

OUR WORLD. VIEWS FROM THE FIELD.

HAITI

OPINION SURVEY AND IN-DEPTH RESEARCH, 2009



Our world is in a mess.
It's time to make your move.

Ipsos



ICRC

Legal Notice and Disclaimer

© 2009 Ipsos/ICRC – all rights reserved.

No part of this publication may be reproduced or transmitted in any form or by any means without prior permission from Ipsos and the International Committee of the Red Cross (ICRC).

The opinions expressed in this report do not necessarily reflect those of the ICRC. Ipsos compiled and analysed the results, and is responsible for the content and interpretation.



ICRC

International Committee of the Red Cross
19, avenue de la Paix
1202 Geneva, Switzerland
T +41 22 734 60 01 **F** +41 22 733 20 57
E-mail: shop.gva@icrc.org www.icrc.org
December 2009

HAITI

OPINION SURVEY AND IN-DEPTH RESEARCH, 2009

CONTENTS

EXECUTIVE SUMMARY	5
INTRODUCTION	11
The Solferinos of today	12
Research	12
Background and objectives	13
Haiti – research methodology	13
Report structure	15
Haiti in context	16
The ICRC in Haiti	17
OPINION SURVEY	19
The Impact of Armed Violence	20
Personal experience of armed violence	20
People’s greatest fears	22
Feelings as a consequence of armed violence	23
Civilians’ needs in situations of armed violence	24
Help and support from entities/institutions	25
Barriers to receiving help	27
Reducing suffering	28
The role of external actors	29
Behaviour during Armed Conflict	32
Limits to behaviour	32
Threats to civilians	33
Health workers and ambulances	34
Health workers and services: the right to health care	36
The Geneva Conventions	36
IN-DEPTH RESEARCH	39
The Impact of Armed Violence	40
Personal experience of armed violence	41
Civilians’ needs in situations of armed violence	43
Humanitarian assistance	46
Humanitarian gestures	48
Behaviour during Armed Conflict	49
Rules of conflict	49
Right to health care and protecting health workers	50
The Geneva Conventions	51
Conclusions: priority actions	51
Specific trends for different groups	53
APPENDICES	55
Opinion Survey	56
Sample profile	56
Sampling details	56
Marked-up questionnaire	58
In-Depth Research	70
Discussion guide	70

EXECUTIVE SUMMARY

EXECUTIVE SUMMARY

This research was undertaken in eight countries that were experiencing or had experienced armed conflict or other situations of armed violence. These were: Afghanistan; Colombia; Democratic Republic of the Congo (DRC); Georgia; Haiti; Lebanon; Liberia and the Philippines.¹ The aim was to develop a better understanding of people's needs and expectations, to gather views and opinions, and to give a voice to those who had been adversely affected by armed conflict and other situations of armed violence.

This research was commissioned by the International Committee of the Red Cross (ICRC) within the framework of the **Our world. Your move.** campaign. Launched in 2009, the campaign's goal was to draw public attention to the vulnerability and ongoing suffering of people around the world. The intention was to emphasize the importance of humanitarian action and to convince individuals that they had the ability to make a difference and reduce suffering.

2009 was an important year for the International Red Cross and Red Crescent Movement, with three significant anniversaries (the 150th anniversary of the Battle of Solferino, the 90th anniversary of the founding of the International Federation of Red Cross and Red Crescent Societies, and the 60th anniversary of the Geneva Conventions).

In 1999, the ICRC had undertaken a similar survey entitled *People on War*, which served as a basis for comparison and as a means of highlighting trends in opinions 10 years on.

This report encompasses two types of research: an opinion survey and in-depth research.

OPINION SURVEY

The Impact of Armed Violence

Forms of violence/suffering and their consequences

Most of the respondents in Haiti have been affected by armed violence there. Those with direct personal experience make up 31% of the population interviewed, and most others also report suffering a range of serious hardships. In total, almost everyone (98%) has been affected in some way – either personally or owing to the wider consequences of armed violence.

Among those with direct experience, 45% have been displaced, 44% know a victim of sexual violence, and 37% have lost contact with a close relative. 17% have lost a close family member.

Across the whole population, 33% have been displaced, 31% have lost contact with a close relative, or know a victim of sexual violence. 18% have lost a close family member.

Restrictions on basic necessities and health care abound, as do economic problems – and there are also hidden consequences: fear, anxiety, psychological and 'moral' problems.

People's fears include economic hardship (41%), losing loved ones (20%), losing property (18%) – or simply 'living with uncertainty' (37%). Sexual violence is also a common fear.

Needs and assistance

In periods of armed violence, people's needs centre on 'the basics' – food, health care and protection from the violence – but financial help is also a pressing need. Which groups or organizations should meet these needs?

¹ Respondents in seven of the eight countries were asked about 'armed conflict'. Please note that respondents in Haiti were asked about 'armed violence'.

People most often turn to their immediate families and communities, and to religious groups. Formal agencies – the Red Cross (Haitian Red Cross and the ICRC), UN, NGOs and government – are not widely cited as providing support (even the military is mentioned more often).

However, both the Haitian Red Cross and the ICRC are well regarded for their understanding of people's needs (almost equal to that of people's own families).

Obstacles to receiving help

If help or support fails to reach people, it is usually blamed on corruption (75%), black markets (57%), lack of awareness that the help exists (50%) or geographical inaccessibility (40%).

People are sometimes reluctant to accept help (fearing it will in some way have unwelcome repercussions for them) – but very rarely do they simply not need it.

Reducing suffering

To 'reduce suffering during armed violence', people most often look to the military/combatants – far more so than to any other group.

When people say which 'other' groups may have a role, various entities are mentioned. For example, 38% feel that Red Cross organizations (Haitian Red Cross and the ICRC) can play some part, and 23% the UN. Religious leaders are also a key group (second only to the military), and journalists/media.

The international community

Haitians want direct intervention and increased political action from the international community. Specifically, two-fifths (41%) call for peacekeepers, a third (32%) advocate emergency aid, and a quarter (25%) support military intervention.

People want 'people living outside the zones of armed violence' (i.e. citizens in other countries) to undertake social activism: lobbying, pressuring, mobilizing and volunteering. Support in the form of suitable aid and support to humanitarian organizations is also popular (more so than donations).

Behaviour during Armed Conflict

Acceptable behaviour

In Haiti, just over half (56%) of the respondents cite some behaviour that is not acceptable when combatants are 'fighting their enemy'.

When people give their views unprompted, they usually say they are opposed to 'killing', 'physical assault', 'shooting/guns' or 'killing the innocent'. 'Sexual assault' is mentioned less often – despite being a widespread violation (31% know someone who has been a victim).

Resoundingly, 93% say that civilians and combatants are not equally acceptable targets in times of armed conflict. Most people say that civilians should always be spared.

A clear majority of respondents are against civilians being taken hostage (74% say this is 'not OK'), civilians being denied food, medicine or water (78% say 'not OK'), or combatants being attacked in populated towns/villages where civilians might be killed (80% 'not OK'). However, when civilians voluntarily help the enemy, many people (55%) do view them as acceptable targets.

Health workers, ambulances and the right to health care

Most people do not feel health workers or ambulances are ever acceptable targets (89% and 86% respectively). If attacks are sometimes perceived as acceptable, it is when an ambulance's role is unclear or an ambulance is being used for hostile purposes – or because health workers are seen not to be neutral.

Almost everyone says it is better that health workers help all sides (92%), and agrees that 'everyone wounded or sick during armed violence should have the right to health care' (97%).

The Geneva Conventions

A quarter (26%) of the respondents have heard of the Geneva Conventions – but are divided on the Geneva Conventions' ability to 'limit civilian suffering in war time' (42% say they do, 36% say they do not).

IN-DEPTH RESEARCH

The Impact of Armed Violence

Most respondents have witnessed a vicious circle of violence leading to yet more violence in recent years. Armed violence has affected people in Haiti in several ways: an economic impact (perpetuating poverty and hunger, leading to crime, particularly robbery); an impact on education (access to education is affected by the levels of violence); and a psychological impact, leaving people traumatized.

The direct impact of violence – the bereavements and the injuries – is only part of the picture. The poverty in which many of the respondents find themselves is regarded as a silent misery whose impact is almost as great.

Personal experience of armed violence

Respondents talk about two periods of armed violence in Haiti: the period between 1999 and 2008, and the situation at the time of this research, in April 2009.

Peak periods of armed violence are characterized by fighting among armed gangs and widespread violent aggression:

- episodes of rape, murder, extortion and robbery are a frequent reality for many ordinary people;
- people are often unwilling to leave their homes out of fear for their own safety; this led to reduced access to food, work and education.

The persistent occurrence of violent episodes has had a strong psychological impact on many Haitians, who live with constant fear and stress.

Some rape victims have to live with HIV/AIDS as a result of what happened to them.

At the time of the research, the armed violence was perceived to be in a comparative lull. The global economic downturn and the need for housing and infrastructure were coming to the fore as major concerns. Yet in this seemingly calm situation there was still much uncertainty about the future. Many respondents fear that the situation in Haiti could suddenly revert to one of extreme violence. People have given up hope that peace will prevail in the long term, as they have become so used to the vicious circle of poverty and violence.

Civilians' needs

Many respondents find it easier to talk about their current plight – the issues they face through poverty and loss of loved ones today – than to relive the darkest days of the violence in Haiti.

Respondents speak of a desire for security in their lives, as well as the need for living conditions to improve. They also recognize the importance for their personal future of progress in overall economic growth and the development of infrastructure in Haiti.

Many victims of the violence who were interviewed speak of their desire for psychological and emotional support to help them cope with the effects of the extremely traumatizing, violent experiences.

First responders are better able than many victims to articulate the experiences and needs of Haitian people during the periods of armed violence. They tell of lack of food supplies, poor access to health care and needs arising from mass evacuations and displacements of people from the areas of violence.

First responders also want to be able to do their jobs fully as humanitarian workers. They want to be able to improve the effectiveness of their work by receiving greater protection, material support and supplies.

Humanitarian assistance

Many respondents are critical of the absence of most humanitarian aid organizations. The Haitian Red Cross and the ICRC are considered the exception: they have been present throughout the peak periods of violence.

Even though more humanitarian organizations are present today, perceptions of their work focus on three main issues:

- that assistance fails to reach the people most in need; indeed, respondents believe that local gang members often get their hands on the aid;
- that humanitarian aid organizations and the international community in general have not lived up to their promises on what they could do in Haiti and have not met expectations;
- that humanitarian aid organizations have to give large sums of money to local gangs in order to be allowed to set up their centres in certain areas.

Despite these frustrations, people value what humanitarian organizations can do and are still hopeful that the processes can be run more efficiently and effectively.

First responders show great willingness to improve how humanitarian organizations work and have many ideas for such improvements.

People have a common idea of what a humanitarian gesture is: it is all about doing something to meet the real needs of another person.

Behaviour during Armed Conflict

Rules of conflict

At one level, there is a simple desire for gang members to simply stop using armed violence. At the same time people feel that it is unrealistic to expect all armed violence to cease completely and thus recognize the need for clear rules governing its use.

At the very least, respondents think it is reasonable to expect rules protecting the vulnerable, e.g. elderly people, children and pregnant women, to be respected. Yet they also consider that such rules are routinely ignored in Haiti.

Right to health care

People agree that health workers should be protected. Respondents feel that the red cross emblem is universally recognized as a sign of neutrality and feel strongly that it should be respected.

There is a common belief that everyone has a right to medical aid, including violent gang members. But many respondents felt that such gang members should be treated only on the condition that they vow to give up armed violence.

The Geneva Conventions

Apart from amongst first responders, awareness of the Geneva Conventions as such is low, but once discussed, most people favour the existence of rules of behaviour for situations of armed conflict. However, they are unsure about how well such rules would be respected in Haiti.

Conclusions: priority actions

The key messages that Haitian respondents want to communicate are:

- they want the world to know that armed violence achieves nothing and only holds back the development of society;
- what many victims of armed violence want most is simply to lead a normal life and to escape poverty; in this respect, they feel the international community can do more to help Haiti.

INTRODUCTION

INTRODUCTION

The Solferinos of today

To raise awareness of the impact of armed conflict or other situations of armed violence on civilians, the ICRC decided to launch a vast research programme. This research focused on some of the most troubled places in the world – the Solferinos of today – which are either experiencing situations of armed conflict or armed violence or suffering their aftermath:

- Afghanistan
- Colombia
- Democratic Republic of the Congo (DRC)
- Georgia
- Haiti (covered in this report)
- Lebanon
- Liberia
- The Philippines

Research

The ICRC commissioned Ipsos, an international research agency, to conduct an opinion survey (statistical, quantitative research) and to design and analyse in-depth (qualitative) research in eight countries.

For the **opinion survey**, a broadly representative sample of the adult general public was interviewed, either in person or by telephone, in each country. Fieldwork was conducted by Ipsos and its international partners. The specific sampling methods and any groups/areas excluded are described in the Appendices. The questionnaire was designed to determine whether the respondents had personal experience of armed conflict/violence and, if so, the specific impact it had on them. Questions also explored respondents' views on what conduct was acceptable for combatants, the effectiveness of various groups and organizations in helping to reduce suffering during armed conflict or armed violence, the actions expected of the international community, awareness of the Geneva Conventions, and the role of health workers during armed conflict or armed violence.

The **in-depth research** was conducted through focus groups and one-to-one in-depth interviews in each country. Ipsos designed, analysed and reported on the findings, with ICRC staff conducting the qualitative fieldwork. The discussion guide was designed to complement the opinion survey and to enable the ICRC to deepen its understanding of the values, motivations, fears and aspirations of those who have been direct victims of armed conflict or armed violence. These included people separated from their families, internally displaced persons, first responders and others directly affected by armed conflict or armed violence.

Further details of the coverage and scope of the research in Haiti are given in the section on 'Research Methodology'. The questionnaire used in the opinion survey (marked-up with overall results) and the discussion guide used in the in-depth research are included in the Appendices.

Background and objectives

The year 2009 had great significance for the ICRC and the entire International Red Cross and Red Crescent Movement ('the Movement'), as two major anniversaries in the history of humanitarian work took place:

- The 150th anniversary of the Battle of Solferino. On 24 June 1859, Henry Dunant, a Swiss businessman, happened to witness the aftermath of one of the most brutal battles of the 19th century – at Solferino, in what is now northern Italy – and the carnage left on the battlefield. The suffering he saw there prompted him to take the first steps towards the creation of the Movement. His book *A Memory of Solferino* led to the founding of the ICRC in 1863. In recognition of his work, Dunant was the joint first recipient of the Nobel Peace Prize, in 1901.
- The 60th anniversary of the Geneva Conventions (12 August 1949). The four Geneva Conventions are the cornerstone of international humanitarian law. They protect, respectively, wounded and sick members of armed forces on the battlefield; wounded, sick and shipwrecked members of armed forces at sea; prisoners of war; and civilians in time of war.

To mark these anniversaries, as well as the 90th anniversary of the founding of the International Federation of Red Cross and Red Crescent Societies, the Movement launched a campaign – **Our world. Your move.** – to remind everyone of their individual responsibility to relieve human suffering.

The campaign was based on the premise that **Our world** faces unprecedented challenges, from armed conflict and mass displacement to climate change and migration; and it contends that **Your move** reminds us of our collective responsibility to make the world a better place. Like Henry Dunant, we can all make a difference, even through the simplest of gestures.

Throughout 2009, the ICRC undertook various activities to mark these historic milestones by highlighting the ongoing plight of people – particularly the most vulnerable – caught up in armed conflict or armed violence around the world.

Haiti – research methodology

OPINION SURVEY

A total of 522 people aged 18 or over were interviewed in person (face-to-face) in the month of February 2009.

The survey covered three major cities in the country:

- Port-au-Prince, the capital (population approx. 1,200,000);
- Les Gonaïves (population 105,000);
- Cap-Haitien (population 180,000).

According to 2009 estimates, Haiti's population was around 9,036,000. It was heavily skewed towards younger people (the median age was 20 years, life expectancy was 61 years – and those aged 14 or below made up 38%). By contrast, those aged 65 and over made up just 3% of the population.

Assuming that the age distribution in the cities covered in the survey is similar to that of the national population, this survey of people aged 18 and over is representative of approximately 5,000,000 people.

Quota sampling was used to ensure that the final sample of 522 people would be broadly representative of the three cities' populations (aged 18 and over) as a whole – in terms of age, sex and area of residence (rural vs. urban). In addition, the results have been statistically 'weighted' by age, sex and area of residence (rural vs. urban) to correct for any differences between the sample profile and that of the equivalent-aged population.

Because a sample was interviewed – not the whole population – the results are subject to 'sampling tolerances.' These show how accurately a result from the sample reflects the result that would have been obtained from the whole population had it been interviewed.

