BASELINE EVALUATION

Improving the Cross Border Trade Environment through Improved Research and Advocacy on Cross Border Trade Issues

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Acronyms

CBT: Cross Border Trade

CSO: Civil Society Organization

DGDA :   Direction Générale des Douanes et Assises

DRC: Democratic Republic of Congo

DGM: Direction Générale des Migrations

DME : Design Monitoring and Evaluation

EI: Entretien Individuel

FGD: Focus Group Discussion

KII: Key Informant Interview

OCC: Office Congolaise des Contrôle

PS/JADF: Permanent secretary of Joint Action Development Forum

RRA: Rwanda Revenue Authority

SFCG: Search for Common Ground

Executive summary

Project Context

Small trade between the province of North Kivu in the Democratic Replublic of Congo (DRC) and the western province of Rwanda is a very important source of revenue for local populations. In 2010, International Alert estimated that at least 22,000 people were surviving on revenue made through sales revenue between Goma and Gisenyi, many of them women. This means there is strong commercial competition between them, worsened by a climate of mistrust related to recent conflicts.

In this context, Search for Common Ground (SFCG), began implementing a regional project financed by Trade Mark East Africa which targets small traders crossing the borders between Rwanda and the DRC (Goma / Gisenyi and Bukavu / Rusizi). The project will be implemented over the period of one year, beginning in July 2016 through June 2017.

The overall objective of this project is to support peace through economic development and improved citizen-government relations in the field of cross-border trade. The project has three specific objectives:

1. Improve relations and collaboration on border regulation between customs officials and small traders;

2. Increase research-based awareness on issues related to cross-border trade (CBT) to small traders, local CSOs, border authorities, government officials and other stakeholders; and

3. Provide financial support to small traders, cooperatives / associations operating on the Goma / Gisenyi and Bukavu / Rusizi borders.

In order to achieve these objectives, the project brings together small traders from both countries, organizing Town hall meetings, producing and broadcasting a radio program on cross-border trade and building the entrepreneurial capacities of small traders.

The project's main target group is small traders, with a particular emphasis on women, as well as customs officers. The project will indirectly affect others through the radio programs produced and broadcast.

Methodology

The main objective of this baseline study is to inform the implementation of project activities on the basis of the baseline data collected. Specifically, this study wanted to provide basic data to answer the following questions:

- To what extent have relations and collaboration on border regulation between officials and small traders have improved?

- To what extent are regional trade stakeholders, including small traders and vulnerable groups, sensitized and informed about CBT issues?

- To what extent have the economic viability and resilience of small traders, especially women, increased and what are the effects of the project on this improvement?

The data was collected through a mixed approach: a survey (quantitative) and semi-structured discussion groups and interviews with key informants (qualitative). The survey was an individual questionnaire with closed and semi-open questions in order to collect statistical data on small traders in Rwanda and the DRC. In total 1,442 people were interviewed. The breakdown of respondents by gender was 1,063 women (73.9%) and 376 men (26.1%). Respondents aged 16 to 35 accounted for 63.8% of the sample and adults (over 35 years) 36.2%. The qualitative component included focus groups and individual interviews for which interview guides were developed. A total of 17 focus groups were conducted with 170 people (ten per focus group), and 11 Key Informant Interview were held.

Limitations

During the collection of qualitative data, the team was not able to interview customs officers either in Gisenyi or Rusizi because the Rwandan border authorities did not consider customs to be included in the authorization to carry out this research that had been issued by the district.

Thus, it was necessary to request this authorization from the Directorate General of Immigration and Emigration in Kigali while the research team was already in the field. Fortunately, this had a limited impact on the research results since the small traders – who are the primary beneficiaries of this project – the district authorities and the border authorities in the DRC were all interviewed.

Additionally, data collection did not take place simultaneously in Rwanda and the DRC due to delays in obtaining authorizations from Rwandan local authorities. This delay affected the timetable for data collection, meaning that some data was collected after the start of some project activities, such as meetings with small traders and customs officers. However, it is not likely that the launch of these activities influenced the results of this baseline study because only a few activities have been conducted.

Conclusions

Relationship and collaboration between customs officials and small traders crossing the border

Two-thirds of small traders surveyed said they spent more time at the Congolese border than at the Rwandan border. For this reason, a majority of small traders interviewed (73%) said they were not satisfied with their relations with Congolese officials at the border. On the other hand, the study shows that almost all respondents (93%) said they were satisfied with the services of the Rwandan government at the border.

According to the discussion group participants, their relations with the Congolese officials at the border are poor, due to the fact that at the Congolese border there are often informal taxes that they are not invoiced and goods are often confiscated. However, Rwandan small traders say that Rwandan government services, especially at the Gisenyi/Rubavu border, are very quick because they have introduced an electronic machine to distribute exit tokens. However, some testimonies suggest that some small Congolese traders have reported being abused in Rwanda and sometimes even beaten by the customs officials.

When they face an issue at the border or a problem related to the activities of small businesses, the majority of Congolese small traders tend to fend for themselves (63%), while the majority of Rwandan small traders (55%) refer the issue to the police.

Knowledge of small traders on issues related to cross-border trade

The Rwandan and Congolese small traders say they agree that a receipt must be requested after paying a tax (80% of the Congolese respondents compared to 69% of Rwandan respondents). Regarding the payment of an informal fee to facilitate the crossing of a border, more than half of the respondents are against this option. In general, Rwandan small traders appear to be much more confident in their knowledge of the law and regulations governing cross-border trade, with 58% of Rwandan small traders demonstrating very good or good knowledge, compared to only 33% of Congolese small traders.

Economic viability and resilience of small traders

More than a quarter (26%) small traders received a microcredit to boost their commercial activities. Furthermore, almost all of the small traders claiming that they received microcredits reported that these loans have enabled them to improve the revenues associated with their business activities.

SFCG Program and Notoriety

78% of respondents answered that they listened to the radio. 26% of the respondents preferred broadcasting hours between 6PM and 8PM while another 29% between 8PM and 10PM. Regarding SFCG's reputation, half (52%) of the Rwandan traders interviewed said they had heard of or participated in SFCG activities, compared with only 8% of Congolese traders surveyed.

Recommendations

In order to hear and understand small traders' concerns and challenges as well as to help them to overcome the difficulties they encounter, **we recommend holding regular meetings with small traders and customs officials** – especially to work on the management of their relationship and interactions, particularly on the Congolese side. This can also be done through radio

programming by inviting customs officials on air to listen to and address the concerns of small traders.

In order to address the lack of knowledge and awareness of the laws and regulations regarding border fees, **we recommend, in collaboration with the authorities, educating small traders on the list of products exempted from taxes and displaying it at the border**. Specifically, we recommend Town hall meetings with small traders and customs officials where project officers could explain the tax policy at the border (with the help of a RRA (Rwanda Revenue Authority) official in Rwanda and the DRC), and facilitate discussion on the causes of disputes as well as the challenges faced by small traders.

Regarding microcredits, the **SFCG program team should seek information from other organizations providing micro-credits so that SFCG does not duplicate efforts with certain beneficiaries while leaving others aside**. The selection criteria should be developed in coordination.

Concerning the radio programs, SFCG should plan the program themes according to the main concerns expressed by small traders and customs officials. To have more impact, it would be preferable to choose the radios located in the four border cities and the hours of broadcast between 6PM and 10PM.

1. Context

Small trade between the province of North Kivu in the Democratic Republic of Congo (DRC) and the western province of Rwanda is a very important source of revenue for local populations. In 2010, International Alert estimated that at least 22,000 people were surviving on revenue made through sales revenue between Goma and Gisenyi, many of them women.

Limited access to financial capital reinforces competition, making trading conditions very difficult for small traders, and women in particular. Finally, and despite tracing mechanisms and initiatives developed locally and internationally, the persistence of illegal trade (including undeclared trade and smuggling of minerals) often triggers a confrontation between authorities and operators. This constitutes an additional source of insecurity which further hinders trade and prospects for economic development in the region.

However, cross-border trade between the DRC and Rwanda amounts to $17 million per year, which shows the economic interdependence in this region. This interdependence is an important factor in economic growth and the possibility of building closer ties between the peoples of the two countries in order to achieve greater regional cooperation. Thus, if this regional trade was carried out in compliance with national and international laws, it could serve as a driving force for the growth and economic development of the two countries, while contributing to regional peace and stability.

In this context, Search for Common Ground (SFCG), began implementing a regional project financed by Trade Mark East Africa which targets small traders crossing the borders between Rwanda and the DRC (Goma / Gisenyi and Bukavu / Rusizi). The project will be implemented over the period of one year, beginning in July 2016 through June 2017.

The overall objective of this project is to support peace through economic development and improved citizen-government relations in the field of cross-border trade. The project has three specific objectives:

1. Improve relations and collaboration on border regulation between customs officials and small traders;

2. Increase research-based awareness on issues related to cross-border trade (CBT) to small traders, local CSOs, border authorities, government officials and other stakeholders; and

3. Provide financial support to small traders, cooperatives / associations operating on the Goma / Gisenyi and Bukavu / Rusizi borders.

In order to achieve these objectives, the project brings together small traders from both countries, organizing Town hall meetings, producing and broadcasting a radio program on cross-border trade and building the entrepreneurial capacities of small traders.

The project's main target group is small traders, with a particular emphasis on women, as well as customs officers. The project will indirectly affect others through the radio programs produced and broadcast.

2. Methodology

The data were collected through a mixed approach including: surveys (quantitative), Focus Group Discussions (FGDs) and Key Informant Interviews (KIIs) (qualitative). The main objectives of this baseline study are to inform the implementation of project activities on the basis of the baseline data collected.

Specifically, this study wanted to provide basic data to answer the following questions at the end of the project:

- To what extent have relations and collaboration on border regulation between officials and small traders improved?

- To what extent are regional trade stakeholders, including small traders and vulnerable groups, sensitized and informed about CBT issues?

- To what extent has the economic viability and resilience of small traders, especially women, increased and what are the effects of the project on this improvement?

Data collection was conducted from September 12 to 29, 2016 in the DRC and from September 26 to October 4, 2016 in Rwanda. In Rwanda, the survey was carried out in the districts of Rubavu and Rusizi and in the DRC, in the city of Goma (specifically in and around the borders and in Birere markets (Virunga market, fifth-century market (BDGL), Kahembe and the port of the city), and Bukavu.

The data were collected from:

- Small traders crossing the border between Rwanda and the DRC, (Goma / Gisenyi and Bukavu / Rusizi);

- State officials working at the border (Goma / Gisenyi and Bukavu / Rusizi);

- The partner organizations of the project.

1.1. Data collection and analysis

As previously reported, the data were collected through a mixed approach: Focus Groups Discussion (FGDs) and Key Informant Interviews (KIIs) as well as a survey. The tools are identical for both countries.

Respondents' opinions in focus groups and semi-structured individual interviews allowed for more in-depth qualitative information and better clarification of quantitative data. Group-specific discussion guides and individual interview guides were developed. In total, 4 FGDs were carried out each with 10 participants, for a total of 16 focus groups in the 4 sites (Goma, Rubavu, Bukavu, and Rusizi):

- 1 FG with men young cross-border traders;
- 1 FG with adult male cross-border merchants;
- 1 FG with cross-border young women traders;
- 1 FG with adult cross-border shopping women.

The research team held semi-structured interviews with the following key informants:

- The managers of the NGOs partners of SFCG within the framework of this project. In Rwanda: ADEPE; In the DRC: AVPAD, COFENOKI and AMKENI in Goma, ALPF and APEF in Bukavu);

- Beneficiary cooperatives and associations (2 representatives of 2 cooperatives);

- The representatives of the State services working at the border are the representative of the Directorate General of Migration (DGM), the representative of the General Directorate of Customs and Assise (DGDA), the representative of the Border Police, The Congolese Office of Control (OCC), the representative of the Border Health Services, the Vice Mayor of Economic Affairs in Rwanda (Rusizi), the JADF PS in the Rusizi district.

Table 1: Sample for the Qualitative Collection of the Study

	Focus group		Key Informant		Total
	Male	Female	Male	Female	
Goma	17	16	3	2	38
Bukavu	18	18	4	1	41
Gisenyi	20	20	1	2	43
Rusizi	20	20	1	1	42
TOTAL	**75**	**74**	**9**	**6**	**164**

For the FGDs the participants were selected by the SFCG Design, Monitoring and Evaluation (DM&E) team in collaboration with the partner organizations and taking into account the category of participants, i.e. small traders crossing the border between Rwanda and the DRC. The FGD notes and interviews were compiled in Word by a note taker and translated into French for analysis.

The survey collected quantitative data from small cross-border traders in Rwanda and the DRC. A questionnaire was developed by the SFCG-Rwanda and SFCG-DRC DM&E and with the technical support of the SFCG regional monitoring and evaluation specialist based in Bujumbura

as well as the program teams of the two countries. The survey used is available in the appendices of this report (see Annex 1).

The sample size was determined on the basis of the target population. The random sample was calculated on the basis of the Roaosoft sample size calculator from the following parameters: a significance level of 95%, a margin of error of 5% and a prevalence of 50% in relation to the questions studied. In total 1,439 people were surveyed, spread over the four borders as shown in the following table. Women constituted 75% of this sample and men 25% because of the overrepresentation of women among small cross-border traders.

