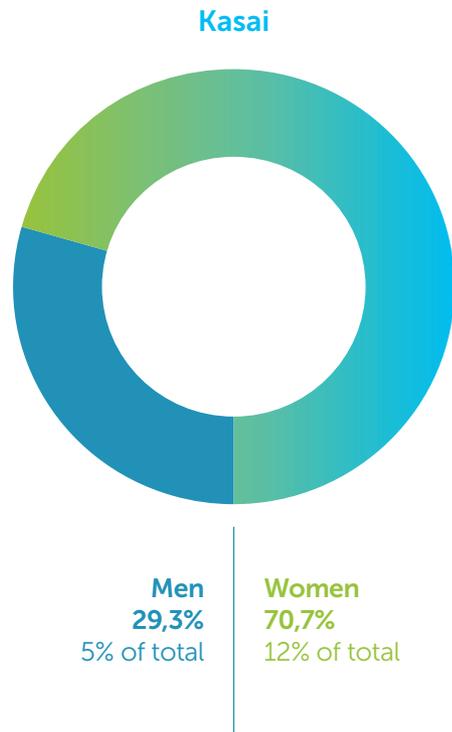


Source: Agent Survey, Q7 "How would you define your current status?"; Digital Disruptions' analysis



Generally, the refugee and IDP populations are evenly split between male and females; our sample had a slight skewing toward females in Kasai due to their availability for the research.

Overall gender breakdown by province



Source: Agent Survey, Q5 "Indicate Gender"; Digital Disruptions' analysis

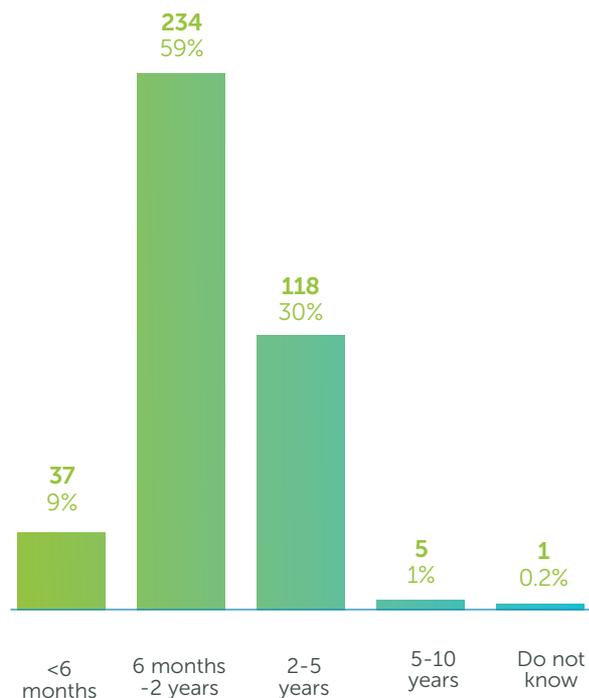


All refugees in the two camps in South Kivu are from Burundi and fled the country recently. 70% had identified as a refugee for less than two years. Similar numbers are found for time spent in the refugee camp itself; the Mulongwe camp was recently constructed to manage the overflow from the Lusenda camp.

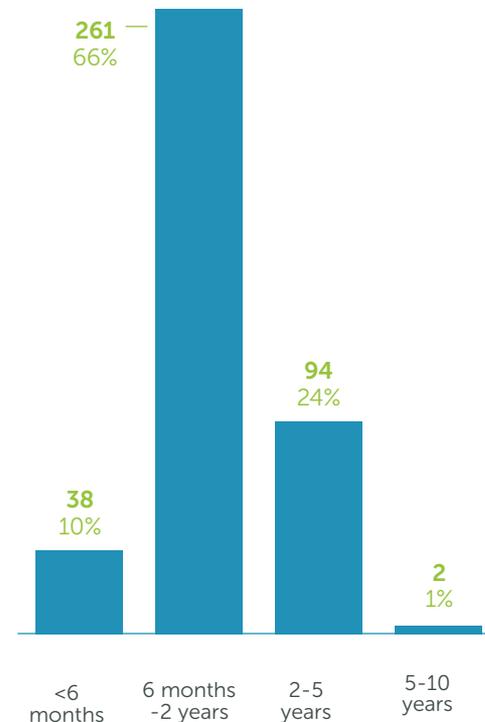
### Country of origin



### Length of time as a refugee



### Time spent in current camp

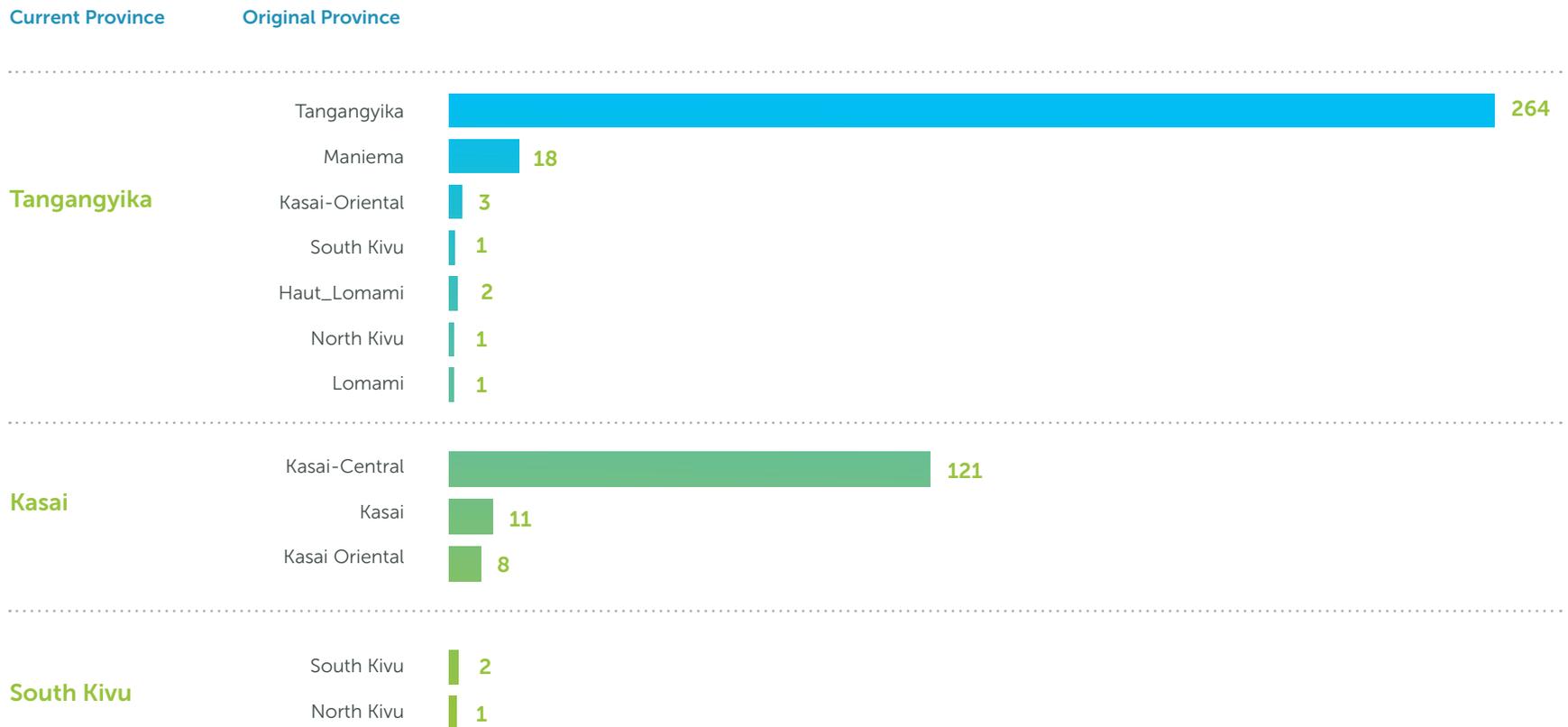


Source: Agent Survey, Q8 "What is your country of origin?" and Q9 "How long have you been a refugee for?"; Digital Disruptions' analysis, Agent Survey, Q10 "How long have you been in this refugee camp for?"; Digital Disruptions' analysis



Not surprisingly, IDPs in both Tanganyika and Kasai are mainly from their own provinces, with 10-15% coming from neighboring provinces.

Original province in the DRC (for IDPs)

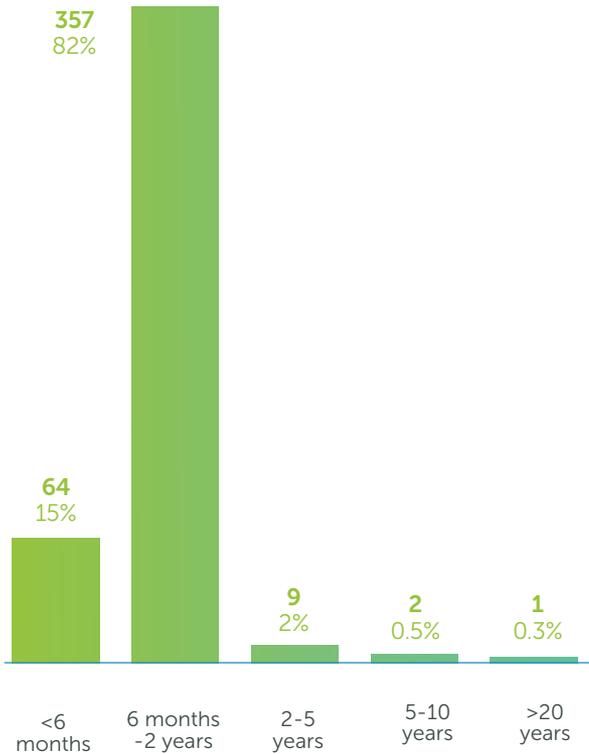


Source: Agent Survey, Q11 "Which province are you originally from in the DRC?"; Digital Disruptions' analysis

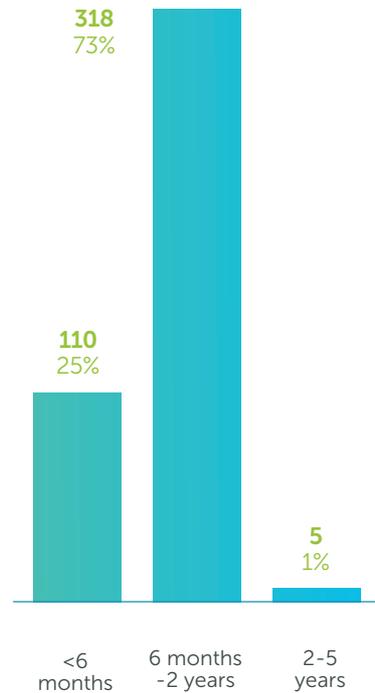


Most have been forcibly displaced for six months to two years, and slightly smaller numbers have been in their current settlement or host community for the equivalent length of time. Almost 50% of IDPs have been forced to move more than once and 25% have been forced to move more than three times.

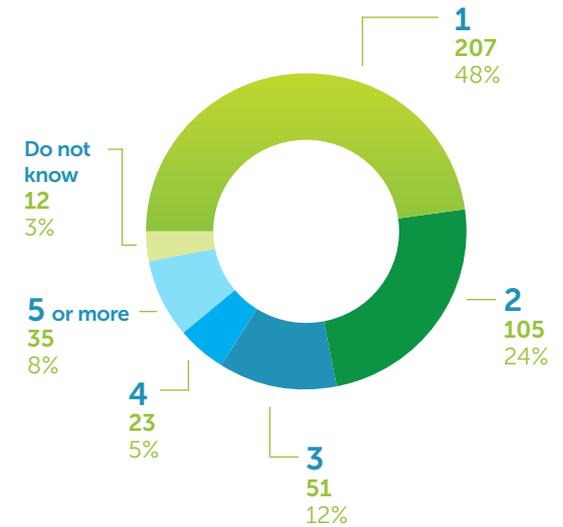
Length of Time Forcibly Displaced



Time Spent in Current Settlement or Host Community (IDPs)



Number of Times Forcibly Displaced



Source: Agent Survey, Q12 "How long have you been forcibly displaced for?" and Q13 "How long have you been in this settlement for?"; Digital Disruptions' analysis, Agent Survey, Q14 "How many times have you been forced to move?"; Digital Disruptions' analysis



In the overall sample of refugees and IDPs, 66% are married or in some form of partnership.

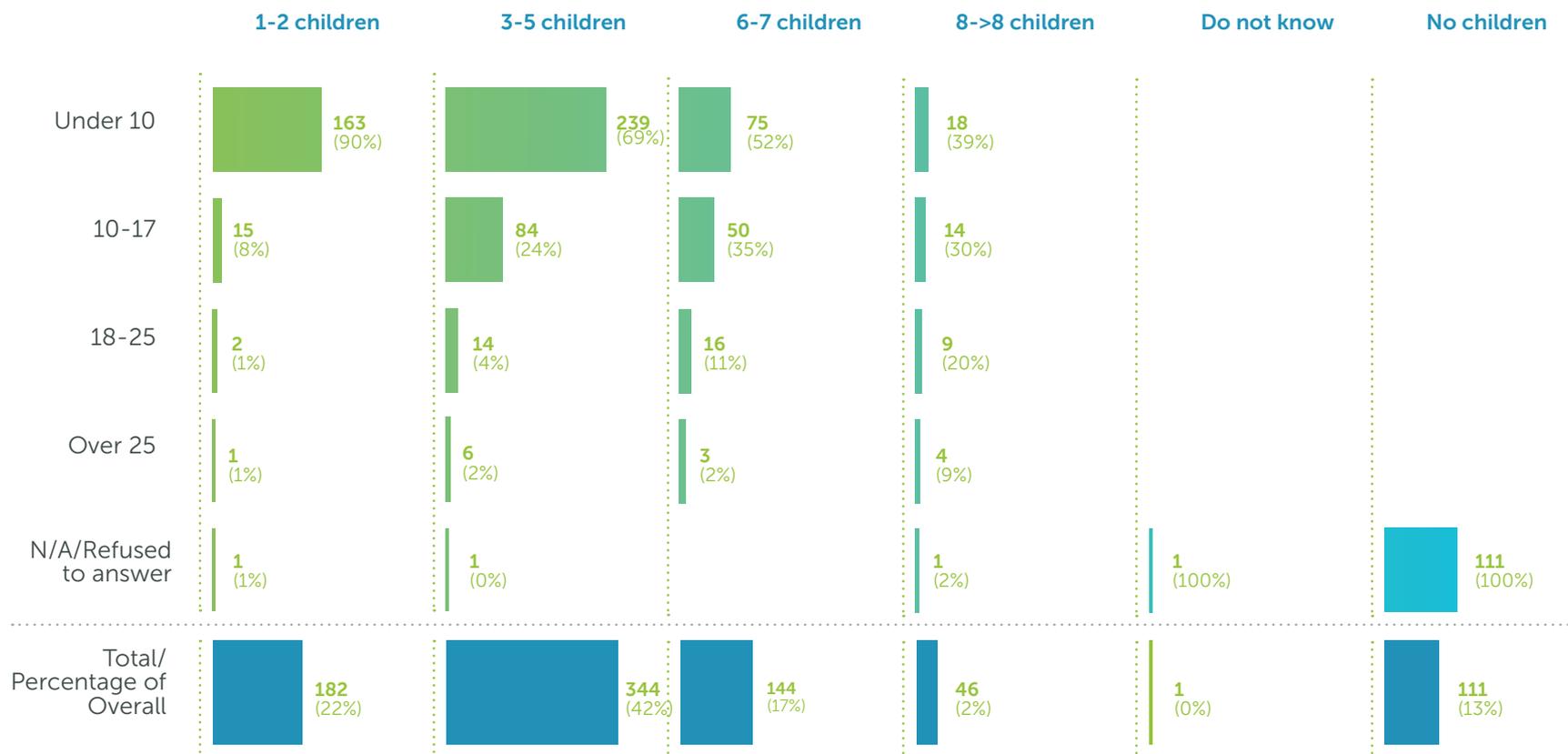


Source: Agent Survey, Q15 "What is your marital status?"; Digital Disruptions' analysis



Among the sample and across all sub-segments, over 80% of refugees and IDPs have children, most very young.

### Number and ages of children

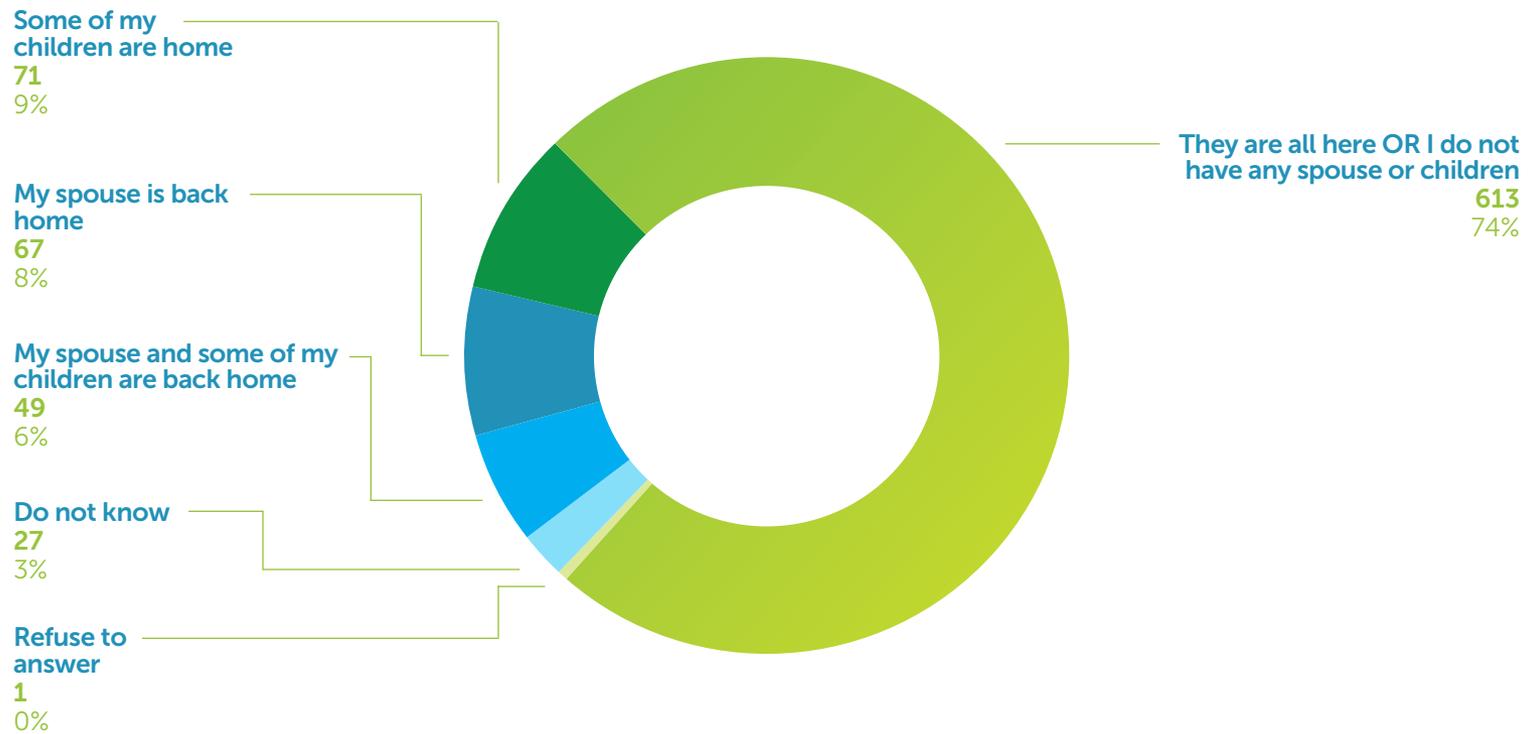


Source: Agent Survey, Q16/17 "How many children do you have with you?" / "How old are your children?"; Digital Disruptions' analysis



## Only 25% are split from their spouse and/or children.

Whether spouse or children are currently with the respondent

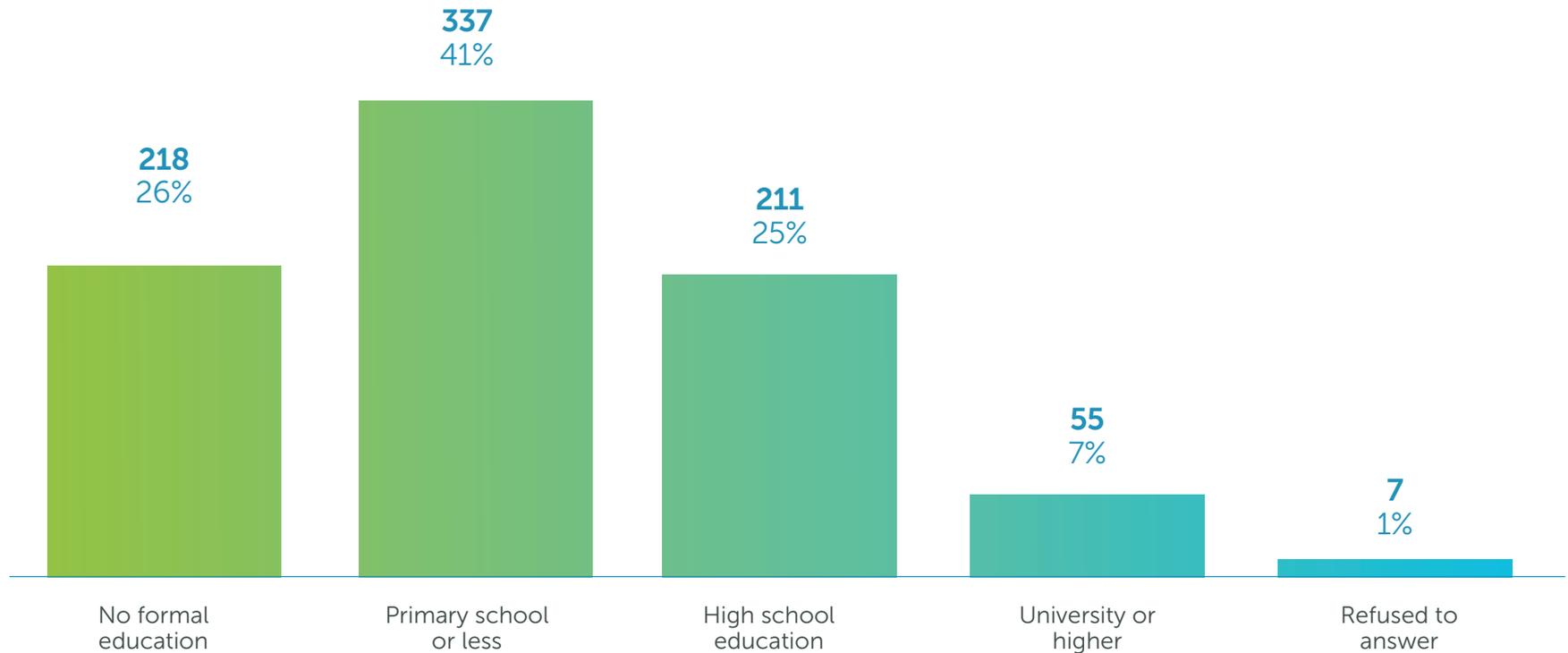


Source: Agent Survey, Q18 "Do you have a spouse or children where you came from?"; Digital Disruptions' analysis



Two in three only have a primary school education or less.

Highest education level attained

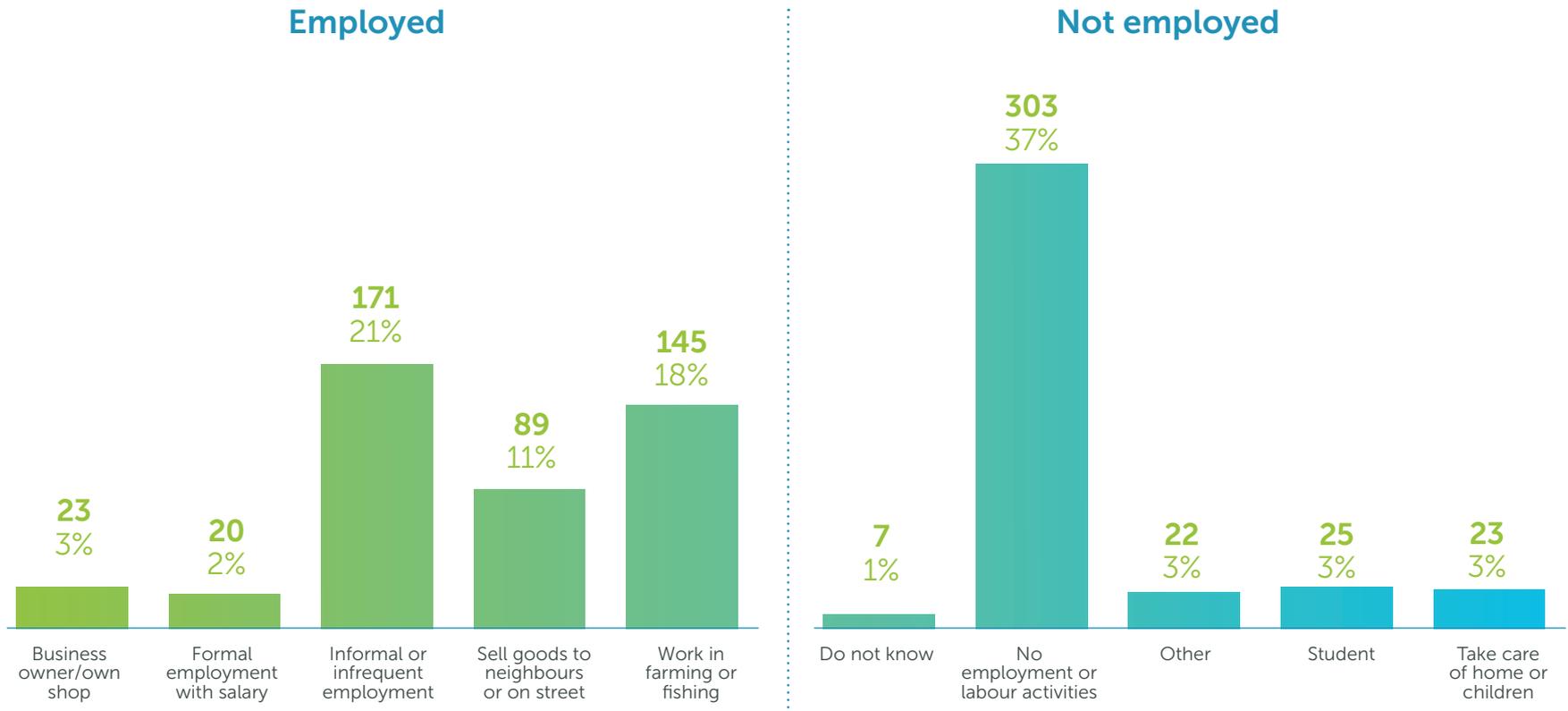


Source: Agent Survey, Q19 "What is your highest level of education?"; Digital Disruptions' analysis



Many refugees and IDPs do not have any employment whatsoever; those who do tend to work more informally, do odd chores, or work in farming or fishing.

Primary day-to-day employment or occupation

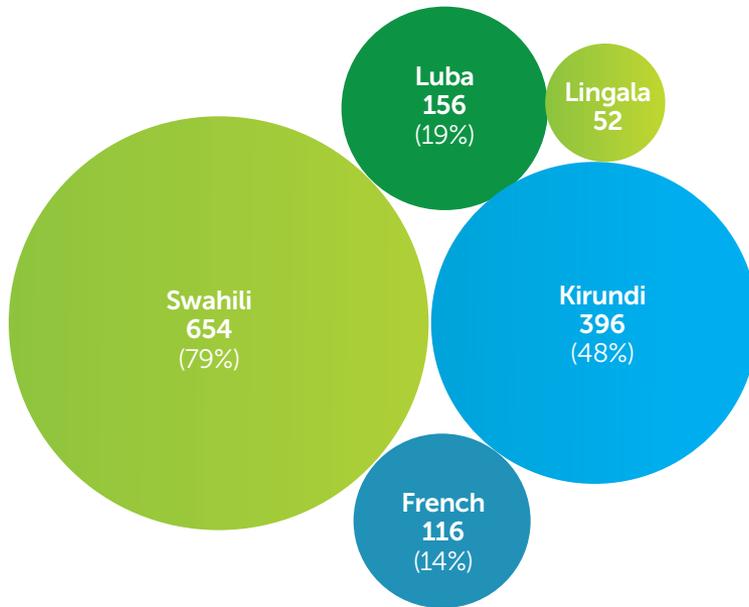


Source: Agent Survey, Q20 "What best describes your day-to-day employment or occupation?"; Digital Disruptions' analysis

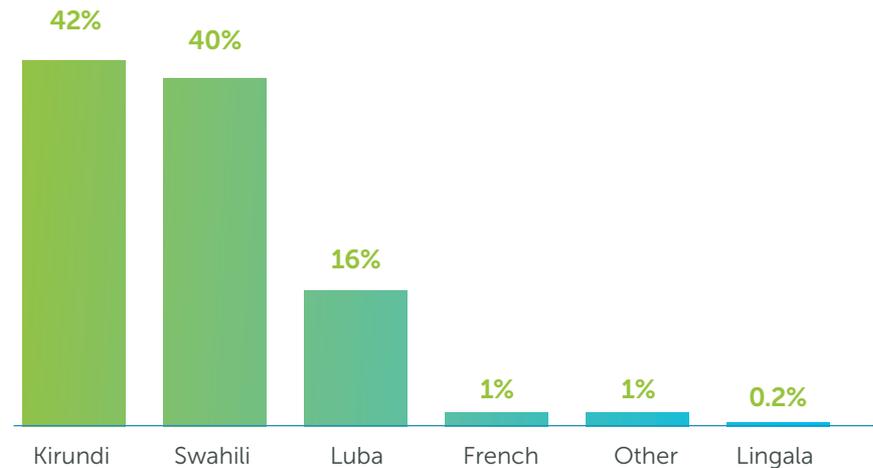


There are major regional disparities in language: those in South Kivu speak Kirundi; in Tanganyika, Swahili; and Kasai, Luba. French is spoken by only 14% of the sample.

Most popular languages - Speaking & listening (multiple selection)



Single most comfortable language - Speaking & listening

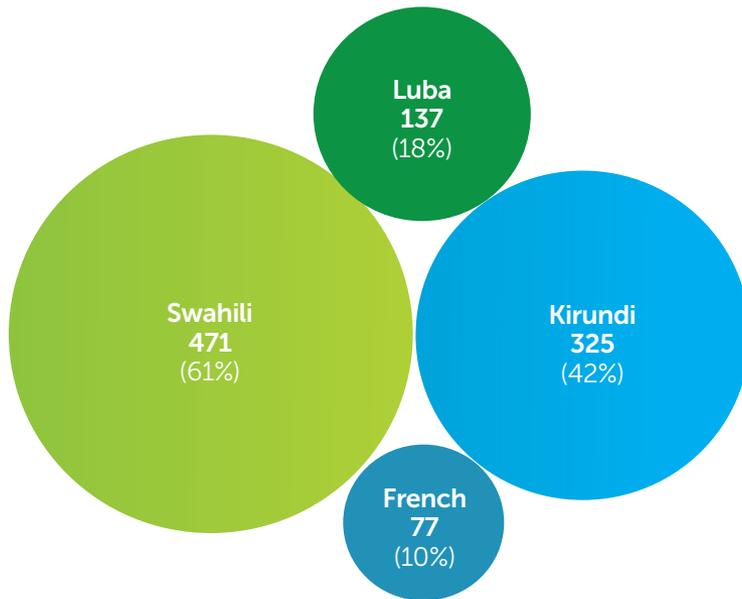


Source: Agent Survey, Q21 & Q22 "Which languages do you feel comfortable speaking and listening in?"; Digital Disruptions' analysis

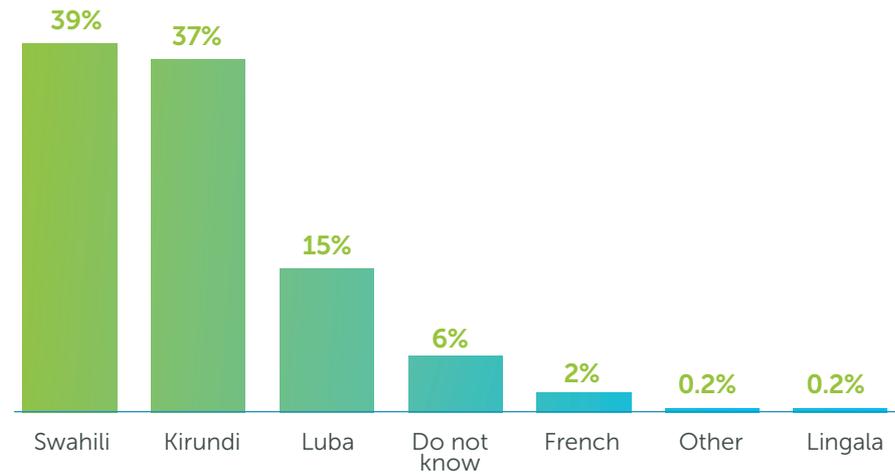


The regional proportions are the same for literacy, but it decreases more for Swahili speakers than others.

Most popular languages - Reading & writing (multiple selection)



Single most comfortable language - Reading & writing

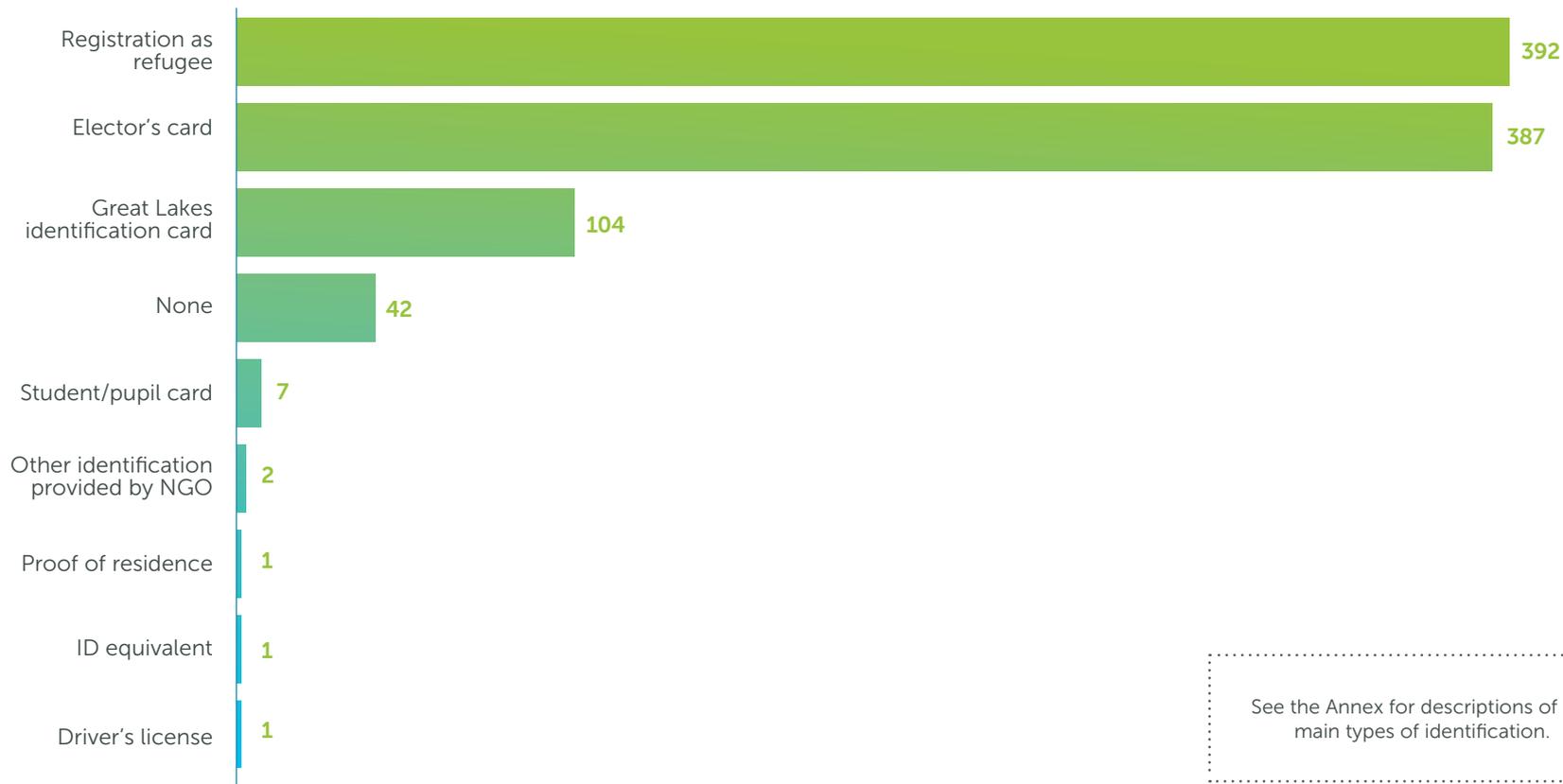


Source: Agent Survey, Q23 & Q24 "Which languages do you feel comfortable reading and writing in?"; Digital Disruptions' analysis



95% reported having at least one form of formal documented identification a positive sign in terms of ease of account opening.

Types of documentation (multiple selection)



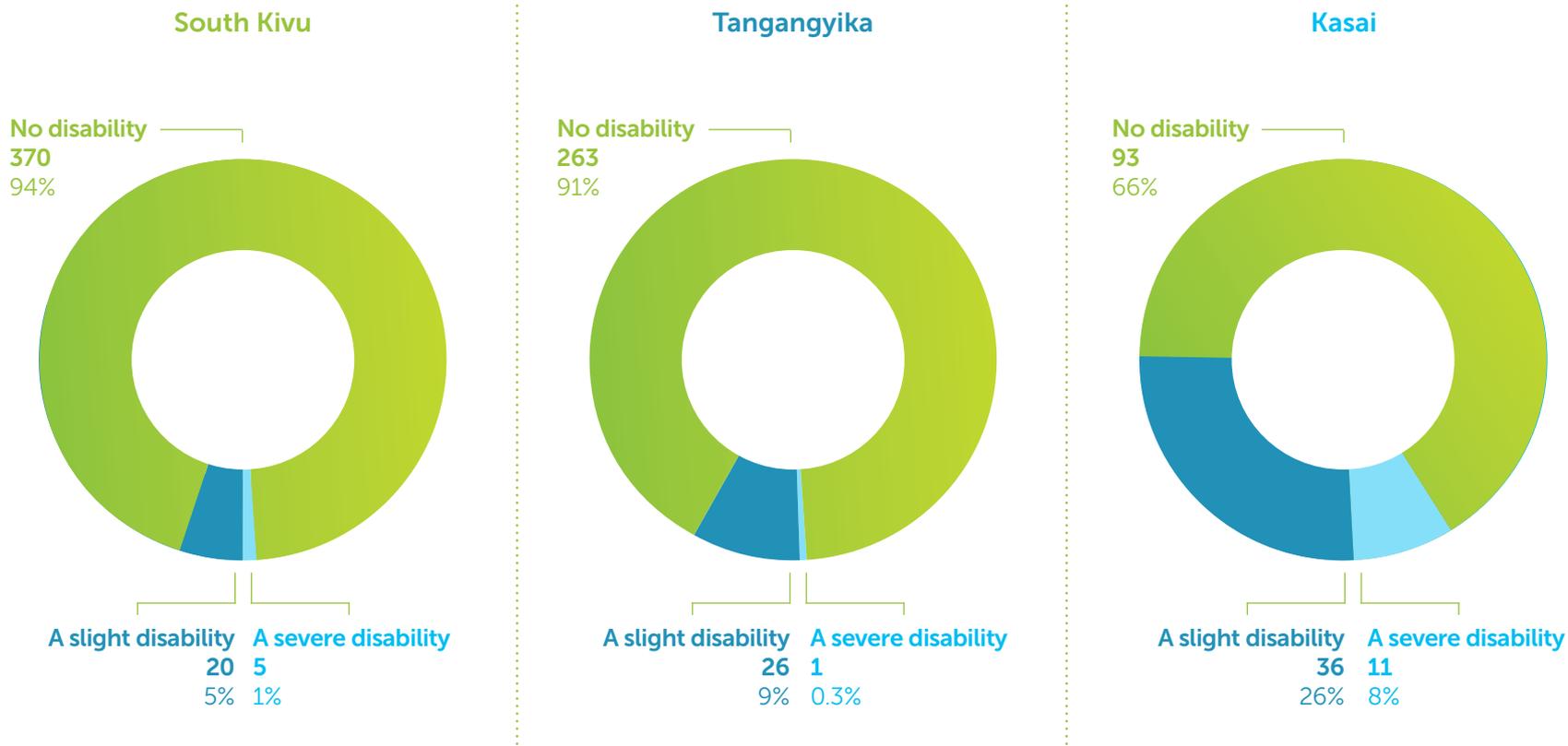
See the Annex for descriptions of the main types of identification.