Please see the Appendices for details on sampling tolerances.

On the charts, a '*' sign refers to a percentage of less than 0.5%, but greater than zero.

IN-DEPTH RESEARCH

The purpose of the research in each country was to understand the deeper values, motivations, fears and aspirations of those who had been direct victims of armed conflict or armed violence. The research was carried out through focus groups and one-to-one in-depth interviews, carried out by ICRC staff. The combination of these qualitative research methods was used to allow both interactive debate and personal narrative to emerge from the conversations.

The sample was organized according to a number of groups who were particularly affected in times of armed conflict or armed violence, namely:

- **Internally displaced persons.** At the time of writing, it was estimated that more than 26 million people around the globe were displaced within their own countries owing to armed conflict, violence and persecution. The internally displaced make up what has been described as the single largest group of vulnerable people in the world. Internal displacement is one of the most serious consequences of armed conflict; people are forced from their homes and suffer extreme hardship.
- **Members of separated families.** War, disasters and migration lead to many thousands of families being separated. The suffering created by such situations is not always visible to others. This global problem is mostly a silent tragedy. Needing to know what happened to a loved one is as great a humanitarian need as food, water or shelter. Too many victims of armed conflict and armed violence around the world remain without news of missing family members.
- **First responders.** A 'first responder' is most often considered as the first health worker to arrive at the scene of an emergency. However, a first responder is much more – it is anyone who provides a helping hand or a shoulder to cry on.

These groups were used to recruit participants in seven of the eight contexts to be able to draw some comparisons at a global level. In Haiti this approach was tailored to cover the **widespread threat of armed violence** and these groups therefore comprised:

- **victims of sexual violence;**
- **victims of armed violence;**
- **first responders.**

It should be noted that:

- All respondents were civilians and were selected based on the ICRC's on-the-ground knowledge of the areas most affected by the violence in Haiti.

- Respondents' comments, in their own words, have been included throughout the in-depth research chapters of this report, accompanied by a brief indication of their backgrounds. In order to protect identities, the names used in this report have been changed, but other facts about individuals are real. Respondents' ages are sometimes omitted when they could not be verified, but have generally been provided. These respondents' comments were selected by Ipsos and do not reflect the opinions of the ICRC.
- Respondents were often affected in multiple ways by the armed conflict. As such, for example, someone who was invited to share their experiences of being an internally displaced person may also have commented on their experiences of having been a cluster munitions victim.
- Likewise, the division between first responders and other types of civilian is not always easy to define. First responders included: ordinary civilians thrust into giving humanitarian assistance because of the conflict affecting their town, community or family; health workers; and members of humanitarian organizations, including the ICRC. Comments in this report sometimes reflect this range of experiences by individual respondents.
- Interviews were conducted and group discussions moderated by ICRC staff in Haiti. Although the interviewers were trained in qualitative research, the fact that they were from the ICRC introduced the possibility of bias in what respondents were prepared to share and how they expressed it. However, interviewers were working to an interview guide designed by Ipsos and the analysis was also undertaken by Ipsos.

In Haiti, three group discussions were carried out, lasting between 90 and 120 minutes each, one with each of the following groups:

- **First responders.** This group was made up of three volunteers, two men and one woman.
- **Victims of armed violence.** This group was made up of two women and one man, aged between 30 and 50. All had suffered serious attacks by armed men who had threatened their lives and those of their families.
- **Victims of sexual violence.** This group consisted of three women who had been raped. One was a victim of rape by a gang who also killed her husband; another was raped and beaten at night in her own home while pregnant. The third was raped by men who broke into her home, shot her and stole all her belongings.

In addition, four in-depth qualitative interviews were carried out, lasting 45 minutes to one hour each:

- 1 interview with a victim of armed violence: a young woman who was severely beaten by a robber who had broken into her house at night;
- 3 interviews with first responders: a Haitian man working for an international humanitarian organization, a female missionary with an NGO living in Cité Soleil and a young humanitarian volunteer working in Martissant.

Report structure

An Executive Summary with the key findings is followed by the main body of the report, covering each broad subject area in turn. The results of the opinion survey among the general public are reported on first, followed by the findings of the in-depth research among victims of armed conflict/armed violence.

The Appendices contain the sample profile and full questionnaire used in the opinion survey, marked-up with the overall country results and the discussion guide used in the in-depth research.

Please note that no country comparisons are made in this report. These can be found in the separate Summary Report covering all eight countries.

Haiti in context

Haiti is the world's oldest black republic and the second-oldest republic in the Western hemisphere, after the United States. It is the only country in the world to have gained its independence following a successful slave rebellion. However, Haiti achieved notoriety during the brutal dictatorships of the physician François Duvalier, 'Papa Doc', and his son, Jean-Claude, or 'Baby Doc'. From February 1986 – when the 29-year-old rule of the Duvalier family ended – until 1991, tens of thousands of people were killed. In 1987 a constitution was ratified that provides for an elected government. The election in December 1990 of Jean-Bertrand Aristide, a former priest, was overthrown by the military in September 1991. Economic sanctions and a US-led military intervention forced a return to constitutional government in 1994, but Haiti was plagued by extra-judicial killings, torture and brutality. In 2004, President Aristide (re-elected in November 2000) was forced out of the country. An elected leadership took over in May 2006 from an interim government (2004-2006) and a UN stabilization force has been deployed since then.

During the period leading up to the departure of President Jean-Bertrand Aristide in February 2004, and for several weeks after that, Haiti experienced a general breakdown of law and order. The vast majority of prisons were emptied of their occupants, burned and ransacked, leading to a near collapse of the penal system. The situation in Haiti remained very unstable throughout the year, with localized sporadic outbreaks of violence.

Various armed groups, including members of the former armed forces, had yet to be disarmed by the United Nations Stabilization Mission in Haiti (MINUSTAH). Supporters of the ousted President were accused of being the instigators of the so-called 'Operation Baghdad' in the poorer neighbourhoods of Port-au-Prince on the one-year anniversary of President Aristide's first removal from power in 1991. In September 2004, violence flared in the capital and its poorer neighbourhoods. Supporters of President Aristide were accused of being the instigators. Violent confrontations with the police left more than 200 people dead, including 20 policemen.

At the time of writing, Haitians were continuing to endure dire poverty, major economic disparities, insecurity, violence, and environmental degradation that was steadily driving the rural population into urban slums. Access to basic necessities, such as health care, clean water, sanitation and electricity, was largely lacking. The population's already precarious economic and social situation had been made even worse by soaring food and fuel prices. In April 2008, riots broke out in many parts of the country, especially in Les Cayes and Port-au-Prince. Protesters vented their anger at the government and MINUSTAH. Four people were reportedly killed and hundreds injured during the violent demonstrations. In the wake of the riots, the Senate voted to remove the prime minister, Jacques-Edouard Alexis, from his post. A replacement was not found until early September, when Michèle Pierre-Louis took office.

Haiti is also subject to regular tropical storms and severe flooding. A state of emergency, followed by three days of national mourning, was declared after a spate of cyclones and tropical storms devastated the country between August and September 2008. Hundreds of people reportedly died, others were injured and many lost their already precarious livelihoods as agriculture was damaged.

The ICRC in Haiti

At the time of writing, the ICRC had been working in Haiti without interruption since 1994. In early 2004, when internal strife threatened to degenerate into armed conflict, it expanded its operations.

In violence-prone shantytowns the ICRC improved water and sanitation services and ensured that people wounded as a result of violence had access to medical services. In addition to emergency response, assistance activities involved support to local water boards, communities in shantytowns and health facilities, including the first-aid posts and evacuation service run by the Haitian National Red Cross Society (hereafter Haitian Red Cross) in areas such as Cité Soleil and Martissant.

In civilian prisons and police stations the ICRC visited people deprived of their freedom. Detainees in Haitian prisons were facing many difficulties, especially severe overcrowding. The ICRC visited prisons countrywide and worked with the authorities and other organizations to bring about urgently needed improvements in prison infrastructure, health care and sanitation, and to make sure detainees' rights were upheld during arrest and detention.

Among weapon bearers – including gang leaders in the most violent neighbourhoods – the ICRC promoted basic humanitarian principles such as the obligation to spare medical facilities, first-aid workers and others taking no part in the violence.

Boosting the capacity of the Haitian Red Cross, especially in the areas of management, emergency-response preparedness of first-aid workers and dissemination of humanitarian principles, was one of the main activities of the ICRC in the country.

The ICRC was also renewing its efforts to address the issue of persons unaccounted for in connection with political violence and/or natural disaster.

The ICRC was continuing to increase its involvement in training police recruits and instructors in international human rights law applicable to law enforcement. Briefings for MINUSTAH troops on international humanitarian law, humanitarian principles and the Movement were also continuing.

OPINION SURVEY

OPINION SURVEY

The Impact of Armed Violence

Personal experience of armed violence

Virtually everyone (98%) surveyed in Haiti has been affected in some way by the armed violence there – either through direct personal experience (31%) or owing to the wider consequences which are felt beyond those who were immediately affected.

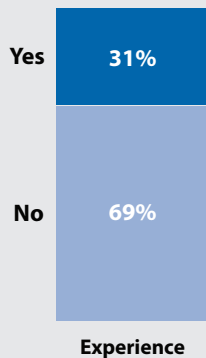
Large numbers report having to leave their homes (33% overall), being ‘humiliated’ (38%), or knowing someone who fell victim to sexual violence (31%).

The group with personal experience has been especially hard hit by the armed violence:

- almost half report having been displaced (45%), or knowing someone who was sexually assaulted (44%) – and 51% have been ‘humiliated’ during the course of the armed violence;
- furthermore, most of this group have suffered restricted access to basic necessities such as water, electricity, etc. – or to health care (63% and 61% respectively);
- half have lost all their belongings (52%), while most say that their area came under enemy control (60%).

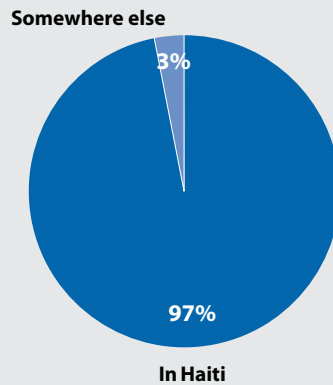
Personal experience of armed violence

Q1. Have you personally experienced armed violence, or not?



Base: All respondents (522)

Q2. Was this in Haiti or was it somewhere else?



Base: All experiencing armed violence (173)

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of “don’t know” responses

Personal impact of armed violence

Q3A. I'm going to ask you about your actual experiences during the armed violence in Haiti. Please tell me whether any of the following things happened to you personally or did not happen as a consequence of the armed violence in Haiti. For each one, please indicate whether it happened or did not happen to you.



Base: All who have experienced armed violence (173)

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of "don't know" responses

However, the people who say they have no personal experience of armed violence are only marginally less affected:

- most respondents have also suffered a lack of access to necessities/health care (66% and 63%), and again very many saw their area come under enemy control (41%);
- even the most violent and traumatic experiences are present: 18% of respondents lost a member of their immediate family, 7% were tortured, and 4% each were wounded or imprisoned.

Economic hardship is also a familiar experience for this group – as it is for those with first-hand experience of violence.

Men have slightly wider first-hand experience of armed violence than do women (for example, in being forced to leave their home or losing their means of income).

Where there are differences by age, it is usually 'older' people (whether over 35 or over 45) who have seen greater suffering – except in relation to sexual violence or limited access to necessities, where the younger groups tend to be more affected.

Overall, then, the armed violence in Haiti has spared very few people from some kind of impact – whether physical, emotional or economic.

In addition to this already extensive catalogue of suffering, most people can also identify 'other' ways in which the armed violence has affected them.

When asked a completely open question, where respondents are unprompted and free to say whatever is important to them, people cite a wide range of other ways that armed violence has had an impact on them. Two-thirds (67%) say they have been affected in some further way, usually involving psychological harm (31%; higher still for women), being 'morally affected' (23%; notably, men), the fear generated by the situation (11%; there is

more discussion on this below), or the impact on people’s physical health (10%). The poor state of the economy/high prices is mentioned at this point (9%; particularly by men).

And when were people most recently affected by the armed violence?

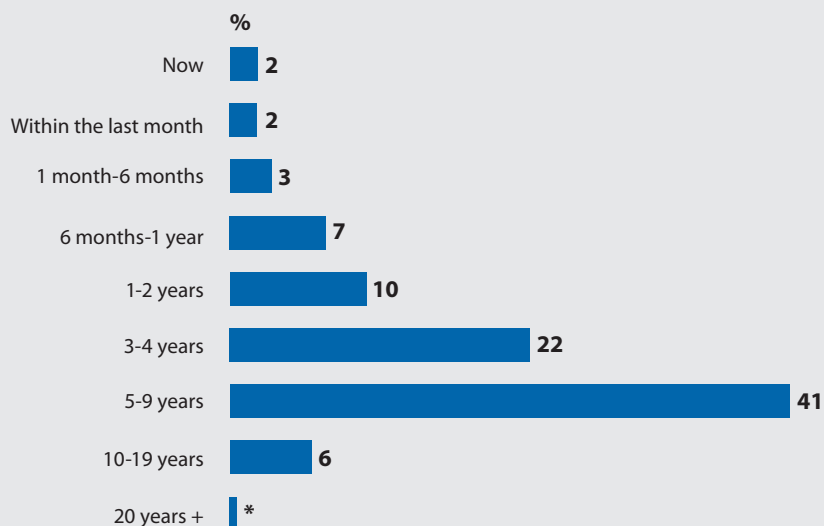
For many (24%), it was within the last two years.

The figure of 24% includes 2% who are ‘currently’ being affected – while almost everyone else has been affected within the last decade at most. Also notable is how consistent the figures are – year-by-year – during that period.

These results are evidence that (whatever the status of the peace process) the suffering from armed violence in Haiti has been continuing for many years – and affecting all segments of the population.

Recent experiences

Q5. And when were you personally most recently affected by this armed conflict in Haiti?



Base: All who have experienced/been affected by violence in any way (510)

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of “don’t know” responses

People’s greatest fears

In Haiti, the dangers of death, torture, sexual assault, kidnapping and imprisonment are very real.

But the single greatest fear is that people’s livelihoods will suffer (41%).

More generally, people also worry about the uncertainty of their situation (37%).

Overall, people have a range of concerns, covering a range of issues – but some of the comparisons are revealing:

- for example, as many people worry about being deprived of education as fear sexual violence (16% and 15%);

- more people fear economic hardship (41%) than the number fearing imprisonment (6%), injury (9%) or the loss of a loved one (20%) – taken together.

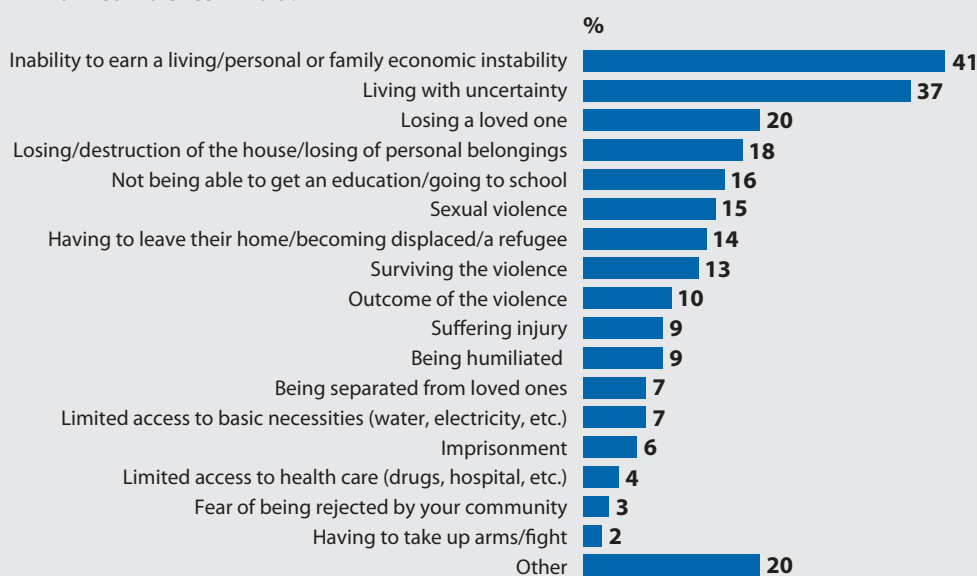
Furthermore, lack of access to basic necessities such as water, electricity and health care – although the most widespread actual problems – feature very low down on people’s list of concerns.

Men and women share most of these fears to similar degrees. Among the differences are young men’s concerns at missing out on education and women’s worries over losing a loved one.

