Annex 4

Household Survey Tool

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Internews guidelines development and writing team: Stijn Aelbers, Emily Cowlrick, Floriane Echegut, Lea Krivchenia, Haley McCoin, Irene Scott.

Project Advisory Group and peer reviewers: Nadia Akmoun (IOM), Raphael Bacot (REACH), Adrienne Brooks (Mercy Corps), Stuart Campo (OCHA), Victoria Dangond Peralta (Internews), Marina Di Lauro (Oxfam), Katie Drew (GPC), Marie Dozin (GPC), Tiffany Easthom (Nonviolent Peaceforce), Giovanna Federici (NRC), Andre Heller (IRC), Séverine Lacroix (IOM), Anahi Lacucci (UNHCR), Francesco Michele (GPC), Briana Orr (IRC), Nathaniel Raymond (Yale University), Joelle Rizk (ICRC), Fausto Spiga (REACH), Mark Silverman (ICRC), Kathrine Starup (DRC), Craig Twitt (Internews), John Warnes (UNHCR).

Design and illustrations: Corneliu Comendant, Emily Cowlrick, Floriane Echegut, Julia Huang, Ganaëlle Tilly

These resources have been created as part of the Community Voices for Better Protection (CVBP) project. This project aims to understand the risks associated with information in humanitarian contexts from the perspective of humanitarian field workers, specialist protection agencies and media and other information providers. Using field work conducted in 2022-23 in three locations – Iraq, Mali and Philippines – these resources work to address a gap in the understanding of, and response to risk and information.

For feedback or suggestions for the improvement of these guidelines, please contact the Internews Humanitarian Team through info@internews.org

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Annex 4: Household Survey Tool

Purpose of this tool

This tool can be used to conduct a survey with a specific community or the wider population to understand how they create, seek, and share information. It aims to help identify where people may face risks in their information practices. These risks can be identified through the following survey based on questions built from three main overarching questions, derived from Module 2 of the Guidelines[1]:

1. Does the community have **safe access** to information? Namely, the community does not face risks in creating, sharing, seeking and obtaining information.
2. Does the community have **meaningful access** to information? Put otherwise, is information accessible to all population groups based on their information needs and preferences?
3. Does the community have **access to accurate information**? Is the community concerned about the presence of disinformation, misinformation, and rumors? Does the community have the tools, capacity, and resources needed to verify and analyze information? (This could include digital literacy and fact-checking knowledge, as well as available related resources.)

The survey questions are divided into the following sections to delve further into the three questions above:

A. Metadata and consent

B. Biodata

C. Meaningful access to information

D. Safe access to information

E. Access to accurate information

This household survey (HHS) aims to survey members of the affected community. It was designed to be used in combination with data collected through focus group discussions (FGDs) and key informant interviews (KIIs) which survey media and humanitarian actors in a given context, and should not be used as a stand-alone tool. Data collection – formed by a combination of HHS, KIIs, and FGDs (or whichever resources you decide to use) will inform protection analysis. For guidance on conducting a protection analysis, see *Module 3 - Reducing information-related protection risks: an analytical framework*. For similar tools to conduct KIIs and FGDs, see Annexes 3, 5 and 6.

[1] For more information on what feeds into safe, meaningful access to accurate information, see Module 2: How can I contribute to a safer information ecosystem by adapting my ways of working?

Tips for effective surveys

Give participants information: When asking people if they are willing to conduct the survey, give them an approximate time it will take to complete, and let them know their input will improve how information actors and humanitarians communicate with their community. The duration will depend on the final, contextualized tool you will design based on your data needs (some of the data needs might be available through secondary observation).

Consider literacy levels: When deciding on questions to use in your survey, be sure to consider the literacy level of the target survey participant. For instance, if the people surveyed do not read or write, questions related to internet use *may* be irrelevant.