Source: Agent Survey, Q23 & Q24 "What types of documentation do you currently possess?"; Digital Disruptions' analysis



The level of disability is highest in Kasai where over a 33% indicated some sort of disability (8% severe), this is over three times higher than IDPs in Tanganyika.

Disability by province

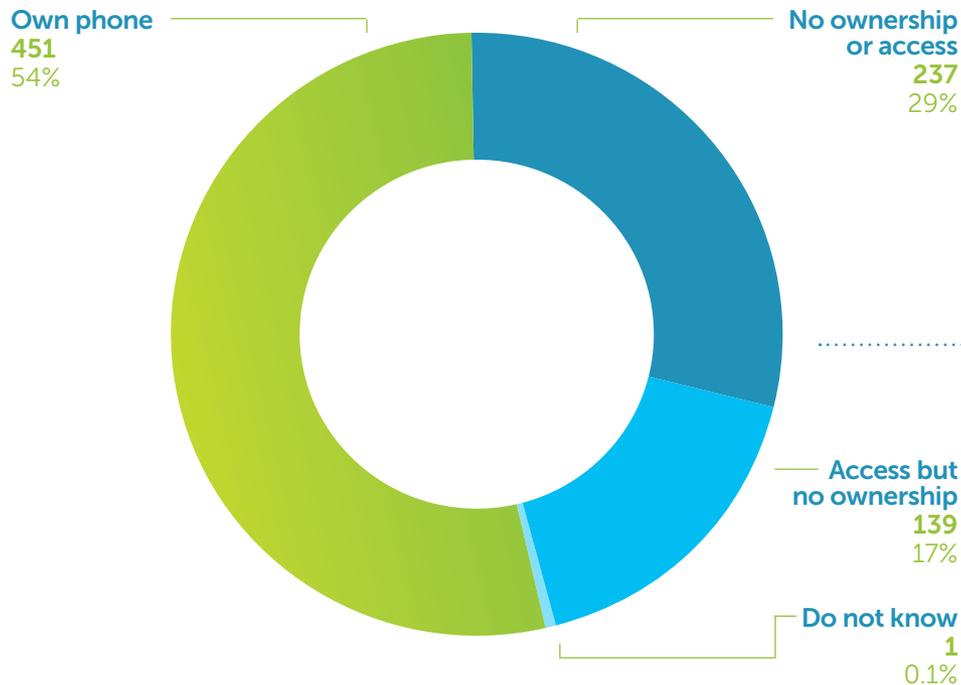


Source: Agent Survey, Q26 "Do you consider yourself to have some sort of disability?"; Digital Disruptions' analysis

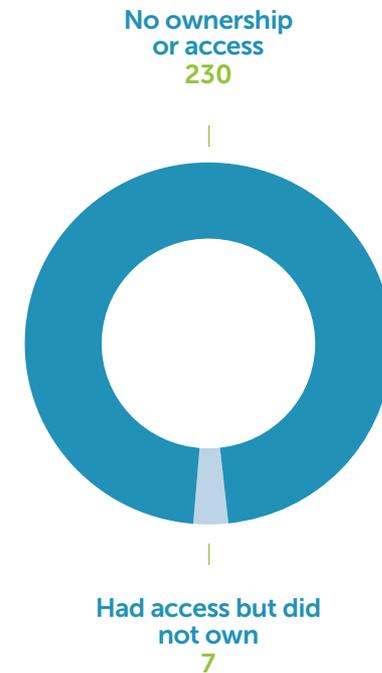


Over 50% of the respondents own their own phone; those who do not own a phone never had one.

Phone ownership and access



If no ownership or access:  
Phone ownership and access in the past

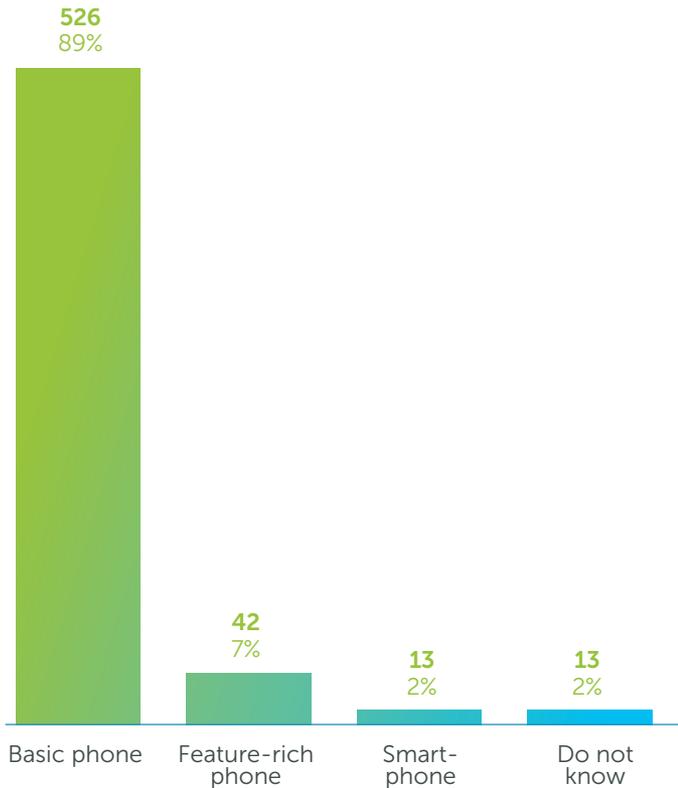


Source: Agent Survey, Q27/Q28 "Do you currently own or have access to a mobile phone? / " Did you ever own or have access to a mobile phone in the past?"; Digital Disruptions' analysis.

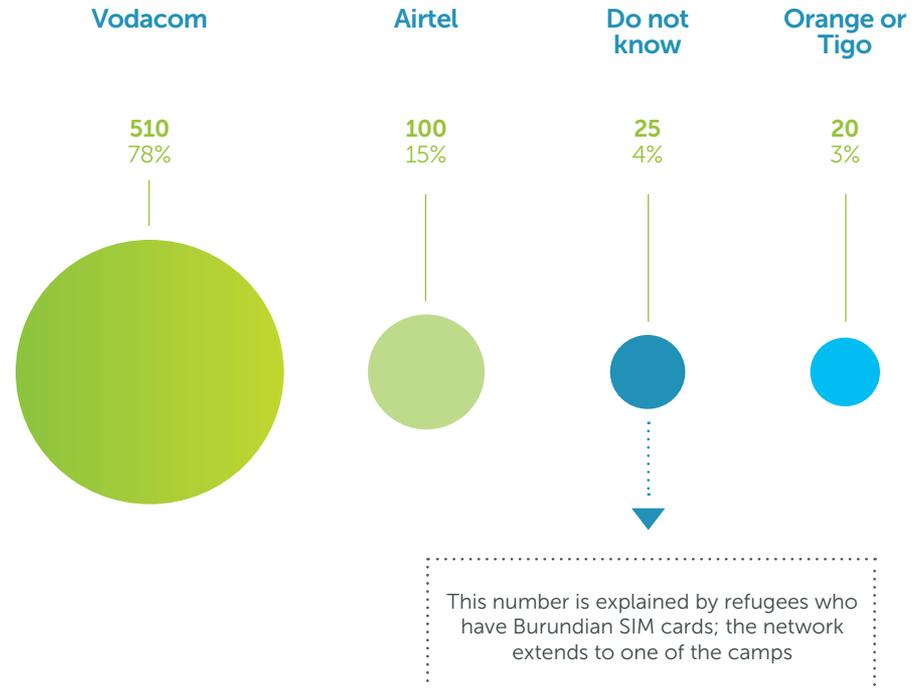


Virtually all respondents with phones have basic models, and Vodacom's dominance in the east means that it is the de facto provider there.

Type of phone (owned or accessible)



Current mobile operators (multiple selection)

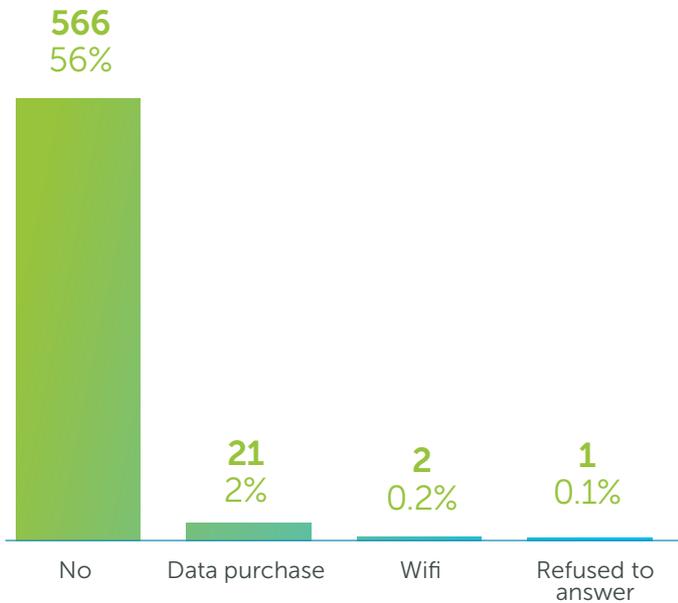


Source: Agent Survey, Q29/Q30 "What type of phone do you have access to or own?" / "What mobile operators do you use?"; Digital Disruptions' analysis

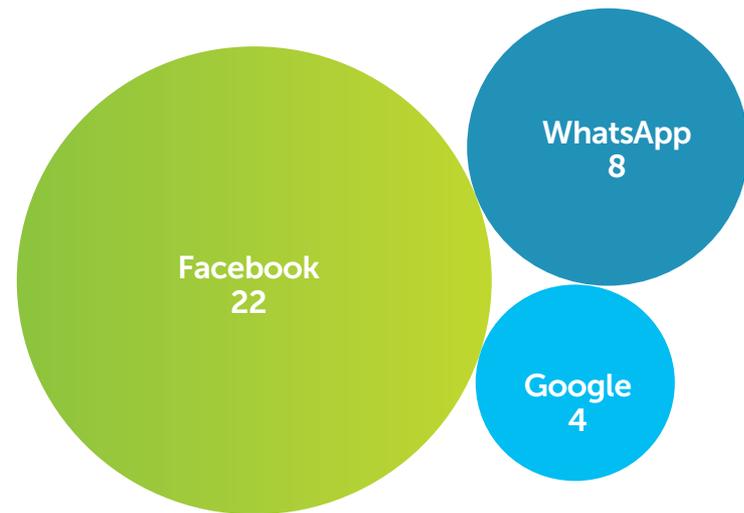


Of the only ~55 respondents with phones offering the capability to purchase data, just over 40% do mainly use data for Facebook.

Use of Data Services on Phone



Most popular websites and applications accessed

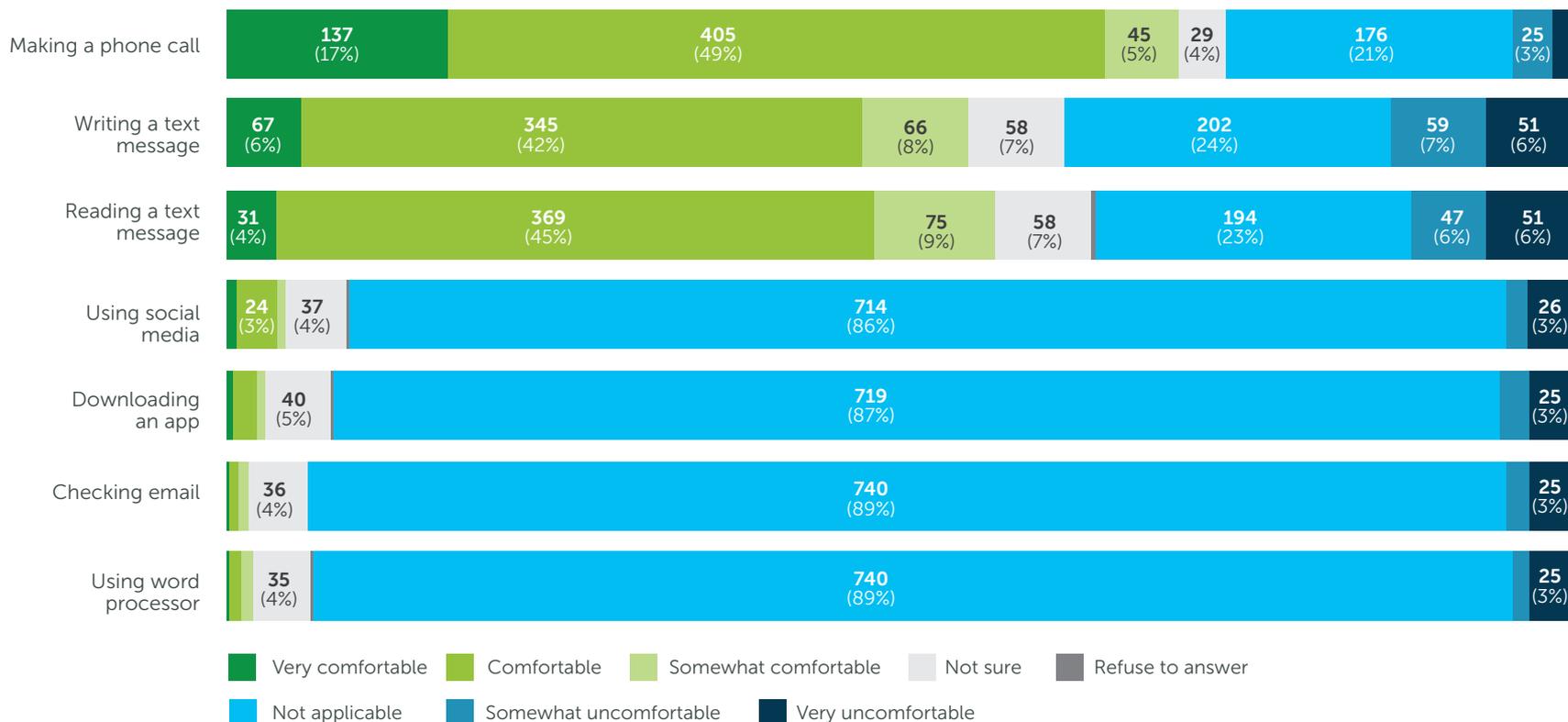


Source: Agent Survey, Q32/Q33 "Do you use data services on your mobile phone?" / "What applications or websites do you use?"; Digital Disruptions' analysis



Although most felt comfortable making phone calls and reading and writing text messages, respondents do not feel comfortable doing - or are not exposed to - any digital tasks beyond those.

### Comfort performing digital tasks

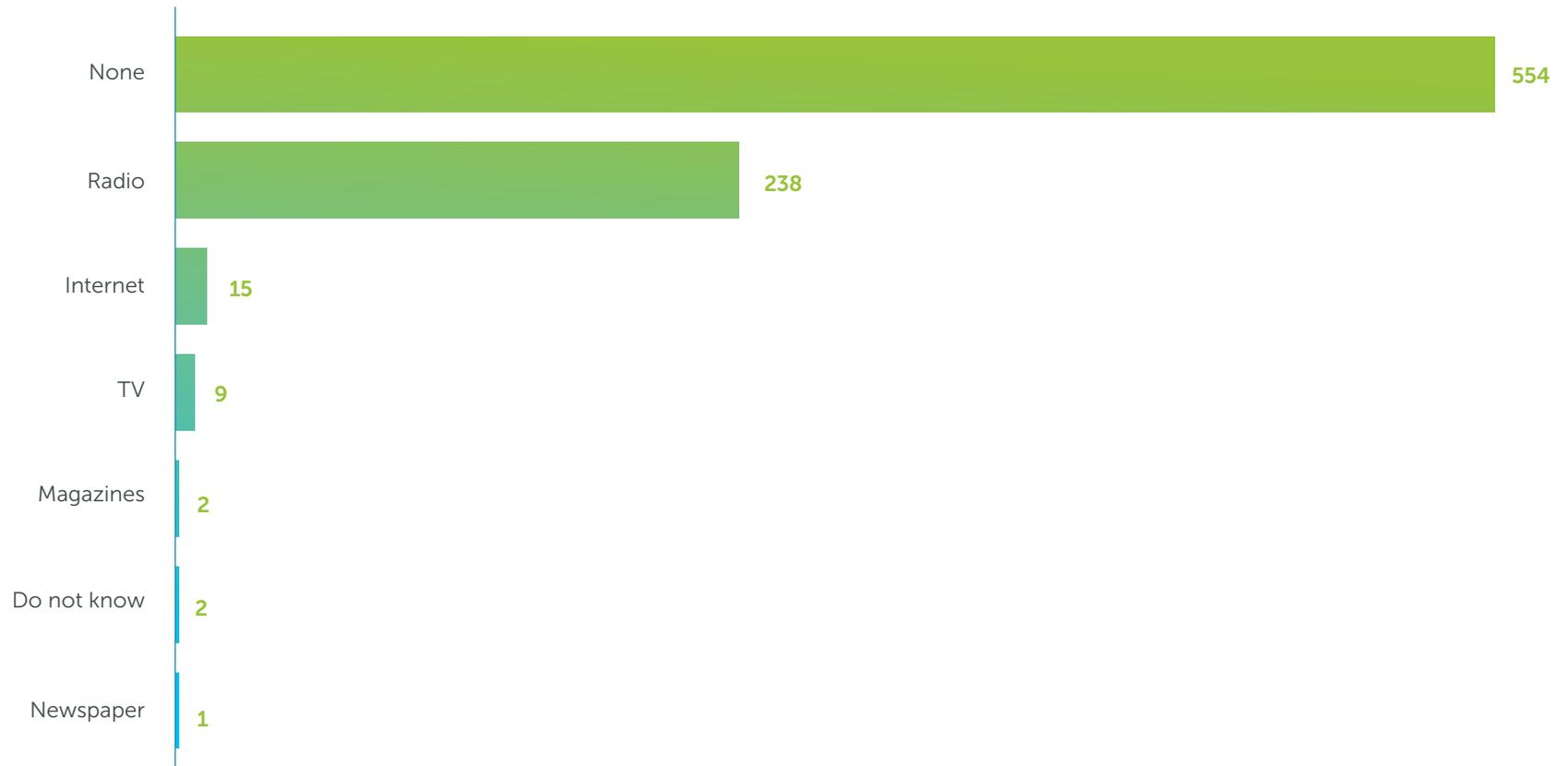


Source: Agent Survey, Q34 "How comfortable do you feel with performing the following tasks?"; Digital Disruptions' analysis



66% of the respondents had not accessed any media at all in the last 30 days; radio was the most popular form for those who did, at 29%.

Media used in the last 30 days (multiple selection)

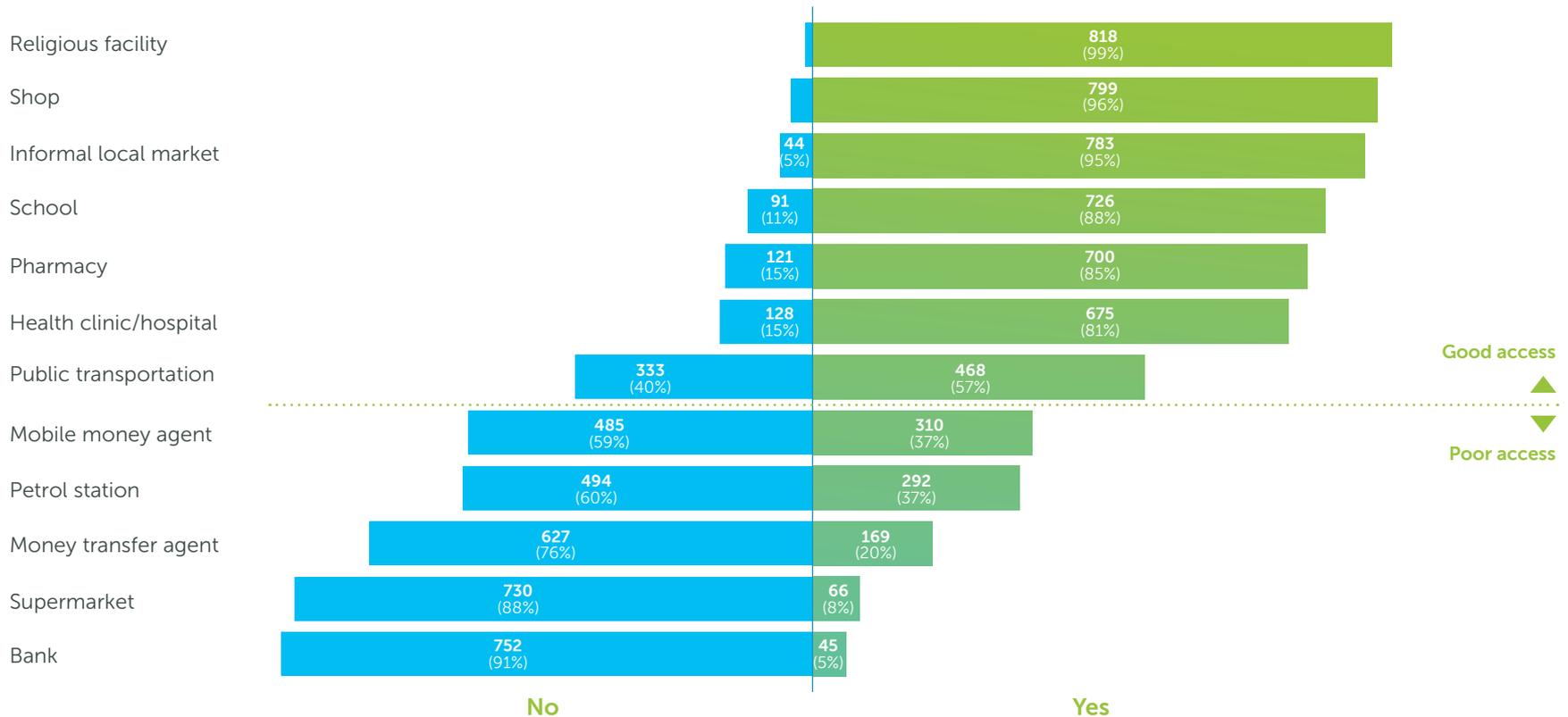


Source: Agent Survey, Q35. In the last 30 days, have you used any of the following media?"; Digital Disruptions' analysis



## Basic town locations such as markets, schools, and pharmacies are close by for most participants; financial access points are not.

### Proximity to locations (within a 60-minute walk/5-10 minute motorbike ride)

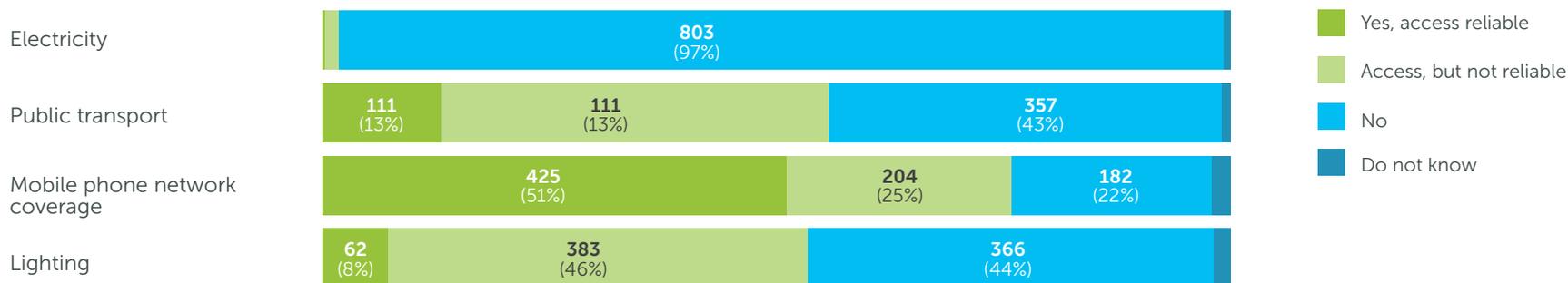


Source: Agent Survey, Q35. "Are you within a 60-minute walk (roughly 5-10-minutes by motorbike) of the following?"; Digital Disruptions' analysis

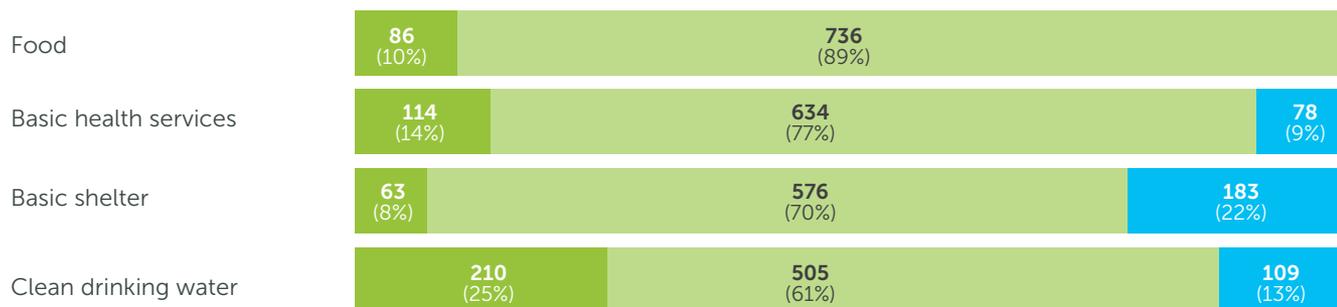


Almost no participants have electricity, and lighting and public transport are hard to come by. The bright spot is access, albeit inconsistent, to drinking water and food for the majority.

### Access to infrastructure



### Access to basic needs

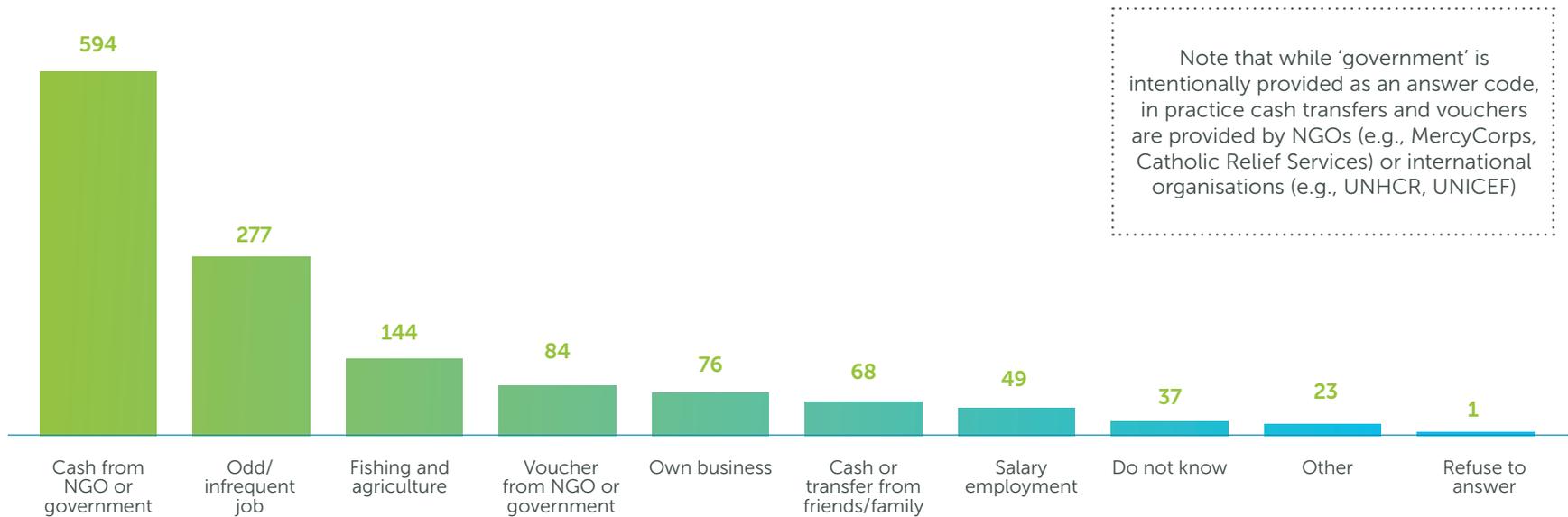


Source: Agent Survey, Q37/38. "Do you have reliable and sufficient access to any of the following infrastructure/needs?"; Digital Disruptions' analysis



## Respondents are still overwhelmingly dependent on cash and voucher transfers from governments and NGOs.

### Sources of income or cash (multiple selection)



Source: Agent Survey, Q39. "Which of the following do you receive some income or cash from?"; Digital Disruptions' analysis



For this reason, cash and voucher transfer are a major source of income overall, although employment such as salary, odd jobs, and fishing is still a source for over half of refugees and IDPs.

### Average monthly income by source (refugees and IDPs)



**1 Salaried employment**  
 Monthly average  
 CDF 118,580  
 USD 73.20  
 # of respondents  
 49 (6%)

**2 Cash from NGO or government**  
 Monthly average  
 CDF 97,221  
 USD 60.01  
 # of respondents  
 594 (72%)

**3 Voucher from NGO or government**  
 Monthly average  
 CDF 86,277  
 USD 53.26  
 # of respondents  
 84 (10%)

**5 Fishing and agriculture**  
 Monthly average  
 CDF 46,762  
 USD 28.87  
 # of respondents  
 144 (17%)

**6 Odd/infrequent jobs**  
 Monthly average  
 CDF 41,356  
 USD 25.53  
 # of respondents  
 277 (33%)

**7 Own business**  
 Monthly average  
 CDF 38,234  
 USD 23.60  
 # of respondents  
 76 (9%)

**9 Cash or transfer from friends/family**  
 Monthly average  
 CDF 34,759  
 USD 21.46  
 # of respondents  
 68 (8%)

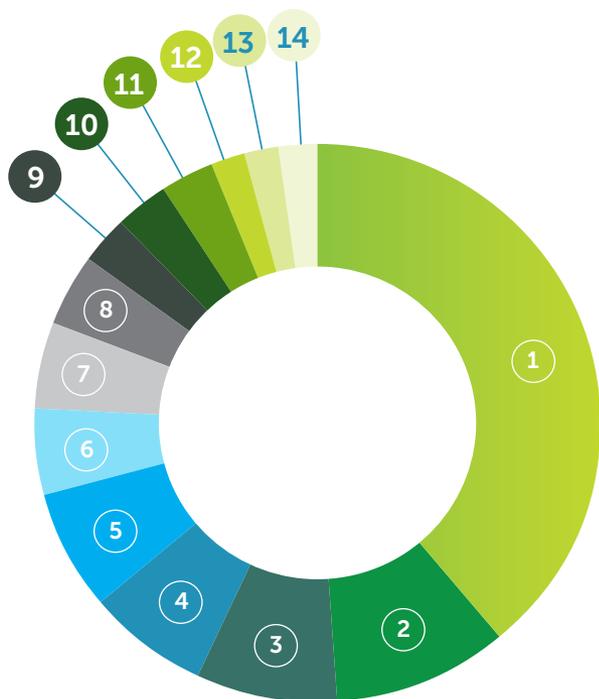
**10 Other**  
 Monthly average  
 CDF 31,697  
 USD 19.57  
 # of respondents  
 22 (3%)

Source: Agent Survey, Q40. For those with "Yes" in 39 – "Indicate the Amount, Currency, and Frequency"; Digital Disruptions' analysis



Not surprisingly, all participants cited food as the largest expense by far; items such as hygiene, health care, utilities, and clothing are cited by the vast majority, though they are lower value.

### Average monthly expenses (refugees and IDPs)



#### 1 Food/Beverages

Monthly average  
CDF 68,250  
USD 42.13  
# of respondents  
804 (97%)

#### 2 School Fees

Monthly average  
CDF 17,035  
USD 10.52  
# of respondents  
106 (13%)

#### 3 Send or give money to friends/family

Monthly average  
CDF 13,304  
USD 8.21  
# of respondents  
34 (4%)

#### 4 Utilities

Monthly average  
CDF 12,403  
USD 7.66  
# of respondents  
701 (85%)

#### 5 Rent (house)

Monthly average  
CDF 12,305  
USD 7.60  
# of respondents  
70 (8%)

#### 6 Clothing

Monthly average  
CDF 9,308  
USD 5.75  
# of respondents  
625 (75%)

#### 7 Financial services fees

Monthly average  
CDF 8,545  
USD 5.27  
# of respondents  
48 (6%)

#### 8 Misc goods

Monthly average  
CDF 6,327  
USD 3.91  
# of respondents  
565 (68%)

#### 9 Savings/ Investments

Monthly average  
CDF 5,857  
USD 3.62  
# of respondents  
136 (16%)

#### 10 Health

Monthly average  
CDF 5,758  
USD 3.55  
# of respondents  
512 (62%)

#### 11 Personal hygiene

Monthly average  
CDF 4,688  
USD 2.89  
# of respondents  
751 (91%)

#### 12 Transportation

Monthly average  
CDF 4,234  
USD 2.61  
# of respondents  
804 (97%)

#### 13 Communication

Monthly average  
CDF 4,021  
USD 2.48  
# of respondents  
543 (66%)

#### 14 Home items

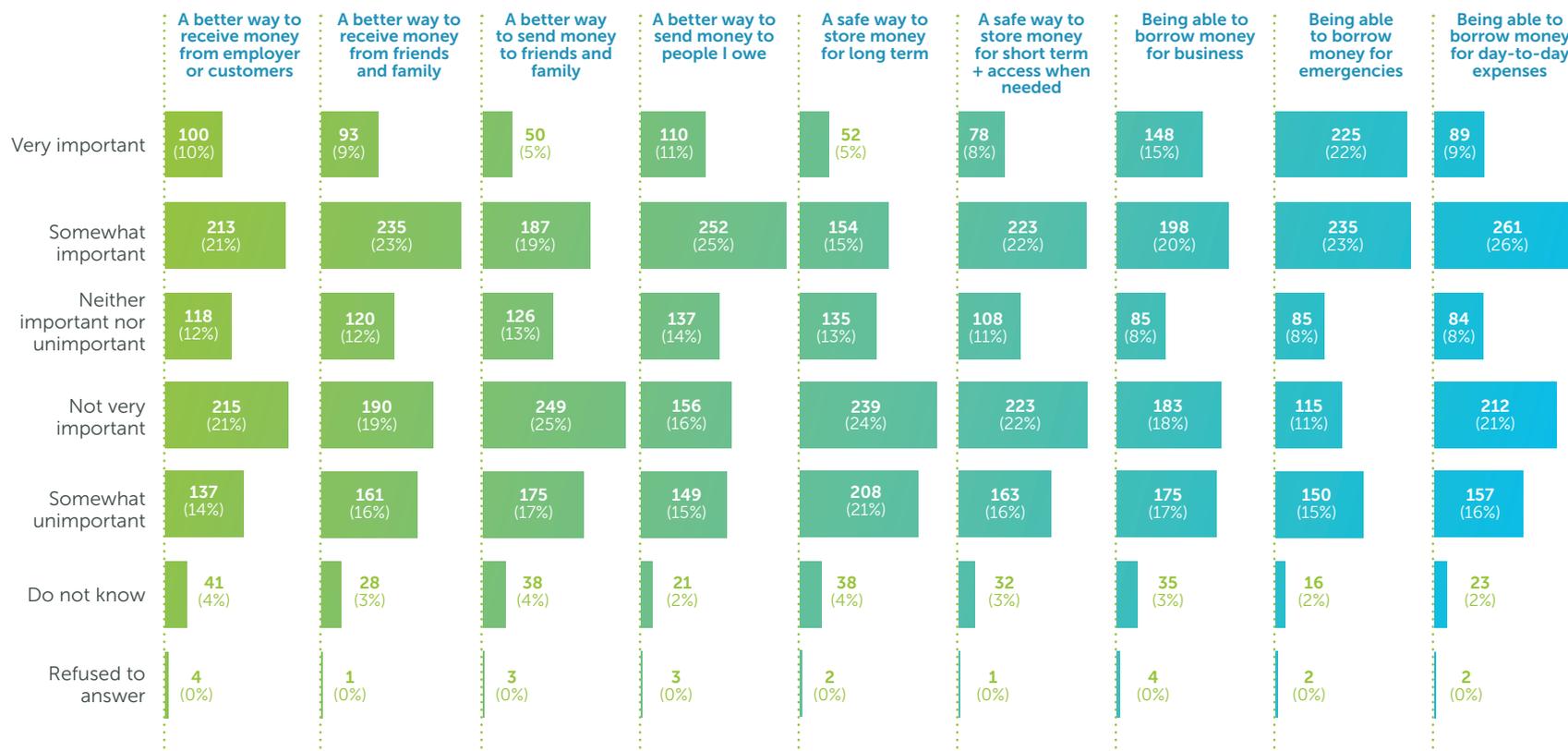
Monthly average  
CDF 3,801  
USD 2.35  
# of respondents  
615 (74%)

Source: Agent Survey, Q40. For those with "Yes" in 39 – "Indicate the Amount, Currency, and Frequency"; Digital Disruptions' analysis



Being able to borrow money, especially for emergencies, a safe way to store money, and sending and receiving money were commonly cited as the most important financial needs.