‘Sexual violence’ worries men and women equally – and appears (albeit on a very low base size) to especially concern those aged 60 and over.

People’s greatest fears

Q6. What do you think are the two or three greatest fears people are facing in a situation of armed violence in Haiti?



Base: All respondents (522)

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of “don’t know” responses

Feelings as a consequence of armed violence

How does armed violence change people’s state of mind?

It breeds great sadness (for 81%), anxiety (73%) and confusion (50%) – but also greater wisdom (for 67%) and optimism (54%) for the future.

Overall, the results are slightly mixed – perhaps even contradictory – but overall they paint a depressing picture.

For example, the two most common results of armed violence are that people have become:

- more sad (by a ratio of almost 7:1 – and even more so among women);
- more anxious (by over 4:1).

More encouragingly, people also claim to be, on balance, less vengeful (54%) and less violent/aggressive (52%). The 18-24-year-olds are relatively more belligerent on both counts. They are also particularly 'disillusioned' by their experiences.

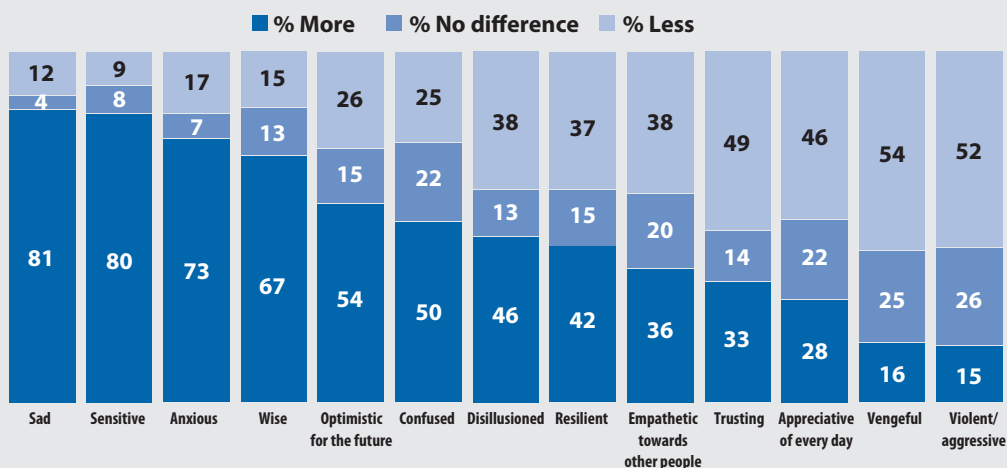
Perhaps most notable is that – despite their experiences – people feel on balance more optimistic for the future (by a ratio of 2:1 – a pattern broadly repeated across all age groups and among men and women).

However, there are of course other negative effects:

- people are more confused (by 2:1);
- and despite the longer-term optimism, 'appreciation of every day' has declined in the face of armed violence, particularly for women. No doubt this reflects the day-to-day hardships and fears that the situation has imposed – in all the ways discussed above.

Feelings as a consequence of armed violence

Q8. Now I would like to ask you about whether the armed violence has changed the way you feel. For each description I read out, please say whether the armed violence has made you feel more this way, less this way, or has it made no real difference. First [...], would you say it has made you more [...], less [...], or has it done neither?



Base: All who have experienced/been affected by violence in any way (510)

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of "don't know" responses

Civilians' needs in situations of armed violence

First and foremost, people need basic practical things.

Two-thirds refer to protection/security (66%) as a vital need, closely followed by food (60%) and medical treatment/health care (48%).

Civilians' needs are many, with the most important of all being seen to be:

- protection/security (66% choose this from a list as one of the most important requirements for civilians living in areas of armed violence);
- food (60%);

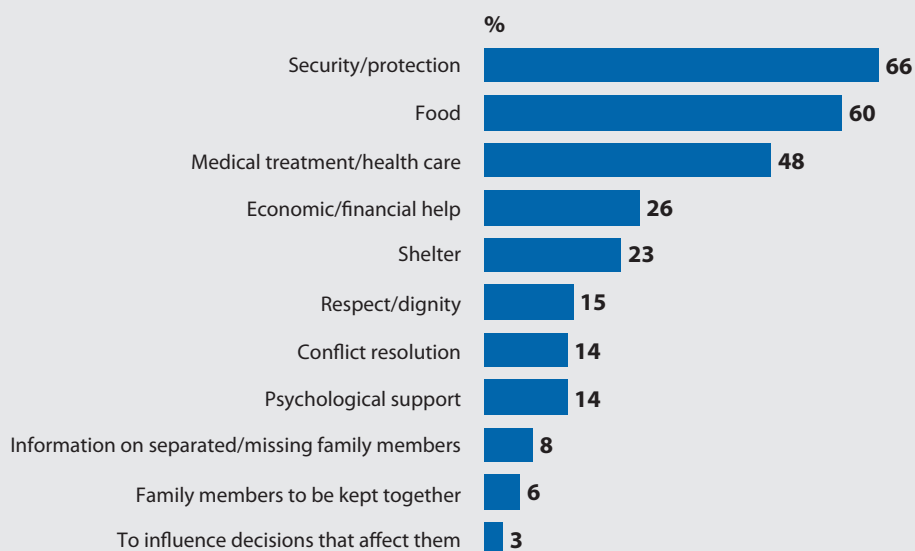
- medical treatment/health care (48%);
- economic/financial help (26%).

Other needs, less often mentioned, include psychological support (especially for the 18-24-year-olds) – taking us back to earlier findings on the emotional impact that armed violence has.

Nor is the need to maintain people’s dignity and respect forgotten – or that the armed violence needs to be resolved.

Civilians’ needs

Q7. What do you think civilians who are living in areas of armed violence need the most? Please select the three most important to you.



Base: All respondents (522)

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of “don’t know” responses

Help and support from entities/institutions

Where do Haitians turn for help during armed violence?

They look firstly to their parents and families (61%) and then to their local communities (43%). Religious entities also play a key role, particularly for women.

However, more formal aid organizations are less often the source of help – less so even than the military/army/combatants.

A quarter (24%) say they have received help from the military/army/combatants during the armed violence – and more so among women and the 18-34 age group.

Fewer have received assistance from the following:

- Haitian Red Cross (16%);
- ICRC (10% – giving 17% in total for the Red Cross organizations, as many people received assistance from both);
- the UN (12%);

- NGOs (7%);
- government (6%).

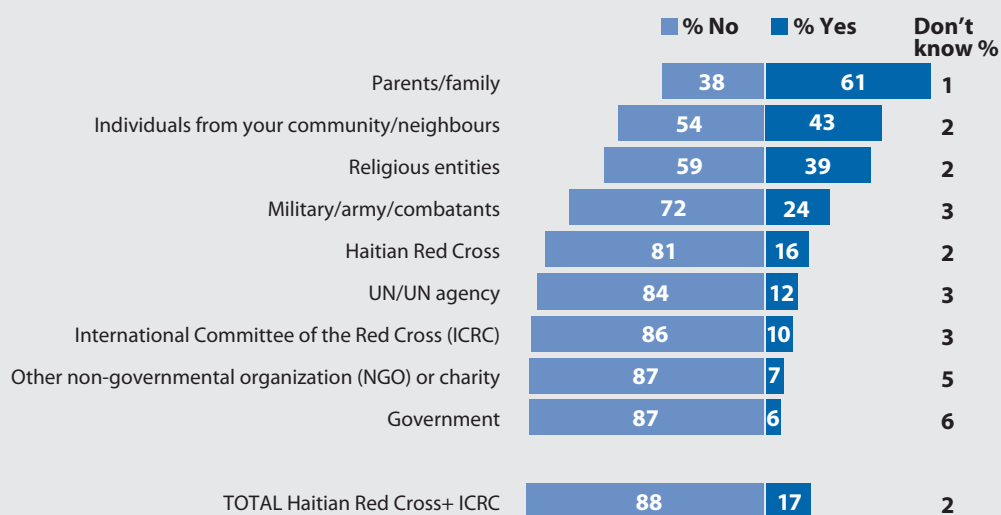
However, the pattern is very different in terms of how well these groups understand people’s needs.

In this respect, the Haitian Red Cross and the ICRC are rated much better. In fact, they are almost on a par with people’s immediate families – and they surpass people’s own communities/ neighbours – in terms of how well they understand needs.

Religious entities are not especially well regarded here – but they do rate notably better among 18-24-year-olds.

Help and support

Q9. During the time you experienced or were being affected by armed violence, did you receive help or support from any of the following?

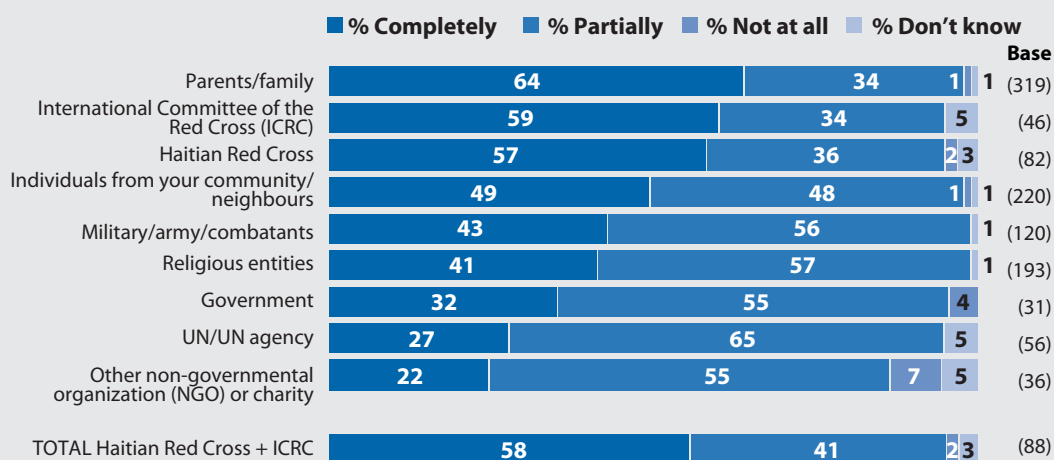


Base: All who have experienced/been affected by violence in any way (510)

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of “don’t know” responses

Help and support

Q10. For each of the types of organizations or people you mentioned receiving help or support from, I would like you to tell me how well you felt they understood your needs. First, the [type of support at Q9]...do you feel your needs were completely understood, partially understood, or not understood at all?



Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of "don't know" responses

Barriers to receiving help

Where people do not receive support during periods of armed violence, as many as three-quarters (75%) put this down to corruption.

Corruption is seen to be the predominant obstacle, 75% feel this plays a part, even more among men. This is followed by black markets (57%).

Discrimination/social status (35%) is the third factor that can prevent help from reaching its intended recipients.

Adding to these problems are inaccessible locations (cited as a barrier by 40% overall, and by 45% of men), and basic lack of knowledge that such help exists (50%).

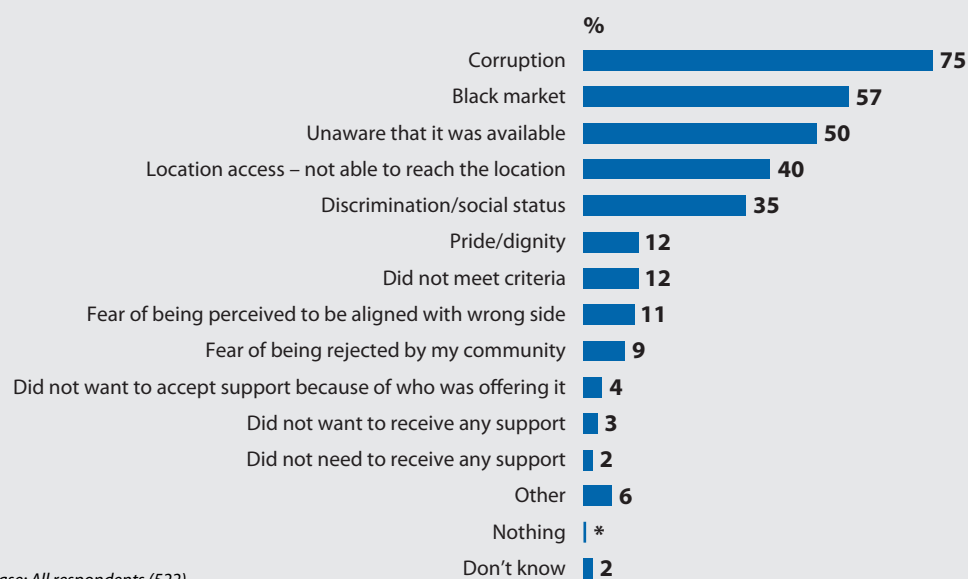
There is less evidence that people feel pressured to turn help away – because it would harm their standing in the community, cause them to be seen as aligned with the 'wrong side' or to accept help from the 'wrong people', or because their own pride and dignity would not permit it.

These factors are, however, of greater significance for 18-24-year-olds.

It is also clear (as in most other troubled countries) that help in Haiti is rarely turned down simply because it is not needed or not wanted.

Barriers to receiving help

Q11. Which, if any, of the following reasons do you think may have prevented people in Haiti receiving or accepting help or support during armed violence?



Base: All respondents (522)

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of "don't know" responses

Reducing suffering

In Haiti people first think of the military/combatants as groups that can reduce suffering during armed violence (50%).

Aid/humanitarian groups (ICRC, Haitian Red Cross, UN, NGOs) are seen very much as a secondary solution, if at all.

Aside from the military (which is particularly cited by younger people), the only other group mentioned by any significant number (20%) is 'religious leaders'.

Very low numbers initially cite the Haitian Red Cross and the ICRC (just 5% – even when combining the Haitian Red Cross 4% and ICRC 1%), the UN (4%), international humanitarian organizations (7%) or other aid organizations (2%) as providing the most effective solution.

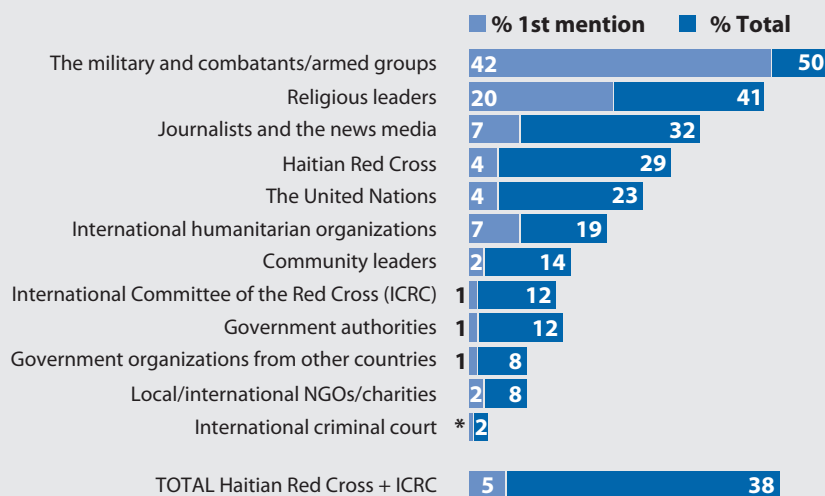
When taking account of all the groups mentioned by people – either as a first or second suggestion – these scores do change markedly, and particularly so among men.

The Red Cross organizations, for example, are cited by 38% overall (29% for the Haitian Red Cross and 12% for the ICRC, with some mentioning both organizations). This opens up a gap with the UN (23% think it has some role in reducing suffering), and particularly with NGOs (just 8%) – but the military/combatants remain the most widely mentioned group, at 50%.

The news media (32%) is ultimately seen to have greater potential to reduce suffering than government authorities (12%) or community leaders (14%). This last group often scores very weakly here – despite it being so 'close to home'.

Reducing suffering

Q20. I'm now going to describe different kinds of groups and organizations. Please tell me which three of these play the biggest role to help reduce suffering during armed violence.



Base: All respondents (522)

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of "don't know" responses

The role of external actors

People in Haiti want action from the international community on two fronts:

- direct intervention 'on the ground' including 41% saying provide peacekeepers;
- wider political activity including 33% citing organizing peace talks/negotiations.

Specifically, people say that a physical presence could take the form of:

- peacekeepers (41% advocate this);
- emergency aid (cited by 32% overall, 37% of women, and 45% of 18-24-year-olds);
- military intervention, to stop the armed violence (25%);
- rebuilding infrastructure (20%).

