

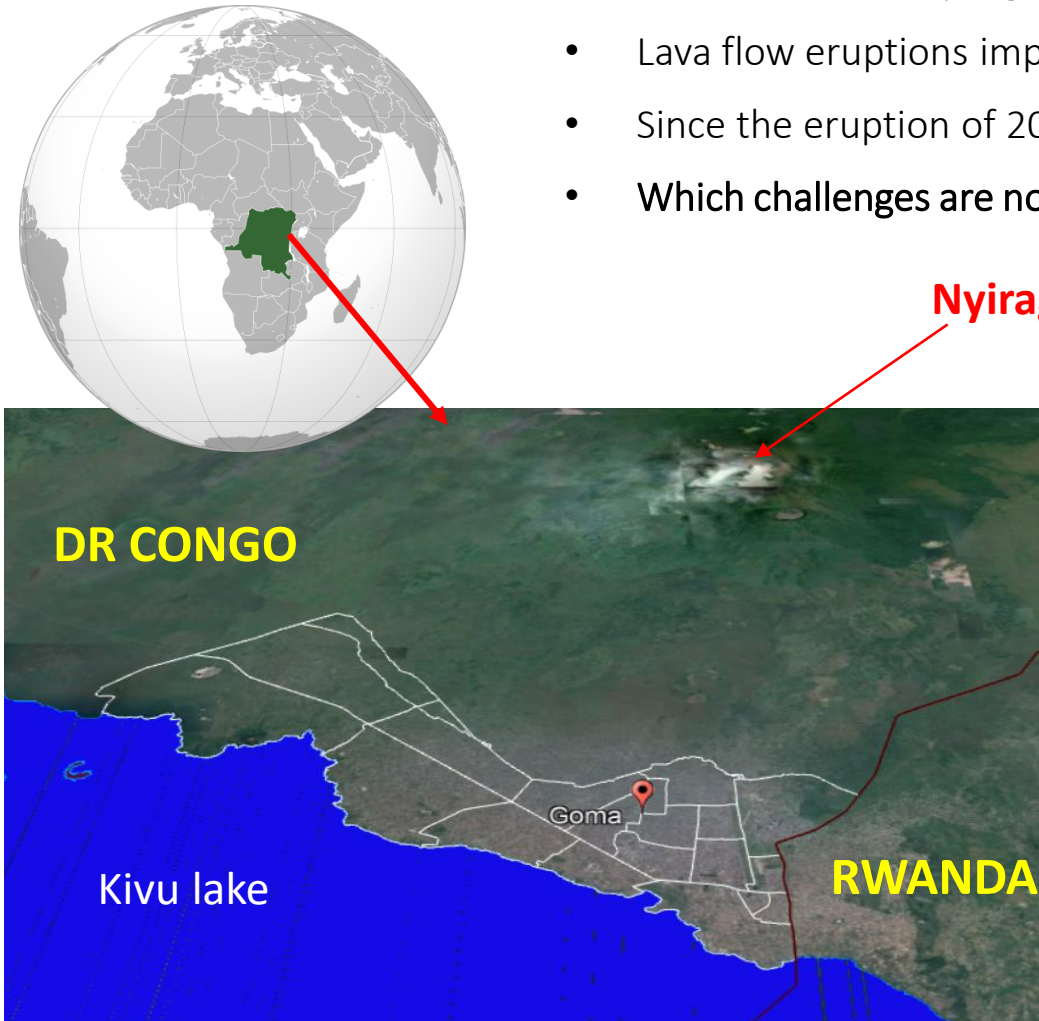
# Volcanic risk communication challenges in the Global South: the case of Goma, Eastern Democratic Republic of Congo

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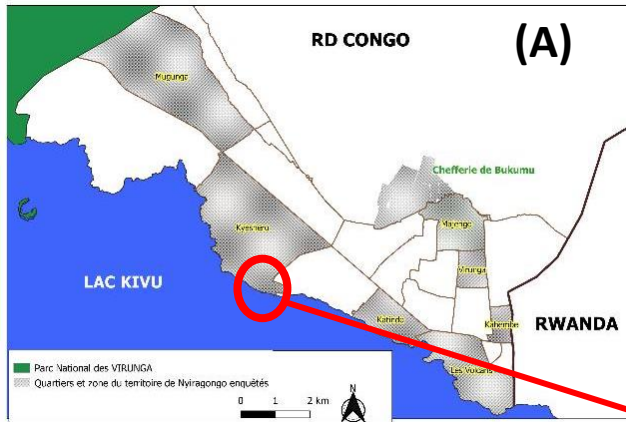
- Goma city: Eastern DR Congo, ~1,000,000 inhabitants.
- 18 Km from the Nyiragongo active volcano.
- Lava flow eruptions impacted the city in 1977 and 2002.
- Since the eruption of 2002, some awareness raising strategies are being undertaken.
- Which challenges are now facing the volcanic risk communication in Goma?