### Level of importance of various financial service needs

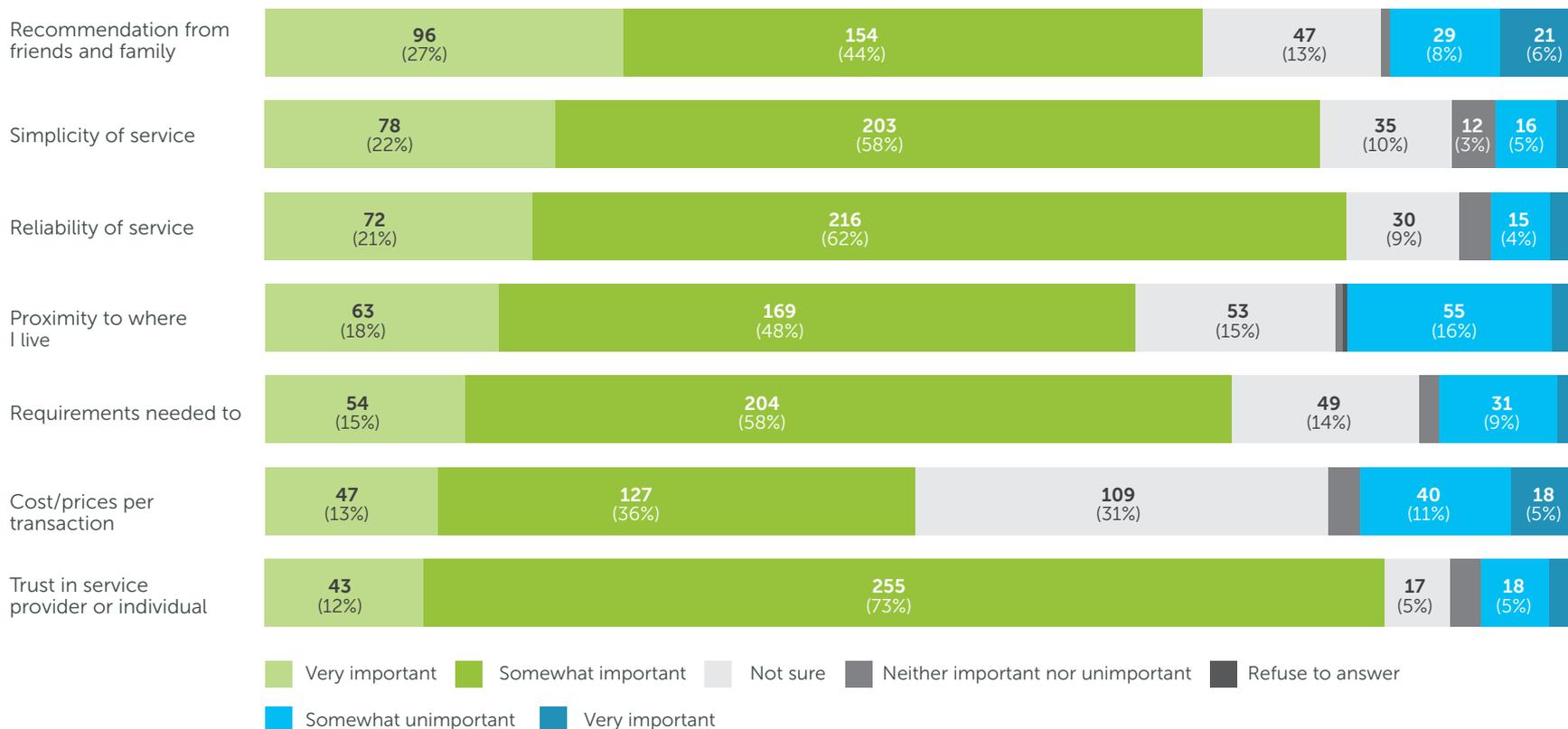


Source: Agent Survey, Q43-51. "Which of the following would you say is important to you?"; Digital Disruptions' analysis



## Trust in the service provider is the most important factor in borrowing money for the day-to-day expenses.

### Being able to borrow some money for day-to-day expenses - importance of each characteristic

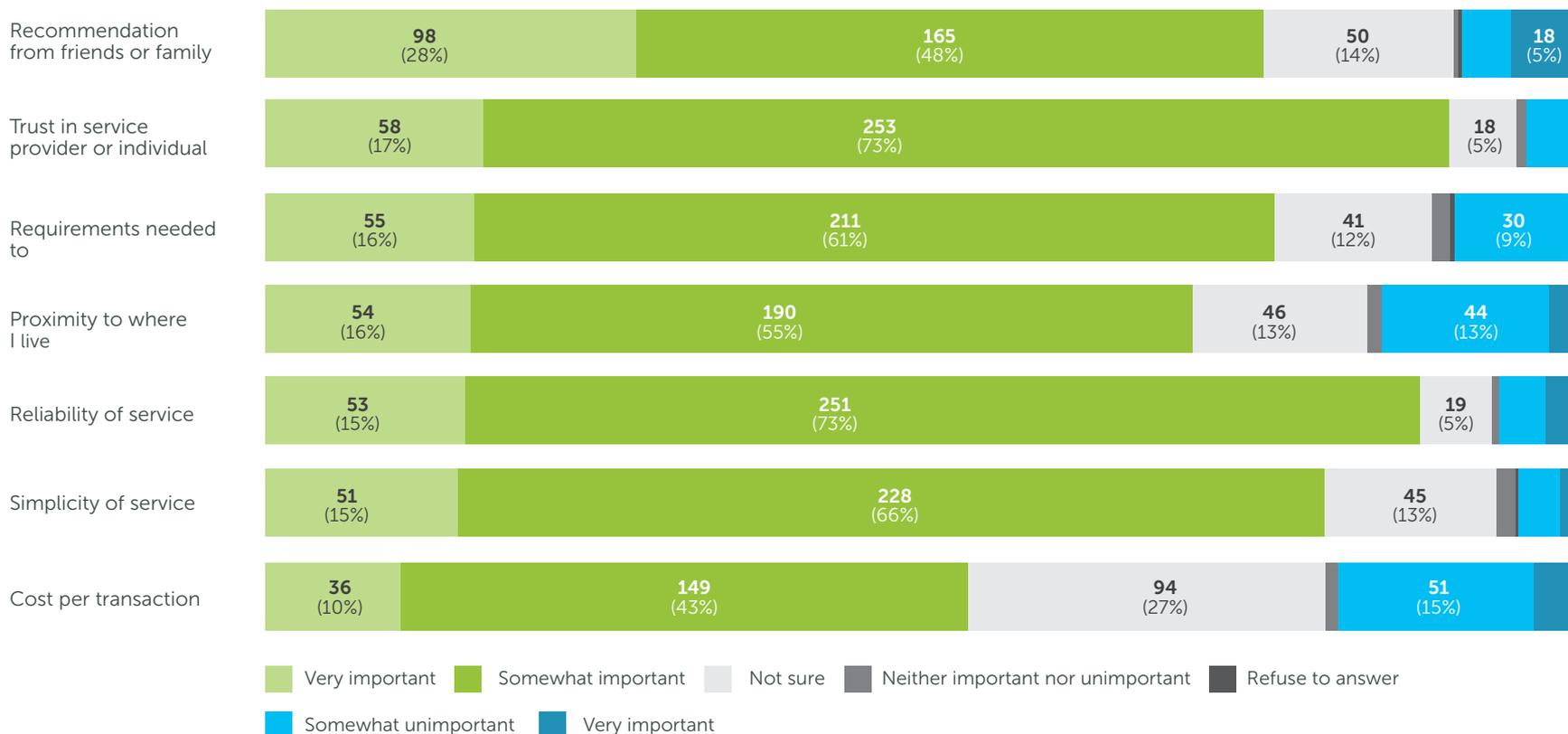


Source: Agent Survey, Q43-51. "For Q43 - For all answers to 4 or 5 within it, rank the following in importance"; Digital Disruptions' analysis



The findings are similar for borrowing money for starting a business; note that cost of transactions is not perceived as all that important.

### Being able to borrow money for a business - importance of each characteristic

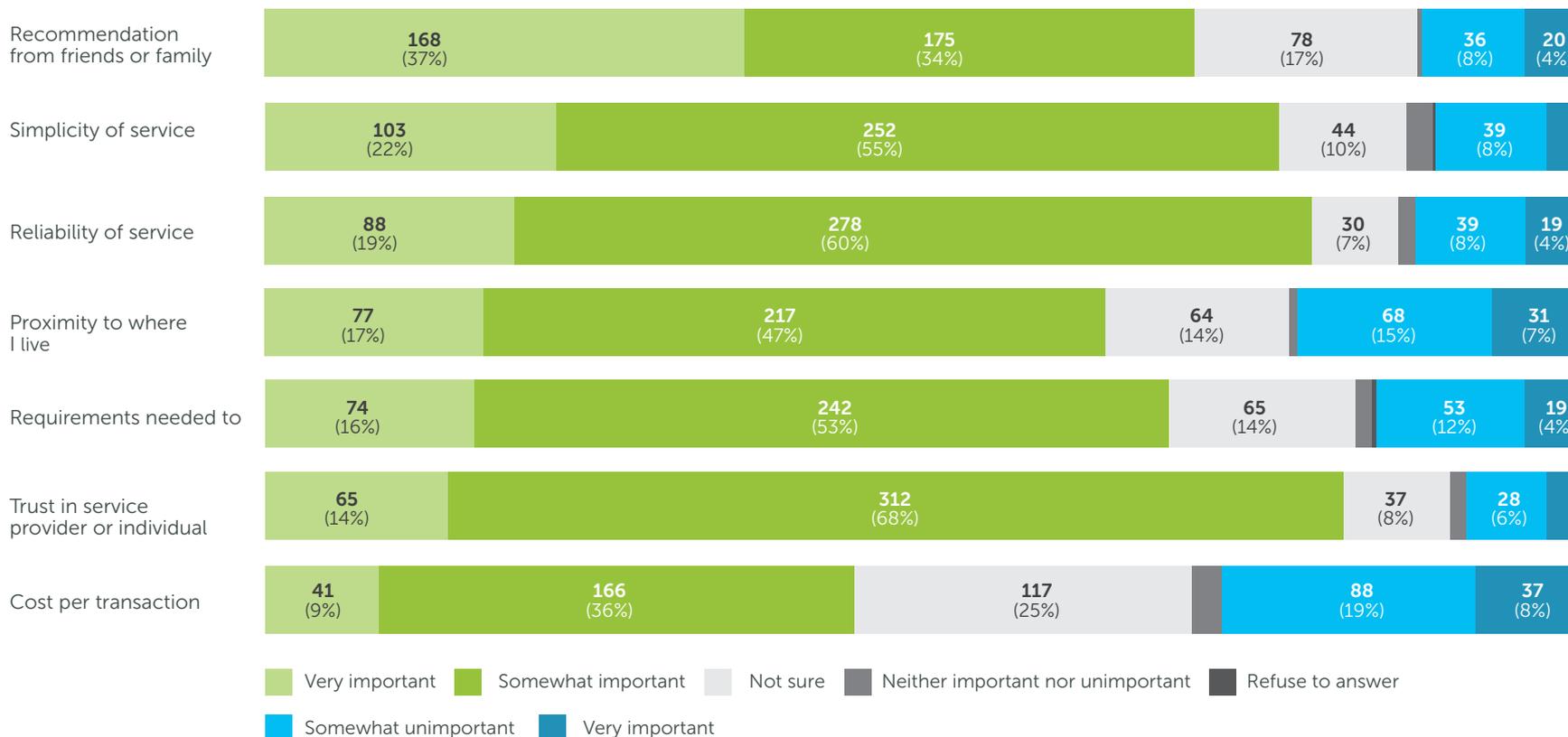


Source: Agent Survey, Q43-51. "For Q44 - For all answers to 4 or 5 within it, rank the following in importance"; Digital Disruptions' analysis



## Recommendations from family and friends are very important for participants who borrow money for emergencies, and cost is not as relevant.

### Being able to borrow some money for emergencies - importance of each characteristic

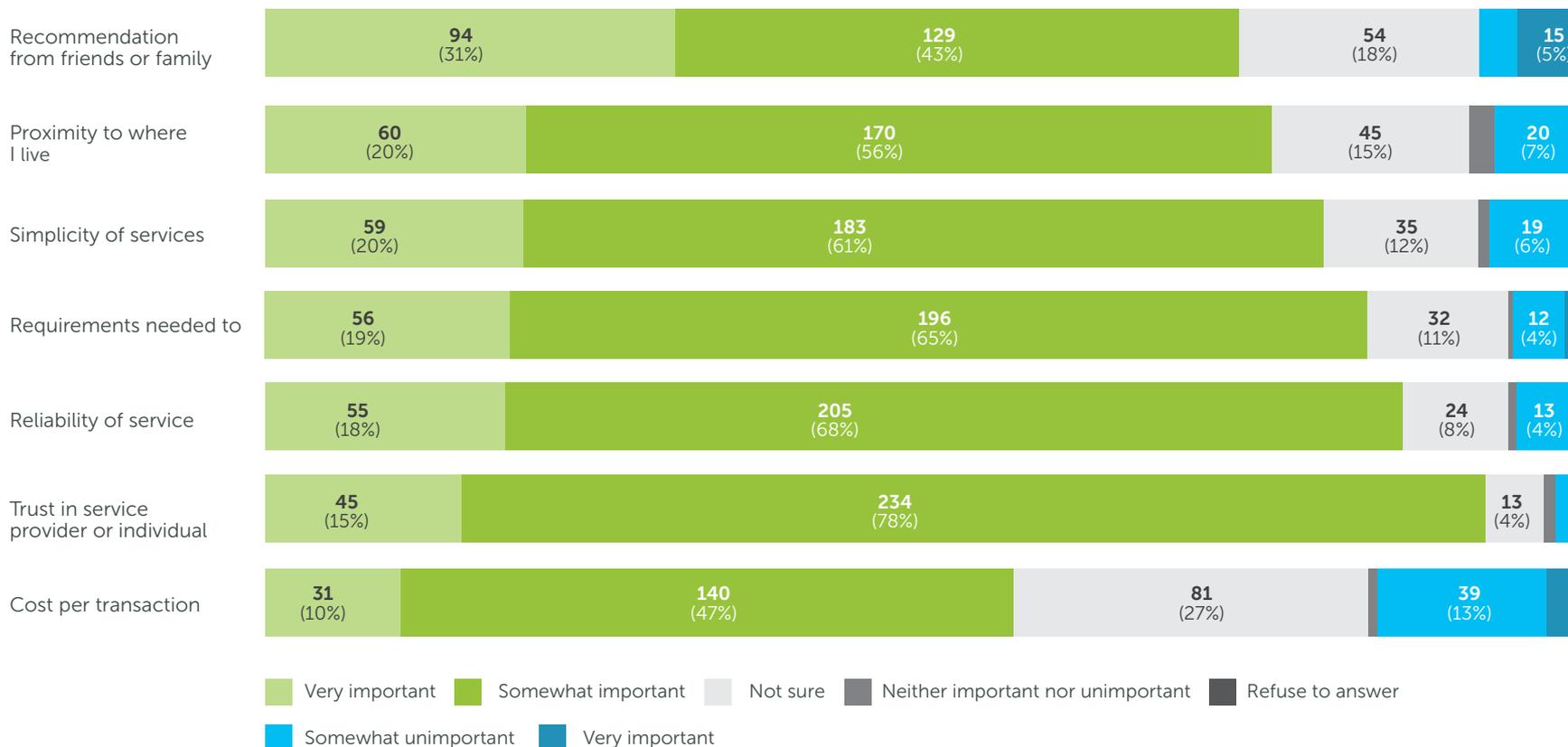


Source: Agent Survey, Q43-51. "For Q45 - For all answers to 4 or 5 within it, rank the following in importance"; Digital Disruptions' analysis



## For keeping their money safe (savings), 93% rate trust in the service provider as the most important.

### A safe way to store my money for the short-term and access to it - importance of each characteristic

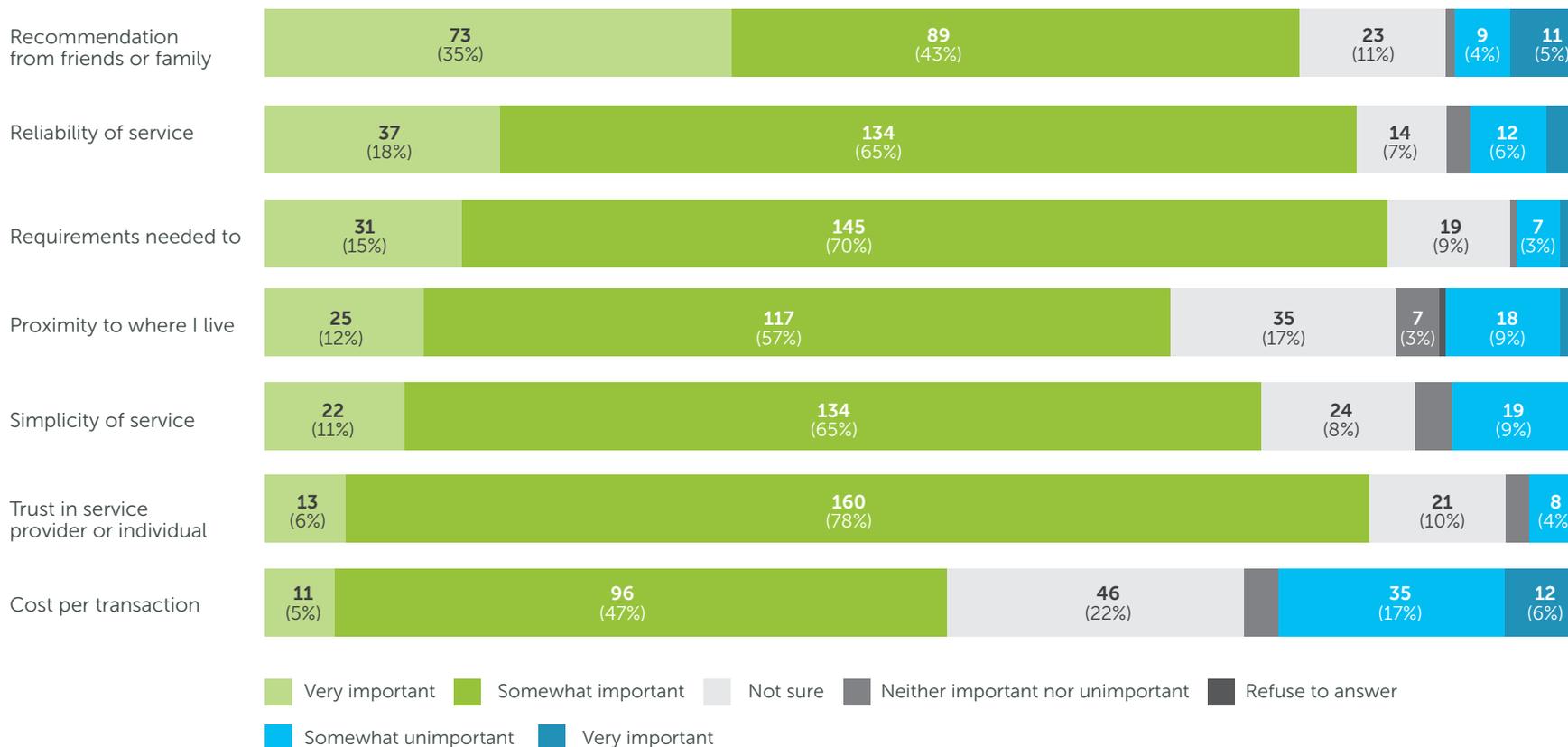


Source: Agent Survey, Q43-51. "For Q46 - For all answers to 4 or 5 within it, rank the following in importance"; Digital Disruptions' analysis



Although only very few have a need for longer-term savings, the picture is similar to short-term savings, except that recommendations from family and friends play a slightly bigger role.

### A better way to store my money for the long-term - importance of each characteristic

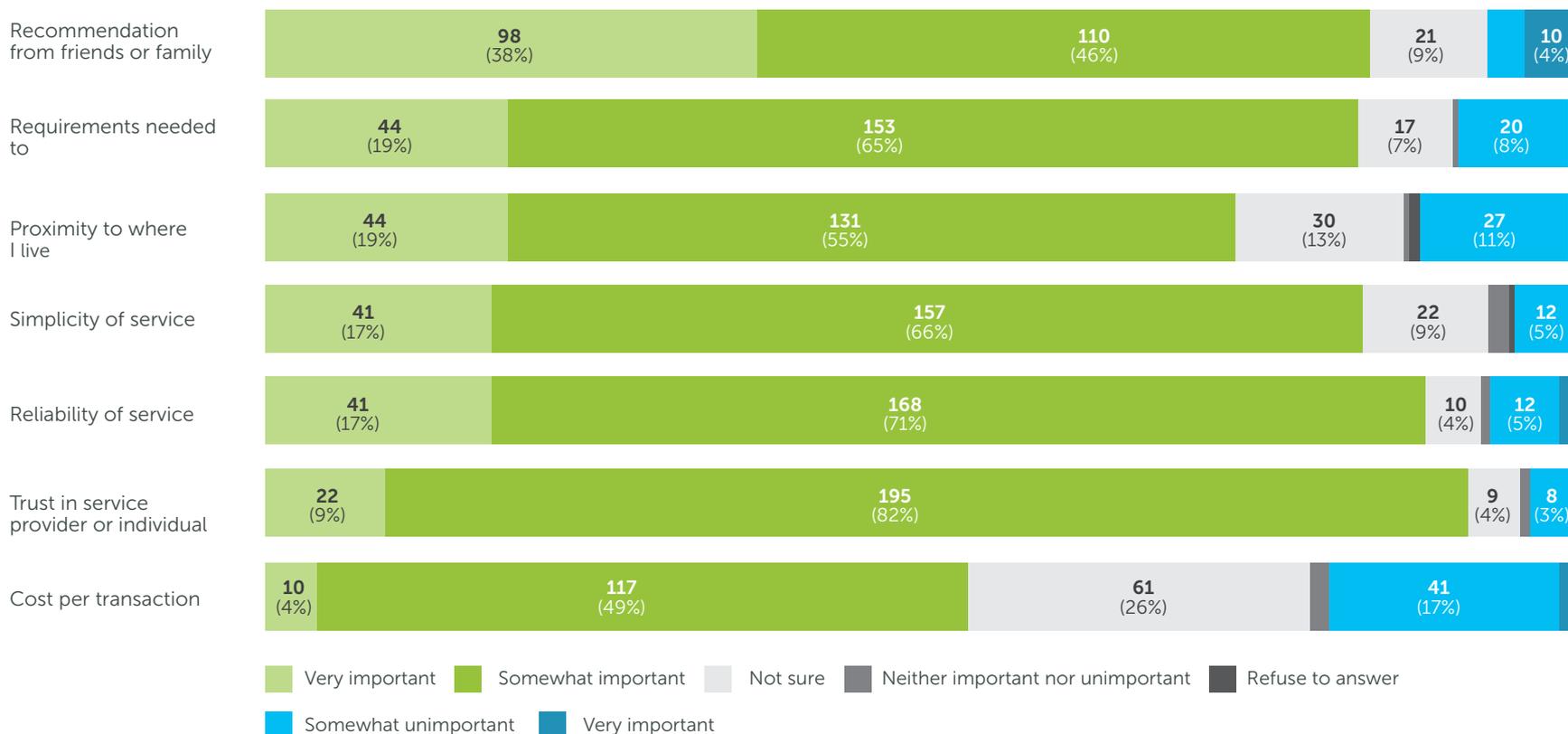


Source: Agent Survey, Q43-51. "For Q47 - For all answers to 4 or 5 within it, rank the following in importance"; Digital Disruptions' analysis



**25-33% of refugees and IDPs in our sample indicate that a better way of sending and receiving money is a “somewhat” or “very” important need.**

**A better way to send money to family and friends - importance of each characteristic**

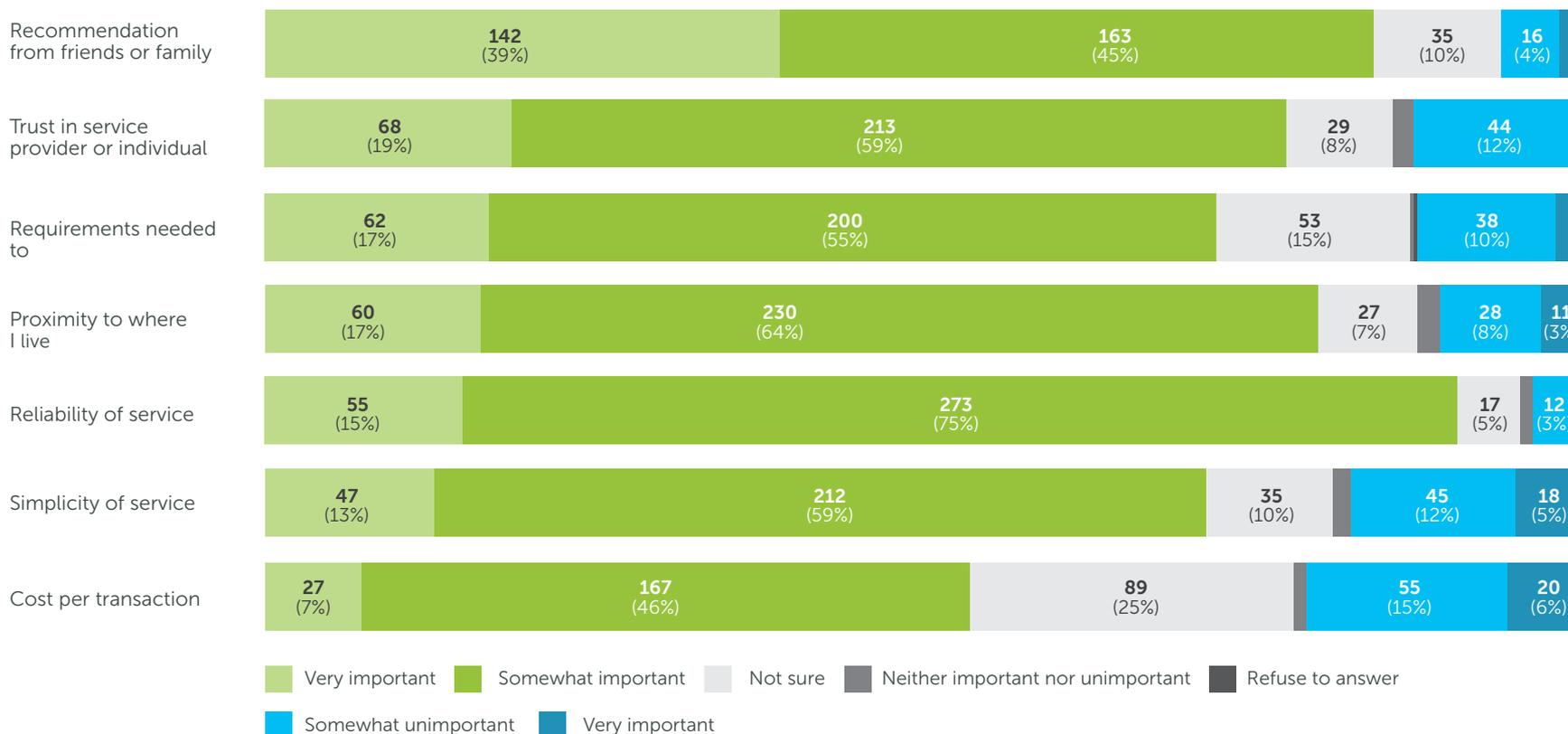


Source: Agent Survey, Q43-51. "For Q48 - For all answers to 4 or 5 within it, rank the following in importance"; Digital Disruptions' analysis



## Similar to keeping savings safe, sending money to people also has “trust” as by far the most important characteristic.

### A better way to send money to people I owe money to - importance of each characteristic

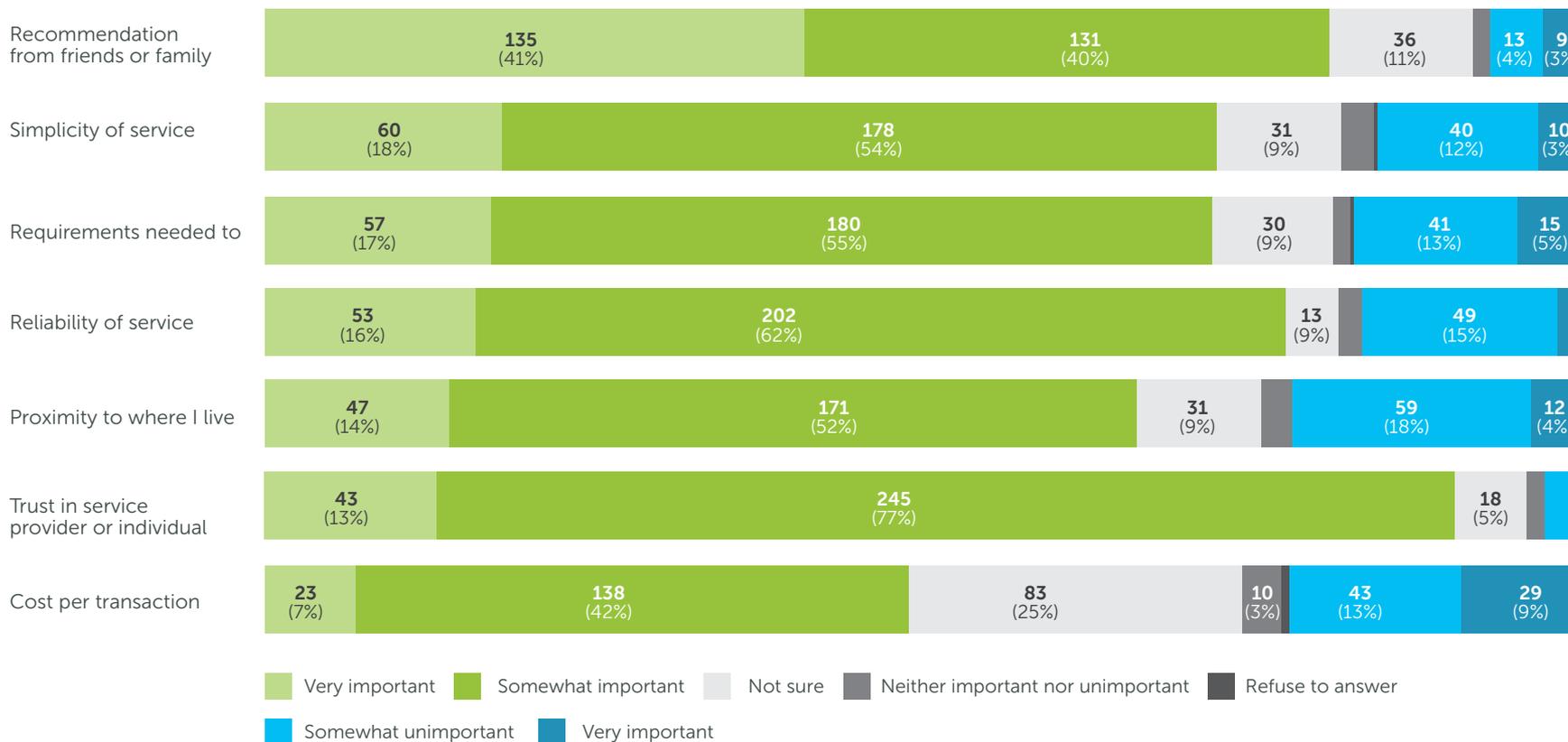


Source: Agent Survey, Q43-51. “For Q49 - For all answers to 4 or 5 within it, rank the following in importance”; Digital Disruptions’ analysis



“Recommendations from family” become important for receiving money, and “cost” becomes unimportant; the participants will do what it takes to obtain additional income.

A better way to receive money from family and friends - importance of each characteristic

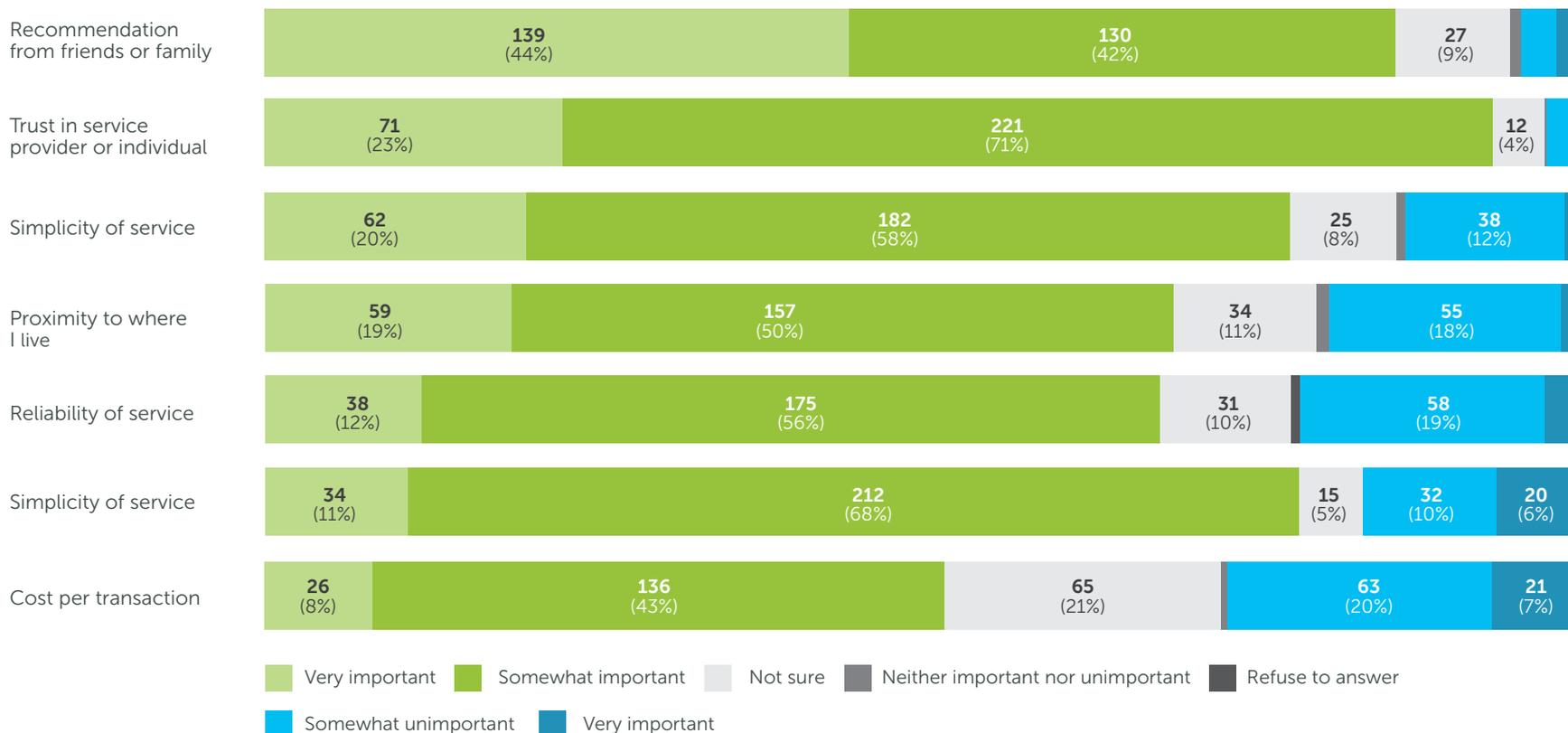


Source: Agent Survey, Q43-51. "For Q50 - For all answers to 4 or 5 within it, rank the following in importance"; Digital Disruptions' analysis



Interestingly, out of all the financial needs, having a recommendation from family was the most cited 'very important' feature for "receiving money from an employer".

### A better way to receive money from my employer or my customers - importance of each characteristic

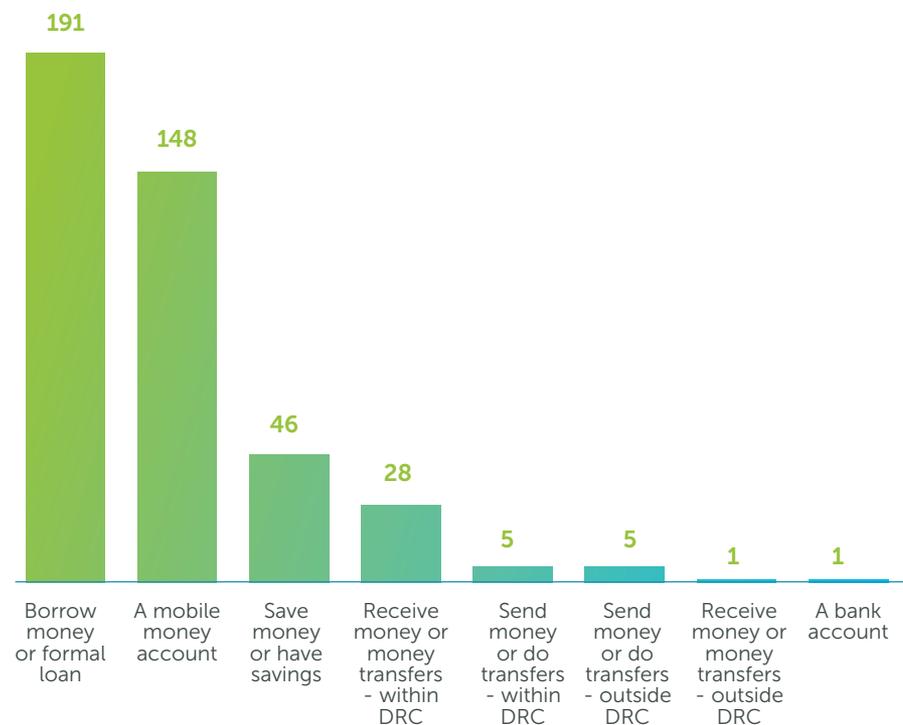


Source: Agent Survey, Q43-51. "For Q51 - For all answers to 4 or 5 within it, rank the following in importance"; Digital Disruptions' analysis

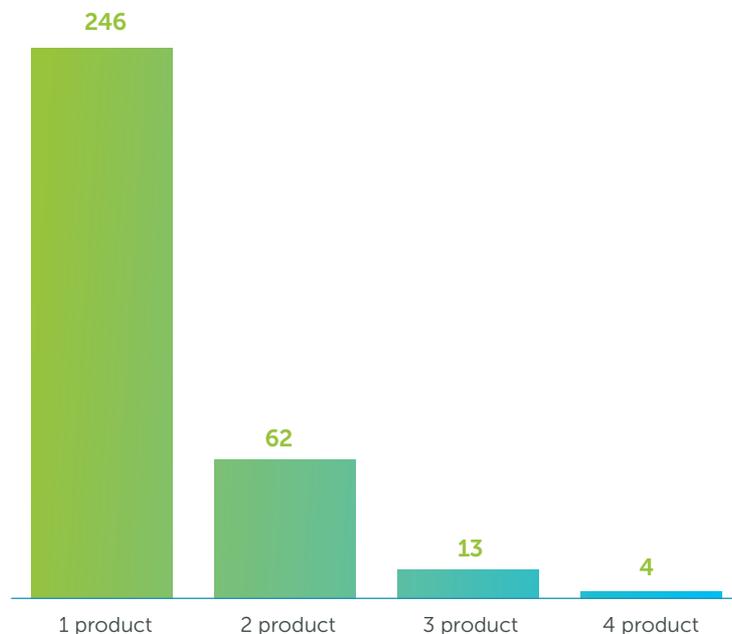


Apart from loans, it is mainly refugees in Mulongwe that hold mobile money accounts; only about 10% of the respondents have more than one formal or informal financial product.