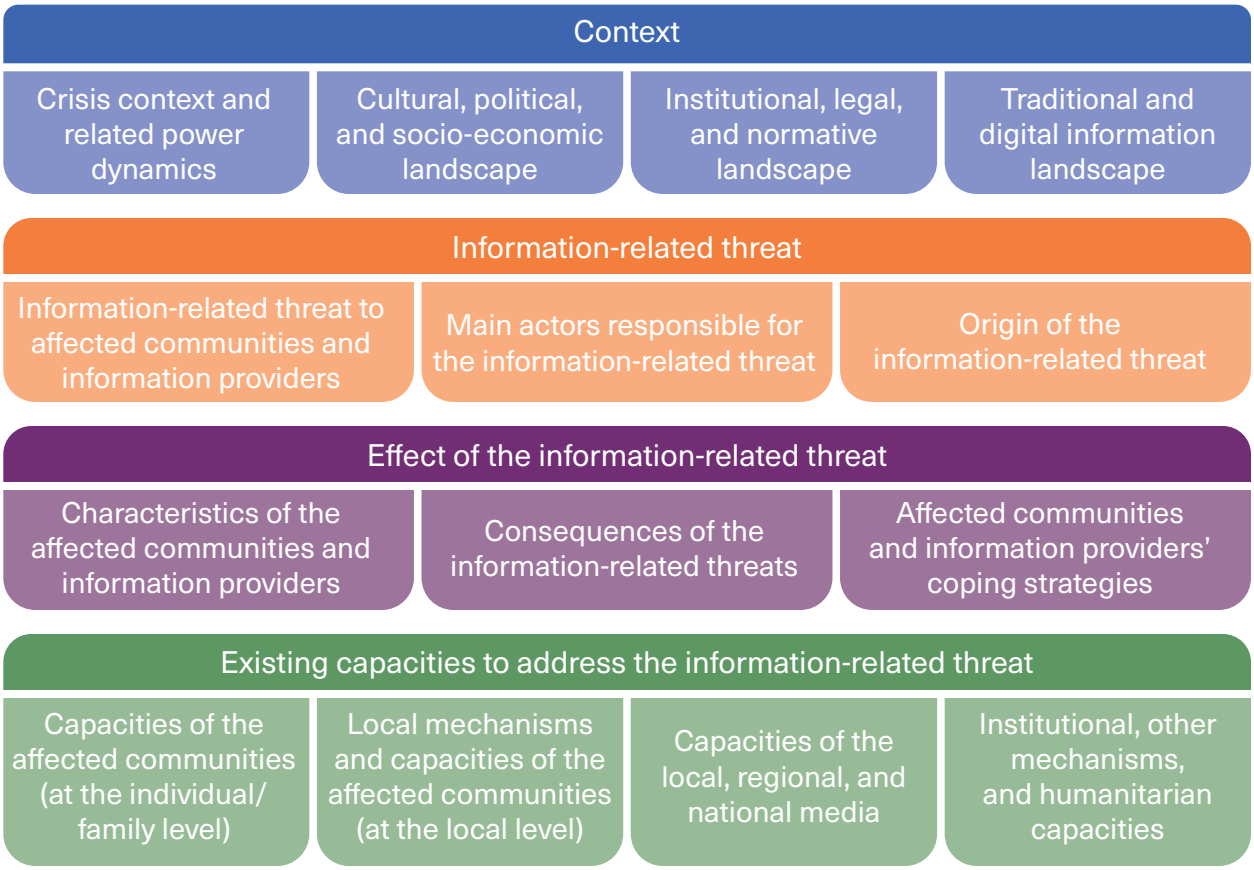
Personalize survey logic: Always ensure the logic of the survey is adapted to the answers of the individual. For example: when an individual responds that they do not use internet for information, all forthcoming questions regarding social media should be automatically skipped.

Contextualize: The questions in the tool template in this Annex are generalized, and not specific to any context. You will likely need to adapt some questions or add in new ones more relevant to the local dynamics in the area you are working in. Pay specific attention to question B.6 and D.9.5.2 for contextualization needs. Language should be adapted and data collector should be familiar with information (for example source versus channel) and protection terminology.

Give the opportunity for changed consent with each question: In line with the implications of the nature of consent, all questions should include an option "I don't know and "I don't want to respond".