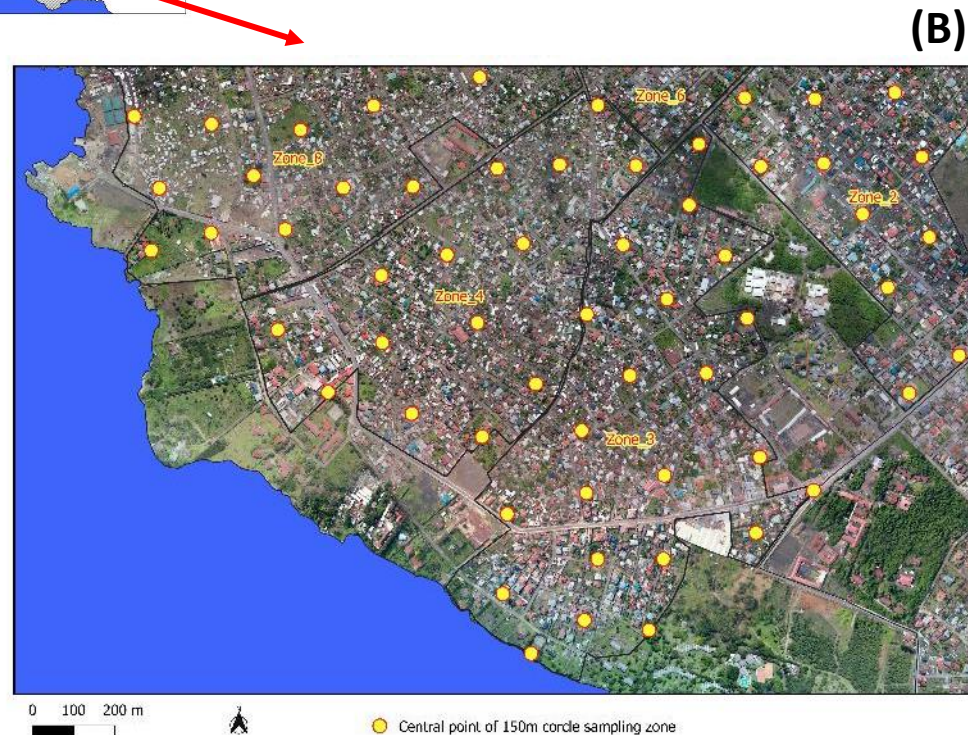
Nyiragongo





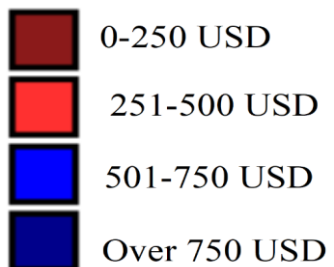
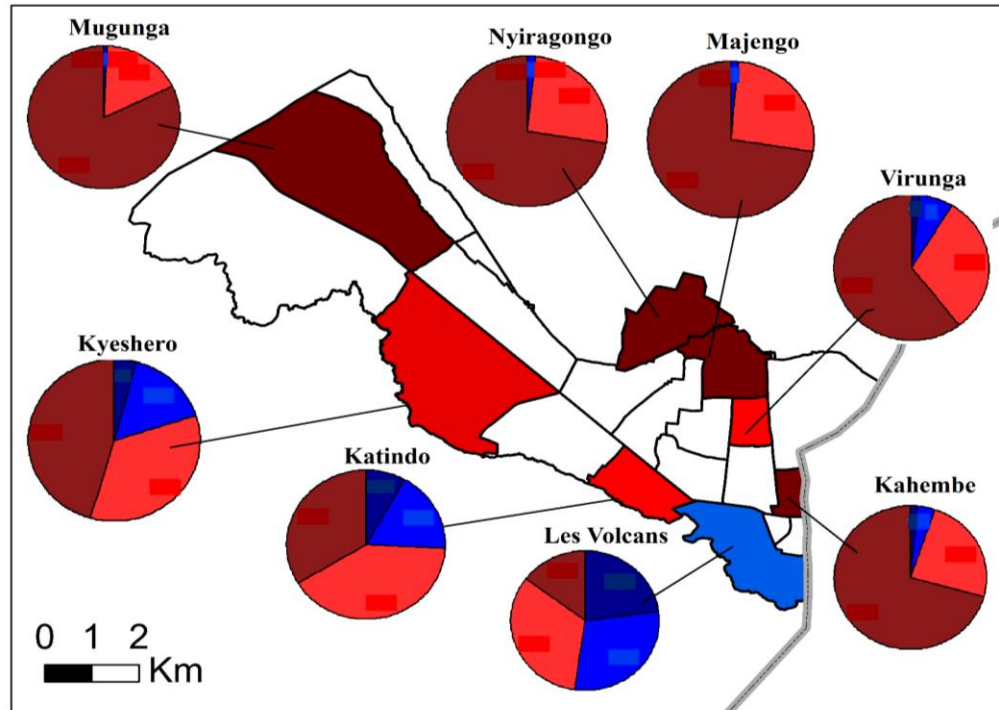


- 8 representative neighborhoods selected ( A )
- Around 270 sampling points by neighbourhood ( B )
- A questionnaire survey was conducted ( C )
- **Total respondents:** 2,224 of 18 years and above



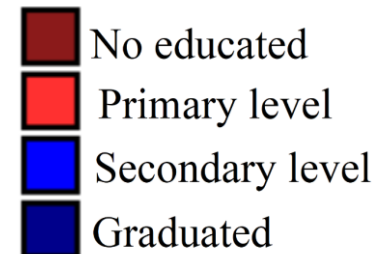
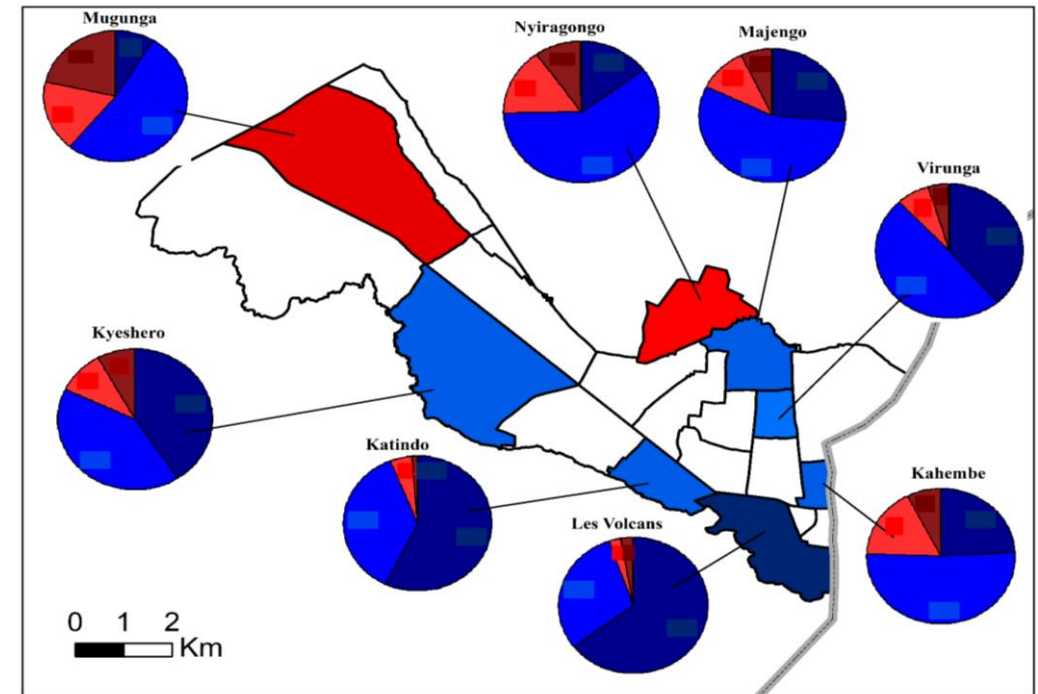
- Population living in large families , with low monthly income ( B ), but relatively educated ( C )