Current formal or informal financial products (multiple selection)



Number of individuals with multiple financial products

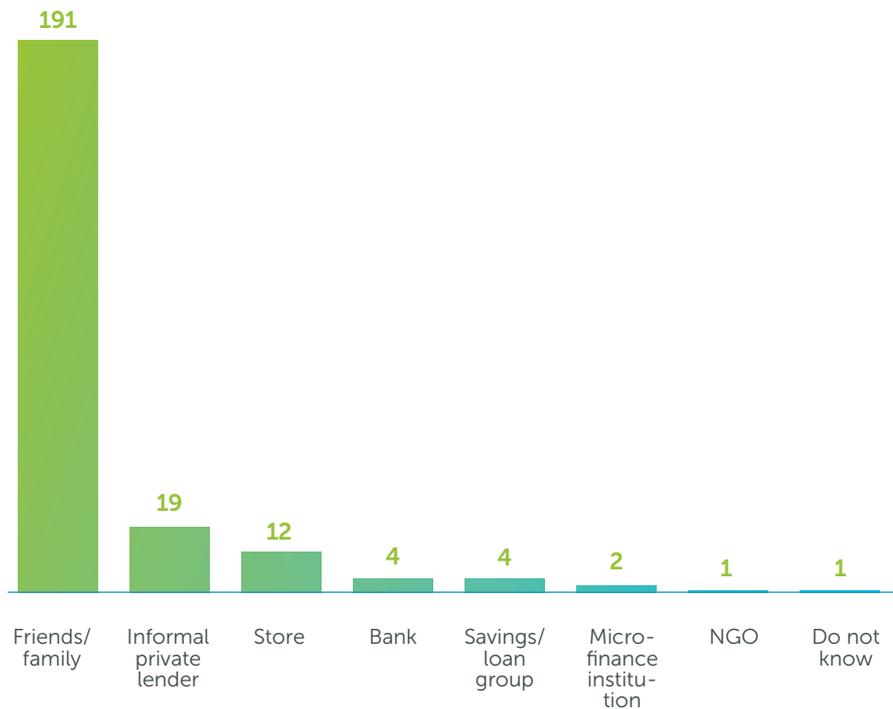


Source: Agent Survey, Q52. "Do you currently do or have the following?"; Digital Disruptions' analysis

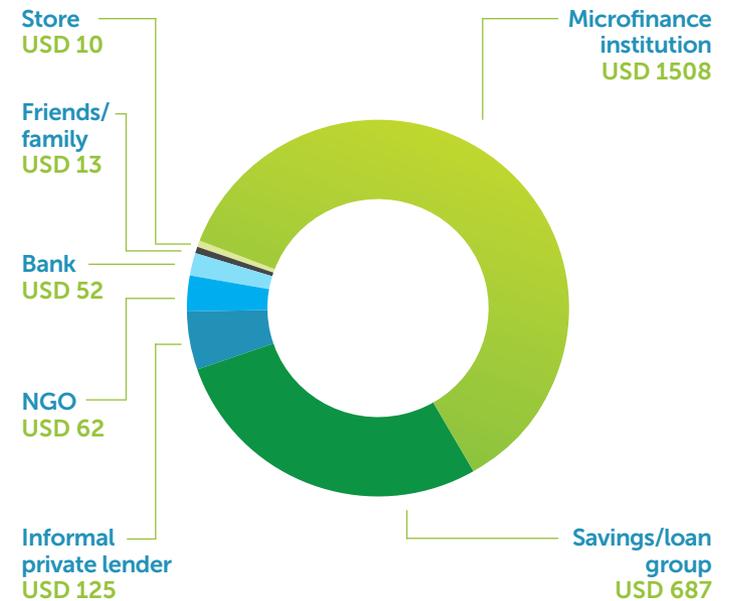


As expected, friends and family are the first source for loans; only a handful have loans from formal financial institutions. The loans from family are very small-value; informal lenders tend to be used for significantly larger loan amounts.

Source or provider of loans (multiple selection)



Average loan size by providers of loans



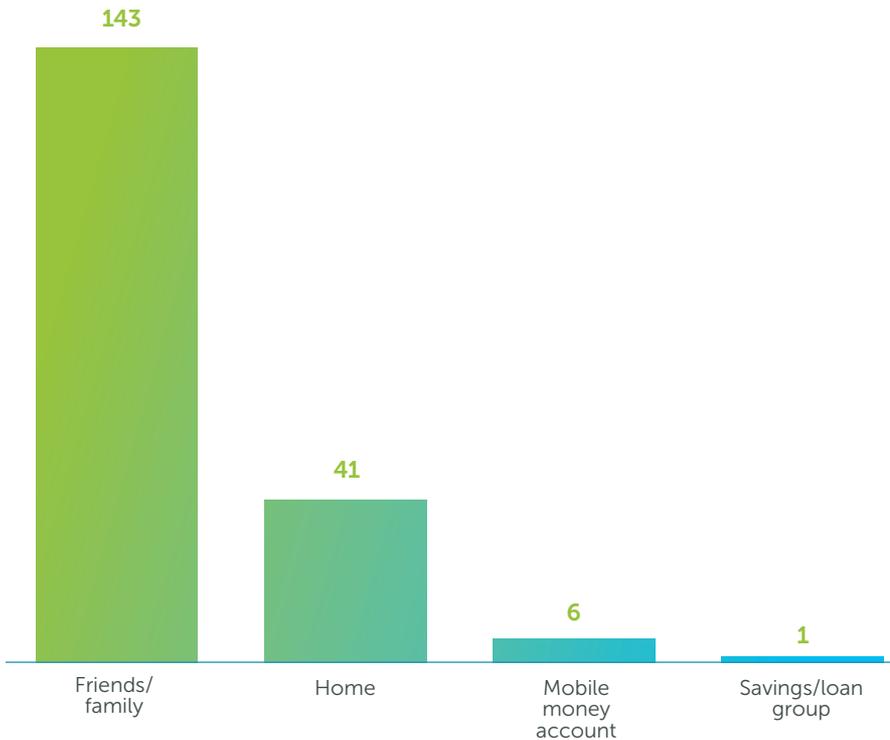
Note: MFIs and savings/loan groups have only six mentions, so averages should be treated with caution

Source: Agent Survey. Q53. "If yes for 1 in #52, from where do you borrow money?"; Digital Disruptions' analysis, Agent Survey. Q53. "If yes for 1 in #52, around how much is your current loan?"; Digital Disruptions' analysis

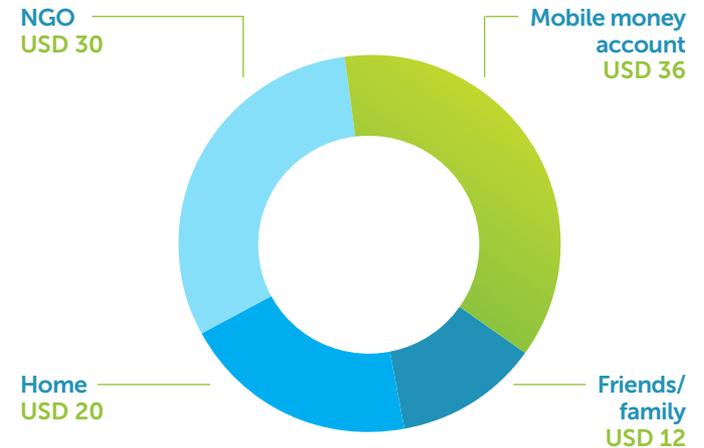


Similarly, the few participants who did have enough money to save did so with family and friends, and, in rare cases, at home. On average, they keep about 60% more at home than with friends and family.

Source or holder of savings (multiple selection)



Average current savings per source/provider



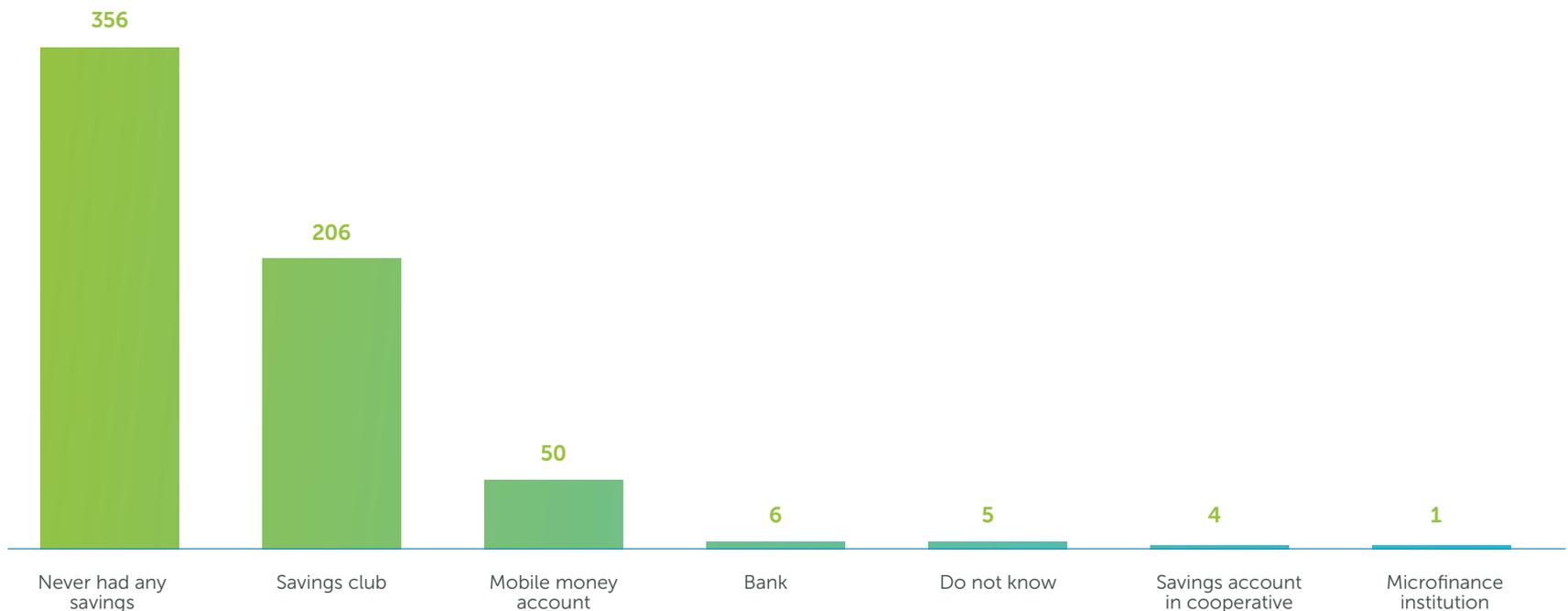
Note: Mobile Money and NGOs have only seven mentions, so averages should be treated with caution.

Source: Agent Survey, Q56. "If yes for 2 in #Q52, where do you save money?"; Digital Disruptions' analysis, Source: Agent Survey, Q57. "if yes for 2 in #Q52, About how much are your current savings?"; Digital Disruptions' analysis



Interestingly, about 33% who do not currently save used to actively participate in a savings club, and just under 10% used to save through a mobile money account.

### Previous savings mechanisms or accounts



Source: Agent Survey, Q56-57. "56. if yes for 2 in Q52, where do you save money?" ; Digital Disruptions' analysis



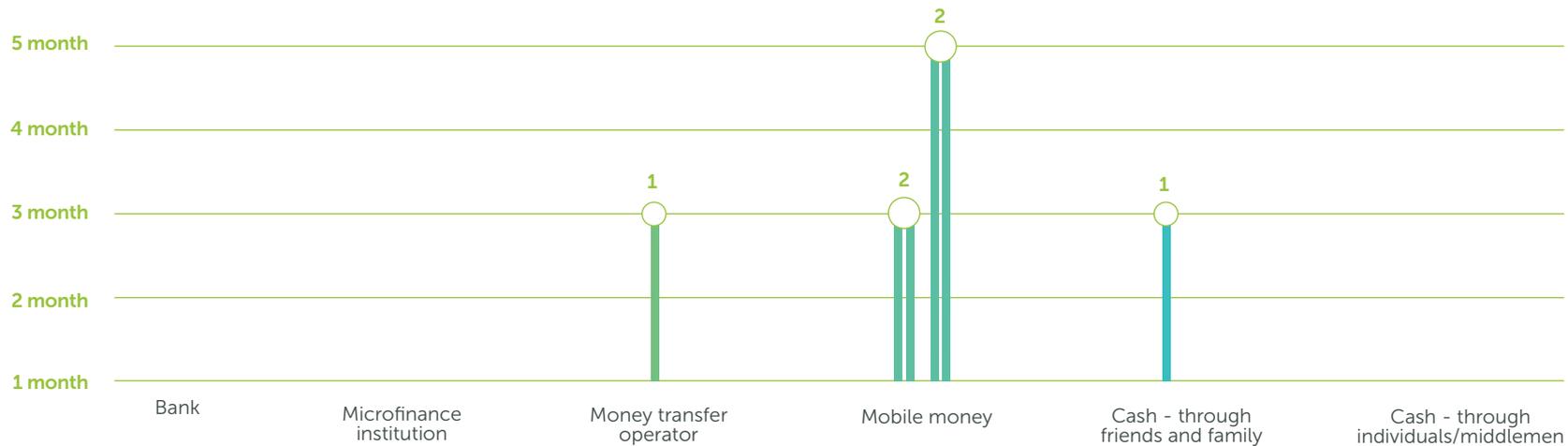
## Very few participants send money within DRC.

### Money transfer mechanisms within DRC (multiple selection)



### Frequency in months

○ # of mentions

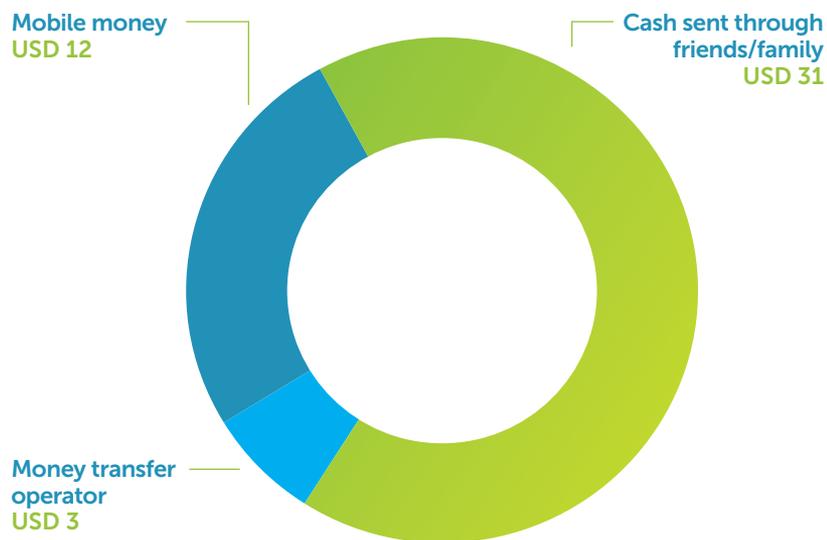


Source: Agent Survey, Q59/60. "If yes for 3 in #52, how did you send money within DRC?" / "How Frequently?"; Digital Disruptions' analysis

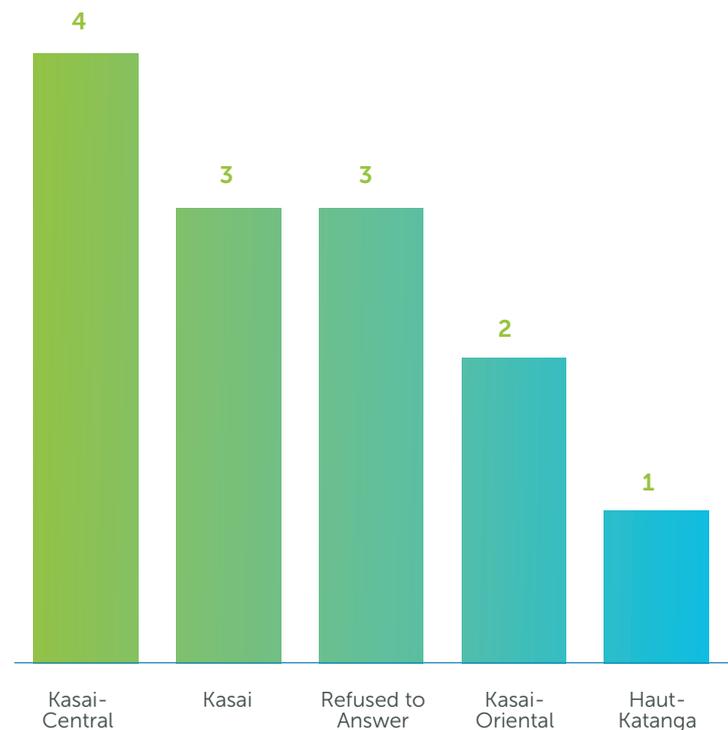


Kasai-Central is the most common province because most senders in our sample were IDPs living in Kasai.

Average money transfer amount per mechanism



Main DRC provinces to send money (multiple selection)

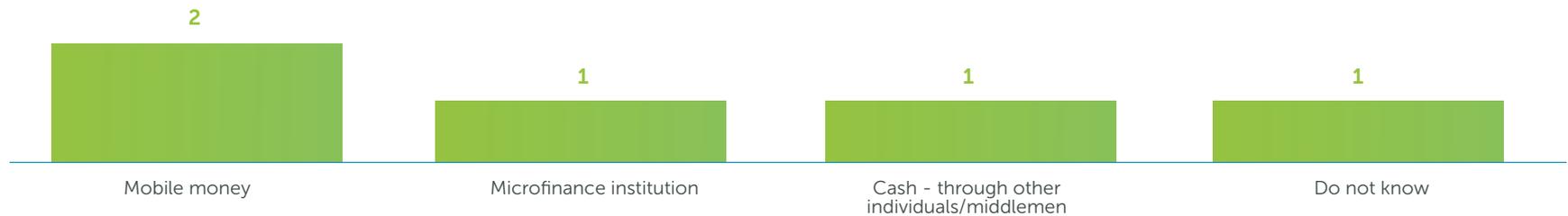


Source: Agent Survey, Q61/Q62 "How Much?" / "From which main provinces?"; Digital Disruptions' analysis



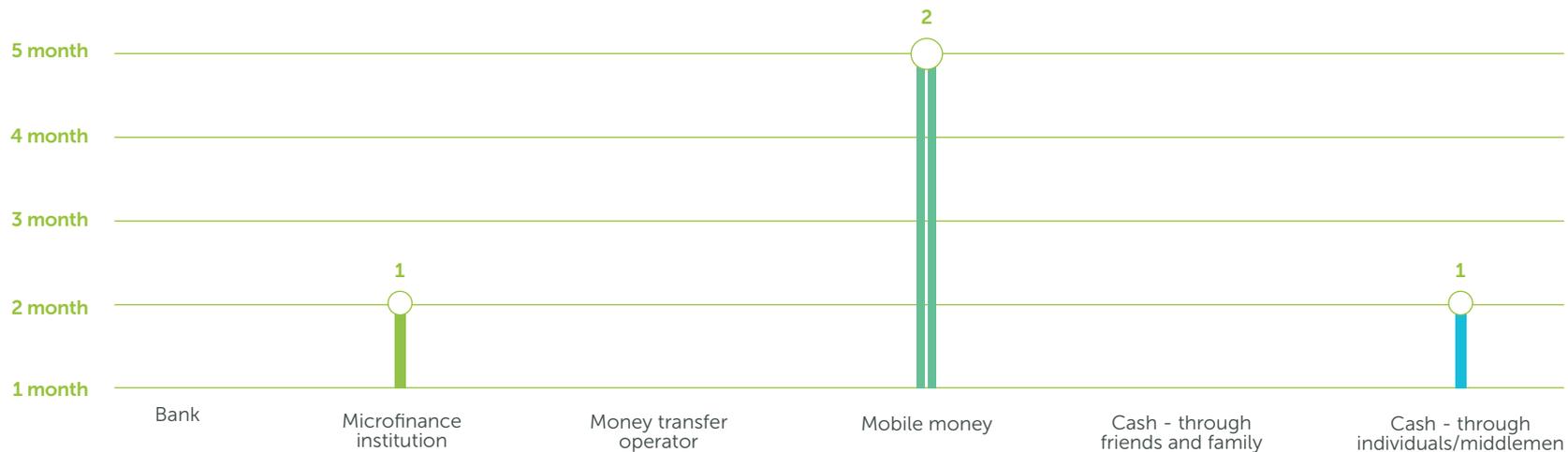
Very few send money outside of the country – the Burundian refugees either do not have money or have no need to send money back home, as they mainly arrive with their families.

International money transfer mechanisms (multiple selections)



Frequency in months

○ # of mentions

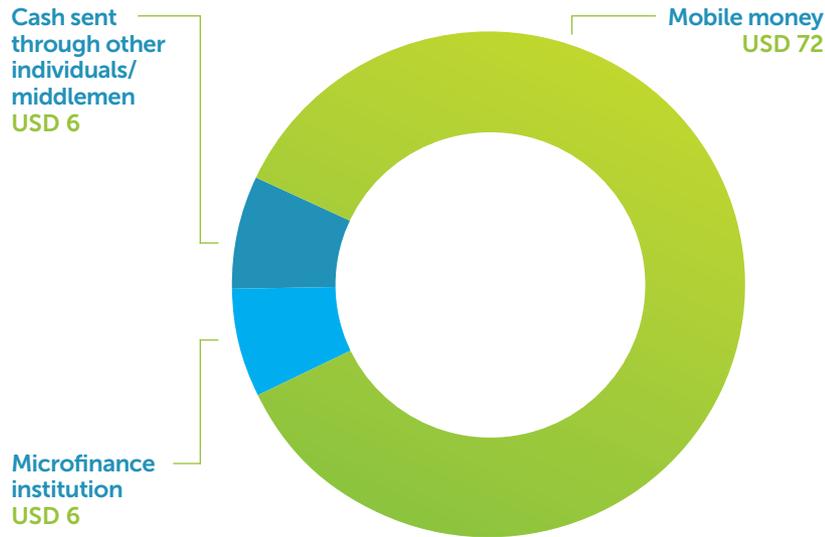


Source: Agent Survey, Q63/64; "If yes for 4 in #52, how did you send money outside DRC?" / "How Frequently?"; Digital Disruptions' analysis

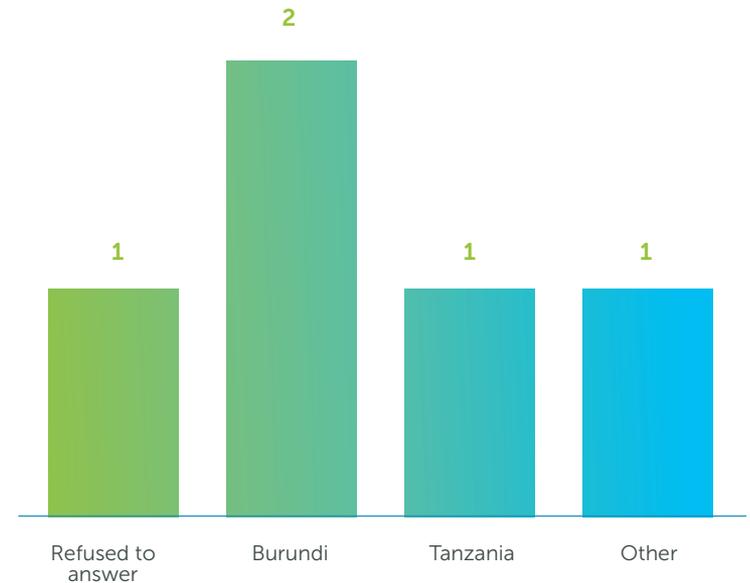


Although the sample is too small to make a strong inference, it is plausible that mobile money is seen as a more trustworthy mechanism for larger money transfer amounts.

Average money transfer amount per mechanism



Main countries to send money to

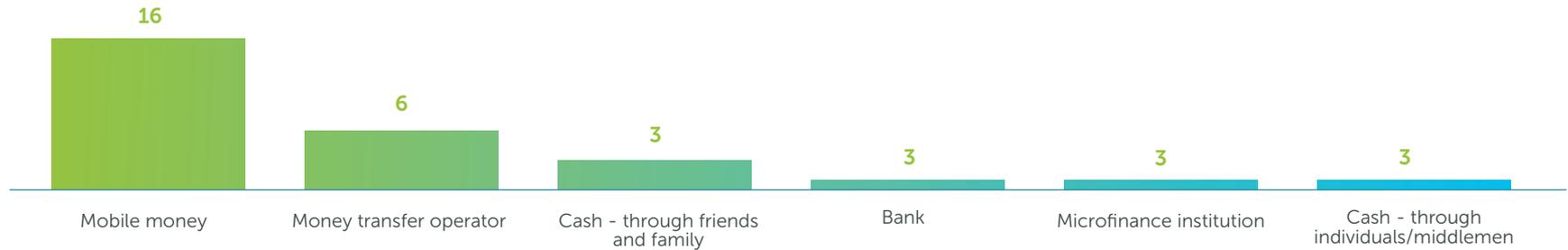


Source: Agent Survey, Q65/66 "How Much?" / "From which main countries?"; Digital Disruptions' analysis

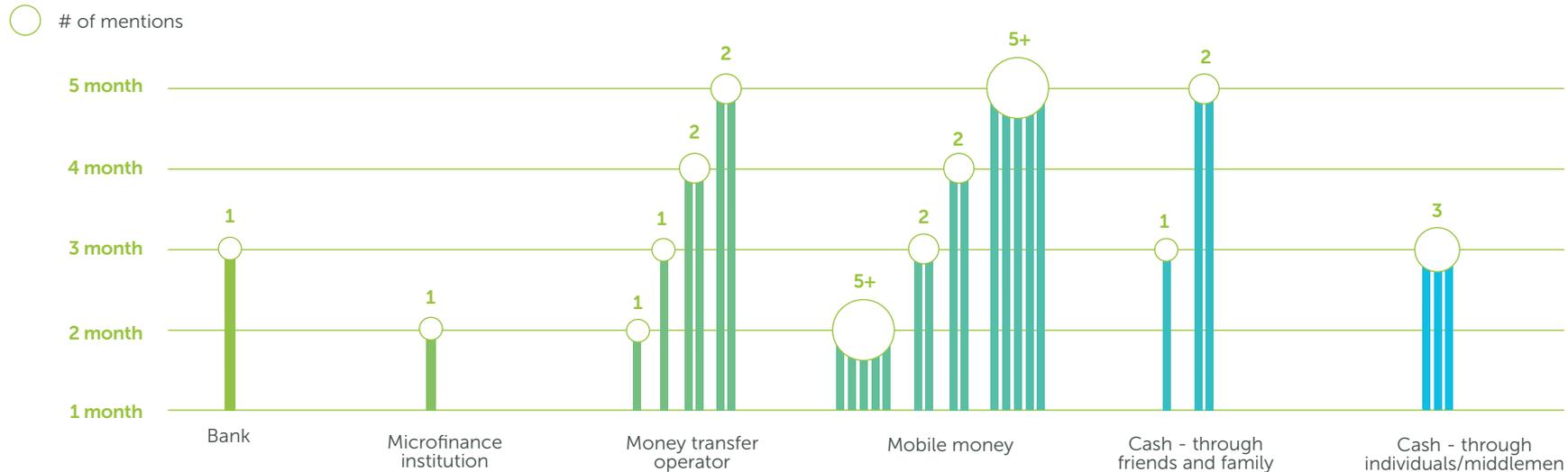


Although money transfer overall is not a common product, receiving money within DRC did garner a few mentions.

### Domestic money transfer mechanisms (multiple selections)



### Frequency in months



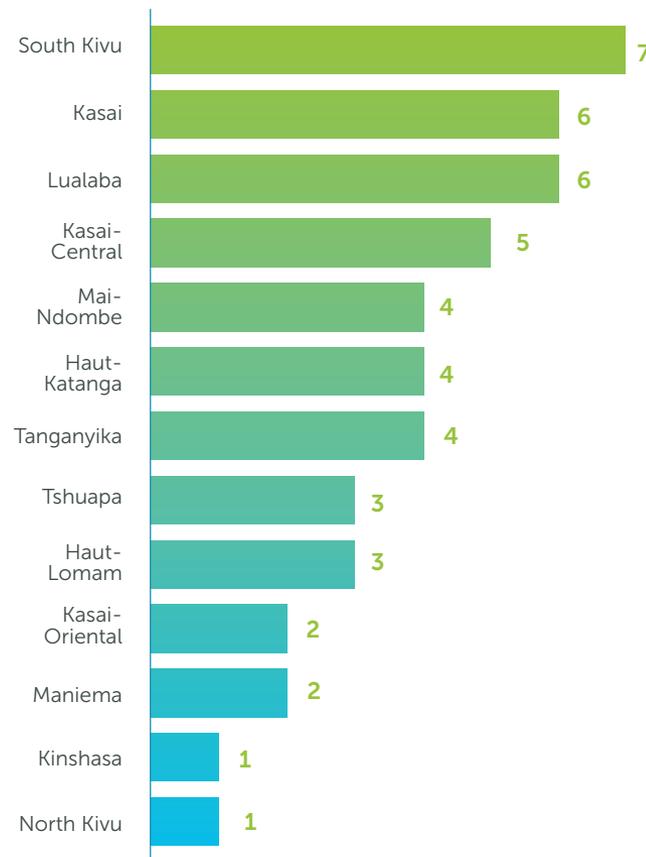
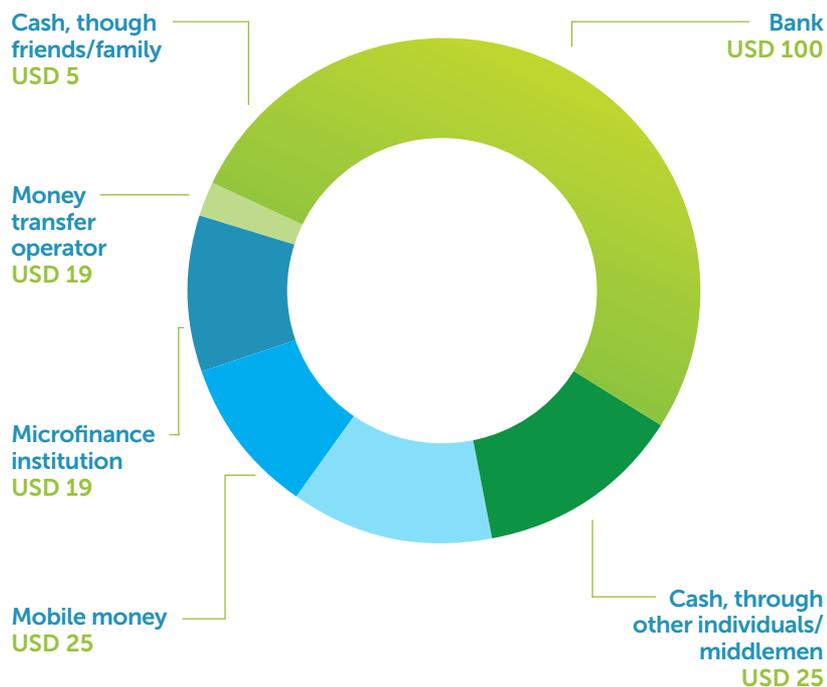
Source: Agent Survey, Q67/68 "If yes to 5 in #52, how do you receive money within DRC?" / "How Frequently?"; Digital Disruptions' analysis



Mobile money transfers have an average amount of about USD 25, a significant amount for this segment where the daily income is often just USD 2.

Average money transfer amount per mechanism

Main DRC provinces to send money (multiple selection)

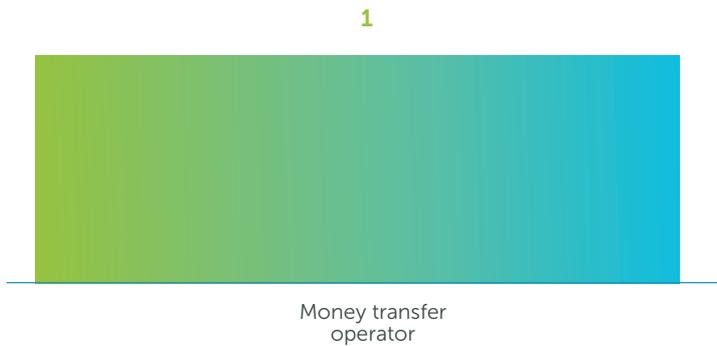


Source: Agent Survey, Q69/70 "How Much?" / "From which main provinces?"; Digital Disruptions' analysis



International remittances had a single mention. Given the single mention, this amount should be used with caution.

International money transfer mechanisms (multiple selections)

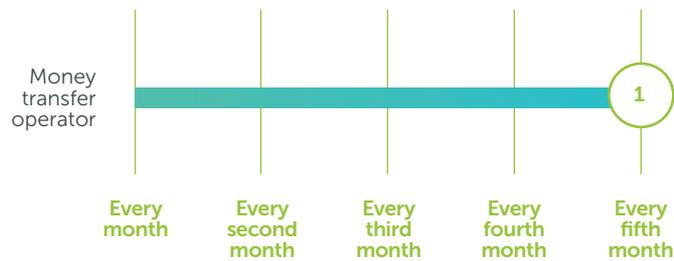


Money transfer amount (average per mechanism)

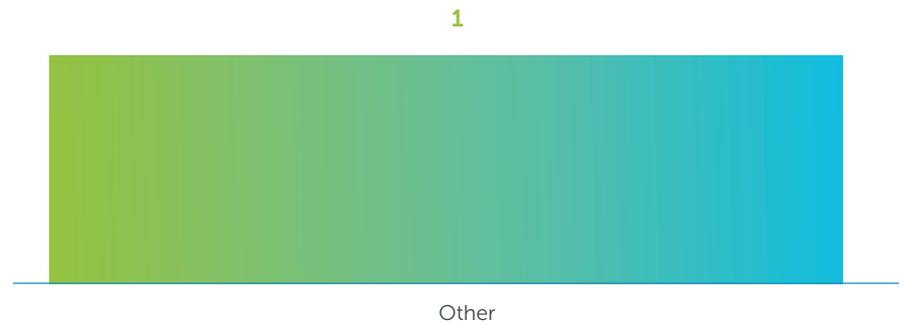


Frequency in months

○ # of mentions



Main countries to receive money

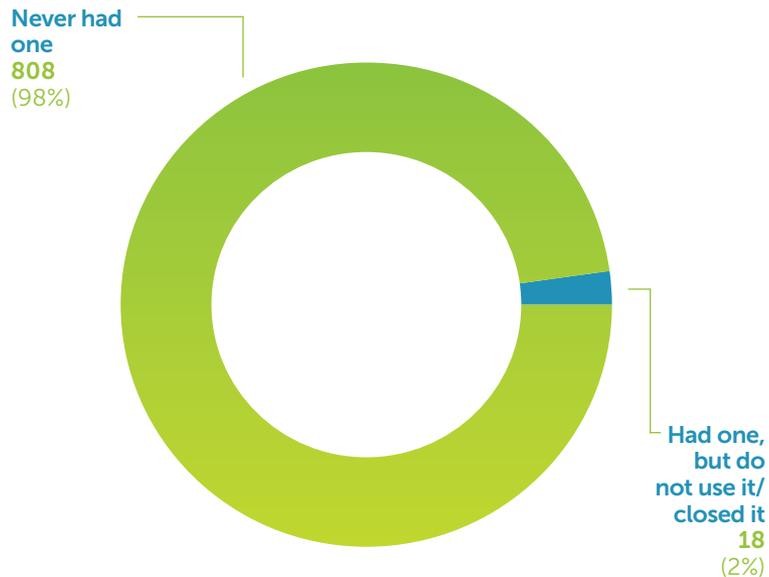


Source: Agent Survey, Q71/72 "If yes for 6 in #52, how do you receive money from outside the DRC" / "How Frequently?"; Digital Disruptions' analysis and Agent Survey, Q73/74 "How Much?" / "From which main countries?"; Digital Disruptions' analysis

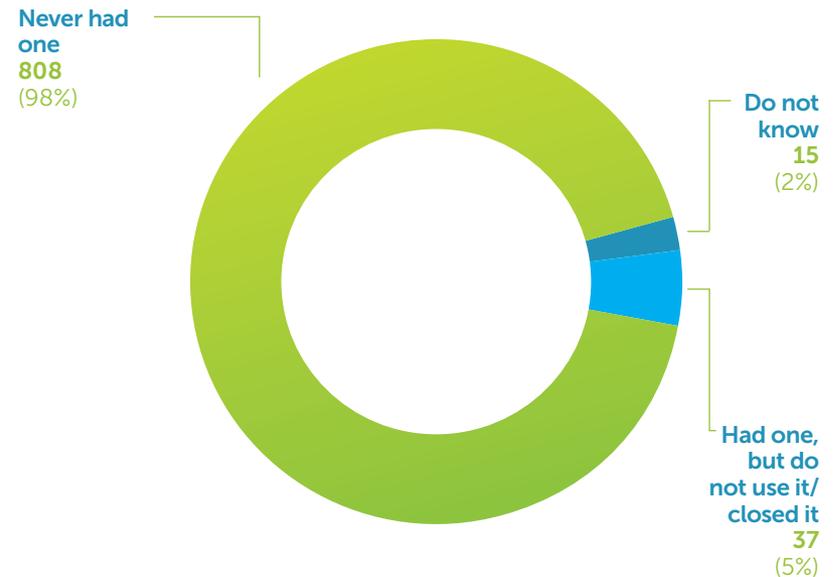


Most participants do not have a bank account – and never had one. Many mobile money accounts were only recently opened in the refugee camps, also by those who did not previously have one.

Previous ownership of bank account



Previous ownership of mobile money account



Source: Agent Survey, Q75/76; "Have you previously had a bank account or never had one?" / "Have you had a mobile money account or never had one?"; Digital Disruptions' analysis



Most participants cited that they had earned over USD 12 in the last month, mainly due to the government and NGO cash transfer schemes; nearly 25% earned less than that

Estimated income earned or amount of cash received in previous month



Source: Agent Survey, Q77 "Finally, can you give me an estimate of the amount of money you have received in the past month?"; Digital Disruptions' analysis



## USER PERSONA – SOUTH KIVU: OLIVER



### Basic info

Age: 26 years old

Marital Status: Married

Children: 1

Location: Mulongwe camp

Employment: Unemployed

Literacy: Good

Education: Primary School

### Personality

Oliver comes across as honest and excited, and a bit anxious for the future.

### His story

Oliver came to Mulongwe camp 1.5 years ago, fleeing the civil unrest in his native Burundi. He was a student and was hoping to go to university to study nursing –perhaps even be a doctor – and now is awaiting the day he can go back to his country.

### Daily routine

Oliver wakes up at 6 am, takes a cold shower, and spends the morning resolving problems amongst the refugees – he’s President of Block 14. He’ll go to the market to buy food a couple of times a day and then prepare it. He’ll eat with his family around 7 pm and then go to bed at 9 pm.

He used to be a driver for a local politician but would prefer to start his own business so that he can provide for his family. At this point he’ll take any job that lets him do that.

### Home and surroundings

He has a very small room where he sleeps with his wife, his daughter, and all their belongings. There is a water source right outside his home, but never any electricity. Oliver is a religious person and often goes to church – it gives him a sense of community with the other refugees.

### Access

Oliver asks other refugees if he needs some money to make ends meet but usually just keeps his money at home or on himself. He’s very comfortable using his phone and still has his Burundian sim card. He receives the cash transfer through M-Pesa but withdraws it right away – there’s nothing else to do with the money on his phone anyway.

Source: Interviews, Ethnographies. Customer archetype, names have been changed for security purposes.



## USER PERSONA – TANGANYIKA: MELANIE



### Basic info

Age: 43 years old  
 Marital Status: Separated  
 Children: 4  
 Location: Kikumbe  
 Employment: Unemployed  
 Literacy: Basic  
 Education: None

### Personality

Melanie comes across as shy and anxious and often feels isolated.

### Her story

Melanie has been in Kikumbe for 5 months, after fleeing her village of Kashege. Life is very hard – she does not have any employment at all. She does whatever she can to provide for her four children – she’s worried that the government will begin charging for school, which is free so far.

### Daily routine

Melanie gets up at 5:30 am, usually when the sun is up, and goes to the market. After feeding her children, she goes out to the farm of one of the locals, where she’ll work for most of the day. Around 6 pm, she’ll come back, make her children dinner, and then go to bed – she only eats once a day.

It is very tiring work and she doesn’t enjoy it – she wishes she could open a small business, but she doesn’t know how to run it and doesn’t have any money to open one.

### Home and surroundings

She lives with her children and her sister in a small house made of mud and sleeps on a straw bed. All her belongings are kept in the room and there’s just a sheet covering the entrance. Apart from the field, she’ll go to church in the evenings, the market, and occasionally the hospital – but that’s far away and costs too much for her.

