



Final Evaluation

BOLSTERING JUDICIAL AND SOCIAL ACCOUNTABILITY PROCESSES IN CENTRAL AFRICAN REPUBLIC



Photo Search for Common Ground: Public Games in Boda

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Table of Content

Acronyms	4
1. Executive Summary	5
2. Introduction	9
3. Project’s context	9
4. Methodology of the evaluation	10
A) Initial phase: Desk review and data tools development	11
B) Data collection	12
C) Data Analysis, report writing and restitution	13
D) Ethics of research	13
E) Limitations.....	13
5. Results of the evaluation	15
A) Relevance	15
i. Analysis of the project’s context	15
ii. Adaptations due to changes in the context	18
iii. Relevance of radio programs	19
iv. Conclusion	19
B) Effectiveness	20
i. Opinions on Successes and challenges.....	20
ii. Achievements of the project’s objectives	21
a) Objective 1: Increase citizens’ access to the formal justice sector.	21
b) Objective 2: Improve the formal justice sector’s capacity to meet the needs of citizens.....	25
c) Objective 3: Support citizen and civil society engagement in dispute resolution processes across religious and community identity lines.	28
C) Impact	35
i. Support to the rule of law and consolidation of peace in the CAR	35
ii. Factors that had a positive or negative effects on the impact of the project	41
iii. Unexpected effects of the project.....	43
D) Sustainability	43
i. Lack of planning for an exit strategy	43
ii. Is the project well anchored in local structures?	44
iii. Steps taken to ensure long term processes	45
6. Recommendations	46
A) Specific Recommendations	¡Error! Marcador no definido.

- i. Towards ABA ROLI:..... 46
- ii. Towards Search: 46
- iii. Toward judicial institutions 46
- iv. Toward AFPC and the CSN..... 47
- v. Toward the donor 47
- B) General recommendations for future programs..... 47
- 7. Annexes..... 48**
- A) Summary of results 49
- B) Terms of Reference 52
- C) Data collection tools..... 61

Acronyms

ABA ROLI	American Bar Association Rule of Law Initiative
AFPC	Association des Femmes Professionnelles de la Communication
CAR	Central African Republic
CPS	Cour Pénale Spéciale / Special Penal Court
CSN	Central African Civil Society Network
DM&E	Design, Monitoring, and Evaluation
DRL	Bureau of Democracy, Human Rights and Labor (DRL)
ENAM	Ecole Nationale d'Administration et de la Magistrature
FGD	Focus Group Discussions
IGSJ	Inspection Générale des Services Judiciaires / Inspector General of Judicial Services
KII	Key Informant Interviews
OPJ	Officiers de Police Judiciaire / Judicial Police Officers
SFCG	Search For Common Ground
SGBV	Sexual and Gender Based Violence

1. Executive Summary

The second phase of the project “Bolstering Judicial and Social Accountability processes in the Central African Republic (CAR)” was implemented in Boda and Bangui, from February 19th, 2017 to August 31st 2018, by Search for Common Ground (Search) and the American Bar Association Rule of Law Initiative (ABA ROLI). The goal of the project was to support rule of law and peacebuilding in CAR through judicial and social accountability. Its objectives were to 1) increase citizens’ access to the formal justice sector; 2) improve the formal justice sector’s capacity to meet the needs of citizens; and 3) support citizen and civil society engagement in dispute resolution processes across religious and community identity lines. The project was implemented in Bangui and Boda.

The objective of this evaluation is to assess the relevance, effectiveness, impact and sustainability of the project, in order to highlight recommendations for the future. To achieve this objective, a mixed methodology was used, allowing on the one hand a qualitative analysis through 15 Key Individual Interviews (KII) and 4 Focus Group Discussions (FGD), and on the other hand a quantitative analysis through a survey with 362 households.

Limitations of this evaluation include the fact that no pilot test could be done and that coordination with the team in the field was very limited during the data collection. Besides, due to resurgence of violence in Bangui, the survey could not be conducted in the 3rd district of Bangui, a majority Muslim area, and the results may have been impacted by increased insecurity. Some interviews were also canceled due to the unavailability of the interviewees. Finally the absence of baseline made the evaluation of some indicators difficult.

The project was overall very relevant to the context. The vast majority of stakeholders interviewed consider that the project was pertinent to the needs of their country and to their own needs. The improvement of the quality of the judicial system through the strengthening of capacities and accountability created most expectations, yet it was also where most skepticism was found. In this regard, it would have been also relevant to address the issue of corruption and transparency.

The expected results and objectives of the project were partially achieved. While there was overall satisfaction with all the activities of the project, some did not achieve their initial target. In particular, only 46 cases were reported to ABA ROLI’s legal mobile aid clinics since February 2017 instead of the 500 expected. Only 1 out of 3 planned workshops about the standardization of documents was organized, and only 8 out of 56 planned oversight missions were carried out. Nonetheless, those activities were still appreciated, in particular the oversight missions, which supported accountability in the justice system. The strengthening of capacity of the judicial staff, through the development of new curricula was also a successful activity, the effects of which should be seen in the near future. Overall, the project supported increased access to justice and higher quality of the system but while the activities were promising, more is still expected in those areas, especially as the idea that bad practices and corruption persist is still widespread, affecting citizens’ trust in the justice system.

It is thus very important to raise awareness among the population on justice. In this regard, the radio shows were successful in informing a large number of listeners about the functioning of the justice system. However, the project provide sufficient information about the role of the Special Penal Court

(CPS), chiefly because the court was not operational until after the end of the project. Furthermore, the radio programming did not reach women to the same extent, and coverage did not reach Boda, as national radios do not broadcast in this city. Yet those population groups are less likely to be well informed about justice and, in Boda, the lack of access to justice was cited as the main reason for citizens to resort to violence. Awareness sessions conducted directly in the targeted cities however were more inclusive and permitted reaching out to key targets in the communities and creating dialogue opportunities between citizens and judicial staff. The community-led mediation and solidarity events were very successful in fostering collaboration across divided lines in both cities, and participants are overall more willing and ready to collaborate with others and are engaging in peacebuilding.

Overall, the project contributed to a positive change in the rule of law and peacebuilding even if partially. In terms of justice, a majority of respondents (61.9%) consider that judicial staff do their job well, but there is still a certain number who do not trust the system because of widespread corruption. With regards to peacebuilding, people cited changes to their behavior, feeling greater solidarity, more respectful, and more aware of their commonalities with others. However, here again the trust in others is still fragile, especially in Bangui. Indeed, the project seems to have had more impact in Boda where participants confirmed that there was a return of peace and free movement of population. In Bangui, not only is the population slightly less ready to collaborate and less engaged in peaceful dispute resolution, but violence and insecurity are also more prevalent. The results can also be attributed to the episodes of violence that took place in Bangui in 2018, and notably during the data collection.

Despite the absence of an exit strategy, there are opportunities for long term changes as the project was well anchored to existing structures, empowering civil society organizations through the CSN and AFPC, and strengthening capacities in the judicial system, through the National School for Administration and Magistrate (ENAM) and the Inspector General of Judicial Services (IGSJ). However the achievements of this project are still fragile and further support needs be provided to the justice system and to peacebuilding efforts.

Recommendations:

For Aba Roli

- Organize as soon as possible a follow-up session with participants trained on the documentation of human rights. In the medium term, develop a tool or guide to share with participants.
- In the short-term, follow-up on first interviews conducted with victims by the mobile legal aid clinic. In the medium term, assess more thoroughly the impact of the mobile legal aid clinic and the reasons for the lack of effectiveness during this phase of the project.
- Focus efforts on activities that foster accountability of judicial actors and tackle the issue of corruption. Most urgently, work with judicial institutions toward the establishment of transparency measures.

For Search

- In the short term, organize restitution workshops in Bangui to share the results of the conflict scan. In the future, organize conflict scans more regularly, so that the findings can inform the implementation strategy.

- Continue to support the CSN to increase its capacity to play a significant role in social cohesion and peacebuilding.
- In Bangui, maintain efforts to foster social cohesion and trust across dividing lines, through community and participatory theatre for change events and the broadcast of messages of peace and tolerance through the radio.
- Support the development of local radios in Boda or other cities where national radio stations are not broadcast.
- In Boda, continue to inform citizens on the judicial process and ensure a continuous dialogue between judicial institutions and citizens

For judicial institutions

- With the support of the reference guide developed by ABA ROLI, continue and extend the oversight missions.
- Ensure the training of ENAM students in 2019 by staff and evaluate the effectiveness of the curricula.
- Maintain the coordination between different actors in the judicial sector, for instance through the organization of annual thematic workshops.
- Guarantee the sharing of information with citizens through public disclosure of all information and ensure continued dialogue with citizens.

For AFPC and the CSN

- For the AFPC, leverage the knowledge acquired in Search's training and the impact of former radios shows to organize further radio activities, in French and in Sango, focusing on the mandate of the CPS.
- For the CSN, continue to organize dialogues, such as educational talks, that bring together members of the CPS and citizens to exchange on the role of the Court and citizens' expectations.

Recommendations for future programs for both Search and ABA ROLI

- For future projects, plan for an exit strategy and identify potential for sustainability from the design phase of the project.
- Strengthen communication and complementarity between implementing partners.
- Extend the work of this project to more remote areas where access to justice is more complicated and where peace is still fragile.
- Make more effort to include women in the different activities organized with judicial institutions and civil society organizations. In this regard, continue to organize community level events.
- Do an assessment on the role of women both in conflict resolution and in the justice sector to understand barriers to engaging with women and to identify strategies to better involve them.
- Develop programs that target the problem of corruption within judicial institutions, foster accountability of justice staff and encourage public trust in the justice system.
- Include a component which focuses on fostering communication between community representatives and judicial authorities.

- Organize community-based mediation and solidarity events within communities with high numbers of Internally Displaced Persons.

2. Introduction

In 2015, Search for Common Ground signed a cooperative agreement with the US department of State – Bureau of Democracy, Human Rights and Labor (DRL) to implement a project entitled “Bolstering Judicial and Social Accountability processes in the Central African Republic”. A first phase of this project took place from September 18th, 2015 to February 18th, 2017. A second phased followed and ended in August 31st, 2018. The project was implemented in close collaboration with ABA ROLI, in the target cities of Bangui and Boda. This report is an evaluation of the second phase of this project. The evaluation was carried out from October 1st to December 15th by the consultant and Search Design, Monitoring, and Evaluation (DM&E) team in CAR.

3. Project context

This 18-month project aims at upholding the primacy of the rule of law and peacebuilding in Central African Republic through judicial and social accountability. This project is part of Search CAR’s global strategy to help establish a lasting peace and the use of alternative approaches in conflict transformation, and to strengthen the capacity of communities so they can develop and implement more effective community-led, locally owned, and community-managed security plans.

The project was developed in a context where significant measures were taken in CAR to reduce violent conflict. The Central African Republic experienced a destructive conflict starting in 2012 with the creation of the Seleka coalition. Yet after having experienced years of violence, rebellions, and coup, the situation seemed to improve with the intervention in 2014 of international peacekeeping forces to support the transition and the signature of a ceasefire in July 2014¹. The election of President Faustin Archange Touadéra in 2016, preceded by the passing of the new constitution, and followed by legislative elections, marked the return of a constitutional order after three years of transition².

With those events came the urgent need for the government to reconstruct the country and ensure sustainable peace, notably through Disarmament, Demobilization and Reintegration programs (DDR), Security Sector Reform (SSR), and the fight against corruption and impunity³. However, lots of Central Africans continue to face an alarming humanitarian situation and a lack of governance and social cohesion, while in parallel, insecurity persists, marked by waves of killings and unpunished atrocities⁴.

In this context, Search carried out a study in 2015 that highlighted security and justice as the two main priorities for the majority of central Africans⁵. Indeed, although the government has worked on the implementation of transitional justice mechanisms and on the reinforcement of the national justice

¹ *Accord de cessation des hostilités en République Centrafricaine*. (2014, July 23). Retrieved from <http://www.peaceau.org/uploads/accord-cessation-hostilite-brazzaville-juillet-2014-seleka-balaka-merged-2222.pdf>

² European Union, United Nations, & World Bank Group. (2016). *République Centrafricaine: Plan National de Relèvement et de Consolidation de la Paix 2017-2021*, p.11 et 19.

³ See annex B, *Search for Common Ground*. (2018) *Termes de Référence Evaluation Finale “Bolstering Judicial and Social Accountability Processes in CAR”*

⁴ European Union, United Nations, & World Bank Group. (2016), *op. cit*, p.24

⁵ See annex B, *Search for Common Ground*. (2018) *Termes de Référence Evaluation Finale “Bolstering Judicial and Social Accountability Processes in CAR”*

system, and voted for the creation of a Special Penal Court (CPS), with the mandate to prosecute the most serious crimes, the capacities of the national judicial system remain weak overall⁶.

Thus, this 18th month project’s **goal** is to support the rule of law and consolidation of peace in the CAR through judicial and social accountability. To achieve this goal, Search and ABA ROLI developed a program of 3 specific objectives, 7 expected results (ER), and 12 activities as detailed below:

<i>Table 1: Project’s objectives, expected results, and activities</i>	
Objective 1: Increase citizens’ access to the formal justice sector	
ER 1.1: Citizens in targeted communities engage with reintroduced justice institutions to resolve disputes.	
✓	<i>Activity 1.1:</i> Mobile legal aid clinic/services supported
ER 1.2: Efforts to standardize and coordinate documentation are improved.	
✓	<i>Activity 1.2:</i> Workshops on standardization of paralegal and documentation services
Objective 2: Improving the formal justice sector’s capacity to meet the needs of citizens	
ER 2.1: The quality of judicial training, including within ENAM, is improved.	
✓	<i>Activity 2.1.1:</i> Assessment and development of a capacity building plan for ENAM
✓	<i>Activity 2.1.2:</i> Development and roll out of new curricula
ER 2.2: Judicial personnel buy-into and utilize the system of judicial oversight.	
✓	<i>Activity 2.2:</i> Support to improved oversight and mentorship of judicial personnel
ER 2.3: Key justice institutions are able to identify service gaps and coordinate service availability.	
✓	<i>Activity 2.3.1:</i> Coordination Meetings convened
✓	<i>Activity 2.3.2:</i> Coordination and Strategy Subcommittees
✓	<i>Activity 2.3.3:</i> Technical Assistance (Coordination Advisor)
Objective 3: Supporting citizens’ and civil society’s engagement in dispute resolution processes	
ER 3.1: Citizens have increased opportunities for informed input and decision-making about the justice system, including the CPS.	
✓	<i>Activity 3.1.1:</i> Support to CSN
✓	<i>Activity 3.1.2:</i> Awareness raising radio campaign
ER 3.2: Cohesion is strengthened through community dispute resolution at the local level across religious identity lines	
✓	<i>Activity 3.2.1:</i> Community Conflict Mapping
✓	<i>Activity 3.2.2:</i> Mediation training and strategy workshops
✓	<i>Activity 3.2.3:</i> Community-based mediation and solidarity events

4. Methodology

This evaluation’s objective is to identify the relevance, effectiveness, impact and sustainability of the project “Bolstering Judicial and Social Accountability processes in CAR”, in order to identify

⁶ Search for common ground (2018) *op. cit.* See also Amnesty International (2017), République Centrafricaine : Le long chemin vers la justice.

recommendations for the future. It aims at answering the following research questions, which can also be found also in the Terms of Reference (Annex B):

- **Relevance:**
 - Is the intervention based on a valid analysis of the situation of conflict or fragility?
 - How has the context evolved during the project, and to which extent was the project adapted to changes of circumstances?
 - Did the radio shows produced during this project match with existing needs?
- **Effectiveness:**
 - Has the project reached its expected targets?
 - To which extent have the project indicators been achieved? In particular the following indicators:
 - % of focus groups who attribute positive changes in rule of law and peacebuilding in their communities to the DRL program ;
 - % of program participants surveyed individually who attribute improvements in the rule of law and peacebuilding to the DRL project;
 - % of trainees indicating an improved understanding of legal issues as developed through the curriculum;
 - % of ENAM personnel surveyed who report an enhanced capacity to effectively conduct trainings.
 - % of judges surveyed in target areas who report increased feedback from higher courts.
 - % of benchmarks articulated in work plan for justice sector strengthening met
 - % of citizens in target areas who have heard of the CPS and its mandate.
 - % of the population in target areas who report being willing and ready to work for peace and reconciliation with “others”
- **Impact:**
 - To which extent has the project contributed to the rule of law and consolidation of peace in CAR?
 - What are the expected and unexpected effects of this project? Has the intervention led to any negative and/or positive unexpected effects?
 - What are the factors that had a positive or negative impact on the project?
- **Sustainability:**
 - To which extent is the project integrated in community and local structures?
 - Were there any exit strategy defined and applied?
 - What steps have been taken to create long term processes, structures and institutions in favor of peacebuilding?

A) Initial phase: Desk review and tools development

To achieve this objective, a mixed methodology was applied, allowing on the one hand a qualitative analysis through Key Individual Interviews (KII) and Focus Group Discussions (FGD), and on the other hand a quantitative analysis through a survey.

Five types of data collection tools were developed by Search DM&E coordinator, and reviewed by the consultant and regional DM&E specialist:

- KII for project’s staff members
- KII for local authorities
- KII for partners
- FGD for participants
- Individual questionnaire for the survey

Those tools (see annex C), with the exception of the survey, were divided into four sections corresponding to the four criteria previously mentioned. These questions were based on the research questions and the list of indicators set for the project (see annex B, Terms of Reference).

In parallel to the development of data collection tools, a literature review of project documentation was conducted, to better understand the objectives and the results of the intervention. It included a review of the project proposal, the M&E plan, all quarterly reports, the conflict scans of Boda and Bangui, the data base of the mobile legal aid clinic, and ABA ROLI’s evaluation results.

B) Data collection

This phase of the evaluation was conducted directly by Search and a team of four data collectors from CAR. Search M&E coordinator supervised and trained the data collectors over 5 days, in interview techniques and note taking. During this training, the data collectors were able to validate the tools that had been previously translated in Sango. The data collection took place from October 8th to October 29th (from 8th to 15th in Boda and from 17th to 29th in Bangui). The data quality control and supervision of data entry were ensured by Search M&E coordinator. A total of 15 KII, 4 FGD, and 362 surveys were collected, as summarized in the table below:

Table 2: Planned vs actual data collection

KII	Planned Interviews	Actual Interviews
Partner	2 in Bangui	1 in Bangui
Project staff	3 in Bangui	4 in Bangui
Local authorities	7 in Boda	5 in Boda
Participants	6 in Bangui	5 in Bangui
TOTAL	18 interviews	15 interviews

FGD	Planned FGD	Actual FGD
Participants	5 FGD in Bangui 2 FGD in Boda	2 FGD in Bangui 2 FGD in Boda
TOTAL	7 FGD (56 persons)	4 FGD (28 persons)

Survey	Planned Surveys	Actual Surveys
Surveyed population	280 in Bangui 120 in Boda	232 in Bangui 130 in Boda
TOTAL	400 persons	362 persons

As per the qualitative data, 13 men and only 1 woman were interviewed, while the FGD were mixed. For the quantitative data, the breakdown was as follows:

Table 3: Repartition of survey respondents by sex

	MEN	WOMEN
BANGUI	50% (116 persons)	50% (116 persons)
BODA	43.8% (57 persons)	56.2% (73 persons)
TOTAL	47.8% (173 persons)	52.2% (189 persons)

C) Data Analysis, report writing and restitution

At the end of the data collection, the qualitative data were translated and entered in an Excel evaluation grid. The grid facilitated the analysis and comparison of data by evaluation criteria, city, and target. The quantitative data were analyzed using CSpro. They were then transferred to Excel for the production of indicator tables. Those tables allowed for a disaggregation by sex and location.

The results of this analysis are presented by criteria of evaluation: relevance, effectiveness, impact, sustainability. It is illustrated by graphs and followed by recommendations.

D) Ethics of research

This evaluation conformed to international norms, including those established by the Development Assistance Committee (DAC) of the Organization for the Economic Cooperation and Development (OECD)⁷. During their training, data collectors were trained on the principles of Do No Harm. The team minimized any risks of harm of the respondents, notably by respecting their confidentiality and anonymity. Respondents had the option to withdraw at any time and no information was taken without formal approval of the person interviewed. The FGD and KII took place in safe and neutral locations.

Because of the unstable situation in CAR, data collectors were given a guide presenting the different kinds of risk and guidance about what to do. Search made the appropriate requests for authorization to local authorities in Boda and Bangui and inquired with local focal points about the security situation. When the situation was insecure, for example in the PK5 district in Bangui, the survey was canceled. The analysis of results was conducted in a neutral and objective manner and all the answers were evaluated as equal values.

E) Limitations

Due to time constraints, the team was not able to pretest the tools developed for this evaluation. Furthermore, it was not possible for them to send daily feedback to the consultant, as was initially agreed. Thus, the quality control of data collected was ensured by Search M&E coordinator who supervised data collectors in Boda and Bangui. In Boda, the only limitation was that some authorities were not allowed to participate in the evaluation, which means that two interviews initially planned could not be done. In Bangui, 2 KII, 3 FGD and 48 surveys initially planned could not be completed for two main reasons. Firstly, the insecurity in Bangui, and especially in the district of PK5, led to the decision to cancel the survey in that district, the only one with a Muslim majority. For this reason, it was not possible to disaggregate data according to religion. Secondly, it was difficult to mobilize certain project participants either because they were absent because of the political situation (the evaluation took place during the removal of the National Assembly President), or because some specific activities, such as the mobile legal aid clinic, took place outside of Boda and Bangui.

The upsurge of violence in Bangui may have also directly affected the results of this evaluation. The data collection took place when the President of the National Assembly, Mr. Abdou Karim Meckassoua, was removed from office. Following this removal, inhabitants from the district PK5 demonstrated in Bangui,

⁷ OECD, Development Assistance Committee. (1991). *Principles for Evaluation of Development Assistance*

gunfire was heard and ex-Seleka representatives threatened the State.^{8 9} These recent events exacerbated political and religious tensions, which could have influenced the perception of the population on questions related to peace, security and trust.

Another element that could have affected the quality of data collected was the translation between French and Sango. Data collection tools were translated from French to Sango, interviews were carried out in the local language and transcripts were translated back to French, a process where translation errors may occur and nuances of content may shift.

Finally, as no baseline study was conducted at the beginning of the project, it was complicated to evaluate progress over time and impact as no clear comparison could be made with the start of the project.

⁸ Sylvestre-Treiner, A. (2018, November 15). *Martin Ziguélé : “la Centrafrique est en train de partir en lambeaux”*. Retrieved from Jeune Afrique : <https://www.jeuneafrique.com/663874/politique/martin-ziguele-la-centrafrique-est-en-train-de-partir-en-lambeaux/>

⁹ AFP (2018, October 27). *Centrafrique : l’ultimatum de l’ex-Séléka après la destitution de Karim Meckassoua*. Retrieved from Jeune Afrique : <https://www.jeuneafrique.com/depeches/654619/politique/centrafrique-lultimatum-de-lex-seleka-apres-la-destitution-de-karim-meckassoua/>

5. Findings

A) Relevance

This section analyzes the extent to which the objectives of the project were consistent with participants’ requirements, country needs, and global priorities. It questions how the project adapted to potential changes in the context and attempts to analyze population needs and whether participants believe that the project fulfilled those needs. Finally, this section explores whether media productions were relevant.

i. Analysis of the project context

As mentioned earlier, following the return of constitutional order in 2016, the government was facing an urgent need to reconstruct the country and ensure peace and sustainability. Episodes of violence continued to occur in late 2016 and early 2017 and armed groups were still controlling vast areas of the country. A third of the population had been forcibly displaced at the time and the State capacity to address those urgent situations was weakened by years of conflict, weak governance, and under development. Widespread and entrenched corruption and impunity were also affecting reconstruction and public trust in the State.¹⁰

When the second phase of the project started in March 2017, the situation was thus still very sensitive. Fostering peace and the rule of law appeared as priorities for both the State and the population. Indeed, Search carried out a study in 2015 that highlighted justice and insecurity as the two main priorities for Central Africans¹¹. In May 2016, CAR’s government solicited the support of the European Union, the United Nations, and the World Bank Group to evaluate the country needs in terms of peacebuilding¹². The first of the three priority pillars identified in this evaluation was “support to peace, security, and reconciliation” and consisted in four objectives, as follows:

Table 4: First Pillar of the Evaluation of the needs in terms of Peacebuilding in CAR¹³

Priority pillar	Objectives
1. Support peace, security and reconciliation	Support violence reduction through disarmament and reintegration of ex-fighters and children associated to armed groups
	Promote stability through the reform of the security sector
	Reform the judicial system and promote the end of impunity
	Facilitate reconciliation and social cohesion, and put in place the required conditions for refugees return and apply sustainable solution for displaced persons.

The project “bolstering judicial and social accountability processes in CAR” is thus addressing objectives 2 and 3 of this first pillar, which was validated by the government as a key priority for the country.