### ➤ Monthly household



Households living in city centre (Les Volcans) have higher average income than in sub-urban neighbourhoods.

### ➤ Education



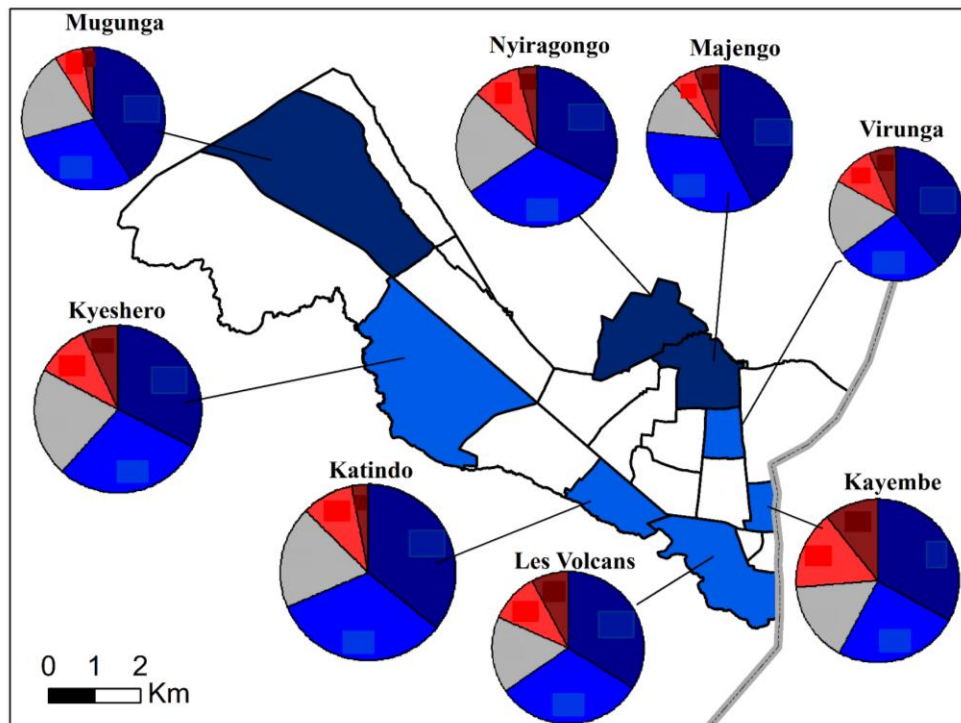
There are spatial gradient in education level, with sub-urban/peripheral neighbourhoods hosting less educated families.





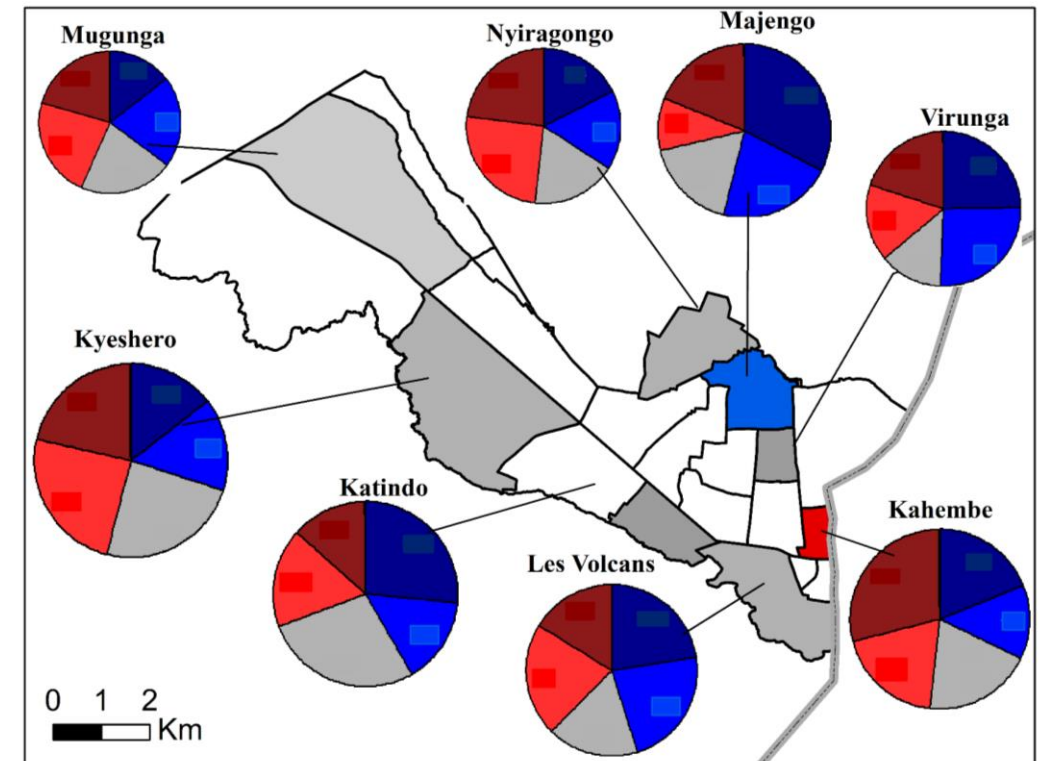
Living in a risky area, this population is interested in searching information on other topics (religion, politics, economy...) than natural hazards.