Along with other necessary data collection, once you've completed the Community FGDs, you're ready to analyze the information you received. *Module 3: Reducing information-related protection risks: an analytical framework* provides direction on how to analyze feedback from the KII and turn it into recommendations to increase safe and meaningful access to information. *Module 2: How can I contribute to a safer information ecosystem by adapting my ways of working?* of the guidelines will help local information actors in implementing these recommendations in their own activities.

iPAF THE INFORMATION PROTECTION ANALYTICAL FRAMEWORK



Household survey questions

Category	*Question*	*Response options*
A. Metadata and Consent		
A.1	Date of interview	
A.2	Location	To be clarified based on the locations of interest in your country.
A.3	Interviewer's name	
A.4 Question	My name is (facilitator name), I'm here on behalf of (organization name) where I work as a community researcher. We are holding a series of discussions to find out how people access information and what risks, safety concerns or restrictions they may have that could affect how communities access information and make informed decisions. The purpose of this discussion is also to assess the accessibility of information and the potential difficulties the community faces in accessing it. We are not asking you to share your personal stories or put yourself at risk by talking about sensitive topics. We are asking you to talk about things you have heard about or know have happened. Participation in the discussion is entirely voluntary and you are not required to answer any questions you do not wish to answer. This survey should last about XX minutes, you may withdraw from the discussion at any time or request a short break. We will not record or use your name in any way after this discussion. We will treat everything you mention today with respect, and we will share the answers you state as general answers with the answers of everyone who speaks to us. We ask that you keep everything confidential as well. Would you like to participate in this survey?	
A.4 Answer	yes; no	

Category	*Question*	*Response options*
B. Biodata		
B.1	Are you the head of the family?	yes; no
B.2	What is your gender?	woman; man
B.3	Where are you from?	Lists of regions in your country
B.4	How long have you lived here?	less than three months, three to six months, six months to one year, one year to five years, more than five years
B.5	What is your age group?	18 to 29 / 30 to 49 / 50 and over
B.6	Do you identify with any of the following groups?	people living with a disability / people of cultural and linguistic diversity / people with diverse sexual orientation, gender identity, gender expression and sex characteristics/ No
B.7	What languages or dialects do you speak?	to be specified based on the languages and dialects spoken in your country.
B.8	What language or dialect do you speak most often at home?	Same options as previous

Category	*Question*	*Response options*
C. Meaningful access to information		
C.1	What are the top five things you would like to receive information on? (Do not list the answer, listen to the person and then check the box)	How to register for assistance for aid How to locate missing family members Information on the situation in the place of origin Information on the desired destination and how to get there Information on the situation in the site Information on protection from sexual attack or harassment Information on education How to access existing medical advice and treatment Information on food prices How to access existing food supply/nutrition information How to change or access personal and administrative documents (e.g., identity card, birth certificate, etc.) How to access existing water supply How to access existing shelter or shelter materials How to communicate with your family located away from where you reside Security situation Political information Sanitation information How to contact aid providers (State, Partners, CSOs) How to access livelihoods/jobs Information on crop and livestock prices How to care for your children, including their health Information on Climate (Weather) and the Environment
C.2	If you need information to keep your family safe, do you know where to look for it?	Yes, no

C.3	Is there any information you need that you can't find, no matter who you ask or where you look? **(Do not list all topics, only mention examples if necessary.)**	How to register for assistance How to locate missing family members Information on the situation in the place of origin Information on the desired destination and how to get there Information on the situation in the site Information on protection from sexual attack or harassment Information on education How to access existing medical advice and treatment Information on food prices How to access existing food supply/nutrition information How to change or access personal and administrative documents (e.g., identity card, birth certificate, etc.) How to access existing water supply How to access existing shelter or shelter materials How to communicate with your family off-site Security situation Political information Sanitation information How to contact aid providers (State, Partners, CSOs) How to access livelihoods Information on crop and livestock prices How to care for your children, including their health Information on Climate (Weather) and the Environment
C.3.1	Have you ever reported a problem or need to humanitarian organizations?	Yes, no
C.3.2	No -> Why?	I've never had anything to report / I'm afraid the organization will stop providing services to me if I complain / I'm afraid I'll get in trouble if I report something / I don't like the system used for reporting / I don't think reporting will make a difference/ I don't know/ I don't want to respond
C.4	In everyday life, how do you access information?	In person (face to face), public announcement (places of worship, Market, Bus Station), Chat and entertainment spaces, hospital, phone (call, SMS), TV, radio, newspaper, internet (WhatsApp, Telegram, Viber, Facebook, TikTok etc...) I don't know/ I don't want to respond
C.5	If an emergency occurs and you need to make a decision for your safety or your family's safety, how do you access information?	In person (face to face), public announcement (places of worship, Market, Bus Station), Chat and entertainment spaces, hospital, phone (call, SMS), television, radio, newspaper, internet (WhatsApp, Telegram, Viber, Facebook, TikTok etc...) I don't know/ I don't want to respond