During the crisis, human right abuses took place in broad daylight but perpetrators continually escaped any judicial consequences. This has reduced the population’s trust in the judicial system and often the

¹⁰ European Union, United Nations, and World Bank Group, (2016). *op. cit.*, p.11

¹¹ See search for Common Ground Terms of Reference (Annex B)

¹² European Union, United Nations, & World Bank Group. (2016). *op. cit.*

¹³ *Ibid*, p.38

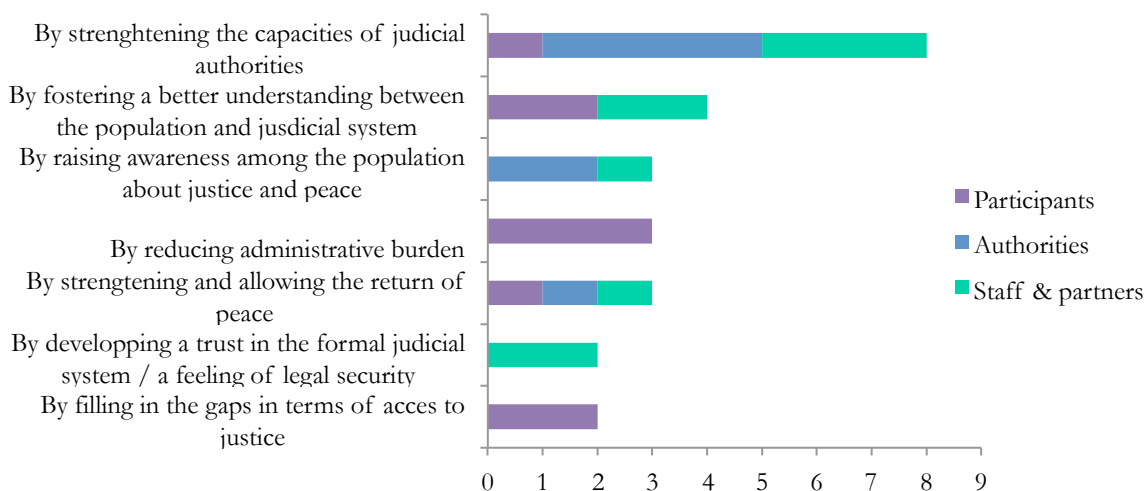
public resorted to mob justice. This strongly impacted on social cohesion among and between communities. The system of consulting traditional leaders as the primary administrative recourse to peacefully resolve conflicts at community level, was altered by the crisis.¹⁴ Based on this, it seems relevant that the project addressed both the capacity and visibility of the formal judicial system, and the capacity of the population to use alternative methods to resolve conflicts and collaborate.

When asked whether the project was based on a valid assessment of the context, the majority of the respondents agreed. The project indeed tackled the questions of peace, social cohesion and justice, which were among the priorities in Boda, according to the authorities there. Another interviewee believed that the awareness raising on human rights was especially relevant and aroused interest among the communities. Only one interviewee mentioned that while the project was relevant, it did not tackle one of the main priorities, which according to him was the reconstruction of houses.

All the authorities and partners confirmed that the project matches the national objectives in the areas of peacebuilding and justice. One of them even went on to say that the close link between the project and government needs is the reason why the State agreed to the implementation of this project, which suggests that Search and ABA ROLI had a good initial understanding of the national context and needs. In parallel, around 3/4 of the respondents interviewed for the evaluation believe that the project matched their needs in terms of justice and peacebuilding.

The reasons given for the project’s relevance to the needs of the population are quite diverse and depend mainly on which aspects of the project the individual was involved in. Yet the strengthening of judicial authorities’ capacities was mentioned several times, suggesting that this was a key need addressed by the project, especially according to the authorities and project staff. The other reasons cited are related to the relationship between the public and the formal justice system (fostering a better understanding between the two, raising awareness of the population on justice, improving access to the justice system, developing trust in the judicial system), and to peacebuilding (raising awareness among the population of peacebuilding, enabling the return of peace to the city).

Ways in which the project addressed the needs of the population
(number of time mentioned by KII and FGD respondents)



¹⁴ European Union, United Nations, & World Bank Group. (2016), *op. cit*, p.24

Figure 1: Reasons why the project is relevant to the needs of participants

However, some respondents stated that the project did not respond the population's needs, or only partially, especially in terms of justice and rule of law. As one of them said "*the project was, in my opinion more relevant in terms of peacebuilding, but is, for the moment, not so relevant regarding justice*"¹⁵. A group of respondents from Bangui explained that, while the project was overall relevant, it was not able to address the needs of the population because judicial authorities keep "swindling" citizens. They also mentioned the need to publicly display prices. This suggests that corruption, fraud and lack of transparency are key requirements in justice sector reform. This is confirmed by the survey results. Indeed, of those who consider that judicial authorities are not doing their work well, one out of two respondents highlighted the problem of corruption as the main reason for that. Yet, the project did not directly address this issue, which was continually raised as a problem for both project participants and the overall population.

In terms of stakeholders, the project targeted a wide range of individuals and groups, including members of the judicial system, local authorities, religious leaders, traditional leaders, youth leaders, elders, women organizations, merchants, actors, and civil society organizations. The choice of stakeholder seems relevant as the conflict scan conducted in Bangui in December 2016 highlighted that the main actors to positively influence conflict dynamics were religious leaders, community leaders, youth leaders, traditional leaders/ heads of district, mediators, local authorities, civil society and elders.

The latest conflict scan completed in Boda in June 2018 confirmed the relevance of the way participants were selected for this project. It highlighted that very often in other interventions, participant selection is organized by directly requesting traditional authorities to identify participants, which is not very well appreciated by the population. For this project, Search worked mainly with participants that they already trained in the framework of other projects and who had been selected at the time through a transparent selection process.

Likewise, project staff and partners affirmed that the choice of participants was based on identified needs. Search confirmed that they included key actors that were found to have an influence on the justice system (for instance lawyers, prosecutors) or on the population (young leaders, merchants, religious leaders, traditional leaders, etc). With regards to the justice-related activities, ABA ROLI explained that the team worked with official entities, like ENAM, which is the only judicial training center in the country, or the IGSJ, which is the institution in charge of accountability.

While the choice of participants was relevant, some interviewees felt that the project could have better meet the needs of the population if the scope was broader, especially in terms of duration and geography. Staff and partners recognized that the project timeframe was short and did not allow for implementation all the activities needed or for sufficient reach to the population. They also explained that some of the cities initially targeted could not be reached for security reasons. Thus the project was not able to target marginalized regions, which could have been relevant as the 2016 report of the European Union, the United Nations, and the World Bank Group indicated that the gap between

¹⁵ Participant interviewed in Bangui

Bangui and the rest of the country creates frustration and identified de-marginalization of remote areas as a key peacebuilding objective in CAR¹⁶.

ii. Adaptations due to changes in the context

While three staff and partner organizations said that the project did not need adaptation because there was no major change in context, two others mentioned changes in the initial plans notably due to problems of insecurity and delays in the operationalization of the Special Penal Court (CPS)¹⁷. The quarterly reports and Bangui conflict scans demonstrate that the context of peace and security was indeed evolving between 2017 and 2018, affecting decisions related to the project.

In the initial proposal, the two targeted communities were Bangui and Kaga Bandoro. Yet, in early 2017, the country experienced a resurgence of violence, especially in Kouï, Kouango, Bria and Kaga Bandoro. This violence gradually spread to other cities. While the Accord Sant'Egidio was signed in June 2017¹⁸, the ceasefire was not respected. At that time the humanitarian situation was critical; the country counted lots of internally displaced persons and refugees who fled to neighboring countries including Cameroon and the Democratic Republic of Congo¹⁹. Humanitarian workers also became targets for armed groups²⁰, NGO staff across the country were threatened, and in some areas all NGO's were forced to evacuate²¹.

This situation affected the project substantially since some activities could not take place as a result of insecurity and Search's expatriate staff had to leave the country²². Due to this change in context, the project team decided to move activities from Kaga Bandoro to Boda, with the exception of the mobile clinic, which was implemented in Sibut, Bossembélé, Bambari, Boda and Bossangoa.

While Bangui was relatively spared from this renewal of violence, the situation deteriorated substantially in April and May 2018 and the city entered its worst cycle of retaliatory violence since 2014/2015. This resurgence of violence in Bangui prevented Search and ABA ROLI for implementing some of the activities that were planned for the end of the project. Yet Search decided to adapt to the situation by re-broadcasting 1,642 radio spots produced in 2014²³ on several stations across Bangui aiming to combat rumors, promote social cohesion and reconciliation, and prevent atrocities.

¹⁶ European Union, United Nations, & World Bank Group. (2016). *République Centrafricaine: Plan National de Relèvement et de Consolidation de la Paix 2017-2021*.

¹⁷ The Special Penal Court (CPS) is a central African court, established for a period of 5 years renewable. The court, composed of both national and international staff, is intended to pursue prosecution of the most serious crimes committed in CAR since 2003 (genocide, crimes against humanity, and war crime). Its mission is both to fight against impunity and to contribute to the rebuilding of the CAR legal system. See the CPS website for more information <https://www.cps-rca.cf/fr>

¹⁸ "Entente de Sant'Egidio": *Accord politique pour la paix en République Centrafricaine* (2017, Juin 19) retrieved from Sant'Egidio : <https://www.santegidio.org/pageID/30256/langID/fr/itemID/960/--Entente-de-Sant-Egidio---Accord-politique-pour-la-paix-en-Republique-Centrafricaine.html>

¹⁹ At the end of January 2018, 543,000 refugees are hosted in neighboring countries and close to 694,000 civilians are displaced internally. United Nations High Commissioner for Refugees. (2018, January). Regional Situation Update: Central African Republic Situation. Retrieved from Portail Opérationnel Crises de Réfugiés : <https://data2.unhcr.org/fr/documents/download/62318>

²⁰ Search for Common Ground; ABA Roli. (2017, July 28th). 6th *Quarterly report Narrative*.

²¹ Search for Common Ground; ABA Roli. (2017, October 30th). 7th *Quarterly report Narrative*

²² Search for Common Ground; ABA Roli. (2017, October 30th). *Op. cit.*

²³ Those spots were initially broadcasted for the 3-months project « Ensemble pour un Dialogue Interconfessionnel Apaisé et la promotion de la Paix à Bangui », funded by UNICEF. The spots dealt with questions such as peace, cohesion, forgiveness, tolerance, and peaceful cohabitation.

Further, although some activities like educational talks or radio shows were able to make reference to the question of the CPS, the project team had to adapt to the fact that the court did not become operational during the lifetime of the project. Moreover, Search team highlighted that, during the strategic workshop organized with partners, they realized that the role of the civil society in mediation was less of a priority. Consequently, they agreed to focus some partner activities on the aspects of justice, rather than on mediation.

iii. Relevance of radio programs

Among the respondents who said they had listened to Search’s radio shows or spots at least once, 61% believe that the radio shows were relevant to what happened in the community. A total of 36% did not answer or did not know what to answer, and only 3 % of respondents did not believe the radio productions were relevant. There is a significant difference between respondents from Boda and Bangui as demonstrate the graph below.

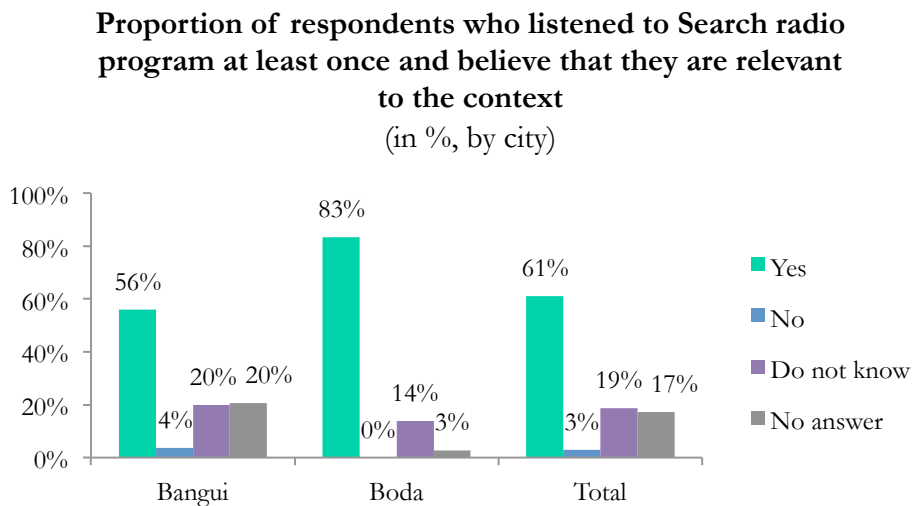


Figure 2: Relevance of Search Radio

It is worth highlighting that in Bangui, 22.50% of the population interviewed believe that information on the radio stations they listen to is not reliable (vs. only 5.5% in Boda). While this is not a majority, it might be important to try to understand the reasons for this lack of trust, as this could hinder the impact of Search’s radio shows, especially in Bangui.

iv. Conclusion

Although there was no baseline or conflict assessment at the beginning of this project phase, a quick analysis of the context and government decisions at the time showed that the project’s objectives were well justified by the context. This was confirmed by those interviewed for this evaluation. The security situation was however very unstable during the project implementation period, which affected implementation of activities. Search adapted to those changes by modifying the cities targeted by the project and by re-broadcasting radio spots adapted to the context of violence in Bangui.

Overall, the participants felt that the project was relevant to the need of the country and the population. However, some participants deemed that the project did not fully fulfil the needs of the population in

terms of justice and the rule of law. It seems that while the activities were largely pertinent, it would have been relevant to tackle the issue of corruption and transparency.

Addressing the needs in terms of justice requires more time, especially within an unstable context marked by years of weak governance and insecurity. Furthermore, while the choice of participants was relevant, the project could have targeted more people in more locations, especially in marginalized and remote areas. For this, Search could rely on its radio shows that had been reported as relevant by the majority of listeners.

B) Effectiveness

This section evaluates whether the project objectives and expected results were achieved. First, it gives a brief analysis of participants' opinions regarding the project effectiveness, its successes and its challenges. Then it discusses the achievements for the three specific objectives of the project which are: 1) to increase citizens' access to the formal justice sector; 2) to improve the formal justice sector's capacity to meet the needs of citizens; and 3) to support citizens' and civil society engagement in dispute resolution processes across religious and community identity lines.

i. Opinions on Successes and challenges

All the participants interviewed for the evaluation were overall satisfied with the implementation of the project. Justifications for this view include the fact that the project led to an improvement of the judicial system's ability to answer to the needs of citizens, strengthened respect among the population, and supported free movement of citizens.

In terms of specific activities, many of them were mentioned at least once by respondents as the most successful activity, including awareness sessions, public games, educational talks, training in conflict resolution and human rights, theater activities, training of judicial authorities, oversight missions, and subcommittees of coordination. Yet the two most frequently cited activities are awareness sessions and the training of judicial authorities.

With regards to awareness raising activities, some authorities pointed out that it was successful in contributing to building trust among the community. Project staff and partners further explained that the awareness sessions had the benefit of informing the population about the judicial system, involving all layers of the local community, and building cohesion between different groups. They also mentioned that they received many calls after awareness sessions asking them for advice and orientation. While they were not directly asked about the most successful activities of the project, three participants or group of participants in Bangui also mentioned awareness sessions as a positive aspect of the project. According to them those awareness sessions informed the population, facilitated citizen's access to justice and developed specific recommendations.

Despite the overall satisfaction, some **limitation or challenges** were raised. Three respondents said that the project should have targeted more locations, one regretting the non-inclusion of the "Mission" district in Boda. Project staff explained that they were not able to intervene directly in some Muslim district in both cities because of insecurity, in particular the Mission district in Boda and PK5 in Bangui. In Boda, Search still brought together members of the two communities by organizing awareness

sessions at the periphery of the district. The mobile clinic was also not implemented in as many locations as planned, mainly due to security reasons and restriction of funds. The short duration of the project and delays in implementation were also highlighted a few times. In addition, a suggestion for a better effectiveness of the project was to increase media intervention and create a local radio in Boda. Finally, there was some lack of coordination around activities organized by Search and ABA ROLI, partly due to a lack of communication and collaboration at the beginning of the project.

ii. Achievements of the project's objectives

a) *Objective 1: Increase citizens' access to the formal justice sector.*

Search and ABA ROLI aimed to increase citizen's access to the formal justice sector by supporting them to engage with reintroduced judicial institutions to resolve disputes and by improving the standardization and coordination of documents. For that purpose two activities were organized: the mobile legal clinic and the workshop on documentation standardization.

- ***Mobile legal clinic aid: increased engagement of citizens with reintroduced justice institutions***

The mobile legal aid clinic activity is a continuation of an already existing support intervention by ABA ROLI and serves as a liaison between communities and recently deployed justice institutions in the targeted area, helping to build trust of community members and encouraging them to use legal services. The mobile legal aid clinic was deployed in 5 locations during the timeframe of this project. Obstacles to the implementation of the mobile legal aid clinic include the insecurity that hindered the intervention in some locations, the lack of time, and the withdrawal of funds due to budget realignment at the end of the project. ABA ROLI selected 75 community volunteers that served as a relay between the community and the legal aid clinic. Those volunteers were trained in how to respond to Sexual and Gender Based Violence (SGBV) in their community. The project staff highlighted as a success the high number of persons who were willing to volunteer as community leaders. With regards to community awareness campaigns, ABA ROLI organized 12 town hall meetings about the responsibility of communities in the fight against SGBV. Those activities gathered a total of 508 participants. Up to 1,678 participants attended 4 community events organized to discuss the question of human rights abuses and the role of ABA ROLI in CAR. As per the legal assistance aspect, results were more limited as there were only 46 victims who came to the clinic for a first interview since February 2017, including 37 women. The victims came mostly from two locations, namely Boassangoa (22/46) and Boda (21/46). This is much less than the 500 persons expected at the beginning of the project, and less than the 228 victims received in 2016 for the first phase of the project. Likewise, according to the mobile clinic data base, so far none of those cases has been resolved by formal or informal means.

The majority of victims decided to come to the clinic either by themselves or following the suggestion of a member of the family. This could suggest that the awareness campaigns were relatively successful in raising public awareness of the existence of the clinic.

Persons who recommended the mobile clinic aid to the victim (% of victims)

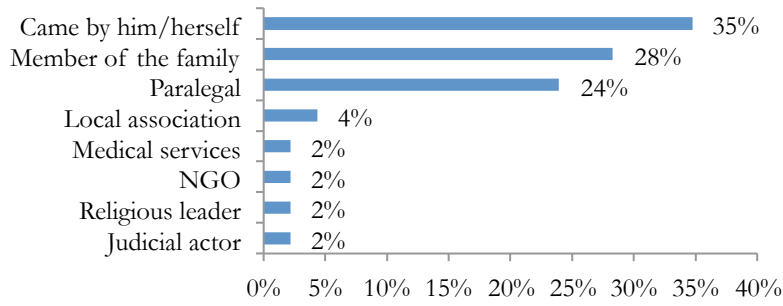


Figure 4: Sources of recommendations for victims helped by the mobile clinic

In order to assess whether and why citizens engage with justice institutions, we asked respondents about their experience bringing a dispute to court. The results show that it is much more likely for cases to be brought to justice by men, and especially in Bangui

Proportion of the population who has already brought a dispute to justice

(% of respondents to the survey by location and sex)

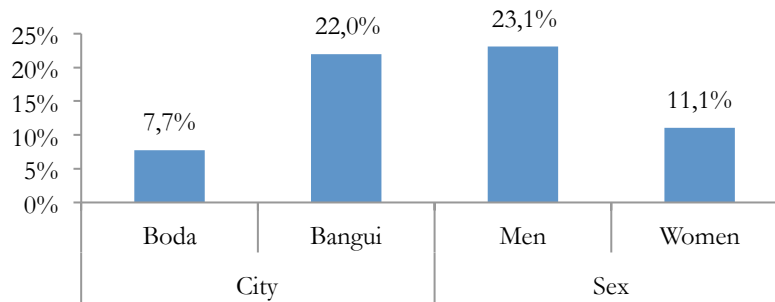


Figure 5: Proportion of the population who brought a dispute to justice

The difference between the two cities is also clear in terms of why they brought cases to justice. Among the total of respondents who had already brought a case to justice, the majority did it mainly because they were well informed on the importance of justice. However, this was only the case for respondents from Bangui. In Boda, those who brought a conflict to justice highlighted the return of judicial authorities as one of the main reasons for that. None of them said that they brought a conflict to court because they were well informed of its importance, because they had an easy access to judicial services, or following referral from an NGO. This confirms data from the mobile legal aid clinic, which show that the mobile clinic was not very effective in bringing cases to justice. While the clinic may have reached a few “hard to reach persons”, namely women outside Bangui, there is still more effort required in Boda to inform citizens about the importance of justice and facilitate citizen’s access to justice. The fact that around a third of the respondents from Boda who brought a case to justice said they did it because they trust judicial authorities or believe in the credibility of the justice system, supports the idea that the population is ready to engage with the justice system if they have the right information and access to it.

Table 5: Reasons why the respondents brought conflicts to justice	
	City

	Boda	Bangui
Following referencing from NGO/ HR associations	0,00%	5,40%
Other	0,00%	5,40%
Easy access to judicial authorities	0,00%	10,70%
Well informed on the importance of justice	0,00%	23,20%
Return of formal justice	7,70%	5,40%
Forced by judicial authorities	7,70%	5,40%
Credibility of the justice	15,40%	3,60%
Following friend's advice	15,40%	5,40%
Do not know	15,40%	7,10%
Trust in judicial authorities	15,40%	16,10%
Return of judicial authorities	23,10%	12,50%
Total	100,00%	100,00%

In conclusion, the mobile legal aid clinic was not very effective during this second phase of the project as very few people received legal advice and no case was formally resolved. The overall low percentage of the population who brought cases to justice in Boda, which was a target of this activity, confirms this conclusion. The results suggest that it is necessary to double the effort to improve access to justice for women in general and for the population in Boda. In this regard, the mobile clinic has successfully been able to reach those two categories in particular, as we have seen that among the few individuals who benefited from a legal assistance during this project, 80% were women and 46% were from Boda.

- **Standardization of paralegal and documentation services**

ABA ROLI also organized activities to improve standardization and coordination of documentation of human rights violations, so as to facilitate access to the justice system. In particular, they collaborated with the FIDH, the MINUSCA’s Human Rights section, and the International Criminal Court to conduct a 5-day training workshop in Bangui with the aim to improve the capacity of CSO’s staff to collect information and document Human Rights abuses. 30 paralegals from 10 local organizations, mainly men, attended this workshop and were trained on thematic such as women’s rights, survey techniques, international mechanisms and tools for documentation. The expected results for this activity were not fully achieved as the project aimed to organize 3 workshops for a total of 45 participants.

In the post-test given by ABA ROLI, 100% of the participants were able to provide an example of a standardization/documentation “best practice” after the training. Activity participants who were interviewed for the final evaluation confirmed that they have improved their capacity in terms of human rights abuse monitoring. The training enabled them to better provide guidance to victims.

Nonetheless, one staff member explained that “it is difficult to really appreciate the level of capacity of those actors as no follow-up activities were done”²⁴. Indeed while a follow-up workshop was planned, seeking to validate documentation tools and ensure that partners are familiar with them, ABA ROLI did not have the time to organize it due to delays in the planning. With this regards, it might be useful to endeavor to follow up with participants in the future, to ensure that what they learnt in the training is successfully applied and that the improvement of the standardization of documentation is not limited in time.

²⁴ KII, Staff un Bangui

- **Conclusion: a partially improved access to justice**

Through the mobile legal aid clinics, ABA ROLI directly helped 46 victims (in particular women victims of SGBV), raised awareness among more than 2000 persons on Human Rights abuses (especially SGBV) and the role of ABA ROLI's clinics, and involved 75 volunteers. In parallel, they strengthened the capacity of 30 members of civil society organizations in the documentation of human rights abuses. Those activities aimed at contributing to an improved access to justice for citizens in the targeted cities.

A majority of interviewees consider that the population has improved access to justice thanks to the project. A few different reasons were given to justify this claim. Some stated that this improved access to justice was due to the support brought by mobile clinics, a better education and orientation of the population on judicial processes, the reinforcement of formal justice procedures, increased public trust and fairer and less discriminatory trials. One participant affirmed that *“the access to justice has evolved positively thanks to the multidimensional support of the project”*²⁵. Besides, the fact that the country now boasts increased numbers of judges, lawyers, and clerks; that complaints now find favorable outcome, and that more and more legal actions are received were also mentioned as evidence of this improved access to justice.

However, around 20% of those interviewed, all in Bangui, consider that access to justice was not improved. The reasons mentioned include lack of trust in judicial institutions, lack of information on procedures, or the lack of access for remote populations. One participant explained that *“the population accesses justice but this is more the manifestation of justice that is a problem”*²⁶. In this regard, some participants highlighted the persistence of fraud, the unfairness of some sentences, the slowness of the system, and the dissatisfaction with the outcome of some cases.

In sum, the project has contributed to access to justice but the contribution was limited in terms of reach and time. While staff considered that the mobile legal aid clinic contributed to this improved access to justice, the fact that the evaluation did not include direct beneficiaries of this activity makes it difficult to confirm this statement. Besides, as we have seen, the number of individuals reached in terms of legal assistance was very limited during this last phase of project. During the first phase, the number of cases received was also much higher. If the clinic was not very effective during the time frame of this project, it had the value of reaching out to those who have a more limited access to justice (women, especially victims of SGBV, outside Bangui). Given that the security context, the short timeframe, and the lack of funds were mentioned as challenges to the implementation of the activity by ABA ROLI, and that the mobile clinic is a long term action, it would be worth further analyzing the reasons behind the lack of efficiency during this phase, before expanding it to other locations. In the meantime, it is also important to follow up as soon as possible on the first interviews made with victims during this project.

In parallel, ABA ROLI should, as soon as possible, follow up with the organizations that were trained in documentation of human rights abuses to ensure that they are applying a standardized approach in their work and that they can continue to monitor human rights abuses and facilitate access to justice without further external support, as this might not be the case yet.

²⁵ KII Participant in one of ABA ROLI's activity, Bangui

²⁶ KII Participant in one of ABA ROLI's activity, Bangui

b) Objective 2: Improve the formal justice sector's capacity to meet the needs of citizens.

Under this second objective, ABA ROLI improved the quality of the judicial training system, encouraged judicial personnel to use the system of judicial oversight, and fostered coordination between services. However, those improvements are not yet sufficient to fully meet the expectations.

- **Development of ENAM capacity building plan and curricula: Improving the quality of judicial trainings**

ABA ROLI worked to improve the quality of judicial trainings, through a two-step intervention. Firstly, they conducted an initial assessment to understand the needs and gaps in ENAM's capacities. As originally intended, ABA ROLI and ENAM developed one joint action plan. In addition, the project led to the signature of a formal agreement between the two organizations. Secondly, ABA ROLI worked on the development of training curricula based on this needs assessment and strategic plan. They supported ENAM with the launch of four working groups, each of whom aimed at identifying and developing the content for specific training curricula. At the end of the project two curricula were developed and validated, one for magistrates composed of 6 modules and one for prison staff composed of 7 modules. This is however two curricula less than what was planned in the logframe.