### ➤ Interest in searching information about religion



Very interested in information about **religion**, politics, economy, sports...

### ➤ Interest in searching information about natural hazards

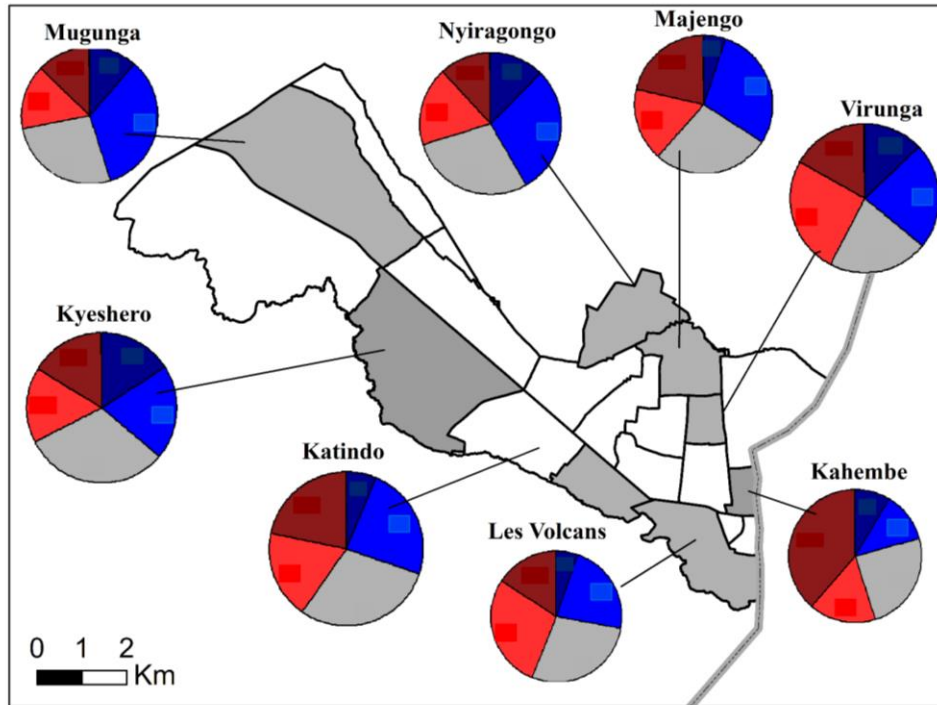


Relatively not interested in information on **natural hazards**

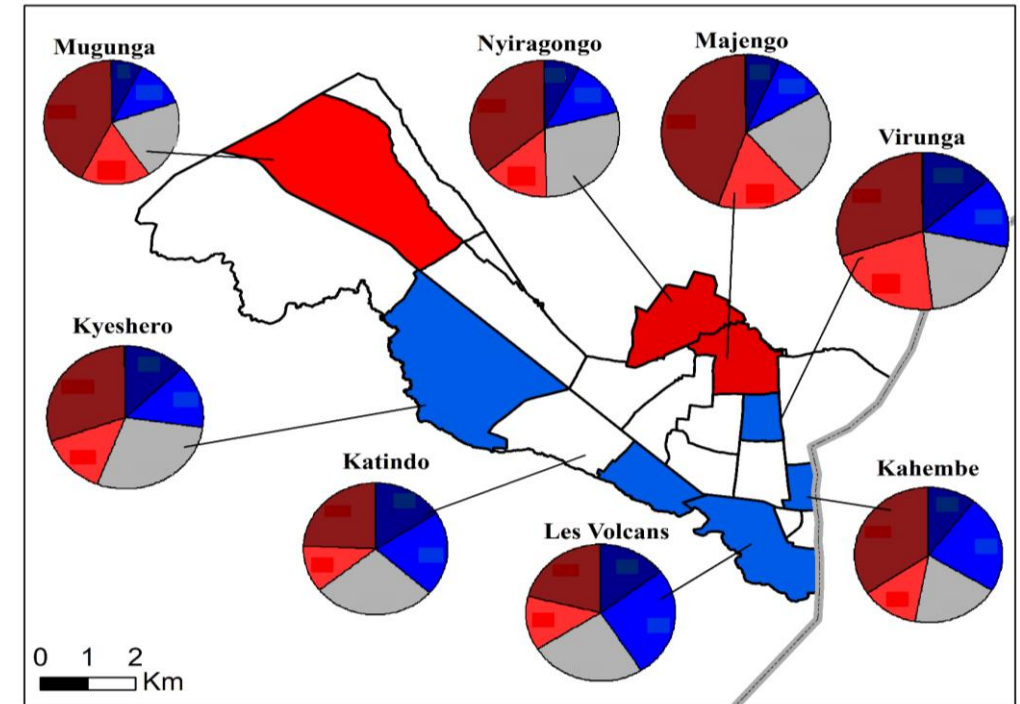


Local radio is the most used means of communication but **informal means** are also usually used: **social networks**, discussion with neighbours or colleagues...

