Humanitarian Communications & Information Needs Assessment in [Dadaab]

Communication is AID

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Empowering Local Media Worldwide



What is Humanitarian Information?

Information **FOR** affected populations, not **ABOUT** them





Communication <u>WITH</u> - Not only information <u>TO</u>

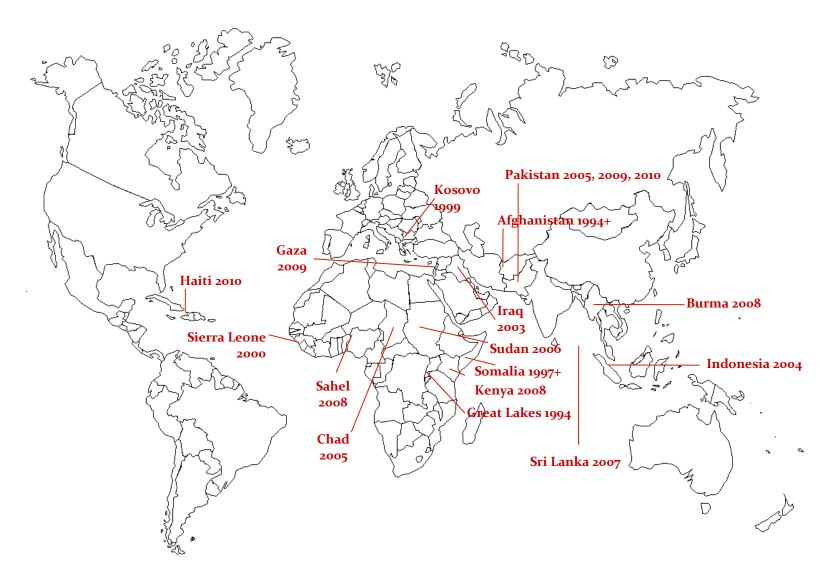
Why is it important?

Information can save lives and helps to:

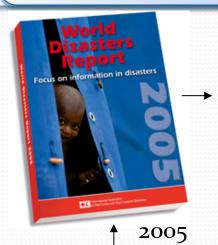
- 1. Manage community **EXPECTATIONS**
- 2. Promote **ACCOUNTABILITY**
- 3. Improve program **QUALITY**
- 4. Give affected populations a **VOICE**

The Right to Know

What's been done before?



Milestones (2001-2011)





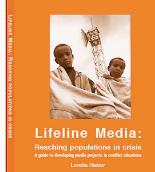




2009

2006

2008





2010-11

Global Symposium+5 Information for Humanitarian

Bringing toget



INTERNEWS

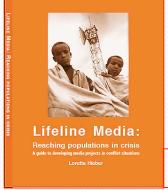
2001



2007



- British Red Cross
- Save the Children
- Thomson Reuters Foundation
- Internews
- BBC WST
- OCHA





Dadaab, Kenya (August 2011)

Humanitarian Communications & Information Needs Assessment of Refugee Communities in Dadaab

(August, 2011)