Table 2: Respondents reached through the survey by area and gender

	Survey				
	F	M	Total reached	Total planned	Difference
Goma	261	92	353	350	+3
Bukavu	219	84	303	350	-47
TOTAL (DRC_	480	176	656	700	
Rusizi	293	103	396	350	+46
Gisenyi	290	97	387	350	+37
TOTAL (RWANDA)	583	200	783	700	+83
Overall total			1439	1400	+39

The difference of 39 people between the planned sample and those actually surveyed is due to the fact that the research team failed to find male small traders at the start of the survey and so decided to survey more women instead. However, as the survey progressed, more male small traders were identified. Survey respondents were selected at random from the locations where the small cross-border merchants engage in trade (market, border, etc.).

A total of six enumerators in Rwanda and 10 in the DRC – five for the Goma border and five for the Bukavu border – were recruited and trained before completing the research The Congolese enumerators and FGD facilitators were all trained for one day in Goma and Bukavu respectively and the Rwandans in Gisenyi. The data collection in the DRC was carried out from September 12 to 29 and in Rwanda from September 26 to October 4, 2016.

In Rwanda 783 surveys were conducted. 387 were conducted in the district of Rubavu (Gisenyi border) and 396 in the district of Rusizi. In the DRC, under the supervision of the DM&E Assistant, 5 interviewers conducted surveys of 353 people in Goma, and 5 other interviewers in Bukavu surveyed 303 people. A moderator accompanied by a note-taker conducted the FGDs and KIIs at each border.

After data entry, the data were analyzed comparatively by the DM&E coordinator in Rwanda. The data were also disaggregated by country and by border, allowing for a comparison between the DRC and Rwanda. Finally, all the data collected using different methods (surveys FGDs, KIIs) have been triangulated. Quantitative data analysis was done using SPSS.

1.2. Limitations

During the collection of the qualitative data, we were not able to interview the customs officers either in Gisenyi or Rusizi because the authorities at the Rwandan border did not believe the authorization to carry out the research, which was issued by the district, covered customs. Thus, it was necessary to request this authorization from the Directorate General of Immigration and Emigration in Kigali while the research team was already in the field. This has had a limited impact on the research results since the small traders – who are the primary beneficiaries of this project – the district authorities and the border authorities in the DRC have all been interviewed.

Additionally, data collection did not take place simultaneously in Rwanda and the DRC due to delays in obtaining authorizations from Rwandan local authorities. These delays affected the timetable for data collection. It meant that some research was conducted after the start of some project activities, such as meetings with small traders and customs officers. However, the launch of these activities was not likely to influence the results of this baseline study because only a few activities have been conducted.

3. Results

In this chapter, the results are organized in four sub-chapters, according to the objectives of the study:

1. The relationship and collaboration between customs officials and small traders crossing the border between Rwanda and the Democratic Republic of Congo;

2. Sensitization of vulnerable groups on CBT issues;

3. Economic viability and resilience of small traders; and

4. SFCG programs and awareness.

3.1. Relationship and collaboration between customs officials and small traders crossing the border

The survey gathered data on the perception of time spent on each side of the border by small traders. Two-thirds of small traders surveyed said they spend more time on the Congolese border than on the Rwandan border.

Chart 1: Comparison of time spent at the border

On which border do you spend the most time?

Rwandese side;
32,30%

Congolese side;
67,70%
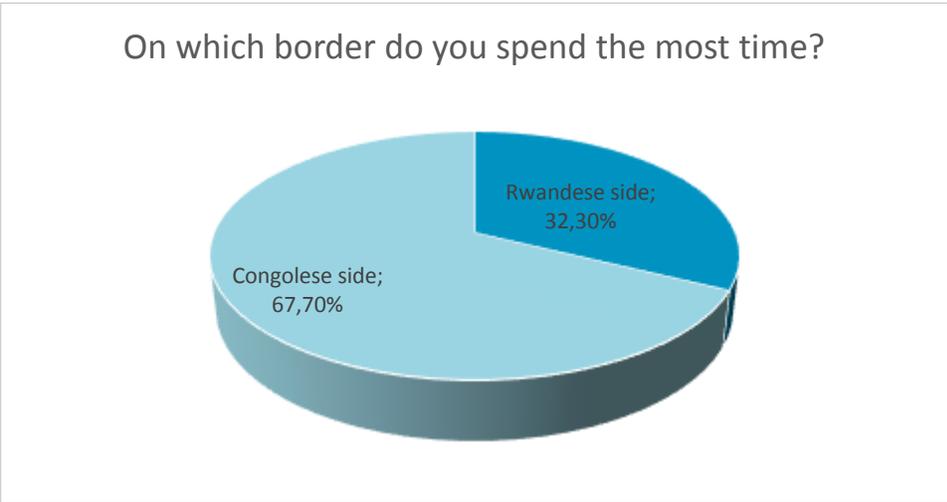
For Rwandan small traders, there is not much difference between the two borders. However, this is not the case for Congolese traders. Knowing so, we recommend holding regular meetings with small traders and customs officials – especially to work on the management of their relationship and interactions, particularly on the Congolese side. This can also be done through radio programming by inviting customs officials on air to listen to and address the concerns of small traders.

Chart 2: Comparison of time spent at the border, by nationality
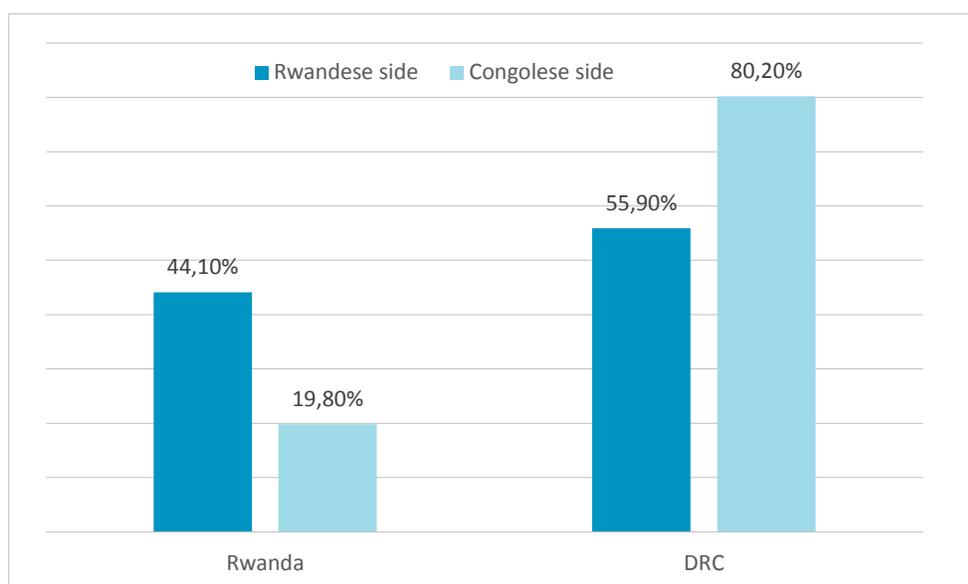
Differences in wait times were recorded according to the border. A remarkable difference between the two border posts was recorded at the Bukavu / Ruzizi border where small traders seem to spend much more time at the Congolese border. The following table shows that almost all small traders coming from Bukavu (96.35%) say they spend a lot of time at the border on the Congolese side.At the Goma / Gisenyi border post, for small traders coming from Gisenyi, more than half (55.91%) said they spend more time on the Rwandan side.

Table 3: Comparison of time spent at the border, by location

	Border			
	Goma	Gisenyi	Bukavu	Rusizi
Rwandan side	36.31%	55.91%	3.65%	27.88%
Congolese side	63.69%	44.09%	96.35%	72.12%

In order to study the relationship and collaboration on border regulation between customs officials and small traders crossing the border between Rwanda and the DRC, the following points were discussed:

- The level of satisfaction with the relationship between customs officials and small traders at borders and their reasons;

- Sources of information for all questions / problems at the border, relating to the activities of small traders; and

- The level of interaction with customs officers.

Level of satisfaction of relationships between small traders and customs officials at the border

Congolese border

The majority of small traders surveyed (72.9%) said they were not satisfied with their relations with Congolese officials at the border. Participants in all focus groups in Rwanda and the DRC reported that their relations with Congolese state services at the border are bad, because at the Congolese border there are many informal taxes for which they are not given a receipt and goods are confiscated. As for relations with the Rwandan state services at the border, all the focus groups say that they are good because the border services are fast and the taxes to be paid are known.

Chart 3: Satisfaction with Congolese State Border Services

Are you satisfied with the services of the Congolese State at the border?
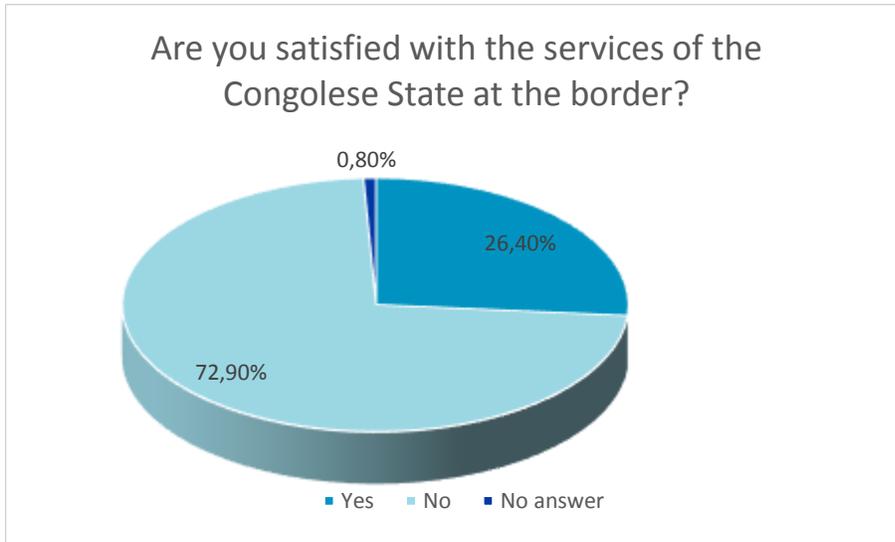
More than a quarter (26.4%) of small traders surveyed says they are satisfied with these relationships. If we break down the data according to the nationality of the respondents, we can see that the small traders who are most dissatisfied with these relationships are the Congolese traders (83.7%), although there is also somewhat dissatisfaction among small traders in Rwanda 62.6%).

Chart 4: Satisfaction with the services of the Congolese state at the border, by nationality
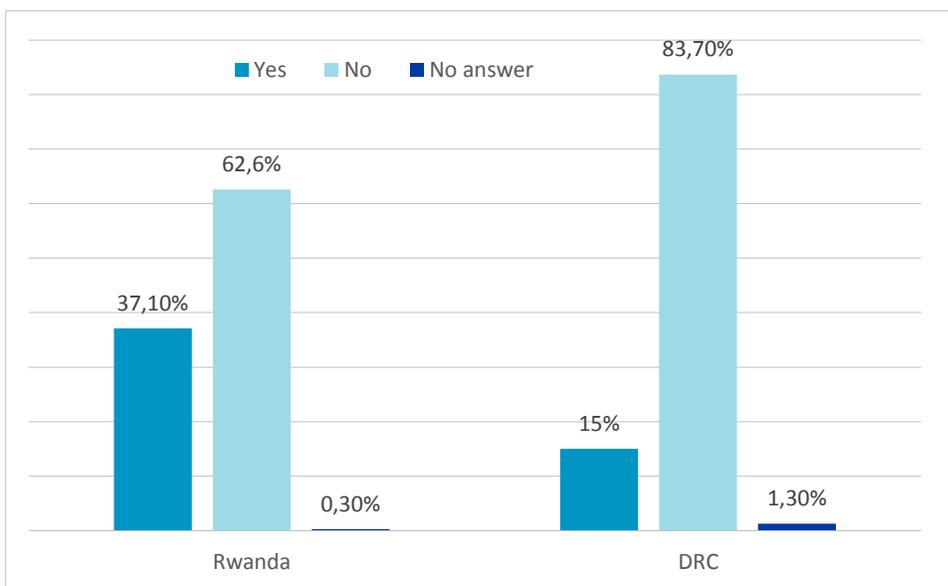
The table below shows the data broken down by the provenance of traders. Small traders of Goma are the least satisfied with their relations with the officials of the Congolese customs, whereas those of Rusizi are the most satisfied. The highest level of dissatisfaction remains with the level of Congolese traders. There is also a very high level of dissatisfaction for traders coming from Gisenyi.

Table 4: Satisfaction with the services of the Congolese state at the border, by location

	Border			
	Goma	Gisenyi	Bukavu	Rusizi
Yes	11.70%	26.40%	18.50%	45.50%
No	87.50%	73.10%	79.50%	54.50%
No answer	0.90%	0.50%	2.00%	0.00%

Small traders cited the following as reasons for being unsatisfied with the services of the Congolese State at the border.

Table 5: Reasons for dissatisfaction with the services of the Congolese State at the border

	Reason 1	Reason 2
There are many taxes	34%	2.80%
There is a lot of harassment / corruption	33.60%	42.70%
I cannot easily have a discussion with officials at the border	13.20%	0.30%
There is a lot of violence	7.30%	36.70%
I did not have access to information about my rights and duties and those of border agents	7%	0.60%
Other	4.70%	16.90%
No answer	0.10%	0%

In FGDs small traders in Rwanda and Congo said they were harassed by customs officials at the Congolese border. The Rwandan participants say that on the Congolese side they pay a lot of money and the Congolese authorities take their products to customs. Furthermore, participants in

the focus groups said that they face the following problems with the authorities at the Congolese border:

- **Informal taxes**: small traders (both men and women) say that they pay a lot of informal taxes without invoices at the Congolese border;

- **Confiscation of goods**: small traders say their goods are taken by the Congolese authorities especially if they do not have money to pay the informal taxes;

- **Too many border officers**: Rwandan and Congolese traders claim the presence of a lot of service at the Congolese border and that in each service they have to pay money;

- **Payment of exit tokens**: Congolese small traders, especially from Goma, said they pay exit tokens when crossing is supposed to be free. They say that the authorities are creating problems at the border and that there is always a long line. To cross quickly, a small trader has to pay the exit token or be caught in a very long line.