Finally, to ensure the sustainability of the capacity building component, a 5-day training of trainers was organized in June 2018 to strengthen the capacity of 20 members of ENAM (including 2 women), in adult learning techniques and in improving the design, preparation and implementation of training plans. Among ENAM staff surveyed by ABA ROLI after the training, 94% considered that the objectives of the training were achieved and 87.5% reported improved capacity to effectively conduct training and put into effect what they learnt, which is more than the 75% target. Members of the project team interviewed for this evaluation confirmed that they observed an increased capacity of ENAM trainers to organize efficient and more structured trainings. A representative of ENAM also appreciated the fact that the project was based on very concrete and practical cases, and that participants in the training were provided with well-structured support documents that were very useful.

The training of trainers seems to have contributed to the quality of judicial training. However it would have been better to include more women in the training as they represented only 10% of the participants. It is thus recommended to put more effort in reaching out to the few women working in the judicial system both to include them in the discussion and to work against the idea, whether true or not, that they are not interested in improving their capacities.

According to ABA ROLI staff, ENAM students will benefit from the new trainings organized by ENAM staff starting from 2019. Thus it was not possible to evaluate the percentage of trainees who indicate an improved understanding of legal issues as developed through the curriculum.

- **Support to improve oversight and mentorship of judicial personnel**

ABA ROLI organized an activity to support oversight within the judicial system since this was identified during the first phase as a key element to ensure accountability of the justice system. For this activity

they worked closely with the Inspector General of Judicial Services (IGJS) with whom they signed a Partnership agreement and developed a cooperation strategy for 2017-2018.

As a first step, ABA ROLI organized a workshop to guide the development of Terms of Reference for the mission. Following it, they supported the IGJS in the organization of inspection and mentoring visits to courts. A total of 8 missions were organized and followed by debriefing with the IGJS to evaluate the judicial inspection and prepare for the next. At the end of the project, the team developed, in addition to what was initially planned, a reference guide entitled “Standards for the inspection of a High Court of Justice”.

While project staff reported great appreciation and success of the mission by the IGJS, they also regretted that so few were organized due to restriction of funds. The project aimed to conduct over 56 oversight missions and only 8 could be done.

This final evaluation did not target the judges and it is thus not possible to evaluate whether they reported increased feedback from higher courts. However, in a final strategic meeting held with the IGJS, ABA ROLI was told that this partnership “*allowed the IGJS to do its work, to exist as an organ of control of the judicial services*”²⁷. Those missions identified recurring challenges such as the insufficient number of staff in courts, insufficient resources, poor filing practices, or inconvenient court locations. Inspectors also noted that the missions yielded concrete results, motivating court staff to fulfill their obligations, and increasing the number of complaints and claims addressed to the IGJS. It thus seems that the inspection missions have the capacity to bolster judicial actors’ accountability. Those missions were considered among the most pertinent and successful activities by project staff. The initial training and the reference guide, which was not planned in the initial proposal, can be good tools to facilitate further inspection missions even without the direct support of ABA ROLI.

- **Coordination meeting, subcommittees, and technical assistance to facilitate the identification of service gaps and coordination of service availability.**

In order to encourage coordination between different judicial services, ABA ROLI organized coordination meetings and subcommittees. The two coordination workshops organized respectively on December 15th, 2017 and February 15th, 2018 focused on the prosecution of sexual violence under the current legal framework in CAR. The first one included 7 judicial institutions and the second one included those same judicial institutions as well as 5 civil society organizations. Thus, there was a total of 12 different organizations represented, compared to 15 targeted.

The three subcommittees were the following:

- A Sexual and Gender Based Violence (SGBV) subcommittee, which gathered to identify methods to support key justice actors that were appointed by the Ministry of Justice to target SGBV.
- A Police and Prosecution Coordination Subcommittee, which met to discuss shared challenges
- A Judicial Training subcommittee which talked the Inspector General into reactivating the Committee for the Coordination of Training of Judicial Actors.

No specific technical assistance was provided during this phase of the project.

²⁷ Search for Common Ground; ABA ROLI. (2018, July 30th) *11th Quarterly narrative report*

A participant of those activities appreciated the knowledge and competences they gained in terms of Sexual and Gender Based Violence and considered that it is a very important area to work on, especially after the crisis.

The coordination meetings with judicial actors identified some key challenges for the judicial systems. According to ABA ROLI two main service gaps were identified; namely the problem of discipline and respects for ethics among magistrates and the lack of coordination between judicial actors. Those two service gaps were articulated in action plans. Oversight missions were organized to address the first gap and subcommittees were put in place to coordinate and follow up on work plans.

- **Conclusion: Did the capacity of the judicial system improve to meet citizens' needs?**

Participants from the judicial system interviewed for this final evaluation considered that their capacities had increased. In particular, they highlighted that they had improved skills in terms of SGBV and increased capacity to do trainings. Those who participated in discussions with the population also considered having improved their capacities in terms of mediation, conflict management and how to live together. They further explained that their intervention allowed them to *“be closer to the population, understand them better, and see how they can better help the population”*²⁸.

However, civil society organizations and community members who benefited from this project are less certain that there was an increased capacity of justice personnel to the extent that they are now “more capable” of responding to the needs of citizens. Some participants in Boda felt that judicial authorities have not really changed their practices to meet the needs of citizens, and one other respondent believes that there is still a lot to do in terms of strengthening the capacity of judicial actors and Judicial Police Officers (OPJ), sharing the example of the pricing of judicial services who still has not been displayed. Some participants yet cited the organization of two criminal sessions in one year as a proof that judicial institutions are answering the needs of the population, as this was much expected.

When we asked the overall population, a majority considered that justice system meets the need of the population, especially in Boda. But there are still 32% of the population in Bangui who think that this is not the case. Unfortunately, there was no data collected before the project for comparative purposes.

²⁸ KII participant, judicial authority in Bangui

Proportion of respondents who consider that justice meets the needs of the population (in % by location and sex)

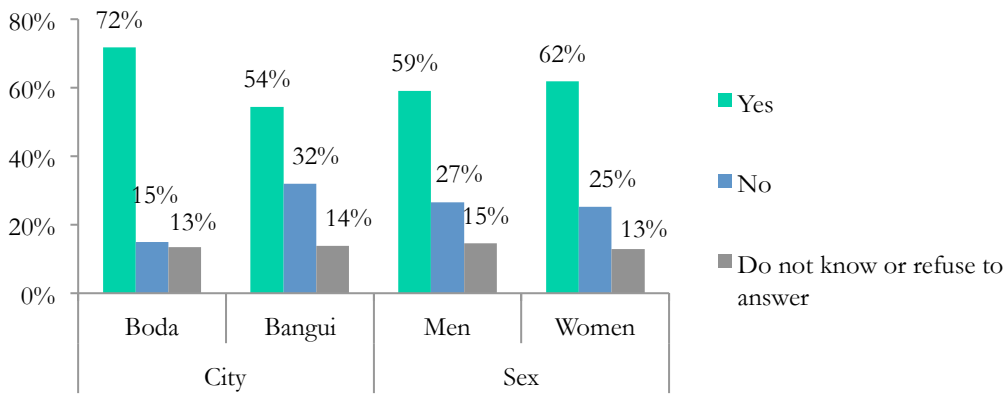


Figure 7: Perception on whether Justice meets population needs

c) Objective 3: Support citizen and civil society engagement in dispute resolution processes across religious and community identity lines.

For this third objective, Search supported civil society and citizens engagement in dispute resolution, both by increasing their opportunities to understand and share inputs about the justice system and by strengthening social cohesion. Search supported the CSN in the organization of awareness activities and the AFPC in the broadcasting of radio shows. Search also organized two conflict scans that brought insight on local conflict dynamics, as well as trainings and community events on mediation and social cohesion that were well appreciated.

- **Support to CSN and awareness raising campaign to increase citizen opportunities for informed inputs and decision making about the justice system**

As part of this project, Search supported the CSN, a coalition of 20 local civil society organizations that Search established in 2014. Search provided CSN members with tailored coaching in order to empower them to generate policy inputs around judicial and social accountability processes. The CSN, with Search’s support, organized three educational talks, 4 participatory theatre for change activities, 5 planning workshops, 1 monitoring scan, and the broadcast of TV shows.

In parallel, Search worked closely with the AFPC and its network of radio partners to design, produce and broadcast a total of 12 radio shows (including round tables, radio magazines and Radio Theater) on four national radio stations. This is 3 programs less than what was planned initially. However, 1,242 previously recorded spots were re-broadcasted after an upsurge of violence in Bangui. Besides, a total of 46 people directly participated in those interactive radio programs, including 30 men and 16 women, which is more than the 2 participants per show expected.

48.8% of the respondents in Boda and 73% in Bangui said that they listen to the radio frequently. The difference between the two cities corroborates the concern of one authority from Boda that there is no local radio in the city. Among frequent radio listeners, the three most popular radio stations are Radio Ndéké Luka, Radio Bangui FM and Radio Centrafrique; yet none of those radios broadcast Search’s

radio programs. This is important to keep in mind as this may have limited the effectiveness of the radio activity. The results of the survey also highlighted positive effects of radio programs in general on the respondent’s perception of “others”. Indeed, around 52% of the respondents stated that listening to the radio show created a reduction of fear and mistrust towards “others”.

On average, 54% of respondents said they had listened at least once to one of Search’s radio show (including “Siriri mossoro ti é” show, “Vaka ti siriri” show, round tables or radio spots). In Bangui the percentage is much higher than in Boda, with 69% of respondents who have listened to one of Search’s radio programs compared to 28% in Boda. The difference was also significant between men and women.

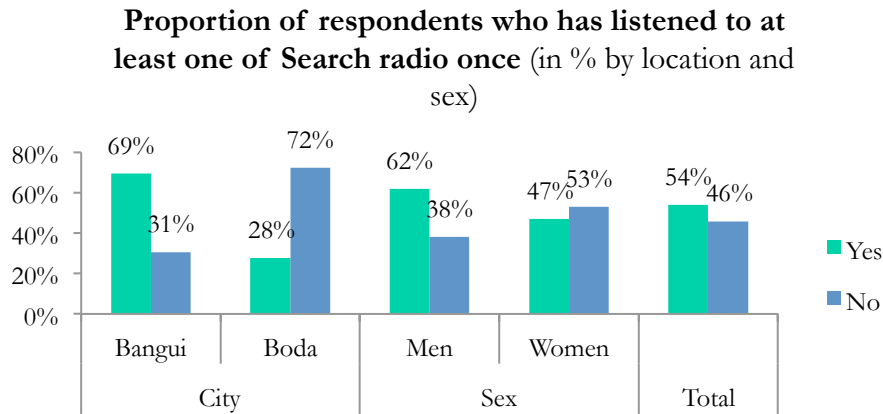


Figure 8: Proportion of listeners of Search radio show

If we look at results for each program that was broadcasted during this project, we can see that “Siriri mossoro ti é” is the one that reached the greatest number of listeners (male and female) both in Bangui and in Boda. The spots were also successful as they were heard by a quarter of all respondents. Yet, this concerns mainly Bangui inhabitants, as 36% of the respondents in Bangui had heard a spot at least once, compared to 4% in Boda.

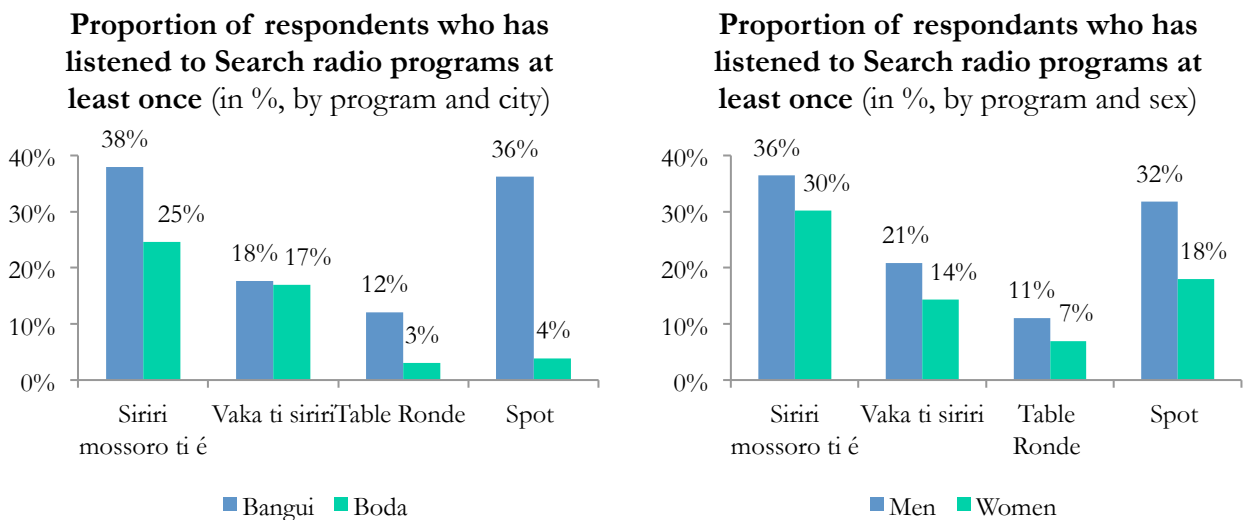


Figure 9: Proportion of listeners for each of Search’s radio shows

Those activities organized by the CSN and AFPC, with the support of Search, contributed to informing citizens about the functioning of the justice system, so that they are able to share inputs and make

decisions accordingly. A positive indicator is the fact that the AFPC and CSN received many requests for advice on justice-related questions following the broadcasts. Besides, all those interviewed for the evaluation considered that they had a good understanding of the problems faced by the justice system. In parallel, 73% of the respondents affirmed that they had already received information about the justice system. Around the same number said that they knew the role of magistrates (73%) and lawyers (76%), and even more were actually able to provide a correct answer. While those numbers are quite high, it still means that 1 person out of 4 did not receive any information about the justice system. In particular, data show that women were less likely to have received information about justice (68.8% of women in average vs. 80.5% of men) and to know the role of magistrates and judges (68% vs 81%).

Proportion of respondents who have already received information about justice
(in %, by city and sex)

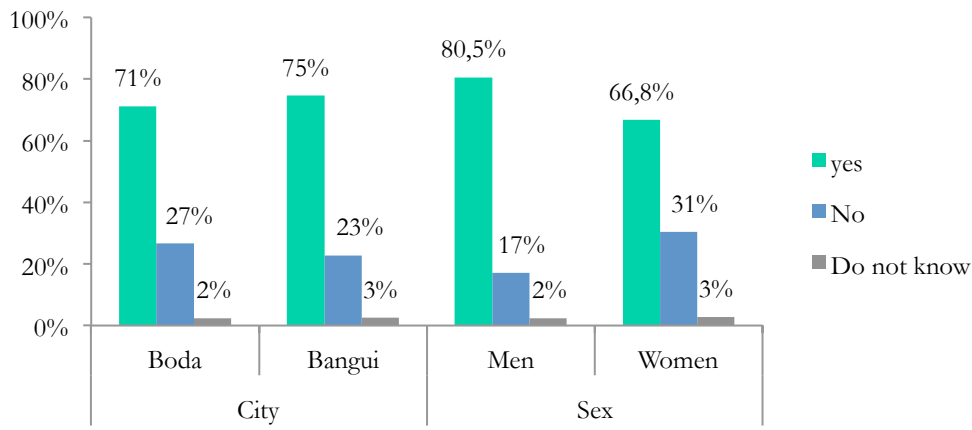


Figure 10: Proportion of the population having received information about justice

In the absence of a baseline, it is difficult to precisely estimate the role of the project in these results. However, the fact that more than half of those who heard about the justice system got that information through the radio suggests that those programs were efficient.

Channel where respondents received information on justice
(in %)

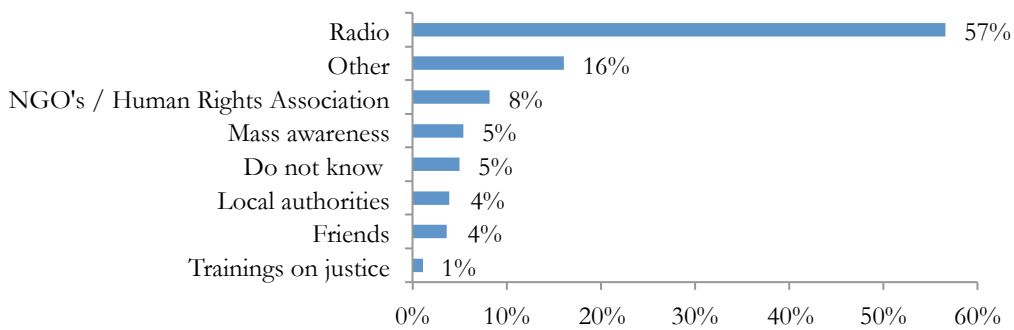


Figure 11: Channels of information regarding justice

Nonetheless, further efforts should be made to inform citizens about the CPS and its mandate. Indeed, while almost 75% of the respondents have already received information about the justice system, only 50% heard about the CPS and less can talk about its mandate. Here, the difference between locations

and sex is even more important as we see that in Boda a majority of interviewees has not heard about the CPS while the reverse is true in Bangui. Similarly, a majority of women has not heard of the CPS while a majority of men has.

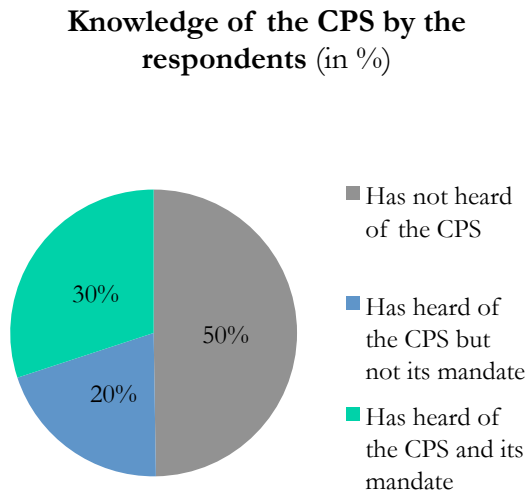


Figure 12: Overall knowledge of the CPS

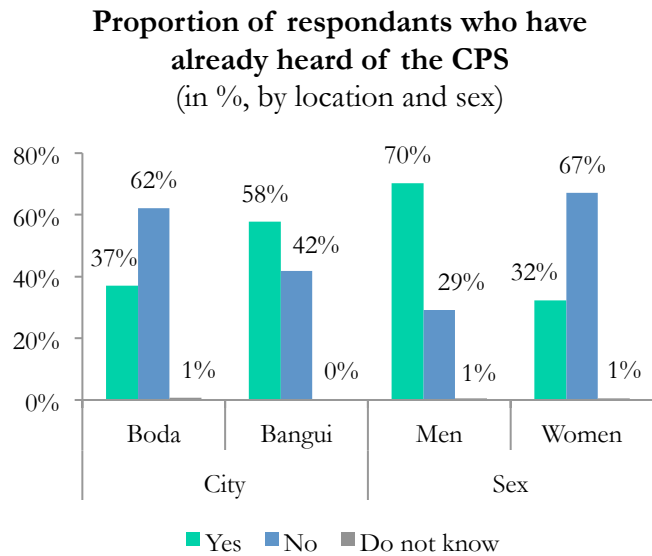


Figure 13: Knowledge of the CPS by location and sex

Project participants confirmed that the institution is not well known enough. Two focus groups felt that the population knows the mandate of the CPS thanks to the radio show and sensitization activities. Yet the rest of the participants felt that the majority of the population does not know the court or has heard of it but does not know its mandate. As one person said, the CPS is not well known because it is not operational yet and very few people know about its existence and its mandate. Search’s radio program did not focus on the CPS as much as expected because of the delayed operationalization of the court.

To summarize, there is a relatively high proportion of individuals in the communities who were informed about justice, mainly thanks to radio shows, which seem to have been particularly successful in Bangui. However, half of the population still does not know anything about the CPS. The fact that the CPS did not start working until after the end of the project may have impacted the project’s ability to inform the population about it. Now that the CPS has started, it would be relevant to organize a radio show specifically on the subject.

The results show Boda residents were slightly less informed about the justice system and did not listen to the radio as much as Bangui residents. The activities may have been more successful if all programs were in the local language. It could also be relevant, as one participant suggested, to construct a local radio station in Boda. The results also showed that women were less likely to know the justice system well and that there were also fewer women who listened to Search radio programs and to the radio in general. Thus, further efforts are needed to reach out to women and populations in remote areas. In this regard, activities in the communities, like the ones implemented by the CSN, are particularly important because they can be a solution to better access those that are hard to reach. As an illustration, participants from Boda stated that, even though they have listened to some radio shows, they think “it is the theater activities that helped the population, and not the radio shows”. Further, community events have proved to be especially effective in engaging women. Open public events are indeed more likely to attract women than events

targeting specific institutions, in which only a small percentage of women is represented. Another recommendation is to encourage the direct participation of women in the radio shows as during this project, only 16 women took part in the different shows, which is half the number of men.

- **Conflict mapping and mediation and solidarity events to strengthen social cohesion**

The last set of activities aimed at strengthening social cohesion by addressing community level conflicts. For this purpose Search carried out **two conflict scans** in the targeted cities of Bangui and Boda to provide updated information regarding conflict dynamics in the two areas. They organized a total of 18 FGD and 9 KII between May 10th and 24th, 2018 in Boda, and between June 4th and 21st, 2018 in Bangui. Those conflict scans brought insights regarding the most common causes and consequences of conflicts, as well as the risks for further conflicts. It also highlighted the existence of key opportunities for peace.

While those assessments were relevant and insightful, only two were organized during the timeframe of the project instead of four. It would be relevant to organize conflict scans more regularly, with for instance one at the beginning of the project and one at the end, and to use them to review the implementation strategy in collaboration with partners and local stakeholders.

Search also organized three **training sessions** as follows:

Table 6: Training sessions organized by Search

Boda	<ul style="list-style-type: none"> ✓ Training of 12 actors of Boda who were already trained in 2014, to improve their knowledge on justice and the challenges associated with it.
Bangui	<ul style="list-style-type: none"> ✓ Training on mediation strategies for 14 members of the CSN (including 5 women) ✓ Training on basic techniques in justice-sensitive journalism and communication for 10 members of the AFPC (all women)

While there was only three training sessions instead of four, this activity seems to have been successful as all the participants in those trainings improved their score between the pre and post-test. Some of those participants interviewed for the final evaluation confirmed that they have improved their knowledge in terms of human rights and mediation.

Finally, not only did Search support the CSN in the organization of community based activities, but they also organized themselves 9 **mediation and solidarity events for the community** (compared to 8 expected). The activities directly organized by Search included a public game show, a soccer game, two educational talks, 2 participatory theatre for change sessions, meetings between the two self-defense groups, follow-on activities of mediation and peace awareness in some districts, and the realization of a poster campaign in Boda.

These events were designed to be locally-led and participatory, bringing together a diversity of community members (women and men, Christians and Muslims, citizens and authorities...) to strengthen social cohesion and encourage communities to exchange and work together. In this regard, the project seems successful as the great majority of respondents felt ready to talk with other communities on reconciliation (84% including 80.3% who felt totally ready) and willing to work with other communities (88% including 85% who felt totally willing). The overall number of people who

reported being ready and willing to work with others for peace and reconciliation is still slightly lower than what was expected at the beginning of the project (90%) but the objective was reached in Boda and more than 90% men are willing to work with other communities for reconciliation.

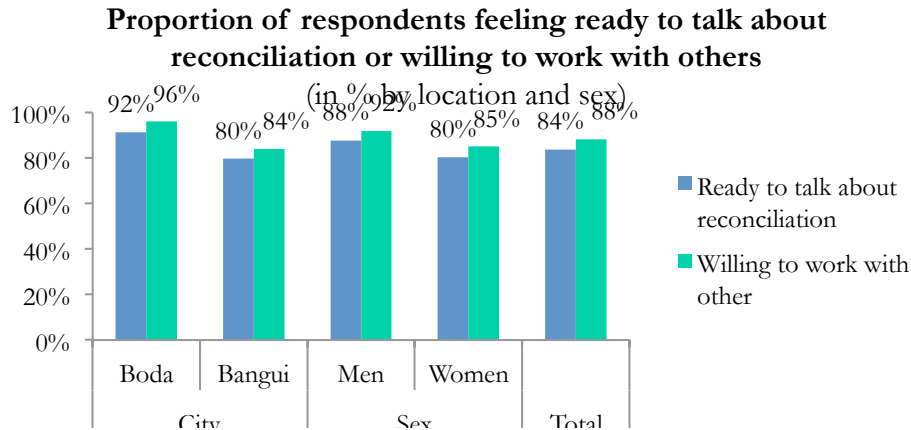


Figure 14: Perception regarding the readiness and willingness to talk or work with others

In parallel, all the interviewees for this evaluation, whether staff, partners, authorities or citizens, agreed that the different communities collaborate. One person said that social cohesion evolved positively and that communities are now accepting their differences and collaborating towards peace thanks to the project activities, including awareness and educational talks. This person illustrated her statement with the example of Muslim organizations that are now applying to join the Civil Society platform, which was not the case before. The authorities agree that since this project, the population in Boda is working hand in hand, in a climate of trust. An example of this renewed collaboration is the existence of a shared market where both communities are going and the fact the free movement was restored in the city.

Finally the participants from Boda and Bangui all confirmed that they are ready to collaborate with other communities and that they are working for the promotion of peace. As an example some of them explained that they organized awareness sessions for people from both communities. Thus, the evaluation shows that the project activities were successful in fostering collaboration across divided lines.

Data from the survey show that 10% of respondents have already used violence to solve a dispute. The proportion is highest in Bangui (14% vs. 4% in Boda) and slightly highest among men (12% vs. 9% for women). Around one third of the persons who have used violence to solve a conflict could not recall when that was. However, there was still one third who recalled having used violence in the last three months. In Boda, half of those who used violence did so in the last three months. The main reason cited was a lack of access to the justice system.