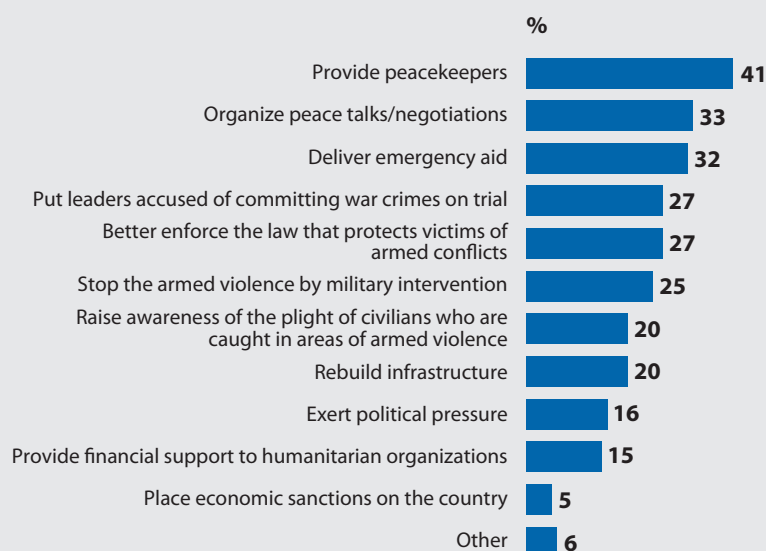
On a broader level, people want peace talks/negotiations (seen as appropriate by 33% of respondents) and accused leaders to be put on trial (27%). 27% of respondents also advocate tighter enforcement of relevant laws governing armed violence.

Is there anything not supported?

One thing particularly: economic sanctions. It was seen earlier how deep people's fears are about financial hardship and about the fragile state of the economy. Such sanctions seem to be viewed as potentially worsening this situation. Only 5% advocate the use of economic sanctions.

The role of external actors

Q21. What do you think the international community should do to help civilians who are living in areas of armed violence?



Base: All respondents (522)

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of "don't know" responses

And what should the role of people living outside the areas of armed violence (i.e. citizens outside the country) be in helping victims of armed violence?

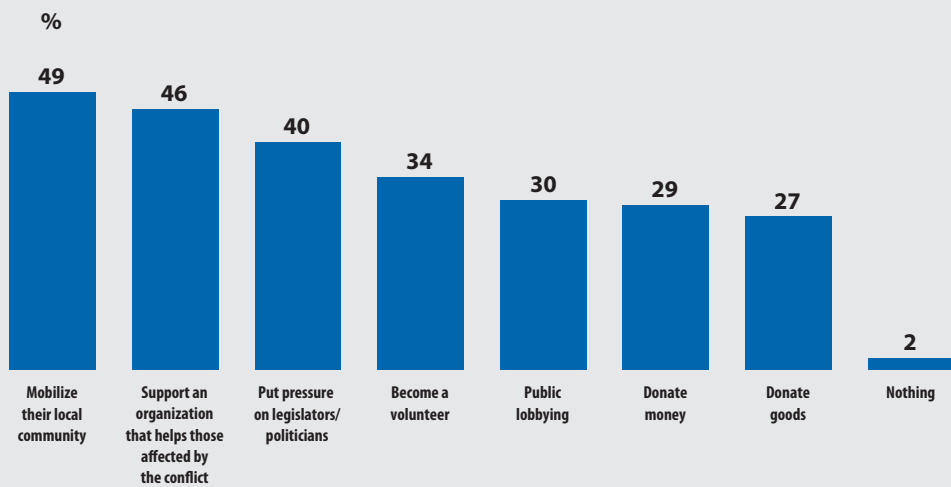
In Haiti – again unusually – the emphasis is on social activism rather than on people simply giving donations. Haitians want to see people:

- exerting political pressure on legislators (40%);
- mobilizing their local communities (49%);
- volunteering (34%, and more widely supported by young people);
- engaging in public lobbying (30%).

Overall, Haitians are less focused on the donation of money (29%) or goods (27%) – although women see more value in this than men do.

Support from the wider world

Q22. What, if anything, do you think people living outside of violence zones can do that would most help victims of armed violence in Haiti? Please select the three you feel are most important.



Base: All respondents (522)

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of "don't know" responses

Behaviour during Armed Conflict

Limits to behaviour

Over half of the respondents in Haiti (56%) say that certain limits should apply to behaviour in armed conflict. This is almost five times as many as think there should be no limits (12%).

When asked a completely open question, where respondents were unprompted and free to say whatever they liked, most often they said they wanted to stop the 'killing' (17%), 'physical assault' (13%), 'shooting/guns' (7%), or 'killing of innocents' (6%). Just 3% (6% of those aged 18-24) mentioned 'sexual assault', despite it being such a widespread violation.

The one in eight (12%) who say that 'there is nothing that combatants should not be allowed to do in fighting their enemy' are evenly spread across age groups and among men and women.

What do respondents mention as the basis for imposing limits?

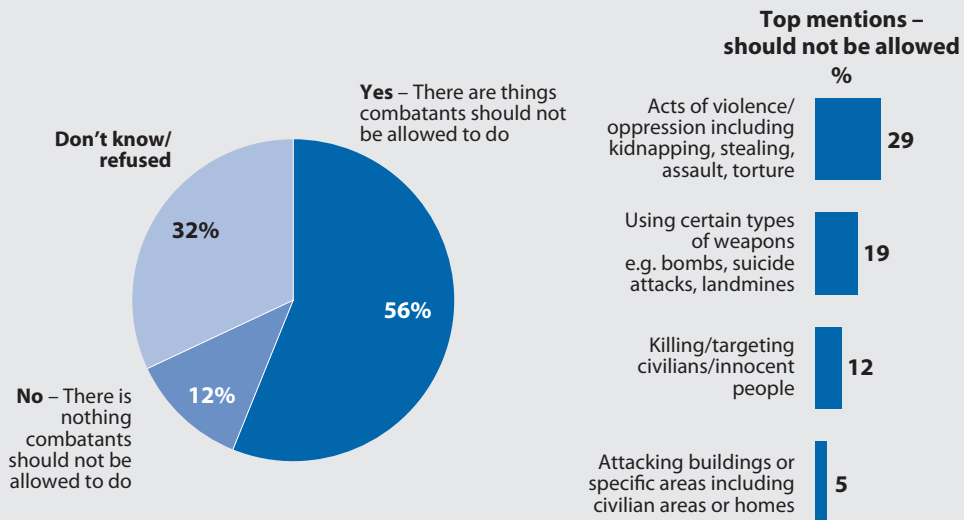
People would most often rely on their own guidance – personal ethics/codes – and on the law. Three-fifths in each case say these are suitable criteria for limiting certain actions. The ethical aspect is emphasized by women especially.

Human rights are also important (48%, more among men), as is religion (33%), but cultural considerations (16%) are viewed as less so.

Some people feel that certain kinds of behaviour should not be allowed on the basis of the harm they cause. For example, certain behaviour produces too much destruction (53% say this is a suitable yardstick for actions deemed to be unacceptable), or too much hate and division (44%).

Limits to behaviour

Q12. Is there anything that combatants should not be allowed to do in fighting their enemy?



Base: All respondents (522)

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of "don't know" responses

Threats to civilians

Some people in Haiti accept that ‘anything is acceptable’ in times of armed conflict – but almost all feel that civilians should be avoided during fighting.

Ninety-three per cent say that civilians should be either ‘left alone’ (68%) or ‘avoided as much as possible’ (25%).

However, civilians who voluntarily help the enemy are seen as acceptable targets by over half of respondents (55%).

Respondents were asked whether it is permissible to attack civilians in order to ‘weaken the enemy’.

Virtually nobody (1%) views civilians and combatants as equally acceptable targets.

Importantly most people want civilians kept out of the fighting in all circumstances.

While some actions against civilians are soundly rejected, others are widely accepted. For example:

- 55% say it is ‘OK’ to attack those who voluntarily transport ammunition for the enemy;
- 47% say it is ‘OK’ to attack those who voluntarily give food and shelter to the enemy (exactly the same number are opposed).

It is felt by the majority that it is unacceptable to:

- attack enemy combatants in towns or villages knowing many civilians will be killed (80%);
- deprive civilians of food, medicine or water to weaken the enemy (78%);
- take civilian hostages as ‘bargaining chips’ (74%).

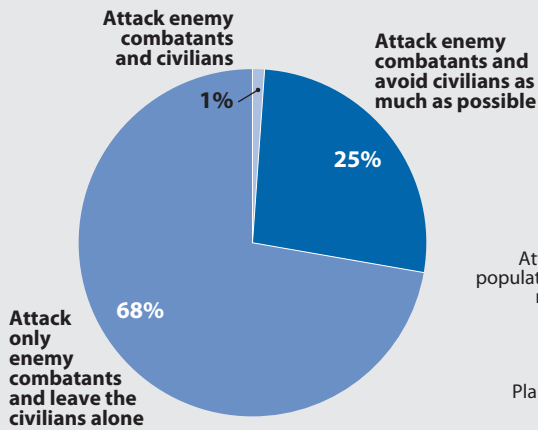
Virtually everyone (91%) says it is ‘not OK’ to plant landmines that may harm civilians.

The most widely opposed action of all is ‘attacking religious and historical monuments’, opposed by 95% of respondents.

Men are slightly more accepting of the idea of sometimes targeting civilians, and in particular of depriving them of water, etc. Some behaviour, such as attacking civilians who volunteer to transport enemy ammunition, is more acceptable to young people, while other behaviour, such as attacks on religious or historical monuments, is more acceptable to older people.

Threats to civilians

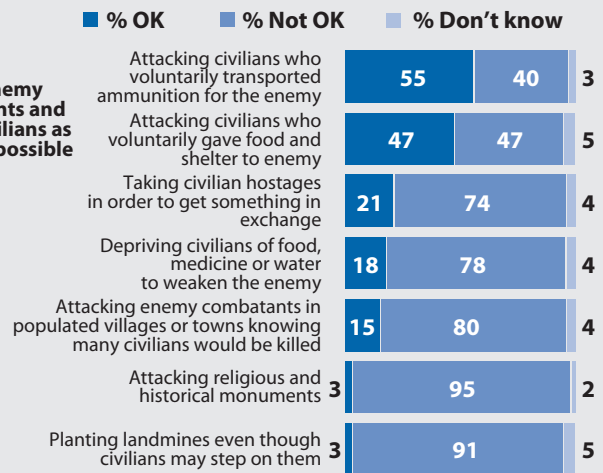
Q14. Now I would like to ask you some general questions about how, in your view, combatants should behave in times of armed conflict. When combatants attack to weaken the enemy, should they:



Base: All respondents (522)

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of "don't know" responses

Q15. Is there anything that combatants should not be allowed to do in fighting their enemy? For each one, please indicate whether it is OK or not OK to do that in fighting their enemy.



Base: All respondents (522)

Health workers and ambulances

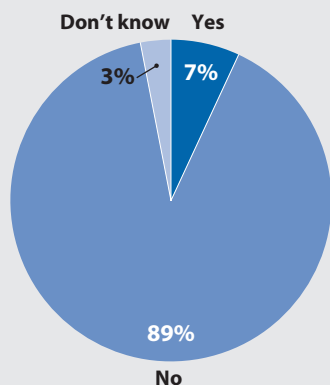
The vast majority of respondents think that health workers (89%) and ambulances (86%) are never acceptable targets.

Eighty-nine per cent do not think it is ever acceptable for health workers to be targeted by combatants (only 7% disagree). Almost as many (86%) say ambulances are never an acceptable target. Only one person in eight thinks there may be circumstances which might make this acceptable. Men are slightly more willing than women to accept attacks on both health workers and ambulances.

Please note that the findings displayed in question 17 are based on small numbers of people, so must be treated with caution. It is clear, however, that not being neutral is considered as unacceptable behaviour for health workers. Results also show that ambulances used by combatants for hostile purposes might be considered acceptable targets.

Targeting health workers

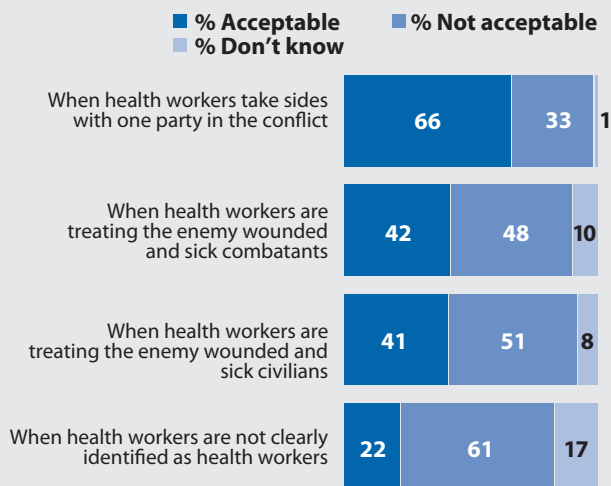
Q16. In a situation of armed conflict, are there any circumstances in which you think it is acceptable for combatants to target health workers?



Base: All respondents (522)

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of "don't know" responses

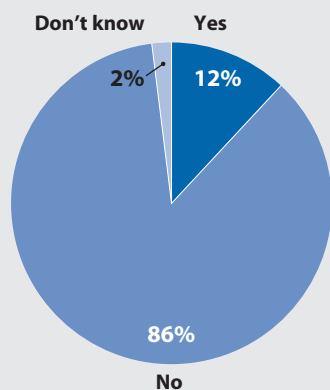
Q17. In which, if any, of the following circumstances do you think this is acceptable?



Base: All who think that some circumstances are acceptable to target health workers (44)

Targeting ambulances

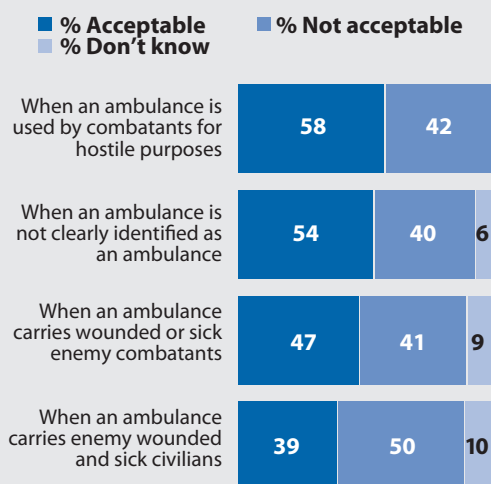
Q18. In a situation of armed conflict, are there any circumstances in which you think it is acceptable for combatants to target ambulances?



Base: All respondents (522)

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of "don't know" responses

Q19. In which, if any, of the following circumstances do you think this is acceptable?



Base: All who think that some circumstances are acceptable to target ambulances (70)

Health workers and services: the right to health care

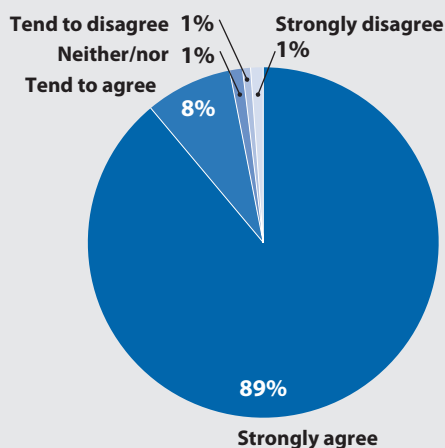
Almost everyone (97%) agrees that ‘everyone wounded or sick during armed conflict should have the right to health care’. Most people ‘strongly agree’.

By contrast, just 2% expressly disagree with this principle, but those aged 18-24 are marginally less emphatic in their support.

The view that health workers should take care of the sick and wounded from all sides is held by 92% of respondents. Those aged 18-24 hold these views somewhat less emphatically than other age groups.

The right to health care

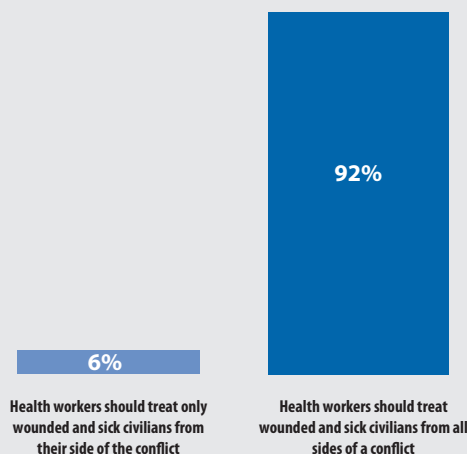
Q25. To what extent do you agree or disagree with the following statement: ‘Everyone wounded or sick during an armed conflict should have the right to health care’



Base: All respondents (522)

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of “don’t know” responses

Q26. In the context of an armed conflict, what best describes your personal views:



Base: All respondents (522)

The Geneva Conventions

Only a quarter (26%) of respondents have heard of the Geneva Conventions – and views are mixed as to their effectiveness in limiting civilian suffering in times of war.