- **Harassment and insults**: small traders, mainly Rwandan and few Congolese, claimed that they are beaten and insulted by the Congolese border officials.

- **Lending of uniforms to civilians**: a woman participating in a FGD in Gisenyi explained that "*the worst thing is that the customs authorities lend their uniforms to anyone, even civilians, who in turn also come to us requiring money*."

"Relationships are not good because they are difficult to identify and are numerous and do not have fixed offices, there are too many disorders in the customs especially on the Congolese side"
(Man participating in the focus group of Goma, DRC).

In the FGDs Congolese and Rwandan traders also accuse the Congolese authorities at the border of lacking ethics in their work and lacking respect for the human being. One man participating in a FGD in Goma said, "*Customs officers on the Congolese side do not even respect human beings, they beat us, they do anything to us, they even use boys under the age of 18 disguised as custom official to just ransom us.*"

Rwandan border

The study shows that almost all respondents (92.7%) said they were satisfied with the services of the Rwandan government at the border.

Chart 5: Satisfaction with the services of the Rwandan State at the border

Are you satisfied with the service of the Rwandan state at the border?

0.30%
7%
92.70%

■ Yes   ■ No   ■ No answer
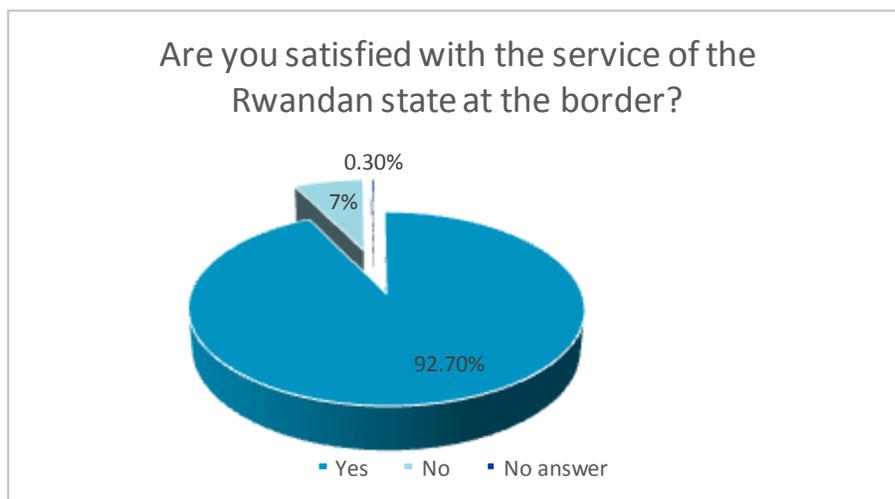
There was no significant difference between the satisfaction of the Rwandan and Congolese merchants surveyed. The following chart shows that almost all Congolese and Rwandan respondents are satisfied with their relations with officials at the Rwandan border.

Chart 6: Satisfaction with the services of the Rwandan State at the border, by nationality

■ Rwanda   ■ DRC

91,60%   93,90%

8,40%   5,50%

0%   0,60%

Yes   No   No answer
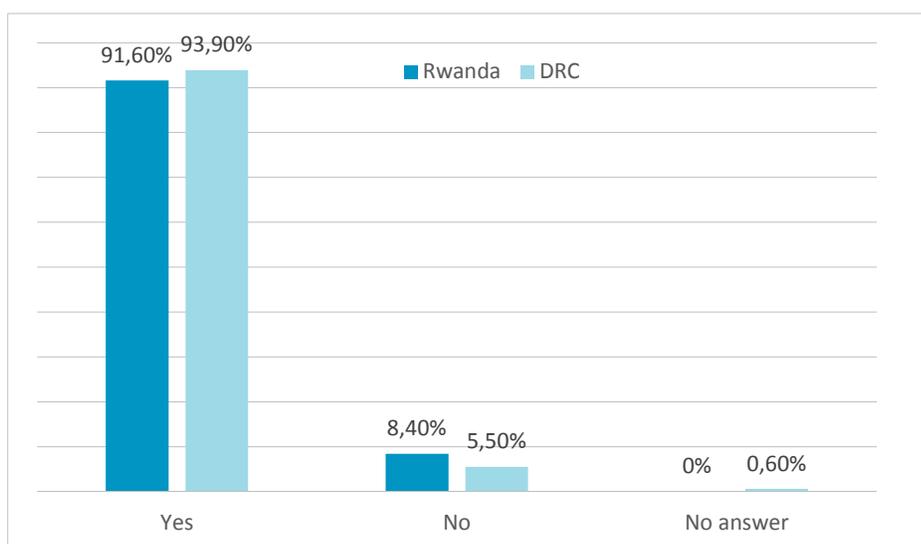
Among other reasons, the small traders cited less harassment, less violence and fewer taxes as reasons for their satisfaction. The following table shows the details of these responses.

Table 6: Reasons for satisfaction with the services of the Rwandan State at the border

	Reason 1	Reason 2
There is less harassment / corruption	21.1%	37.30%
There are fewer taxes	28.20%	3.70%
I have a discussion with officials at the border without problems	21.40%	2.20%
There is less violence	11.80%	37.90%
I had access to information about my rights and duties and those of border agents	9.90%	0.20%
Other	7.40%	18.50%
No answer	0.10%	0.20%

The table above shows that respondents are satisfied with the services offered at the Rwandan border because there are fewer taxes, less harassment and corruption and less violence. Overall, the qualitative data confirm that many participants appreciate the services of the Rwandan state at the border. Indeed, small Rwandan traders say that the Rwandan government services, especially at the Gisenyi / Rubavu border, are very fast because they have introduced an electronic machine to distribute exit tokens.

However, a small number of small Congolese traders reported that they are mistreated in Rwanda (generally) and sometimes even beaten by customs officials. A trader in Goma explained, "*We do not have value in the eyes of Rwandan officials. They do not respect us, and sometimes they even strike us. That's what makes the relationship between us and the officials poor in general, whether on the Rwandan or Congolese side*."

"*Officials on the Rwandan side often lock them in a toilet if they lose a token; the veterinarian of Rwanda accepts that products unfit for consumption go to Congo to favor their products and yet in principle, they should destroy them*"
(Trader participating in focus group Goma, DRC).

Some Congolese petty traders in the FGD reported that they are mistreated in Rwanda by beating and insult. And few said that border official in Rwanda touch them everywhere even in their private parts to search for fraud items.

> "*Not only are put in the toilet in Rwanda, but we are also placed under their chairs while they hit and insult us.*" (Trader participating in the focus group Bukavu, DRC).

> "*In Rwanda we are touched everywhere even in our private parts and yet they have the control.*" (Female Trader participating in the focus group Bukavu, DRC).

Sources of information on border issues / problems related to small business activities

The following table shows the respondents' preference for the person / entity to be contacted for questions and problems at the border related to their business activities.

Table 7: Actors consulted to resolve problems linked to commercial activity

For any problem related to your commercial activity at the border, who do you first look for to find a solution?	
The Border Police	35.60%
The migration office (DGM)	11.50%
The officers of the DGDA	1.70%
Hygiene services	0.90%
The agents of the OCC	0.10%
The Rwanda Environment Management Authority (REM)A	0.20%
The agents of Rwanda Revenue Authority (RRA)	3.30%
The agents of Magerwa - Magazin Generals of Rwanda	1.50%
Agents of Common Market for Eastern and Southern Africa (Comesa)	1.30%
Other small traders	3.90%
No one	35.60%
Other	2.30%
No answer	2.20%

Overall, respondents reported either using the border police (36.5%) or fending for themselves (36.5%), when they encounter a problem in their commercial cross-border activities. A minority also reported referring the issue to the migration office (11.5%). When disaggregated by country of origin, there are remarkable differences: the majority of small Congolese traders tend handle the issue themselves (63.1%), while the majority of Rwandan traders (55%) refer the issue to the border police.

Table 8: Actors and bodies consulted to resolve problems related to commercial activity, by nationality

	Rwanda	DRC
The Border Police	**55.00%**	**11.30%**
The migration office (DGM)	**15.50%**	**6.50%**
The officers of the DGDA	1.00%	2.60%
Hygiene services	0.00%	2.00%
The agents of the OCC	0.00%	0.20%
REMA agents	0.30%	0.00%
RRA agents	6.00%	0.00%
The agents of Magerwa	2.70%	0.00%
The agents of Comesa	0.10%	2.70%
Other small traders	1.20%	7.20%
No one	**13.60%**	**63.10%**
Other	2.40%	2.20%
No answer	2.20%	2.20%

The qualitative data confirm the quantitative data presented above. In Rwanda, in all the FGDs the participants said that there are not many problems at the border. They say the problems they encounter are mainly related to the payment of taxes. When these arise, they go to the RRA authorities to settle the issue of taxes by following the law governing taxes at the border.

At the Congolese border, Rwandans responded that they address the person with whom they have the problem by giving him money. One trader who participated in a FGD in Gisenyi said, "When you have a problem in the Congo, you have to arrange with the person who stopped you by giving money, or a quantity of the goods, and when they refuse, you have to leave all the goods. There is no other solution."

This is seen as corruption. Rwandan traders are aware that the payment of informal taxes is not a good practice, but they say they have no choice as this is a common practice in the DRC and they want to continue their economic activities. Rwandan traders responded that in some cases they refer the issue to the Rwandan police and, since the authorities on both sides of the border are cooperating, the Rwandan police intervene by calling the Congolese police and the problem is settled amicably.
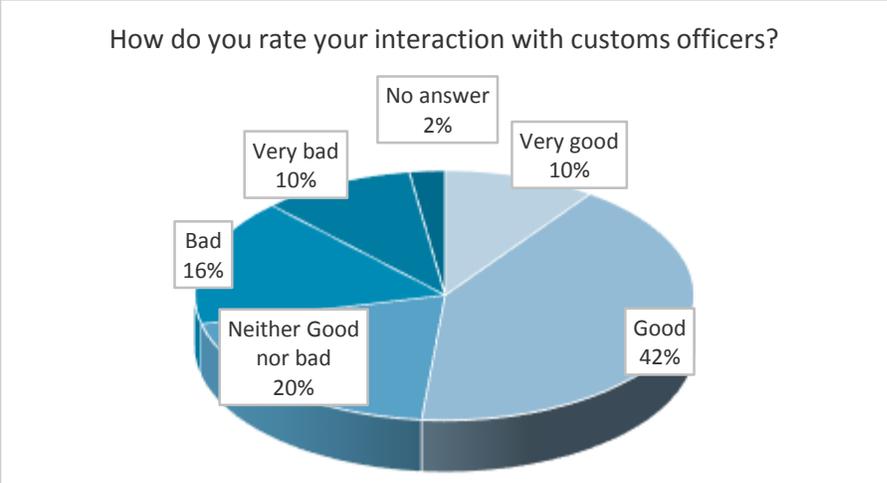
A trader participating in a FGD from Rusizi explained that, "In Congo, when we have a problem at the border related to our commercial activity, there are times when we address the Rwandan police because we are often threatened in Congo by the Congolese police. Each body communicates with their counterparts on the other side (police with police, immigration with immigration)." This cooperation between the authorities on both borders is a good thing to reinforce during this project.

Finally, traders also sometimes use violent means to solve problems with the Congolese authorities. For example, they will pay street children in the DRC to attack and beat the policeman who arrested them. One young trader participating in the FGD in Rusizi said, "I returned from the Congo with my goods, a Congolese police officer took 2 cartons of my lotion. I wanted to give him $10 that I had on me, but he refused. Instead, I gave the $10 to street children (Mayibobo), who in turn terrorized the police officer, took the boxes of lotion he took, and gave them back to me."

Level of interaction between small traders and customs officers

The following chart shows that the majority (51.5%) of small traders feel they interact positively with customs officers at the border.

Chart 7: Interaction between small traders and customs officers

How do you rate your interaction with customs officers?

Label	Percent
No answer	2%
Very good	10%
Very bad	10%
Bad	16%
Neither Good nor bad	20%
Good	42%

When disaggregated by country we can see that most Rwandan traders (73.1%) say that their interactions with customs officials are good or very good, compared to only 28.6% of Congolese. On the other hand, one third (34.8%) of the Congolese traders consider their interaction with the customs officials to be neither good nor bad. The following chart provides further details.

To strengthen this interaction, it is advisable to organize activities to strengthen mutual trust between small traders and customs officials. These activities can be activities of conviviality between the latter including sports activities and community work as well as radio programs.