Last time that respondents used violence to solve a conflict (in%)

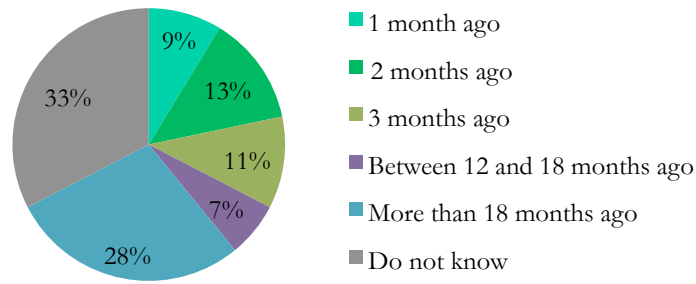


Figure 15: Last time respondents used violence to solve a conflict

While it is clear that violence has been a recourse for some in the last 18 months, it actually represents only 4% of the population surveyed. However, more than half of the respondents affirm that they played the role of mediator in a conflict during the same period.

Proportion of respondents who affirm having played the role of mediator in a conflict in the last 18th months (in %, by city and sex)

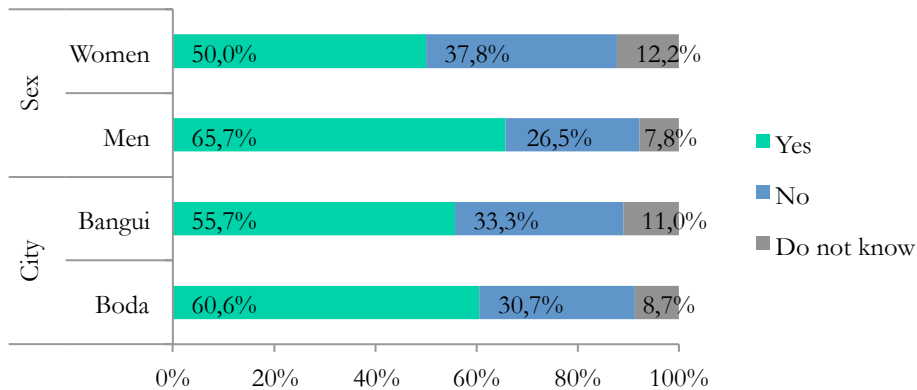


Figure 16: Proportion of the population playing the role of mediator

At the same time, 45.5% of respondents have participated in a peacebuilding activity in the last 12 month. The proportion is higher in Boda (61.2%) than in Bangui (36.5%). Significantly, all of the direct project participants interviewed for this evaluation said they are working for the promotion of peace. One explained that he is trying to gather people around him to consolidate peace and social cohesion and avoid useless disputes. None of the participants interviewed gave specific examples of whether and how they are solving conflicts. Yet, many of them mentioned awareness raising activities about peace and social cohesion that they organize, which supports the idea that they are engaged in dispute resolution processes. Search staff confirmed this, giving one example of dispute resolution that took place following a project activity. Members of the AFPC managed to alleviate tensions regarding the relocation of merchants in Bégoa. After having participated in awareness activities, merchants decided to engage in dialogue with the authorities to find a sustainable solution.

c) Impact

This chapter assesses the impact of the project. The results show that there was a partial evolution of the rule of law and peacebuilding in the CAR in part due to the project. Changes of behavior and relationships were also noted during the timeframe of the project and overall, strong results in terms of justice quality, security, and social cohesion could be attributed to the project, although it is difficult to confirm this in the absence of a baseline. This section also analyses the factors that had a positive or negative effect on the project, as well as potential unintended results of the project.

i. Support to the rule of law and consolidation of peace in the CAR

According to staff and partners, the goal of the project, which is to “*support the rule of law and the consolidation of peace through bolstering judicial and social accountability processes*”, was partially achieved. Indeed, the project contributed to better awareness of and fairer access to justice. However, according to some of them, many citizens’ expectations are not yet satisfied and it is too early to assess the impact of the project, especially regarding the accountability of the justice system. Even if they consider that the project's goal was only partially achieved, all of them believe that there were **positive changes thanks to the project, both in terms of the rule of law and in terms of peacebuilding**. They considered for instance that the project led to increased capacity, professionalism and efficiency among judicial actors, as well as to better knowledge of judicial procedures by citizens. They also mentioned the redeployment of judges thanks to oversight missions. In terms of peacebuilding, staff and partner highlighted that awareness sessions contributed to the reduction of violence and that people from both communities are now promoting nonviolence.

The authorities in Boda also all agreed that the project induced positive changes in terms of the rule of law and peacebuilding, especially by contributing to the reduction of violence, fostering an equal access to justice and bolstering trust in the justice system.

Among participants in Bangui, a majority said that there were clear improvements in justice and peacebuilding, emphasizing the impact of the project in the strengthening of judicial actors’ capacities, the reduction of mob justice, and the improvement of social cohesion. Only one focus group said that there was no change in the justice system. In Boda, the two focus groups felt that the impact was only partial; one group supported this assertion by explaining that the situation deteriorated after the end of the project, while the other insisted that further support is needed to ensure real long term change.

The population surveyed for this evaluation shared the general opinion that there was a positive change in rule of law and in peacebuilding during those 18 months. The results show that respondents are more convinced of the positive change in terms of peacebuilding (84.8%) than in terms of the rule of law (69.5%). This is especially the case in Boda where 96.9% of the respondents answered yes to the question “Do you consider that there are positive changes in your community regarding peacebuilding?”. In Bangui, this number goes down to 77.9%. This can be explained by the upsurge of violence in the capital in the last months of the project. In terms of rule of law, respondents are more skeptical in Bangui as 31.4% consider that there was no change in rule of law, which is twice as much as Boda.

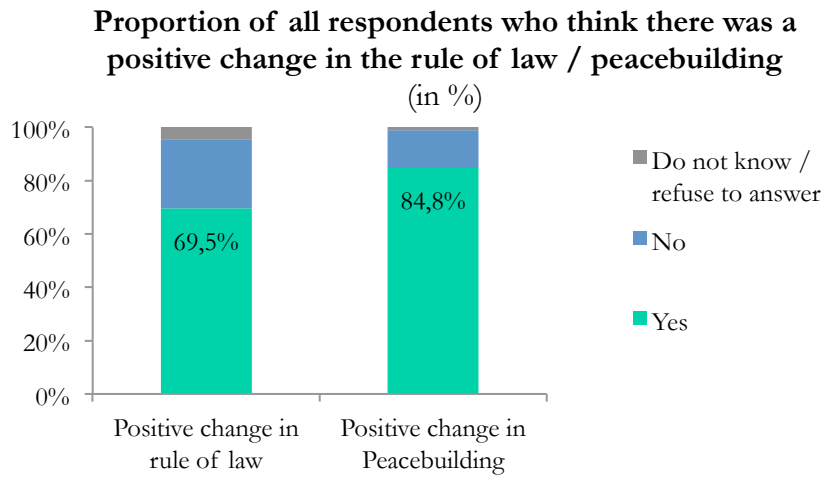


Figure 17: Perception regarding changes in the rule of law and peacebuilding

The reasons given by respondents for the changes in rule of law are slightly different than those given for changes in peacebuilding. The main reason for a positive change in rule of law is considered to be the reduction of violence between communities (47.3%). One can note that this percentage is higher in Boda (51.8%) than in Bangui (44.2%). On the contrary only 2.7% of respondents from Boda think the reason is the reduction of mob justice, compared to 11% in Bangui.

Reasons why respondents think there was a positive change in the rule of law
(in% of those who think there was a positive change)

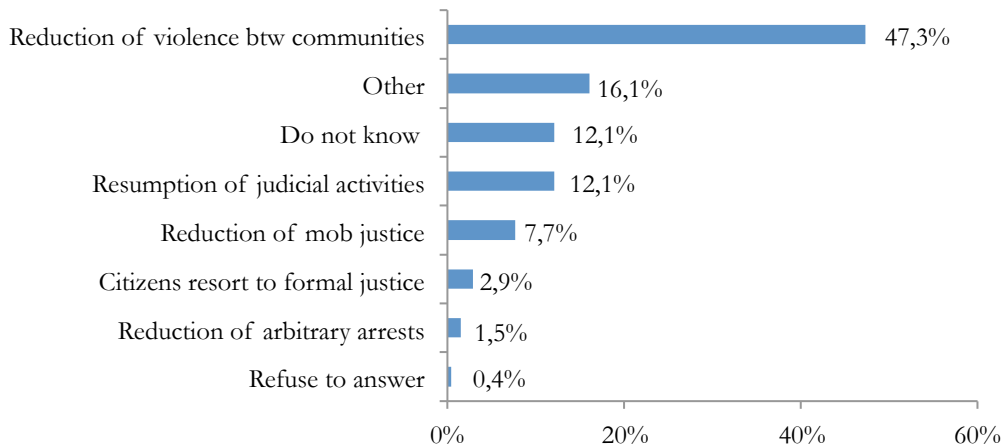


Figure 18: Reasons why respondents consider that there was a positive changes in the rule of law

The main factor for the change in the consolidation of peace is considered to be the return of a freedom of movement (40.8%). This freedom of movement was also mentioned many times by the participants of the project interviewed for this evaluation. The reduction of violence is also considered as an important factor contributing to peacebuilding (20.9%), but again the percentage is much higher in Boda (34.6%) than in Bangui (11.4%).

Reasons why respondents think there was a positive change in peacebuilding

(in % of those who think there was a positive change)

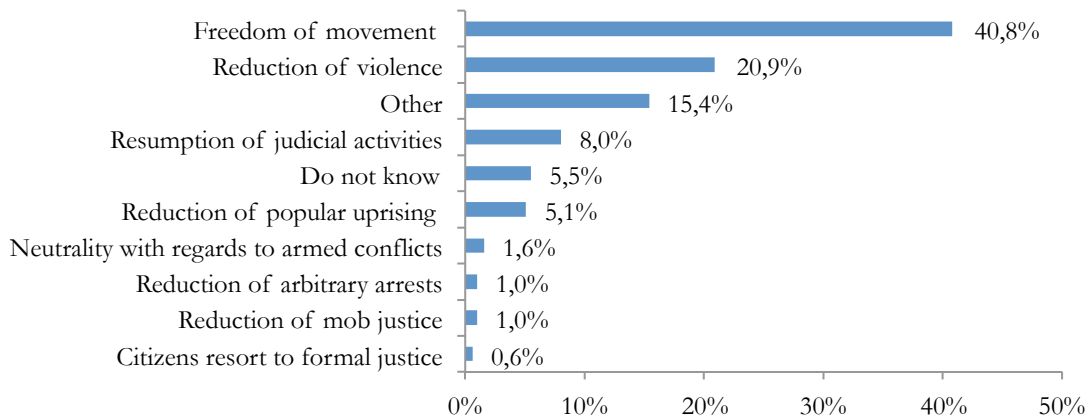


Figure 19: Reasons why respondents consider that there was a positive changes in peacebuilding

Among the participants who know Search and consider that there was a positive change in the rule of law and the consolidation of peace, around 30% attributed this change to the project, and in particular to the change in population’s attitude induced by this project (around 21%). This is however 20% less than what was expected at the beginning of the project.

The results of the evaluation confirm the assertion that there was a **shift in the population’s attitude and behavior**. Indeed, all participants stated that their participation in the project induced a change in their own behavior and attitude. They explained that they are now more tolerant and respectful, are working or sharing much more with the other communities, are listening better, and are sharing their knowledge with others. Some of them even said that the project was a wake-up call pushing them to strive for their fulfillment.

The survey confirms that there was a change of attitude among the population, especially in terms of respect for others and solidarity. Indeed, around 60% of all respondents claimed having increased respect for others, whether moderately or not. There was no significant difference between sex and location.

Proportion of respondents who changed their respect for others
(in% by location and sex)

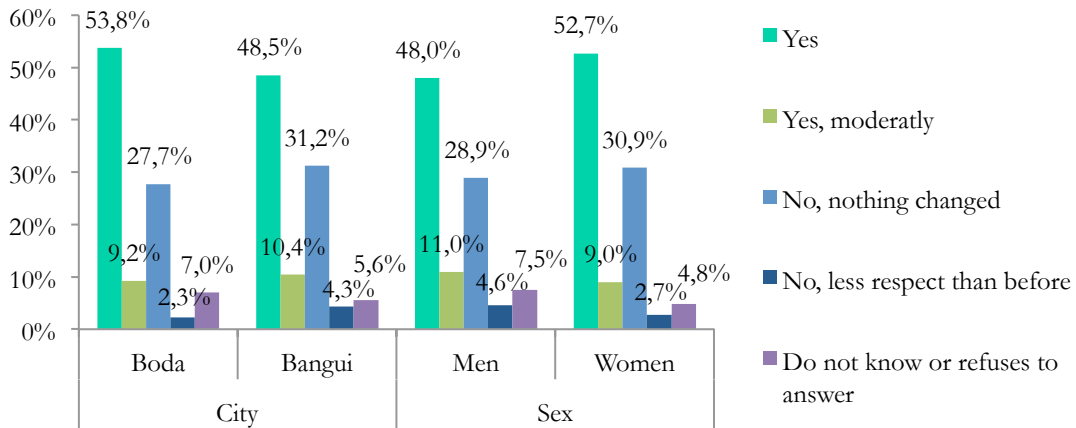
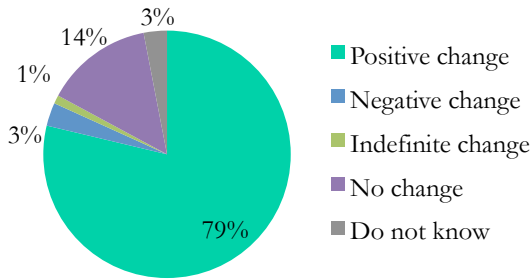


Figure 20: Evolution in the respect for “others”

The level of solidarity between groups (religious or ethnic) has also increased. Indeed, 79% of the respondents believe there was an increase in solidarity. Again, there is not much difference between sex and location. With regards to **trust**, the change of perception of the population seems to be less obvious. The population is almost equally split between those who consider that there is more trust in others, those who believe that there is less and those who think that there was no change at all. In terms of trust, the improvement is however more visible in Boda, as only 12% of the respondents considered that there was a negative change compared to 28% in Bangui.

Proportion of respondents who think there was a change in solidarity (in %)



Proportion of respondents who think there was a change in terms of trust in "others" (in%)

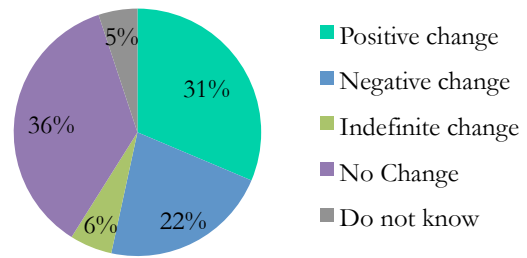


Figure 21: Perception regarding the evolution of trust in “others”

The results of the survey furthermore showed that a majority of the population from both cities thinks that they have shared interest with other communities (84% in total), and believe they have the capacity to interact with others (87.4%).

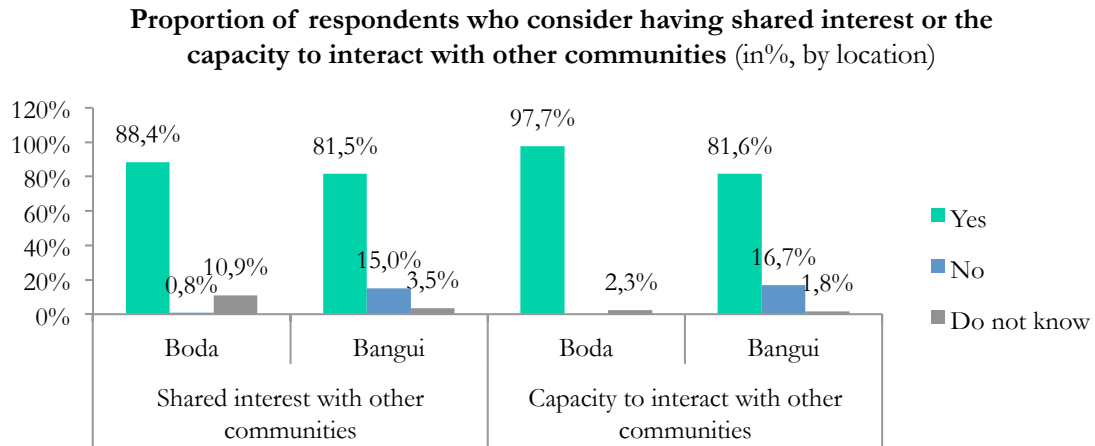


Figure 22: Perception regarding commonalities and capacity to interact with other communities

Nonetheless, despite this feeling that they can interact with others with whom they have shared interests, the respondents only partially trust other communities. To be more precise, a majority of the population in Boda (90%) has no problem trusting those from a different community, but this is less the case in Bangui where only 48% trust “others”. Similarly, Bangui residents are much less confident that different groups are ready to forgive each other and reconcile if they are in conflict, as shown in the graph below.

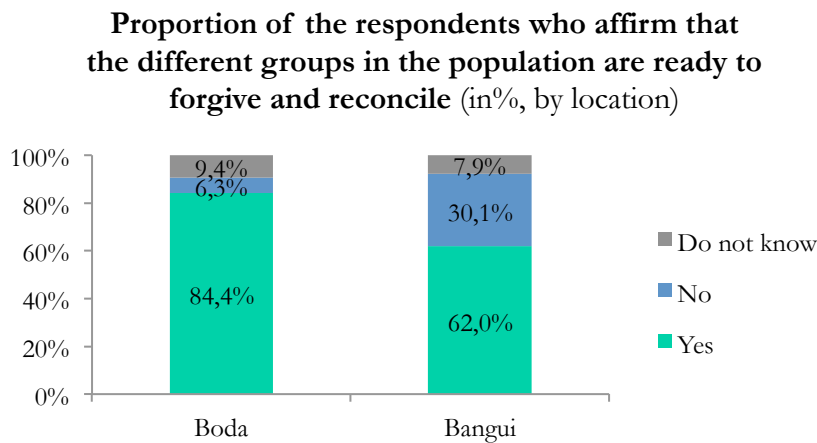


Figure 23: Perception regarding population’s readiness for forgiveness and reconciliation

The population in Boda is also more optimistic about the possibility that Christians and Muslims could soon live together in peace. 88.4% of the population in Boda agrees, totally or partially, with this statement while only 67.5% does in the capital. Even more surprising, up to 18.6 % of respondents in Bangui consider that the only possibility for lasting peace is the departure of the other community.

To summarize, both the interviews and the survey reveal that the project has led to a greater respect and solidarity between the different groups. The data also demonstrate a high level of shared interests and capacity to interact with other communities. However, the trust between communities is yet to be restored and the belief in a lasting and inclusive peace is still fragile, especially in Bangui. This suggests that despite an increased social cohesion built on respect and solidarity, some concerns remain regarding how others could behave.

The revival of violence in Bangui in 2018 can be an explanation for this. Yet the lack of trust can also be a driver of conflict and thus it is important to further develop activities that can strengthen social cohesion and trust across dividing lines. This could be achieved via community and participatory theatre for change events as those were considered by some participants as positive contributors to the improvement of behaviors and relationships. The radio can also be a relevant means to strengthen cohesion as we have seen that half of the respondents consider that exposure to radio shows reduced fear and mistrust towards others.

While there is no baseline that allows us to compare the results before and after the project, it is also still worth examining the population’s and participants’ **opinions of the justice system**. The opinion of participants regarding the change of behavior of the judicial staff is quite balanced. Participants from the justice system consider that the trainings developed a sense of respect, professional awareness and effectiveness among judicial staff and some participants highlighted the improvement of relationships between judicial authorities and citizens, thanks to awareness sessions. However other participants believe that despite the efforts of the project, there wasn't much change in the relationships between judicial authorities and citizens because the manifestation of justice has not evolved and bad practices are still widespread.

One project objective is to improve the capacity of judicial staff to respond to citizens’ needs and we have seen that a relatively high percentage of all respondents (60%) consider that the justice system does meet the need of the population. There is a similar proportion of that population who considers that the judicial authorities are doing their job well (62%), with a higher percentage in Boda in comparison to Bangui.

Proportion of respondents who think that judicial authorities are doing their work well (in%, by location)

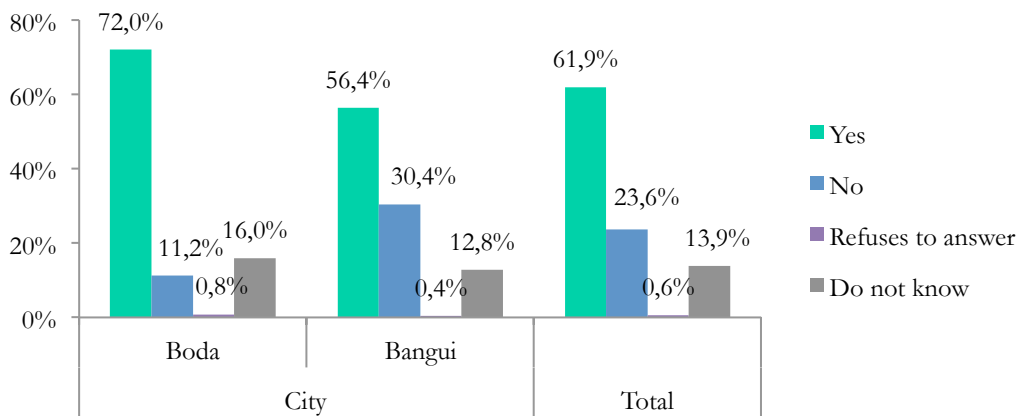


Figure 24: Perception regarding the work of judicial authorities

However, it is important to note that among those who feel that judicial authorities are not doing their work well, 50% highlighted the problem of corruption as the main reason for that. This corroborates the views of some participants interviewed for this evaluation. Thus, in the future it would be useful to work in this issue, which seems to be an obstacle to building public trust in the judicial authorities.

Indeed, the same observation can be made when looking at the level of public trust in the justice system. A majority of respondents (77.6%) stated that they trust the justice system, which can be a positive

consequence of the work done by Search and ABA ROLI to improve the knowledge and access of citizens to justice. All the authorities and some staff stated that the project contributed to the reestablishment of trust between judicial authorities and the population, especially in Boda. Indeed, a system of communication between judicial authorities and heads of district was developed in Boda and meetings are organized monthly to discuss potential problems. However, corruption is still quoted as the main reason for mistrust, mainly in Bangui. With this regard, one interviewee in the evaluation said that “there was no improvement in the relation of trust between the judicial authorities and the population because the latter accuses the authorities of being corrupt”²⁹.

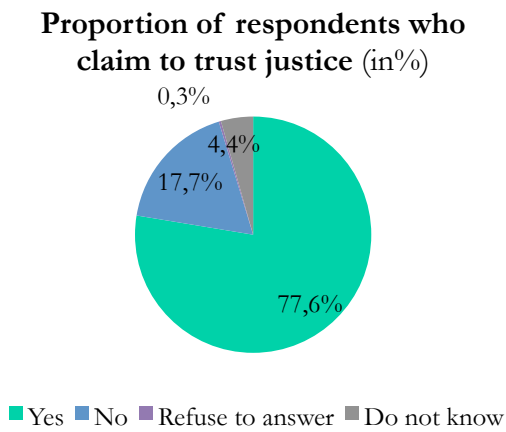


Figure 25: Population’s trust in justice

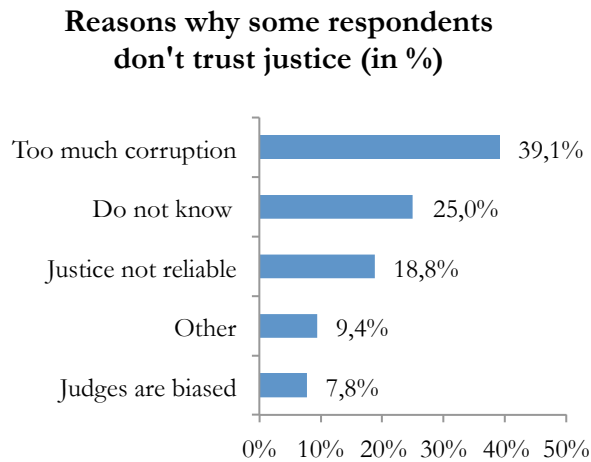


Figure 26: Reasons for population’s mistrust in justice

While 77.6% of the population claims to trust justice in general, the number goes down to 48.3% when asked about the trust in the CPS. The majority of those who do not trust the CPS explained this is because the court is unknown to the public. Those results confirm the conclusion that the project was not successful in informing the population about the CPS and demonstrates the link between knowledge and trust. It would thus still be relevant in the future to focus on informing the population about the judicial process in general and the mandate of CPS in particular, in order to support the work of the justice system and its acceptance by the population.

ii. Factors that had positive or negative effects on the impact of the project

Project staff mentioned that the context of insecurity, and the fear that results from it, had a negative impact on the project. It caused delays in the implementation of the program and prevented the organization of some specific activities, especially in some districts of Bangui and Boda. It also may have affected the citizen’s trust in “others”.

On the day of the survey, 61.5% of all respondents still expressed a feeling of total security and the number goes up to 80% if we include those that feel a little bit secure. Those numbers, however, hide a great distortion between Bangui and Boda, as only half of the population in Bangui feels totally secure compared to 81.5% in Boda. This perception could be the result of the resurgence of violence in Bangui in 2018.

²⁹ KII partner, Bangui

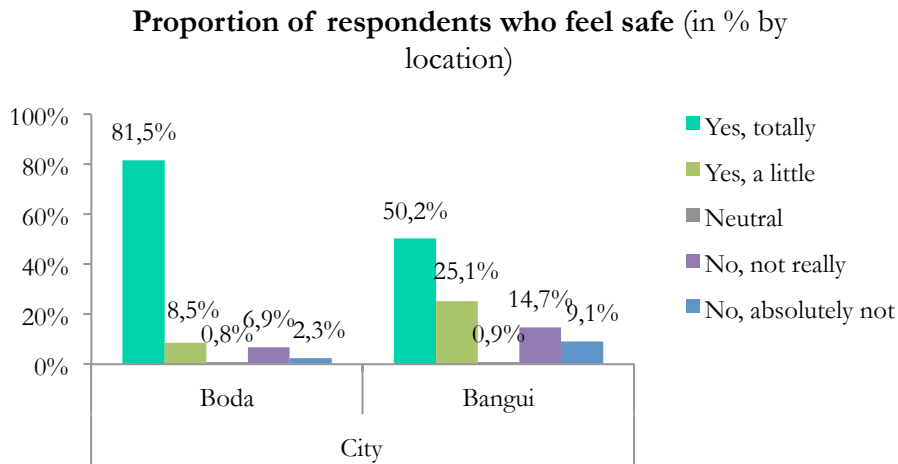


Figure 27: Perception of safety

The difference between the two cities is even higher in terms of the feeling of security when moving to sensitive areas, as shows the graph below.