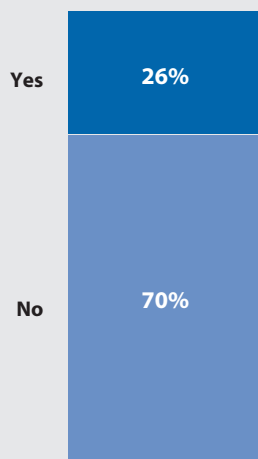
Most people (70%) have not heard of the Geneva Conventions.

Forty-two per cent of these feel the Geneva Conventions are effective in limiting civilian suffering in times of war; 36% do not and a further 22% do not know.

Men are more aware than women of the Geneva Conventions and take a more positive view of them.

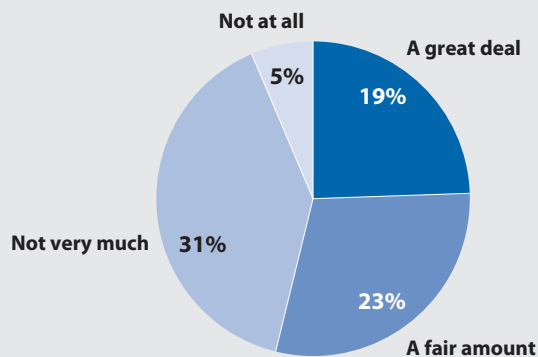
Awareness of the Geneva Conventions

Q23. Have you ever heard of the Geneva Conventions?



Base: All respondents (522)

Q24. To what extent do you think the existence of the Geneva Conventions limits the suffering of civilians in war time?



Base: All who have heard of the Geneva Conventions (143)

Where total does not sum to 100%, this is due to multiple responses, computer rounding or to the exclusion of "don't know" responses

IN-DEPTH RESEARCH

IN-DEPTH RESEARCH

The Impact of Armed Violence

Whatever the origins of the armed violence in Haiti – and respondents put forward various views on how it started – this has become a way of life for some and a daily hazard for most Haitians, according to respondents. While the situation at the time of the research had calmed down somewhat, the accompanying problems of poverty and poor living conditions were still acute.

The respondents see the armed violence in Haiti as destroying not only the lives of people around them, but the whole foundation of Haitian society. Once the violence started, it became a vicious circle, where violence led to more violence in the form of reprisals. The respondents feel that even though the initial spark for the eruption of violence may have been 'political', today it has almost become a 'way of life' for the people in Haiti. One first responder describes how events have deteriorated into more and more random and senseless violence:

At the beginning, I thought the motivation for this was politics; I thought they were acting for their party. But it appears to have become worse now, where people are just murdering, breaking into houses and burning down houses.
(Pierre, first responder)

People are unable to lead normal lives, work or have adequate access to basic everyday necessities such as food and water.

Many think the frustration about these conditions in turn plays a big role in fuelling the criminal violence. The growth of gang culture is part of this, with more young people prepared to use armed violence to steal and enrich themselves. A first responder, a driver for a humanitarian organization working in some of the most violent areas, describes the domino effect of violence in Haitian society:

Because of this violence, there is no water, there is no traffic in the streets since people cannot go to work; it creates starvation, and it creates a lot of panic within people, both rich and poor alike. (Michael, 52, first responder)

The poor standards of education in Haiti are seen to have facilitated this vicious circle, as uneducated teenagers are often attracted to gang life, with few alternative paths available to them. The situation is made even worse with many of the educated people being forced by the circumstances to leave the worst-hit areas, leaving behind them communities without the means to tackle crime and violence.

Some respondents express an angry confusion as to why some people follow the path into crime. Eliane, 30, has been beaten and raped; while she understands the social causes of violence, she feels this does not excuse such actions:

I can understand that frustration and starvation can be the main reasons for this violence ... but by itself it is not a good reason. (Eliane, 30, victim of armed violence)

For many, resorting to armed violence shows a moral weakness in those responsible and they feel it would be wrong to blame society as a whole. Marie, 50, a first responder working in some of the worst areas, is not impressed by attempts to excuse violence on the grounds of social conditions:

Is it because of poverty? Because of unemployment? I think that if I were hungry, I would prefer to go begging than resort to violence. (Marie, 50, first responder)

While acts of violence have reportedly been decreasing in Haiti over the previous year, there has been no decrease in the ongoing hunger and poverty resulting from them. Those worst off are the ones most likely to still be suffering the effects of the violence, as one first responder noted:

At the moment, the violence in Haiti affects people who can't eat a full meal, those who have no work. (Maxime, first responder)

Personal experience of armed violence

Respondents speak of how one act of violence in Haiti gives rise to reprisals and an ongoing cycle of revenge affecting more and more lives. They speak of living with murders, as well as widespread rape, corruption and threats. Many people tell of the fear that they might have to leave their homes and the limits this would place on their opportunities to find work, access education or even just feed the family.

All the respondents have suffered armed violence in one form or another. Many live in fear of a recurrence of what they have suffered before. They tend to distinguish between the 'peak period' of violence (very broadly defined as 1999-2008) and the situation at the time of the research, in April 2009. Much of the discussion about personal experiences of armed violence centred around events from the peak period of violence.

Socio-economic effects

In the peak period of armed violence, Haiti endured frequent fighting between gangs. Many Haitians witnessed these events at first hand. People describe these fights as a kind of urban war between heavily armed gangs, taking place in the streets of Haiti.

It was very common for people to be killed in the crossfire because they had the misfortune to live in an area where a fire fight was taking place. Christiane, a first responder, tells of how her friend was shot dead by the wife of a gang leader:

She just needed to cross an alley...she passed the former gang leader's wife accompanied by her gang. She just glanced at my friend and shot her. (Christiane, 20s, first responder)

As a result, people were forced to stay home for long periods to stay safe. When loved ones did have to venture out, their families were terrified, as Elise, 18, who was beaten and robbed in her own home, observes:

In order to help his family survive and eat, my father used to find ways of getting to work, even if he had to go along broken-up roads. Sometimes, we asked him not to leave the house because of the gunfire and he agreed. (Elise, 18, victim of armed violence)

Additionally, because houses in Haiti tend to be small and built of fragile materials, the walls cannot protect civilians against gunfire. People were forced to hide under their beds for long periods of time. Getting stuck inside the house for several hours – and sometimes days – at a time obstructs access to food, water and health supplies. Even basic sanitary hygiene is a challenge, since most respondents do not have water and toilet facilities inside their houses.

The peak period of armed violence was also characterized by a constant insecurity linked to other types of violence (other than street fighting). People recall their experiences of extreme violence. Thérèse, who was raped, tells of how her house became riddled with bullets:

I was living in an old house made of sheet metal. The house had been hit so continuously by bullets that it became like a sieve. (Thérèse, victim of sexual violence)

Some respondents talk of being subjected to violent extortion and robbery. Small business owners who refused or resisted the gangs were killed, tortured or raped. Thérèse was selling bread when she was repeatedly asked for 'protection money', until finally she decided to say 'no':

They came to my house asking me for the money. Then, two of them raped me while the others took everything in my house. They left me without anything.
(Thérèse, victim of sexual violence)

Respondents report being subjected to threats at gunpoint when walking through their neighbourhoods, where the fear of robbery or rape was constant.

They also speak of how the death of the main wage earner of the family led to financial disaster for the dependants. As Petit Frère Cyprien, whose own house had been broken into by a gang, explains:

As soon as this person is killed, the rest of family is left to its own devices.
(Petit Frère Cyprien, 30+, victim of armed violence)

Emotional effects

Many of the respondents have suffered high levels of stress and anxiety as a result of their experiences. Rape victims in particular speak of painful and complex emotions after their attacks. For them it is not only about being physically abused, but also the fear of being infected with sexually transmitted diseases, including HIV/AIDS. Respondents speak of the belief that gang members who were themselves infected sometimes deliberately infected their victims. Marie-Rose, herself a victim of street attacks, speaks of what happened to one girl in her area:

When he caught a young girl, the former leader of a gang, who is infected by HIV, said to her 'I won't kill you'. He just raped her. He might as well have said, 'Go and wait for your death, because what I've transmitted to you is enough'. (Marie-Rose, 30s, victim of sexual violence)

While sharing stories and experiences with each other helps respondents cope to some extent with the atrocities they had suffered, it also gives rise to further fears. They listen to what happened to their friends and neighbours and this knowledge serves to heighten fear about the ruthlessness of the armed gangs. The worst stories have become well known and themselves help create a climate of fear in the everyday lives of Haitians, as Eliane, a rape victim, recounts:

I knew a boy of 18 years old Some bad guys chopped him into pieces and burnt him. Then they walked through the neighborhood with his dead body. This was really cruel. Any time you think about it, it just darkens your mood. (Eliane, 30, victim of armed violence)

Many respondents cite the use of marijuana and other drugs by the gang members as contributing to their reckless and violent behaviour. Marie-Rose, a victim of armed violence, is especially concerned about drug-taking:

As soon as the young people smoke this marijuana, they lose their minds. They can even hurt their own mothers with machetes. (Marie-Rose, 30s, victim of sexual violence)

Other long-term effects

Respondents speak of people who are starting to get back to living a (more or less) normal life because they believe that the worst violence has subsided. They feel able to stay out in the evening and that children can return to school and the adults can go back to work. Yet their situation is still coloured by a sense of uncertainty. They feel Haiti could revert to the worst levels of violence at any time and without warning. Indeed, respondents say that murders, rapes and robberies are still going on, albeit at a lower level than before, as Pascal, a volunteer describes:

There is some calm back in this area but it's still fragile ... only one bad word can cause the violence to erupt again in the whole area, like a tempest or a cyclone.

(Pascal, 30, first responder)

The downturn in the Haitian economy continues and the infrastructure is poor, thus there is a perception that Haiti is overwhelmed with problems and that there is little hope of many of them being adequately addressed. As well as shortages of food, there are housing problems, damage to water pipes and electricity supplies, a lack of educational facilities – children are being deprived of education, as they can not go to school – and health care is in short supply. Eliane, a rape victim, speaks of her own fears for the future, as a mother of five:

Everybody lives with a lot of doubts. Those who don't have doubts, those who don't live in fear, are those who don't have a family. (Eliane, 30, victim of armed violence)

The first responders remain strongly focused on the persistence of violence, which they are continuing to deal with. They explain how difficult it is to be neutral amidst the violence. One first responder speaks of how it sometimes becomes necessary to use force to protect himself against the gangs:

Imagine 4,000 or 5,000 men invade your area: you feel scared. You have to throw stones because you're afraid your house will be burned or that your children will get hurt. (Mathieu, 29, first responder)

First responders face great danger in reaching the victims of armed violence. They can be perceived by one gang to be 'helping' another and face reprisals. But they have to risk upsetting some people if they are to deliver help to those in need, as Marie, a first responder, recounts:

When the people responsible for this violence call me, I react immediately. When I enter their vehicles, I ask God to protect me, as he gave me this job. Sometimes, the Xs have wanted to kill me because they saw me in a Y vehicle. (Marie, first responder)

Civilians' needs in situations of armed violence

During the period when violence was at its peak, people's needs were focused around security and access to basic amenities. However, in 2009 the main focus was on rebuilding lives through gaining employment, improving housing and building community infrastructure, such as mending the roads. A larger police force was seen as a necessary part of achieving this.

Respondents spoke of the emotional aftermath of the violence leading to a strong need for psychological counselling and treatment of mental health issues among the population.

First responders called for improvements in the resources available to them to meet the still massive demands for assistance.

Needs during the peak period of violence

Victims of the armed violence in Haiti prefer to talk about their current needs in 2009 than dwell on what happened during the peak period of violence. It was first responders who were better able to detail the needs of people during such periods.

First responders tell how protecting people's access to food and water supplies was crucial during the times when many were stuck in their homes for long periods owing to the street fighting.

They should have brought water, matches, candles, salt, bring what's needed to alleviate the suffering of the population, because everyone had to stay locked inside from 5 am until 2 pm. They should have given us bread, a bottle of oil, charcoal bags, sugar to give some relief. (Pascal, 30, first responder)

Thus, people were unable to venture out to get food, water or candles and so spent long periods not only hungry and thirsty but in darkness. Even when they could make it out, the shops had often been looted and there were not enough provisions to go around.

Respondents say that the reason people were stuck in their homes was the lack of basic security on the streets. This lack of protection from the most violent, amidst spiralling levels of killing and brutality throughout Haiti, was at the heart of the problems suffered by the respondents. They felt exposed, vulnerable and often terrified.

During this time, lack of access to health-care services also became a huge issue. Few health centres were actually able to continue operating, as many charitable and volunteer health centres were plundered by the rampaging gangs, forcing the health workers to flee. Thus, Haitians were not in a position from a security or financial point of view to be able to seek out health care and had to make do without.

People feel that the timely evacuation of the civilians from the affected areas could have saved many lives, as Juste attested:

In my view, the best thing that we could have done during the period of violence was to evacuate people. (Juste, 24, first responder)

Current needs

Even at the time of the research, safety and security are still the top priority. As mentioned, there is a strong call for police numbers to be increased in order to provide an adequate level of protection for the public. As well as this, respondents want the police to find ways to take firearms off the streets, so that gangs will be less able to wreak a similar kind of mayhem in the future. A more visible, permanent police presence in the worst areas is essential, according to Pascal, a first responder:

Police should be around the area permanently as it's a shantytown, a slum. No one is controlled, you can easily spend five hours without coming across a policeman in the area, it's not normal. (Pascal, 30, first responder)

As well as addressing the security issue directly through policing, respondents look to increased employment levels as essential for preventing a recurrence of widespread violence. There is a strong belief that if the employment rate increases, criminal behaviour will in turn decline – creating a new virtuous circle of constructive behaviour to replace the vicious circle of destructive behaviour that has dominated Haiti in the last decade.

People having more opportunities to work, it is hoped, would also enable them to rebuild and repair their houses. The people of Haiti have had enough of appalling living conditions and with the violence subsiding somewhat, one first responder sees this as the time to make a new start in addressing this old problem:

The area is dirty. If we were to go to the back of my house, you'd see the wretched state people live in and it breaks my heart. (Michel, 52, first responder)

Alongside dealing with the practical problems of every day in terms of security and poor living standards, coping with the emotional needs of traumatized people is also seen as an urgent issue. There is a huge need for counselling and guidance services to help the many victims of armed violence rebuild their lives and achieve some kind of 'normality' again. Many people, it is felt, are psychologically unable to simply pick up their lives again and need emotional support and practical help to be able to cope with the challenges of everyday life.

Many feel the need to be 'listened to.' Some feel that taking part in the research is itself a valuable part of the healing process. One rape victim, Noelle, had not revisited her traumatic experiences until the interview:

Just imagine I could have died with all of that in my heart. I wouldn't have told anyone. Then here I was able to speak about what hurt me and what still hurts – I want to thank you a lot for that. (Noelle, victim of sexual violence)

Respondents speak of other practical improvements people want to see in Haiti, including improvements to the roads to make travel to find work easier, better street lighting for safety at night, repairs to water pipes and a more widespread and reliable electricity supply.

Health and education are seen as core areas to be improved. Education is perceived as a key tool to tackle the problems of poverty, unemployment and violence. Access to health care is also seen as essential if Haitians' lives are to be improved.

First responders' needs

First responders are disappointed and frustrated at not being able to work to their full potential. They mention several ways in which this could be addressed.

They want to have better and earlier information about where outbreaks of violence are expected to happen. This is perceived as necessary to be able to respond quickly, which is key. Too often they have found themselves in emergency situations, not knowing which areas are in most need of support. They also want to be better protected when they go to a scene of violence – as they themselves get caught in the crossfire.

First responders also see a potential role for themselves in providing counselling support to those who might require it. They often find themselves informally helping people by listening to their problems and giving advice, but they lack training in psychological counselling techniques. Pascal, a volunteer, wants to be able to follow up with the people he has come into contact with:

I just have the impression that we could help if we knew the address of the victims, come to visit them, talk with them to see if they have other problems, thinking about what they've been through and follow up. (Pascal, 30, first responder)

First responders have their own issues of trauma too. Some feel being trained in counselling would also help them cope with their own psychological trauma, caused by what they have witnessed.

First responders who do not belong to a specific organization are frustrated about not having adequate health-care tools and materials to help others. One first responder who frequently works as a midwife said:

After labour, women don't have anything to eat or clothes for the babies. I'd like to have baby clothes so I can help those who have nothing to cover and dress their newly born. (Marie, 50, first responder)

Humanitarian assistance

The humanitarian organizations are heavily criticized by respondents for not having people on the ground, not being available when needed and not providing enough material assistance. However, there is also a recognition that corruption and the presence of armed gangs has made it difficult for aid to get through.

Respondents make several suggestions as to how aid could be distributed more effectively and how first responders could be better supported.