Chart 8: Interactions between traders and customs officers, by nationality
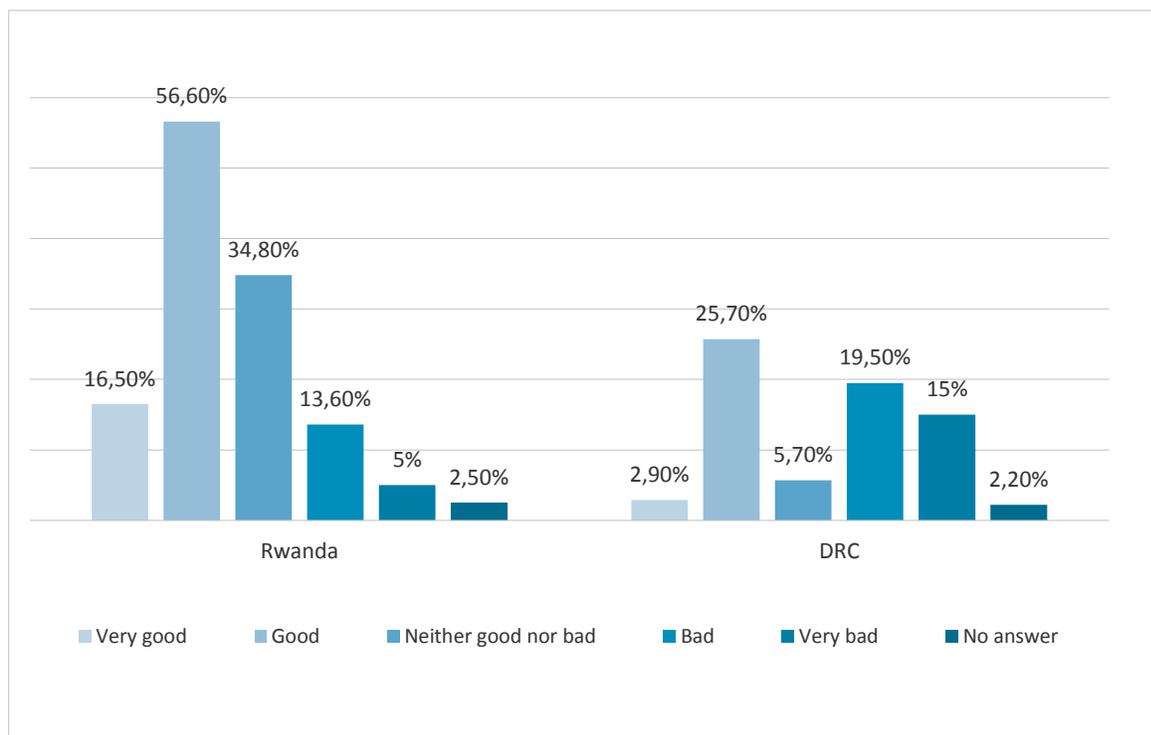

16.5% of Rwandan small traders responded that their interactions with customs officials is very good, while 56.6% responded that this interaction is good. The majority of Congolese small traders responded that this interaction is neither good nor bad (34.8%) and bad (19.5%). The data broken down by source border show that the small traders of Rusizi and Gisenyi in Rwanda, describe the interactions as very good and good. However, less than a quarter of small traders in Goma rated this interaction as very good and good (very good: 3.1%; good: 16%).

Table 9: Interactions between traders and customs officers, by location

|	Goma	Gisenyi	Bukavu	Rusizi
Very good	3.10%	13.60%	3.30%	17.40%
Good	16.00%	**50.70%**	**34.40%**	**61.10%**
Neither good nor bad	**32.90%**	6.00%	**34.10%**	10.70%
Bad	21.10%	16.70%	20.20%	9.20%
Very bad	25.40%	8.90%	5.00%	0.80%
No answer	1.40%	4.20%	3.00%	0.80%

The table above shows that according to the results of the survey, the majority of respondents describe the interactions with customs officials as good, with the exception of traders in Goma, where almost half described this interaction as bad (21.1%) or very bad (25.4%). Among the interviewees who rated these interactions as very good or good (64.4%), the reasons they gave were things like the fact that these officers listened to their concerns (64.4%) and that they gave them advice (19.5 %).

Chart 9: Reasons for good interaction with customs officers
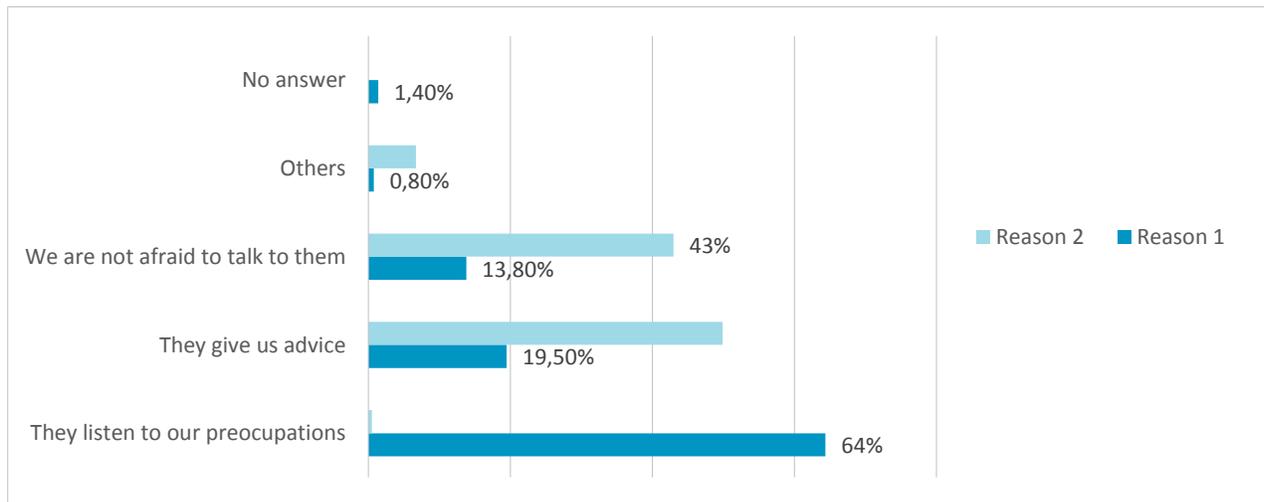
Conversely, the following chart shows the reasons why their interactions with customs officers are not constructive.

Chart 10: Reasons for Poor Interaction with Customs Officers
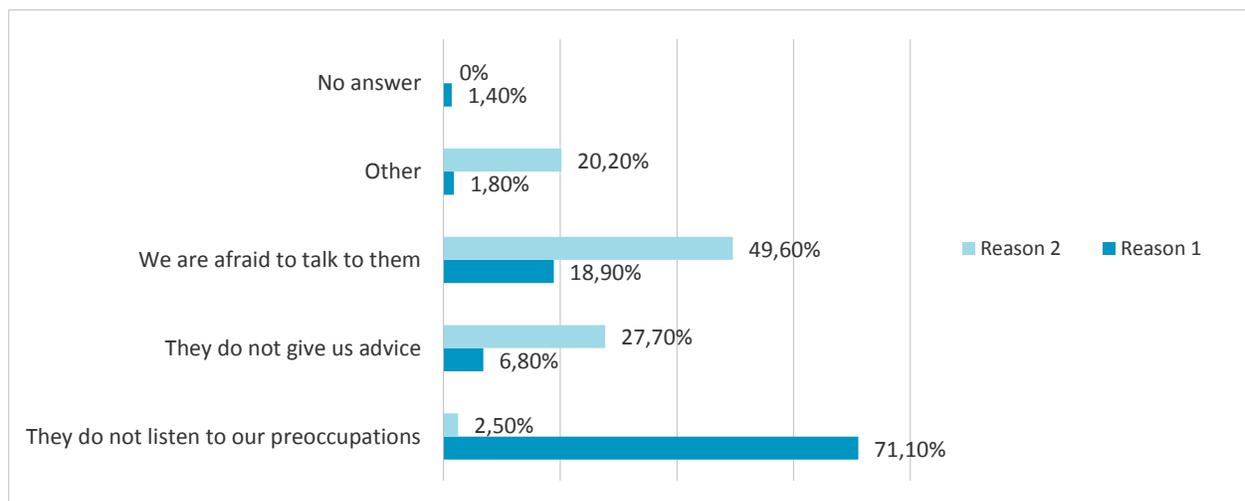
Interviewees who characterized this interaction as bad or very bad gave reasons like the fact that the officers do not listen to their concerns or they are afraid to talk to these officers.

3.2. Knowledge of small traders on issues related to cross-border trade (CBT)

This sub-section examines the extent to which regional trade stakeholders, including small traders and vulnerable groups, are sensitized and informed about CBT issues. Research participants were asked questions about the payment of informal taxes, knowledge of the laws and regulations governing CBT and the sharing of information acquired on the activities of small traders crossing the border.

Chart 11: Knowledge of receipt of payment receipt rules

Do you agree with the following sentence: If a border authority asks me for money, he has to give me a receipt?
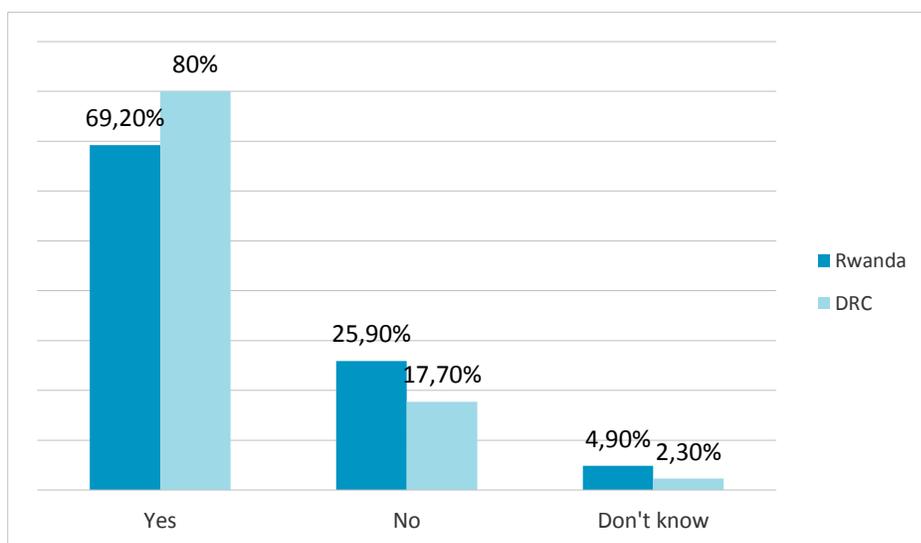
- 3.70%
- 21.90%
- 74.40%

■ Yes ■ No ■ Don't know
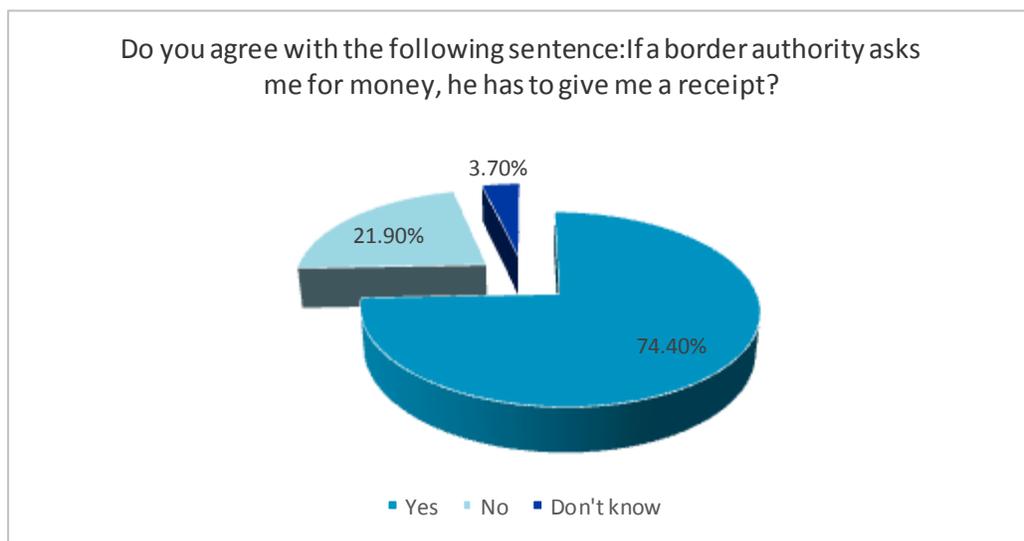
Responses to this question demonstrated the level of general knowledge of the illegality of informal taxes.

Chart 12: Knowledge of the rules concerning receipt of payment receipts, by nationality

	Yes	No	Don't know
Rwanda	69,20%	25,90%	4,90%
DRC	80%	17,70%	2,30%

There is a slight difference between the small traders of Rwanda and the DRC in their responses to this question: the percentage of Congolese traders interviewed who said they would ask for a receipt after paying a tax are more numerous than those in Rwanda (80% and 69.2 %

respectively). Regarding the payment of an informal tax to facilitate the crossing of a border more than half of the respondents did not agree that this is acceptable.