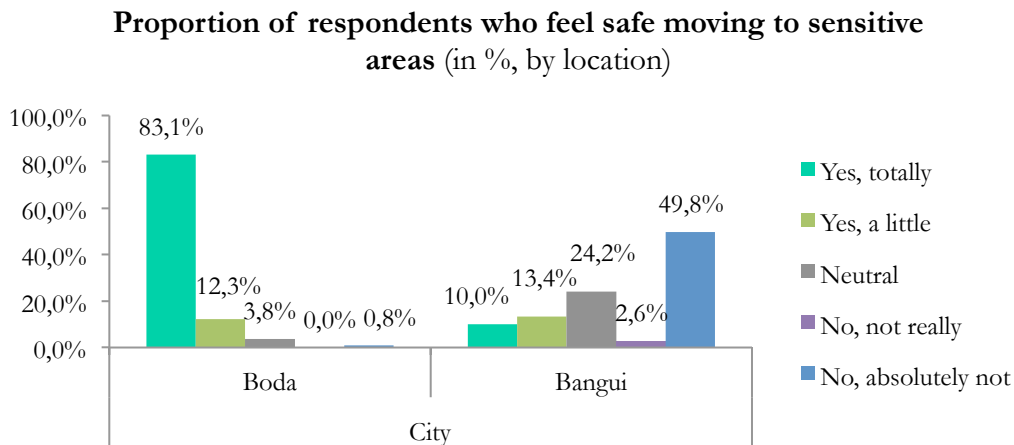


Figure 28: Perception of safety when moving to sensitive areas

Regarding the possibility of circulating late at night, Boda is still scoring higher with 90.8%, while in Bangui only 63.3% of the population feels they can move at night. The general insecurity of the city seems to be a huge obstacle for free movement in Bangui and may explain a more moderate impact in terms of peacebuilding.

On the other side, staff highlighted factors that, according to them, positively affected the impact of the project. One staff member mentioned that the active involvement of participants in the activities had a considerable effect on the success of the project. He specified that there were lots of citizens who asked to be local leaders (“relais communautaire”) for the project.

The key partnerships established with the government institutions and local partners were also mentioned as key factors for the success of the project. Indeed, ABA ROLI signed two partnerships with the ISJG and the ENAM. Besides, the authorities were largely involved in all activities in Boda and Bangui and Search worked directly with local partners. This was said to facilitate the discussions and the understanding of the context for a better impact.

iii. Unexpected effects of the project

While we have seen that inhabitants from Bangui do not feel safe entering certain areas of the city, this was not the case for people from Boda as the vast majority (83.1%) felt safe moving to sensitive areas and circulating at night (90.8%). Some participants interviewed for the evaluation stated that there was a return of free movement. It is difficult to evaluate the direct impact of this project on the circulation of persons; yet, one authority from Boda stated that, according to him, “*Search activities were at the origin of the return of peace and free movement between communities*”.

Another unexpected effect of the project mentioned both by Search and its partners was the fact that after the broadcast of radio programs, the civil society network received calls from citizens asking them for advice regarding judicial issues. A “justice” committee of the civil society platform is now in charge of addressing those requests, referring citizens to other structures and ensuring follow up.

Finally, Search explained that the public games organized by their partners in Bégoua had a positive effect on an existing conflict between the city hall and the merchants. As mentioned before, after having participated in this awareness session, merchants decided to engage in dialogue with the authorities to find a sustainable solution to the problem of relocation.

D) Sustainability

The project achieved a certain number of objectives but some of them were only partially reached. Yet, no exit strategy was planned to identify who will take over to ensure continuity of action and how. Nonetheless, a certain number of actions were done to ensure sustainability. Project’s stakeholders are confident that the project will have long term effect but still emphasize the need for a continuation of similar activities.

i. Lack of planning for an exit strategy

Most of ABA ROLI’s staffs are not very confident regarding the possibility for the results to continue beyond the timeframe of the project. They explained that no exit strategy has been put in place and partners, especially from the justice system, are not well prepared to take over after the end of the project.

The results presented before showed that many objectives were partially achieved. This is especially the case with activities directly related to the justice system. Indeed we have seen that the mobile legal aid clinic was implemented but did not seem to have reached its full potential in terms of accompanying the victims. The project laid the foundation for a new training system but the trainings still need to be implemented by ENAM’s staff. We have also noted that the control missions were very relevant and needed but that ABA ROLI was only able to support few missions during the timeframe of this project. Efforts still need to be made in this direction since increased accountability of judicial actors is key, not only to improve the quality of the justice system and the efficiency of all the other actions aiming at this, but also to build trust with the population. The lack of exit strategy and preparation of partners thus could be an obstacle for the sustainability of the results.

With regards to peacebuilding and non-violence, participants seemed confident about the possibility to continue the efforts towards the promotion of peace. All the participants affirmed strictly that they will continue to engage for the promotion of peace and non-violence. Some said “*I have always been an ambassador for peace and non-violence, and I will always be an actor for peace in the future*”³⁰ or that “*promoting peace is a perpetual engagement and I will do it as long as I am alive*”³¹. They affirmed that they will promote peace with their colleagues, families, religious communities, or associations. One, for instance, recently raised awareness among youth in his district during a football game.

The benefits of the project can indeed continue through the spreading of ideas from the participants to the persons around them. With this regards, the first persons with whom participants shared their knowledge and experienced from the project are their close relatives (children, spouse). As some participants said, “*the basis for peace is first the family*”³² and “*the awareness must start with the family so that they become an example for the rest of the community*”³³. A part from the family, participants also shared information with friends. The survey confirmed that a majority of participants talked about the activities with their families and friends, as shows the graph below:

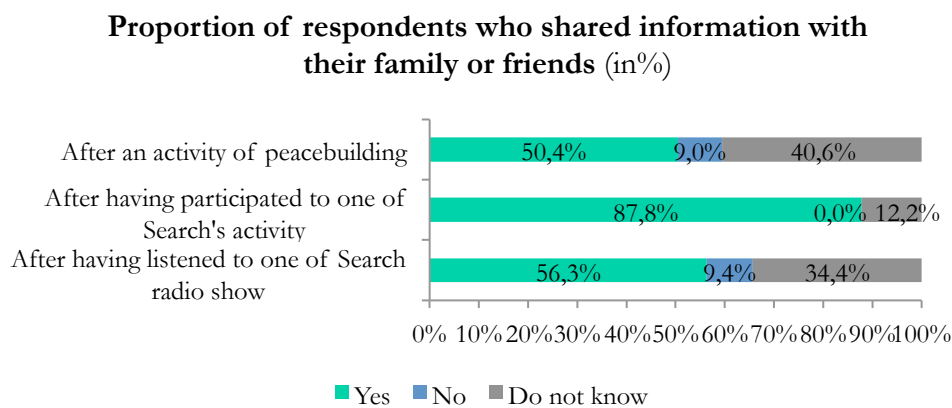


Figure 29: Sharing of information about the project's activities by participants

ii. Is the project well anchored in local structures?

Nonetheless, even if there was no clear joint exit strategy developed, there is still hope that partners and participants could be able to continue the action by themselves because the project was well anchored in the existing structures. This was confirmed by the authorities of Boda who emphasized that the project supported both community and institutional structures. Indeed formal or informal local authorities were included in all the activities.

The project was also implemented in partnership with key local partners. The first part of the project was dedicated to the establishment of strong relationships between ABA ROLI and justice institutions. With this regards, relevant partnership agreements were signed with the ENAM and with the IGSJ. On the other side, Search relied on the already existing Civil Society Network and supported them in the organization of different activities. They also worked with a local organization for all radio activities.

³⁰ KII participant, educational talks in Bangui

³¹ KII participant, educational talks in Bangui

³² KII participant, educational talks in Bangui

³³ KII participant, judicial authority in Bangui

iii. Steps taken to ensure long term processes

The capacities of partners and participants were strengthened in various areas. Community volunteers and civil society organizations were trained respectively in how to respond to SGBV or how to report human rights abuses and were empowered to play a role of relay with the community in terms of access to justice. The members of ENAM participated in the development of the two curricula and were trained to use it and teach others, which should have a long term consequence on many trainees. Although ABA ROLI was able to support very few control missions, the reference guide “Standards for the inspection of a High Court of Justice” will serve as a support for further missions that the IGSJ could then organize. In parallel, the capacities of Search’s partners, CSN and AFPC, were strengthened in different areas, including justice. The support brought to those structures was also material as the project funded the establishment of offices for the CSN and the AFPC, which will allow them to continue their work more easily. With this regards, the CSN has already developed Terms of Reference to implement further activities in some districts and they appointed one referent in each district that should be able to intervene in case of conflict.

Because the project was well anchored in the existing structures and strengthened the capacities of those actors, there is a chance that partners and participants could take over and continue the work to support the rule of law and the consolidation of peace. However, it is recommended to organize follow-up meetings with partners to discuss concrete ideas of how to guarantee sustainability of results.

Finally, in order to ensure the continuation of the project objectives, many of the persons interviewed, whether participants or implementing organizations shared a couple of recommendations as to how to better sustain the project.

Table 7: Recommendations from the persons interviewed regarding the sustainability of the project

Thematic	Recommendations
Project planning and management	<ul style="list-style-type: none"> • Increase the duration of implementation • Extend to other geographic areas • Enhance complementary between the work of implementing partners
Sustainability of radio programs	<ul style="list-style-type: none"> • Install a local radio in Boda • Involve the media in all activities
Capacity building	<ul style="list-style-type: none"> • Reinforce the capacities of the head of districts in conflict management • Reinforce the capacities of Judicial Police Officers (OPJ) • Reinforce the capacities of interior security forces and clerks.
Political impact	<ul style="list-style-type: none"> • Organize lobbying activities with the government • Organize educational talks with high officials
Coordination	<ul style="list-style-type: none"> • Foster communication and collaboration between judicial authorities and civil society • Develop a permanent independent platform of judicial actors
Infrastructures and systems	<ul style="list-style-type: none"> • Build a House of arrest in Boda • Work on the reconstruction of habitations in Boda • Strengthen the educational system
Support to victims	<ul style="list-style-type: none"> • Give compensations to victims • Support internally displaced persons

6. Recommendations

ABA ROLI:

- **Organize as soon as possible a follow-up session with participants trained on the documentation of human rights abuses** to ensure that they are applying a standardized approach in their work and that they can continue to monitor human rights abuses and facilitate access to justice without further external support. In the medium term, develop a tool or guide to share with participants so that they could easily share their knowledge with future colleagues or partner organizations.
- In the short term, follow-up on the first interviews made with victims during this project to ensure that all those cases are either brought to justice or solved through mediation. In the mid-term, assess more thoroughly the impact of the mobile legal aid clinic and the reasons for the lack of effectiveness during this phase of the project. Depending on the results of this assessment, readapt the mechanism of the clinic and extend the work to other more remote cities and to other marginalized groups who have fewer opportunities to access justice.
- Focus efforts on activities that foster accountability of judicial actors and tackle the issue of corruption. Most urgently work with judicial institutions toward the establishment of transparency measures (such as the public display of prices and procedures)

Search:

- In the short term, organize restitution workshops in Bangui, to share the results of the conflict scan with partners, local authorities, as well as key representatives from the community. In the future, organize more frequent conflict scans and discuss main findings with key partners, so that results can inform the implementation strategy.
- Continue to support the CSN through capacity building to increase its ability to play a significant role in social cohesion and peacebuilding.
- Maintain efforts to foster social cohesion and trust across dividing lines, especially in Bangui where peace is still fragile. In this regard, sustain the organization of community and participatory theatre for change events, which were considered by some participants as positive factors for the improvement of behaviors and relationships. Continue the diffusion of messages of peace and tolerance through the radio since respondents acknowledged that radio shows overall induced a reduction of fear and mistrust towards others.
- Support the development of local radios in Boda or other cities where national radio stations do not broadcast.
- In Boda, continue to inform citizens on judicial processes. Indeed, the lack of access to justice was highlighted as the main reason for the use of violence to solve a conflict. Ensure a continuous dialogue between judicial institutions and citizens.

Judicial institutions

- The few oversight missions organized by the IGSJ with ABA ROLI were considered of particular importance. With the support of the reference guide developed by ABA ROLI, it is recommended for the IGSJ to continue and extend the oversight missions so as to cover the major part of the judicial system in CAR and foster accountability in the judicial system.

- Ensure the training of ENAM students in 2019 by the staff who participated in the TOT's. At the end of the training, evaluate the effectiveness of the curricula, and review it accordingly.
- Maintain the coordination between different actors of the judicial sector, for instance through the organization of annual thematic workshops.
- Guarantee the sharing of information with citizens through the public display of all information and ensure continued dialogue with citizens, for example through a toll-free number or through public events.

AFPC and the CSN

- Radio shows have contributed well to sharing information on the justice system with the population, especially in Bangui. However, the CPS is still widely unknown, and now that the Court is operational, it is important to build trust in this institution. AFPC should leverage the knowledge acquired in Search's training and the impact of former radios shows to organize further radio activities, both in French and in Sango, focusing on the mandate of the CPS.
- Organize dialogues, such as educational talks, that bring together members of the CPS, and citizens to exchange around the role of the CPS and the expectations of citizens with this regards.

Donor

- Encourage the funding of longer term projects in more remote areas. Indeed, the unstable situation in CAR and the repeating episodes of violence increase the risks of delays during the implementation of activities, and at the same time aggravate the marginalization of remote areas, which, in turn, affect the consolidation of peace and the establishment of rule of law.

General recommendations for future programs

- For future projects, **plan for an exit strategy** and identify potential for sustainability from the design phase of the project. Consult with partners all along the project to assess clearly the needs and opportunities that will allow them to take over at the end of the project, and adapt the exit strategy accordingly. Involve donors in the discussion.
- **Strengthen communication and complementarity between implementing partners** by developing from the outset a communication plan, organizing more frequent strategic coordination meetings, encouraging the participation of collaborators in all activities, and reinforcing overall connection between those activities.
- **Extend the work of this project to more remote areas** where access to justice is more complicated and where peace is still fragile. In Boda, focus rather on fostering access to justice and sharing of information on this matter. In Bangui, continue to organize solidarity events to foster social cohesion, trust and a feeling of security.
- **Put more efforts to include women in the different activities organized** with judicial institutions and civil society organizations, in particular by organizing trainings or events that are targeting only women, or by identifying women that could intervene and serve as role model in their communities. Continue to organize open public events that are popular among women.
- **Do an assessment on the role of women** both in conflict resolution and in the justice sector to understand why they are less involved and harder to reach and what the best ways to better involve them

are. This assessment should include an analysis on the place of women working in the formal justice sector and try to identify women that could play a role model.

- **Develop programs that target the problem of corruption** within judicial institutions, foster accountability of justice staff and encourage population's **trust** in the justice system. With this regards, continue to support the work of the IGSJ in organizing supervision missions.
- **Include a component which focuses on communication between community representatives and judicial authorities**, in order to foster trust and understanding between the two.
- Given the negative evolution of the security situation that forced more and more people to move from their homes, and given the success of community-based mediation and solidarity events, it would be relevant to **organize similar activities** (such as public games shows, educational talks, mediation trainings) **within communities that account for a high number of Internally Displaced Persons (IDPs).**

7. Annexes

A) Summary of results

<i>Summary of results for the indicators of the project's objectives</i>			
Activity	Target	Actual	% Achieved
Goal: Supporting the rule of law and consolidation of peace in the CAR through judicial and social accountability.			
GOAL	50% of focus groups who attribute positive changes in rule of law and peacebuilding in their communities to the DRL program (Ind. 1)	Data incomplete	
	50% of program participants surveyed individually who attribute improvements in the rule of law and peacebuilding to the DRL project. (Ind. 2)	69.5% of respondents consider there was a positive change in the rule of law and 84.8% in peacebuilding; Among them, around 30 % attribute those changes to the project	60%
Objective 1: Increase citizens' access to the formal justice sector.			
<i>Outcome 1.1:</i> Citizens in targeted communities engage with reintroduced justice institutions to resolve disputes.	500 cases of individuals helped in Aba ROLI mobile legal aid clinics (Ind. 1.1.1)	46 victims helped by the mobile legal aid clinic since February 2017	9.2%
	Those cases are solved by - Formal ways (Ind. 1.1.2) - Informal ways (Ind. 1.1.3)	0 cases were solved formally 0 cases were solved informally	0%
<i>Output 1.1:</i> Mobile legal aid clinic/services supported	1 mobile legal aid clinic supported (Ind. 1.1.1.1)	5 Mobile legal aid clinic were supported in Sibut, Bossembélé, Bambar, Boda and Bossangoa	500%
	3 community-based paralegals/ attorney/ psychosocial workers deployed (Ind. 1.1.1.2)	A total of 9 staff deployed (3 lawyers, 1 psychosocial agent, 5 sensitizing agents)	300%
<i>Outcome 1.2:</i> Efforts to standardize and coordinate documentation are improved.	75% of workshop attendees who can provide an example of a standardization/ documentation “best practice.” (Ind. 1.2.1)	100% of workshop attendees were able to provide an example of a standardization/ documentation “best practice”	133.3%
<i>Output 1.2:</i> Workshops on standardization of paralegal and documentation services	3 workshops held (Ind. 1.2.1.1)	1 workshop held	33.3%
	45 attendees (Ind. 1.2.1.2)	30 participants at the training, including 22 men and 8 women	67.7%
Objective 2: Improving the formal justice's sector capacity to meet the needs of citizens.	75 % of target justice personnel participate in training and feel “more capable” of responding to the needs of citizens. (Ind.2.1)	No Data collected. Curricula were developed but justice personnel has not been trained yet.	0%
<i>Outcome 2.1:</i> The quality of judicial training, including within ENAM, is improved.	75% of trainees indicating an improved understanding of legal issues as developed through the curriculum (Ind. 2.1.1)	No data collected as the training of ENAM students will only start in 2019	0%

	75 % of ENAM personnel surveyed report an enhanced capacity to effectively conduct trainings. (Ind. 2.1.2)	87.5% of personnel surveyed reported enhanced capacity to effectively conduct trainings	116.7%
<i>Output 2.1.1:</i> Assessment and development of a capacity building plan for ENAM	1 capacity building plan developed (Ind. 2.1.1.1)	1 capacity building plan developed and approved.	100%
<i>Output 2.1.2:</i> Development and roll out of new curricula	4 new curricula developed (Ind. 2.1.2.1)	2 new curricula developed (one for prison staff and one for magistrate)	50%
Outcome 2.2: Judicial personnel buy-into and utilize the system of judicial oversight.	50% of judges surveyed in target areas who report increased feedback from higher courts. (Ind. 2.2.1)	No data available as the evaluation did not target judges	0%
<i>Output 2.2.1:</i> Support to improved oversight and mentorship of judicial personnel	1 training held (Ind. 2.2.1.1)	1 workshop held	100%
	56 oversight visits facilitated (Ind. 2.2.1.2)	8 missions of oversight visits in Bimbo, Boda, Mbaiki, Carnot, Berberati, Nola, Sibut and Bossangoa	14.3%
Outcome 2.3: Key justice institutions are able to identify service gaps and coordinate service availability.	Number of service delivery gaps identified (Ind. 2.3.1)	2 main service gaps identified	
	75% of benchmarks articulated in work plan for justice sector strengthening met (Ind. 2.3.2)	100% of benchmarks articulated in work plan	133.3%
<i>Output 2.3.1:</i> Coordination Meetings convened	15 institutions/affiliation represented at the meetings (Ind. 2.3.1.2)	A total of 12 different institutions were represented in those two coordination meetings	80%
<i>Output 2.3.2:</i> Coordination and Strategy Subcommittees	6 subcommittee meetings convened (Ind. 2.3.2.1)	3 subcommittees convened	50%
<i>Output 2.3.3:</i> Technical Assistance (Coordination Advisor)	1 justice institution/service benefiting from technical assistance with USG support (Ind. 2.3.3.1)	NO DATA as the activity did not take place	0%
Objective 3: Supporting citizen and civil society engagement in dispute resolution processes	At least 5 cases of project participants who are peacefully solving conflicts in their localities (Ind. 3.1)	2 cases of project participants who peacefully solved conflicts were reported Besides, 57.7% of the population affirms having played the role of a mediator.	40%
Outcome 3.1: Citizens have increased opportunities for informed input and decision-making about the justice system, including the CPS.	50% of citizens in target areas who have heard of the CPS and its mandate. (Ind. 3.1.1)	50.3% of citizens in the survey have heard of the CPS mainly men (70.2%), and inhabitants from Bangui (57.7%). 56.6% demonstrated knowledge of the mandate of the CPS	100,6% 113,2%
	At least 2 citizens who participated in each interactive radio programs. (Ind. 3.1.2)	There was an average 3.8 participant per radio program (for a total of 46 persons spread over 12 programs).	190%
<i>Output 3.1.1:</i> Support to CSN	4 USG-assisted CSO that participate in legislative proceedings and/or engage in advocacy with national legislature and its committees	The CSN who was supported is made of 20 organizations who engaged in advocacy	500%

Evaluation | Bolstering Judicial and Social Accountability processes in Central African Republic

<i>Output 3.1.2:</i> Awareness raising radio campaign	15 of radio program produced and broadcast	12 radio program were produced	80%
Outcome 3.2: Cohesion is strengthened through community dispute resolution at the local level across	90% of the population in target areas who report being willing and ready to work for peace and reconciliation with “others”	88.4% of the population reports being willing or completely willing to work with other communities for reconciliation.	98.2%
		83.9% are ready or totally ready to speak of reconciliation with “others”.	93.2%
<i>Output 3.2.1:</i> Community Conflict Mapping	4 mapping reports produced	2 conflict scan were produced	50%
<i>Output 3.2.2:</i> Mediation training and strategy workshops	4 trainings held	3 trainings were held	75%
	100% of participants improving their score between the pre- and post-tests	100% of participants improved their score	100%
<i>Output 3.2.3:</i> Community-based mediation and solidarity events	8 community-based events organized	10 community-based events were organized	125%

B) Terms of Reference



Termes de Reference

Evaluation finale

Bolstering Judicial and Social Accountability processes in CAR

1. Contexte

A propos de Search

Search for Common Ground (Search) est une organisation internationale à but non lucratif qui promeut la résolution pacifique des conflits. Avec un siège social à Washington, DC et un bureau européen à Bruxelles, en Belgique, la mission de Search est de transformer la façon dont les individus, les organismes et les gouvernements se comportent face aux conflits - loin des approches de confrontation vers des solutions coopératives. Search est actif dans 36 pays dont 21 pays en Afrique à commencer par la République Démocratique du Congo (RDC) où nous travaillons depuis 2001.

Search vise à aider les parties en conflit à comprendre leurs différences et à agir sur leurs points communs. Search en RCA a été établie en 2012 et est l'un des plus jeunes programmes de pays ayant un fort potentiel de croissance. Les interventions de Search en RCA visent à contribuer à une paix durable et à l'utilisation d'approches de transformation des conflits dans tout le pays. Search en RCA compte environ 05 employés et un consultant dans le bureau à Bangui et envisage de rouvrir ses bureaux à Bangassou et Bambari et collabore avec des partenaires locaux dans tous les endroits où elle travaille. Search utilise une gamme d'outils pour mettre en œuvre des programmes de transformation des conflits et de consolidation de la paix, notamment la radio, la télévision, le théâtre participatif, le cinéma mobile, la bande dessinée, la formation, les forums publics et les événements artistiques et culturels. Il travaille sur des questions telles que la bonne gouvernance, la justice, la réforme du secteur de la sécurité, la formation et la professionnalisation des médias, la cohésion sociale et la réconciliation.

Contexte de mise en œuvre du projet

Le projet a été développé dans un contexte où la RCA avait pris des mesures importantes sur la voie de la réduction des conflits violents, y compris des élections pacifiques et démocratiques dans le pays, le déploiement des forces internationales de maintien de la paix, les accords de cessez-le-feu et l'adoption d'une série de plans servant de feuille de route pour le rétablissement et la consolidation de la paix Pour le pays.

Cependant, un souci urgent pour le gouvernement qui venait d'être installé était la durabilité du processus de paix par la mise en œuvre des processus de réforme du secteur du secourisme, de la

démobilisation et de la réintégration (DDR) et du Secteur de la sécurité (SSR), de la promotion de la réconciliation nationale et de la cohésion sociale et de la lutte contre la corruption et l'impunité. Avec un climat général d'impunité, de nombreux auteurs d'atrocités ne sont pas tenus responsables, et les attaques de représailles par les groupes armés continuaient d'étinceler des vagues de tueries incontrôlées à Bangui et dans d'autres régions instables du pays, touchant directement les civils. Une étude de Search avait montré que la résolution des problèmes de sécurité et de justice reste les deux principales priorités pour la majorité des Centrafricains.

L'accent avait été mis sur le renforcement du système de justice national en RCA et l'établissement de mécanismes de justice transitionnelle, y compris des mécanismes non judiciaires, pour tenir compte des auteurs de violations des droits de l'homme et des atteintes au droit international humanitaire. Une étape majeure de ces efforts s'était produite en 2015, lorsque le gouvernement de la RCA, avec le soutien de la communauté internationale, avait adopté une loi créant un tribunal pénal spécial (CPS), à l'appui de la force de maintien de la paix des Nations Unies, la Mission multidimensionnelle de stabilisation intégrée (MINUSCA). La CPS est destinée à poursuivre les crimes les plus graves commis en RCA depuis 2013, les infractions qui se révéleraient exceptionnellement difficiles ou impossibles à juger par les institutions traditionnelles de justice formelle.