## ➤ Relevance of radio as means of communication



## ➤ Relevance of social networks as means of communication



Radio is used in all neighbourhoods



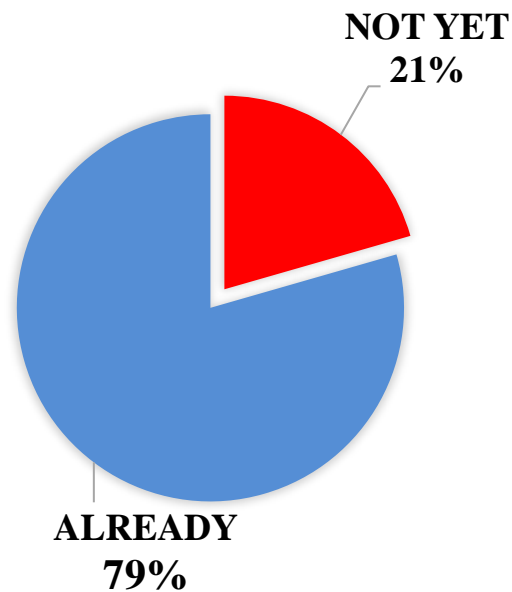
Social networks are used mostly in the high income neighbourhoods.



# ❖ IS THE POPULATION INFORMED ABOUT VOLCANIC RISK?

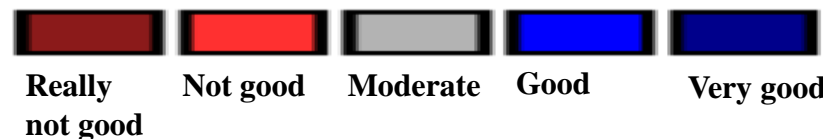
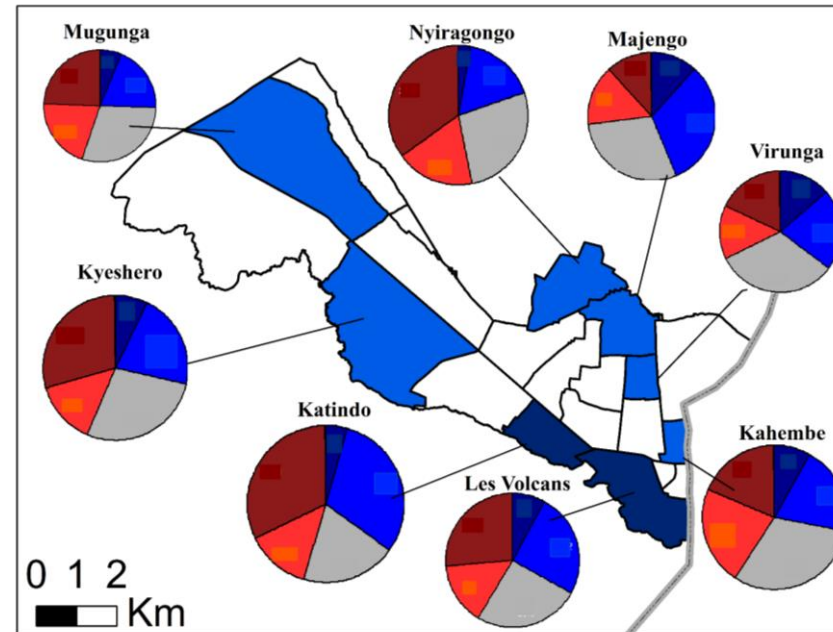
The population claim that they have **already been informed** about the volcanic risk in Goma, but they **do not really understand** and are scared by the idea of a potential volcanic event.

## ➤ Proportion of informed population



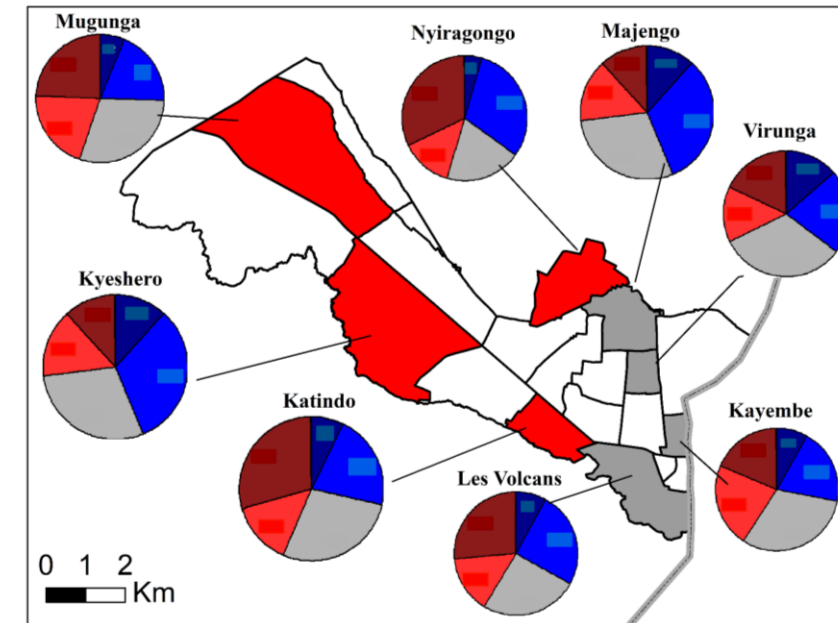
The majority of the population (79%) claim to be informed about volcanic risk.

## ➤ Understanding of population about risk



- Most of the population (60%) do not really understand the matter.