Chart 13: Collection of informal taxes
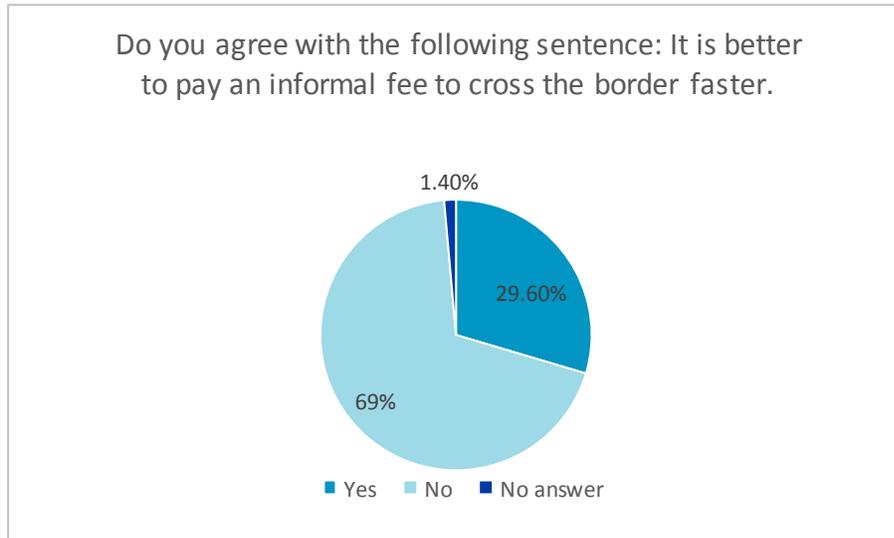
This graph shows that the vast majority of respondents do not agree with the payment of an informal tax. This tax is perceived as corruption. This means that as many small traders as possible are aware that the payment of an informal tax or corruption is a bad practice. Regarding the knowledge of respondents about CBT regulations and regulations, less than half of respondents responded that they have no knowledge of the laws and regulations governing CBT.

Chart 14: Level of awareness of CBT laws and regulations

How do you qualify your knowledge of laws and regulations governing cross-border trade?

- No answer 3%
- Very bad 11%
- Very good 11%
- Bad 22%
- Good 35%
- Neither good nor bad 18%
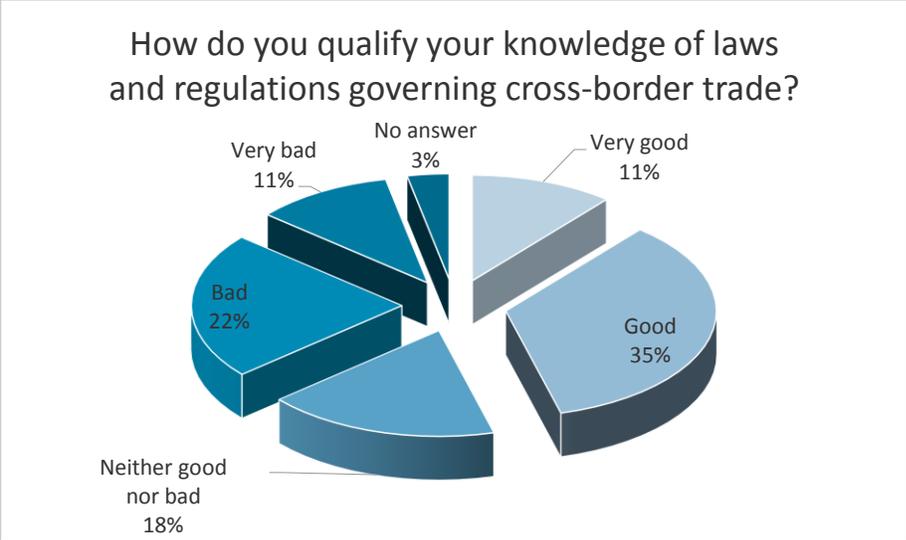
In general, Rwandan small traders seem to be much more confident about their knowledge of the law and regulations governing cross-border trade. 58% of Rwandan small traders claimed that their knowledge as very good or good, compared to only 32.6% of small Congolese traders. Similarly, 32.1% of Rwandan traders reported that they do not feel confident in their knowledge of the law and regulations, compared to 34.2% of Congolese traders.

Chart 15: Level of knowledge of CBT laws and regulations, by nationality
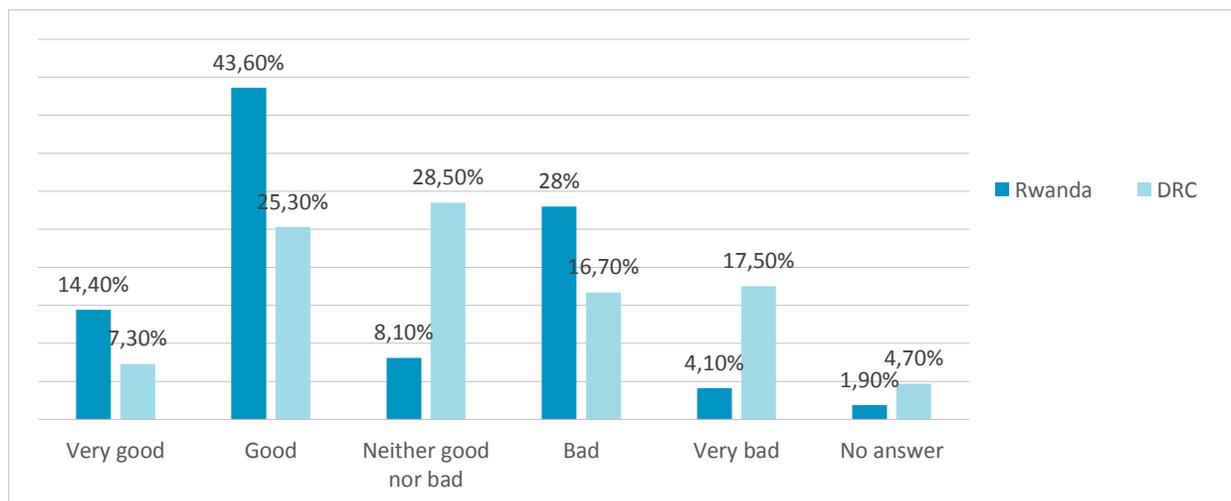
Among the small traders who confirmed that their knowledge is good or very good, 85.2% said they shared this information with others and 80.7% said they shared this information with other traders. Small traders who said they have knowledge about the laws and regulations governing CBT, also said that this knowledge is beneficial to their business activities (64%).

Chart 16: Perception of the benefit of knowledge of CBT rules for trade
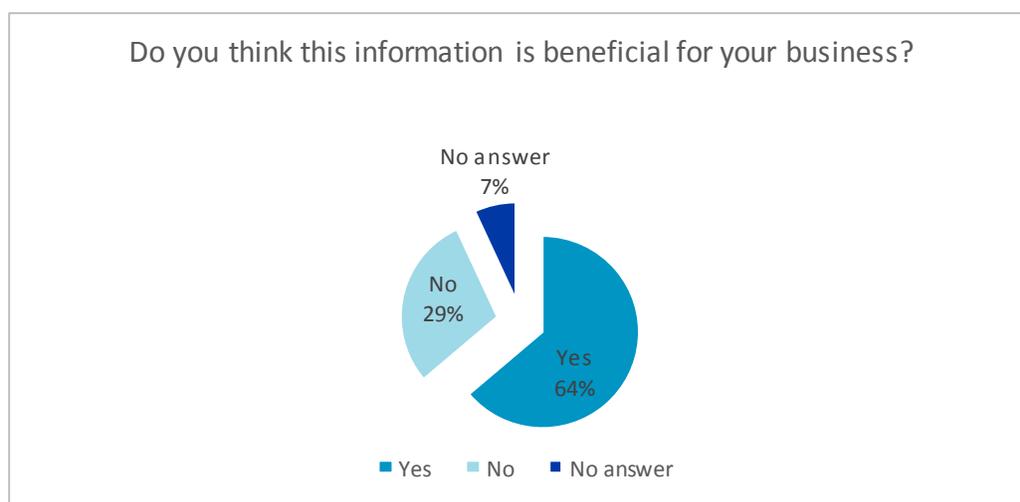
Small traders who participated in the discussion groups cited that these laws can help them know about products banned in Rwanda and exempt products. They say that knowledge of these laws

can help avoid losses due to the fact that some traders buy products banned in Rwanda or pay a lot of taxes. One trader participating in a FGD in Rusizi said, "We can know the ways in which we can claim our goods by applying the law, when we have been robbed." As for the example of how this information was beneficial for their commercial activities, they answered that they were able to pay legal taxes and increase their capital because they don't pay other informal taxes.

3.3. Economic viability and resilience of small traders

This section analyzes the extent to which the economic viability and resilience of small traders crossing the border between Rwanda and the DRC, especially women, is being strengthened through the project. The results show that a small proportion of small traders have already received microcredit. Indeed, usually these small traders have difficulty working with conventional financial institutions because of their small business (capital) and many of them do not use banks.

Granting microcredit

More than a quarter (26%) of small traders interviewed indicated they had received a microcredit to boost their commercial activities. It was largely the traders from Goma, as well as Rusizi and Bukavu, who said they had received a microcredit. However, those from Gisenyi were less likely to have done so. As the project targeted only small traders in Gisenyi and Goma, this means that there are other partners or financial institutions that have financed small traders in Rusizi. The SFCG program team should therefore seek information from other organizations able to provide micro-credits so as not to duplicate efforts on certain beneficiaries while leaving others aside. Selection criteria should be considered in coordination.

Chart 17: Micro-credit beneficiaries, by location
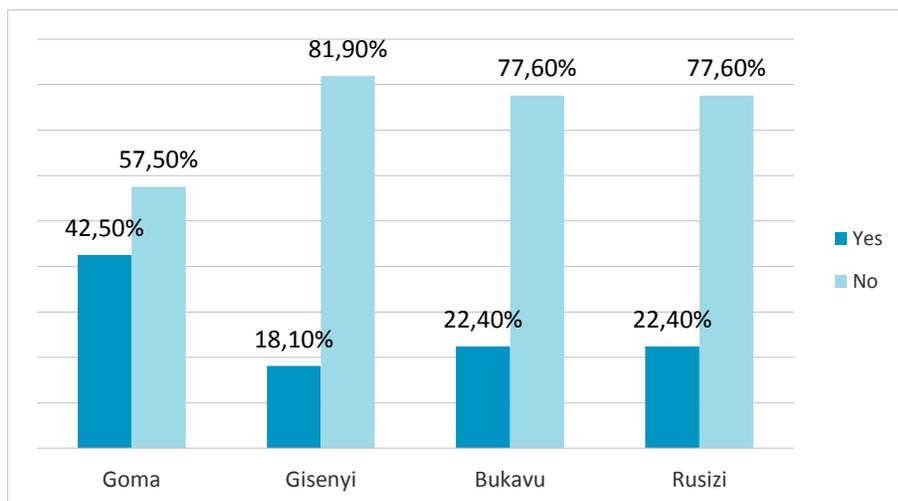
Almost all the small traders who said they received microcredits said that these loans helped them to improve their income from their business activities. There is no significant difference between Rwanda and DRC and between the four borders. The small traders who claimed that the microcredit allowed them to manage the revenues related to their commercial activities gave examples visible in the following chart.

Chart 18: Benefits of receiving microcredit
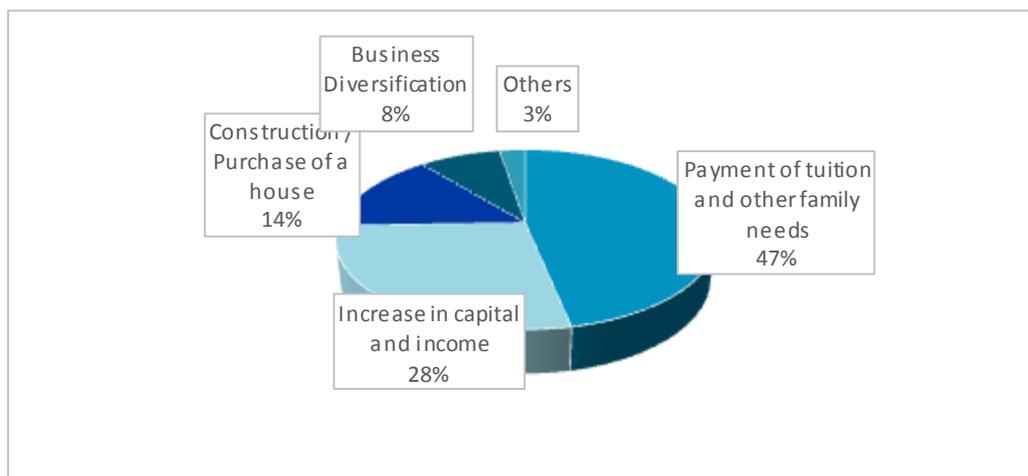
The majority of small traders who received a microcredit felt that this loan allowed them to not lose their small business and to continue their commercial activity. Microcredit was important for small traders since it helped them to boost their trade and increase their capital[1].

Chart 19: Perception of the impact of microcredit on commercial activity

Do you agree with the following sentence: the loan received allowed me not to lose my small business / continue my business

No answer 0%
Totally disagree 3%
Disagree 3%
Neither agree nor disagree 11%
Agree 32%
Totally agree 51%
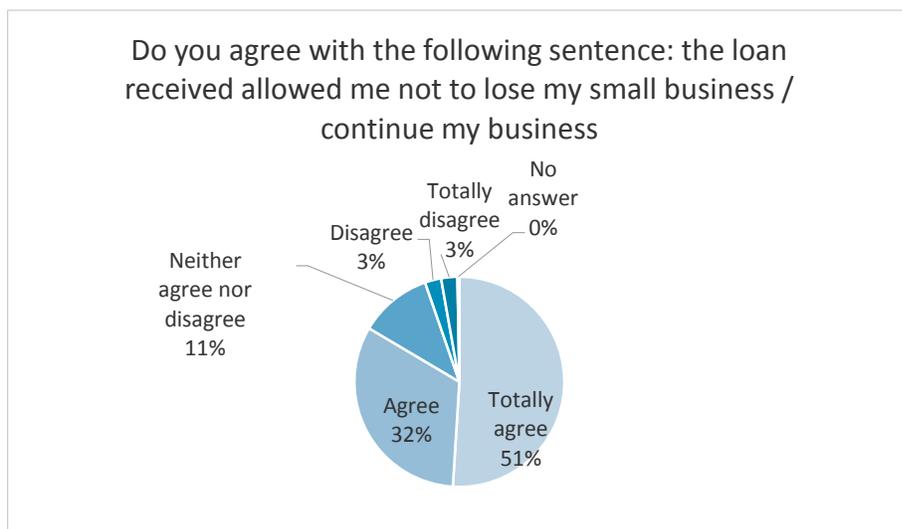
3.4.   SFCG Program and Notoriety

This study also allowed us to study SFCG's reputation in the targeted areas of radio programming, potential listeners' favorite radio stations, and themes as well as broadcast times.