### Access

She never has enough money; it is a constant struggle just to buy food. If she had to, she would ask the other IDPs for a loan, but no one ever has extra cash on hand. She usually uses her phone for calls – she can’t read very well so doesn’t use text messaging.

Source: Interviews, Ethnographies. Customer archetype, names have been changed for security purposes.



## USER PERSONA – KASAI: REGINE



### Basic info

Age: 50 years old  
 Marital Status: Widowed  
 Children: 8 (now 6)  
 Location: Kananga  
 Employment: Odd Jobs  
 Literacy: Basic  
 Education: High School

### Personality

Regine comes across as sad, pessimistic, and worried about the future.

### Her story

Regine is from a town close to the border with Angola. She saw her husband decapitated in front of her eyes. She is a mother of eight children, but two of her daughters were killed during the conflict and two of her adult daughters are missing.

### Daily routine

Regine often gets up at 5 am to fetch some water – sometimes she will try to sell it at the market. By 6 am she is in other people’s homes doing small chores for about 3,000 Congolese Francs. She’ll make dinner for her children at 6 pm, they’ll eat together at 8 pm, and by 10 pm they are in bed.

She often doesn’t eat herself for two or three days at a time. She wishes she could send her children to school, but she simply can’t afford that, either.

### Home and surroundings

She lives with her children and her sister in a small house made of mud and sleeps on a straw bed. All her belongings are kept in the room and there’s just a sheet covering the entrance. Apart from the field, she’ll go to church in the evenings, the market, and occasionally the hospital – but that’s far away and costs too much for her.

### Access

She never has enough money; it is a constant struggle just to buy food. If she had to, she would ask the other IDPs for a loan, but no one ever has extra cash on hand. She usually uses her phone for calls – she can’t read very well so doesn’t use text messaging.

Source: Interviews, Ethnographies. Customer archetype, names have been changed for security purposes.



Through our ethnographic research, we observed that the camps have an overall better infrastructure than the IDP settlements.

Source of Income	South Kivu (Lusenda)	South Kivu (Mulongwe)	Tanganyika (Kikumbe)
<b>Housing</b>	Built by UNCHR. The houses are built from wood, with straw-covered roofs and sheets	Built by UNHCR. Straw-covered roofs and sheets	Built by IOM. Straw-covered roofs and sheets
<b>Health</b>	Inside the camp	A little far from the camp	Not far from the camp
<b>Nutrition schools</b>	USD 12 per person for food (WFP). Not far from the camp	USD 12 per person for food (WFP). somewhat far from the camp, sometimes risk of attack or rape	N/A. Not far from camp
<b>Water</b>	Properly channeled	Properly channeled but often cut by lack of pressure	Poor drainage
<b>Electricity</b>	Panel, lamp, torch. Difficulty in finding firewood	Panel, lamp, torch. Difficulty in finding firewood	Often dark, use of some torches
<b>Transport</b>	Most people walk by foot, some use public motorbike	Most people walk by foot, some use public motorbike	Most people walk by foot, rarely use public motorbike
<b>Leisure centre</b>	Less equipped	Well equipped	Not in the centre
<b>Church</b>	Inside the camp	Inside the camp	Inside the camp
<b>Small market</b>	Inside the camp	Nearby the camp	Inside the camp

# TABLE OF CONTENTS

## Executive Summary

Refugee and IDP context in DRC, research approach, and key insights



## Overall Analysis

Analysis of quantitative and qualitative fieldwork across all three regions



## Province-Level Synthesis

Synthesis of quantitative and qualitative fieldwork for South Kivu, Tanganyika, and Kasai provinces



## Annex

Fieldwork methodology and further resources



South Kivu



Tanganyika



Kasai

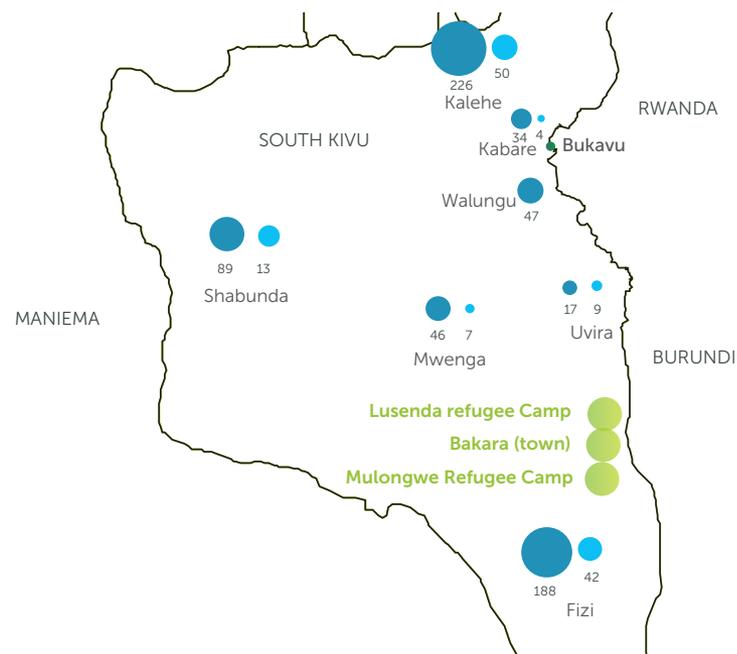
## Research was conducted in two refugee camps in South Kivu, near the border with Burundi.

The security situation deteriorated sharply towards the second half of 2017 in South Kivu, and ongoing clashes in Burundi continue to see Burundians flee across the border.

There are two main refugee camps in South Kivu, Lusenda and Mulongwe, which are managed by UNHCR. Lusenda has roughly 36,000 refugees, and Mulongwe has roughly 8,000 refugees.

The population there is evenly split among genders, and nearly 60% of refugees are under the age of 18. They are almost all from Burundi.

	Target	Achieved
Surveys	400	525*
In-Depth Interviews	15	15
Ethnographies	3-4	4



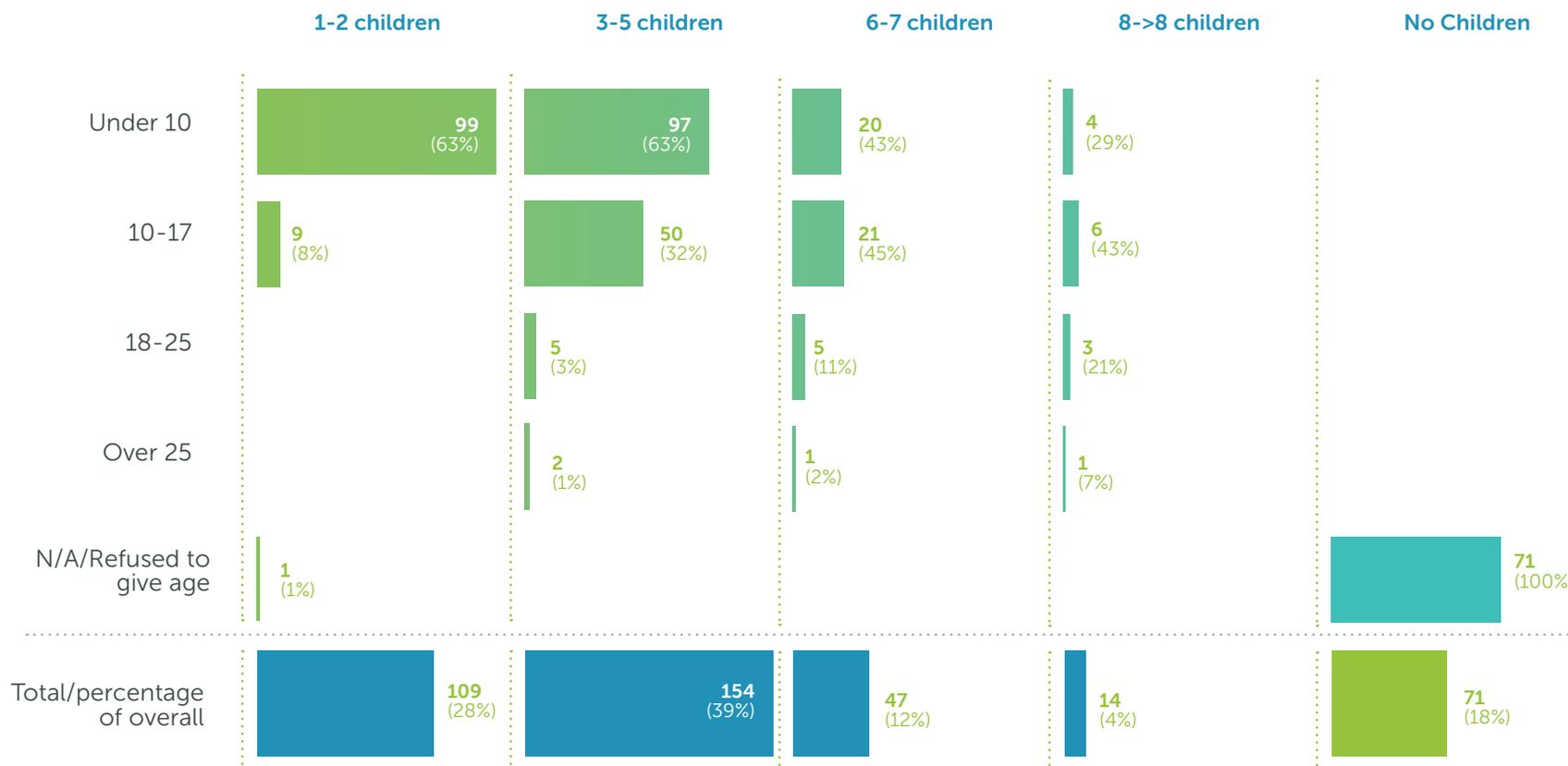
- Number of displaced persons from December 2017 (thousands)
- Returnees of the last 18 months (thousands)
- Camps and settlement where the research was carried out

Map Source: OCHA, December 2017 \* includes 395 refugees (target: 300) and 121 non-refugee / IDP locals (target:100)



## Nearly 66% of the refugees in South Kivu have children, many of whom are below 10 years of age.

### Number and ages of children

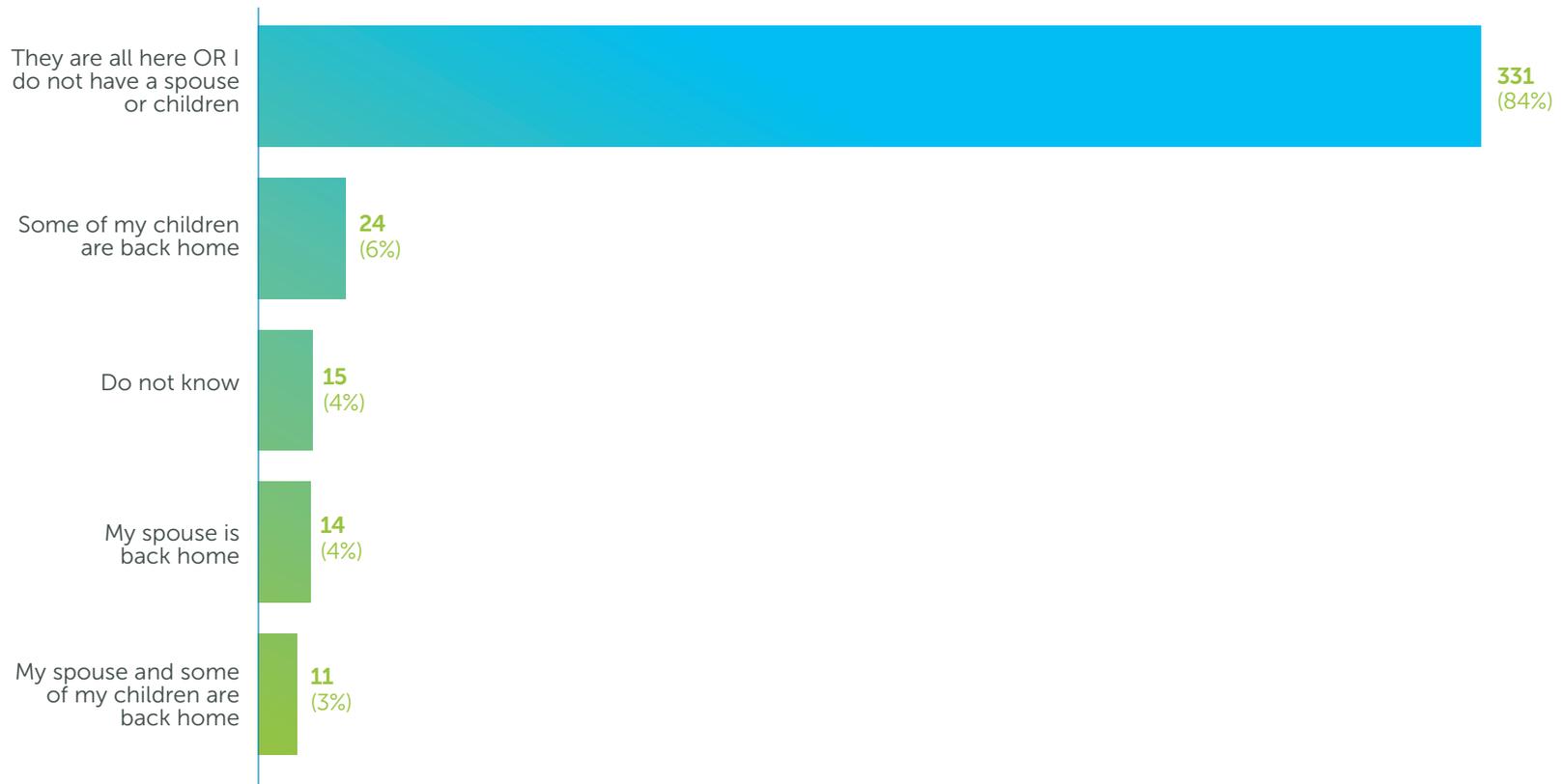


Source: Agent Survey, Q16/17 "How many children do you have with you?" / "How old are your children?"; Digital Disruptions' analysis



## The vast majority of refugees arrived to the camp with their families – which means money transfer within immediate family is not likely.

### Whether spouse or children are currently with the respondent

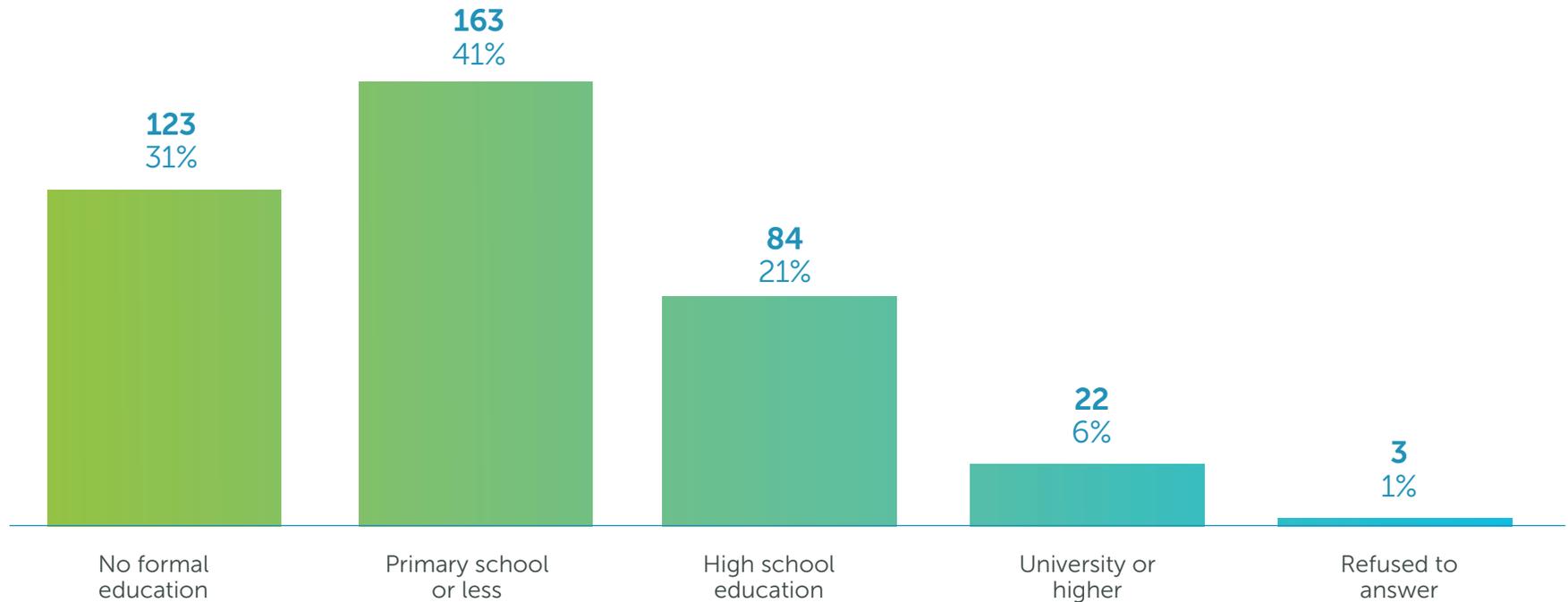


Source: Agent Survey, Q18 "Do you have a spouse or children where you came from?"; Digital Disruptions' analysis



Nearly three in 10 refugees have at least a high-school education, which shows promise in terms of comfort with technology and overall financial activity.

Highest education level attained



Source: Agent Survey, Q19 "What is your highest level of education?"; Digital Disruptions' analysis



All except a handful of those in the camps are formally registered as refugees; apart from that, very few refugees have any other sort of official documentation.

Types of documentation (multiple selection)

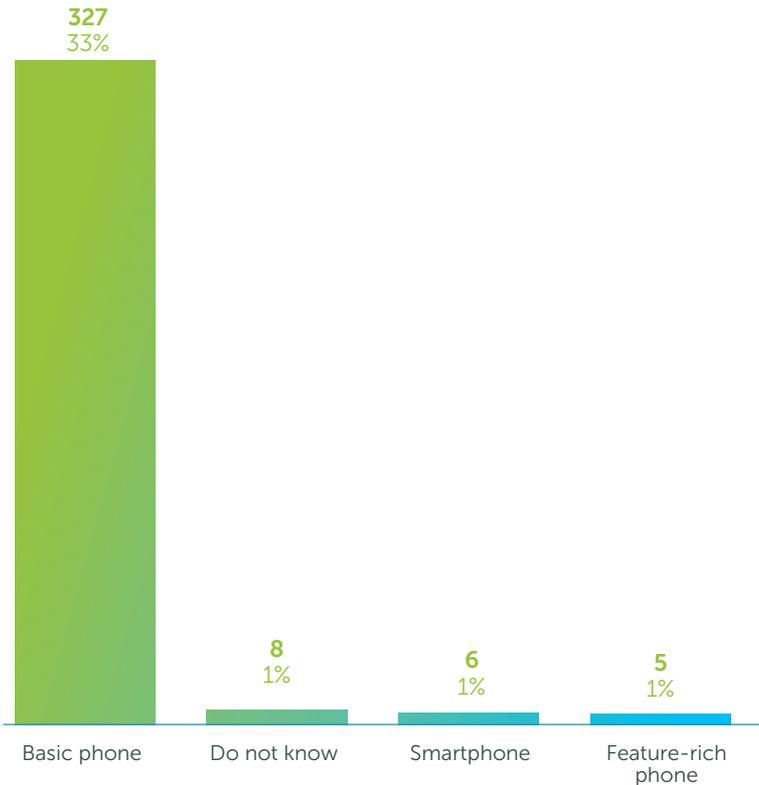


Source: Agent Survey, Q23 & Q24 "What types of documentation do you currently possess?"; Digital Disruptions' analysis

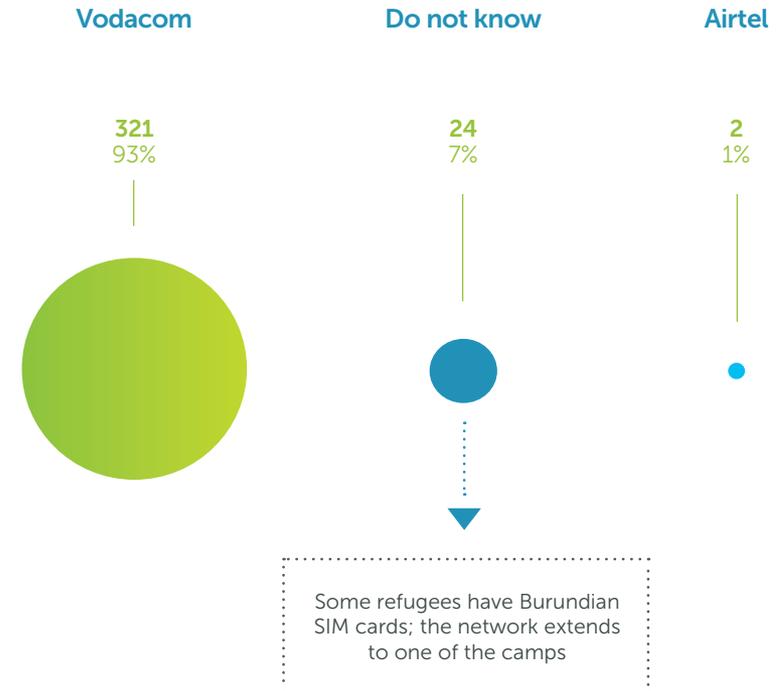


86% own mobile phones, mainly basic phones on Vodacom's network, implying a strong need to stay in touch with family and friends outside of the immediate camp.

Type of phone (owned or accessible)



Current mobile operators (multiple selection)

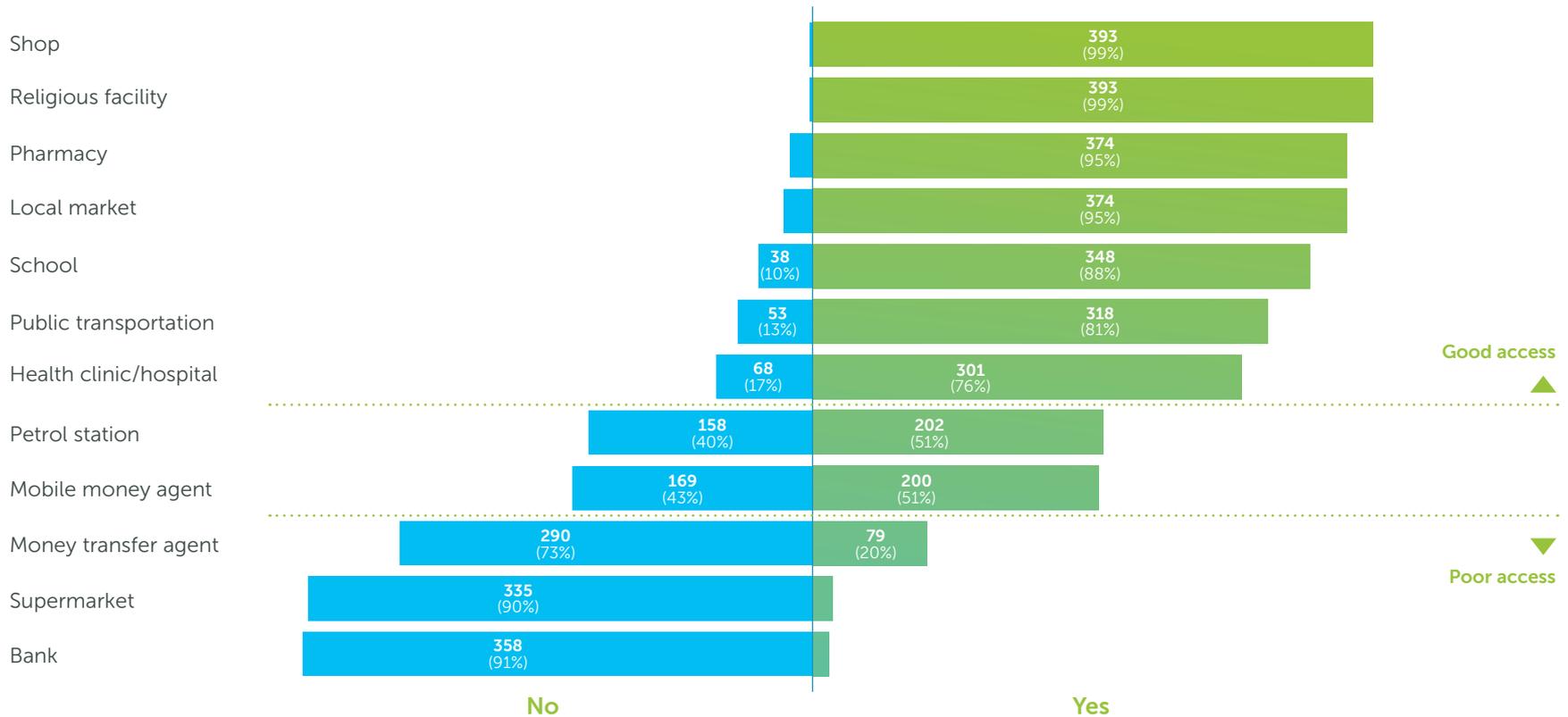


Source: Agent Survey, Q29/30 "What type of phone do you have access to or own?" / "What mobile operators do you use?"; Digital Disruptions' analysis



## Apart from banks and supermarkets, most refugees live in relatively close proximity to a number of key locations.

### Proximity to locations (within a 60-minute walk/5-10 minute motorbike ride)

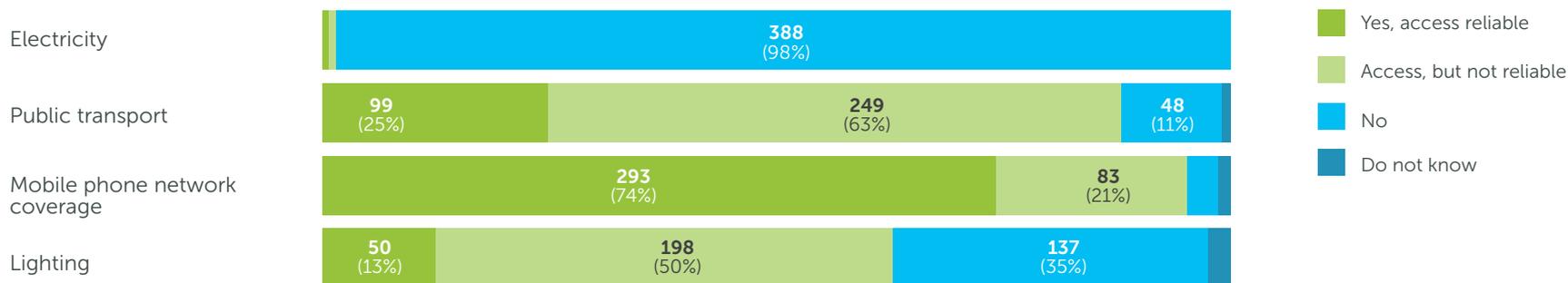


Source: Agent Survey, Q35. "Are you within a 60-minute walk (roughly 5-10-minutes by motorbike) of the following?"; Digital Disruptions' analysis

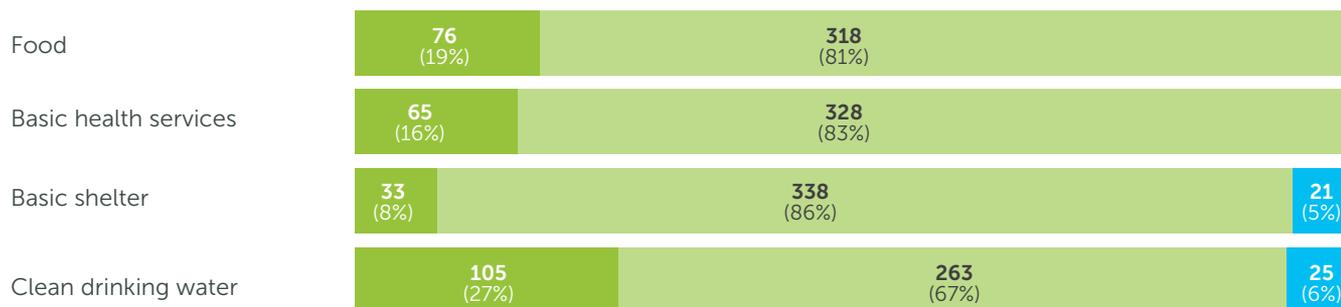


There is good mobile coverage but no electricity in the camps – and while not always reliable or consistent, refugees do indicate access to basic survival needs.

### Access to infrastructure



### Access to basic needs



Source: Agent Survey, Q37 & 38. "Do you have reliable and sufficient access to any of the following infrastructure/needs?"; Digital Disruptions' analysis



## NGO vouchers constitute the main source of income, although one in six earn between USD 23-26 on average per month from agriculture or odd jobs

Average monthly income by source (South Kivu refugees)



**1 Voucher from NGO or government**  
 Monthly average  
 CDF 82,975  
 USD 51.21  
 # of respondents  
 66 (17%)

**2 Cash from NGO or government**  
 Monthly average  
 CDF 76,460  
 USD 47.20  
 # of respondents  
 325 (82%)

**3 Cash or transfer from friends/family**  
 Monthly average  
 CDF 60,000  
 USD 37.03  
 # of respondents  
 1 (0%)

**4 Salaried employment**  
 Monthly average  
 CDF 45,625  
 USD 28.16  
 # of respondents  
 8 (2%)

**5 Odd/infrequent jobs**  
 Monthly average  
 CDF 42,315  
 USD 26.12  
 # of respondents  
 78 (20%)

**6 Fishing or agriculture**  
 Monthly average  
 CDF 37,540  
 USD 23.17  
 # of respondents  
 65 (16%)

**7 Own business**  
 Monthly average  
 CDF 34,073  
 USD 21.03  
 # of respondents  
 29 (7%)

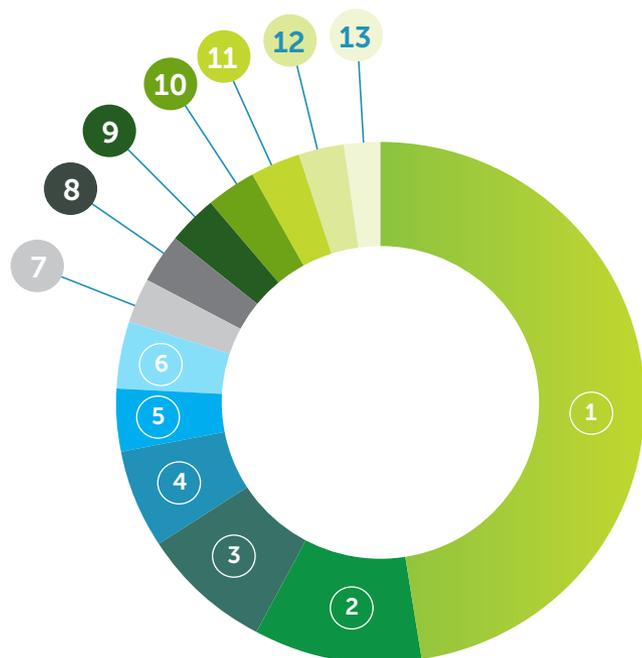
**8 Other**  
 Monthly average  
 CDF 30,510  
 USD 18.83  
 # of respondents  
 13 (3%)

Source: Agent Survey, Q40. For those with "Yes" in 39 – "Indicate the Amount, Currency, and Frequency"; Digital Disruptions' analysis



Basic food is by far the largest expense item, at USD 34/month, with utilities, clothing, and miscellaneous items rounding out the rest, at roughly USD 6/month.

### Average monthly expenses (South Kivu refugees)



#### 1 Food/Beverages

Monthly average  
CDF 55,419  
USD 34.21  
# of respondents  
389 (98%)

#### 2 Utilities

Monthly average  
CDF 11,833  
USD 7.30  
# of respondents  
373 (94%)

#### 3 Clothing

Monthly average  
CDF 9,055  
USD 5.59  
# of respondents  
367 (93%)

#### 4 Misc goods

Monthly average  
CDF 7,001  
USD 4.32  
# of respondents  
351 (89%)

#### 5 Send or give money to friends/family

Monthly average  
CDF 5,105  
USD 3.15  
# of respondents  
19 (5%)

#### 6 Rent (house)

Monthly average  
CDF 4,875  
USD 3.01  
# of respondents  
1 (0%)

#### 7 School fees

Monthly average  
CDF 4,094  
USD 2.53  
# of respondents  
4 (1%)

#### 8 Personal hygiene

Monthly average  
CDF 3,855  
USD 2.38  
# of respondents  
374 (95%)

#### 9 Transportation

Monthly average  
CDF 3,763  
USD 2.32  
# of respondents  
210 (53%)

#### 10 Home items

Monthly average  
CDF 3,550  
USD 2.16  
# of respondents  
344 (87%)

#### 11 Health

Monthly average  
CDF 3,373  
USD 2.08  
# of respondents  
201 (51%)

#### 12 Communication

Monthly average  
CDF 2,957  
USD 1.83  
# of respondents  
325 (82%)

#### 13 Financial services fees

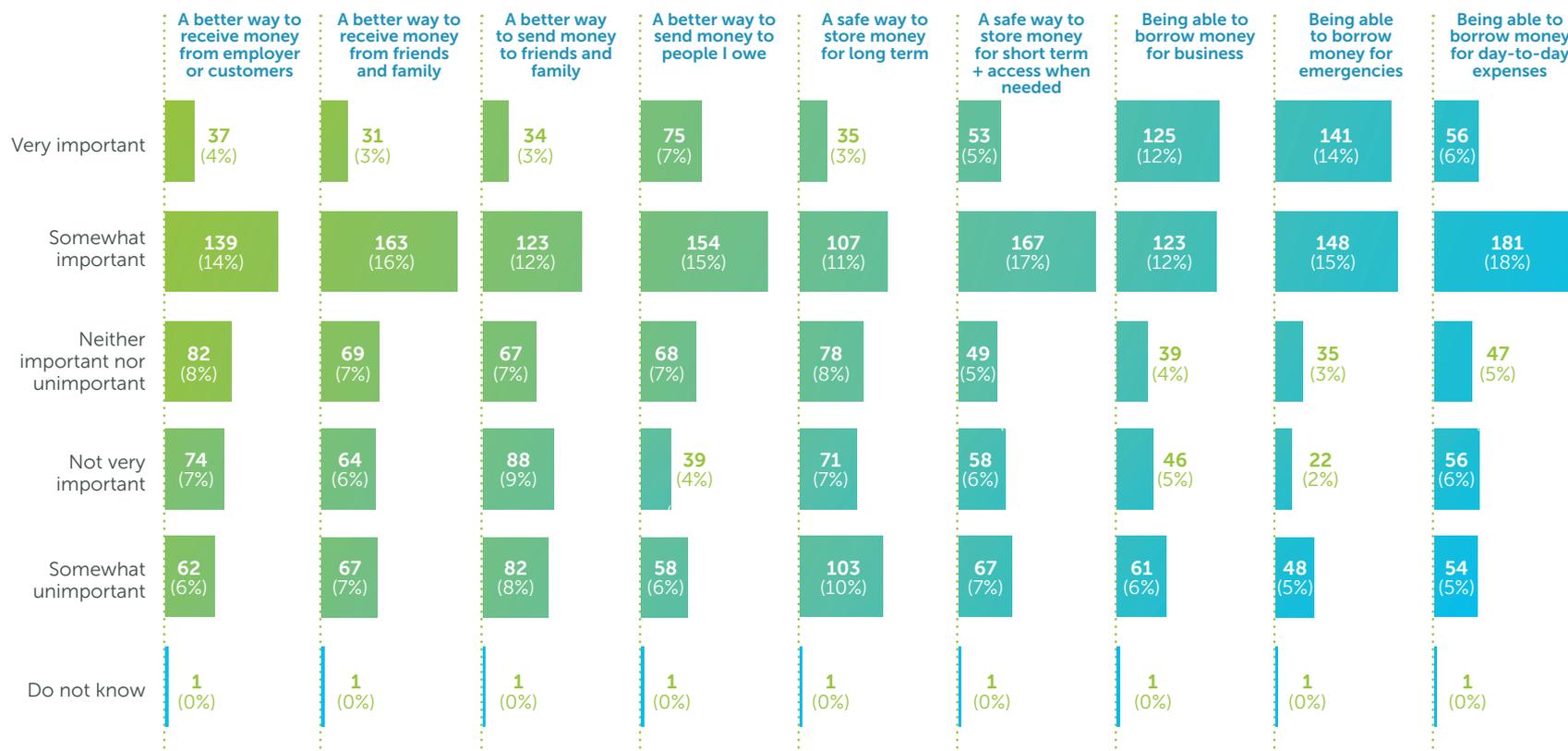
Monthly average  
CDF 2,616  
USD 1.61  
# of respondents  
16 (4%)

Source: Agent Survey, Q40. For those with "Yes" in 39 – "Indicate the Amount, Currency, and Frequency"; Digital Disruptions' analysis



## Cash for short-term emergencies was cited by a majority of the refugees as the most important financial need.

### Level of importance of various financial service needs

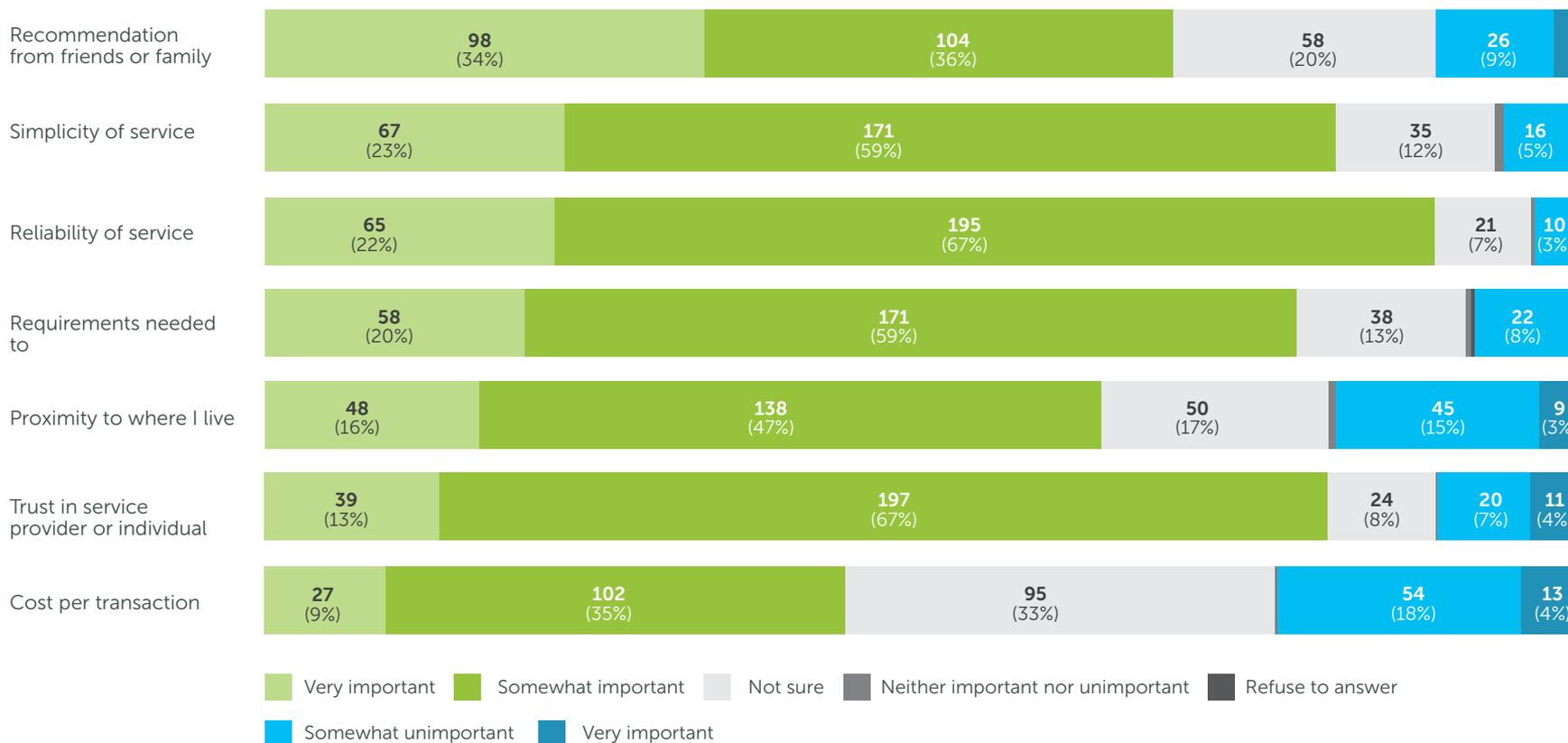


Source: Agent Survey, Q43-51. "Which of the following would you say is important to you?"; Digital Disruptions' analysis



And aside from basic reliability, it is trust, either of the lender or via recommendation from family and friends, that is the most important – much more than fees or interest rates.