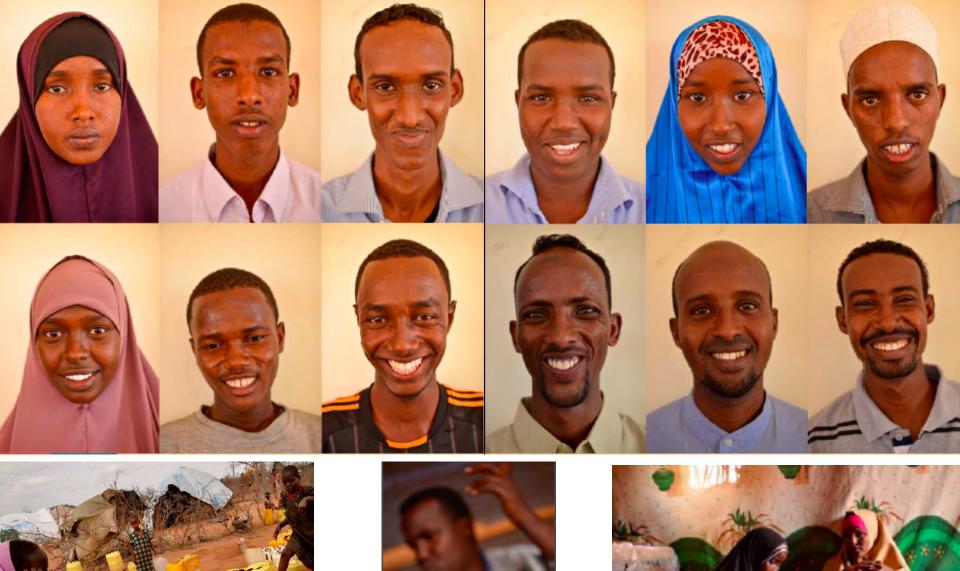


Methodology

Total number of interviews surveyed: 492

- Total New Arrivals (9 months or less): 237
- Total Long Term Residents (more than 9 months): 255
- Total Males: 273
- Total Females: 219
- Total Youth (25 years old or less): 189
- Total Older Generation (older than 25 years): 303











Annex 4: Survey Questionnaire (English translation)

Average time to complete one survey (either on the smart phone or on paper): 25 minutes.

Survey Name: Dadaab_Survey

No of Questions: 95

28:Do5. Which is sues to you need more information about? How to access existing

1:INTRO: Good morning S information about? How to shelter materials? (multi) is ... I work for an example shelter or shelter materials? is ... I work for an organiza Data Field Name: INFOSHELTER

and we would like to take 15 - 1. I need much more information about this but I n your time to complete it, if y₁ = 2. I have some information about this but I need are ready. (label)

 3. I have enough information about this -4. I have enough information about this but not

enough shelter is available 2:A. INTERVIEW (label)

29:Do6. Which issues to you need more information about? How to access existing 3:Ao1. Location (multi) Data Field Name: LOCATION

health advice and treatment? (multi) Possible responses:

Data Field Name INFOHEALTH 1. Dagahaley

*1. I need much more information about this - 2. Hagadera -3. Ifo

-2. I have some information about this but I need

-3. I have enough information about this

-4.1 have enough information about this but not enough health services are available

4:A02. Date (date) Data Field Name: DATE

5:Ao3. Interviewer (text) Data Field Name: INTERVIEWER

5. Outside established camps

4. Ifo Extension

6:A04. Estimated date of arrival of it

8:B. DEMOGRAPHICS (label)

9:Bo1. Age (multi) Data Field Name: AGE

Possible responses:

- 1. Under 16 -2.16-25

-3.26-35

-4-36-45

-5.45±0

10:Bo2. Gender (multi) Data Field Name: GENDER

Possible responses:

30:Do7. Which issues to you need more information about? How to replace personal documentation (i.e. ID, birth certificate...)

Data Field Name: INFODOCUMENT (multi) *1. I need much more information about this

7:Ao5. Where did you come from? (tex 2. I have some information about this but I need

Data Field Name: FROM

3. I have enough information about this

-4. I have enough information about this but replacing documents is still difficult

31:Do8. Which issues to you need more information about? How to contact aid pro-

Data Field Name: INFOCONTACTAID viders (multi) - 1. I need much more information about this

-2. I have some information about this but I need 3. I have enough information about this 4. I have enough information about ways to con-

tact aid providers but it is still difficult

32:Dog. Which issues to you need more information about? How to access existing support for farming work or other income generation (multi)

Data Field Name: INFOINCOME

-1. I need much more information about this

-2. I have some information about this but I need

3. I have enough information about this

4. I have enough information about this but not

enough support is available 33:Do10. Which issues to you need more - 1. No

information about? How to communica with your family outside the camp (mu - 2. Yes

Data Field Name: INFOCOMFAMILY 55:F04. How often do you listen to the ra-

-1. I need much more information about thi -2. I have some information about this but Data Field Name: FREQLISTRADIO