Listening to the radio

Overall, 77.8% of survey respondents said they listen to the radio. The following graph shows the trend across countries.

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[1] Very few participants in the focus groups had already received microcredit, not allowing more qualitative information on this issue.

Chart 20: Listening to the radio, by nationality
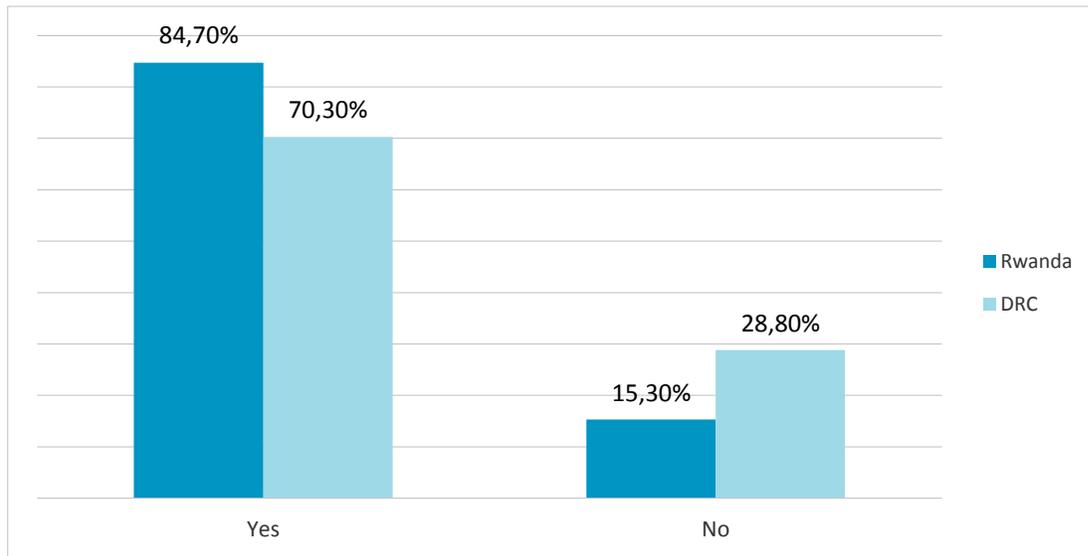
The vast majority of small Rwandan and Congolese traders listen to radio, with a negligible difference between the two countries: a slightly larger proportion of Rwandans listen to radio compared to small Congolese traders. This means that radio is a useful means of communication with small traders. It is highly relevant for the program to focus its media strategy on radio productions and broadcasts as it is doing. The largest proportion of small traders listening to the radio is in Rusizi (87.3%), while in Bukavu the smallest proportion of small traders is listening to the radio (69%).

Chart 21: Listening to the radio, by location
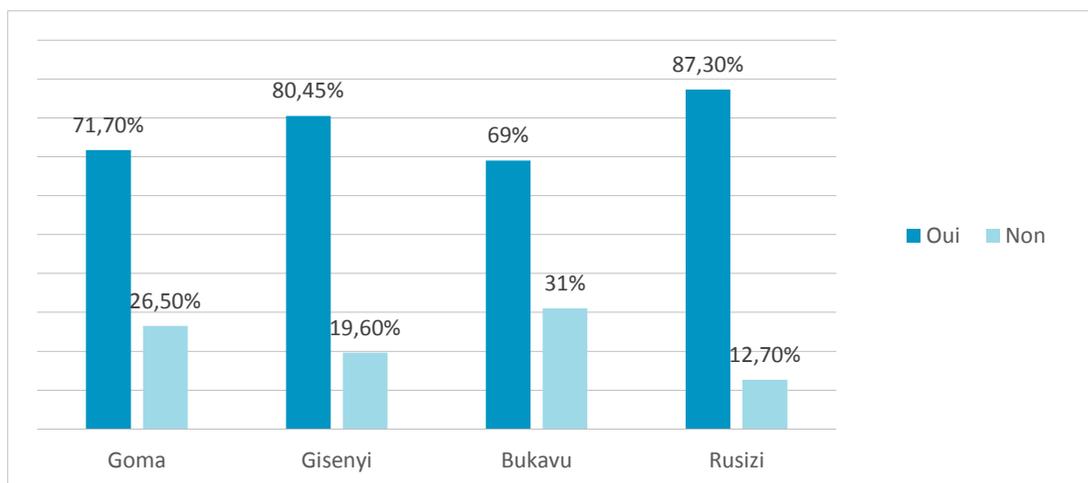
The following table shows the respondents' preference of radio station according to the location of the listeners.

Table 10: Favorite radio, by location

	Border			
	Goma	Gisenyi	Bukavu	Rusizi
RTNC Goma	**22.30%**	0.70%	0.50%	0.00%
RTNC Bukavu	0.40%	0.00%	7.30%	0.30%
Okapi	11.70%	0.00%	12.10%	1.20%
Digital	0.40%	0.00%	0.00%	0.30%
Kivu one	15.80%	0.70%	0.00%	0.00%
Radio Sauti ya Injili	10.90%	0.00%	1.00%	0.00%
Paul FM	6.90%	0.00%	0.00%	0.00%
RTCT	6.90%	0.00%	0.00%	0.30%
Radio Maendeleo	0.40%	0.00%	**54.40%**	6.20%
Radio Sauti ya Rehema	2.40%	0.00%	12.60%	0.90%
I don't know/ No answer	2.00%	1.60%	0.00%	0.00%
Others	14.20%	0.70%	4.40%	0.60%
Radio Rwanda	0.80%	**61.60%**	1.00%	**36.70%**
Radio Rubavu	4.90%	**33.20%**	0.00%	0.90%
Radio Rusizi	0.00%	0.00%	0.00%	**51.30%**
Radio Maria	0.00%	0.70%	6.80%	1.20%
Radio Isangano	0.00%	0.70%	0.00%	0.30%
RC Musanze	0.00%	0.30%	0.00%	0.00%

The results show that in Rwanda (Gisenyi and Rusizi) small traders prefer radio Rwanda and the radio operating in the region (radio Rusizi for those of Rusizi and radio Rubavu for those of Rubavu / Gisenyi). In the DRC, Bukavu listeners prefer the radio Maendeleo whereas in Goma, the RTNC is the radio most listened to.

It is preferable that SFCG seeks to broadcast radio programs through the radio stations most listened to by small traders in each zone, according to the table above.

Preferred time slots

According to the small traders interviewed, the hours of broadcasting preferred are between 6PM and 8PM (25.8% of the respondents preferred broadcasting during these times) and between

8PM and 10PM (28.9%). It is therefore preferable to broadcast radio programs between 6PM and 10PM.

Table 11: Preferred time slot for listening to radio, by location

	Borders				Total
	Goma	Gisenyi	Bukavu	Rusizi	
Between 4 am and 6 am	12.00%	8.20%	7.30%	11.80%	10%
Between 6 am and 8 am	19.20%	6.20%	23.40%	11.80%	14%
Between 8 am and 10 am	3.00%	4.90%	9.80%	5.00%	5.5%
Between 10:00 and 12:00	1.70%	9.20%	2.00%	10.30%	6.6%
Between 12h00 and 14h00	0.90%	2.00%	0.50%	2.40%	1.6%
Between 14h00 and 16h00	0.40%	2.60%	0.50%	4.10%	2.2%
Between 16h00 and 18h00	1.70%	2.30%	2.00%	2.90%	2.3%
Between 18h00 and 20h00	**33.80%**	**33.20%**	**19.00%**	**17.70%**	**25.8%**
Between 8 pm and 10 pm	**25.60%**	**26.00%**	**33.20%**	**31.30%**	**28.9%**
Between 10h00 and 00h00	1.30%	2.60%	2.40%	1.80%	2%
Between 00h00 and 4h00 am	0.40%	2.60%	0.00%	0.90%	1.1%

There are not many differences across borders in terms of preferred broadcasting hours, overall merchants prefer the time slot between 6PM and 10PM, with a notale minority of traders (especially in Bukavu) who preferred between 6AM and 8AM.

Themes preferred by small traders

The following chart shows that the preferred program theme of small traders is income-generating activities (IGAs). This is due to the fact that being small traders they are interested in issues related to their business activities.

Table 12: Preferred themes for radio broadcasts

Preferred themes	%
Income generating activities	27.60%
Politics	12.60%
Community Dialogue	8%
Social cohesion	7.70%
Combatting unemployment	5.50%
Peaceful Conflict Transformation	2.20%
Combatting Tribalism	2%
Mediation on land disputes	1.50%
Other	30%
I do not know / No answer	3%

SFCG's reputation

The following graph shows that only 29% of small traders surveyed reported participating in or hearing about SFCG's activities. When disaggregated by country one finds that there is a significant difference. Half (52%) of Rwandan traders interviewed said they heard or participated in SFCG activities compared to only 7.9% of Congolese traders surveyed.

Chart 22: Knowledge of SFCG, by nationality
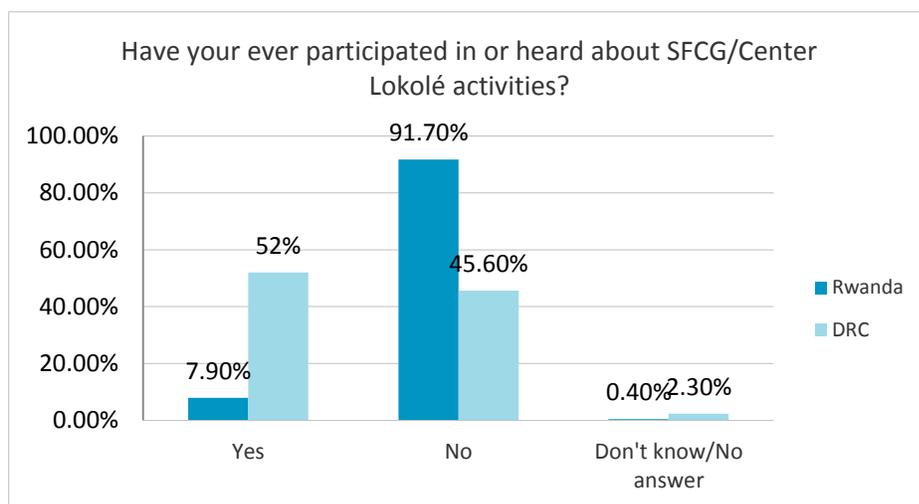
Project Indicators

Table 13: Achievement of objectives and expected results

	Baseline	Target	Comments
Global Goal: Supporting peace through economic development and improved relations between citizens and government in the area of cross-border trade, building confidence in the goods and services exchanged between Rwanda and the DRC			
Specific Objective 1:Improve relations and collaboration on border regulation between border agents and small traders			
Indicator 1.1.1: % of participants who reported improved collaboration with customs officers and / or small traders	51.5%	70%	51.5% of small traders feel their interaction with customs officials is positive
1.1.2: % of small traders who say customs agents on both sides ensure the regulation of borders		80%	This indicator was not measured in the baseline study.
1.1.3: Reduction of transit times for small traders for trade between Rwanda and the DRC	Minimum: 1 min. Maximum: 240 min. Average: 21.62 min.		
Specific Objective 2: Improve stakeholder awareness of CBT issues faced by small traders (small traders, local CSOs / OSs, border officials, officials and other stakeholders)			
Indicator: 2.1: % of participants declaring themselves aware that the regulation of CBT has benefited their trade	64%	70%	
2.2: % of participants who shared their knowledge on the regulation of CBT to other	85%	90%	
Specific Objective 3: Enabling small traders, cooperatives / associations and related CSOs to work together to improve the livelihoods of small traders			
Indicator 3.1: % of participants who have accessed microcredit that says they are able to maintain their business activities	83%	90%	

4. Conclusions

Relationship and collaboration between customs officials and small traders crossing the border

The survey gathered data on the perception of time spent on each side of the border by small traders. Two-thirds of small traders surveyed said they spend more time on the Congolese border than on the Rwandan border.

Regarding the level of satisfaction with the relationship between small traders and customs officials at the border, the majority of small traders surveyed (73%) said they were not satisfied with their relations with Congolese officials at the border. The study shows that almost all respondents (93%) said they were satisfied with the services of the Rwandan government at the border.

In all the focus groups in both Rwanda and the DRC small traders reported that their relations with Congolese state services at the border are poor. This is due to the fact that at the Congolese border there are many informal taxes.