The importance of assistance

There is a widespread perception that during the peak period of violence, most humanitarian organizations were not present on the ground as it was simply too dangerous to operate in many parts of Haiti at that time. Several respondents share their feelings of frustration at not being helped, including Laura, a rape victim:

Anyone could have been kidnapped, so organizations would not take the risk. That's why we couldn't receive any help. (Laura, victim of sexual violence)

Even where organizations were present, there is a perception that they were unable to help people adequately. This has made respondents feel isolated and abandoned, with little hope of being saved from their situation.

Humanitarian assistance from organizations

Humanitarian organizations were more visible to civilians when the research was being carried out, with the situation calmer. Yet respondents say they are dissatisfied with the kind of assistance provided by these organizations. The Haitian Red Cross and the ICRC – often referred to together as simply ‘the Red Cross’ – are among the few organizations held in high esteem. Both are viewed positively, primarily because of the first-aid services they were able to deliver during the worst of the violence, including transporting people to hospitals for treatment. Marie-Rose, a victim of violent attacks, says it is only the Red Cross she trusts:

It's the Red Cross that was always there and was able to go into Cité Soleil and provide treatment 24 hours a day. (Marie-Rose, 30s, victim of sexual violence)

Respondents speculate as to why other humanitarian organizations have not been there when they were needed and why some that were there struggled to fulfil their mission. Some suspect that gang members prohibited aid reaching those who needed it, either through the use of threats or by intercepting the delivery. In some cases, they think the aid has actually gone directly to the gang members, when the aid organization's representative may have been threatened. One first responder, Mathieu, puts forward the view that the aid had been distributed, but that gangs had moved in to take it from the beneficiaries after collection.

Aid was dispensed to the population. But as the gangsters couldn't get to the distribution points, they snatched the aid from people on their way home ... no one would try to resist the gangsters. (Mathieu, 29, first responder)

A few respondents think that many of the people queuing for the aid were actually acquaintances or relatives of the gang members themselves, working for them. This is another reason why so little got through to the people who needed it the most. Nevertheless, people are bitter about the inability of the international aid organizations to help them, with Eliane's view being typical:

They don't care about us, the poor unfortunate people. (Eliane, 30, victim of armed violence)

There is also a belief among some that, at times, humanitarian aid organizations had to ‘bribe’ the gangsters in order to gain entry to areas like Cité Soleil and Martissant. This belief is

expressed by victims but also by first responders working for the ICRC. This causes frustration and disappointment rather than anger – that all that money intended for them has gone to waste.

People are aware through the media that the international community has been very active in generating assistance for the people of Haiti, which they have yet to receive. This causes even more frustration:

From what I heard on the radio, a large amount of money has been made available for the area of Cité Soleil. And I've noticed that this amount has been used mainly in endless discussions and organizing conferences and other things – rather than being used to help the population. (Michel, 52, first responder)

Desired improvements to assistance

Respondents offer several suggestions for improvements to the assistance provided by humanitarian organizations.

They feel that organizations need to have a realistic understanding of the needs of people on the ground. This could be gained by having deeper and more frequent dialogue with local people rather than limiting contact to higher officials. As Mathieu, 29, a volunteer, put it:

... asking people what their needs are, in order to better understand what is good for the area. (Mathieu, 29, first responder)

Some respondents believe that the humanitarian organizations can actually facilitate (or even take part in) the process of rehabilitating gang members into society, for example through vocational training. Even if this is not possible, basic education about the rules and impact of violence could assist in minimizing the overall level of violence.

Some thugs say they will be thugs all their life and will die as thugs. However, some other thugs would like to give up. We should pay attention to these people. (Michel, 52, first responder)

First responders also express a need for further assistance from the humanitarian aid organizations. They have seen the difference they can make and want to be able to help more people.

The area of Cité Soleil is big and the work done by the Red Cross and the ICRC is not enough. The Red Cross is there to provide the very first aid and help victims, but aid workers cannot go to some places and treat all victims adequately. (Mathieu, 29, first responder)

First responders believe that there is a need to increase the overall volunteer base to be able to cover a larger area and to improve transport systems so volunteers can get to the worst-affected areas and take victims to health centres.

The desire to provide the best possible assistance prompts first responders to ask for more training in first aid and other techniques/skills:

The aid worker should be able to provide some specific care. Let's suppose that an evacuation is taking place very far from the hospital and that the injured person is losing a lot of blood: the aid worker should be able to inject a drug to relieve his pain. (Juste, 24, first responder)

Humanitarian gestures

Even during the worst of the fighting in Haiti, individual acts of humanitarianism amongst Haitians were widespread. Despite criticism of international humanitarian organizations, there is a strong appreciation of their contribution in Haiti.

Humanitarian gestures are seen as genuine when the people making them are providing help that is really needed by the recipient. This involves listening to people in need first to determine what they need and then acting accordingly, rather than just giving out what is convenient for the donor.

It is targeting the most vulnerable people – to see exactly what the needs of the most vulnerable people are and give them support. (Michel, 52, first responder)

Any assistance received from humanitarian organizations is considered to be a form of humanitarian gesture. Such gestures are made purely to help people in need – and despite the criticisms of the international organizations, this is appreciated and highly valued. This aid, whether it involved food or medical assistance, shone at least a small light of hope for some Haitians during the dark years of violence.

But many of the humanitarian acts the respondents talk about are carried out by ordinary Haitians, simply helping each other at times of distress or great need. They quote various examples of civilians helping each other, ranging from sharing food or visiting someone in hospital to helping somebody to be evacuated by paying for a taxi.

These actions are often seen as only small things to the person doing them, but hugely significant for those receiving the help.

The person perhaps has no idea of how much he can help or change. But the one who receives it gives it all its value and keeps this act of kindness in his memories. (Marie-Rose, 30s, victim of armed violence)

Behaviour during Armed Conflict

Rules of conflict

The respondents believe that applying rules of conflict to the armed violence in Haiti would have made a huge difference to their lives. They strongly support such rules being more widely known and understood in future, in the hope that they might seep through to the armed gangs and affect their behaviour, even marginally. However, they are pessimistic about such people paying any attention to the rules.

The respondents all wish for a complete end to gang fighting and violent crime in Haiti, but are realistic enough to recognize that further periods of intense violence are likely at some point. With this in mind, both the victims and first responders feel that having a recognized set of rules for those involved in the fighting – so even these violent gang members would think twice before attacking certain groups of people – is of the highest importance.

The principles they think most important to enforce are for civilians, those not involved in the violence, to be left alone by the armed gangs and more specifically for women to be spared from sexual assault. They agree that children, pregnant women and the elderly should be afforded the most protection of all.

But they also feel that it is equally important to protect community institutions such as schools and hospitals, which should be regarded as sacrosanct. Whatever else they do, those involved in violence should respect the basic needs of the non-violent civilians, such as food, shelter and water. Lisa, who has been raped and her husband killed, puts it like this:

This pregnant woman, this child, this house, this source of water, this hospital, this church, you have to respect them. (Lisa, victim of sexual violence)

Women who have been raped are unsurprisingly focused on the need to educate and deter armed men from sexually assaulting women. As one victim, Marie-Rose says simply:

They should not use weapons to get women. (Marie-Rose, 30s, victim of armed violence)

But actually enforcing such rules is regarded as near-impossible. Respondents are cynical about whether any of the gang members would follow them, as they have shown such disregard for human life and dignity in the past.

Yet regardless of whether the rules would be followed, it is still seen as worthwhile to seek to 'educate' the Haitian public about them. One first responder, Michel advocates making an attempt to get through to the gang leaders, in the hope that some of the ideas might trickle down through the ranks. Some dialogue is better than nothing:

As soon as we are wise enough and understand how to respect the person, we can start a conversation, even with a devil. (Michel, 52, first responder)

Right to health care and protecting health workers

Respondents are clear that all people deserve the right to medical attention. For many this comes from a deep religious belief. There is hope that such acts of kindness to the violent gang members themselves could have a positive moral impact on some of them.

The use of the red cross symbol does offer some protection to health-care workers, even though its significance is not fully understood by all those involved in the conflict.

Right to health care

It was universally agreed among respondents that no one should be denied access to health care when they require it, no matter what they had done or who they were. One victim of armed violence, Petit Frère Cyprien, whose house has been broken into, is willing to extend the right to health care to the people who terrorized his family:

Everyone must be treated, including thieves, as they too have rights. Even if they don't respect human rights, it is not a valid reason [to deny them]. (Petit Frère Cyprien, 30+, victim of armed violence)

There is even some hope among the respondents that, should gang members require medical attention and then be treated, they might be prompted to reflect on their behaviour by the positive example shown by the health-care workers. It is felt that this might even lead some away from violence.

Christian beliefs and values are taken very seriously and play a big role in underpinning people's commitment to the right to treatment for all. They feel it would not be Christian to deny someone assistance. Marie, a first responder, wrestles with her own feelings on this. She is prepared to extend her medical help to the armed men, but with a caveat – if they returned to violence afterwards, she would find it hard to forgive:

If I follow my heart, I wouldn't treat them, as they are violent – all they do is kill fellow human beings. But I would treat them, because of God, in the hope they'll give up their activities. However, if they resume their activities once they've been treated, I will hate them for it. (Marie, 50, first responder)

Protecting health workers

Protection of health workers is considered essential, should any fighting flare up again in Haiti. It is clear that first responders do not feel they have been adequately protected in the past and have had to endure working in terrifying conditions with regular threats to their lives.

It is felt that the red cross emblem affords some protection as it has some meaning even for most gunmen, indicating that a specific individual is neutral and should not be harmed. It is felt that when a person is seen wearing the red cross, they may not be safe but they are unlikely to be specifically targeted. Elise, who has been attacked in her home, felt that:

As soon as someone wears the outfit with the Red Cross on it, people automatically understand that they are there to help. (Elise, victim of armed violence)

The Geneva Conventions

There are mixed levels of awareness of the Geneva Conventions, with first responders knowledgeable but few other victims aware of them.

Most respondents are not aware of the Geneva Conventions at all. However, once these have been explained, they are supportive of the principles behind them and of the idea of having rules of conflict that would apply even in the situation in Haiti. They also feel that, whatever these rules are, they do not seem to be followed by those involved in the armed violence in Haiti. Making the Geneva Conventions better known to the Haitian public at large would be seen as a beneficial move, filling a void that might otherwise be filled by lawlessness and unrestrained aggression.

First responders have more awareness of the Geneva Conventions than civilians have – and all the respondents know something about the Geneva Conventions. A few of the first responders actually know the provisions of the Geneva Conventions in some detail. Others are vaguely aware that they lay down guidelines for protecting civilians, but have little knowledge of the provisions beyond that. All welcome the idea of making the Geneva Conventions better known, both among the public and among first responders.

Some hope is expressed that educating gang members about the Geneva Conventions might influence them back towards a more peaceful way of life – or, at least, help them recognize that there is honour even among those using violence, in showing restraint and mercy towards those not involved in the fighting. Even though this is not expected to completely change behaviour, the respondents feel it is still worthwhile to try such an initiative. It could do no harm and may do some good.

Conclusions: priority actions

The key messages from the respondents in Haiti include a call for action to help them rebuild their own lives and Haitian civil society. It is recognized that deep-seated poverty and the persistence of violence make progress difficult.

Respondents ask for more aid from the international community, as they feel Haiti is to some extent abandoned by the rest of the world.

They also want Haitian society to be more united in future against any resumption of violence. Everyone needs to be part of this.

Respondents in Haiti have three main messages they would like to communicate to the rest of the world about what they have lived through. These revolve around acting more collectively as a society and providing assistance in an effective manner to those who need it.

- **Haitian people want to rebuild their lives.** Respondents have a strong desire to get back to 'normality' and, more broadly, to improve life in Haiti as a whole. But they feel limited as to what they can achieve, as they are still surrounded by poverty and appalling living conditions. Unless the economic fortunes of the country improves, there is no hope of violence stopping. But it is felt that the Haitian people have it in them to make great strides, according to a first responder:

Haiti is nothing like its reputation ... It's a population which is thirsting for work, which craves justice, food. And if people could find what they need to live like human beings, I believe that it can work much better. (Michel, 52, first responder)

- **The international community should be more involved in Haiti.** Respondents feel strongly that Haiti needs much more humanitarian aid, since large sections of the population are living below the poverty line. They also need a clear picture of the role of international organizations and how these organizations could help.

It's up to the UN, which is there to help countries suffering from violence, to take measures in advance, early, at dawn, before the sun rises. (Lisa, victim of sexual violence)

- **People of Haiti should unite to fight against violence together.** All civilians should unite to bring about a violence-free society, according to respondents. In addition, they would like to find ways to better help each other when they are faced directly with violence.

Imagine that ten people kill one thousand others. If they were brave, those one thousand people could overcome the ten, even if the ten were armed. (Petit Frère Cyprien, 30+, victim of armed violence)

Specific trends for different groups

Victims of armed violence	<p>Most of the victims of armed violence interviewed have been affected by multiple attacks and tragedies, and therefore experiences and attitudes were very similar across the groups. Almost all the victims tell of suffering torture and loss of dignity at the hands of gang members:</p> <ul style="list-style-type: none"> • women who have been raped have also been victims of extortion and threats of theft; • those who have been victims of robbery have also witnessed murders and traumas inflicted either on them or their family members; • many of the respondents have been victims of extortion and robbery and were at times left with nothing; • episodes of street violence have forced respondents across the groups to be confined to their homes. <p>All of the above circumstances have led to a legacy of fear and anxiety among the respondents. They live in a state of high alert, fearing the recurrence of violence.</p>
First responders	<p>However, there are differences between the above victims and first responders:</p> <ul style="list-style-type: none"> • the first responders are better able to articulate the violent events that have affected people, in part because they are still dealing with the ongoing violence and it is still current for them. Many of the other victims of the violence find it hard to go back and discuss events that they hope are over; • in many instances the first responders are themselves survivors and victims of torture at the hands of gangs. They feel that becoming aid workers is their way of dealing with their own pain and helping society as a whole; • at the same time, just like the rest of the people affected by violence, first responders need safety and security. They feel that their lives are in danger, as they put themselves regularly into the midst of violent clashes in order to help the sick and wounded; • first responders would like to be trained and better equipped with material and first-aid supplies so that they can carry out their work more effectively and deliver more help to victims of violence.

APPENDICES

APPENDICES

OPINION SURVEY

Sample profile

Haiti (Weighted profile)		
	Number	%
Total	522	100
Gender		
Male	250	48
Female	272	52
Age		
18-24	123	24
25-29	118	23
30-34	69	13
35-39	35	7
40-44	42	8
45-49	39	7
50-64	66	13
65 or over	31	6
Religion		
Christian	210	40
Protestant: Baptist	112	21
Protestant: Pentecostal	92	18
Protestant: Adventist	17	3
Other	42	8
None	42	8

Haiti (Weighted profile)		
	Number	%
Area		
Urban	217	42
Rural	305	58
City		
Port-au-Prince	310	59
Les Gonaives	132	25
Cap-Haitien	80	15
Education		
Illiterate (no schooling)	38	7
Kindergarten	10	2
Primary school	107	20
Secondary school	242	46
University/college	121	23
Refused to say	4	1
Ethnicity		
Black	518	99
White	2	*
Mulatto	1	*

Sampling details

Sampling tolerances vary with the size of the sample and the percentage figure concerned. For example, for a question where 50% of the people in the full sample of 522 give a particular answer, the chances are 95 in 100 that this result would not vary by more than 4 percentage points plus or minus (i.e. between 46% and 54%) from the result that would have been obtained from a census of the entire population (using the same procedures).

Some examples of the tolerances that may apply in this report are given in the table below.

Approximate sampling tolerances applicable to percentages at or near these levels (at the 95% confidence level)			
<i>Unweighted base (522)</i>	10% or 90% ±	30% or 70% ±	50% ±
Size of sample on which survey result is based (unweighted)			
522 (All respondents)	3	4	4
311 (Respondents in Port-au-Prince affected by armed violence)	3	5	6
203 (Christian respondents affected by armed violence)	4	6	7

Source: Ipsos

Tolerances are also involved in the comparison of results between different elements (sub-groups) of the sample. A difference must be of at least a certain size to be statistically significant. The table below shows the sampling tolerances applicable to comparisons of sub-groups within the research.