C.6	Are there communication channels that you would like to use but do not have access to?	Yes, no
C.6.1	Which ones?	In person (face to face), public announcement (places of worship, Market, Bus Station), Chat and entertainment spaces, hospital, phone (call, SMS), TV, radio, newspaper, internet (WhatsApp, Telegram, Viber, Facebook, TikTok etc...) I don't know/ I don't want to respond
C.7	What sources of information are most easily accessible to you?	Family/friends, neighbors/other community members, religious leader, area community leader, local media, national media, international media, government information (ministries), site security (government), local organization, site management (social development), national organization, international organization I don't know/ I don't want to respond
C.8	What sources do you trust the most to get information?	Family/friends, neighbors/other community members, religious leader, sector leader, local media, national media, international media, government information (ministries), site security (government), local organization, site management (social development), national organization, international organization, I don't know/ I don't want to respond
C.9	Do you know of a communication source that produces information for people with disabilities?	Yes, no
C.10	What language do the majority of people in your community use to communicate on social media platforms? Example: discussions on WhatsApp by voice.	Include all languages and dialects spoken in your country as an option.
C.11	Do you know anyone in your community who has difficulty reading and writing, or is illiterate?	Yes/No
C.12	Do you think the number of people who cannot read and write is high?	Majority, more than half, less than half, few cannot read and write
C.13	Do you currently listen to the radio?	Yes, No
C.14	Yes -> Where do you usually listen to the radio?	At home/during work/home of a friend or relative/NGO office/at school/community places (water point, food collection point, market, etc.)/Spaces for talking and entertainment/outside of town/outside of sites/elsewhere (I always carry a phone or radio)//I don't know/refuse to answer/other, please specify
C.15	Yes -> Please name the radio stations you listen to most here?	Open-ended question (three options)

C.16	No -> Why?	I don't have access to the radio/I don't trust the stations available/I don't have access to electricity (no batteries)/I don't like the radio/I don't have time to listen to it/content is not relevant/no program in my language/not suited to my needs/radio is damaged/ no radio station on the air/I don't know/refuse to answer/other, please specify
C.17	Do you watch television usually?	Yes, No
C.17.1	Yes -> Where do you usually watch television?	At home/during work/home of a friend or relative/NGO office/at school/community places (water point, food collection point, market,etc.)/Spaces for talking and entertainment /outside of town/outside of sites/elsewhere (I always have a phone or radio with me)//I don't know/refuse to answer/other, please specify
C.17.2	Yes -> Please name the TV stations you watch most here?	Open-ended question (three options)
C.17.3	No -> Why not?	Don't have access/Don't trust the channels available/No access to electricity/Don't like TV/Don't have time to watch/Non-relevant content/No program in my language/ Not suited to my needs/No information available/Damaged TV/Don't know/Refused to answer/Other, please specify
C.18	Do you currently read newspapers or magazines?	Yes, No
C.18.1	Yes -> Please name the newspaper and/or magazines you read the most.	Open-ended question (three options)
C.18.2	No -> Why not?	I can't read/no programs available in my language/no programs available at all/not suited to my needs/can't afford them/don't know/refuse to answer/other, please specify
C.19	Do you currently use a cell phone?	Yes/yes but phone has problems/no
C.19.1	Yes but problems -> Why?	No network signal/need a sim card/no electricity to charge phone/phone is damaged/no phone credit/no internet plan/other, please specify
C.19.2	No network signal -> Do you have a solution?	No signal anywhere/walk up to 1km/walk more than 1km/walk more than 5km/climb a tree/climb a hill/don't know/refused to answer/don't work for more than a few hours a day/other, please specify
C.20	Is the cell phone you use personal?	Yes, No
C.20.1	No -> Do you share it with anyone?	Yes, No
C.20.1.1	Yes -> Who do you share it with?	Husband or wife/family/friend/neighbors, other, please specify?
C.20.2	Yes -> "Which of the following options are available on your phone? "	FM radio receiver/Internet access/Bluetooth/Touch screen (can play video content)/ none of the above/don't know/refuse to answer