-3. I have enough information about this Possible responses: - 1. Daily

-4. I have enough information about thi

communication is still difficult - 2. Weekly -3. Monthly

34:Do11. Which issues to you n - 4. Less than once a month information about? How to lo -5. Never *if never listen to radio go to section H children, including health, w

HABITS (label)

Possible responses:

Possible responses:

Data Field Name: LISTGROUP

Possible responses:

= 1. No

-2. Yes

= 1.No

- 2. Yes

Data Field Name: HAVERADIO

Data Field Name: ACCESSRADIO

54:Fo3. If you don't have access to a ra-

dio, would you attend to a listening group?

52:Fo1. Do you have a radio set (yourself or

56:F05. If you don't listen to the radio, why education (multi) not?("if never listen to the radio-skip to Data Field Name: INFOFAMILY Possible responses: = 1. I need much more informat Data Field Name: WHYNOTLIST

= 2. I have some information a Possible responses: - 1. I do not have a radio -3. I have enough informati - 2. I do not have time to listen

a. I have enough informat "3. Electricity problems-can't afford batteries
4. I have enough informat "4. No signal enough services are avail 4. No signal 5. It does not interest me 35:Do12. Which isst -6. Radio set is too expensive - 7. Don't know

formation about? § Data Field Name: INV - 8. Other Possible responses: 57:Fo6. Apart from today, when was the -1. I need much mor I have some infr

informati

tion in Sc

last time you listened to news or informa-Data Field Name: LASTIMELIST *3. I have enough Possible responses: -4. I have enoug

- 1. Yesterday rity is still a big 36:D013. V

- 2. Within the past 7 days -3. Within the past month · 4. Within the past year

Data Field Name: INFOSO. anion about this CONSUMPTION -5. More than a year ago

- 6. Never - 7. I don't know

8. No response

58:F07. Where do you listen to (multiple answers) (multi) Data Field Name: WHERELIST Possible responses: - 1. Home

53:Fo2. If no, do you have access to a radio? - 2. Work *3. At friends' or family's place - 4. Collective places (water point...)

- 6. At school - 7. In the field - 8. I take my radio everywhere with me

59:Po8. With whom do you listen to dio? (multi) Data Field Name: WHOMLIST

Possible responses: - 1. Alone - 2. Family - 3. Friends

- 4. Colleagues 5. Anyone

60:F09. At what times do you listen to Data Field Name: TIMELIST Possible responses: - 1. Morning

- 2. Afternoon - 3. Evening -4. Night 5. All day

61:F10. Why do you listen to the radio? (ties all that apply) (multi)

Data Field Name: WHYLIST Possible responses: - 1. To hear news about the world - 2. To hear news about my community - 3. To listen to music

- 4. It makes me feel safe - 5. To make decisions - 6. To know where to get help

- 7. To learn how to take care of myself & family - 8. To keep me company so I am not lonely - 9. I don't listen to the radio - 10. Other (specify in the next page)

62:F10.2 If you answer "other to the previous question, please specify here: (text) Data Field Name: WHYLISTOTHER







1. Top Headlines of the Assessment (I)

Large-scale information gap putting lives at risk & hampering aid response

- Majority of refugees, particularly news arrivals, do not have the information they need
- 2. (+) Radio, friends and family & mobile phones
- 3. (-) Police & Army, Gov. officials & Aid workers
- 4. Majority unable to communicate with aid providers

Top Headlines of the Assessment (and II)