## ➤ Anxiety of population about risk



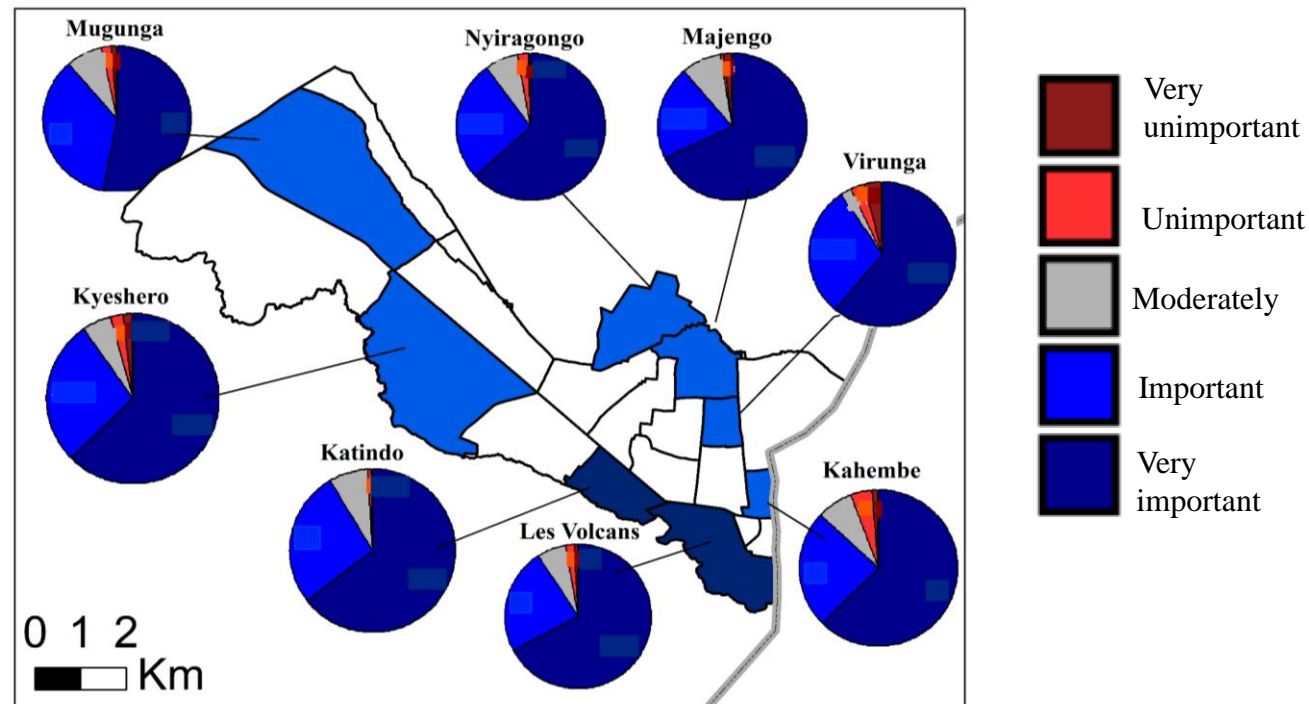
- The majority (80%) are scared by a potential volcanic eruption.



# ❖ DO THE POPULATION FIND THE SEEKING OF INFORMATION IMPORTANT?

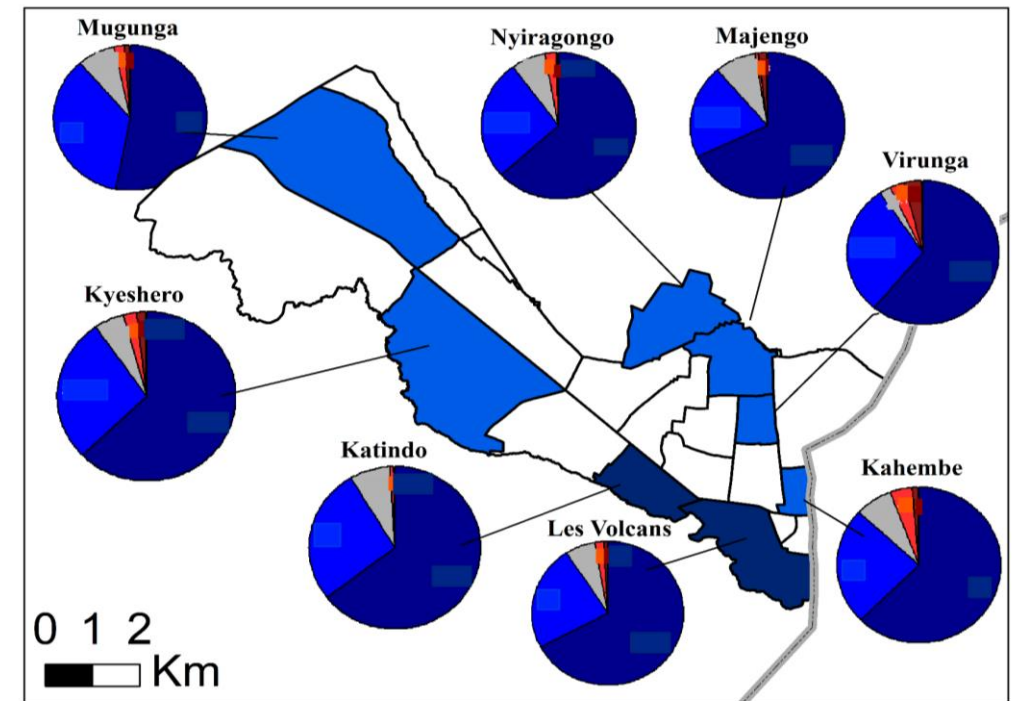
RESPONDENTS CLAIM THAT they do not understand the volcanic risk and **ARE** scared by the a potential volcanic event. They are interested in seeking information about this matter.

## ➤ Relevance of seeking information about volcanic hazards



Almost everyone (80 to 90 %) claim that seeking information about the volcanic hazards is **very important**.