### Being able to borrow money for emergencies - importance of each characteristic

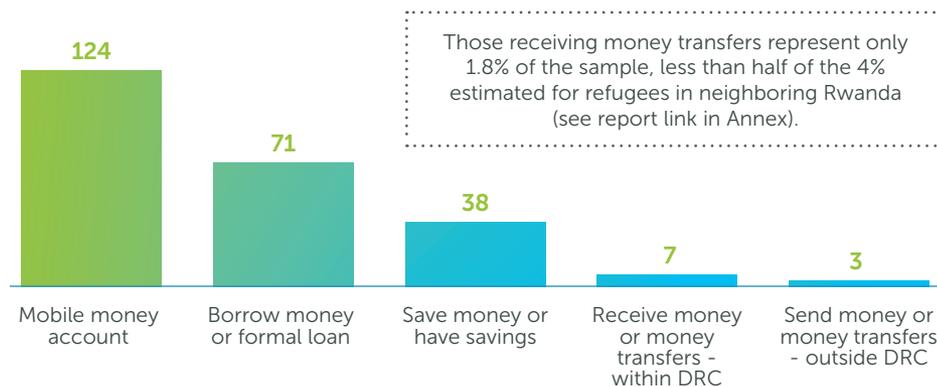


Source: Agent Survey, Q43-51. "For Q45 - For all answers to 4 or 5 within it, rank following in importance"; Digital Disruptions' analysis



## Most of the small loans are from family and friends, at about USD 18.50 – many refugees in Mulongwe have opened M-Pesa accounts but do not actively use them.

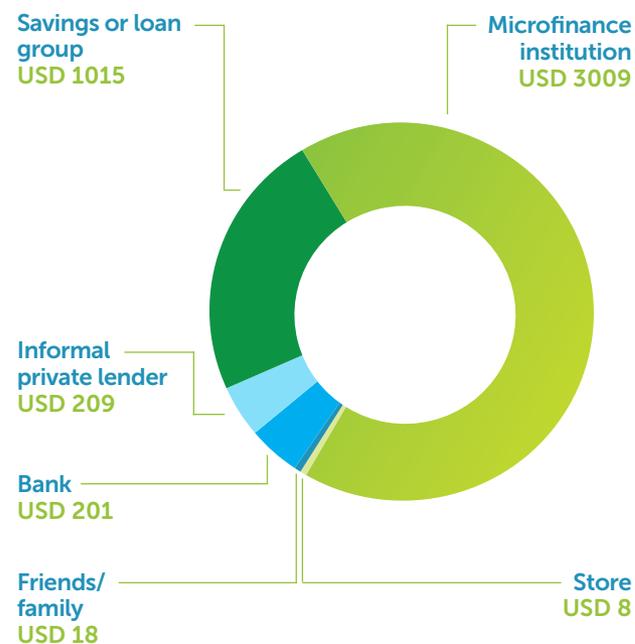
### Current formal or informal financial products (multiple selection)



### Those who borrow money, borrow money from:



### Average loan size by provider

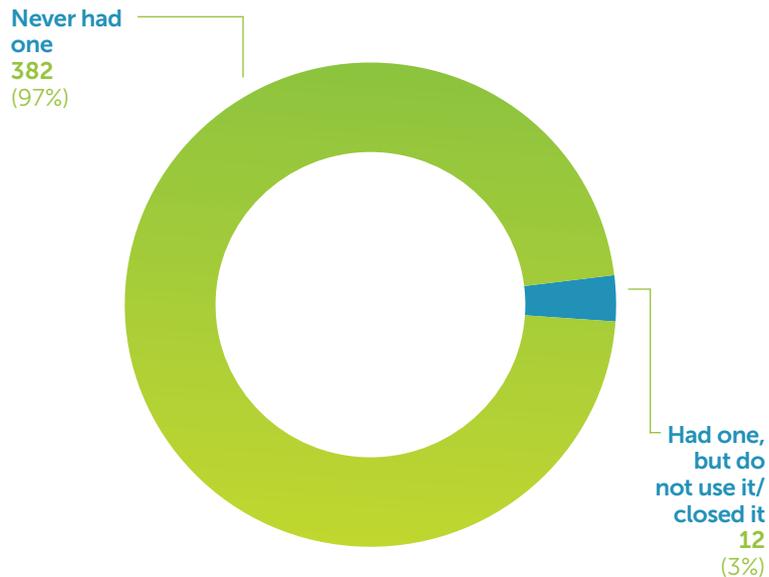


Source: Agent Survey, Q52-54. "Do you currently do or have the following?" / "Where do you borrow money from?" / "How much is your current loan?"; Digital Disruptions' analysis

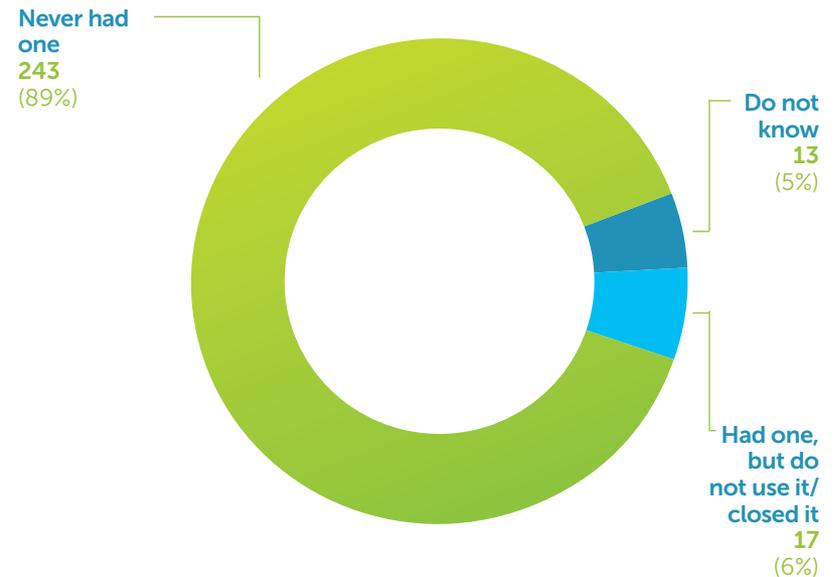


Those without a previous bank or mobile money account have always been 'unbanked'.

Previous ownership of bank account



Previous ownership of mobile money account



Source: Agent Survey, Q75/76; "Have you previously had a bank account or never had one?" / "Have you had a mobile money account or never had one?"; Digital Disruptions' analysis



## The refugees have access to only basic infrastructure in the camp.

### GENERAL PROFILE

- The male respondents were between the ages of 15 to 40 years, and 6 out of 9 are married; the women were between 18 and 33 years old and they were all married.
- Most of the refugees have only finished primary school and are fluent in Kirundi but also speak Kiswahili. They are unemployed and they all live with their children in the camps. They have anywhere from 1 to 3 children, and some more.
- They are all from Burundi and have fled insecurity and war; they said they are “not in a rush” to return to their country until there is peace and stability.
- They almost all came by road; some came by boat. Some of them passed through a transit camp but did not stay long because the transit camp is supposed to welcome refugees and then pass them on to the main refugee camps.
- All the interviewees expressed the same problems: lack of electricity (they use torches and flashlights instead), insufficient rations because the USD 11 cash voucher is “not enough to survive a whole month”, and they often don’t have enough firewood to heat their homes.
- Water access is not as reliable as they would prefer, although they still have drinking water. Moreover, they have functional hospitals even if they complain that the medications they are receiving are not effective.



Participants stated they simply do not earn enough to meet daily needs or to have any type of savings.

## INCOME AND EXPENSES

- Apart from the USD 11 they receive, which is the main source of income for them, they don't have any other source of income.
- Some do small-scale agricultural work in the fields of nearby locals, but the refugees claimed that it "gives them an insignificant amount of money" – while helpful, it is not sufficient to meet their daily needs.
- In one example, a woman said she works for about CDF 10,000 per week along with USD 11 from the World Food Program, almost all of which she uses to buy food.
- She buys clothes and shoes with the little money that is set aside, but this happens rarely.
- And as a result, no one sets aside any "savings" for a set time such as two weeks, because their current income is barely meeting day-to-day expenses.

## GENERAL PROFILE

- The participants said that they simply do not have money for any sort of formal savings and would prefer informal financial services due to their simplicity.
- They are all aware of the new M-Pesa program, but few of them actively use it; they prefer to withdraw all the cash and "keep it under the mattress" to avoid perceived interest rates and fees. In some cases, they do not own phones, so they cannot subscribe to M-Pesa.
- They did say that they borrow money from their campmates or neighbors to meet daily needs. They mentioned that it is not easy to borrow money because they are all in the same situation; moreover, some of them have existing debts that they are struggling to pay back.



**They chiefly borrow money informally from neighbors, which, while not always reliable, has the benefit of being a simple, interest-free transaction.**

## GENERAL PROFILE

- The refugees said they do not have any formal financial products; mainly it is about borrowing money from neighbors. Thus, the loan is given on trust; no proof such as signatures or documents are needed or requested.
- They have developed a mutual trust in terms of borrowing money from each other; they know that they can borrow from a nearby neighbor and the repayment will be without interest, as each individual relies on the other. Thus, on the positive side, the main “gains” were two-fold:
  - the process of borrowing money from their neighbors was easy: close to home (proximity) and rarely refused (provided the neighbors had funds, which was not always common).
  - no interest is paid on the money borrowed.
- On the downside, refugees mentioned two “pains” with informal borrowing:
  - it was not easy to find someone to borrow money from; most are in the same predicament as they are.
  - some expressed discomfort in asking to borrow money for fear of being denied.

## GENERAL PROFILE

- Those who had phones were comfortable with sending text messages and mainly used their phones for that; some used them to send and receive phone-calls.
- All had Congolese sims; some in Lusenda had Burundian sims as there was reception there (but not in Mulongwe).



## Refugees indicated their spouses as those whom they trusted the most and aspired to open a business if they were to get access to funds.

### TRUST AND MAIN ASPIRATION

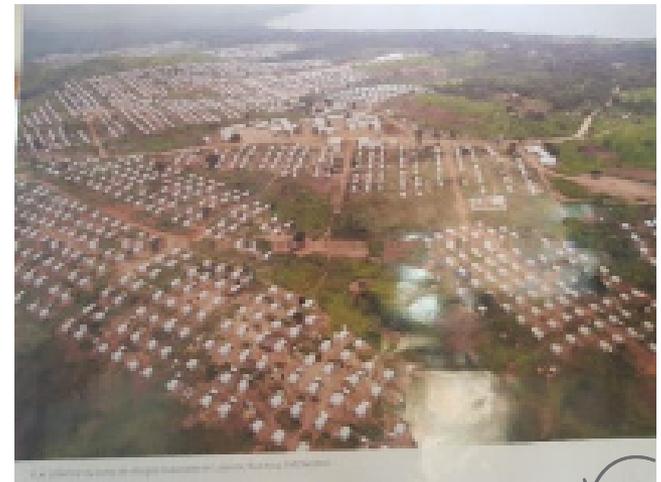
- The male participants said that they mostly trust “women” in general as they are “good at management of the house” and thus they cannot misuse money. The idea is that this money is used to support the whole family, and that the women know how to prioritise. Moreover, they claimed that women are mostly concerned about children, while men are more likely to spend it on themselves.
- Women mainly trust their husbands, stating that because the husbands are in a dire situation in the camp, they do not believe that they would misuse money. The women mainly responded that the only person they would trust was their spouse and no one else.
- Some participants talked about M-Pesa and how they aspire to open an account if and when they have additional savings; they perceive it as safe and secure. Having a “bank account is like a dream”; they could not envision ever having enough money to put in a bank account (although the perception is that it is trustworthy).
- A common aspiration that arose was that they would ideally want money (i.e., a loan) to invest in opening a small business, which they claim would then generate money easily and quickly. Others wanted access to land or fields to cultivate just to feed their families (i.e., subsistence farming), rather than trying to sell it on the market.
- Other participants mentioning wanting to get regular jobs in “the private sector” or to borrow money to start larger projects.
- Their higher-level aspiration was general safety and a harmonious life with the local Congolese population.



Life in the camp is described as “almost impossible” for many of the participants.

## LIFE IN THE CAMP

- Many stated that life in the camp is very difficult, and “almost impossible”
- Even though they receive some money from the World Food Programme, some claimed that they have “not received food for three to four months” and are not able to feed their family for the whole month.
- Moreover, they are no longer receiving firewood, and the water inside the camp is not portable. On the positive side, the hospital and schools are free, even though, for Mulongwe, it is located outside the camp and quite far away (45 minutes to an hour away).
- One observation is that some inhabitants of the nearby town, Baraka (non-refugees), also “take money” – it is not clear if they are posing as refugees or are otherwise finding a way to benefit from the cash voucher program.



## The refugees have very basic homes and rarely leave the camp compounds.

### LIFE AT HOME

- Most houses are made of terracotta. They are usually comprised of two rooms, a bedroom and a living room. Most refugees sleep on straw covered by blankets.
- They keep kitchen utensils and water cans in the living room, and the food is kept in the bedroom.



### MAIN PHYSICAL LOCATIONS

- Most of them do not leave the camp except when they go to cultivate agricultural fields owned by locals (or to send their children to school); these locations often take them an hour to reach by public transport.
- Markets and small shops are often located in the camps, anywhere from 10 to 20 minutes away by foot.
- There is also churches and playrooms in the camps, which are roughly 15 to 20 minutes away by foot.



## There were several similarities and differences observed between locals in Baraka, the nearby town in South Kivu, and the refugees living in the camps.

### SIMILARITIES

- Baraka participants are generally young and unemployed, and many had moved from other regions.
- They mentioned that they do not have enough water.
- They also borrow money primarily from their neighbors when they are in need and wish to own a small business and grow it. Some of them occasionally use M-PESA.
- Their spouse is the person they trust most, and their main aspiration is peace in their community.

### DIFFERENCES

- The participants in Baraka moved to the town to seek a better life, not to flee violence or conflict.
- They primarily live by themselves (this could indicate a higher income, enabling them to pay rent).
- Some of them are employed, either part-time or with infrequent odd jobs. This brings them some income, although it is not consistent.
- When they do have some money and funds, they use Vodacom M-Pesa or Airtel Money and generally feel comfortable with mobile money.



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Analysis of quantitative and qualitative fieldwork across all three regions



## Province-Level Synthesis

Synthesis of quantitative and qualitative fieldwork for South Kivu, Tanganyika, and Kasai provinces



South Kivu



Tanganyika



Kasai



## Annex

Fieldwork methodology and further resources

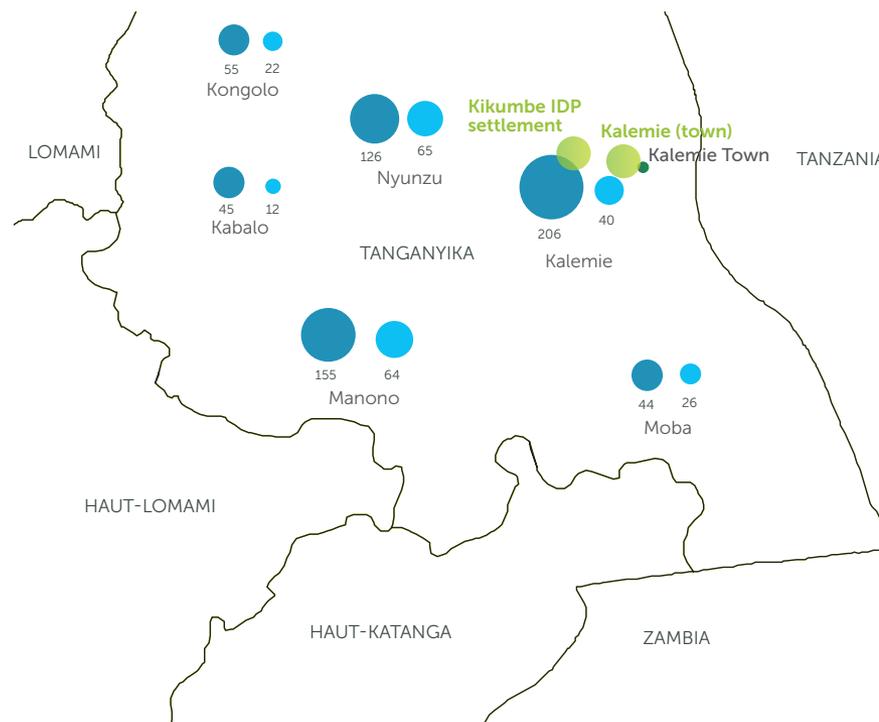
## Primary research was conducted in the Kikumbe settlement, which is near the main town of Kalemie in Tanganyika province.

Tanganyika province is the third most affected by internal displacement. Nearly 60% of the province's forced displacement of individuals occurred in 2017, and 73% of the cases due to land and intercommunity conflicts. As can be seen from the map on the right, many displaced persons are located in the sub-region of Kalemie.

The main settlement is Kikumbe, which is supervised by a government agency and is not far from the provincial capital of Kalemie. (Fieldwork was also conducted in the town of Kalemie.)

The population in the settlement is split among genders, and nearly 63% of the IDPs are under the age of 18.

	Target	Achieved
Surveys	250	361*
In-Depth Interviews	10	10
Ethnographies	3-4	4



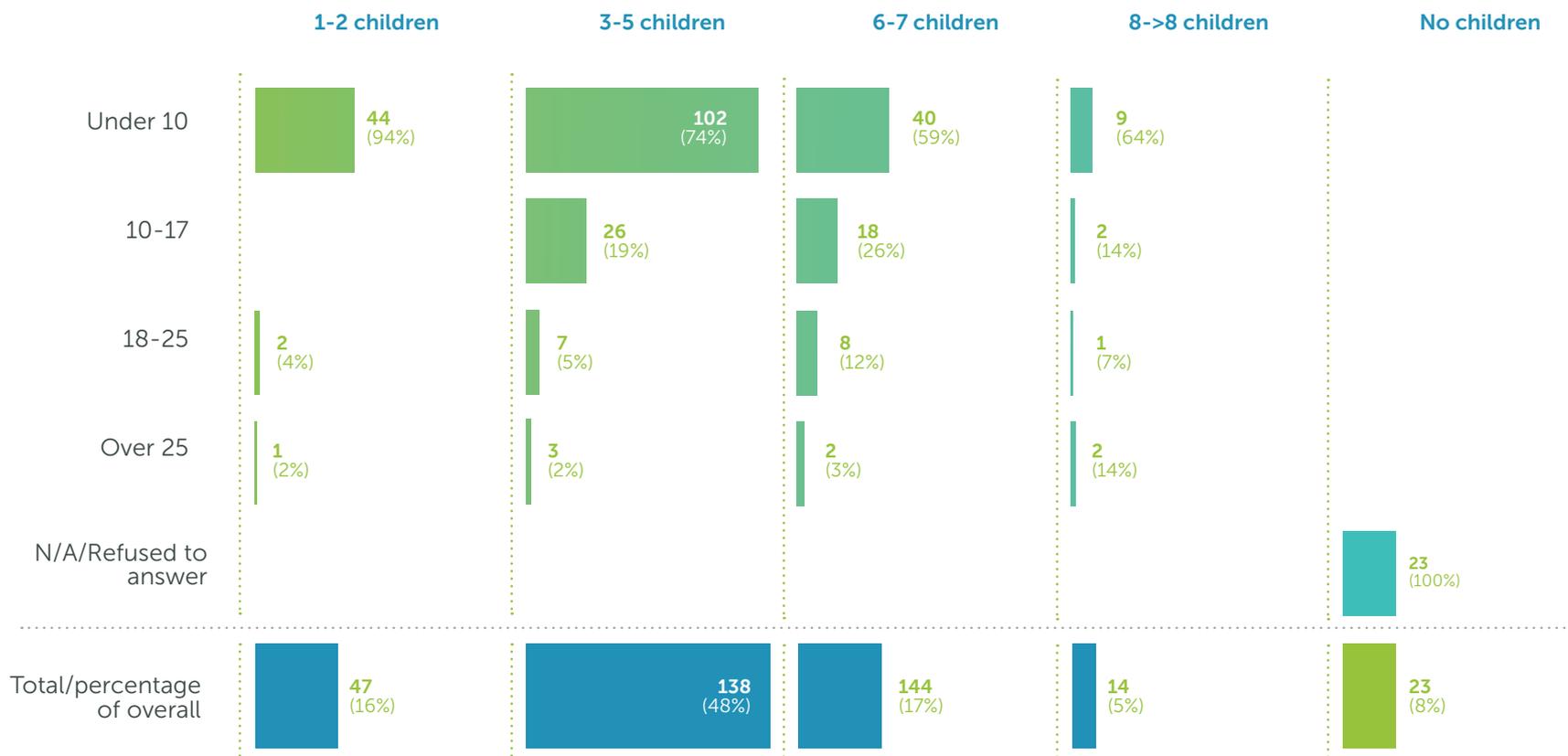
- Number of displaced persons from December 2017 (thousands)
- Returnees of the last 18 months (thousands)
- Settlement where the research was carried out

Map Source: OCHA, December 2017 \*includes 290 IDPs (target: 200) and 71 locals (target: 50)



IDPs in Tanganyika tend to have many children; nearly 50% have 3-5 children, and just under 30% have over 6 children, mainly under the age of 10.

### Number and ages of children



Source: Agent Survey, Q16/17 "How many children do you have with you?" / "How old are your children?"; Digital Disruptions' analysis



Over 20% of the IDPs have a spouse or children back home – mainly in rural villages.

Whether spouse or children are currently with respondent

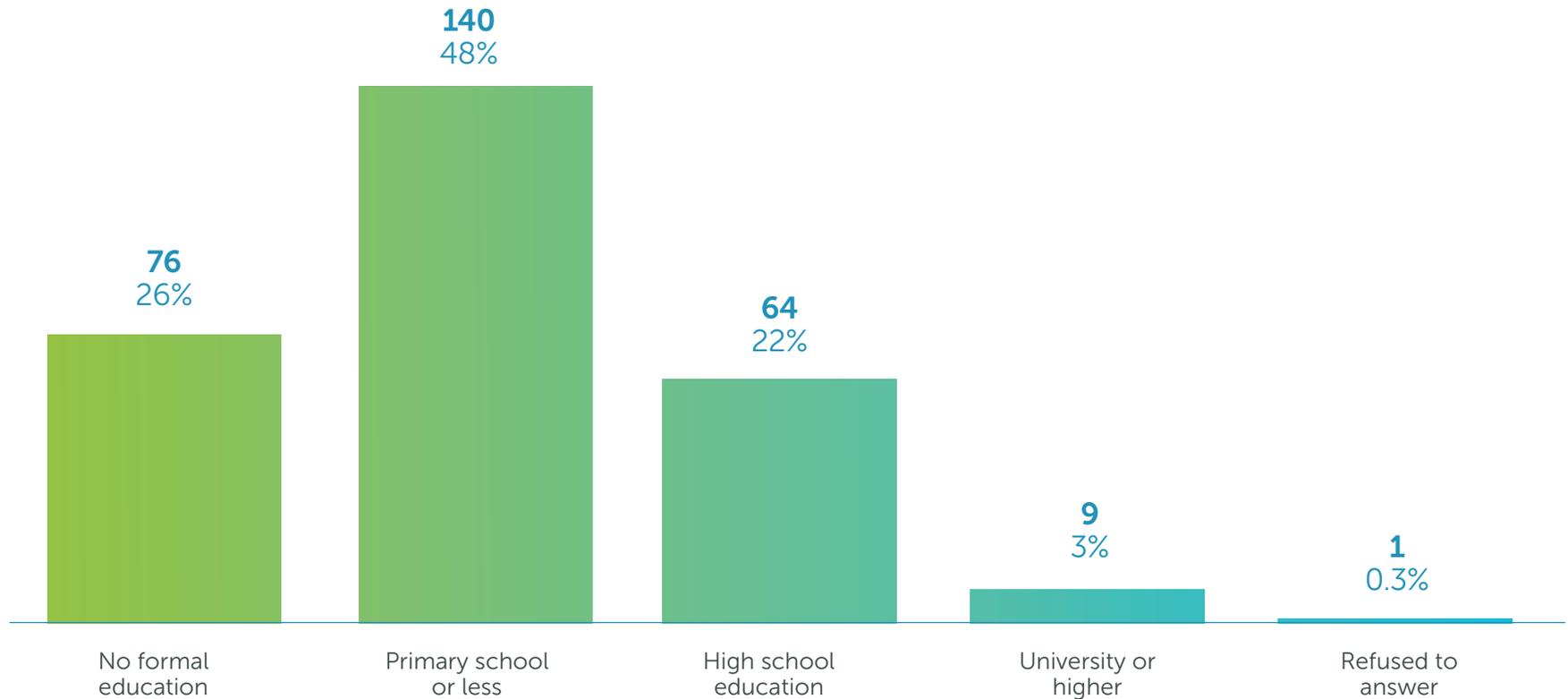


Source: Agent Survey, Q18 "Do you have a spouse or children where you came from?"; Digital Disruptions' analysis



25% of the IDPs have at least a high school education.

Highest education level attained

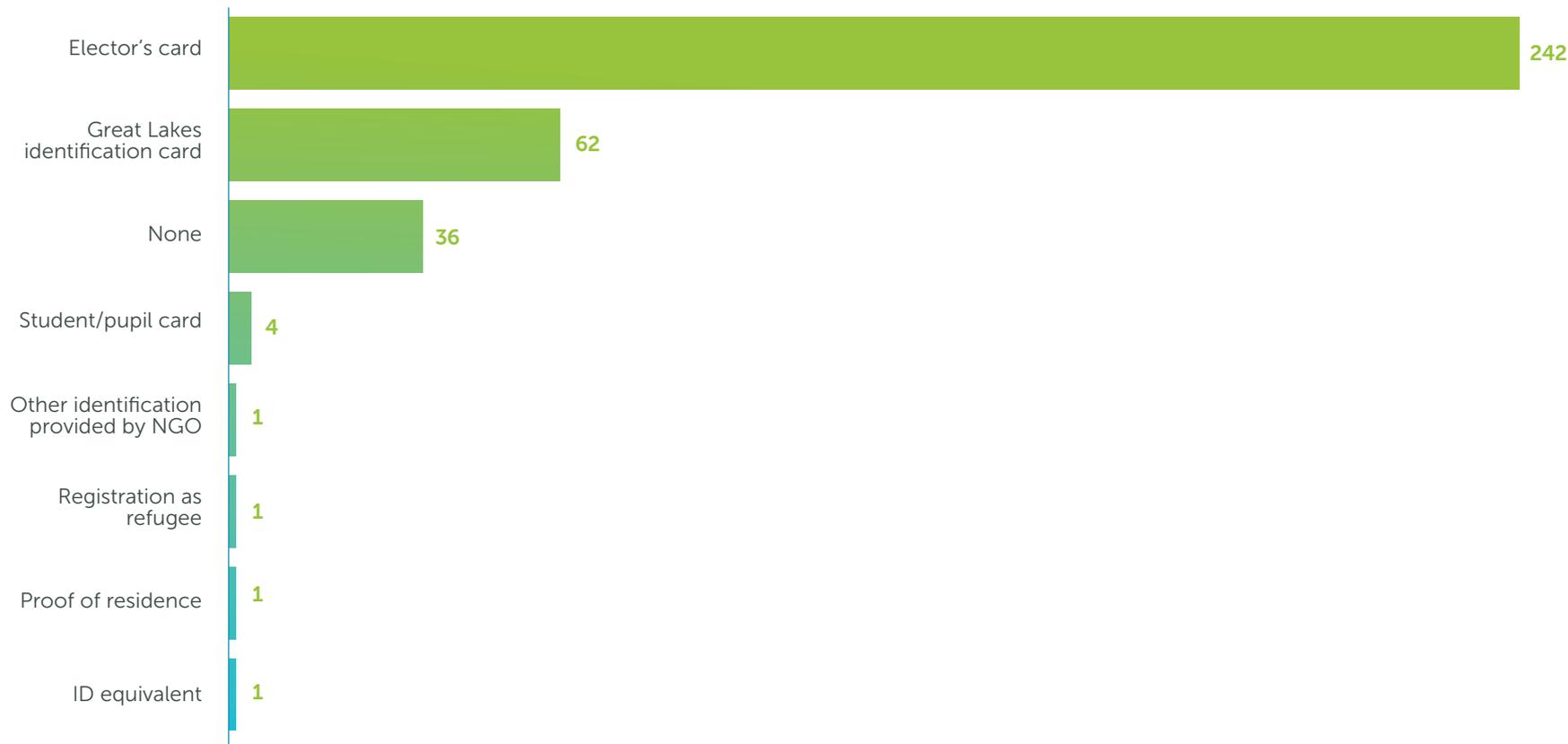


Source: Agent Survey, Q19 "What is your highest level of education?"; Digital Disruptions' analysis



Only 12% have no identification at all; the majority has an elector’s card, and, given the proximity with the border, over a 20% have a Great Lakes Identification Card.

### Types of documentation (multiple selection)

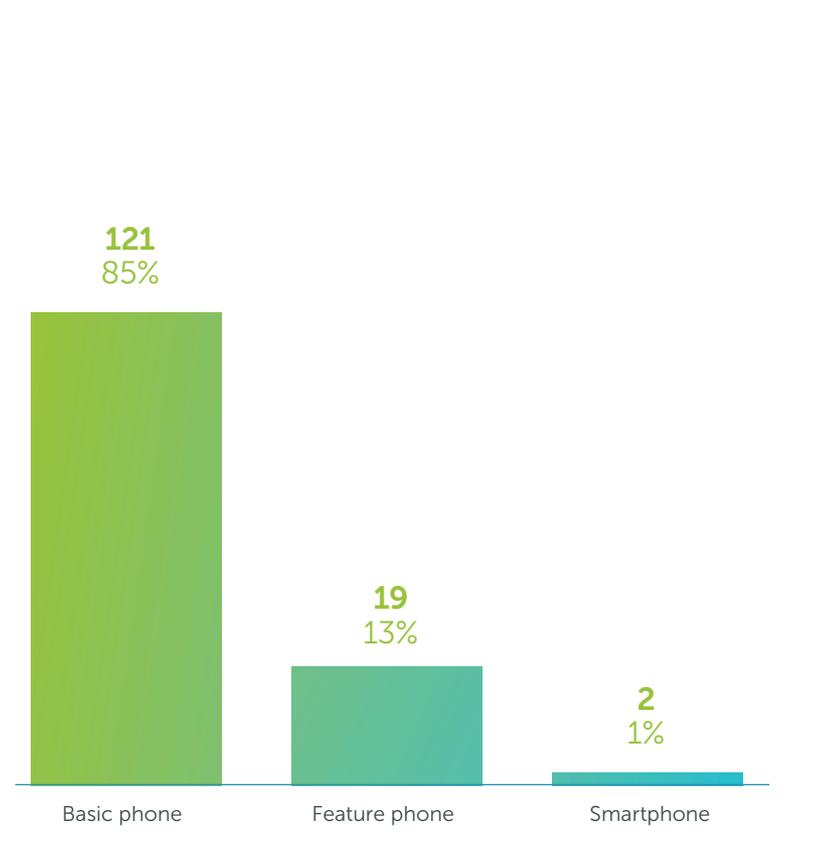


Source: Agent Survey, Q23 & Q24 “What types of documentation do you currently possess?”; Digital Disruptions’ analysis

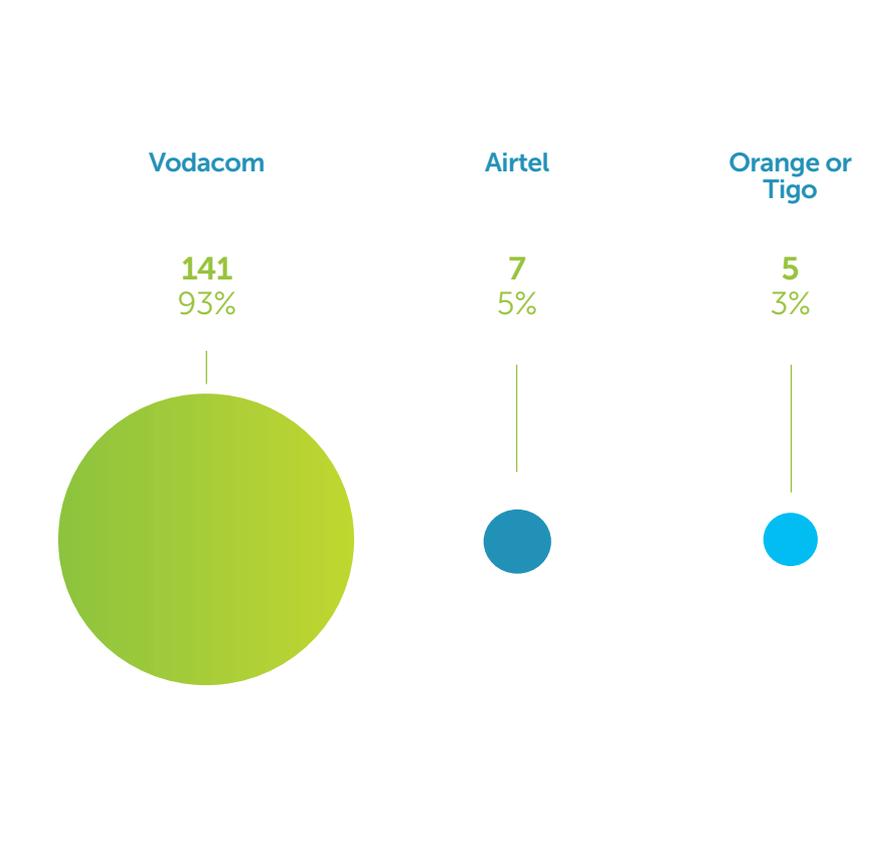


Phone ownership is considerably lower among IDPs, with less than 50% having one; among those who own a phone, a majority are with Vodacom.

Type of phone (owned or accessible)



Current mobile operators (multiple selection)

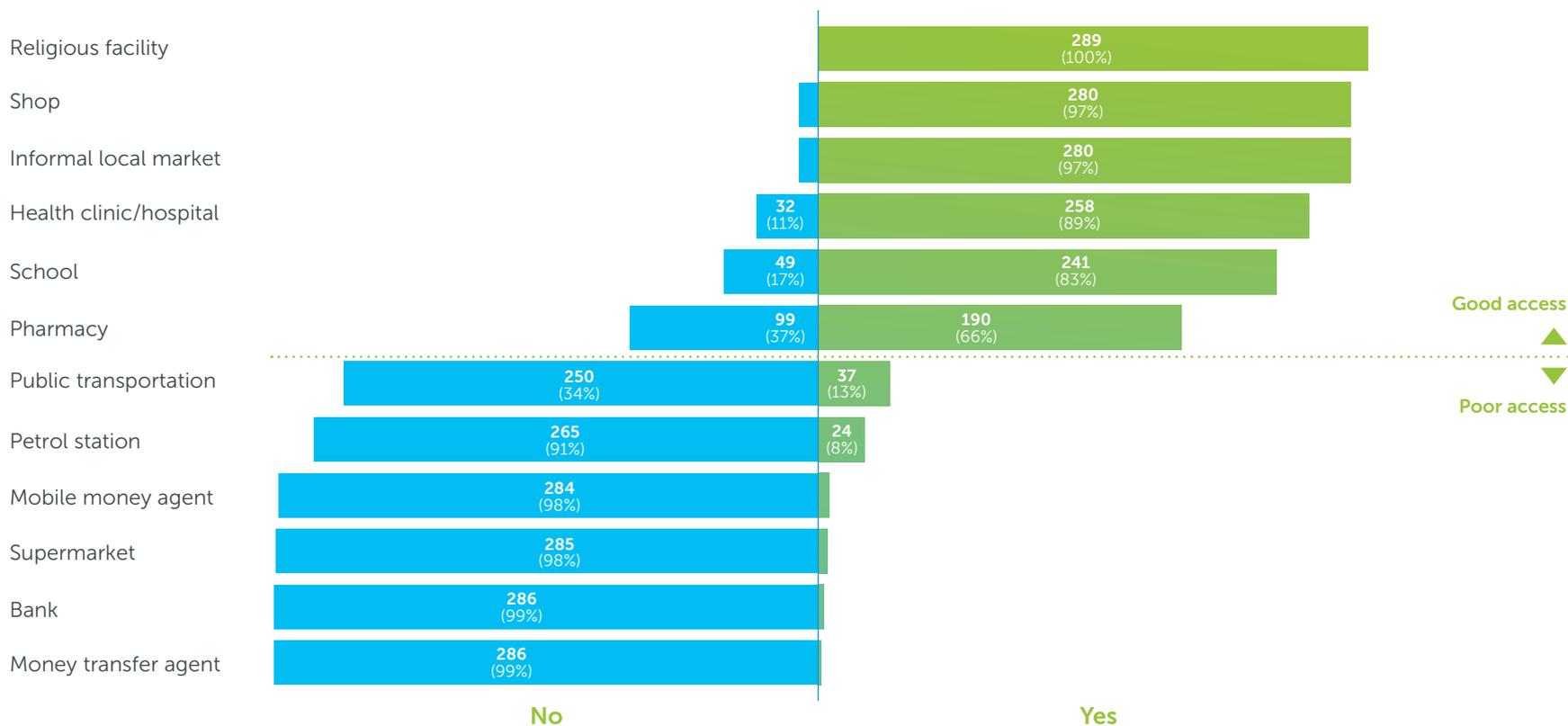


Source: Agent Survey, Q29/30 "What type of phone do you have access to or own?" / "What mobile operators do you use?"; Digital Disruptions' analysis



The Kikumbe settlement, though relatively close to the town of Kalemie, is isolated; only the most important locations are on-site.