C.20.3	Yes -> What do you usually use your cell phone for?	Calling friends and family/Receiving calls from friends and family/Conducting business/Receiving news and information alerts/Writing and sharing news/information (e.g., blogs)/Transferring information blogs)/Money transfers/Sending text messages (SMS)/Receiving text messages (SMS)/Shooting photos/Sending a photo to others/ Shooting video/Viewing a video clip/Sending a video to others/Audio recording/ Access to social media such as Facebook, TikTok, Twitter/Internet access/Sending or receiving email/Listening to the radio/Using apps/nothing/other, please specify/ Don't know/Refused to answer
C.20.5	Have you or anyone in your family ever felt that your phone use (the information you share and access) was monitored or controlled by someone?	Yes, always/Yes, often/Yes, sometimes/No, I don't know/Refuse to answer this question
C.21	In the past three months, have you felt worried or stressed about accessing or not being able to access the information you needed?	Yes, always/Yes, often/Yes, sometimes/No/I don't know/Refuse to answer this question

Category	*Question*	*Response options*
D. Safe access to information		
D.1	Have you or a family member ever felt that your use of the Internet (the information you share and access) was monitored or controlled by someone?	Yes, always/Yes, often/Yes, sometimes/No/I don't know/I don't want to answer this question.
D.2	Have you created online profiles/e-mail addresses/... specifically because you did not want to reveal your real name/location?	Yes, no, I prefer not to answer
D.3	In the past three months, have you or a family member felt worried or stressed after sharing information?	Yes, always/Yes, often/Yes, sometimes/No/I don't know/ Don't answer this question
D.4	In the past three months, have you or a family member felt unsafe after accessing or not being able to access the information you needed?	Yes, always/Yes, often/Yes, sometimes/No/I don't know/ Don't answer this question.
D.5	In the past three months, have you or a family member felt unsafe after sharing information?	Yes, always/yes, often/ Yes, sometimes/no/I don't know/I don't answer this question.
D.6	In the past three months, have you or your family witnessed an argument between community members about news or information they were discussing or listening to?	Yes, no, I don't answer this question.

D.7	In the past three months, have you noticed people being targeted and/or harassed by the media?	Yes, no
D.8	In a situation where you and your family would not be safe, and you need information to make a decision to improve your safety, would you prefer :	Delay making a decision (and stay in the same dangerous situation) until you have trustworthy information/make a decision with unverified information (and accept the risk of false or misleading information)? Consult with other family members to make a joint (community-wide) decision / Delegate the decision to others (such as community leaders, organizations, religious leaders, etc.) / Accept and trust the decision made by the leaders?
D.9	In the past three months, have you noticed, that people were targeted harassed, and/or threatened by rumors or false information?	Yes, no, I don't know, I don't want to answer this question.
D.9.1	If answered Yes -> Do you think that certain groups are more vulnerable to harassment, threats or any type of harm from rumors or false information	Yes, no, I don't know, I don't want to answer this question.
D.9.2	Yes -> Which groups?	Youth/Men/Women/Boys/Girls/Elderly/People living with a disability/Other to specify
D.9.3	Yes -> Do you know how to report such behavior?	Yes/No
D.9.4	Yes -> Have you ever reported this behavior?	Yes/No
D.9.5	Yes -> What types of vulnerabilities are/were these groups affected by?	Violence (physical, verbal, psychological)/threats/false information (rumors/malinformation)/harassment/hate speech/other to specify
D.9.5.1	If False Information False Information/Rumors/Malinformation -> About what?	Health/politics/social issues/security of people at the site/safety of families/relatives left behind/humanitarian aid/government aid/other, please specify
D.9.5.2	If they answered Harassment -> What type of harassment?	Degrading or shaming someone (insults, disrespect, etc.)/calling for self-harm or suicide/attacking with derogatory sexual terms/other, please specify.
D.9.5.3	If Hate Speech -> Can you elaborate?	Political/ethnicity/religious affiliation/social class/gender/disability or illness/other, please specify.
D.10	Are you aware of any person or group intentionally spreading false information in your community (offline) or online?	Yes/No
D.10.1	Yes -> On what topics?	Health/politics/social issues/security of people at a displacement site/safety of families/relatives left behind at the place of origin/humanitarian/government assistance/other, please specify