## ➤ Relevance of seeking information about DRR measures



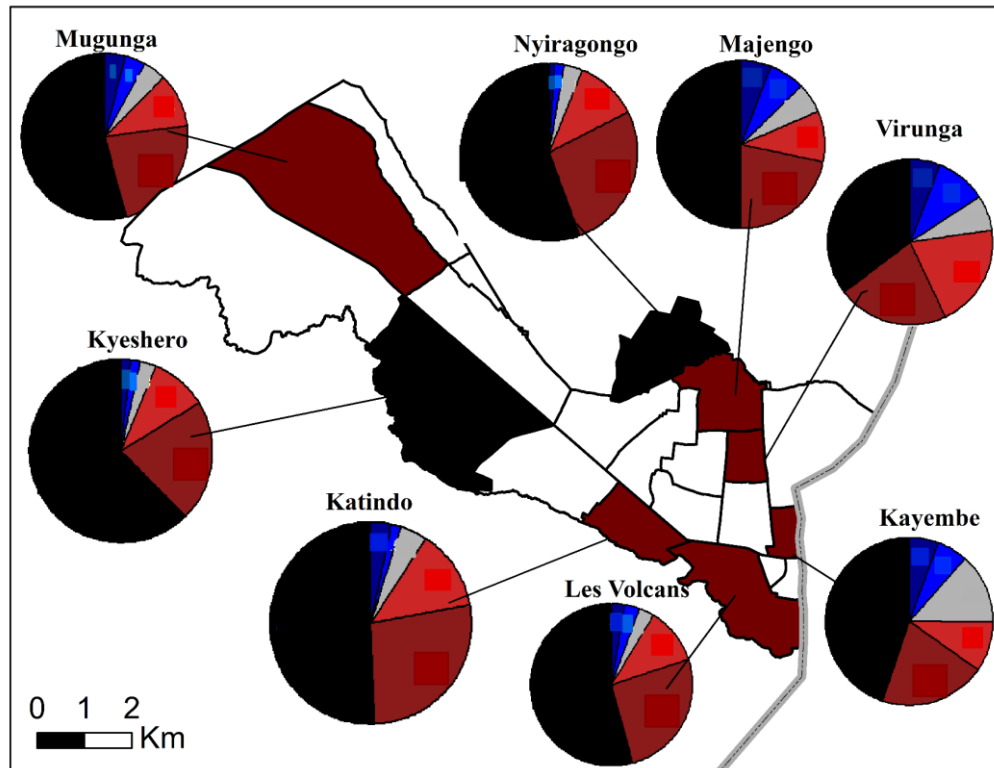
Also, seeking information about disaster risk reduction (DRR) measures is **very important**



# ❖ THEREFORE, THE POPULATION SHOULD IMPLEMENT DRR MEASURES!

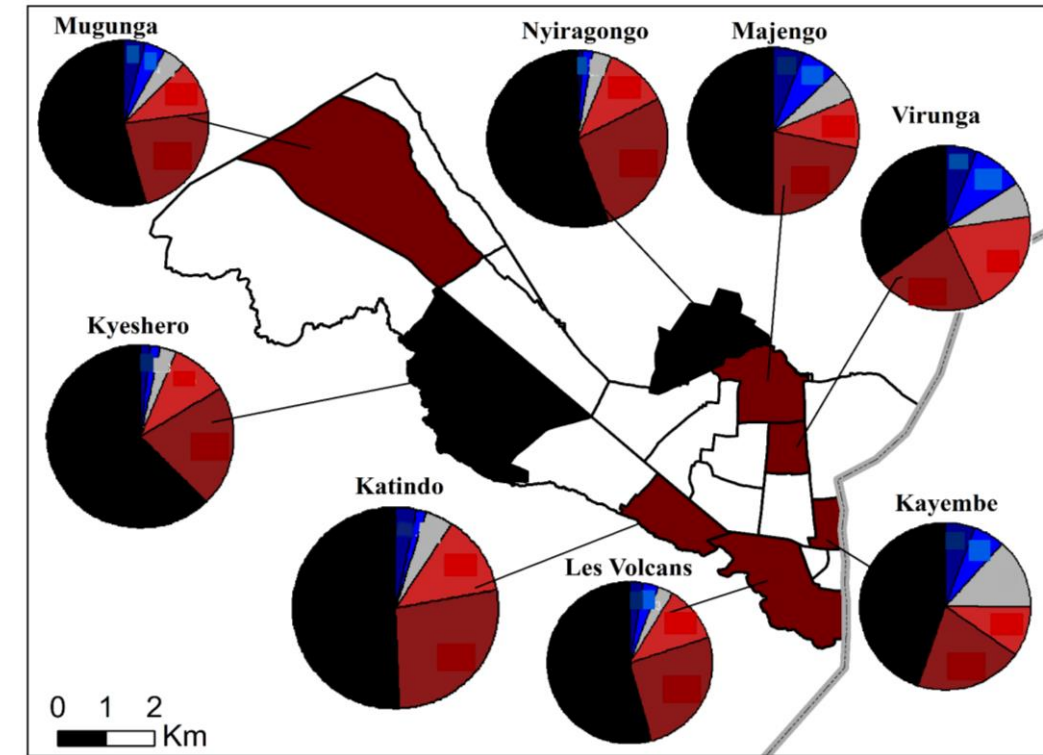
**STRANGE!** Seeking information about volcanic hazards and disaster risk reduction (DRR) measures is important, and also being very interested in searching this information, the population should really implement the actual DRR measures. **However, it is not the case.**

## ➤ Frequency of warning panels observation



Almost the majority (60 to 70 %) claim not to look at the volcanic warning panels. Even for those who do it, it is less than once every 3 months.