Bien qu'une étape positive dans la lutte contre l'impunité, la CPS confrontait à un certain nombre de défis. La capacité nationale dans le système judiciaire restait faible et plus de travail était nécessaire pour préparer les juges nationaux à participer à la CPS et à préparer le système judiciaire pour traiter les nombreux cas qui ne comparaitront pas devant la CPS. En outre, compte tenu des divisions profondes causées par le conflit, la CPS risquait d'être perçue comme un outil partisan pour la rétribution, se concentrant injustement sur certains crimes et non sur d'autres. Un autre élément essentiel pour son succès est une stratégie pour s'assurer que les victimes et les témoins qui participent à de tels processus bénéficient d'une protection spéciale contre les représailles et les attaques de vengeance.

Compte tenu de ce qui précède, Search propose un programme de 18 mois dans le but de soutenir la primauté du droit et la consolidation de la paix en République centrafricaine par le biais de la responsabilité judiciaire et sociale. Pour atteindre cet objectif, Search propose un programme conçu autour de trois objectifs spécifiques : premièrement, accroître l'accès des citoyens au secteur de la justice formelle et, deuxièmement, d'améliorer la capacité du secteur de la justice formelle à répondre aux besoins des citoyens et enfin, de soutenir l'engagement des citoyens et de la société civile dans les processus de règlement des différends à travers les lignes d'identité religieuse et communautaire. Les activités du projet sont axées sur Bangui, la capitale, et Boda et autres villes selon le besoin.

Objectif général

L'objectif principal du projet est de soutenir la primauté du droit et la consolidation de la paix en RCA grâce à la responsabilité judiciaire et sociale.

Objectifs spécifiques

Pour répondre à ce qui précède, le projet se fixe les objectifs spécifiques suivants à atteindre :

- 1) Accroître l'accès des citoyens au secteur de la justice formelle;
- 2) Améliorer la capacité du secteur de la justice formelle à répondre aux besoins des citoyens;
- 3) Soutenir l'engagement des citoyens et de la société civile dans les processus de règlement des différends à travers les lignes d'identité religieuse et communautaire.

Résultats escomptés

ER 1.1. Les citoyens des communautés ciblées s'engagent avec des institutions de justice réintroduites pour résoudre les différends.

ER 1.2. Les efforts visant à uniformiser et à coordonner la documentation sont améliorés.

ER 2.1. La qualité de la formation judiciaire, y compris au sein de l'ENAM, est améliorée.

ER 2.2. Le personnel judiciaire achète et utilise le système de contrôle judiciaire.

ER 2.3. Les principales institutions de justice sont en mesure d'identifier les lacunes des services et de coordonner la disponibilité des services.

ER 3.1. Les citoyens ont augmenté les possibilités de contribution éclairée et de prise de décision sur le système de justice, y compris la CPS.

ER 3.2. La cohésion est renforcée par des mécanismes locaux pour résoudre les conflits intercommunautaires à travers les lignes d'identité religieuse.

Activités du projet

Activité 1.1: Clinique d'aide juridique mobile;

Activité 1.2: Ateliers sur la normalisation des services de parajuriste et de documentation;

Activité 2.1.1: Évaluation et élaboration d'un plan de renforcement des capacités pour l'ENAM;

Activité 2.1.2: Développement et déploiement des programmes d'études;

Activité 2.2: Soutien à l'amélioration du contrôle et du mentorat du personnel judiciaire;

Activité 2.3.1. Réunions de coordination;

Activité 2.3.2. Sous-comités de coordination;

Activité 3.1.1. Soutien au Réseau de la société civile d'Afrique centrale (CSN);

Activité 3.1.2. Campagne de sensibilisation à la radio;

Activité 3.2.1. Cartographie des conflits communautaires;

Activité 3.2.2. Ateliers de formation stratégique de la médiation;

Activité 3.2.3. Les événements communautaires de médiation et de solidarité.

2. But et objectifs de l'évaluation

Cette évaluation se fera en pleine conformité avec les normes internationales, telles que celles établies par le réseau Comité d'Aide au Développement (CAD) pour l'évaluation du développement de l'Organisation de Coopération et de Développement Economique (OCDE34). Elle inclura non seulement des entretiens approfondis avec les parties prenantes et des groupes de discussion avec les membres des communautés ciblées, notamment les « anciens », les jeunes et les femmes, mais aussi les résultats des rapports d'activités conduits tout au long du projet. Une méthode mixte combinant des données quantitatives et qualitatives est recommandée pour donner une image aussi fidèle que possible de la réalité.

Les principaux objectifs visés par cette évaluation sont:

- Faire une analyse systématique de la pertinence, de l'efficacité, de l'impact et de la viabilité de l'intervention;
- Fournir des leçons apprises et des recommandations.

3. Questions clés de l'étude

Pertinence

- ✓ L'intervention est-elle fondée sur une analyse valide de la situation de conflit ou de fragilité?

³⁴ Disponible dans le Guide « Évaluer les activités de construction de la paix dans les situations de conflit et de fragilité » publié par l'OECD en 2012, <http://www.oecd-ilibrary.org/docserver/download/4312152e.pdf?expires=1475408149&id=id&accname=guest&checksum=482A2E7CFBDA4A717073A0961429E55>, ainsi que dans le « Glossaire des principaux termes relatifs à l'évaluation et la gestion axée sur les résultats », <https://www.oecd.org/dac/evaluation/2754804.pdf>.

- ✓ Comment le contexte a changé pendant le projet, et dans quelle mesure le projet a-t-il été adapté aux changements de circonstances?
- ✓ Les émissions produites dans le cadre de ce projet cadrent-elles avec les besoins existants?

Efficacité

- ✓ Les cibles prévues ont-elles été atteintes?
- ✓ Dans quelle mesure les indicateurs du projet ont été atteints ? Notamment
 - % des groupes de discussion qui attribuent des changements positifs dans la règle de droit et la consolidation de la paix dans leurs communautés au programme DRL;
 - % des participants au programme interrogés individuellement qui attribuent des améliorations dans la règle de droit au projet DRL;
 - % des stagiaires ayant une meilleure compréhension des problèmes juridiques tels qu'ils ont été élaborés dans le cadre du programme;
 - % du personnel de l'ENAM interrogé qui déclare une capacité accrue à mener efficacement des formations;
 - % des juges interrogés dans les zones cibles qui font état de commentaires accrus des tribunaux supérieurs;
 - % de points de référence énoncés dans le plan de travail pour le renforcement du secteur de la justice s'est réuni;
 - % de citoyens dans les zones cibles qui ont entendu parler de la CPS et de son mandat;
 - % de la population dans les zones cibles qui déclarent être disposées et prêtes à travailler pour la paix et la réconciliation avec les "autres".

Impact

- ✓ Dans quelle mesure le projet a contribué à la primauté du droit et la consolidation de la paix en RCA?
- ✓ Quels sont les effets attendus et non-attendus dans ce projet? Y a-t-il des effets inattendus négatifs et/ou positifs de l'intervention?
- ✓ Quels sont les facteurs qui ont eu un impact positif et négatif sur le projet?

Viabilité

- ✓ Dans quelle mesure le projet est-il intégré dans les structures communautaires / locales?
- ✓ Une stratégie de « sortie de projet » a-t-elle été définie et appliquée?
- ✓ Quelles étapes ont été prises ou prévues pour créer des processus à long terme, des structures et des institutions en faveur de la construction de la paix?

4. Lieux géographiques

Cette évaluation aura lieu dans la ville de Bangui et celle de Boda couvrant les 8 arrondissement de Bangui et les 3 arrondissements de Boda.

5. Méthodologie et outils de collecte des données

L'évaluation utilisera une méthodologie mixte qui permettra de collecter à la fois des données qualitatives et quantitatives en lien avec les différents objectifs de l'action. Afin de récolter les données nécessaires à cette évaluation, les différents outils de collecte suivants seront utilisés: guide de groupes de discussion (FGD), guide d'entretiens individuels (KII) et un questionnaire individuel pour le sondage.

La présente évaluation sera effectuée auprès des participants directs et indirects du projet, notamment, les communautés chrétiennes et musulmanes, les institutions non étatiques (CPS, AFPC, SCRCA, OPJ etc.), les leaders administratifs locaux. Par ailleurs, les partenaires associés dans la mise en œuvre du projet (AFPC et SCRCA), les autorités locales et l'équipe projet de Search et ABA des villes respectives seront aussi questionnés.

Sondage

Notre base de sondage sera constituée de la liste exhaustive des participants (chrétiens et musulmans) du projet, la liste des institutions étatiques et non étatiques des participants du projet et la population générale des deux villes du projet. Pour déterminer la taille de l'échantillon, le logiciel « Raosoft » a été utilisé³⁵, avec un intervalle de confiance de 95% et une marge (risque) d'erreur de 5% au niveau de chaque ville. Etant donné que le nombre total de la population des 2 villes du projet est de 93000 personnes, sur la base des paramètres ci-dessous, un échantillon de 400 personnes sera représentatif de la population de ces deux villes. L'échantillon a été stratifié par ville et, compte tenu du poids des villes et des arrondissements, le nombre des personnes à enquêter a été fixé proportionnellement au poids de la ville et/ou de l'arrondissement. Vu que Bangui représente 70% du poids de la population des deux villes, nous allons enquêter 280 ménages à Bangui et 120 ménages à Boda. Pour assurer la représentativité géographique, chaque ville a été préalablement divisée en strates que sont les quartiers et arrondissement. Dans chaque ménage retenu, on choisira de façon raisonnée un homme et une femme âgés de 18 ans au minimum et ayant résidé dans la localité pendant au moins dix-huit (18) mois.

Localité	Taille de l'échantillon
Bangui	280
Boda	120
Ensemble	400

Dix énumérateurs seront recrutés et bénéficieront de cinq jours de formation en technique de collecte de données pour cette évaluation spécifique, et seront directement supervisés par le Coordonnateur Suivi et évaluation de Search. Leur formation comprendra une demi-journée de test et validation du questionnaire. Un expert en traitement des données effectuera la formation des énumérateurs et supervisera la saisie des données. Les données quantitatives seront saisies sur une application développée sur le logiciel CSpro puis transférées sur SPSS pour la production des tableaux d'indicateurs.

Focus Group Discussions

Les cibles des discussions de groupe seront constituées des communautés ayant bénéficiés directement du projet. Afin de capturer des données qualitatives, des guides des discussions seront développées selon les différentes catégories des participants.

Des focus groupes (FG) homogènes avec les catégories des participants suivants seront organisés:

- Les participants des formations (2);
- Les participants des activités de solidarité (4);
- Les comédiens et CPM de Boda (1)
- Les participants de clinique mobile (1)
- Les participants à l'atelier sur la normalisation des services de para juriste et de documentation (1)
- Les participants aux sous-comités de coordination (1)
- Les membres de la SCRCA (1) ;
- Les membres de l'AFPC (1)

Chaque FG aura environ huit participants, au total nous organiserons 12 focus groupes touchant environ environ 100 personnes.

Key Informant Interviews

Les entretiens individuels seront organisés avec les acteurs clefs suivants:

- Les représentants des autorités locales;
- Les personnels du projet;

³⁵ Ce logiciel est disponible en ligne à travers le lien suivant <http://www.raosoft.com/samplesize.html>

- Coordonnatrice SCRCA;
- Présidente AFPC;
- Représentant OPJ ayant travaillé dans le projet;
- Représentant CPS ayant travaillé dans le projet.

Le tableau ci-dessous nous résume les modalités de collecte des données pour chaque question de l'évaluation et indicateur du projet.

Objectif spécifique 1 Accroître l'accès des citoyens au secteur formel de la justice		
% Des groupes de discussion qui attribuent des changements positifs dans la règle de droit et la consolidation de la paix dans leurs communautés au programme DRL;		Sondage, Groupe de discussion
% Des participants au programme interrogés individuellement qui attribuent des améliorations dans la règle de droit au projet DRL		Sondage, Groupe de discussion
ER1.1: Les citoyens des communautés ciblées s'engagent avec des institutions de justice réintroduites pour résoudre les différends.	Nombre d'individus aidés dans les cliniques d'aide juridique ABA ROLI;	Base des données de la clinique, Analyse des rapports d'activité
	Nombre de cas résolus par des moyens formels (y compris l'exécution de la décision);	
	Nombre de cas résolus par des moyens informels (médiation)	
ER1.2: Les efforts visant à uniformiser et à coordonner la documentation sont améliorés.	% Des participants à l'atelier qui peuvent donner l'exemple d'une «meilleure pratique» de normalisation / documentation.	Focus group et entretien individuel
Objectif spécifique 2 Améliorer la capacité du secteur de la justice formelle à répondre aux besoins des citoyens.		
% Du personnel de la justice cible qui a participé à la formation et qui se sentent "plus capable" de répondre aux besoins des citoyens.		Sondage + Focus + Entretien
Résultat 2.1 : La qualité de la formation judiciaire, y compris au sein de l'ENAM, est améliorée.	% Des stagiaires ayant une meilleure compréhension des problèmes juridiques tels qu'ils ont été élaborés dans le cadre du programme.	Rapport formation, Focus group
	% Du personnel de l'ENAM interrogé qui déclare une capacité accrue à mener efficacement des formations.	Focus group
Résultat 2.2 : Le personnel judiciaire achète et utilise le contrôle du système.	% Des juges interrogés dans les zones cibles qui font état de commentaires accrus des tribunaux supérieurs	Sondage + Focus group/KII
Résultat 2.3 : Les principales institutions de justice sont en mesure d'identifier les lacunes des services et de coordonner la disponibilité des services.	Nombre d'écarts de livraison de services identifiés	Focus group/KII
	Le pourcentage de points de référence énoncés dans le plan de travail pour le renforcement du secteur de la justice s'est réuni	
Objectif spécifique 3 : Soutenir l'engagement des citoyens et de la société civile dans les processus de règlement des différends		
Nombre de cas de participants au projet qui résolvent pacifiquement les conflits dans leurs localités		Sondage + Focus group/KII
Résultat 3.1 : Les citoyens ont augmenté les possibilités de contribution éclairée et de prise de décision sur le système de	% De citoyens dans les zones cibles qui ont entendu parler de la CPS et de son mandat.	Sondage
	Nombre de citoyens qui ont	Base de données radio

justice, y compris la CPS.	participé à des programmes de radio interactifs.	
Résultat 3.2 : La cohésion est renforcée par la résolution de conflits communautaires au niveau local à travers les lignes d'identité religieuse	% De la population dans les zones cibles qui déclarent être disposées et prêtes à travailler pour la paix et la réconciliation avec les "autres"	Sondage + Focus group/KII

6. Do No Harm

Cette évaluation aura lieu à Bangui et à Boda qui sont des villes présentant des risques de violence. Pour ce faire, tous les agents enquêteurs seront briefés sur les principes et le respect de Do No Harm. Chaque agent aura un guide présentant les différents types de risque et la conduite à tenir. Par ailleurs, Search enverra une note d'information et demande d'autorisation aux autorités locales avant la collecte des données. Pour les zones ayant des risques de niveau élevé, Search rapprochera INSO, mais également on prendra contact avec des points focaux sur le terrain afin d'obtenir des informations locales avant la descente sur le terrain.

La confidentialité de répondants sera assurée tout le long de l'évaluation. S'agissant de la confidentialité, lors de la formation des agents de collecte, Search consacrera une séance de formation sur cet aspect. Les groupes de discussion auront lieu dans des endroits sûrs selon la convenance des participants. Le consentement libre des participants sera obtenu avant chaque entretien et les participants pourront se retirer à tout moment.

L'évaluation des risques

La situation sécuritaire peut être le premier facteur perturbateur de cette évaluation. Les multiples violences de ces derniers jours pourraient entraver la bonne réalisation de cette évaluation voire même son annulation si le niveau de violence atteint le niveau rouge. Aussi, nous sommes actuellement en période de saison pluvieuse. C'est donc une situation qui peut retarder la collecte des données durant quelques jours voire l'annulation partielle. Enfin, l'état de route pour aller à Boda peut fortement perturber la collecte des données de cette ville. En ce moment de saison pluvieuse, la route menant à Boda se dégrade à un niveau où les véhicules y passent difficilement. Cette situation peut retarder l'arrivée des agents à Boda pour la collecte.

7. Assurance et gestion de la qualité des données

Plusieurs précautions seront prises pour garantir la qualité des données. D'abord, les questions seront toutes traduites en Sango, pour une meilleure compréhension des participants puis des simulations seront faites pour s'assurer que tous les énumérateurs parlent le même langage.

Sur le terrain, il y aura supervision de proximité par les consultants qui vont vérifier systématiquement les questionnaires et les corriger. Enfin, la collecte sera faite en deux phases consécutives (la première à Boda et la deuxième à Bangui) de telle sorte les faiblesses et manquements constatés lors de la première phase soient corrigés pendant la seconde phase.

La première version des outils sera rédigée par le responsable DME en RCA, en collaboration avec la spécialiste régionale de l'équipe d'apprentissage institutionnel (ILT) et ABA. Chaque question sera analysée pour s'assurer qu'il ne nuit à aucune partie prenante et qu'il est sensible au genre grâce à une formation des agents collecteurs des données sur le principe de Do No Harm.

L'assurance de la qualité pendant le nettoyage des données et la saisie des données sera dirigée par le coordonnateur DME. Les données seront saisies dans le logiciel CSPro, à travers un masque de saisie conçue par le responsable DME. Après la saisie, les données seront transférées sur SPSS pour traitement des données.

8. Diffusion et utilisation du rapport

Interne

Dès la finalisation du rapport final de cette évaluation, une réunion via Skype aura lieu entre le chef de projet, ILT, le gestionnaire régional de programme et la directrice régionale afin de réfléchir sur les résultats clés de l'évaluation. Après cette rencontre, des remises des résultats de l'évaluation seront organisées à Bangui par le coordonnateur DME avec les bailleurs et les autres parties prenantes en vue d'explorer les leçons apprises et les recommandations.

Externe

Conformément à sa politique de transparence, Search publiera le rapport sur son site internet.

9. Principaux livrables

Les livrables suivants sont attendus:

- Coordination de la collecte des données;
- L'analyse des données et la production d'un premier draft du rapport en anglais;
- La production d'un rapport final en anglais (40 pages maximum, plus les annexes) comprenant les sections suivantes:
 - Résumé exécutif
 - Introduction
 - Contexte du projet
 - Méthodologie d'évaluation
 - Résultats de l'évaluation, critère par critère (tous les résultats doivent être soutenus par des faits qualitatifs ou quantitatifs)
 - Leçons apprises
 - Recommandations (faisables, concrètes, pratiques)
 - Conclusions
 - Annexes
- La traduction du résumé exécutif en français;
- Une présentation Powerpoint en anglais et français du rapport et une remise des résultats à l'équipe afin de fournir des recommandations;
- Restitution des résultats préliminaires faite à l'équipe Search et aux représentants de DRL

10. Calendrier

L'enquête sera menée en septembre. L'analyse des données serait faite par le consultant à partir de début octobre. Un premier draft du rapport devra être remis à Search fin octobre 2018. La version finale du rapport est attendue pour mi-novembre 2018.

11. Budget

Le budget disponible pour la consultance est de 6.000 USD.

12. Sélection du consultant

Les demandes reçues seront évaluées en fonction des critères suivants:

- Maîtrise du français (écrit et parlé);
- Plus de 5 années d'expérience en évaluation de projet ou l'équivalent en expertise DME, y compris dans l'utilisation des méthodes de recherche innovantes;
- Expérience de travail avec des organisations internationales;

- Compétences démontrées en matière de collecte et analyse de données qualitatives et quantitatives;
- Une expérience et une expertise considérables dans l'analyse des données et l'évaluation de programmes sur la résolution pacifique de conflit et l'accès à la justice;
- Connaissances contextuelles et expérience de travail en Centrafrique sont essentielles;
- Une expérience thématique sur la société civile dans la consolidation de la paix, la médiation communautaire, l'accès à la justice et le média comme acteur de résolution de conflit.

Par ailleurs, le consultant devra s'engager à respecter les critères éthiques suivants³⁶:

- *Une étude complète et systématique: le consultant doit profiter au maximum de l'information et de toutes les parties prenantes disponibles au moment de la collecte des données. Le consultant devra mener son étude de manière systématique, et communiquer ses méthodes et approches avec précision, pour permettre à toute personne externe de pouvoir comprendre, interpréter et critiquer son travail. Il ou elle doit exprimer les limites de l'étude et de ses résultats.*
- *Compétence: le consultant devra avoir les capacités, les compétences et l'expérience nécessaires pour exécuter les tâches proposées, et devra les mettre en pratique dans les limites de ses compétences et de sa formation professionnelle.*
- *Honnêteté et intégrité: le consultant se doit d'être transparent avec le client sur: tout conflit d'intérêt, toute modification apportée au plan de l'étude négocié au préalable, et les raisons pour lesquelles ces modifications ont été apportées, tout risque lié à certaines procédures/activités qui pourraient produire des informations trompeuses.*
- *Le respect des personnes: le consultant devra respecter la sécurité, la dignité et les valeurs des répondants et participants à l'étude. Le consultant a la responsabilité d'être sensible et de respecter les différences entre les participants dans la culture, la religion, le sexe, le handicap, l'âge et l'origine ethnique.*

Le consultant devra également respecter les standards d'évaluation de Search.

Candidatures

Les dossiers de candidature doivent inclure:

- Un document incluant le Curriculum Vitae du/des consultant(s) et une lettre de motivation;
- Un document avec les éléments suivants:
 - Une proposition technique adaptée à la méthodologie conçue;
 - Une proposition financière pour l'accomplissement des livrables susmentionnés.

Pour postuler, veuillez télécharger vos candidatures sur Bamboo avant le 20 juillet 2018, ou le plus tôt possible.

Note: Seulement deux documents peuvent être soumis pour chaque demande, par conséquent les propositions techniques et financières doivent être combinées dans un seul document PDF. Veuillez noter que chaque document ne doit pas dépasser 2GB.

Pour toutes questions sur cette évaluation finale, vous pouvez écrire à : cfassiotti@sfcg.org avec tmagbe@sfcg.org en copie.

³⁶ Adaptée de: American Evaluation Association Guiding Principles for Evaluators, July 2004

C) Data collection tools

Questionnaires spécifiques

Entretien avec Staff

Introduction

Bonjour. Mon nom est _____, et je mène une enquête pour le compte de Search For Common Ground (Search) sur la cohésion sociale dans votre ville. Les résultats de cette enquête nous permettront de comprendre si notre projet « Bolstering Judicial and Social Accountability processes in CAR » qui soutient la primauté du droit et la consolidation de la paix en RCA a eu des résultats positifs. Ils nous aideront également à s'améliorer dans l'avenir. Il n'y a pas de bonne ou de mauvaise réponse ; c'est votre opinion personnelle qui nous intéresse. Vous pouvez décider de ne pas répondre à certaines questions ou de vous retirer à tout moment.

Toutes les informations que vous nous donnerez seront strictement confidentielles : nous ne notons votre nom nulle part. Cet entretien prendra environ 45 minutes.

Etes-vous d'accord de participer à cet entretien ? Avez-vous des questions pour nous avant qu'on commence?

Informations générales

Date de l'entretien

Lieu (ville)

Nom de l'enquêteur

Nom du preneur de note

Durée de l'entretien

Remarques générales

Identification du participant

Organisation :

Fonction :

Sexe : Homme

Femme

Pertinence

1. Pensez-vous que l'intervention dans le cadre de ce projet a été fondée sur une analyse valide du contexte et de la situation de la justice en RCA? Selon vous, quels sont les éléments spécifiques qui justifient le bien-fondé de ce projet (en mentionner 2 à 3)? Quels sont au contraire les éléments qui manquent pour que le projet soit bien fondé (en mentionner 2 à 3)?

Citation remarquable (exemple concret) : _____

2. Dans quelles mesures est-ce que le projet répond-il aux objectifs nationaux/ gouvernementaux en termes de justice et de consolidation de la paix. Dans quelles mesures répond-il aux besoins des citoyens ?

Citation remarquable (exemple concret) : _____

3. Est-ce que le projet a été ré-adapté selon les changements de circonstances ? Si oui, comment et pour faire face à quels changements? Si non, pourquoi pas?

Citation remarquable (exemple concret) : _____

4. Les émissions de radio produites étaient-elles adaptées au contexte judiciaire? Si oui, comment? Si non, pourquoi pas?

Citation remarquable (exemple concret) : _____

5. Les formations organisées répondaient-elles à des besoins identifiés au moment de la mise en œuvre? Pourquoi? Quels ont été les défis?

Citation remarquable (exemple concret) : _____

6. Selon vous, quelles sont les activités qui étaient les plus pertinentes ? Pourquoi ?

Citation remarquable (exemple concret) : _____

7. Est-ce que le choix des participants de chaque activité était pertinent et reposait sur un besoin réel ? quels étaient les critères de choix ? Est-ce qu'on a respecté les recommandations du conflict scan à ce sujet, est ce que les personnels de l'ENAM qui ont bénéficié des formations ont bien été identifiées ? Selon quels critères ?

Citation remarquable (exemple concret) : _____

Efficacité

8. Est-ce que toutes les activités planifiées ont été réalisées? Si non, pourquoi certaines activités n'ont pas eu lieu ?

Citation remarquable (exemple concret) : _____

9. Les groupes cibles qui devaient être visés par le projet ont-ils été les bénéficiaires réels du projet dans toutes les villes ? Si non, qui a été inclus alors qu'il ne devait pas l'être et qui n'a pas été inclus alors qu'il devrait l'être? Pour quelle raison ?

Citation remarquable (exemple concret) : _____

10. Est-ce que les citoyens ont un accès amélioré à la justice formelle grâce au projet DRL? Donnez des exemples sur comment cet accès amélioré se manifeste.

Citation remarquable (exemple concret) : _____

11. Est-ce que les activités ont pu se dérouler dans tous les lieux ciblés? S'il y avait des endroits omis, pourquoi cela était-il le cas?

Citation remarquable (exemple concret) : _____

12. Les activités étaient-elles bien organisées ? Quels ont été les obstacles et quelles sont les améliorations que vous proposez pour le futur.

Citation remarquable (exemple concret) : _____

13. Quelles sont selon vous les activités qui furent le plus réussies. Pourquoi ?

Citation remarquable (exemple concret) : _____

14. Comment estimez-vous la collaboration avec les partenaires? Est-ce qu'elle a facilité ou empêché la bonne exécution du projet ?