### Proximity to locations (within a 60-minute walk/5-10 minute motorbike ride)

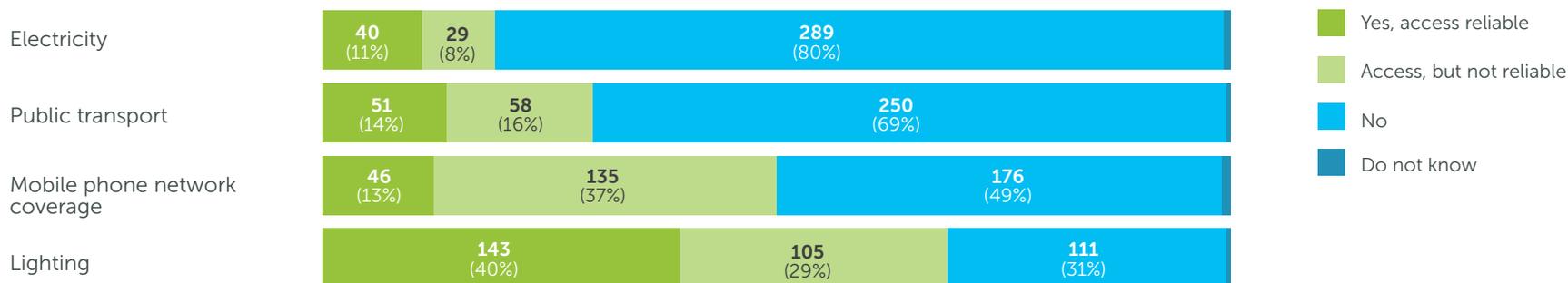


Source: Agent Survey, Q35. "Are you within a 60-minute walk (roughly 5-10-minutes by motorbike) of the following?"; Digital Disruptions' analysis

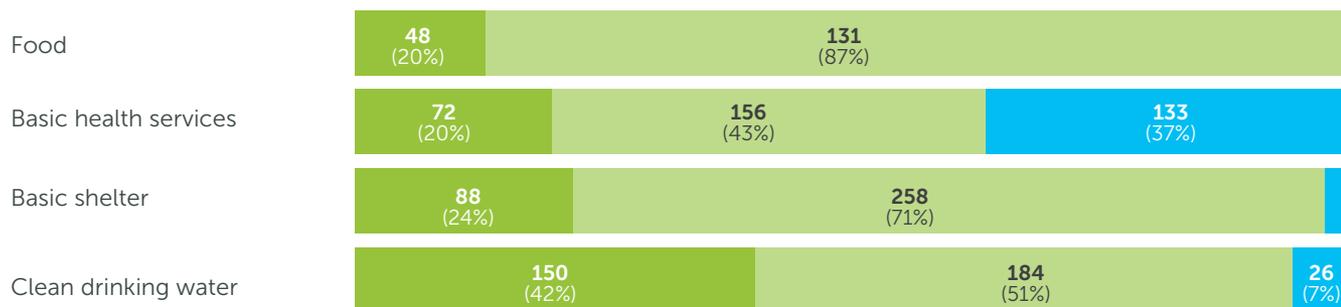


**Apart from mobile coverage and clean drinking water, most have poor access to infrastructure and needs; over a third of the IDPs reported that they do not have access to basic shelter.**

### Access to infrastructure



### Access to basic needs



Source: Agent Survey, Q37 & 38. "Do you have reliable and sufficient access to any of the following infrastructure/needs?"; Digital Disruptions' analysis



IDPs rely almost entirely on support from the government or an NGO (USD 75 a month), although over half have odd or infrequent jobs to earn some additional income.

Average monthly income by source (Tanganyika IDPs)



**1 Cash from NGO or government**  
 Monthly average  
 CDF 122,170  
 USD 75.41  
 # of respondents  
 268 (92%)

**2 voucher from NGO or government**  
 Monthly average  
 CDF 105,508  
 USD 65.13  
 # of respondents  
 16 (6%)

**3 Cash or transfer from friends/family**  
 Monthly average  
 CDF 49,900  
 USD 30.80  
 # of respondents  
 5 (2%)

**4 Fishing or agriculture**  
 Monthly average  
 CDF 32,461  
 USD 20.04  
 # of respondents  
 8 (2%)

**5 Own business**  
 Monthly average  
 CDF 26,069  
 USD 16.09  
 # of respondents  
 9 (3%)

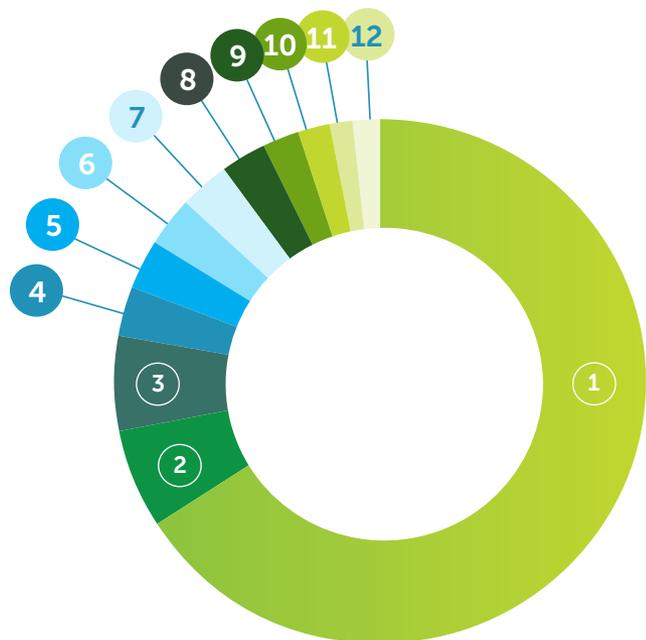
**6 Odd/infrequent jobs**  
 Monthly average  
 CDF 24,266  
 USD 14.95  
 # of respondents  
 157 (54%)

Source: Agent Survey, Q40. For those with "Yes" in 39 – "Indicate the Amount, Currency, and Frequency"; Digital Disruptions' analysis



School fees and utilities are two of the largest expense items, at roughly USD 6 a month but are dwarfed by food and beverages, which represent a 11x greater expense.

### Average monthly expenses (Tanganyika IDPs)



#### 1 Food/Beverages

Monthly average  
CDF 110,555  
USD 68.24  
# of respondents  
289 (100%)

#### 2 School fees

Monthly average  
CDF 10,362  
USD 6.40  
# of respondents  
41 (14%)

#### 3 Utilities

Monthly average  
CDF 9,312  
USD 5.75  
# of respondents  
214 (74%)

#### 4 Health

Monthly average  
CDF 5,605  
USD 3.46  
# of respondents  
351 (89%)

#### 5 Financial services fees

Monthly average  
CDF 4,910  
USD 3.03  
# of respondents  
13 (4%)

#### 6 Transportation

Monthly average  
CDF 4,562  
USD 2.82  
# of respondents  
83 (29%)

#### 7 Clothing

Monthly average  
CDF 4,363  
USD 2.69  
# of respondents  
204 (70%)

#### 8 Communication

Monthly average  
CDF 4,242  
USD 2.62  
# of respondents  
134 (46%)

#### 9 Misc goods

Monthly average  
CDF 4,135  
USD 2.55  
# of respondents  
172 (59%)

#### 10 Personal hygiene

Monthly average  
CDF 3,485  
USD 2.15  
# of respondents  
286 (99%)

#### 11 Send or give money to friends/family

Monthly average  
CDF 3,400  
USD 2.10  
# of respondents  
5 (2%)

#### 12 Home items

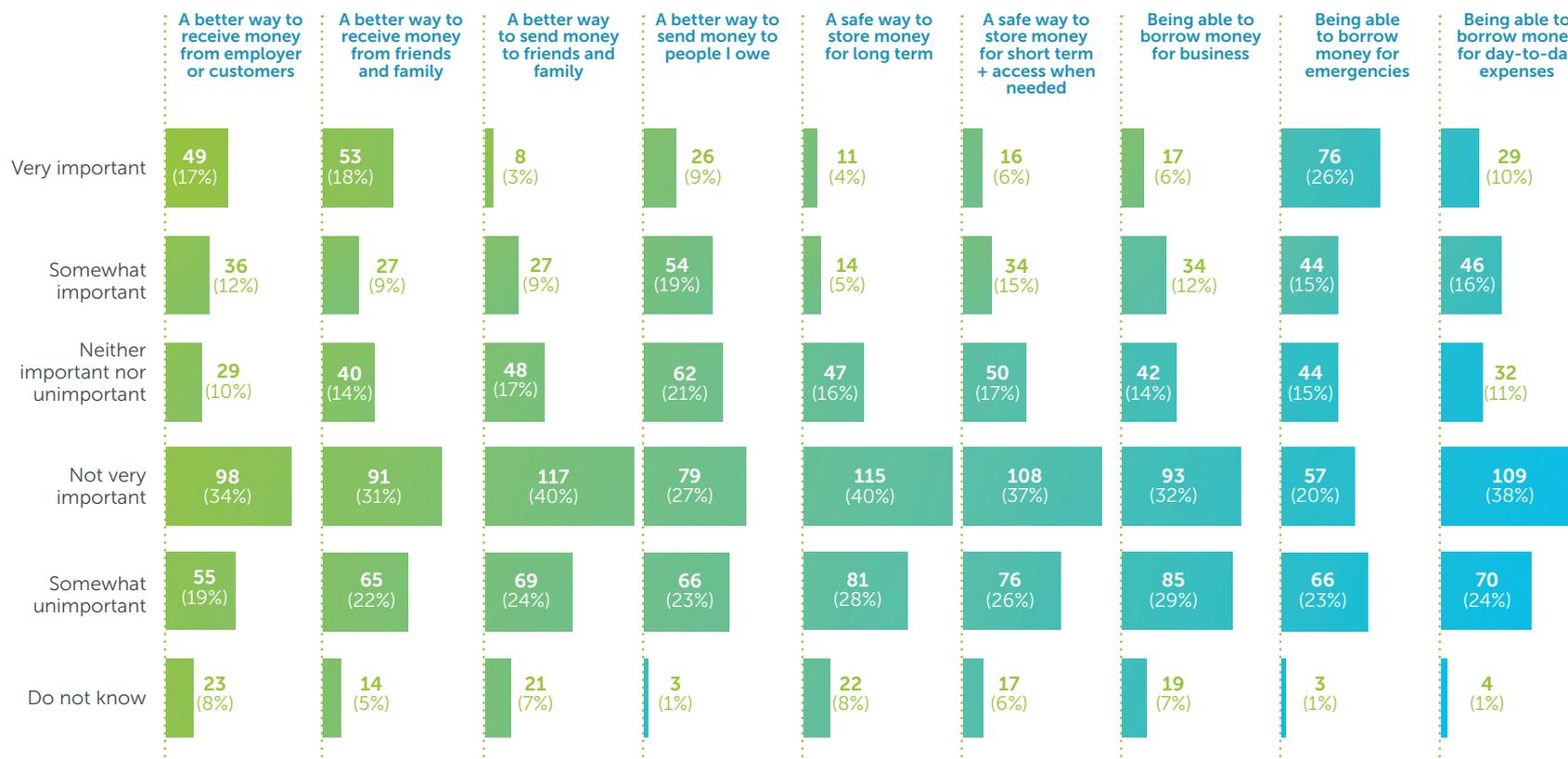
Monthly average  
CDF 2,572  
USD 1.59  
# of respondents  
221 (76%)

Source: Agent Survey, Q40. For those with "Yes" in 39 – "Indicate the Amount, Currency, and Frequency"; Digital Disruptions' analysis



## Compared to other interviewees, IDPs in Tanganyika do not place as high an importance on financial needs; when they do, short-term borrowing for emergencies is the most cited.

### Level of importance of various financial service needs

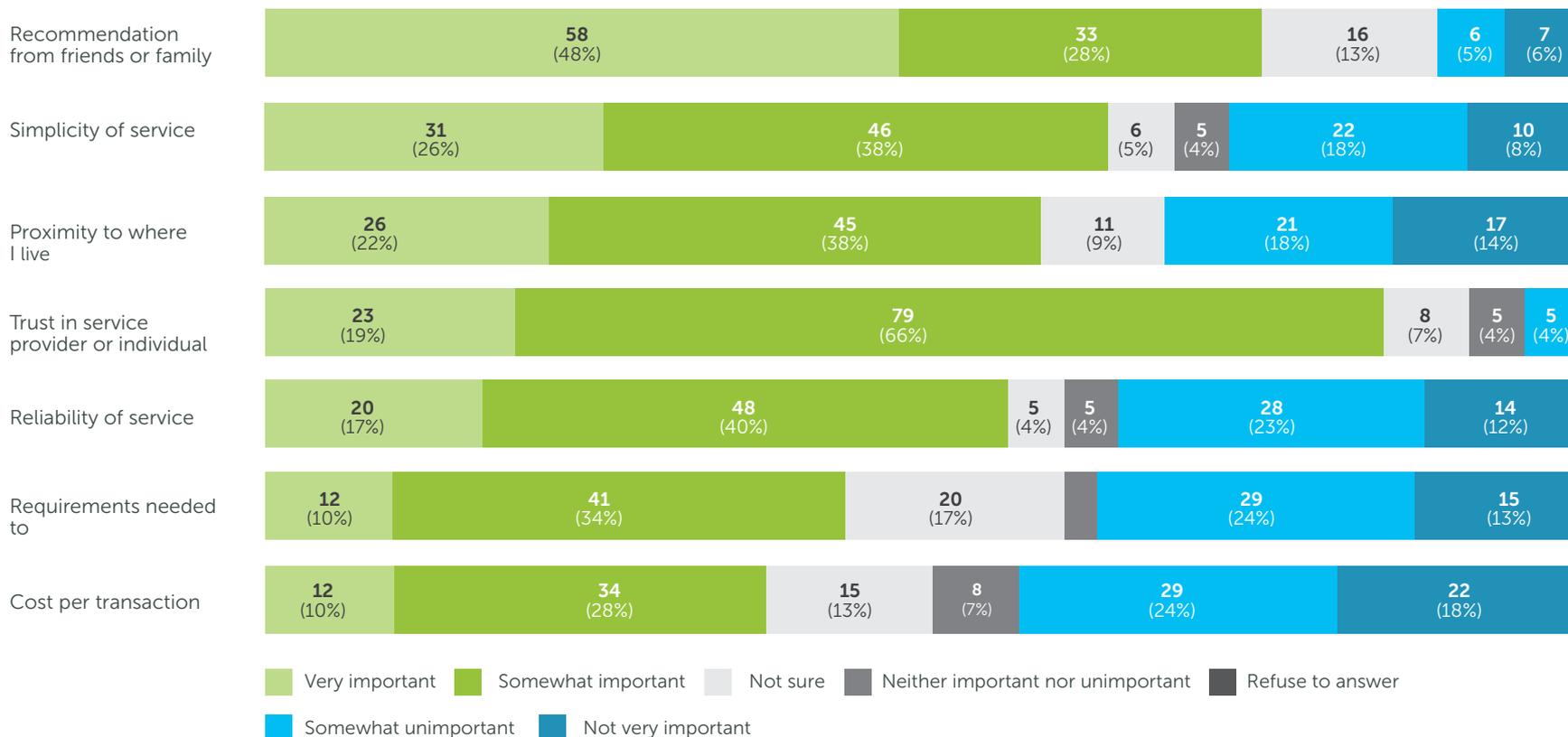


Source: Agent Survey, Q43-51. "Which of the following would you say is important to you?"; Digital Disruptions' analysis



## Trust in the service provider or lender is rated the most important characteristic for those who responded that short-term borrowing for emergencies was a key financial need.

### Being able to borrow some money for emergencies - importance of each characteristic

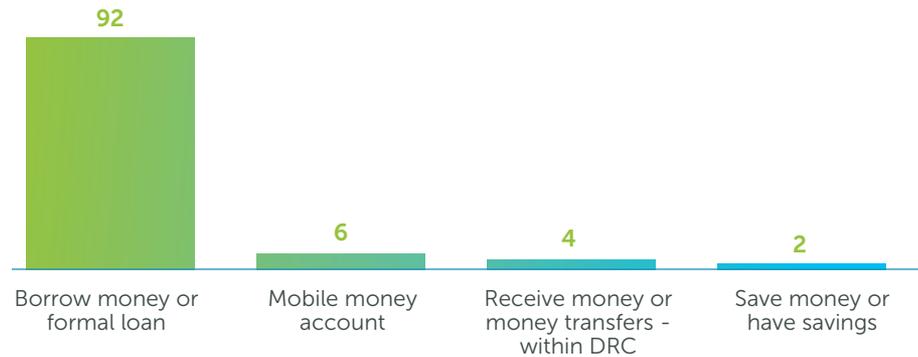


Source: Agent Survey, Q43-51. "For Q45 - For all answers to 4 or 5 within it, rank following in importance"; Digital Disruptions' analysis



More than 66% of IDPs in Tanganyika do not use any financial products, for those who do, it is chiefly a small loan (USD 9 on average) from friends and family.

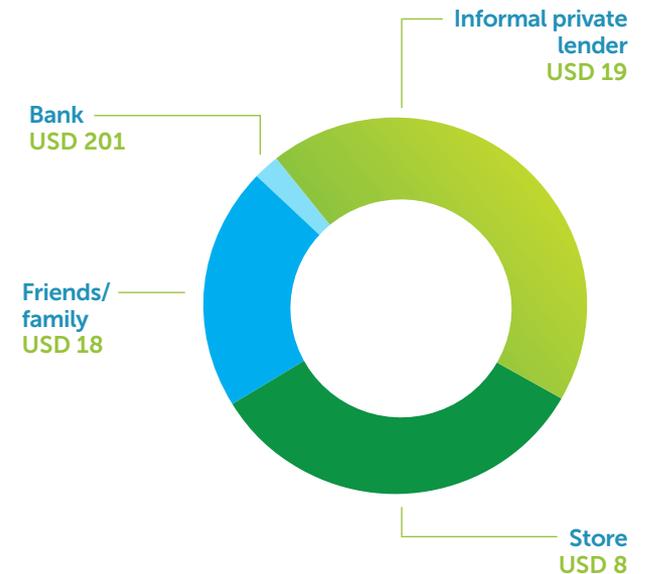
Current formal or informal financial products (multiple selection)



Those who borrow money, borrow money from:



Average loan size by provider

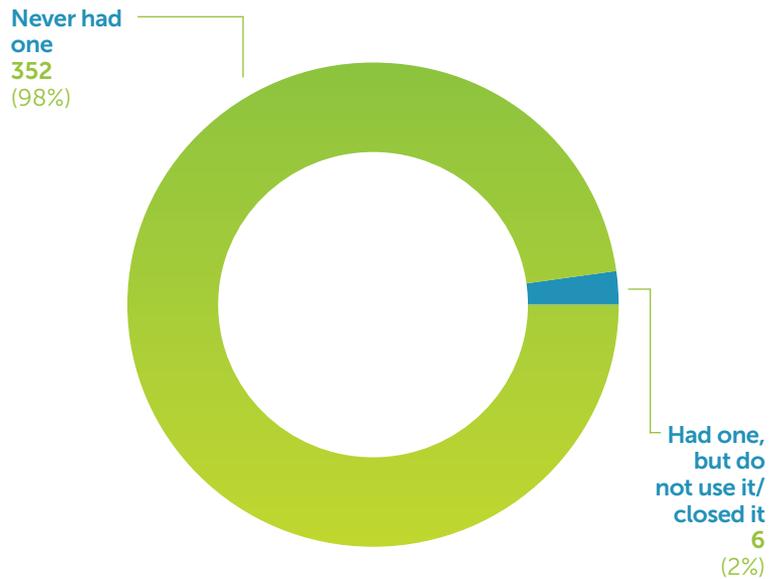


Source: Agent Survey, Q52-54. "Do you currently do or have the following?" / "Where do you borrow money from?" / "How much is your current loan?"; Digital Disruptions' analysis

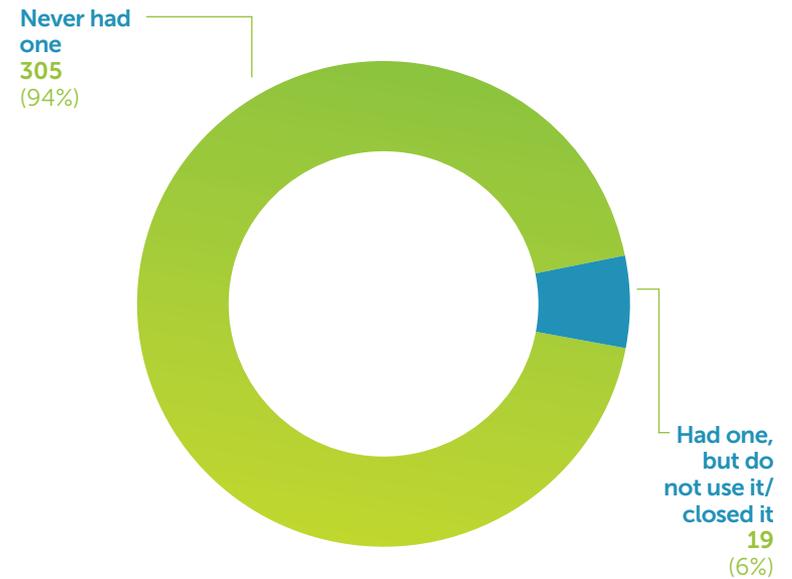


Similar to respondents in other provinces, those who are unbanked have always been unbanked.

Previous ownership of bank account



Previous ownership of mobile money account



Source: Agent Survey, Q75/76; "Have you previously had a bank account or never had one?" / "Have you had a mobile money account or never had one?"; Digital Disruptions' analysis



## IDPs in Kalemie are in a particularly dire situation.

### GENERAL PROFILE

- Kikumbe camp is located near the town of Kalemie. All interviewees were between 19 and 54 years old, and had come from different regions fleeing the war of the Mboté. They first passed through the transit camp of Lukwangu before following others to Kikumbe.
- They mentioned that “life is really not easy” there. There is no electricity and no firewood nearby, and not enough food to feed their families. They do, however, have a health center near the camp.
- Because many of them had fled intercommunity conflicts that have not yet been resolved, the respondents are not in a hurry to go back to their villages.



The IDPs do infrequent, odd jobs to earn whatever cash or in-kind crop they can obtain.

## INCOME AND EXPENSES

- They have no regular stream of income because they are in the camp and do not get any help from the World Food Program (such as the cash voucher system in South Kivu), although it does bring them food occasionally. For example, for a 3-person family, the IDPs receive 3 quarts of beans, 25 kg of flour, 2 bottles of oil, and 16 to 18 quarts of flour. This is about doubled for families of 6.
- Some ways they earn some (a meager) income:
  - women spend the whole day looking for firewood with the aim of selling it at the market the next day.
  - some of them go in locals' fields to cultivate the land (e.g., cassava); they are paid in cash or in the crop itself.

## CURRENT FINANCIAL SERVICES

- Many participants mentioned they have no money to save; all their earnings are spent on food.
- They do use informal services, such as borrowing money from "neighbors", some of whom do not ask for interest, and in fact some respondents said they have current debt obligations. But generally few of their neighbors have any funds to loan out in the first place.
- They know of the existence of the M-Pesa and are aware that it is about money transfer. But they say that as "there is no one to give them money," they have not bothered opening an account.



Similar to South Kivu refugees, IDPs in Tanganyika borrow money informally from neighbors, but this occurs rarely as very few have extra “cash-on-hand” to give out.

## PAIN AND GAIN WITH CURRENT FINANCIAL PRODUCT

- The respondents had no formal financial products; they receive some money from working on the agricultural land of locals. Because they claim they do not have enough money, they do not save, either formally or even informally.
- Generally, all respondents mentioned that they informally borrow money from people they know. The benefit was that, as in the case of the refugee camps, it tended to come interest-free; helping one another is seen as somewhat of a social obligation in the community. Moreover, the loan would be from someone who they knew and (generally) trusted.
- On the downside, it was quite challenging to find a neighbor who had extra funds on hand to loan out.

## MOBILE TECHNOLOGY

- Many of the respondents did have phones and said they use them to make and receive calls.
- Generally they feel comfortable using their mobile phones, and they play an important role in their life.
- Most of the phones are old and used and some are second-hand.



Many IDPs said they would trust M-Pesa even though they have not used it so far.

## TRUST AND MAIN ASPIRATION

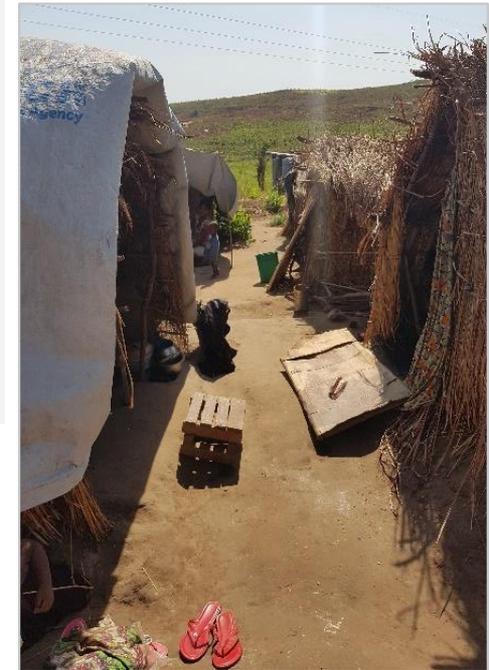
- In regards to keeping money safe, many participants did not trust others – they generally trusted either themselves or their spouses.
- Some respondents spoke about M-Pesa, and that there was a strong awareness about it. They said even though they do not necessarily know how to use it, they have confidence that it actually works.
- Many said they aspire to run a small businesses, while others said they would like a piece of agricultural land to cultivate so that they could sell some of the produce at the local market.
- They also hope that there will be peace in their village at some point – and that one day they will go back and continue with their normal life.



Life in the settlement is mainly in straw houses, with few resources and services.

## LIFE IN THE SETTLEMENT

- Hygiene and sanitation are poor overall; many commented that the toilets increased the risk of spreading diseases.
- The IDPs do not rent the (tent) houses where they live; these were constructed by the IOM. They do not have furniture - only some buckets, washbasins, plates, saucepans, and clothes.
- The school and local hospital are free and relatively nearby the settlement. The schooling is given in French, which is not beneficial, as the main language of the IDPs is Swahili.
- Within the camp, there is a market and small church. The children also have a football pitch.



The IDPs live in very basic, simple homes – some in straw houses.

## LIFE AT HOME

- The IDPs live in small straw houses or tent houses. The straw houses and tent houses are in separate sections of the settlement.
- Their homes are generally quite small and are very hot during the day.
- Accommodation is very basic. Houses do not have doors, so the housewives use cloth to cover their doorways. Water is provided (courtesy of Oxfam, which has installed large water tanks), but it is often not sufficient for everyone in the family.



## MAIN PHYSICAL LOCATIONS

- The most visited location is a common meeting place where they gather around and talk to neighbors, sit and wait for a casual job. Many go to church, also in part as a common meeting place.
- Many simply spend their entire days at home, often running errands or visiting the newly displaced who have recently arrived at the settlement. Every one or two days, they go to the local market.
- School classrooms are very small compared to the number of students.



One of the key differences observed with the town locals was their familiarity with consumer technology such as mobile apps.

## SIMILARITIES

- While the locals have access to financial services, they are also more likely to borrow from their neighbor or friend rather than formally through a financial institution.
- Both groups had mobile phones, even though the IDPs had much older, basic models.'
- There is a strong desire to start their own business; both sets of participants mentioned this as a key aspiration.

## DIFFERENCES

- Kikumbe IDPs have arrived relatively recently – many within the past 6 to 12 months. Most of the residents in Kalemie had been there for considerably longer.
- Those in the city are employed and have a much easier time finding work or odd jobs. Some also had (brick) homes and much more reliable infrastructure such as electricity.
- The local Congolese also have a much greater ease with technology and are familiar with smartphones; one resident of Kalemie went on several apps such as Facebook and WhatsApp.



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South Kivu



Tanganyika



Kasai



## Annex

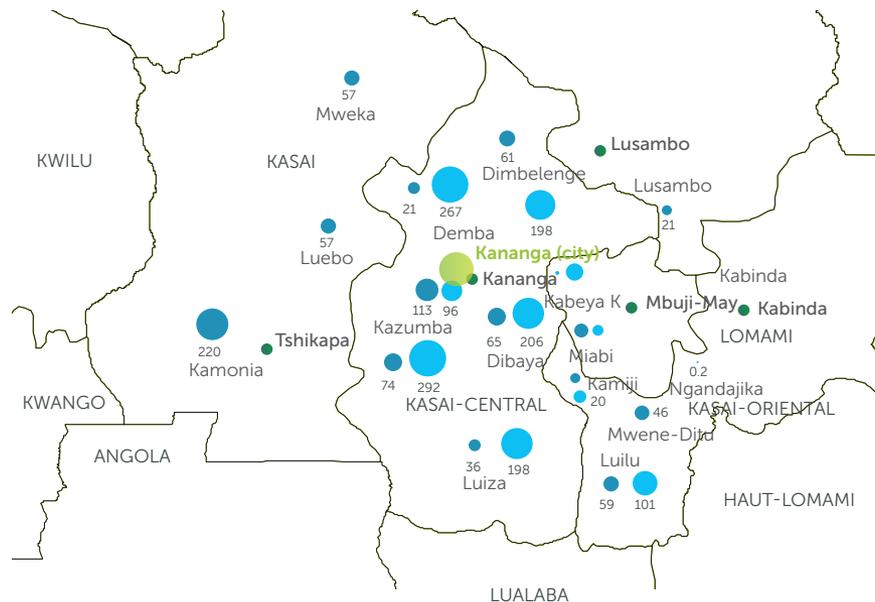
Fieldwork methodology and further resources

## As the Kasai region does not have any formally organised settlements, the IDPs are hosted in individual families or communities.

Although the situation in Kasai was relatively calm for most of 2017, the region counts nearly 900,000 IDPs, mainly in Kasai Central province (see map at right). Over 85% of the survey respondents indicated they were from Kasai Central province itself.

The main city where research was conducted was Kananga, in Kasai Central. Because the IDPs were not in any specifically 'enclosed perimeter' such as a camp or settlement, field researchers initially made contact with individual IDPs by engaging groups such as NGOs, churches, and hospital clinics, and then obtaining referrals to speak to other IDPs nearby.

	Target	Achieved
Surveys	100	140
In-Depth Interviews	20	20
Ethnographies	3-4	4



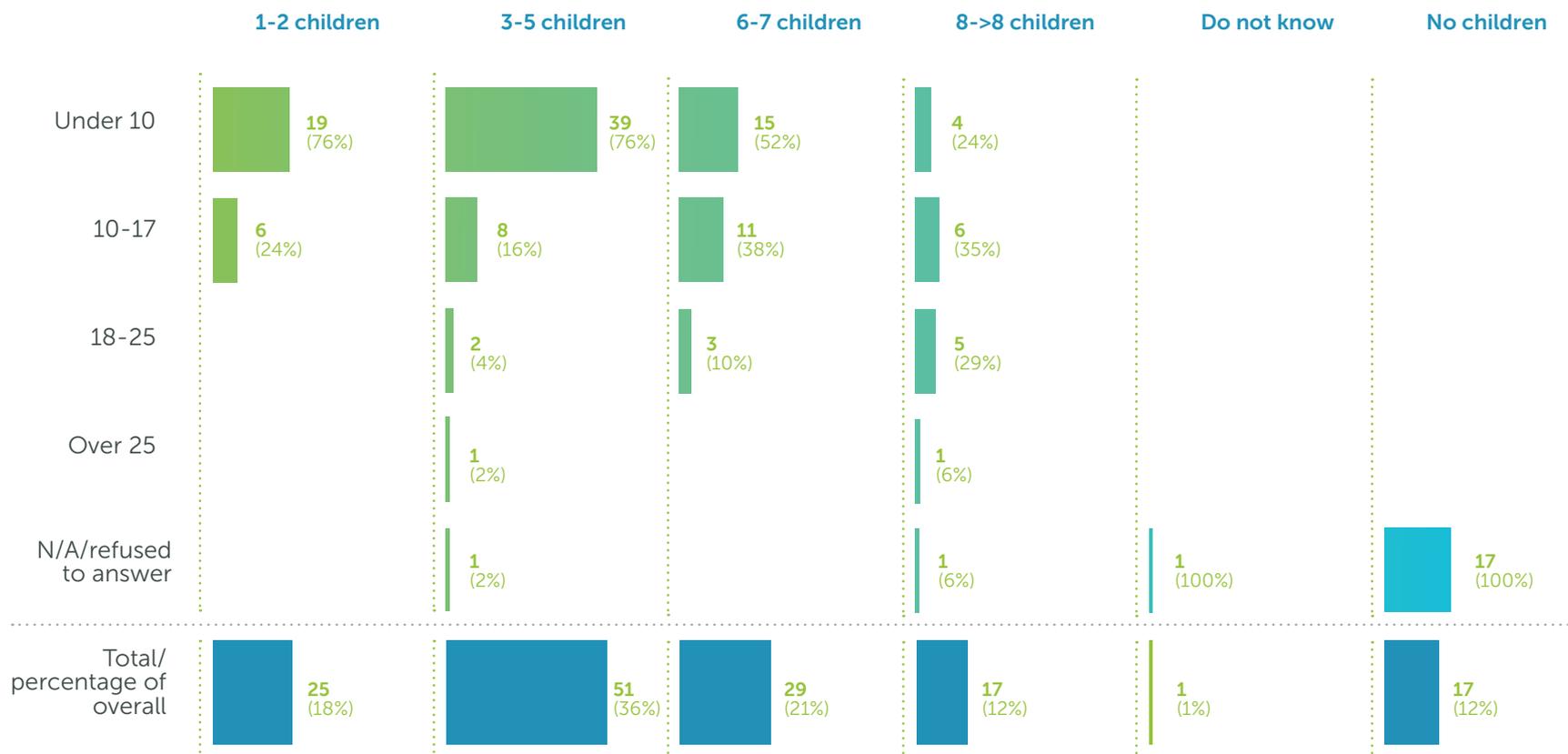
- Number of displaced persons from December 2017 (thousands)
- Returnees of the last 18 months (thousands)
- Settlement where the research was carried out

Map Source: OCHA, December 2017



Compared to other provinces, a larger proportion – three in 10 – of IDPs in Kasai have few or no children.

### Number and ages of children



Source: Agent Survey, Q16/17 "How many children do you have with you?" / "How old are your children?"; Digital Disruptions' analysis



A notable 60% have spouses or children back home or are not sure of their whereabouts, which is aligned with how IDPs were suddenly forced to flee their homes in Kasai due to conflict.

Whether spouse or children are currently with respondent

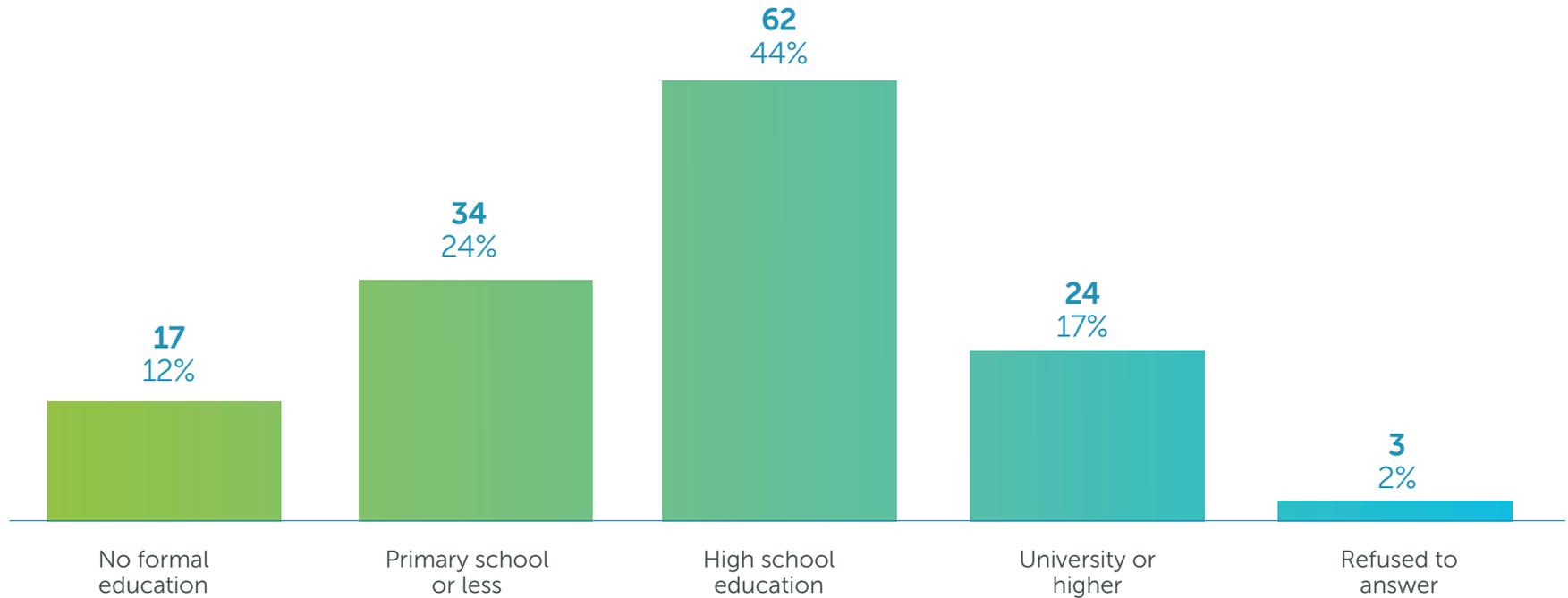


Source: Agent Survey, Q18 "Do you have a spouse or children where you came from?"; Digital Disruptions' analysis



They are also more educated – 44% have a high school education, and 17% have been to university.

Highest education level attained

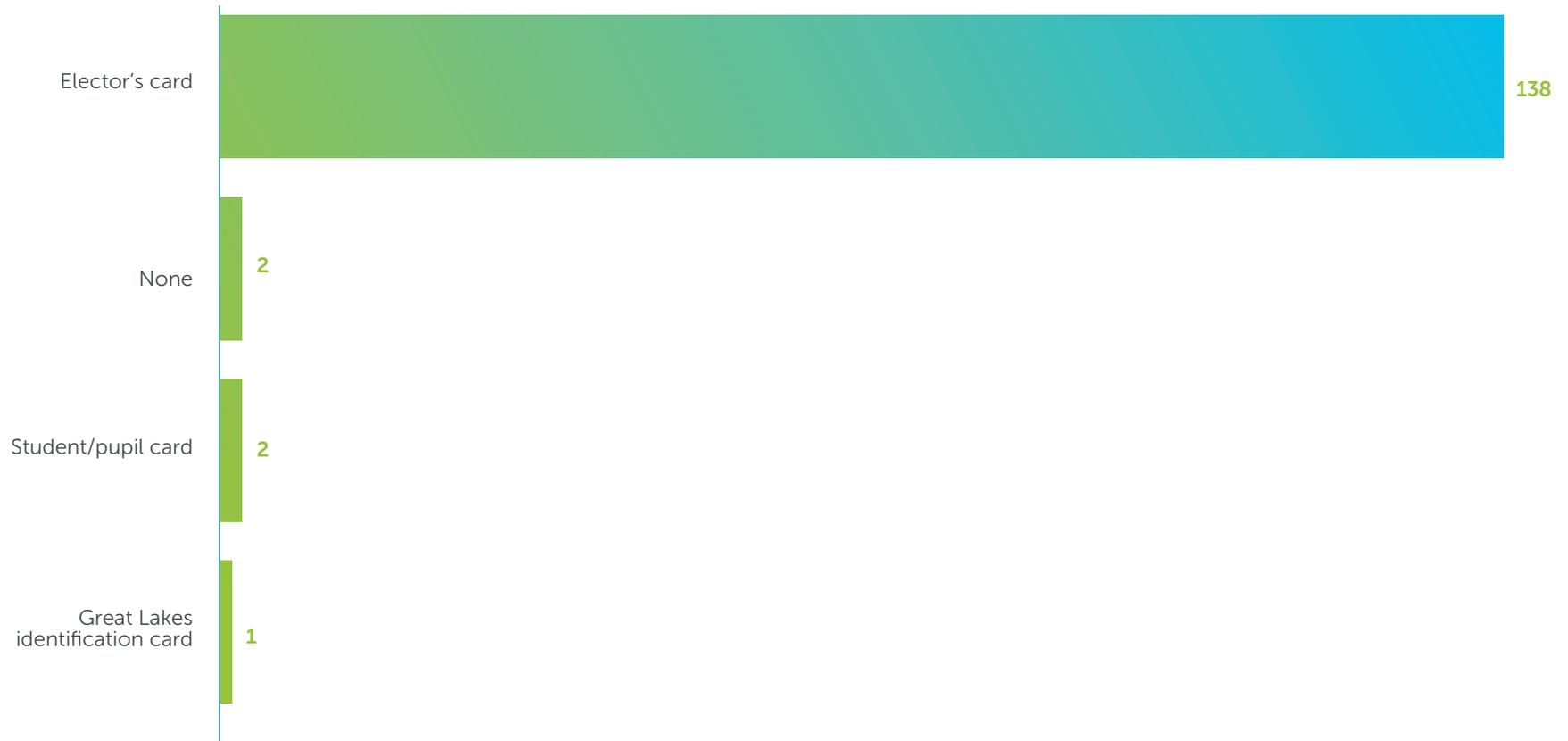


Source: Agent Survey, Q19 "What is your highest level of education?"; Digital Disruptions' analysis



Essentially all have an elector’s card from the government, fulfilling basic Know-Your-Customer (KYC) requirements for opening a bank account.