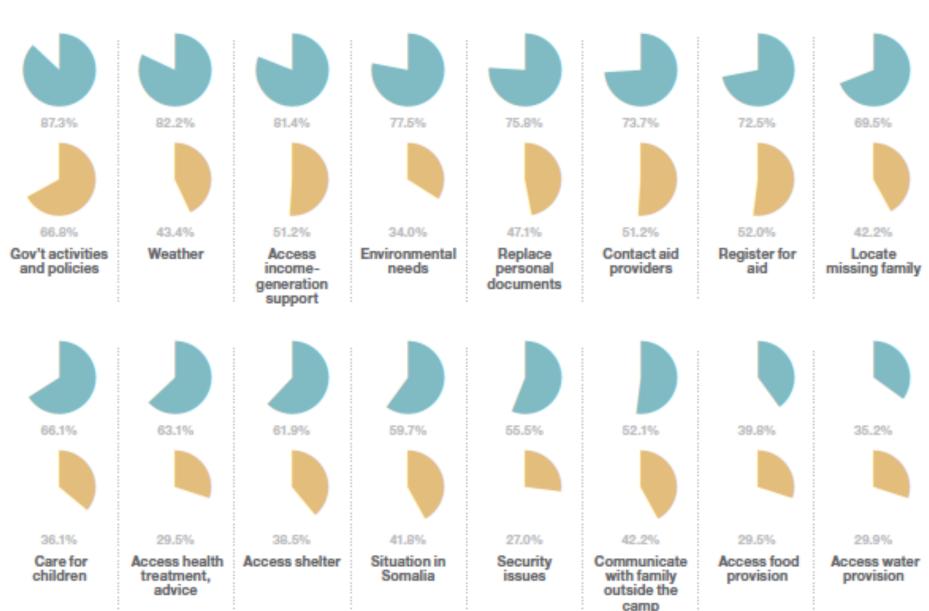
- Refugees want to ask questions and share concerns about their current situation.
- 2. For new arrivals, telephone, face-to-face with humanitarians, community meetings and community leaders, preferred channels to provide feedback to service providers.
- 3. **Intention:** Vast majority wants to stay in the camps until they can return to their country.
- 4. In times of crisis, RADIO is a critical source of information.



Information needs

Refugees were asked whether they had enough information in the following areas.

The percentage shown represents the number of respondents who answered "No." New arrivals Long term residents



Information sources

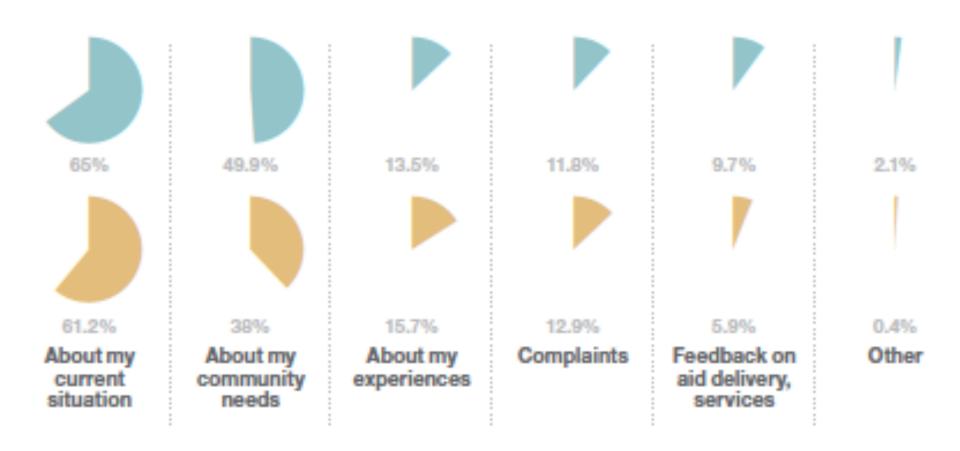
Refugees were asked: "Which of the following sources do you use to get information now?" Multiple answers were permitted per respondent.



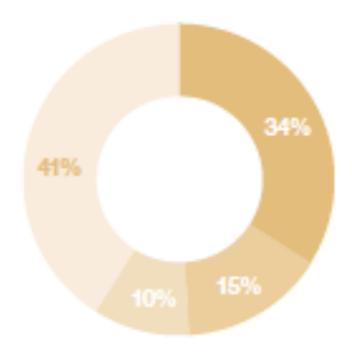
Feedback concerns

Refugees were asked "What do you want to talk to aid providers or the government about?" Multiple answers were permitted per respondent.