Citation remarquable (exemple concret) : _____

15. Est-ce que la société civile a renforcé ses capacités pour résoudre les conflits au sein de leurs communautés? est-elle plus capable de répondre aux besoins des citoyens ? Justifiez votre réponse

Citation remarquable (exemple concret) : _____

16. Quels sont les manques et obstacles auxquels les partenaires ont fait face? Quels sont les obstacles liés à la participation aux activités? A la réussite des activités ?

Citation remarquable (exemple concret) : _____

17. Pensez-vous que le personnel formateur de l'ENAM a gagné une capacité suffisamment forte pour mener efficacement des formations? Justifier votre réponse

Citation remarquable (exemple concret) :

18. Est-ce que les citoyens ont un accès amélioré à la justice formelle grâce au projet DRL? Donnez des exemples sur comment cet accès amélioré se manifeste.

Citation remarquable (exemple concret) :

19. Est-ce que le système de justice formelle semble aujourd'hui mieux capable de répondre aux besoins des citoyens. Justifiez

Citation remarquable (exemple concret) :

20. Est-ce que ce projet a permis de faire connaître le CPS à la population? Justifier votre réponse.

Citation remarquable (exemple concret) : _____

21. Est-ce que les émissions radios ont aidé la population à dialoguer de manière constructive entre groupes divisés, opposés, en conflit? Les a-t-elle aidés à accéder à la justice formelle? Donnez un exemple.

Citation remarquable (exemple concret) : _____

22. Est-ce que les différences entre hommes et femmes / entre religions / entre ethnies etc. ont été prises en compte dans le projet ? Expliquez.

Citation remarquable (exemple concret) : _____

Impact

23. Est-ce que l'objectif de soutenir la primauté du droit et la consolidation de la paix en RCA grâce à la responsabilité judiciaire et sociale a été atteint ? Si oui, dans quelle mesure ?

Citation remarquable (exemple concret) : _____

24. Est-ce que vous constatez des changements positifs au niveau de la justice centrafricaine ? Justifiez votre réponse.

Citation remarquable (exemple concret) : _____

25. Est-ce qu'il y a des changements positifs dans la règle de droit et la consolidation de la paix grâce au projet DRL? Justifier votre réponse

Citation remarquable (exemple concret) : _____

26. En quoi la situation de la primauté du droit a-t-elle évolué au cours du temps et quelle a été la contribution du projet à cette évolution ?

Citation remarquable (exemple concret) : _____

27. Est-ce que le projet a réalisé son impact prévu de « soutenir la primauté du droit et la consolidation de la paix en RCA grâce à la responsabilité judiciaire et sociale » ? Pourquoi/Comment ?

Citation remarquable (exemple concret) : _____

28. Selon vous, le projet a-t-il permis de rétablir des relations de confiance entre les autorités judiciaires et la population?

Citation remarquable (exemple concret) : _____

29. Est-ce que la population s'engage à travailler pour la paix et la réconciliation avec les "autres"?

Citation remarquable (exemple concret) : _____

30. Avez-vous observé des effets non-attendus suite à ce projet - par exemple un impact sur la justice dans les communautés où les activités ont eu lieu – ? Si oui, lesquels?

Citation remarquable (exemple concret) : _____

31. Quels sont les facteurs qui ont été en faveur ou en défaveur de la réussite du projet ?

Citation remarquable (exemple concret) : _____

Viabilité

32. les capacités des partenaires ont-elles été renforcées? Si oui, à quel degré (beaucoup, très peu etc.)? Quelles étaient ces capacités précisément?

Citation remarquable (exemple concret) : _____

33. Dans quelle mesure le projet a-t-il apporté des changements durables au sein des structures communautaires / institutionnelles qui se maintiendront après la fin du projet ?

Citation remarquable (exemple concret) : _____

34. Les partenaires du projet sont-ils préparés de manière adéquate pour assurer la relève du projet ? Est-ce que le projet a développé une stratégie de sortie ? Si oui, en quoi consiste-elle ? Si non, pourquoi ? Y aura-t-il une continuation des activités ? Si oui, par qui? Dans quel cadre?

Citation remarquable (exemple concret) : _____

35. Comment est-ce que la viabilité du projet aurait pu ou pourrait être améliorée ? Quelles recommandations avez-vous pour des interventions similaires dans le futur ?

Citation remarquable (exemple concret) : _____

36. Avez-vous d'autres remarques ou recommandations à ajouter ?

Citation remarquable (exemple concret) : _____

Questionnaires spécifiques

Entretiens avec les autorités traditionnelles

Introduction

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Lieu (ville)

Nom de l'enquêteur

Nom du preneur de note

Durée de l'entretien

Remarques générales

Identification du participant

Sexe : Homme Femme

Catégorie : Préfet Autorité traditionnelle Maire Commandant de brigade
 Autre à

préciser: _____

Ville : _____

Quartier: _____

Fonction dans l'administration locale : _____

Type(s) d'activité(s) réalisée(s) dans la communauté de la personne dans le cadre du projet:

- | | | |
|---|---|---|
| <input type="checkbox"/> Causeries éducatives | <input type="checkbox"/> Sensibilisations de masse | <input type="checkbox"/> Coaching |
| <input type="checkbox"/> Nettoyage public | <input type="checkbox"/> Cinéma mobile | <input type="checkbox"/> Formation |
| <input type="checkbox"/> Matches de football | <input type="checkbox"/> Jeux publics | <input type="checkbox"/> Programme radio |
| <input type="checkbox"/> Théâtres | <input type="checkbox"/> Plateforme de dialogue d'OSC | <input type="checkbox"/> Autre (préciser) |

Pertinence

1. Que connaissez-vous du projet de Search? Quel a été votre rôle / implication dans ce projet ?
Notamment, étiez-vous impliqués dans les activités liés à la justice ? à la gestion des conflits ?

Citation remarquable (exemple concret) : _____

2. Pensez-vous que cette intervention a traité les bonnes questions dans ce contexte et à ce moment précis ? Est-ce que le projet s'est adapté aux changements du contexte? Donnez des exemples. Selon vous, quels étaient les besoins les pertinents de votre ville/quartier entre 2016 et 2018 ?
-
-

Citation remarquable (exemple concret) : _____

3. Dans quelles mesures est-ce que le projet répond-il aux objectifs nationaux/ gouvernementaux en termes de justice et de consolidation de la paix. Dans quelles mesures répond-il à vos besoins (en tant qu'autorité)/ aux besoins des citoyens ?
-
-

Citation remarquable (exemple concret) : _____

Efficacité

4. Quels sont les succès et les défis rencontrés lors des activités que vous avez pu observer/ auxquelles vous avez pu participer ?
-
-

Citation remarquable (exemple concret) : _____

5. Est-ce que vous êtes satisfait de la réalisation de ce projet par Search dans votre localité? Pourquoi (pas) ? Quelles sont les propositions d'amélioration que vous pourriez faire ?
-
-

Citation remarquable (exemple concret) : _____

6. Pensez-vous qu'il y a des changements dans l'accès à la justice centrafricaine? Si oui, lesquelles? Sont-ils positifs ou négatifs? Sinon, pourquoi? Quelle était la contribution du projet à ces améliorations potentielles?

Citation remarquable (exemple concret) : _____

7. Pensez-vous que la population fait confiance à la justice formelle ? Pourquoi (pas)? Est-ce que cela a changé dans les dernières 12 mois? Comment ? Croyez-vous que le projet a joué un rôle dans ce changement? Est-ce que la communication entre les autorités judiciaires et la population s’améliore? Ou bien se dégrade?
-
-

Citation remarquable (exemple concret) : _____

8. Pensez-vous que les compétences des acteurs de la justice ont augmenté pour répondre efficacement aux besoins de la population sur la justice? Quelle a été la contribution/le rôle du projet ?
-
-

Citation remarquable (exemple concret) : _____

9. Pensez-vous que les citoyens de votre communauté sont prêts à travailler ensemble pour la paix et la résolution des conflits? Comment manifestent-ils cette motivation (ou son absence de motivation)?
-
-

Citation remarquable (exemple concret) : _____

10. Est-ce que les populations de différentes communautés collaborent? Comment cela évolue-t-il?
-
-

Citation remarquable (exemple concret) : _____

Impact

11. En quoi les actions des autorités judiciaires ont permis de répondre aux besoins de la population au cours du projet ? Croyez-vous que la situation de la population par rapport à la justice s'est améliorée ou détériorée par rapport à l'année dernière ?

Citation remarquable (exemple concret) : _____

12. Est-ce que vous constatez des changements dans la règle de droit et la consolidation de la paix dans leurs communautés ? Si oui, de quel type (Positif, négatif)? Quelle est la contribution de ce projet dans ce changement?

Citation remarquable (exemple concret) : _____

13. Quels sont les facteurs du projet qui ont favorisé et ceux qui ont empêché l'amélioration des relations des gens dans votre communauté ?

Citation remarquable (exemple concret) : _____

14. Selon vous, le projet a-t-il permis de rétablir des relations de confiance entre les autorités judiciaires et la population? Dans quelle mesure? Quelle était la contribution du projet à ce niveau ? Donnez un exemple".

Citation remarquable (exemple concret) : _____

15. Est-ce que la population s'engage à travailler pour la paix et la réconciliation avec les "autres"?

Citation remarquable (exemple concret) : _____

Viabilité

16. Pensez-vous que les bénéfices et les effets de ce projet continueront après sa fin ? Comment?

Citation remarquable (exemple concret) : _____

17. Comment et dans quelle mesure le projet est-il intégré dans les structures communautaires ou institutionnelles dans votre communauté ?

Citation remarquable (exemple concret) : _____

18. Quelles recommandations avez-vous pour des interventions similaires dans le futur?

Avez-vous d'autres remarques ou suggestions à ajouter ?

Citation remarquable (exemple concret) : _____

Questionnaires spécifiques

Entretiens avec les organisations partenaires

Introduction

Bonjour. Mon nom est _____, et je mène une enquête pour le compte de Search For Common Ground (Search) sur la cohésion sociale dans votre ville. Les résultats de cette enquête nous permettront de comprendre si notre projet « Bolstering Judicial and Social Accountability processes in CAR » qui soutient la primauté du droit et la consolidation de la paix en RCA a eu des résultats positifs. Ils nous aideront également à s'améliorer dans l'avenir. Il n'y a pas de bonne ou de mauvaise réponse ; c'est votre opinion personnelle qui nous intéresse. Vous pouvez décider de ne pas répondre à certaines questions ou de vous retirer à tout moment.

Toutes les informations que vous nous donnerez seront strictement confidentielles : nous ne notons votre nom nulle part. Cet entretien prendra environ 45 minutes.

Etes-vous d'accord de participer à cet entretien ? Avez-vous des questions pour nous avant qu'on commence ?

Informations générales

Date de l'entretien

Lieu (ville)

Nom de l'enquêteur

Nom du preneur de note

Durée de l'entretien

Remarques générales

Identification du participant

Sexe: Homme Femme

Organisation :

Rôle dans l'organisation :

Localité : Bangui Boda

Date :

Type(s) d'activité(s) à laquelle/ auxquelles l'organisation a participé dans le cadre du projet:

- | | | |
|---|--|---|
| <input type="checkbox"/> Causeries éducatives | <input type="checkbox"/> Sensibilisations de masse | <input type="checkbox"/> Atelier de réflexion |
| <input type="checkbox"/> Formation | <input type="checkbox"/> Matches de football | <input type="checkbox"/> Jeux publics |
| <input type="checkbox"/> Programme radio | <input type="checkbox"/> Théâtres | <input type="checkbox"/> Plateforme de dialogue d'OSC |
| <input type="checkbox"/> Autre (préciser) | | |

Pertinence

1. Quel était le rôle de votre organisation dans la mise en œuvre de ce projet ?
-

Citation remarquable (exemple concret) : _____

2. Pensez-vous que l'intervention dans le cadre de ce projet a été fondée sur une analyse valide du contexte et de la situation de la justice en RCA? Selon vous, quels sont les éléments spécifiques qui justifient le bien-fondé de ce projet (en mentionner 2 à 3)? Quels sont les éléments qui manquent pour que le projet soit bien fondé (en mentionner 2 à 3)?

Citation remarquable (exemple concret) : _____

3. Dans quelles mesures est-ce que le projet répond-il aux objectifs nationaux/ gouvernementaux en termes de justice et de consolidation de la paix. Dans quelles mesures répond-il aux besoins des citoyens ?

Citation remarquable (exemple concret) : _____

4. Est-ce que le projet s'est adapté aux changements du contexte pendant la mise en œuvre ? Donnez un exemple

Citation remarquable (exemple concret) : _____

5. Est-ce que le choix des participants de chaque activité était pertinent et reposait sur un besoin réel ? quels étaient les critères de choix ?

Citation remarquable (exemple concret) : _____

6. Selon vous les activités auxquels vous avez participées étaient-elles pertinentes? Lesquelles étaient les plus pertinentes ? Expliquez. En particulier :

- a) Comment jugeriez-vous la pertinence des formations organisées par Search ? Pensez-vous qu'elles répondent aux lacunes identifiées et qu'elles sont pertinentes au moment de leur mise en œuvre?
- b) Avez-vous écouté les émissions radio produites dans le cadre de ce projet ? Laquelle/lesquelles? Sont-elles appropriées par rapport aux besoins existants?

Citation remarquable (exemple concret) : _____

Efficacité

- 7. Les groupes cibles / participants qui devaient être visés par le projet ont-ils été les participants réels du projet dans toutes les villes ? Si non, qui a été inclus alors qu'il ne devait pas l'être et qui n'a pas été inclus qu'il devait l'être?

Citation remarquable (exemple concret) : _____

- 8. Est-ce que vous êtes satisfait de la planification et de la coordination du projet par Search? Pourquoi (pas) ? Quelles sont les propositions d'amélioration que vous pourriez faire ?

Citation remarquable (exemple concret) : _____

- 9. Que pensez-vous être la plus grande réussite de ce projet? Pourquoi ?

Citation remarquable (exemple concret) : _____

- 10. Pensez-vous que les citoyens ont un accès amélioré à la justice formelle grâce au projet DRL ? Donnez des exemples sur comment cet accès amélioré se manifeste.

Citation remarquable (exemple concret) : _____

11. Pensez-vous que les compétences des acteurs de la justice ont augmenté pour répondre efficacement aux besoins de la population sur la justice? Quelle a été la contribution/le rôle du projet ?

Citation remarquable (exemple concret) : _____

12. Les citoyens que vous avez observés sont-ils capables et prêts à travailler ensemble à la promotion de la paix et à la résolution des conflits dans leurs communautés ?

Citation remarquable (exemple concret) : _____

13. Est-ce que les populations des différentes communautés collaborent? Comment cela a-t-il évolué au cours du projet?

Citation remarquable (exemple concret) : _____

Impact

14. Est-ce que vous avez observé un changement dans les attitudes, les comportements, les relations ou les pratiques des citoyens en général ou des bénéficiaires en particulier? Pensez-vous que ce projet a contribué à ces changements? Si oui, comment?

Citation remarquable (exemple concret) : _____

15. Quels sont les facteurs du projet qui ont favorisé et ceux qui ont empêché l'amélioration des relations et des comportements des gens dans votre communauté ?

Citation remarquable (exemple concret) : _____

16. Est-ce que le projet a réalisé son impact prévu de «soutenir la primauté du droit et la consolidation de la paix en RCA grâce à la responsabilité judiciaire et sociale» ? Pourquoi (pas)? Comment?

Citation remarquable (exemple concret) : _____

17. Avez-vous observé des effets non-attendus suite à ce projet? Si oui, lesquels?

Citation remarquable (exemple concret) : _____

18. Selon vous, le projet a-t-il permis de rétablir des relations de confiance entre les autorités judiciaires et les communautés ? Dans quelle mesure? Quelle était la contribution du projet à ce niveau ? Donnez un exemple.

Citation remarquable (exemple concret) : _____

19. Est-ce que vous constatez des changements dans la règle de droit et la consolidation de la paix dans leurs communautés ? Si oui, de quel type (Positif, négatif)? Si oui, quelle est la contribution de ce projet dans ce changement?

Citation remarquable (exemple concret) : _____

Viabilité

20. Dans quelle mesure le projet est-il intégré dans les structures communautaires / institutionnelles qui se maintiendront après la fin du projet ? Quelles sont ces structures ou institutions ?

Citation remarquable (exemple concret) : _____

21. Considérez-vous que vos capacités aient été renforcées grâce à ce projet ? Si oui à quel degré (beaucoup, très peu, etc ;) et quelles sont ces capacités ?

Citation remarquable (exemple concret) : _____

22. Croyez-vous que votre organisation est préparée de manière adéquate pour assurer la relève du projet ? Planifiez-vous une continuation des activités similaires ? Dans quel cadre ?

Citation remarquable (exemple concret) : _____

23. Pensez-vous que les bénéfices et les effets de ce projet continueront après la fin du financement extérieur ? Comment ?

Citation remarquable (exemple concret) : _____

24. Quelles étapes ont été engagées par le projet pour créer des processus à long terme, des structures et des institutions en faveur de la construction de la paix ?

Citation remarquable (exemple concret) : _____

25. Dans quelle mesure les groupes cibles et les participants ont-ils été activement impliqués dans le processus de prise de décisions concernant l'orientation et la mise en œuvre du projet ?

Citation remarquable (exemple concret) : _____

26. Quelles recommandations avez-vous pour des interventions similaires dans le futur ?

Citation remarquable (exemple concret) : _____

27. Avez-vous d'autres remarques ou recommandations à ajouter ?

Citation remarquable (exemple concret) : _____

Questionnaires spécifiques

Groupe de discussion : Participants

Introduction

Bonjour. Mon nom est _____, et je mène une enquête pour le compte de Search For Common Ground (Search) sur la cohésion sociale dans votre ville. Les résultats de cette enquête nous permettront de comprendre si notre projet « Bolstering Judicial and Social Accountability processes in CAR » qui soutient la primauté du droit et la consolidation de la paix en RCA a eu des résultats positifs. Ils nous aideront également à s'améliorer dans l'avenir. Il n'y a pas de bonne ou de mauvaise réponse ; c'est votre opinion personnelle qui nous intéresse. Vous pouvez décider de ne pas répondre à certaines questions ou de vous retirer à tout moment.

Toutes les informations que vous nous donnerez seront strictement confidentielles : nous ne notons votre nom nulle part. Cet entretien prendra environ 45 minutes.

Etes-vous d'accord de participer à cet entretien ? Avez-vous des questions pour nous avant qu'on commence ?

Identification du participant

Sexe (nombre de ...): Homme : _____ Femme : _____ Total : _____

Lieu (ville, quartier, arrondissement) :

Date :

Facilitateur :

Type de groupe :

Liste de participants :

Type(s) d'activité(s) à laquelle/ auxquelles les personnes ont participé dans le cadre du projet :

- | | | |
|---|--|--|
| <input type="checkbox"/> Causeries éducatives | <input type="checkbox"/> Sensibilisations de masse | <input type="checkbox"/> Formation |
| <input type="checkbox"/> Matches de football | <input type="checkbox"/> Activités de solidarité | <input type="checkbox"/> Programme radio |
| <input type="checkbox"/> Théâtres | <input type="checkbox"/> Réunion | <input type="checkbox"/> Médiation |
| <input type="checkbox"/> Autre (préciser) : _____ | | |

Pertinence

1. Quelles sont les activités auxquelles vous avez participé ? Pensez-vous qu'elles étaient pertinentes ? Pourquoi (pas) ?

Citation remarquable (exemple concret) : _____

2. Dans quelles mesures le projet répond-il à vos besoins en termes de justice et de consolidation de la paix ?

Citation remarquable (exemple concret) : _____

Efficacité

3. Quels sont selon vous les points positifs des activités du projet? Les limitations? Que suggérez-vous pour améliorer les activités auxquelles vous avez participé?

Citation remarquable (exemple concret) : _____

4. Est-ce que vos connaissances et/ou compétences ont évolué avec le projet? Expliquez svp. Pensez-vous que les institutions judiciaires répondent mieux à vos besoins (**A posé seulement participants des activités, CPM, Comédiens**).

Citation remarquable (exemple concret) : _____

5. Est-ce que vous pensez avoir des intérêts communs avec les personnes d'autres communautés? Êtes-vous prêt à collaborer avec des populations de différentes communautés? Expliquez svp. Travaillez-vous à la promotion de la paix dans votre communauté ? Comment/Pourquoi?

Citation remarquable (exemple concret) : _____

6. Est-ce que les populations en général ont accès à la justice? Comment cela a-t-il évolué? Quelle est la part du projet dans cette évolution?

Citation remarquable (exemple concret) : _____

7. Est-ce que vous avez une meilleure compréhension des problèmes juridiques actuellement? Expliquez-nous SVP.

Est-ce que vous avez reçu ou constaté des commentaires ou des témoignages positifs sur le système de justice de votre localité? Expliquez-nous svp.

Citation remarquable (exemple concret) : _____

8. Après avoir participé à l'activité, Est-ce que vous avez accru votre capacité à mener une activité du même genre? Comment jugez-vous la qualité des activités du projet auxquelles vous avez assisté? Est-ce qu'elles répondent au contexte de votre communauté ? Expliquez.

Citation remarquable (exemple concret) : _____

9. Avez-vous suivi des émissions radios dans le cadre de ce projet ? Selon vous est-ce que ces émissions radios aident la population à dialoguer de manière constructive entre groupes divisés, opposés, ou en conflit ? Leur permettent-elles d'accéder à la justice formelle? Donnez un exemple.

Citation remarquable (exemple concret) : _____

10. Est-ce que les activités auxquelles vous avez participé dans le cadre du projet ont pris en considération l'inégalité entre hommes et femmes et les autres inégalités en termes de religion, ethnie et autres ? Expliquez, donnez un exemple s'il vous plaît.

Citation remarquable (exemple concret) : _____

Impact

11. Est-ce que vous avez changé votre comportement ou vos attitudes suite à l'activité à laquelle vous avez participé? Donnez un exemple.

Citation remarquable (exemple concret) : _____

12. En quoi la situation contextuelle de la justice, de la cohésion sociale et du droit humain a-t-elle évolué au cours du projet ? Pensez-vous qu'il y a eu des changements positifs en termes de justice et de consolidation de la paix dans vos communautés ? Croyez-vous que la situation s'est améliorée ou détériorée par rapport à l'année dernière ?

Citation remarquable (exemple concret) : _____

13. Est-ce que vous avez observé un changement dans les attitudes, les comportements, les relations ou les pratiques tant du côté des autorités judiciaires que du côté des citoyens? Pensez-vous que le projet de Search a une part de responsabilité dans ces changements, en positif ou en négatif?

Citation remarquable (exemple concret) : _____

14. Est-ce que vous travaillez activement, seul(s) ou avec les autres membres de votre communauté, à la promotion de la paix et de la non-violence ? Si oui, pouvez-vous nous donner un exemple d'une activité que vous avez initiée pour promouvoir la non-violence et la paix ? Si non, seriez-vous prêt à le faire ?

Citation remarquable (exemple concret) : _____

15. Est-ce que vos citoyens ont une connaissance sur le CPS? Expliquez. Si oui, est ce qu'ils connaissent le mandat de la CPS?

Citation remarquable (exemple concret) : _____

Viabilité

16. Est-ce que vous continuerez à organiser des activités pour promouvoir la paix dans votre communauté après la fin du projet ? Comment ? Avec qui ?

Citation remarquable (exemple concret) : _____

17. Est-ce que vous continuerez à vous engager dans la promotion de la paix et de la non-violence dans le futur ?

Citation remarquable (exemple concret) : _____

18. Avez-vous parlé de l'activité à laquelle vous avez participé avec vos amis ou votre famille ? Si oui comment ou à quelle occasion?

Citation remarquable (exemple concret) : _____

19. Quelles recommandations avez-vous pour des interventions similaires dans le futur? vez-vous d'autres remarques ou suggestions à ajouter ?

Citation remarquable (exemple concret) : _____



Questionnaire quantitatif



Bonjour. Mon nom est _____, et je mène une enquête pour le compte de *Search For Common Ground* (Search) sur la cohésion sociale dans votre ville. Les résultats de cette enquête nous permettront de comprendre si notre projet « **Bolstering Judicial and Social Accountability processes in CAR** » qui soutient la primauté du droit et la consolidation de la paix en RCA a eu des résultats positifs. Ils nous aideront également à s'améliorer dans l'avenir. Toutes les informations que vous nous donnerez seront strictement confidentielles : Cet entretien prendra environ 30 minutes.

Avez-vous des questions pour nous avant qu'on commence?