Types of documentation (multiple selection)

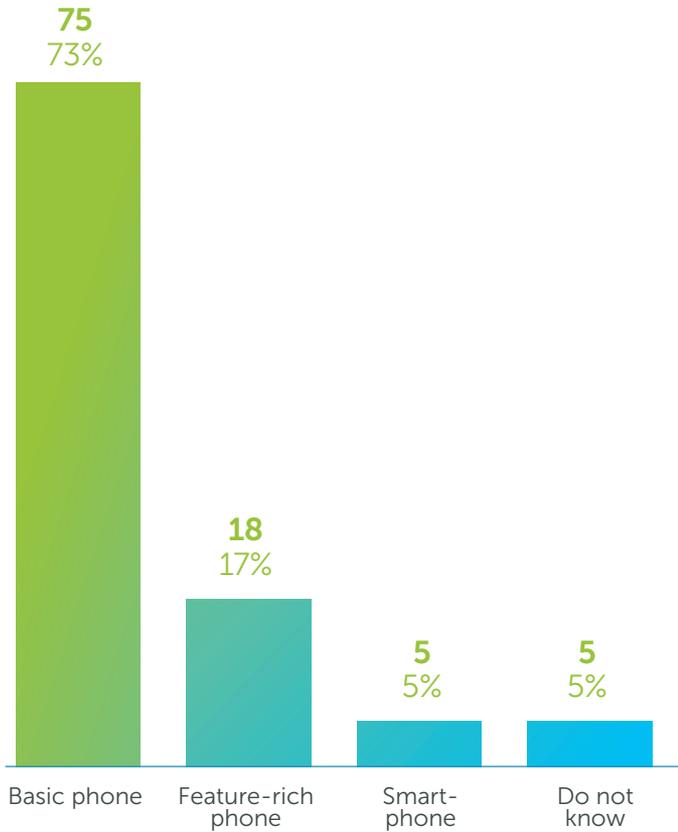


Source: Agent Survey, Q23 & Q24 "What types of documentation do you currently possess?"; Digital Disruptions' analysis

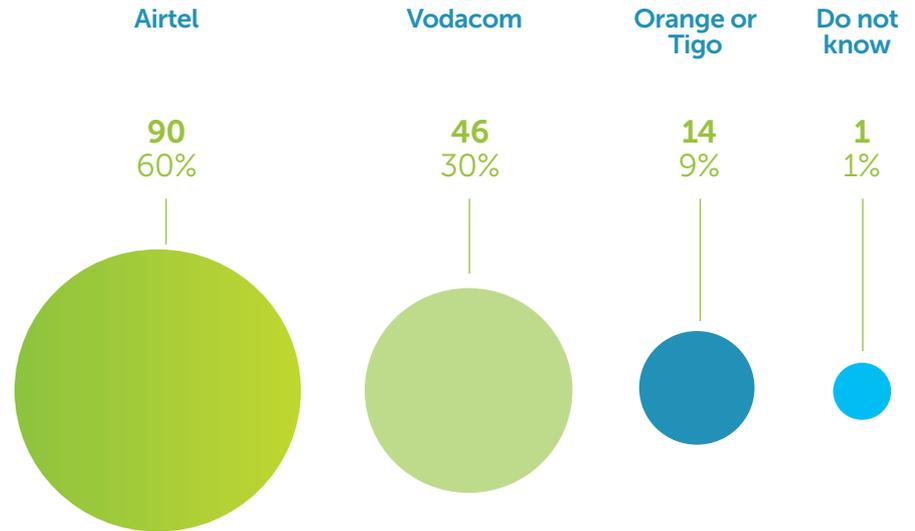


About 70% have a phone, and Airtel is more prominent than Vodacom.

Type of phone (owned or accessible)



Current mobile operators (multiple selection)

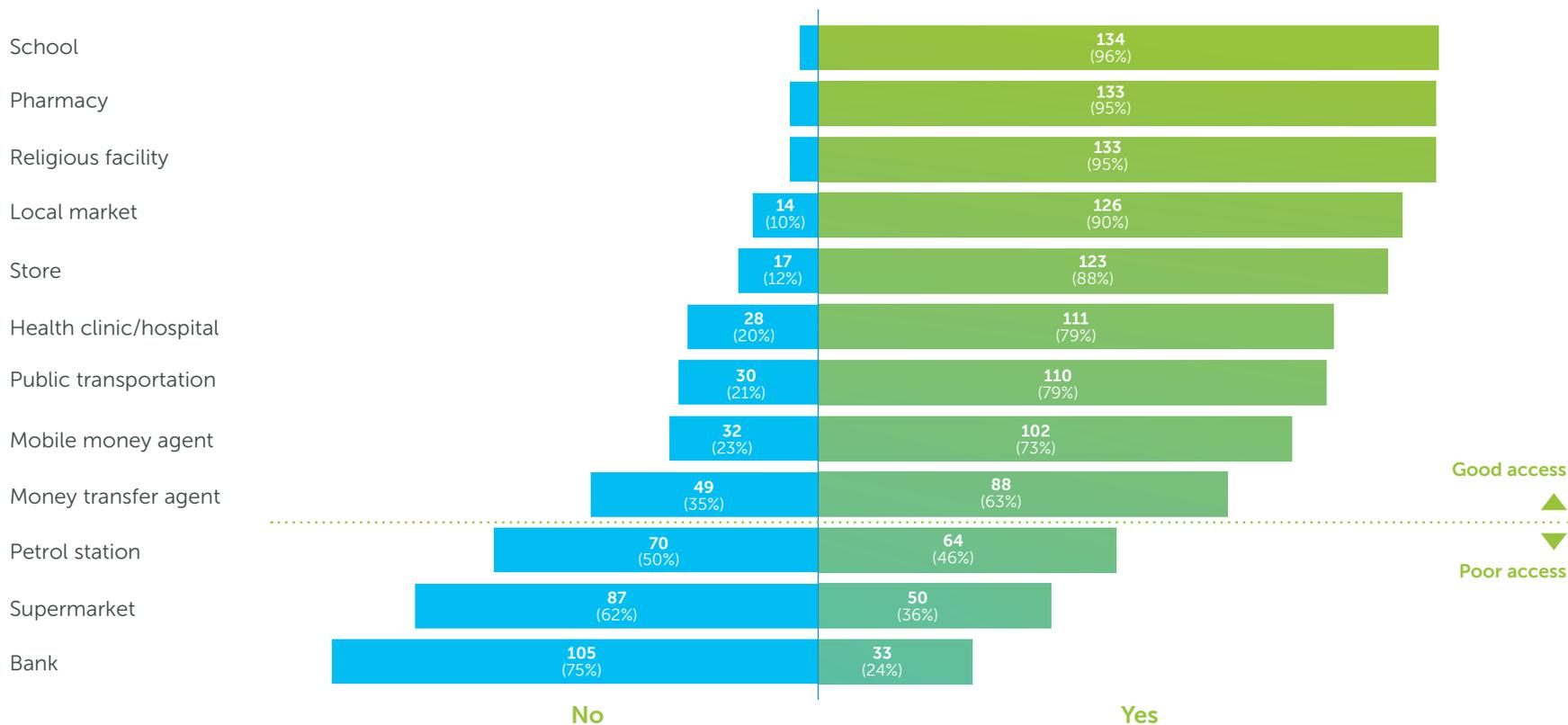


Source: Agent Survey, Q29/30 "What type of phone do you have access to or own?" / "What mobile operators do you use?"; Digital Disruptions' analysis



## Despite living in an urban area, most respondents did not indicate having nearby access to a bank or supermarket.

### Proximity to locations (within a 60-minute walk/5-10 minute motorbike ride)

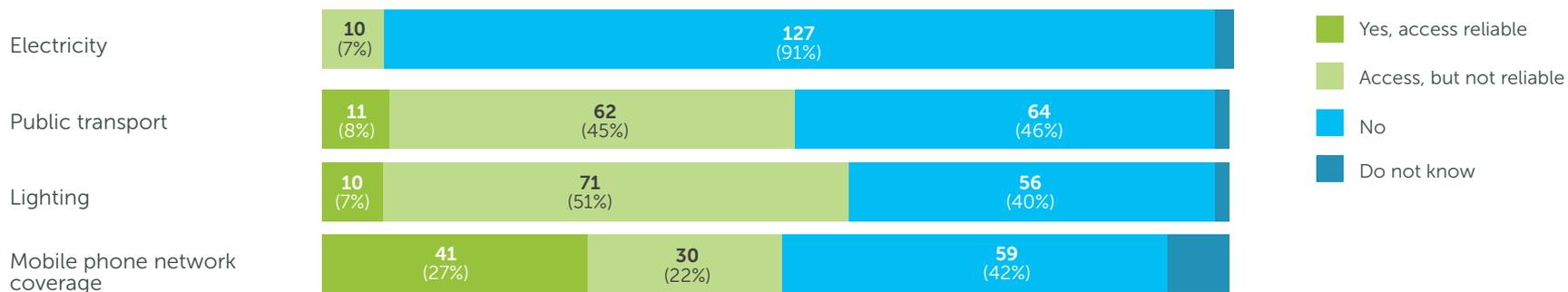


Source: Agent Survey, Q35. "Are you within a 60-minute walk (roughly 5-10-minutes by motorbike) of the following?"; Digital Disruptions' analysis

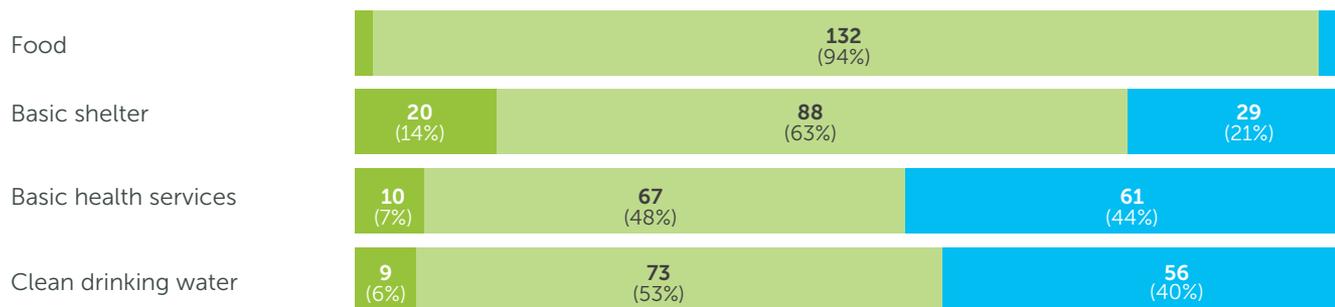


## Few IDPs have any electricity, and over 40% struggle to access even basic health services and drinking water.

### Access to infrastructure



### Access to basic needs



Source: Agent Survey, Q37 & 38. "Do you have reliable and sufficient access to any of the following infrastructure/needs?"; Digital Disruptions' analysis



As there is no government or NGO support for IDPs to rely on, they rely on salaried or odd jobs; the most cited source was cash from friends of family, presumably from their village.

Average monthly income by source (Kasai IDPs)



**1 Salaried employment**  
 Monthly average  
**CDF 132,815**  
 USD 81.98  
 # of respondents  
 42 (30%)

**2 Odd/infrequent jobs**  
 Monthly average  
**CDF 103,612**  
 USD 63.96  
 # of respondents  
 41 (30%)

**3 Fishing or agriculture**  
 Monthly average  
**CDF 66,184**  
 USD 40.85  
 # of respondents  
 50 (36%)

**4 Own business**  
 Monthly average  
**CDF 44,640**  
 USD 27.56  
 # of respondents  
 36 (26%)

**5 Other**  
 Monthly average  
**CDF 33,300**  
 USD 20.56  
 # of respondents  
 9 (6%)

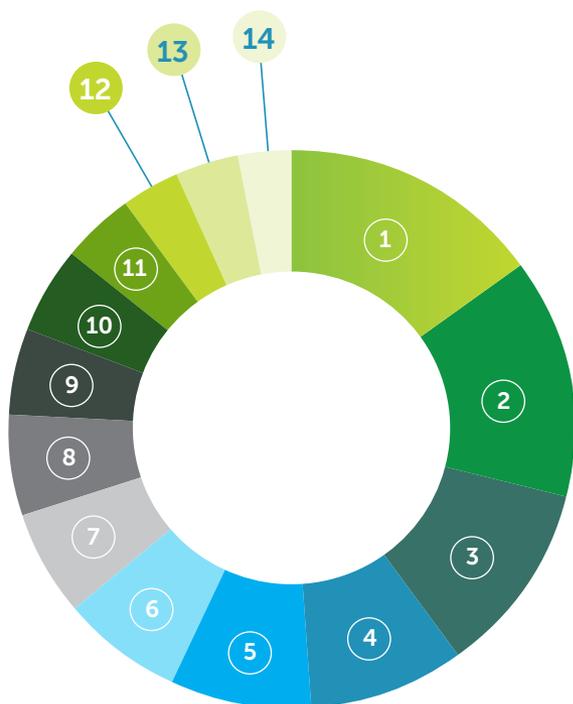
**6 Cash or transfer from friends/family**  
 Monthly average  
**CDF 33,131**  
 USD 20.45  
 # of respondents  
 61 (44%)

Source: Agent Survey, Q40. For those with "Yes" in 39 – "Indicate the Amount, Currency, and Frequency"; Digital Disruptions'



With access to food through their host communities, this item, at just over USD 6/month, is not as weighty as others such as clothing and utilities; about half pay rent to their host families.

### Average monthly expenses (Kasai IDPs)



#### 1 Send or give money to friends/family

Monthly average  
CDF 33,833  
USD 20.88  
# of respondents  
10 (7%)

#### 2 Clothing

Monthly average  
CDF 30,176  
USD 18.63  
# of respondents  
51 (36%)

#### 3 School fees

Monthly average  
CDF 22,369  
USD 14.42  
# of respondents  
61 (44%)

#### 4 Utilities

Monthly average  
CDF 20,262  
USD 12.51  
# of respondents  
111 (79%)

#### 5 Financial services fees

Monthly average  
CDF 16,861  
USD 10.41  
# of respondents  
18 (13%)

#### 6 Savings/Investments

Monthly average  
CDF 14,324  
USD 8.84  
# of respondents  
17 (12%)

#### 7 Rent (house)

Monthly average  
CDF 12,449  
USD 7.68  
# of respondents  
68 (49%)

#### 8 Personal hygiene

Monthly average  
CDF 12,144  
USD 7.50  
# of respondents  
88 (63%)

#### 9 Health

Monthly average  
CDF 11,818  
USD 7.30  
# of respondents  
83 (59%)

#### 10 Home items

Monthly average  
CDF 10,838  
USD 6.69  
# of respondents  
50 (36%)

#### 11 Food/beverages

Monthly average  
CDF 9,796  
USD 6.04  
# of respondents  
123 (88%)

#### 12 Misc goods

Monthly average  
CDF 9,710  
USD 5.99  
# of respondents  
804 (97%)

#### 13 Communication

Monthly average  
CDF 7,942  
USD 4.90  
# of respondents  
81 (58%)

#### 14 Transportation

Monthly average  
CDF 5,623  
USD 3.47  
# of respondents  
44 (31%)

Source: Agent Survey, Q40. For those with "Yes" in 39 – "Indicate the Amount, Currency, and Frequency"; Digital Disruptions' analysis



Because many IDPs are working, the need to receive money more efficiently and effectively is cited as most important, particularly as they receive payment in cash.

### Level of importance of various financial service needs

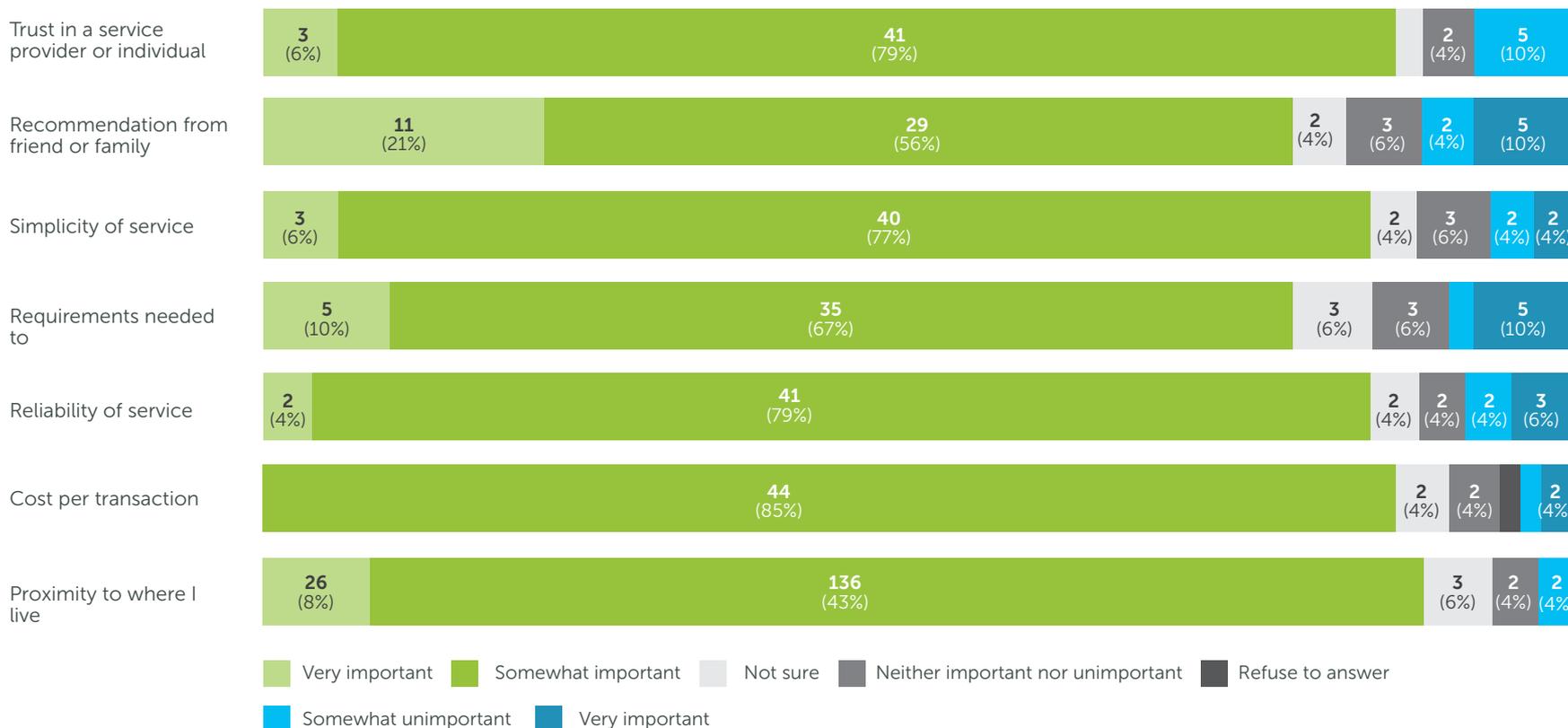


Source: Agent Survey, Q43-51. "Which of the following would you say is important to you?"; Digital Disruptions' analysis



## No single characteristic truly stood out for receiving money; all were deemed 'important'.

### A better way to receive money from my employer or my customers - importance of each characteristic

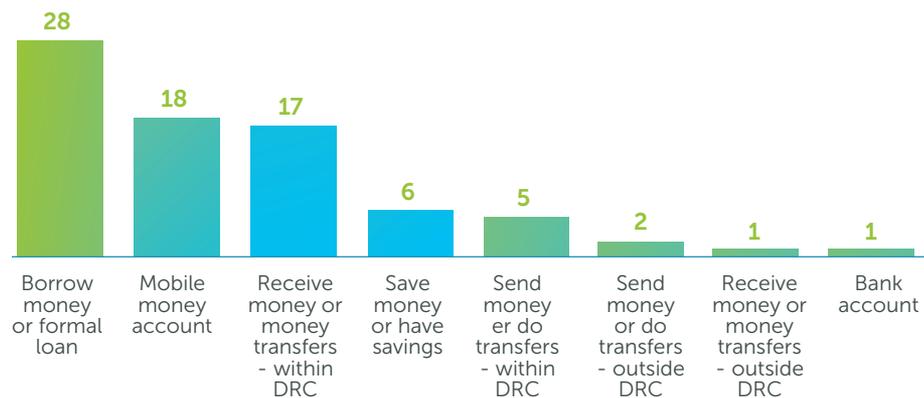


Source: Agent Survey, Q43-51. "For Q50 For all answers to 4 or 5 within it, rank following in importance"; Digital Disruptions' analysis



IDPs in Kasai hold and use many more financial products than others in the survey; borrowing money from friends and family is the most commonly cited, at an average of just under USD 20.

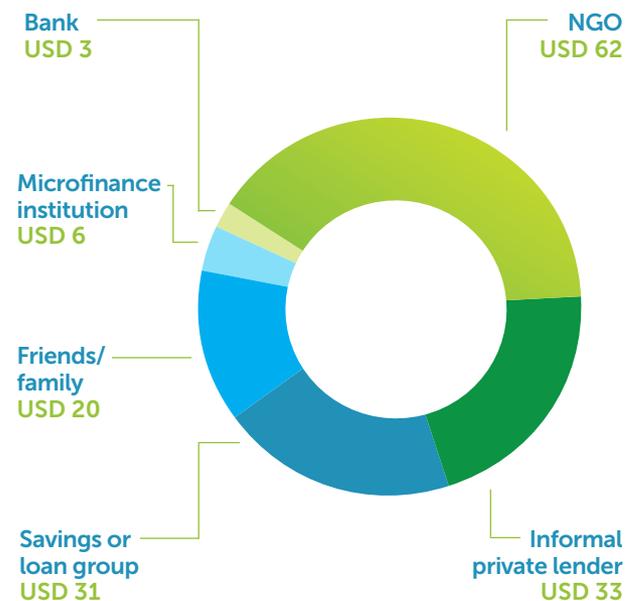
Current formal or informal financial products (multiple selection)



Those who borrow money, borrow money from:



Average loan size by provider

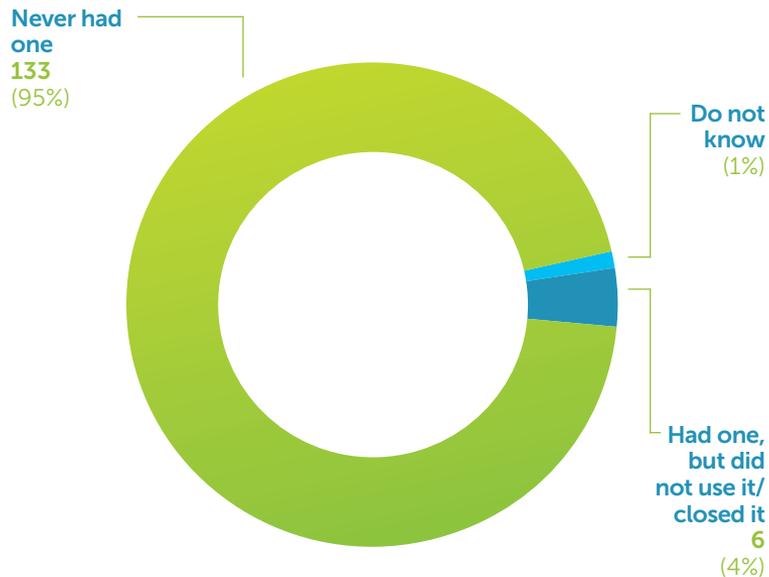


Source: Agent Survey, Q52-54. "Do you currently do or have the following?" / "Where do you borrow money from?" / "How much is your current loan?"; Digital Disruptions' analysis

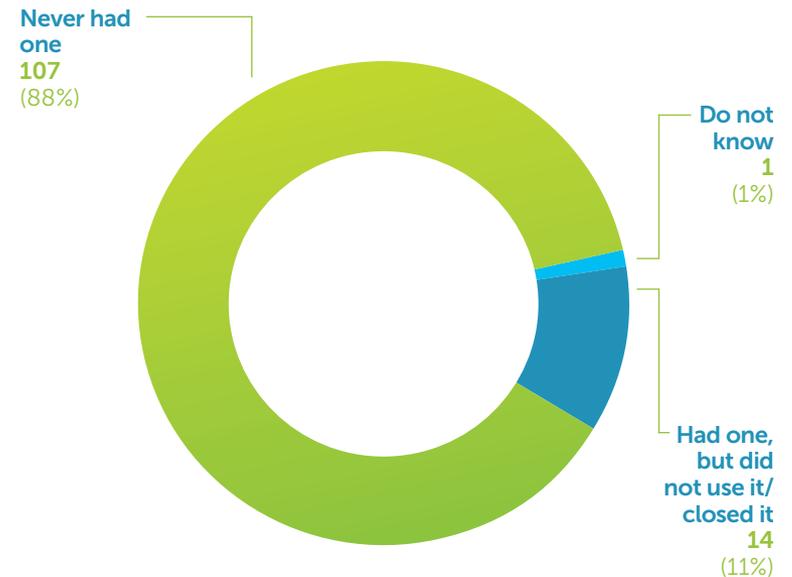


IDPs in Kasai do not have bank accounts – and most never have; only 11% of IDPs in Kasai who do not currently have a mobile money account had one in the past.

Previous ownership of bank account



Previous ownership of mobile money account



Source: Agent Survey, Q75/76; "Have you previously had a bank account or never had one?" / "Have you had a mobile money account or never had one?"; Digital Disruptions' analysis



Having recently fled conflict in their villages, IDPs in Kananga are trying to make a new life in the city.

## GENERAL PROFILE

- The respondents in Kananga were aged between 18 and 74 years old and almost exclusively women (many men were working outside and thus not available for the interviews). Most of them had been in Kananga for more than a year and arrived from different villages in the Central Kasai province.
- Most of them left their village because of the fighting between Kamwina Nsapu militias and soldiers sent by the government; others left their villages due to tribal conflicts. Almost all of them walked for days or even weeks from their villages to Kananga.
- A number of respondents had lost their spouse or their children due to conflict – beheaded or, in many cases, shot by armed individuals. Some children are still missing, and the families are not certain of their status.
- Generally speaking, life in Kananga is not easy for them, but still they find it an improvement over daily life in their home villages. Daily challenges include the cost of food, sending their children to school, finding respectable accommodation, paying for and accessing medical treatment, and finding consistent employment. The few jobs they do have usually pay them no more than CDF 3,000 a day (about USD 2 USD).



## Many participants did housework to earn a basic daily income.

### INCOME AND EXPENSES

- In terms of income, the main sources are paid housework in neighboring houses, such as washing clothes and ironing, washing dishes, sweeping, cleaning the house, and going to market and buying products on behalf of neighbors. Very few ply a small trade to earn money, although some get water from nearby springs and sell it to local buyers.
- Most of the respondents said they earn CDF 3000 daily, which varies depending on the type of house chores they do or how much water they manage to sell. In most cases, all daily income is spent at the end of the day.
- Interestingly, no respondents mentioned receiving any recent financial support from family members; only two said they had received a money transfer, and that was over a year ago.

### CURRENT FINANCIAL SERVICES

- Respondents said that saving money is almost impossible since the money they earn is spent buying food and medicines for sick family members; the little savings they have they keep with them at home.
- When they do run out of cash, they borrow money from neighbors, family members, or the local church. The embarrassment is bigger when it comes to paying back, particularly with interest. It is not easy for them to face daily expenses and pay back borrowed money.
- All of the respondents said they use informal financial services to obtain a loan or to save. They further stated that they were not sure how formal services function and where precisely to find them.



Many respondents recognise the risk of taking out small, informal loans that they aren't sure they can repay.

## PAIN AND GAIN WITH CURRENT FINANCIAL PRODUCT

- The closest thing they have to a financial product is borrowing money from friends and family.
- The main benefit is that they believe they are able to make productive use of the loan immediately, such as starting a small trade, or buying jerry cans to start collecting and selling water. Furthermore, in some cases they need loans for short-term emergencies, such as buying medication for a sick family member, so the immediacy of the loan is also considered a 'gain'.
- The main pain is having to repay the loan with interest - although many have been offered loans without it, especially from neighbors). Another cited pain is having to repay when they don't have the available funds; in some cases they have had to sell their clothes and those of their children to repay on time. The respondents recognised that it was risky to take out a loan without being certain on how they would repay it but felt that they often had no choice.

## MOBILE TECHNOLOGY

- Two of the respondents had a phone, but neither were "digitally" or generally literate. They used phones only to make calls or did not have the ability to write a text since they could not read. They needed help on how to use the phone and had never heard about mobile banking, the internet, or apps more broadly.



## The IDPs generally only trust themselves for any financial decision-making.

### TRUST AND MAIN ASPIRATION

- Many respondents mentioned that they ultimately only trusted themselves when it came to managing cash. Some said they trusted their spouse, close friends, and their church pastor. Interestingly, no one mentioned having a great deal of trust in any formal (financial) service.
- The (female) participants who mentioned trusting their husband said it is more of a biblical recommendation; similarly, those who put faith in their pastor said it was due to his “spiritual position”.
- The main aspiration for most of them was to work hard and engage in a small-scale trade activity; some mentioned that doing housework in other people’s houses made them feel “ridiculous, almost like a slave”. They wish to send their children to school, have their own house, and generally have better living conditions.
- More broadly, the respondents desired peace in Kananga and the rest of the country. When pressed, many mentioned that they actually felt “ashamed” because of their displaced status.



## Life in the host communities is a challenge, and the IDPs often feel isolated.

### LIFE IN THE HOST COMMUNITY

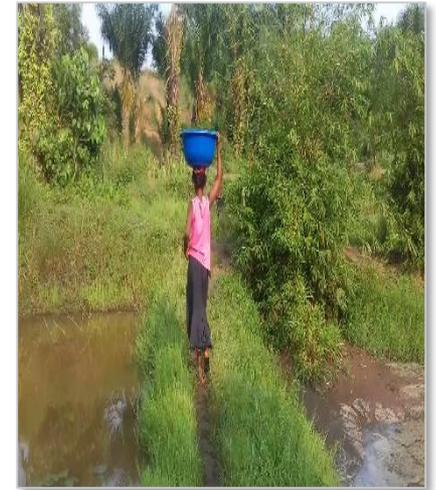
- The four participants who were observed live in different houses in three to four-house compounds. In a couple of instances, their hosts gave them a separate two-room-house; in others, they used the same entrances as the owners, as well as the same latrines. All four live far from a hospital, church, health center, school, and market.
- They sleep on mats, mosquito nets or anything else they can sleep on. Inside their room, they may have jerry cans, wash basins, dishes, buckets, and clothes.
- Reaching one participant's house was a very difficult exercise, and it was clear that it was dangerous for her to climb hills to get to her destination. Some of the IDPs have no windows in their houses and no electricity (they use flashlights at night). Since it becomes hot during the day inside the houses, they stay under a mango tree during the day and go into the house just to sleep at night.
- Two other participants lived in a more accessible area and lived near other neighbors. They had a traditional latrine and place to wash behind the house. They also had a small vegetable garden in front or behind the house.



The IDPs stay at home, go to other people’s homes, or fetch water – not much else.

## LIFE IN THE HOST COMMUNITY

- The IDPs primarily spend their days working at their home or at other people’s houses doing house chores for money. The other places they go are the market, church, pharmacy, or, if they can afford it, taking their children to school.
- They seemed so busy finding any means of obtaining money to buy food that they didn’t have time for much else. This was a constant, daily struggle.



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Refugee and IDP context in DRC, research approach, and key insights



## Overall Analysis

Analysis of quantitative and qualitative fieldwork across all three regions



## Province-Level Synthesis

Synthesis of quantitative and qualitative fieldwork for South Kivu, Tanganyika, and Kasai provinces



South Kivu



Tanganyika



Kasai



## Annex

Fieldwork methodology and further resources

## Methodology for fieldwork and data collection

### QUANTITATIVE

As the refugee camps of South Kivu and settlements in Tanganyika are primarily organised in long rows, locally trained surveyors chose every fifth “household” (camp or tent) to conduct a survey as a randomisation method. For the local Congolese in towns in South Kivu and Tanganyika, the surveyors identified a specific neighborhood and used the left-hand turn method and Kish grid to source participants.

For Kasai, the IDPs were exclusively in host communities, not in camps or settlements. Some IDPs were sourced through organisations such as churches and hospitals and then further sourced through referrals (‘chain referral’). Participants had to be at least 14 years of age to be eligible for the survey, and surveyors aimed to have a balance of male and female respondents.

All surveys were conducted face-to-face, with surveyors collecting results directly on their mobile phones.

### QUALITATIVE

For South Kivu and Tanganyika, after the quantitative survey data were collected, a select group of participants were selected for in-depth interviews (IDIs) with a qualified moderator. Participants were selected primarily based on a mix of gender, age range, and, in the case of refugees and IDPs, time in the camp or settlement. For Kasai, following the quantitative survey data, participants were selected based on availability; few men were available to participate due to work engagements.

A further select group of IDI participants were then recruited for ethnographic research purposes. This primarily involved the moderator following them for two to three hours as they went about their day and not only asking them a series of questions about their daily lives but also taking notes and making observations about their surroundings and demeanor.

Fieldwork was conducted by Target, a Kinshasa-based market research firm and supervised by Digital Disruptions.



Main types of identification documents covered in the study; only the Elector's Card and Great Lakes document are acceptable forms of identification when opening a bank account.

### Elector's Card



The elector's card is provided to all Congolese individuals 15 years and older, effectively serving as a national ID.

### Great Lakes Document



The Great Lakes document allows for travel between DRC, Burundi, and Rwanda; individuals must have an Elector's Card to apply.

### Refugee Identification Card



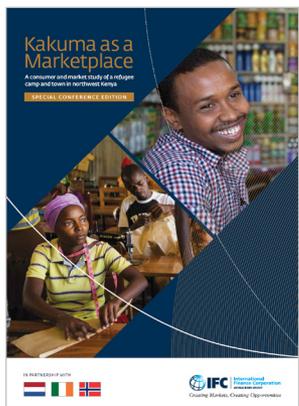
The Refugee Card is formally granted by the government and managed by UNHCR and is provided to all refugees over 15 years of age.

### Humanitarian Assistance Card



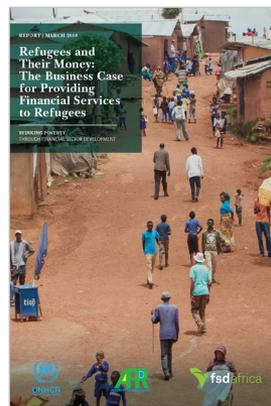
Some humanitarian partners additionally provide a biometric card for refugees, as seen above.

## Further Reading



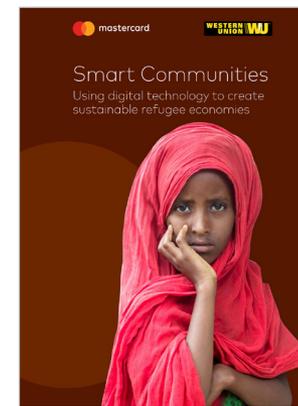
### REFUGEE CAMPS AND TOWNS AS MARKETPLACES

This report is unique in that it focuses on the economic activity of both the Kakuma camp (population 160,000) and the nearby town (population 60,000) and specifically its nearly 2,000 businesses. The authors conservatively estimate yearly consumer spending at nearly USD 56M USD.



### BUSINESS CASE FOR REFUGEES

In a review of seven camps in Rwanda, this report posits that nearly 90% of refugees have an income of between USD 30 USD and USD 67 USD per month, depending on economic activity and inbound money transfers. The authors comment that this represents a viable segment for service providers.

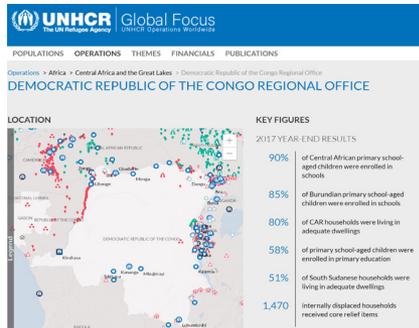


### SMART COMMUNITIES AND REFUGEES

Based on a study of two of Kenya's main camps, the main premise was that the population was comprised of three distinct segments in camps – newly arrived, economically active, and long-term residents, with distinct needs vis-à-vis financial services.



## United Nations Humanitarian Agencies in DRC



### UNHCR

UNHCR, the UN Refugee Agency, is a United Nations programme with the mandate to protect refugees, forcibly displaced communities and stateless people and assist in their voluntary repatriation, local integration, or resettlement to a third country.



### OCHA

OCHA is the part of the United Nations Secretariat responsible for bringing together humanitarian actors to ensure a coherent response to emergencies.



### IOM

The International Organisation for Migration, part of the United Nations, is an intergovernmental organisation that provides services and advice concerning migration to governments and migrants, including internally displaced persons, refugees, and migrant workers.

This study was commissioned by ELAN RDC and FSD Africa thanks to generous funding from UKAID.



### ELAN RDC

ÉLAN RDC aims to reduce poverty in the DRC by increasing the incomes of over 1 million poor smallholder producers, entrepreneurs and consumers by the end of 2020.

ÉLAN RDC is a UKAID market development project in the DRC implemented by Adam Smith International.

### UKAID

The Department for International Development is a United Kingdom government department responsible for administering overseas aid. The goal of the department is to promote sustainable development and eliminate world poverty.

### FSD AFRICA

Created in 2012, FSD Africa is a £30 million financial sector development programme or 'FSD' based in Nairobi. It is funded by aid from the UK government. FSD Africa aims to reduce poverty across sub-Saharan Africa by building financial markets that are efficient, robust and inclusive.



## ACKNOWLEDGEMENTS

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The firm further appreciates the support of the DRC offices of UNHCR, IOM, and OCHA in facilitating access to the refugee camps and settlements and general guidance for fieldwork and statistics. Lastly, the firm deeply appreciates those individuals who answered the surveys and agreed to be interviewed.

## ABOUT THE FIRM

Digital Disruptions is a global consulting and training firm in digital financial services, with an emphasis on strategy, marketing, and product innovation. It provides advisory services to financial institutions, mobile operators, payment networks, international organisations, technology vendors, governments, and start-ups involved in the intersection of technology and financial services.

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