## ➤ Frequency of discussion with neighbours about volcanic risk

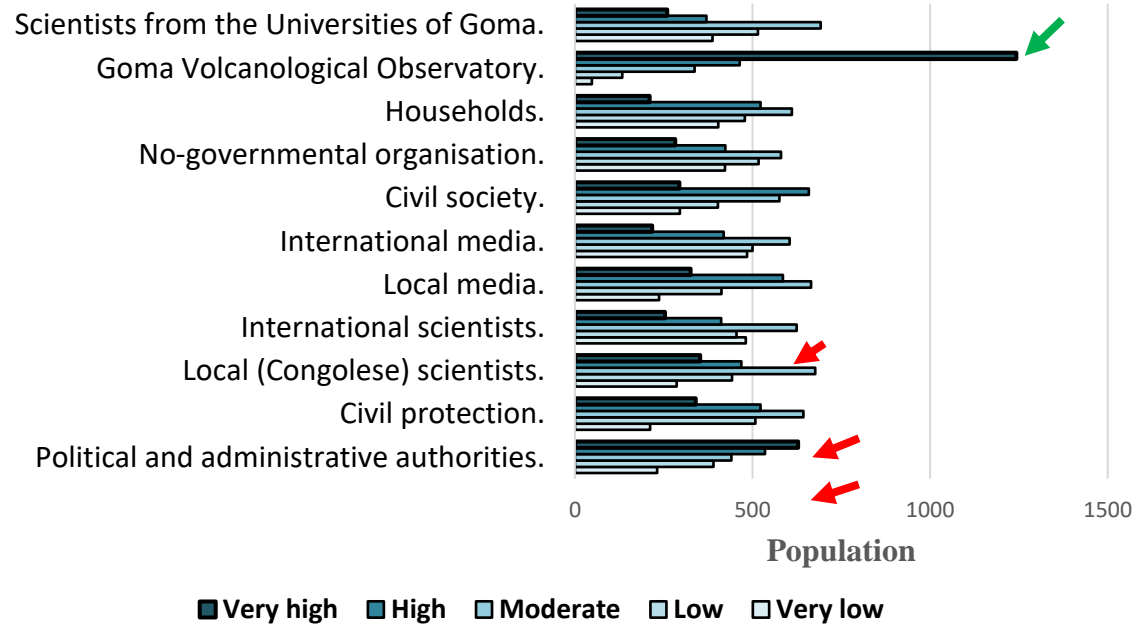


Discussing volcanic risk issues is rarely done. Others do it only infrequently, about once every 3 months.

# ❖ WHY THE POPULATION DOES NOT IMPLEMENT DRR MEASURES!

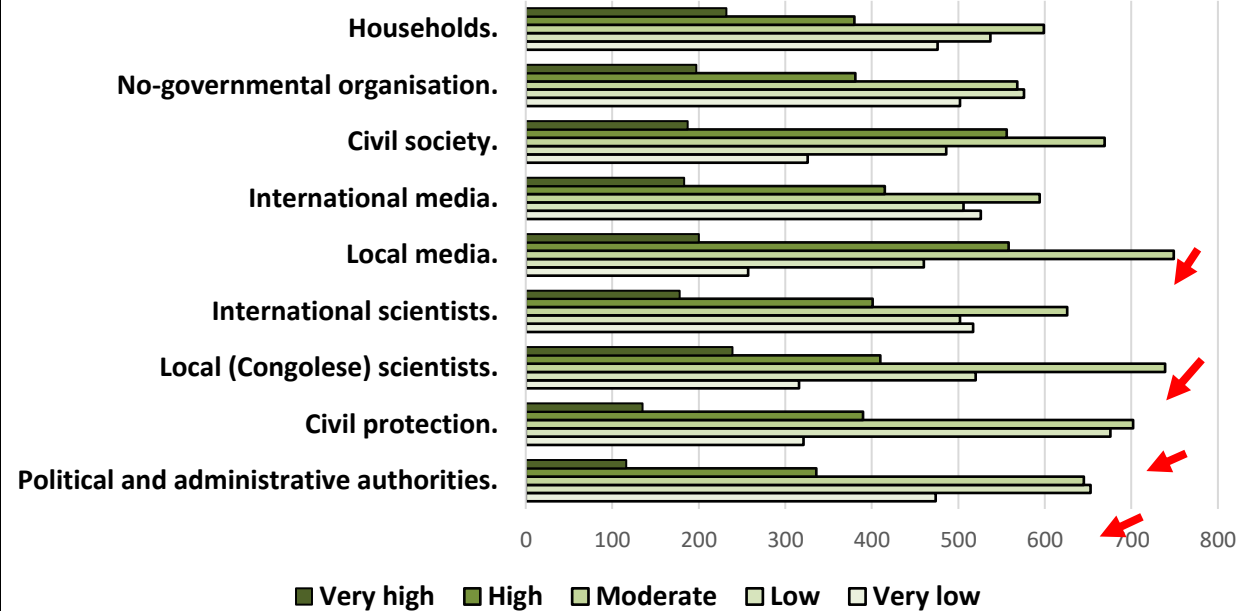
- Claiming that seeking information about volcanic hazards and DRR measures is important, and interested in searching this information, why doesn't the population implement DRR measures?
- Is it because the perception of responsibility is shared among many risk management stakeholders!
- Or maybe because they don't trust these stakeholders.

## Responsability in DRR implementation



The population consider the Volcano Observatory to be highly responsible for DRR implementation, but does not consider other important actor such as the Civil Protection as important.

## Confidence



In general, the population have less trust towards risk management stakeholders.



## ❖ CONCLUSION AND PERSPECTIVES

- Providing information to population is necessary but not enough for raising risk preparedness. As this study shows, in the global south, where risk communication is challenged by many issues (poverty, governance, education, faith, trust...).
- It is not the information itself that determines whether people will act to manage their risk. Rather, decisions to act are determined by how people interpret the information (i.e. make it meaningful to them).
- Risk communication should be based on effective risk awareness tools and engagement with the community rather than passive dissemination of information to people.
- Assessment of effective risk awareness tools and the community involvement are the next steps of this research.  
More analysis will help to understand the risk communication issues and strategies will be documented.

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