B. INFORMATIONS GENERALES SUR L'ENQUETE

B.0 Depuis combien de temps êtes-vous dans la ville/quartier? 1= Moins de 12 mois 2= 12 mois et plus	____	Si moins de 12 mois, arrêtez l'interview et passé au suivant.
B.1. Code enquêteur : ____ 1= Tata 2= Ferry 3= Hervé	B. 2. Date : _____/Octobre/2018	B. 3. Heure début : ____ H ____ Min Heure de fin : ____ H ____ Min
B. 4. Numéro de fiche :	____ ____ ____	
B. 5. Arrondissements : 1= 1 ^{er} , 2= 2 ^{ème} 3=3 ^{ème} 4=4 ^{ème} 6=6 ^{ème} 5=5 ^{ème} 7=7 ^{ème} 8=8 ^{ème} 9=S1, 10=S2, 11=S3	____	B. 6. Quartier _____
B7. Remplissage : 1= Partiel 2=Total	____	

C. PROFIL DE L'ENQUETÉ (E)

C.1	Sexe de l'enquêté(e)	1=Masculin 2=Féminin	____	C.5	Catégorie professionnelle <i>(Si la personne exerce plusieurs professions demandez-lui l'activité principale)</i>	1= Étudiant 2= Éleveur 3= Agriculteur 4= Pêcheur 5= Maraicher 6= Commerçant 7= Fonctionnaire 8= Chômeur 9= Ménager(ère) 10= Religieux 11= Autorité locale 12= Forces de l'ordre (militaire, police, gendarmerie) 13= Enseignant/instituteur 14= ONG/Privé 15= Groupe armé 96= Autres (à préciser) : _____ _____ 97= Refus de répondre 99= NSP
C.2	Age de l'enquête <i>Demander estimation</i>	1= 18-25 2= 26-35 3= 36-50 4= 51 et + 97= Refus de répondre 99= NSP	____ ____			
C.3	Niveau d'études	1= Jamais étudié 2= Primaire 3= Collège 4= Lycée 5= École supérieure/ Université 6= École coranique 7= École Bà là 97= Refus de répondre 99= NSP	____ ____			
C.4	Religion	1= Catholique 2= Musulman	____ ____			

		3=Protestant 4= Animiste 96= Autre (à préciser)				__ __
		97= Refus de répondre 99= NSP				

D. Situation sécuritaire

D1	Vous sentez-vous en sécurité pour l'instant?	1. Oui, tout à fait 2. Oui, un peu 3. Neutre 4. Non, pas trop 5. Non, absolument pas 97. Refus de répondre 99. NSP (Ne Sait Pas)	__ __
D2	Vous sentez-vous en sécurité quand vous allez - Pour les Chrétiens : au PK5, Yakité, Jamaïque, quartier musulman - Pour les Musulmans : à Combattant, Boy-Rabe, Gobongo, quartier mission	1. Oui, tout à fait 2. Oui, un peu 3. Non, pas trop 4. Neutre 5. Non, absolument pas 97. Refus de répondre 99. NSP (Ne Sait Pas)	__ __
D3	Pouvez-vous circuler jusqu'à tard dans votre quartier ?	1. Oui 2. Non 99. NSP	__ __ <i>Si oui ici, Allez à E1 Sinon, posez la question D4</i>
D4	Si non à D3, pour quelle raison ?	1. Prolifération d'armes 2. Braquages 3. Ville non sécurisée 99. Autre : 97. Refus de répondre 99. NSP	__ __

E. Accès à la justice

E1	Connaissez-vous Search For Common Ground?	(1) Oui (2) Non 97. Refus de répondre 99 : NSP/Pas si sûr	__ __
E2	Estimez-vous qu'il y ait des changements positifs dans la règle de droit dans votre communauté depuis les 18 derniers mois ?	(1) Oui (2) Non 97. Refus de répondre 99 : NSP/Pas si sûr	__ __ <i>Si non ici, Allez à E5 Si oui, posez les question s E3 et E4</i>
E3	Si oui, pourquoi pensez-vous qu'il y ait un changement positif ? <i>(Note à l'enquêteur: ne pas citer les réponses. Cochez selon ce que l'interviewée dit)</i>	1= Baisse de violence de droits entre les communautés 2= Baisse des cas de justice populaire 3= Baisse des arrestations arbitraires 4= Recours des citoyens à la justice formelle 5= Reprise des activités judiciaires 96= Autre (à préciser)	__ __

		97. Refus de répondre 99. NSP	
E4	Si oui et si la personne connaît Search, dans quelle mesure pensez-vous que Search a contribué à cette amélioration?	1= Changement de mentalité de la population 2= Conscientisation des leaders/autorités 3= Sensibilisation sur les droits humains 4=Formations des leaders sur les droits humains 96= Autre (à préciser) <hr/> 97. Refus de répondre 99. NSP	__ __
E5	Estimez-vous qu'il y ait des changements positifs dans la consolidation de la paix dans votre communauté ?	(1) Oui (2) Non 97. Refus de répondre 99 : NSP/Pas si sûr	__ __ <i>Si non ici, Allez à E7</i> <i>Si oui, posez les questions E5 et E6</i>
E6	Si oui, pourquoi pensez-vous qu'il y ait un changement positif ? <i>(Note à l'enquêteur: ne pas citer les réponses. Cochez selon ce que l'interviewée dit)</i>	1= Baisse de violence entre les communautés 2= Baisse des cas de justice populaire 3= Baisse des cas de règlement de compte 4= Recours des citoyens à la justice formelle 5= Reprise des activités judiciaires 6= Libre de circulation des Musulmans et Chrétiens 7= Neutralité des communautés vis-à-vis des conflits armés 8= Baisse des soulèvements communautaires contre une autre communauté 96= Autre (à préciser) <hr/> 97. Refus de répondre 99. NSP	__ __
E7	Si oui et si la personne connaît Search, dans quelle mesure pensez-vous que Search a contribué à cette amélioration?	1= Changement de mentalité de la population 2= Conscientisation des leaders/autorités 3= Sensibilisation sur les droits humains 4=Formations des leaders sur les droits humains 96= Autre (à préciser) <hr/> 97. Refus de répondre 99. NSP	__ __
E8	Vous êtes là et un membre de votre communauté vient vous agresser violemment et physiquement. Qu'est-ce que vous allez faire ? <i>(Note à l'enquêteur: ne pas citer les réponses. Cochez selon ce que l'interviewée dit)</i>	1= Je le poursuis à la justice 2= Je fais ma propre justice (Non violente) 3= Je réponds coup par coup 96= Autre (à préciser) <hr/> 97. Refus de répondre	__ __

		99. NSP	
E9	Si un voleur entre dans votre maison et vous arrivez à l'attraper. Que sera votre réaction ? <i>(Note à l'enquêteur: ne pas citer les réponses. Cochez selon ce que l'interviewée dit)</i>	1= Justice populaire 2= Je l'amène chez le chef de quartier 2= Je le laisse entre les mains des membres de la communauté 96= Autre (à préciser) _____ 97. Refus de répondre 99. NSP	__ __
E10	Avez-vous déjà géré un cas de conflit ou de problème avec un membre de votre communauté ?	(1) Oui (2) Non 97. Refus de répondre 99 : NSP	__ __ <i>Si non ici, Allez à E10</i> <i>Si oui, posez la question E9</i>
E11	Si oui, comment est-ce que vous les gérez souvent? <i>(Note à l'enquêteur: ne pas citer les réponses. Cochez selon ce que l'interviewée dit)</i>	1= Je porte plainte 2= Je me plains chez le chef de quartier 3= Je fais ce qui me paraît juste 4= je demande conseil avant de prendre une décision 96=Autre 97=Refus de répondre 99=NSP	__ __
E12	Avez-vous déjà violemment réglé un conflit avec un membre de votre communauté?	1= Oui 2= Non 97= Refus de répondre 99= NSP	__ __ <i>Si non ici, Allez à E12</i> <i>Si oui, posez la question E11 et allez à la question E13</i>
E13	Si oui, à quand remonte votre dernier règlement de conflit par la violence ? <i>(Note à l'enquêteur: ne pas citer les réponses. Cochez selon ce que l'interviewée dit)</i>	1= Un mois 2= Deux mois 3= Trois mois 6= Six mois 7= Entre 6 à 12 mois 8= Entre 12 à 18 mois 9= Plus de 18 mois 97= Refus de répondre 99= NSP	____
E14	Pourquoi aviez-vous recouru à la violence ? <i>(Note à l'enquêteur: ne pas citer les réponses. Cochez selon ce que l'interviewée dit)</i>	1= Absence de la justice formelle 2= Absence de l'autorité judiciaire 3= Pas de confiance aux autorités judiciaires 4= Aucune information sur la justice 5= impossible d'accéder aux autorités judiciaires 6= Justice peu crédible 96= Autre (à préciser) _____ 97= Refus de répondre 99= NSP	____
E15	Avez-vous déjà porté un conflit qui voue lie à un membre de la communauté devant la justice?	1= Oui 2= Non 97= Refus de répondre 99= NSP	__ __ <i>Si non ici, Allez à E16</i> <i>Si oui, posez les questions E14 et E15</i>
E16	Si oui, Pourquoi aviez-vous recouru à la justice ? <i>(Note à l'enquêteur: ne pas citer les réponses. Cochez selon ce que l'interviewée dit)</i>	1= Retour de la justice formelle 2= Retour des autorités judiciaires 3= Confiance aux autorités judiciaires 4= Bien informer sur l'importance de la justice	__ __

		<p>5= Accès facile aux autorités judiciaires 6= Justice crédible 7= Obliger par les autorités judiciaires 8= Obliger par les force de l'ordre 9= Suite aux conseils des amis 10= Suite aux référencements des ONG/Associations des droits de l'homme 96= Autre (à préciser)</p> <hr/> <p>97= Refus de répondre 99= NSP</p>	
E17	<p>Selon vous, qu'est ce qui fait la différence entre la justice formelle et informelle ?</p> <p><i>(Note à l'enquêteur: ne pas citer les réponses. Cochez selon ce que l'interviewée dit)</i></p>	<p>1= le fait de recourir au processus judiciaire établie par la loi 2= justice populaire ou personnelle 96= Autre (à préciser)</p> <hr/> <p>97= Refus de répondre 99= NSP</p>	__ __
E18	<p>Avez-vous ou recevez-vous des informations sur la justice ?</p>	<p>1= Oui 2= Non 97= Refus de répondre 99= NSP</p>	<p> __ __ <i>Si non ici, Allez à E19</i> <i>Si oui, posez la question E18</i></p>
E19	<p>Si oui, comment vous renseignez-vous sur la justice ?</p> <p><i>(Note à l'enquêteur: ne pas citer les réponses. Cochez selon ce que l'interviewée dit)</i></p>	<p>1= A travers la radio 2= A travers une sensibilisation de masse 3= Au près des amis 4= A travers les panneaux publicitaires 5= A travers les formations sur la justice 6= A travers les ONG/Association des droits de l'Homme 7= auprès des autorités locales 96= Autre (à préciser)</p> <hr/> <p>97= Refus de répondre 99= NSP</p>	__ __
E20	<p>Connaissez-vous le rôle des magistrats/Juges ?</p>	<p>1= Oui 2= Non 97= Refus de répondre 99= NSP</p>	<p> __ __ <i>Si non ici, Allez à E21</i> <i>Si oui, posez la question E20</i></p>
E21	<p>Si oui, que font les magistrats ?</p> <p><i>(Note à l'enquêteur: ne pas citer les réponses. Cochez selon ce que l'interviewée dit)</i></p>	<p>1= Plaider pour les accusés 2= défendre les accusés 3= Juger les accusés 4= Trancher les conflits 96= Autre (à préciser)</p> <hr/> <p>97= Refus de répondre 99= NSP</p>	__ __
E22	<p>Connaissez-vous le rôle des avocats/maîtres ?</p>	<p>1= Oui 2= Non 97= Refus de répondre 99= NSP</p>	<p> __ __ <i>Si non ici, Allez à E23</i> <i>Si oui, posez la question E22</i></p>
E23	<p>Si oui, que font les avocats/maîtres ?</p> <p><i>(Note à l'enquêteur: ne pas citer les</i></p>	<p>1= Plaider pour les accusés 2= défendre les accusés 3= Juger les accusés</p>	__ __

	<i>réponses. Cochez selon ce que l'interviewée dit)</i>	4= Trancher les conflits 96= Autre (à préciser) _____ 97= Refus de répondre 99= NSP	
E24	En cas d'un problème conjugal, où est ce que l'on doit se référer premièrement dans le cadre de la justice ? <i>(Note à l'enquêteur: ne pas citer les réponses. Cochez selon ce que l'interviewée dit)</i>	1= Chef de quartier 2= Tribunal 3= Gendarmerie 4= Police 5= Mairie 96= Autre (à préciser) _____ 97= Refus de répondre 99= NSP	__ __
E25	En cas d'une agression physique ayant entraîné la mort, où est ce que l'on doit se référer premièrement dans le cadre de la justice ? <i>(Note à l'enquêteur: ne pas citer les réponses. Cochez selon ce que l'interviewée dit)</i>	1= Chef de quartier 2= Tribunal 3= Gendarmerie 4= Police 5= Mairie 96= Autre (à préciser) _____ 97= Refus de répondre 99= NSP	__ __

F. Amélioration de la justice (Réservé aux cibles directes du projet)

F1	Faites-vous confiance à la justice?	1= Oui 2= Non 97= Refus de répondre 99= NSP	__ __ <i>Si non ici, Allez à F3 Si oui, posez la question F2 et allez à la question F4</i>
F2	Si oui, pourquoi ? <i>(Note à l'enquêteur: ne pas citer les réponses. Cochez selon ce que l'interviewée dit)</i>	1= Reprise de l'autorité judiciaire 2= Bon témoignage des procès 3= Plus de transparence qu'avant 96= Autres à préciser : _____ 97= Refus de répondre 99= NSP	__ __
F3	Si non, pourquoi pas ? <i>(Note à l'enquêteur: ne pas citer les réponses. Cochez selon ce que l'interviewée dit)</i>	1= Trop de corruption 2= Justice peu fiable 3= Absence des autorités judiciaires compétentes 4= Les juges sont partiaux 96= Autres à préciser : _____ 97. Refus de répondre 99 : NSP	__ __
F4	Pensez-vous que la justice réponde aux attentes de la population ?	1= Oui 2= Non 97= Refus de répondre 99= NSP	__ __ <i>Si oui ici, Allez à F6 Si non, posez la question F5</i>
F5	Si non, pourquoi ? <i>(Note à l'enquêteur: ne pas citer les réponses. Cochez selon ce que l'interviewée dit)</i>	1= Beaucoup de dossiers non traités 2= Peu de priorité accordé aux sujets plus pertinents 96= Autres à préciser : _____ 97. Refus de répondre 99 : NSP	__ __
F6	Pensez-vous que les autorités	1= Oui	__ __

	judiciaires font bien leur travail ?	2= Non 97= Refus de répondre 99= NSP	<i>Si oui ici, Allez à F8 Si non, posez la question F7</i>
F7	Si non, pourquoi pensez-vous qu'elles ne font pas bien leur travail ? <i>(Note à l'enquêteur: ne pas citer les réponses. Cochez selon ce que l'interviewée dit)</i>	1= Trop corrompu 2= Inactif 3= Absence des autorités judiciaires à leur poste 4= Trop partial 96= Autres à préciser : _____ 97= Refus de répondre 99=: NSP	__ __
F8	Comment appréciez-vous l'évolution de la justice durant ces 18 derniers mois ?	1= Très positif 2= plus ou moins positif 3= négatif 4= Très négatif 97= Refus de répondre 99= NSP	__ __

G. Compréhension de CPS et contribution pour la cohésion sociale

G1	Avez-vous déjà entendu parler de CPS?	1= Oui 2= Non 97= Refus de répondre 99= NSP	__ __ <i>Si non ici, Allez à G4 Si oui, posez les questions G2 et G3</i>
G2	Si oui, avez-vous déjà entendu parler du mandat de CPS en RCA?	1= Oui 2= Non 97= Refus de répondre 99= NSP	__ __
G3	Si oui, c'est quoi selon vous le mandat de CPS?	1= Juger les auteurs de crimes 2= Aider la justice centrafricaine 3=Réviser les lois centrafricaines 4=Accompagner la justice centrafricaine 5= Remplacer la justice centrafricaine 97= Refus de répondre 99= NSP	__ __
G4	Faites-vous confiance à la CPS?	1= Oui 2= Non 97= Refus de répondre 99= NSP	__ __ <i>Si non ici, Allez à G6 Si oui, posez la question G5 et allez à la question G7</i>
G5	Si oui, pourquoi? <i>(Note à l'enquêteur: ne pas citer les réponses. Cochez selon ce que l'interviewée dit)</i>	1= Appui la justice centrafricaine 2= Créer la confiance entre la communauté et la justice 3= Rassure la population civile 96= Autre (à préciser) _____ 97= Refus de répondre 99= NSP	__ __
G6	Si non, pourquoi pas? <i>(Note à l'enquêteur: ne pas citer les réponses. Cochez selon ce que l'interviewée dit)</i>	1= Pas trop important 2= Divergence avec la justice centrafricaine 3= Méconnu du grand public 96= Autre (à préciser) _____ 97= Refus de répondre 99= NSP	__ __
G7	Estimez-vous avoir des intérêts communs avec les personnes des	1= Oui 2= Non	__ __

	autres communautés ?	97= Refus de répondre 99= NSP	
G8	Estimez-vous que vous puissiez interagir avec les personnes des autres groupes ou des autres communautés ?	1= Oui 2= Non 97= Refus de répondre 99= NSP	__ __
G9	Faites-vous confiance aux personnes d'affiliation/de communauté différente ?	1= Oui, sans problème 2= Oui, mais si je le/la connais très bien 3= Non 97= Refus de répondre 99= NSP (Ne Sait Pas)	__ __
G10	Comment définissez-vous "l'Autre"? ***Ne pas lire les réponses - cochez la/les case(s) correspondantes si les réponses de l'enquête correspondent aux réponses 1 à 5. Si non, donnez des détails sous "autre"*** (Plusieurs réponses sont possibles)	<input type="checkbox"/> 1. Les gens d'une famille différente <input type="checkbox"/> 2. Les gens d'une religion différente <input type="checkbox"/> 3. Les gens d'une tribu différente <input type="checkbox"/> 4. Les gens d'une ville différente <input type="checkbox"/> 5. Les gens d'un pays différent <input type="checkbox"/> 96. Autre : _____ <input type="checkbox"/> 97= Refus de répondre <input type="checkbox"/> 99= NSP	
G11	Est-ce que vous avez changé votre niveau de respect pour « l'Autre » dans les 18 derniers mois?	1= Oui, beaucoup 2= Oui mais moyennement 3= Non, rien n'a changé 4= Non, j'ai encore moins de respect qu'avant 97= Refus de répondre 99= NSP (Ne Sait Pas)	__ __
G12	Est-ce que vous avez confiance en « l'Autre » ? :	1= Oui, beaucoup 2= Oui mais moyennement 3= Non, rien n'a changé 4= Non, j'ai encore moins confiance qu'avant 97= Refus de répondre 99= NSP (Ne Sait Pas)	__ __
G13	Croyez-vous qu'il y a eu des changements au niveau de votre confiance en vers l'autre dans les dernier 12 mois?	1= Oui 2= Non 97= Refus de répondre 99= NSP	__ __ <i>Si non ici, Allez à G15 Si oui, posez la question G14</i>
G14	Si oui, de quel type.	1=j'ai plus confiance 2=j'ai moins confiance 97= Refus de répondre 99= NSP (Ne Sait Pas)	__ __
G15	Y-a-t-il une solidarité entre les différentes couches (Chrétiens et Musulmans, ethnie etc.) de la population ?	1= Oui 2= Non 97= Refus de répondre 99= NSP	__ __
G16	Croyez-vous qu'il y a eu des changements au niveau de la solidarité entre les différentes couches (Chrétiens, musulmans, ethnie etc.) dans les dernier 12 mois?	1= Oui 2= Non 97= Refus de répondre 99= NSP	__ __ <i>Si non ici, Allez à G18 Si oui, posez la question G17</i>
G17	Si oui, de quel type.	1=Positif 2=Négatif 3= Neutre 97= Refus de répondre 99= NSP (Ne Sait Pas)	__ __
G18	Selon vous, est ce qu'un groupe (chrétien ou Musulman) se sent	1= Oui 2= Non	__ __

	discriminé/ exclu de la vie de la communauté ?	97= Refus de répondre 99= NSP	
G19	Selon vous, les différentes couches (Chrétiens, musulmans, ethnie etc.) de la population sont-elles prêtes à se pardonner et à se réconcilier en cas de conflit ?	1= Oui 2= Non 97= Refus de répondre 99= NSP	_ _ _
G20	Avez-vous participé à une activité de consolidation de la paix dans les derniers 12 mois ?	1= Oui 2= Non 97= Refus de répondre 99= NSP	_ _ _
G21	Si oui, en avez-vous parlé avec vos amis ou votre famille par la suite ?	1= Oui 2= Non 97= Refus de répondre 99= NSP	_ _ _
G22	Avez-vous performé le rôle de médiateur dans un conflit dans les derniers 18 mois ?	1= Oui 2= Non 97= Refus de répondre 99= NSP	_ _ _
G23	Que pensez-vous des affirmations suivantes : « Bientôt, musulmans et chrétiens pourront vivre ensemble à nouveau en paix. »	1= <i>Tout à fait d'accord</i> 2= <i>d'accord</i> 3= <i>Plus ou moins d'accord</i> 4= <i>pas d'accord</i> 5= <i>Pas du tout d'accord</i> 97= Refus de répondre 99= NSP	_ _ _
G24	« La seule possibilité pour qu'il y ait une paix durable, c'est que l'autre communauté parte définitivement d'ici. »	1= <i>Tout à fait d'accord</i> 2= <i>d'accord</i> 3= <i>Plus ou moins d'accord</i> 4= <i>pas d'accord</i> 5= <i>Pas du tout d'accord</i> 97= Refus de répondre 99= NSP	_ _ _
G25	« La réconciliation est avant tout de la responsabilité des leaders de notre région et de notre pays. »	1= <i>Tout à fait d'accord</i> 2= <i>d'accord</i> 3= <i>Plus ou moins d'accord</i> 4= <i>pas d'accord</i> 5= <i>Pas du tout d'accord</i> 97= Refus de répondre 99= NSP	_ _ _
G26	« Je me sens prêt à parler de réconciliation avec les autres communautés. »	1= <i>Tout à fait d'accord</i> 2= <i>d'accord</i> 3= <i>Plus ou moins d'accord</i> 4= <i>pas d'accord</i> 5= <i>Pas du tout d'accord</i> 97= Refus de répondre 99= NSP	_ _ _
G27	« Les questions de réconciliation ne sont pas une priorité : il faut d'abord régler les problèmes de sécurité, de la justice ou des services sociaux. »	1= <i>Tout à fait d'accord</i> 2= <i>d'accord</i> 3= <i>Plus ou moins d'accord</i> 4= <i>pas d'accord</i> 5= <i>Pas du tout d'accord</i> 97= Refus de répondre 99= NSP	_ _ _
G28	« Je suis disposé à travailler avec les autres communautés en faveur de la	1= <i>Tout à fait d'accord</i> 2= <i>d'accord</i> 3= <i>Plus ou moins d'accord</i>	_ _ _

	réconciliation »	4= pas d'accord 5= Pas du tout d'accord 97= Refus de répondre 99= NSP	
G30	Selon vous, y-a-t-il un respect des appartenances religieuses en RCA ?	1= Tout à fait d'accord 2= d'accord 3= pas d'accord 97= Refus de répondre 99= NSP	_ _ _
G31	Selon vous, y-a-t-il un respect des appartenances ethniques en RCA ?	1= Tout à fait d'accord 2= d'accord 3= pas d'accord 97= Refus de répondre 99= NSP	_ _ _

H. Activités et Médias

H1	Avez-vous participé à des activités de Search for Common Ground?	1= Oui 2= Non 97= Refus de répondre 99= NSP	_ _ _ <i>Si non ici, Allez à H4 Si oui, posez les questions H2 et H3</i>
H2	Si oui à H1, précisez lesquelles.	<input type="checkbox"/> Émission <input type="checkbox"/> Match de football <input type="checkbox"/> Causerie éducative <input type="checkbox"/> Spot publicitaire <input type="checkbox"/> Autres (préciser) : _____ <input type="checkbox"/> Refus de répondre	<input type="checkbox"/> Sensibilisation <input type="checkbox"/> Réunion communautaire <input type="checkbox"/> Formation <input type="checkbox"/> NSP
H3	Si oui à H1, en avez-vous parlé avec vos amis ou votre famille par la suite ?	1= Oui 2= Non 97= Refus de répondre 99= NSP	_ _ _
H4	Écoutez-vous souvent la radio ?	1= Oui 2= Non 97= Refus de répondre 99= NSP	_ _ _
H5	Si oui, quelles sont les radios que vous écoutez souvent?	<input type="checkbox"/> Radio Centrafrique <input type="checkbox"/> Radio Notre Dame <input type="checkbox"/> Radio ESCA <input type="checkbox"/> Radio Voix de l'Évangile <input type="checkbox"/> Radio Ndèkè Luka <input type="checkbox"/> Radio Guira FM	<input type="checkbox"/> Radio Bangui FM <input type="checkbox"/> Radio ICDI <input type="checkbox"/> Radio Maria <input type="checkbox"/> Autres (à préciser) <input type="checkbox"/> Refus de répondre <input type="checkbox"/> NSP
H6	Avez-vous écouté les émissions de radios suivantes, produites par Search for Common Ground, au moins une fois ? <i><u>Encercler toutes des émissions identifiées</u></i>	<input type="checkbox"/> Siriri mossoro ti é <input type="checkbox"/> Vaka ti siriri <input type="checkbox"/> Table ronde <input type="checkbox"/> Spot	<input type="checkbox"/> Aucune de ces émissions <input type="checkbox"/> Refus de répondre <input type="checkbox"/> NSP
H7	Avez-vous déjà reçu un SMS de Search for Common Ground qui parle de message de paix et de la cohésion sociale?	1= Oui 2= Non 97= Refus de répondre 99= NSP	_ _ _
H8	Ces émissions et spot sont-ils appropriés par rapport à ce qu'il s'était passé dans votre communauté?	1= Oui 2= Non 97= Refus de répondre 99= NSP	_ _ _
H9	Après avoir écouté ces émissions sur la justice à la radio, en parlez-vous	1= Oui 2= Non	

	avec votre famille ?	97= Refus de répondre 99= NSP	__ __
H10	En parlez-vous avec vos amis ?	1= Oui 2= Non 97= Refus de répondre 99= NSP	__ __
H11	De façon globale, pensez-vous que les radios que vous écoutez donnent des informations fiables ?	1= Oui, tout à fait 2= Oui, plus ou moins 3= Non, pas trop 4= Non, pas du tout 97= Refus de répondre 96 99= NSP	__ __
H12	Écoutez-vous des émissions ou recevez-vous des messages parlant de limiter la violence et promouvoir la paix ?	1= Oui, Très souvent 2= Oui, Souvent 3= Oui mais rarement 4= Non, jamais 97= Refus de répondre 99= NSP	__ __
H13	Quelle a été l'influence des programmes de radio que vous avez écoutés sur le niveau de peur et de <u>méfiance</u> que vous ressentez envers « l'Autre » ? <i>(Note à l'enquêteur: ne pas citer les réponses. Cochez selon ce que l'interviewée dit)</i>	1= L'écoute des programmes radio a réduit la peur et la méfiance que je ressens envers « l'Autre » 2= L'écoute de ces programmes radio a aggravé la peur et la méfiance que je ressens envers « l'Autre » 3= L'écoute des programmes radio n'a pas influencé la peur et la méfiance que je ressens envers « l'Autre » 97= Refus de répondre 99= NSP	__ __

Nous vous remercions beaucoup pour votre participation!