Category	*Question*	*Response options*
E. Access to accurate information		
E.1	Do you use the Internet?	Yes, All the time/ Yes, about once a week/ Yes, about once every two weeks/ Yes, about once a month/ Very rarely/ No, never/ Don't know/ Refuse to answer
E.1.1	All except "yes all the time"-> Why not?	No computer/no smartphone/no electricity/can't afford it (No means to acquire it)/no connection/weak connection/Cost of credits or packages is too much for me/doesn't fit my needs/don't know/ refused to answer/other, please specify
E.1.2	For all respondents except those that answered "yes all the time" -> In the past three months, have you or any member of your family reduced or stopped accessing information online?	Yes, No
E.1.2.1	Yes -> Why?	Lost laptop/lost smartphone/lost or no sim card to access internet/ no electricity/no money to buy plan/suspended internet access at this location/reduced access to laptop/reduced access to smart-phone/no means to acquire it/cost of credit or plan is too much for me/social pressure/other, please specify
E.1.3	All respondents except "No, I don't know/Refuse to answer this question" -> How do you access online information on the Internet?	Personal mobile phone/personal laptop/personal cell phone of a relative/friend's mobile phone/laptop of a relative/friend's laptop/ internet cafe, NGO information center/other - specify
E.1.4	All who answered yes -> Do you use your personal name on social media (Facebook, TikTok, Twitter, Instagram, WhatsApp, etc.)?	Yes, No
E.1.4.1	No -> Why?	security issues/fun, joke/too many people with the same name/plat-form doesn't allow it/I'd rather not say/other, please specify
E.1.5	All who answered yes -> Do you use your personal name on messaging applications (WhatsApp, Telegram, Snapchat etc.)?	yes, no
E.1.5.1	No -> Why?	security concerns/for fun, as a joke/too many people with similar name/platform does not allow it/other, please specify
E.1.6	All yes -> Do you use your personal name on public platforms (forum, comment section of media pages etc.)?	Yes, No
E.1.6.1	No -> Why?	security issues/joking, joking/too many people with similar name/ platform does not allow it/Other, please specify
E.2	What communication or social networking applications do you use?	WhatsApp/Facebook/TikTok/Twitter/Instagram/Telegram/ Messenger/Snapchat/I do not use social media/Other, please specify

E.2.1	All answers except I don't use social media -> Do you have a personal account to access the platform you use the most?	Yes, No
E.2.1.1	Yes -> Do you share this account with anyone?	Yes, No
E.2.1.1.1	Yes -> Who do you share it with?	Husband or wife/family (siblings, parents, cousins, etc.)/neighbors/ friends/other, please specify.
E.2.2	All answers except I don't use social media -> Are you part of a closed group online?	Yes, No
E.2.2.1	Yes -> Do you belong to this group to get information you can't find elsewhere?	Yes, No
E.2.2.2	Yes -> Do you know everyone in this group?	Yes, No
E.2.2.1	Yes or No -> Does this influence what you talk about and/or how much information you share?	Yes, No
E.2.2.3	Have you ever seen tips/guidelines/rules in this group that informed you of the risks of sharing certain personal information online and suggested that you use other names, images, or something else?	Yes, No
E.2.3	All responses except I don't use social media -> Do you follow humanitarian organizations or local media outlets on social media for information about an issue important to you?	Yes, No
E.2.3.1	Yes -> Who do you follow?	Open-ended question (three options)
E.2.4	All answers except "I don't use social media" -> When you join a group, do you check to see if it is a closed group or a public group?	Yes, No
E.2.5	All answers except "I don't use social media" -> How did you configure your privacy settings?	Everyone can see my full profile/some details and messages are locked for friends only/details and messages are only accessible to my friends.
E.2.6	All answers except I don't use social media -> Are there certain groups on social media that you don't feel comfortable or safe posting in?	yes, no
E.2.6.1	Yes -> Could you tell us which ones?	Open-ended question (three options)