New arrivals
 Long term residents



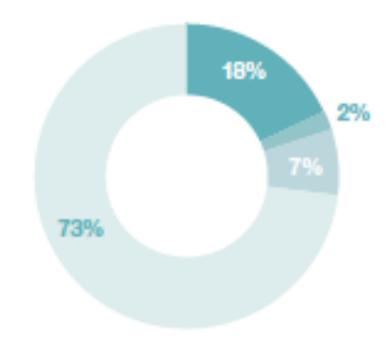
Long term residents: Are you able to raise concerns about your needs?



- Yes, frequently
- Yes, but only sometimes
- Very rarely
- I have not been able to communicate with aid/ gov

New arrivals:

Are you able to raise concerns about your needs?



- Yes, frequently
- Yes, but only sometimes
- Very rarely
- I have not been able to communicate with aid/ gov

Refugees without Ownership of, but Access to Radio

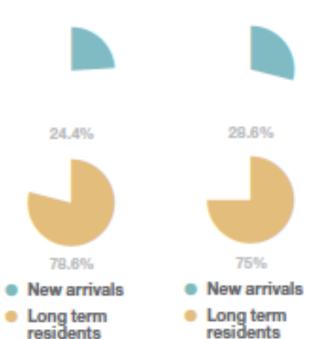
Refugees were asked "If no, do you have access to a radio?"

Shaded areas represent positive responses.

Refugee Radio Ownership

Refugees were asked "Do you have a radio set (yourself or at home)?"

Shaded areas represent positive responses.



2. Humanitarian Communications: Key Causes

- 1. Lack of Humanitarian Communications Coord.
- 2. Humanitarian Comms vs. PI/Journalists Liaison
- 3. Staff turnover and lack of institutional memory
- 4. "Outsourcing" humanitarian communications
- 5. Communities lack their own media platforms, skills
- 6. Humanitarians require greater orientation & skills
- 7. Lack of effective communications monitoring
- 8. Existing communications systems over-stretched

3. Recommendations/Suggestions

FOR IMMEDIATE ACTION

- Humanitarian Communications Workshop/Group (NEW INFORMATION DISSEMINATION GROUP IN DADAAB)
- Close support for Star FM local radio station

NEED FOR FURTHER RESOURCES

- Humanitarian Communications Liaison (HCL)
- Train emerging local journalists
- Train humanitarian staff on humanitarian comms
- Train humanitarian staff in live monitoring
- Communications and Media Training Resource Centre

Vision

Become a standard humanitarian practice:

- Predictable
- Reliable
- Sustainable



EVOLUTION:

Messaging vs. 2-way Communication





DfID Humanitarian Review (2011)



The people who are on the receiving end of our assistance are rarely if ever consulted on what they need, or are able to choose who helps them or how. This means that gender-based issues and the needs of the vulnerable are too often overlooked. Whilst this has long been recognized as an issue, too little has been done about it."

Thanks and any questions?

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All pictures by Meridith Kohut/Internews



Empowering Local Media Worldwide

Questions for the Audience

- Where the responsibility to communicate with affected communities lies:
 - within your organization?
 - within the humanitarian architecture?
- How should it be coordinated at the HQ and field level?



Help humanitarian organizations **integrate two-way communication** into their Emergency programs.

The emphasis is on the need to deliver **information**, **as aid itself**, through the most appropriate channels.

Supported by:



A partnership between:



Objectives in loasaid

- Strengthen the capacity and preparedness of aid agencies on communicating with affected communities.
- 2. Provide **rapid responses** to select emergencies **in partnership** with aid agencies.

Tools



- Media and telecoms landscape guides of 22 countries
- 2) A library of generic messages with the clusters
- 3) An e-learning package for field staff
- 4) A facilitator's training manual
- 5) Upcoming publications (proof-of-concept)
- 6) Selected number of responses with partners

For more information: http://infoasaid.org