Differences required for significance at the 95% confidence level at or near these percentages			
<i>Unweighted base (501)</i>	10% or 90% ±	30% or 70% ±	50% ±
Size of 2009 sub-groups (unweighted)			
245 (Men affected by armed violence) vs. 265 (Women affected by armed violence)	5	8	9

Source: Ipsos

Marked-up questionnaire

Questionnaire		
	<ul style="list-style-type: none"> ● Interviews with 522 people ● Aged 18+ ● Conducted face-to-face, from 15 February to 23 February 2009 ● Results are weighted ● An asterisk (*) indicates a result of less than 1% (but not zero) ● Base for each question is all (522), unless shown otherwise 	
INTRODUCTION		
	Good morning/afternoon/evening. I am from Ipsos, an independent social research agency. We are conducting interviews in this area and would like your help with this. The interview will last around 15 minutes and is about your experiences of and opinions on the armed violence in Haiti.	
AA) ON CONFLICT IN GENERAL		
ASK ALL ↴	Q1. Have you personally experienced armed violence, or not?	
		%
	Yes	31
	No	69
	Don't know	0
	Refused	0
ASK IF 'YES' AT Q1 ↴	Q2. Was this in Haiti, or was it somewhere else?	
	<i>Base: All experiencing armed violence at Q1-173</i>	%
	In Haiti	97
	Somewhere else (specify)	3
	Both	0
	Don't know	0

ASK IF 'YES' AT Q1 ↴	Q3A. I'm going to ask you about your actual experiences during the armed violence in Haiti. Please tell me whether any of the following things happened to you personally or did not happen as a consequence of the armed violence in Haiti. For each one, please indicate whether it happened or did not happen to you.				
<i>Base: All experiencing armed violence at Q1-173</i>	Happened	Did not happen	Don't know	Refused	
	%	%	%	%	
Forced to leave your home and live elsewhere	45	55	0	0	
Imprisoned	3	97	0	0	
Kidnapped or taken as a hostage	5	95	1	0	
Tortured	16	84	0	0	
Been humiliated	51	48	0	0	
Lost contact with a close relative	37	63	0	0	
A member of your immediate family was killed during the armed violence	17	80	3	0	
Serious damage to your property	28	70	2	0	
Wounded by the fighting	11	88	1	0	
Combatants took food away	13	84	3	0	
Had your home looted	23	77	0	0	
Somebody you knew well was a victim of sexual violence	44	53	3	0	
ROTATE STATEMENTS BELOW HERE SEPARATELY AFTER OTHERS					
No or very limited access to basic necessities (water, electricity, etc.)	63	36	1	0	
No or very limited access to health care	61	37	2	0	
Lost all my belongings	52	45	2	0	
Lost my means of income (e.g. job, revenue, farm land, etc.)	40	58	2	0	
The area where I lived came under enemy control	60	36	5	0	
ASK IF NOT 'YES' AT Q1 ↴	Q3B. I'm going to ask you about how you yourself have been affected by the armed violence in Haiti. Please tell me whether any of the following things happened to you personally or did not happen as a consequence of the armed violence in Haiti. For each one, please indicate whether it happened or did not happen to you.				
<i>Base: All not experiencing armed violence at Q1-347</i>	Happened	Did not happen	Don't know	Refused	
	%	%	%	%	
Forced to leave your home and live elsewhere	28	72	*	0	
Imprisoned	4	96	*	0	
Kidnapped or taken as a hostage	2	97	*	*	
Tortured	7	93	*	0	
Been humiliated	32	67	*	0	
Lost contact with a close relative	28	72	0	0	
A member of your immediate family was killed during the armed violence	18	80	2	0	
Serious damage to your property	17	83	0	0	
Wounded by the fighting	4	96	1	0	
Combatants took food away	9	91	*	0	
Had your home looted	11	88	*	*	
Somebody you knew well was a victim of sexual violence	25	73	2	0	
ROTATE STATEMENTS BELOW HERE SEPARATELY AFTER OTHERS					
No or very limited access to basic necessities (water, electricity, etc.)	66	33	1	0	
No or very limited access to health care	63	36	*	0	
Lost all my belongings	34	65	1	0	
Lost my means of income (e.g. job, revenue, farm land, etc.)	31	68	1	0	
The area where I lived came under enemy control	41	50	9	0	

ALL RESPONDENTS ↓		Q3A/Q3B. I'm going to ask you about your actual experiences during the armed violence in Haiti. Please tell me whether any of the following things happened to you personally or did not happen as a consequence of the armed violence in Haiti. For each one, please indicate whether it happened or did not happen to you.			
<i>Base: All respondents</i>		Happened	Did not happen	Don't know	Refused
		%	%	%	%
Forced to leave your home and live elsewhere		33	67	*	0
Imprisoned		3	96	*	0
Kidnapped or taken as a hostage		3	97	*	*
Tortured		9	91	*	0
Been humiliated		38	62	*	0
Lost contact with a close relative		31	69	0	0
A member of your immediate family was killed during the armed violence		18	80	2	0
Serious damage to your property		21	79	1	0
Wounded by the fighting		6	93	1	0
Combatants took food away		10	89	1	0
Had your home looted		15	85	*	*
Somebody you knew well was a victim of sexual violence		31	67	2	0
ROTATE STATEMENTS BELOW HERE SEPARATELY AFTER OTHERS					
No or very limited access to basic necessities (water, electricity, etc.)		65	34	1	0
No or very limited access to health care		63	37	1	0
Lost all my belongings		40	59	1	0
Lost my means of income (e.g. job, revenue, farm land, etc.)		34	65	1	0
The area where I lived came under enemy control		47	46	7	0
ASK ALL ↓		Q4. And have you been affected by armed violence in Haiti in any other ways? What ways were those?			
SINGLE CODE					
					%
Yes – specify					67
No					30
Don't know					3
Refused					1
YES – SPECIFY: TOP MENTIONS (> 5% of respondents)					YES
<i>Base: All who have been affected by armed violence in any other ways at Q4-352</i>					
					%
TOTAL MENTIONS – PERSONAL SUFFERING					83
I was psychologically hurt/suffered psychological problems					31
Morally affected (unspecified)					23
Affected physically/health					10
Worried/anxious/always on my mind					9
Stress/stressed					8
Affected socially (unspecified)					6
Sad/upset					6
TOTAL MENTIONS – DETERIORATION IN THE STANDARD OF LIVING					22
Fear					11
Poor economy/high prices					9

ASK ALL WHO HAVE EXPERIENCED VIOLENCE – ‘YES’ AT Q1 AND ‘YES’ AT Q2/ CODE 1 (IN HAITI) OR ANY ‘HAPPENED’ RESPONSE AT Q3, OR ANY ‘YES’ RESPONSE AT Q4 ↴	Q5. And when were you personally most recently affected by this armed violence in Haiti?	
	SINGLE CODE	
	<i>Base: All who have experienced/been affected by violence in any way, as defined above-510</i>	%
	Now/currently experiencing	2
	Within the last month	2
	More than one month ago, but less than six months	3
	Six months ago to within the last year	7
	1-2 years	10
	3-4 years	22
	5-9 years	41
	10-19 years	6
	20 years +	*
	Don't know	7
	Refused	*
ASK ALL ↴	Q6. What do you think are the two or three greatest fears people are facing in a situation of armed violence in Haiti?	
	DO NOT READ OUT. INTERVIEWER TO CODE A MAXIMUM OF THREE RESPONSES	
		%
	Inability to earn a living/personal or family economic instability	41
	Losing a loved one	20
	Being separated from loved ones	7
	Losing/destruction of the house/losing of personal belongings	18
	Living with uncertainty	37
	Having to leave their home/becoming displaced/a refugee	14
	Imprisonment	6
	Surviving the violence	13
	Suffering injury	9
	Sexual violence	15
	Not being able to get an education/going to school	16
	Fear of being rejected by your community	3
	Having to take up arms/fight	2
	Being humiliated	9
	Limited access to basic necessities (water, electricity, etc.)	7
	Limited access to health care (drugs, hospital)	4
	Outcome of the violence	10
	Other (specify)	20
	Nothing	1
Don't know	1	
Refused	0	

<p>ASK ALL ↴</p>	<p>Q7. What do you think civilians who are living in areas of armed violence need the most? Please select the three most important to you.</p> <p>ROTATE STATEMENTS. READ THE LIST AND ASK RESPONDENTS TO SELECT ONE ANSWER. REPEAT THE LIST IF NECESSARY. THEN READ THE LIST AGAIN WITHOUT MENTIONING THE FIRST ANSWER AND ASK THE RESPONDENT TO SELECT ANOTHER ANSWER. REPEAT AGAIN.</p> <table border="1" data-bbox="659 331 1444 837"> <thead> <tr> <th></th> <th>%</th> </tr> </thead> <tbody> <tr><td>Food</td><td>60</td></tr> <tr><td>Shelter</td><td>23</td></tr> <tr><td>Medical treatment/health care</td><td>48</td></tr> <tr><td>Family members to be kept together</td><td>6</td></tr> <tr><td>Information on separated/missing family members</td><td>8</td></tr> <tr><td>Security/protection</td><td>66</td></tr> <tr><td>Respect/dignity</td><td>15</td></tr> <tr><td>Psychological support</td><td>14</td></tr> <tr><td>To influence decisions that affect them</td><td>3</td></tr> <tr><td>Conflict resolution</td><td>14</td></tr> <tr><td>Economic/financial help</td><td>26</td></tr> <tr><td>Other (specify)</td><td>8</td></tr> <tr><td>Don't know</td><td>*</td></tr> <tr><td>Refused</td><td>*</td></tr> </tbody> </table>		%	Food	60	Shelter	23	Medical treatment/health care	48	Family members to be kept together	6	Information on separated/missing family members	8	Security/protection	66	Respect/dignity	15	Psychological support	14	To influence decisions that affect them	3	Conflict resolution	14	Economic/financial help	26	Other (specify)	8	Don't know	*	Refused	*																																																												
	%																																																																																										
Food	60																																																																																										
Shelter	23																																																																																										
Medical treatment/health care	48																																																																																										
Family members to be kept together	6																																																																																										
Information on separated/missing family members	8																																																																																										
Security/protection	66																																																																																										
Respect/dignity	15																																																																																										
Psychological support	14																																																																																										
To influence decisions that affect them	3																																																																																										
Conflict resolution	14																																																																																										
Economic/financial help	26																																																																																										
Other (specify)	8																																																																																										
Don't know	*																																																																																										
Refused	*																																																																																										
<p>ASK ALL WHO HAVE EXPERIENCED VIOLENCE – 'YES' AT Q1 AND 'YES' AT Q2/ CODE 1 (IN HAITI) OR ANY 'HAPPENED' RESPONSE AT Q3, OR ANY 'YES' RESPONSE AT Q4. ROTATE ORDER ↴</p>	<p>Q8. Now I would like to ask you about whether the armed violence has changed the way you feel. For each description I read out, please say whether the armed violence has made you feel more this way, less this way, or has it made no real difference. First [...], would you say it has made you more [...], less [...], or has it done neither?</p> <p><i>Base: All who have experienced/been affected by violence in any way, as defined above-510</i></p> <table border="1" data-bbox="659 1016 1444 1547"> <thead> <tr> <th></th> <th>More</th> <th>Less</th> <th>No real difference</th> <th>Don't know</th> <th>Refused</th> </tr> <tr> <th></th> <th>%</th> <th>%</th> <th>%</th> <th>%</th> <th>%</th> </tr> </thead> <tbody> <tr><td>Vengeful</td><td>16</td><td>54</td><td>25</td><td>3</td><td>1</td></tr> <tr><td>Trusting</td><td>33</td><td>49</td><td>14</td><td>4</td><td>1</td></tr> <tr><td>Resilient</td><td>42</td><td>37</td><td>15</td><td>5</td><td>1</td></tr> <tr><td>Anxious</td><td>73</td><td>17</td><td>7</td><td>3</td><td>1</td></tr> <tr><td>Appreciative of every day</td><td>28</td><td>46</td><td>22</td><td>4</td><td>1</td></tr> <tr><td>Confused</td><td>50</td><td>25</td><td>22</td><td>2</td><td>1</td></tr> <tr><td>Sad</td><td>81</td><td>12</td><td>4</td><td>1</td><td>1</td></tr> <tr><td>Sensitive</td><td>80</td><td>9</td><td>8</td><td>2</td><td>1</td></tr> <tr><td>Disillusioned</td><td>46</td><td>38</td><td>13</td><td>2</td><td>1</td></tr> <tr><td>Optimistic for the future</td><td>54</td><td>26</td><td>15</td><td>3</td><td>1</td></tr> <tr><td>Wise</td><td>67</td><td>15</td><td>13</td><td>3</td><td>2</td></tr> <tr><td>Empathetic towards other people</td><td>36</td><td>38</td><td>20</td><td>4</td><td>2</td></tr> <tr><td>Violent/aggressive</td><td>15</td><td>52</td><td>26</td><td>5</td><td>2</td></tr> </tbody> </table>		More	Less	No real difference	Don't know	Refused		%	%	%	%	%	Vengeful	16	54	25	3	1	Trusting	33	49	14	4	1	Resilient	42	37	15	5	1	Anxious	73	17	7	3	1	Appreciative of every day	28	46	22	4	1	Confused	50	25	22	2	1	Sad	81	12	4	1	1	Sensitive	80	9	8	2	1	Disillusioned	46	38	13	2	1	Optimistic for the future	54	26	15	3	1	Wise	67	15	13	3	2	Empathetic towards other people	36	38	20	4	2	Violent/aggressive	15	52	26	5	2
	More	Less	No real difference	Don't know	Refused																																																																																						
	%	%	%	%	%																																																																																						
Vengeful	16	54	25	3	1																																																																																						
Trusting	33	49	14	4	1																																																																																						
Resilient	42	37	15	5	1																																																																																						
Anxious	73	17	7	3	1																																																																																						
Appreciative of every day	28	46	22	4	1																																																																																						
Confused	50	25	22	2	1																																																																																						
Sad	81	12	4	1	1																																																																																						
Sensitive	80	9	8	2	1																																																																																						
Disillusioned	46	38	13	2	1																																																																																						
Optimistic for the future	54	26	15	3	1																																																																																						
Wise	67	15	13	3	2																																																																																						
Empathetic towards other people	36	38	20	4	2																																																																																						
Violent/aggressive	15	52	26	5	2																																																																																						

BB) HUMANITARIAN ASSISTANCE/NEEDS						
ASK ALL WHO HAVE EXPERIENCED VIOLENCE – ‘YES’ AT Q1 AND ‘YES’ AT Q2/ CODE 1 (IN HAITI) OR ANY ‘HAPPENED’ RESPONSE AT Q3, OR ANY ‘YES’ RESPONSE AT Q4 ↴	Q9. During the time you experienced or were being affected by armed violence, did you receive help or support from any of the following? READ OUT.					
	<i>Base: All who have experienced/been affected by violence in any way, as defined above-510</i>					
		Yes	No	Don't know	Can't remember	
		%	%	%	%	
	UN/UN agency	12	84	3	1	
	Haitian Red Cross	16	81	2	1	
	ICRC (International Committee of the Red Cross)	10	86	3	1	
	Other non-governmental organization (NGO) or charity (local or international)	7	87	5	1	
	Government	6	87	6	1	
	Individuals from your community/neighbours	43	54	2	1	
	Religious entities	39	59	2	1	
	Military/army/combatants	24	72	3	1	
Parents/family	61	38	1	*		
Other (specify)	8	79	8	4		
Combination: Haitian Red Cross/ICRC	17	88	2	1		
ASK IF ‘YES’ AT Q9 ↴	Q10. For each of the types of organizations or people you mentioned receiving help or support from, I would like you to tell me how well you felt they understood your needs. First, the [type of support at Q9]...do you feel your needs were completely understood, partially understood, or not understood at all? SINGLE CODE FOR EACH SOURCE OF SUPPORT MENTIONED AT Q9					
	<i>Base: All who did receive support/help from each organization at Q9</i>					
		Completely	Partially	Not at all	Don't know	Refused
		%	%	%	%	%
	UN/UN agency (Base = 56*)	27	65	0	5	0
	Haitian Red Cross (82*)	57	36	2	3	0
	ICRC (International Committee of the Red Cross) (46*)	59	34	0	5	0
	Other non-governmental organization (NGO) or charity (local or international) (36*)	22	55	7	5	0
	Government (31*)	32	55	4	0	0
	Individuals from your community/neighbours (220)	49	48	1	1	0
	Religious entities (193)	41	57	0	1	*
	Military/army/combatants (120)	43	56	0	1	0
Parents/family (319)	64	34	1	1	*	
Combination: Haitian Red Cross/ICRC (88*)	58	41	2	3	0	
* Low base						