As for relations with the Rwandan government at the border, all the focus groups say they are good because the border services are fast and the taxes to be paid are known. Indeed, small Rwandan traders say that the Rwandan government services, especially at the Gisenyi / Rubavu border, are very fast because they have introduced an electronic machine to distribute exit tokens. The testimonies reveal that a small minority of Congolese small traders have reported being abused in Rwanda and sometimes even beaten by the customs officials.

When encountering a problem or issue related to their business activities at the border, respondents reported appealing to the border police for help (37%) or handling it themselves (37%). A minority reported that they refer the case to the migration office (12%).

According to the country of origin, there are remarkable differences in this respect. The majority of small Congolese traders reported handling the issue themselves (63%), while the majority of Rwandan traders (55%) refer the issue to the border police.

As for the interaction between small traders and customs officers at the border, the majority (52%) of small traders reported that the relationship and interactions were good. When disaggregated by country, we can see that most Rwandan traders (73%) say that their interactions with customs officials are good or very good, compared to only 29% of Congolese.

Knowledge of small traders on issues related to cross-border trade

Congolese small traders interviewed said they agree with the fact that a receipt must be requested after paying a fee (80% against 69% of Rwandan respondents. Regarding the payment of informal taxes (to facilitate border crossing), more than half of the respondents reported that they were against this practice.

In terms of their knowledge about the laws and regulations of cross-border trade, more than half of the respondents replied that they have knowledge about the laws and regulations governing CBT. However, small Rwandan traders appear to be much more confident in their knowledge of the law and regulations governing cross-border trade. 58% of Rwandan small traders reported that their knowledge as very good or good, compared to only 33% of small Congolese traders. Similarly, 32% of Rwandan traders do not feel confident in their knowledge of the law and regulations, compared with 34% of Congolese traders.

Economic viability and resilience of small traders

A small proportion of traders have already benefited from receiving microcredit. These small traders often have difficulty working with conventional financial institutions because of their small businesses and capital and, therefore, many of them do not use banks. More than a quarter (26%) of small traders surveyed reported that they have received a microcredit to boost their commercial activities. Furthermore, almost all the small traders who said they received microcredits said that these loans helped them to increase their income from their business activities. There was found to be no significant difference between the countries and borders with regards to this aspect.

SFCG Program and Notoriety

Overall, 78% of survey respondents indicated that they listen to the radio. These data show that radio is a useful means of communication for small traders. Therefore, it is relevant for the

program to focus its media strategy on radio productions and broadcasts. According to the small traders interviewed, the preferred hours of radio broadcasting are between 6PM and 8PM (26% of the respondents) and between 8PM and 10PM (29%).

In terms of SFCG's reputation, only 29% of small traders surveyed said they had participated in or heard about SFCG's activities. When the data is disaggregated by country, significant differences are found. Half (52%) of the Rwandan small traders interviewed said they heard of or participated in SFCG activities compared to only 8% of Congolese small traders surveyed.

5. Recommendations

In order to hear and understand small traders' concerns and challenges as well as to help them to overcome the difficulties they encounter, **we recommend holding regular meetings with small traders and customs officials** – especially to work on the management of their relationship and interactions, particularly on the Congolese side. Project agents may also organize discussions between these groups to talk about the time spent to cross the border and other issues. This can also be done through radio programming by inviting customs officials on air to listen to and address the concerns of small traders. Moreover, activities like sport events or community works can be planned to make both groups meet and respect each other.

In order to address the lack of knowledge and awareness of the laws and regulations regarding border fees, **we recommend, in collaboration with the authorities, educating small traders on the list of products exempted from taxes and displaying it at the border**. Specifically, we recommend Town hall meetings with small traders and customs officials where project officers could explain the tax policy at the border (with the help of a RRA official in Rwanda and the DRC), and facilitate discussion on the causes of disputes as well as the challenges faced by small traders.

Regarding microcredits, the **SFCG program team should seek information from other organizations providing micro-credits so that SFCG does not duplicate efforts with certain beneficiaries while leaving others aside**. The selection criteria should be developed in coordination.

Concerning the radio programs, **SFCG should plan the program themes according to the main concerns expressed by small traders and customs officials**. To have more impact, **it would be preferable to choose the radios located in the four border cities and the hours of broadcast between 6PM and 10PM.**

6. Annexes

Annex 1: Tools

Questionnaire Baseline study TME Project July 2016

PARTIE 1 : INFORMATION OF ENUMERATOR

#	Questions	Responses
1.1	Name of interviewer:	
1.2	Dated:	
1.3	Country	(1) Rwanda (2) RDC
1.4	Border	1) Goma 2) Gisenyi (Rubavu) 3) Bukavu 4) Rusizi

PART 2: INFORMED CONSENT

The enumerator shall read out part 2.1

#	Question	Résponses and Cods
2.1	Hello. My name is _____ and I work for Search for Common Ground, a non-governmental organization working in conflict transformation. We are investigating the results of a project we are going to undertake in the region, which aims to promote peace through cross-border trade by small traders from Rwanda and the DR Congo. Participation in the survey is voluntary and all results will be kept confidential and anonymous. You are free to refuse to answer any or all of the questions, and you can choose to stop the investigation at any time. You will not pay to answer these questions, but by participating you will contribute to the development of your area.	**(1) Yes** **(2) No** **If yes start the interview, if no thank the person and go to the next**

#	Question	Résponses and Cods
	The results of this survey will be used only to help Search for Common Ground to properly carry out this project. This survey will take about 20-30 minutes. Do you agree to participate?	**respondent**
2.2	Signature of enumerator	

General Instruction for the Investigator:

• Do not read the answers to the questions asked unless specifically written in the "Instruction" column.
• Circle the answer that best corresponds to what the respondent answered

PART 3: Profile of the respondent

Investigator: "I'd like to start by knowing a bit more about you. Remember that your answers will remain completely confidential."

#	Question	Answers and cods	Instructions
3.1	Age	(1) 15-24 (2) 25-35 (3) > 35	**Only one answer**

3.2	Sex	(1) Male (2) Female	Do not ask. Observe and circle the correct answer.
3.3	country of residence	(1) Rwanda (2) DRC	Only one answer possible
3.4	Are you a cross-border trader?	(1) Yes (2) No	Only one answer possible.
3.5	How many times a week do you cross the border as part of your trade?	└─┴─┘ Times per week	
3.6	Generally how long does it take you to cross from one side of the border to the other?	└─┴─┘ minutes	If the answer is (2) No. Then the questionnaire is finished. Do not forget to thank the person
3.7	On which border do you spend the most time	(1) Rwandan side (2) Congolese side	One unswer

PART 4: Improving relations and collaboration on border regulation between officials and small traders

#	Question	Answers and Codes	Instructions
4.1	Are you satisfied with your relations with the Rwandan government at the border? Here by the Rwandan State Department at the border, we speak of: Border police, REMA-RRA - RSB - Magerwa - Comesa Comesa agents	(1) Yes (2) No (7) No answer	*Only one answer possible*
4.2	*(If yes), can you give us 2 main reasons why the relationships are satisfactory?* *Do not read the answers.*	(1) I had access to information about my rights and duties and those of border agents (2) I can now discuss easily with officials at the border (3) There are fewer taxes (4) There is less harassment / corruption (5) There is less violence (6) Other: .... (7) No Answer	*Do not read the answers and circle those that best fit the respondent's answer.Circle the first two answers given to the question*
4.3	*(If not), can you give us the main reasons why the relationships are not satisfactory?*	(1) I did not have access to information about my rights and duties and those of border agents (2) I can not easily discuss with officials at the border (3) There are many taxes (4) There is a lot of harassment / corruption (5) There is a lot of violence (6) Other: .... (7) No Answer	*2 answers*
4.4	Are you satisfied with your relations with the Congolese state services at the	(1) Yes (2) No	*Only one answer*

#	Question	Answers and Codes	Instructions
	border? Here by Congolese state service at the border we talk about: DGDA, OCC, Department of Hygiene, Border Police.	(7) No answer	*possible*
4.5	*(If yes), can you give us 2 main reasons why relationships are better?* *Do not read the answers.*	(1) I had access to information about my rights and duties and those of border agents (2) I can now discuss easily with officials at the border (3) There are fewer taxes (4) There is less harassment / corruption (5) There is less violence (6) Other: .... (7) No Answer	*Do not read the answers and circle those that best fit the respondent's answer.* *Only take the two answers he / she gave first.* *Several possible answers*
4.6	*(If not), can you give us the main reasons why the relationships are not satisfactory?*	(1) I did not have access to information about my rights and duties and those of border agents (2) I can not easily discuss with officials at the border (3) There are many taxes (4) There is a lot of harassment / corruption (5) There is a lot of violence (6) Other: .... (7) No Answer	*2 answers*
4.7	For any problem related to your commercial activity at the border, who do you first look for to find a solution to it?	(1) The Border Police (2) The migration office (DGM) (3) The officers of the DGDA (4) Hygiene services	*Do not read the answers and circle the one that best*

#	Question	Answers and Codes	Instructions
	Do not read the answers.	(5) The agents of the OCC (6) REMA-Rwanda Environment Management Authority REMA (7) The agents of RRA - Rwanda Revenue Authority (8) The officers of RSB - Rwanda standards board (9) The agents of Magerwa - Magazin Generals of Rwanda (10) Comesa Agents - Common Market for Eastern and Southern Africa. (11) Other small traders (12) People (13) Others: .... (14) No Answer	*matches the respondent's answer.Only one answer possible*
4.8	How do you rate your interaction with customs officers?	(1) Very good (2) Good (3) Neither good nor bad (3) Poor (5) Very bad (99) No Answer	*Only one answer possible*
4.9	(If good or very good) can you give us 2 main reasons why your interaction with customs officials is constructive?	(1) They listen to our concerns (2) They give us advice (3) We are not afraid to talk to them (4) Other ...... (5) No Answer	
4.10	(If bad or very bad) can you give us 2 main reasons why your interaction with customs officials is not constructive?	1) They do not listen to our concerns (2) They do not give us advice (3) We are afraid to talk to them (4) Other ...... (5) No Answer	

PART 5: To what extent regional trade stakeholders, including small traders and vulnerable groups, are sensitized and informed on issues related to CBT

#	Category/Question	Answers and Coding	Instructions
5.1	Do you agree with the following sentence: If a border authority asks me for money, he must give me a receipt	(1) Yes (2) No (3) Do not know?	Only one answer possible
5.2	Do you agree with the following sentence: It's better to pay an informal tax to cross the border faster	((1) Yes (2) No (3) Do not know?	Only one answer possible
5.3	How do you qualify your knowledge of laws and regulations governing cross-border trade?	(1) Very good (2) Good (3) Neither good nor bad (3) Poor (5) Very bad (99) No Answer	Only one answer possible
5.4	(Whether good or very good) did you share information on the laws and regulations governing cross-border trade received with other people?	(1) Yes (2) No (99) No answer	Only one answer possible
5.5	If so, with whom?	(1) With other traders (2) Others to be specified .... 99 No Answer	Only one answer possible
5.6	Do you think this information is beneficial to your business?	1) Yes (2) No (99) No answer	Only one answer possible
5.7	If yes (question 5.6), can you give examples of how your business benefited from it?		*2 answers*

PART 6: To what extent has the economic viability and resilience of small traders, especially women, increased and what are the effects of the project on this improvement
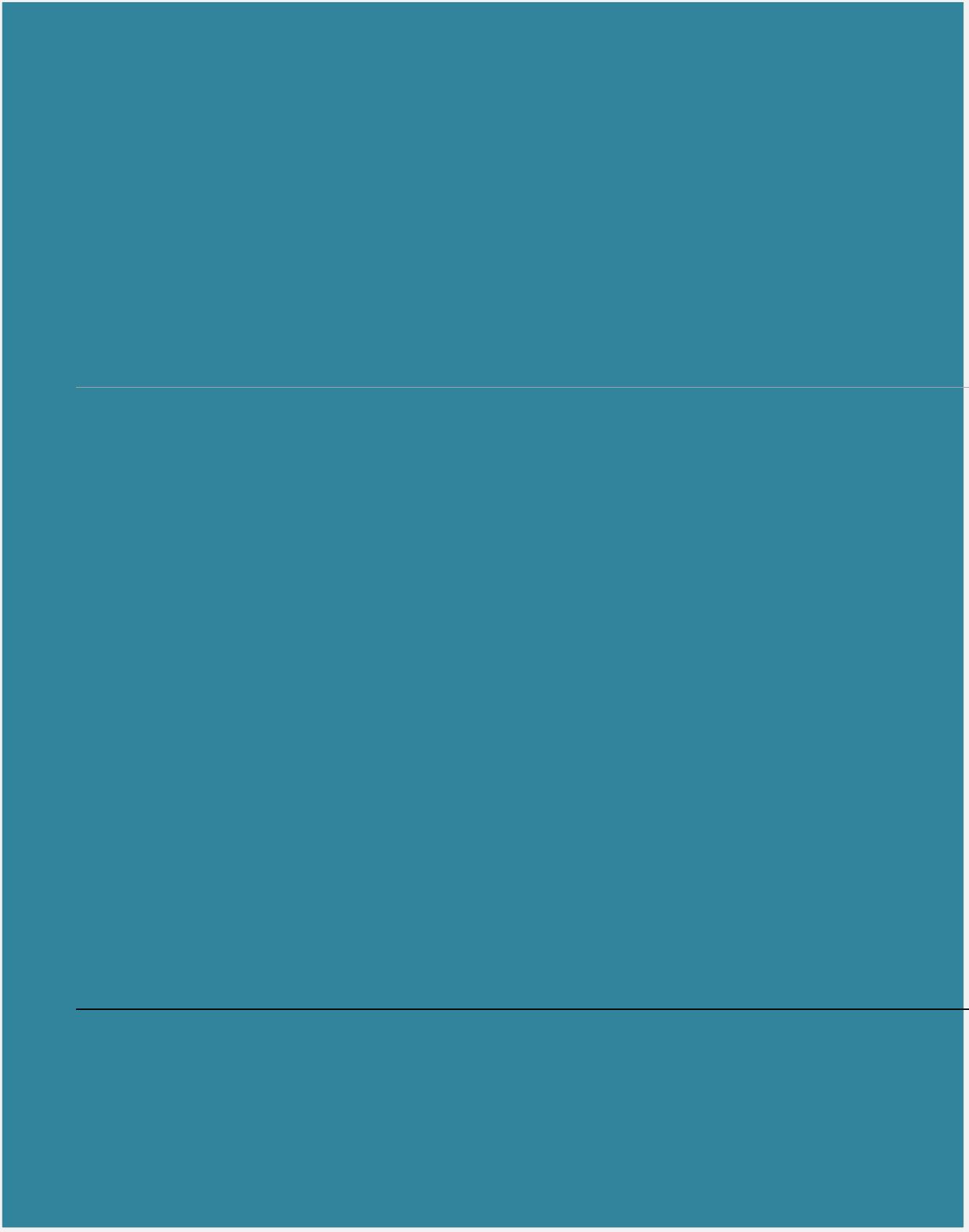
#	Question	answers	Instructions
6.1	Are you a microloan beneficiary?	1) Yes (2) No (99) No answer	
6.2	If yes, has this micro-credit (microloan) enabled you to better manage the revenue related to your business?	1) Yes (2) No (99) No answer	Only one answer possible
6.3	If so, can you give an example?		*2 examples*
6.4	Do you agree with the following sentence:The loan received allowed me not to lose my small business (to continue my commercial activity?)	(1) Strongly agree (2) Agree (3) Neither agree nor disagree (3) Disagree (5) Disagree at all (99) No Answer	Only one answer possible