E.2.7	All answers except I don't use social media -> On your social media accounts, how often do you post information about your location and what you are doing "in real time"?	I always let my friends and followers know exactly where I am and what I am doing / I only share my "current location" when I need to inform my followers of an important event I am attending / I only post information about my activities after the event is over and I have safely left the area / I never share in real time what I am doing / Other, please specify
E.2.8	All answers except I don't use social media -> If someone you don't know sends you a friend request on social media, do you know how to check if it's a fake account or person?	Yes, I know how to check / No, I don't know how to check, but would like to learn / I don't know / I don't need to check / Other, please specify.
E.2.9	All answers except I don't use social media -> Do you often post pictures of yourself and/or your children online?	Yes, No
E.2.10	All answers except I don't use social media -> Do you ask permission from family and friends before posting photos online?	Yes, no
E.3	If the information you find online is difficult to understand, is there someone who can help you?	Person/family member in same situation/family member living elsewhere/friend in same situation/friend living elsewhere/host community member/humanitarian personnel/scrappers/community groups/elder/religious leader/community leader/does not respond/other, please specify
E.3.1	If any answer is other than "no one," do you trust that person?	Yes, no
E.4	Do you know how to identify a dangerous website?	Yes, I know exactly/Yes, I think I know, but I'm not 100% sure/I don't know and would like to learn/No, I don't know the difference between a secure and an insecure website/I don't use the Internet/Other, please specify
E.5	When you are online, do you feel you understand how your personal information is being used by organizations, companies or the government?	Yes, I know exactly how private companies and the government use my personal information/I suspect my personal information may be used, but I don't know how/I don't think anyone cares about my personal information/I don't care if anyone uses my personal information/No, I have no idea/I don't use the Internet
E.6	Do you use the same password for more than one account?	Yes, I use the same password for all my online accounts because it is easy to remember/I sometimes reuse the same password, or change it slightly, for other accounts/No, I have a separate password for each account/I prefer not to say/I don't use the Internet/Other, please specify

E.7	In the past two years, how many times have your online accounts/websites been hacked (including social media, email accounts, bank accounts, etc.)?	I have never been hacked / I have been hacked once / I have been hacked twice or more / I have been hacked so many times I have lost the account / I don't know how to find out if my account has been hacked / Other, please specify
E.8	In the past three months, have you or a family member felt unsafe after sharing personal information (name, location, photo, etc) to get information or help?	yes, no
E.9	I can access all the information I need to make informed decisions.	true/false
E.10	I can access information in the language of my choice	true/false
E.11	I have more than one reliable source of information.	true/false
E.12	I am concerned about the accuracy of the information I have access to.	true/false
E.13	I have strategies for checking information and rumors	true/false
E.14	I often discuss with my family or friends whether the information available can be trusted	true/false
E.15	I know how to recognize false or misleading information	true/false
E.16	I am confident that my sources provide the most up-to-date information	True/False
E.17	I always check the information I find on social media before sharing it on my account	True/False/I don't use the internet
E.18	What is the term used to describe false information that is intended to mislead or harm people?	Disinformation / Bad information / Fake news / I don't know

Guidelines map: How do I use the *Information and risks: a protection approach to information ecosystems modules and annexes?*

Question:

I run the online page of a local newspaper and I have heard some rumors that violence broke out after an article we wrote prompted very angry comments.

Answer:

To guide work aimed at mitigation and preventing this from happening again, see Modules 2 and 4. To listen to communities and understand more about the issues this article triggered in the community, see Module 3 and associated tools.

Question:

I am a protection actor preparing to undertake analysis to monitor protection trends and inform programming.

Answer:

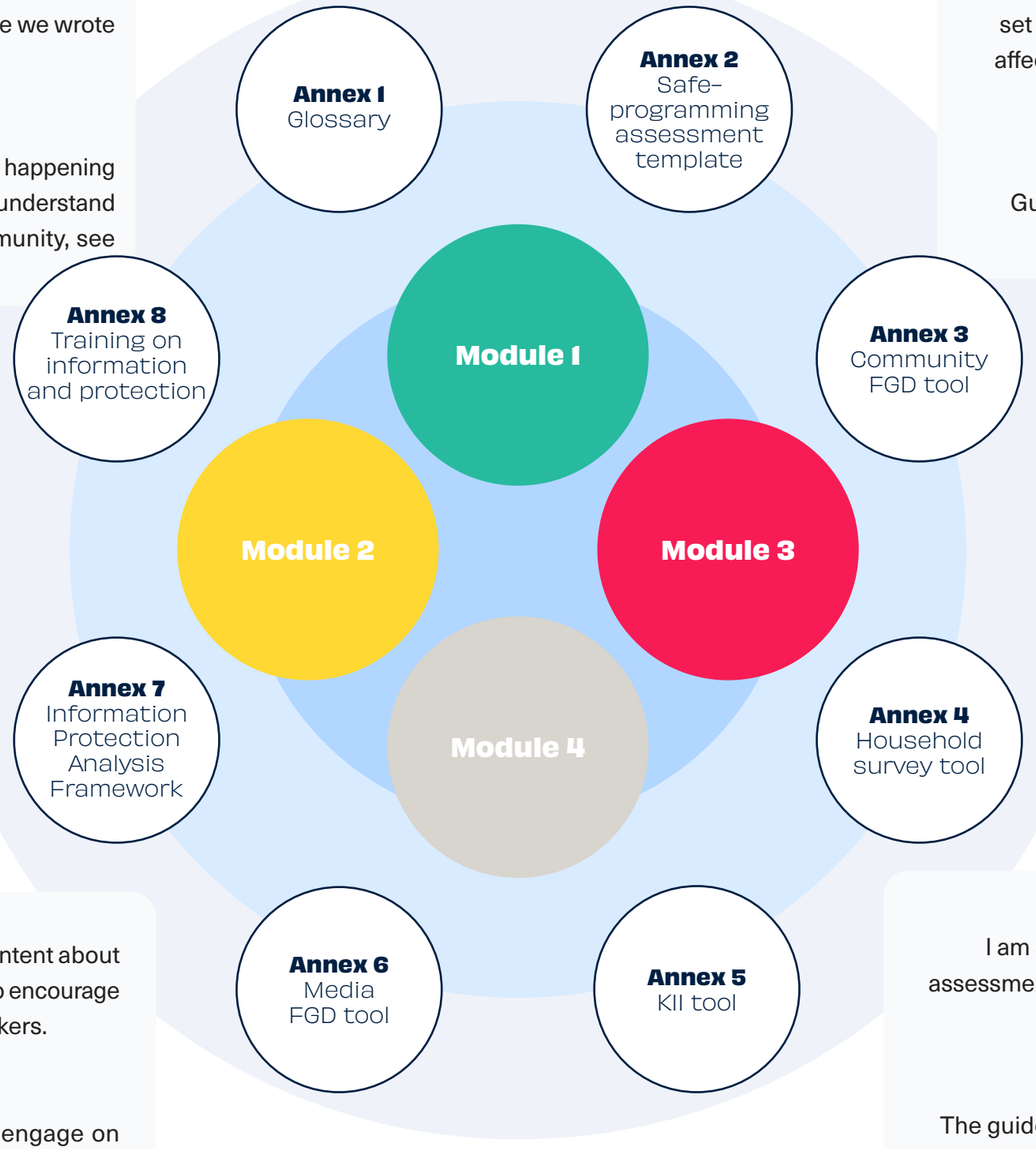
Module 3 and associated Annexes provides an analytical framework to help you design your tools and collect data, as well as guidance to produce analysis on information-related protection risks.

Question:

I work at a local radio station and want to develop content about the rise of gender-based violence (GBV) in the area, to encourage action amongst regional and national decision makers.

Answer:

The guidelines will provide direction on how to safely engage on sensitive information (Modules 2 and 4) and how to analyze the role of information in reducing or exacerbating GBV in the community (Module 3).



Question:

I work for an non-government organization and I want to set up a Facebook page to share information with the affected community. How can I make sure it is safe for community members to use?

Answer:

Guidance on setting up safe, meaningful and accessible information channels can be found in Module 2.

Question:

I work for a humanitarian organization and want to review (or if needed, develop) a feedback and complaint mechanism.

Answer:

Module 2 will provide information on safe and meaningfully accessible feedback and complaint mechanisms.

Question:

I am a humanitarian coordinator leading a multi-sectoral assessment in a country that was hit by a humanitarian crisis. How do we engage safely with communities?

Answer:

The guidelines provides guidance on how to safely engage with communities and coordinate with key stakeholders in Module 2. Module 3 provides guidance on how to include information elements in an assessment.