ASK ALL ↴	Q11. Which, if any, of the following reasons do you think may have prevented people in Haiti receiving or accepting help or support during armed violence? READ OUT LIST. ROTATE ORDER. MULTICODE OK		
		YES	
		%	
	Corruption	75	
	Black market	57	
	Discrimination/social status	35	
	Location access – not able to reach the location	40	
	Unaware that it was available	50	
	Fear of being rejected by my community	9	
	Fear of being perceived to be aligned with wrong side	11	
	Pride/dignity	12	
	Did not meet criteria	12	
	Did not want to receive any support	3	
	Did not need to receive any support	2	
	Did not want to accept support because of who was offering it	4	
	Other (specify)	6	
	Nothing	*	
	Don't know	2	
Refused	2		
CC) WARFARE/COMBATANTS			
ASK ALL ↴	Q12. Is there anything that combatants should not be allowed to do in fighting their enemy? And what else? OPEN-ENDED QUESTION. DO NOT PROMPT – BUT PROBE FULLY.		
	TOP MENTIONS (> 5% of respondents)	YES	
		%	
	TOTAL MENTIONS – TYPES OF VIOLENCE/OPPRESSION	29	
	Killing (unspecified)	17	
	Physical assault	13	
	TOTAL MENTIONS – TYPES OF WEAPONS	19	
	Shooting/guns	7	
	TOTAL MENTIONS – KILLING/TARGETING CERTAIN KIND OF PEOPLE	12	
	Kill the innocent (unspecified)	6	
	TOTAL MENTIONS – ATTACK BUILDINGS/DESTROY SPECIFIC AREAS	5	
		%	
	There is nothing they should not be allowed to do	12	
	(Any answer indicating that some action/s should be allowed)	56	
	Don't know	28	
	Refused	4	
	ASK ALL WHO ANSWER SOMETHING AT QUESTION 12 ↴	Q13. And why do you think that combatants should not be allowed to do this? Is that because it...? READ OUT. ROTATE ORDER. MULTICODE OK	
		<i>Base: All who identify some action/s that combatants should not be allowed to do-306</i>	%
Is against your religion		33	
Is against your personal code/ethics		60	
Is against the law		59	
Is against your culture		16	
Is against human rights		48	
Produces too much hate and division		44	
Produces too much destruction		53	
Other (specify)		3	
Don't know		2	
Refused		1	

ASK ALL ↴	<p>Q14. Now I would like to ask you some general questions about how, in your view, combatants should behave in times of armed conflict. When combatants attack to weaken the enemy, should they:</p> <p>READ OUT. SINGLE CODE ONLY.</p>				
				%	
Attack enemy combatants and civilians				1	
Attack enemy combatants and avoid civilians as much as possible				25	
Attack only enemy combatants and leave the civilians alone				68	
Don't know				4	
Refused				1	
ASK ALL ↴	<p>Q15. Is there anything that combatants should not be allowed to do in fighting their enemy? For each one, please indicate whether it is OK or not OK to do that in fighting their enemy</p> <p>READ OUT. SINGLE CODE EACH STATEMENT</p>				
		OK	Not OK	Don't know	Refused
		%	%	%	%
Depriving civilians of food, medicine or water to weaken the enemy		18	78	4	*
Attacking religious and historical monuments		3	95	2	*
Attacking civilians who voluntarily transported ammunition for the enemy		55	40	3	2
Attacking enemy combatants in populated villages or towns knowing many civilians would be killed		15	80	4	1
Taking civilian hostages in order to get something in exchange		21	74	4	1
Attacking civilians who voluntarily gave food and shelter to enemy		47	47	5	1
Planting landmines even though civilians may step on them		3	91	5	1
ASK ALL ↴	<p>Q16. In a situation of armed conflict, are there any circumstances in which you think it is acceptable for combatants to target health workers?</p> <p>SINGLE CODE ONLY</p>				
				%	
Yes				7	
No				89	
Don't know				3	
Refused				1	
ASK IF 'YES' AT Q16 ↴	<p>Q17. In which, if any, of the following circumstances do you think this is acceptable?</p> <p>READ OUT EACH STATEMENT. ROTATE ORDER. SINGLE CODE EACH STATEMENT</p>				
<i>Base: All who think it is sometimes acceptable to target health workers-44*</i>		Yes, acceptable	No, not acceptable	Don't know	Refused
		%	%	%	%
When health workers are treating the enemy wounded and sick civilians		41	51	8	0
When health workers are treating the enemy wounded and sick combatants		42	48	10	0
When health workers are not clearly identified as health workers		22	61	17	0
When health workers take sides with one party in the conflict		66	33	1	0
* Low base					

ASK ALL ↴	Q18. In a situation of armed conflict, are there any circumstances in which you think it is acceptable for combatants to target ambulances?				
	SINGLE CODE ONLY				
		%			
	Yes	12			
	No	86			
	Don't know	2			
	Refused	1			
ASK IF 'YES' AT Q18 ↴	Q19. In which, if any, of the following circumstances do you think this is acceptable?				
	READ OUT EACH STATEMENT. ROTATE ORDER. SINGLE CODE EACH STATEMENT				
	<i>Base: All who think it is sometimes acceptable to target ambulances-70*</i>	Yes, acceptable	No, not acceptable	Don't know	Refused
		%	%	%	%
	When an ambulance is used by combatants for hostile purposes	58	42	0	0
	When an ambulance carries wounded or sick enemy combatants	47	41	9	3
When an ambulance carries enemy wounded and sick civilians	39	50	10	1	
When an ambulance is not clearly identified as an ambulance	54	40	6	0	
* Low base					
DD) HUMANITARIAN GESTURES					
ASK ALL ↴	Q20. I'm now going to describe different kinds of groups and organizations. Please tell me which three of these play the biggest role to help reduce suffering during armed violence?				
	READ OUT LIST AND ASK RESPONDENT TO SELECT ONE ANSWER. THEN READ LIST AGAIN AND ASK RESPONDENT FOR TWO MORE ANSWERS. REPEAT IF NECESSARY.				
		First mention	Other mentions	TOTAL	
		%	%	%	
	The military and combatants/armed groups	42	8	50	
	Religious leaders	20	21	41	
	International humanitarian organizations	7	12	19	
	Journalists and the news media	7	25	32	
	The United Nations	4	20	23	
	International Committee of the Red Cross (ICRC)	1	11	12	
	Haitian Red Cross	4	24	29	
	Government authorities	1	12	12	
	Government organizations from other countries	1	7	8	
	International criminal court	*	2	2	
	Local/international NGOs/charities	2	6	8	
	Community leaders	2	12	14	
	Other (specify)	*	4	4	
	None of these	4	0	4	
	Don't know	4	9	13	
	Refused	*	4	5	
Combination: Haitian Red Cross/ICRC	5	32	38		

ASK ALL ↓	Q21. What do you think the international community should do to help civilians who are living in areas of armed violence?	
	ROTATE STATEMENTS. READ THE LIST AND ASK RESPONDENT TO SELECT ONE ANSWER. THEN READ THE LIST AGAIN WITHOUT MENTIONING THE FIRST ANSWER AND ASK RESPONDENT TO SELECT ANOTHER ANSWER(S). REPEAT IF NECESSARY. MULTICODE THREE.	
		%
	Stop the armed violence by military intervention	25
	Exert political pressure	16
	Deliver emergency aid	32
	Provide peacekeepers	41
	Provide financial support to humanitarian organizations	15
	Put leaders accused of committing war crimes on trial	27
	Place economic sanctions on the country	5
	Raise awareness of the plight of civilians who are caught in areas of armed violence	20
	Rebuild infrastructure	20
	Organize peace talks/negotiations	33
	Better enforce the law that protects victims of armed violence	27
	Other (specify)	6
Nothing	2	
Don't know	1	
Refused	2	
ASK ALL ↓	Q22. What, if anything, do you think people living outside of zones of armed violence can do that would most help victims of armed violence in Haiti? Please select the three you feel are most important.	
	ROTATE STATEMENTS. READ THE LIST AND ASK RESPONDENT TO SELECT ONE ANSWER. THEN READ THE LIST AGAIN WITHOUT MENTIONING THE FIRST ANSWER AND ASK RESPONDENT TO SELECT ANOTHER ANSWER(S). REPEAT IF NECESSARY. MULTICODE THREE.	
		%
	Put pressure on legislators/politicians	40
	Public lobbying	30
	Become a volunteer	34
	Donate money	29
	Support an organization that helps those affected by the conflict	46
	Mobilize their local community	49
	Donate goods	27
	Other (specify)	3
	Nothing	2
	Don't know	2
Refused	3	
EE) GENEVA CONVENTIONS		
ASK ALL ↓	Q23. Have you ever heard of the Geneva Conventions?	
	SINGLE CODE ONLY	
		%
	Yes	26
	No	70
	Don't know	4
Refused	1	

ASK IF 'YES' AT Q23 ↴	Q24. To what extent do you think the existence of the Geneva Conventions limits the suffering of civilians in war time?	
	SINGLE CODE ONLY	
	<i>Base: All who have heard of the Geneva Conventions-143</i>	%
	A great deal	19
	A fair amount	23
	Not very much	31
	Not at all	5
	Don't know	22
Refused	0	
FF) MEDICAL MISSION		
ASK ALL ↴	Q25. To what extent do you agree or disagree with the following statement?	
	READ OUT STATEMENT. SINGLE CODE ONLY	
	Everyone wounded or sick during an armed conflict should have the right to health care	
		%
	Strongly agree	89
	Tend to agree	8
	Neither agree nor disagree	1
	Tend to disagree	1
Strongly disagree	1	
Don't know	*	
Refused	0	
ASK ALL ↴	Q26. In the context of an armed conflict, what best describes your personal views:	
	READ OUT STATEMENTS. ROTATE ORDER. SINGLE CODE ONLY.	
		%
	Health workers should treat only wounded and sick civilians from their side of the conflict	6
	Health workers should treat wounded and sick civilians from all sides of a conflict	92
Don't know	1	
Refused	1	
Demographics		
ASK ALL ↴	Respondent's gender	
		%
	Male	48
	Female	52
ASK ALL ↴	Respondent's age	
		%
	18-24	24
	25-29	23
	30-34	13
	35-39	7
	40-44	8
	45-49	7
50-64	13	
65 or over	6	
ASK ALL ↴	Education level	
		%
	Illiterate (no schooling)	7
	Kindergarten	2
	Primary school	20
	Secondary school	46
	University/college	23
Refused	1	

ASK ALL ↴	City	
		%
	Port-au-Prince	59
	Les Gonaives	25
	Cap-Haitien	15
ASK ALL ↴	Area	
		%
	Urban	42
	Rural	58
ASK ALL ↴	Ethnicity	
		%
	Black	99
	White	*
	Mulatto	*
ASK ALL ↴	Religion	
		%
	Christian	40
	Protestant: Baptist	21
	Protestant: Pentecostal	18
	Protestant: Adventist	3
	Other	8
	Don't know	1
	None	8

IN-DEPTH RESEARCH

Discussion guide

This guide was used for the group discussions. A very similar guide was used for in-depth interviews.

Introduction	
1. Your own experience of armed conflict/violence (armed violence, urban violence if necessary)	• What experiences have you had of armed conflict/violence?
	– When was it?
	– Where?
	– What happened?
	• How you were/are – personally – affected? Your family/friends?
	• What were/are your feelings and thoughts about this armed conflict/violence?
	– How much did you understand about the armed conflict/violence? Why did it happen the way it did?
	• How do you feel (now) about what happened? How are you affected today, if at all?
– What, if anything, has changed about you as a result of the armed conflict/violence?	
2. On armed conflict/violence in general	• We've talked about armed conflict/violence – can we go further into that. So when we say armed conflict/violence... can you describe to me in detail what you mean by this.
	• Associations: what words come to your mind when I say 'armed conflict/violence'... Which words best describe armed conflict/violence for you?
	• During times of armed conflict/violence what would you say are/were your greatest concerns? (E.g. losing a loved one, your own security, surviving the conflict/violence, etc.)
	• Do your concerns change over time? (E.g. are some concerns immediate and others only occurring later on? Are some concerns short term, and others longer term for the future?) How would you divide these concerns we talked about up into immediate concerns and longer-term ones? Persistent ones and ones which fade or are resolved?
	• So when you/others are confronted with these situations what do you feel are the things you/they need the most help for/with. Why do you say that?
	• If you could, what would you like to communicate to the world?
	– What would you like to tell people about your needs? What is most important?
	– And what would you like to tell people about the way you feel?
– And to help prioritize these messages in the minds of others, which are the most important issues in terms of your needs? Are there some things you can deal with on your own during these times? And are there some things you just cannot manage on your own without help?	
3. On international community/humanitarian support	• During these times – when you have faced these kinds of situations – have you received any support?
	– Have you ever received any support from any international organizations?
	• IF YES – RECEIVED HELP FROM INTERNATIONAL ORGANIZATIONS TO DATE: What kind (s) of help did you receive? How did they help you? Were they able to address any of your key areas of concern in any ways – which ones?
	• IF NO – NOT RECEIVED SUPPORT FROM INTERNATIONAL ORGANIZATIONS TO DATE: Do you have any views on why you may not have received any support from international organizations to date?
	• Who played the biggest role (amongst different kinds of people and organizations) to help reduce your suffering (e.g. religious leaders, UN, local NGOs, Red Cross/Red Crescent, ICRC, other international NGOs, neighbours, etc.)?
	– Why would you say their role (s) were biggest?
	– Who else played biggest roles?
	• What do you think the international community should do to help victims?
• If there is something that an international humanitarian organization could do better, what would it be?	

4. On humanitarian actions/gestures	<ul style="list-style-type: none"> • And what is a ‘humanitarian action’, for you? Can you give me some examples? • Thinking of the armed conflict/violence you witnessed, can you recall any gestures or acts of kindness/humanity that made a difference in yours or others lives? <ul style="list-style-type: none"> – Could you tell me about them? – What difference (s) did this (these) make? – Who was responsible for this (these) act (s)? • Were you, yourself, able to help someone? If so, how? • If you could have done something to help what would it have been? Why? <ul style="list-style-type: none"> – Do you think you could have made a difference in someone else’s life? If so how? – Thinking back, would you have done anything differently? What could others have done differently? • More generally, what, if anything, do you think individuals can do to help other people (civilians) who are living in areas of armed conflict/violence?
5. On warfare/combatants	<ul style="list-style-type: none"> • I would like to ask you what you think the rules of conflict should be, ideally, to control what combatants can do in war: <ul style="list-style-type: none"> – Is there anything that combatants should not be allowed to do in fighting their enemy? What and why? – Is it ever OK for combatants to involve civilians in conflicts? In what circumstances?
6. On Geneva Conventions	<ul style="list-style-type: none"> • Before now, had you ever heard of the Geneva Conventions? • Could you tell me what your understanding is of what the Geneva Conventions are about? • Do you believe the Geneva Conventions do adequately protect persons in war time? Why?
7. On health/medical mission	<ul style="list-style-type: none"> • Do you think that ambulances operating in situation of armed conflict/violence should always be spared? Why? <ul style="list-style-type: none"> – How do you identify an ambulance in a situation of armed conflict/violence? – How do you identify a health/medical worker in a situation of armed conflict/violence? • Do you think everyone wounded or sick during an armed conflict/violence should have the right to health/medical care? Both civilians and combatants? Why? <ul style="list-style-type: none"> – Do you think there is anyone in particular who should not have access to health/medical care? Why? • Do you think that in a situation of armed conflict/violence health/medical workers should be protected in all circumstances? In what way... Why? Why not?
8. Wrapping up	<ul style="list-style-type: none"> • Is there anything else you would like to share with us about your experiences of living in armed conflict/violence? • What would have been useful for you to know in order to alleviate your suffering/improve your situation during armed conflict? Do you think stronger laws would have helped? • What are the main things which helped/would have helped alleviate suffering/improving your situation? • To sum up: what does your experience tell you about the value of humanitarian work in conflict situations? • What are the main messages you would like us to spread in order to try to make this world a safer place for civilians living in situations of armed conflicts/violence?

MISSION

The International Committee of the Red Cross (ICRC) is an impartial, neutral and independent organization whose exclusively humanitarian mission is to protect the lives and dignity of victims of armed conflict and other situations of violence and to provide them with assistance.

The ICRC also endeavours to prevent suffering by promoting and strengthening humanitarian law and universal humanitarian principles.

Established in 1863, the ICRC is at the origin of the Geneva Conventions and the International Red Cross and Red Crescent Movement. It directs and coordinates the international activities conducted by the Movement in armed conflicts and other situations of violence.

ABOUT IPSOS

Ipsos is a leading international research agency, with offices in over 60 countries worldwide and global reach.

Established in 1975, it conducts qualitative and quantitative research with the private, public and voluntary sectors. One of its key areas of specialization is in social and opinion research. This includes extensive work with a wide range of national and international NGOs, charities and aid organizations.

This study was coordinated by Ipsos Switzerland, with fieldwork on the opinion survey in Haiti conducted by Ipsos Dominicana, based in the Dominican Republic and working in Haiti.



ICRC