	QUESTIONS PROGRAMMING ET NOTORIETE SFCG		
7.1	Do you listen to the radio?	(1) Yes (2) No (88) No Answer / Do not know	*If answer is no then go to question 7.5*
7.2	If so, which one do you follow most often?	(1) RTNC Goma, (2) RTNC Bukavu, (3) Okapi, (4) Digital, (5) Kivu one, (6) Radio Sauti ya Injili, (7) Paul FM, (8) RTCT, (9) Radio Maendeleo, (10) Radio Sauti ya Rehema, (11) I do not know / no answer, (12) Other to be specified (13) Radio Rwanda (14) Radio Rubavu	Only one answer possible

		(15) Radio Rusizi (16) Radio Maria (17) Radio Isangano (18) RC Musanze………………………	
7.3	If yes (question 7.2) which theme would you prefer to listen to on radio?	(1) Peaceful Conflict Transformation (2) Social cohesion (3) The policy (4) Dialogue between communities (5) Tackling Tribalism (6) Mediation on land disputes (7) Fight against unemployment (8) Income generating activities (9) Do not know / No answer (10) Others to be specified	*List the assertions for the respondent and check only one possible answer*
7.4	If yes (question 7.2) what are your favorite hours to listen to the radio	(1) Between 4 am and 6 am (2) Between 6 am and 8 am (3) Between 8 am and 10 am (4) Between 10h00 and 12h00 (5) Between 12h00 and 14h00 (6) Between 2 pm and 4 pm (7) Between 16h00 and 18h00 (8) Between 18h00 and 20h00 (9) Between 8 pm and 10 pm (10) Between 10 pm and midnight (11) Between midnight and 4h00 am	Only one answer possible
7.5	Have you ever attended or heard of SFCG / Center lokole?	(1) Yes (2) No (3) I do not know, no answer .	Only one answer possible
7.6	If yes, how?	(1) I have received training from SFCG (2) I listened to a program produced by SFCG (3) I attended a mobile cinema screening organized by SFCG	*Several possible answers*

		(4) I attended a participatory theater performance organized by SFCG. (5) No answers / I do not know (6) Other to be specified	

Annexe 2: ToR

Baseline Evaluation | Improving the Cross Border Trade Environment through Improved Research and Advocacy on Cross Border Trade Issues

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1. *Context of the project*

The small trade between the province of North Kivu in the DRC and the western province of Rwanda is very important. In 2010, International Alert estimates that at least 22,000 people lived directly through sales revenue between Goma and Gisenyi.

However, if both sides of the border crossing - most of them women - earn their living from this cross-border trade, there is strong commercial competition between them, aggravated by a mistrust of recent conflicts. Limited access to financial capital reinforces this competition, making trading conditions for small traders, and women in particular, very difficult. Finally, and despite traceability mechanisms and initiatives developed at the local and international level, the persistence of illegal trade (including undeclared trade and smuggling of minerals) often triggers a confrontation between authorities and operators. This constitutes an additional source of insecurity which also hinders trade and prospects for economic development in the region.

However, these cross-border trade links between the DRC and Rwanda represent $ 17 million per year, which provides visible evidence of the economic interdependence that exists in this region. This interdependence is an important factor in economic growth and the possibility of building closer ties between the people of the two countries in order to achieve greater regional cooperation. Thus, if this regional trade was carried out in accordance with national and international laws, it could serve as a driving force for the positive growth and economic development of the two countries, while contributing to regional peace and stability.

In this context, SFCG funded by Trade mark East Africa will implement a regional project targeting small traders crossing the borders between Rwanda and DRC. These borders are Goma / Gisenyi and Bukavu / Rusizi and mostly involve women. This project will cover the period of one year (July 2016 - June 2017).

The overall objective of this project is to support peace through economic development and improved citizen-government relations in the field of cross-border trade. This objective will be achieved through the achievement of three specific objectives:

3 Improve relations and collaboration on border regulation between customs officials and small traders;

4 Increase awareness-raising on CBT issues to small traders, local CSOs, border authorities, government officials and other stakeholders; and

5 Provide financial support to small traders, cooperatives / associations operating on the Goma / Gisenyi and Bukavu / Rusizi borders

In order to achieve these objectives, the project aims at bringing together small traders from both countries, organizing Town hall meetings, producing and distributing a radio program on cross-border trade and Entrepreneurial capacities of small traders.

The main targets of the project are small traders, with particular emphasis on women, as well as customs officers. Indirectly, the project will affect the listeners of the radio programs produced and broadcast as part of this project.

Objectives of the baseline study

Main objective

The overall objective of this baseline study is to measure the level of the indicators of the objectives of the project in order to propose the mechanisms and strategies to achieve these objectives.

In a specific way and according to the expected results of the project, this evaluation will consist of studying:

1. the extent to which relations and collaboration between small traders and border officials are improved;

2. to what extent regional trade stakeholders, including small traders and vulnerable groups, civil society organizations and government officials are sensitized and informed on CBT issues;

3. To what extent has the economic viability and resilience of small traders, especially women, increased and what are the effects of the project on this improvement?

2. Methodology

The data will be collected through a mixed approach including: survey by survey (quantitative approach), interviews through Focus Group and Semi-structured Individual Interviews (EI) with key informants (qualitative approach).

2.1. Target area, target population

The populations targeted by the study are:

- Small traders crossing the border between Rwanda and the DRC (Goma / Gisenyi and Bukavu / Rusizi)

- State agents working at the border (Goma / Gisenyi and Bukavu / Rusizi)

- The partner organizations of the project

The respondents to the questionnaires of this evaluation will be randomly selected in the places where the small cross-border merchants (market, border, etc.) are located and within a defined sampling interval. In Rwanda, for example, the survey will be carried out in the district of Rubavu and Rusizi, a district with small traders all around the borders and where small traders live. In DR Congo, the survey will be conducted in the city of Goma (specifically in and around the borders and in the markets of Birere, Virunga Market, Fifth Anniversary Market (BDGL), Kahembe and the port of the city), and Bukavu (to determine the place) in order to be able to meet more easily the small cross-border traders.

2.2. Data Collection Tools

As mentioned earlier, the data will be collected through a mixed approach: Focus Groups and Key Informant interviews with key informants (qualitative approach) and an individual questionnaire (quantitative approach). The tools will be identical for both countries. These two approaches are described below:

Qualitative approach

The qualitative approach will be based on focus groups with small women traders crossing the border, customs officers.

Through focus groups, the opinions of respondents will be given to deepen the quantitative information. The qualitative data from the focus groups will help to clarify the quantitative indicators. Discussion guides specific to each group will also be developed.

In total in each site 4 FG will be held 10 participants by 1 FG: We have 4 sites (Goma, Rubavu, Bukavu, Rusizi)

- 1 FG with men young cross-border traders

- 1 FG with adult male cross-border merchants

- 1 FG with cross-border young women traders

- 1 FG with adult cross-border trader women

Finally, the research team will hold a total of semi-structured interviews with key informants:

- the managers of the NGO partners of SFCG (TBD) in the framework of this project (3 interviews)

- the focal point of the radio productions of the partner radios (2)

- The beneficiary cooperatives and associations (2 representatives of 2 cooperatives)

- representatives of State services working at the border, ie. The representative of the Directorate General of Migration (DGM) (1), the representative of the General Directorate of Customs and Excise (DGDA) (1), the representative of the Border Police (1), the representative of the Congolese Office (1), the representative of the Border Health Services (1), the Vice Mayor of Economic Affairs in Rwanda (Rubavu and Rusizi), the JADF PS in the districts of Rubavu and Rusizi

A different interview guide for each interlocutor will be developed to conduct these interviews.

Quantitative approach

The quantitative approach will enable a survey to collect quantitative data from small cross-border traders in Rwanda and the DRC. A questionnaire will be developed by the Monitoring and Evaluation Departments of SFCG-Rwanda and SFCG-RDC with the technical support of the SFCG regional monitoring specialist based in Bujumbura and the program teams of the two countries.

In each country, the sample size is estimated at 700, ie 1,400 for the entire Surveys through individual questionnaires. Because we do not know exactly the exact number of the population (small traders crossing the border), we randomly sample the sample of 1400 small traders crossing the border (Goma / Gisenyi and Bukavu / Rusizi). For this sample we hold a 95% confidence level with an error margin of plus or minus 0.03%.This sample is distributed on all four borders in equal quantities. Women will account for 75% of this sample and 25% for men because of the overrepresentation of women among small cross-border traders.

The distribution of the number of respondents (small traders) per site is as follows:

Country	Border	Number of respondents per country	Proportion by sex	
			Males (25%)	Female (75%)
DRC	Goma	350	88	262
	Bukavu	350	88	262
S/Total DRC		700	176	524
Rwanda	Gisenyi (Rubavu)	350	88	262
	Rusizi	350	88	262
S/Total Rwanda		700	176	524
	TOTAL (for 2 countries) : 1400			

1.1. Data analysis

The data collected will be analyzed by the DME coordinator in Rwanda in a descriptive and comparative manner.

In addition, the data will be disaggregated by country and by border, allowing a comparison between the DRC and Rwanda.

Finally, all the data collected will be triangulated and cross-checked with other data collected, for example between several focus groups and / or with data collected by different methods (quantitative, qualitative) .

The Excel software will be used in the seizure by the data entry agents who will be recruited in Goma, Bukavu and Kigali and the SPSS by the coordinator of EMR in Rwanda in the data processing

2. Human Resources and Planning

In Rwanda 6 investigators will realize 700 (350 in the district of Rubavu and 350 in that of Rusizi) polls within 10 days. In the DRC, under the supervision of the DME Assistant, 5 investigators will be responsible for collecting baseline data in Goma nearly 350 people in the first 5 days of the collection schedule, then the DME Assistant will go to Bukavu or Five other investigators will be recruited locally to collect from the remaining 350 in the city of Bukavu. A rapporteur accompanied by the data collector will complete the FGDs and interviews with key informants.

The investigators and rapporteurs will be trained together in Gisenyi during a two-day workshop scheduled for Wednesday and Thursday 3-4 September 2016. The second day will be devoted to the pilot study to test the tools and the translation of the tools in the Languages.

The data will be collected from 05 to 16 September 2016.

Four people trained in Excel in Kigali, Goma and Bukavu will encode the data in an input mask previously prepared after final validation of the tools. After the encoding the input mask will be sent to Rwanda for analysis and writing the report.

FGD reports and interviews will be fully captured on Word and translated into French.

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The encoding and input of the qualitative data will be completed by September 30, 2016

Annexes 3: Focus Group Discussion guide

FG discussion guide with small cross-border traders (in general)

1. Describe your relationship with the Rwandan government at the border: Have there been any improvements? Can you give us an example? What are the reasons / reasons for these improvements?

2. Describe your relationship with the Congolese state services at the border: Have there been any improvements? Can you give us an example? What are the reasons / reasons for these improvements?

3. When you have a problem at the border related to your business activity, to whom do you address yourself in the first place? Why do you speak to this person / body?

4. Do border officials comply with the law and ensure its implementation? Why ?

5. In your opinion, what could improve your relationship with customs officials?

6. Are there conflicts at the border? If yes, which ones? What are the reasons for these conflicts? How do you manage them? Do you think this is a good way to manage them? Why?

7. Do you consider yourself to have the necessary knowledge about the law that regulates cross-border trade? Can this knowledge benefit your business? How?

8. Have microloans (loans) benefited you or your business activities? Why?