Annex 5

Key informant interview tool

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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 5: Key informant interview tool

Purpose of this tool

In-depth one-on-one interviews with selected information providers within the affected population and the host community, will provide an opportunity to obtain information on protection risks that may be too sensitive to discuss in focus group discussions (FGD). Selecting key informants who are recognized by the affected population as key sources of information will be an opportunity to (1) assess commonalities and differences between the perspectives of affected communities and information providers, and (2) identify protection risks that those information providers might face in creating, sharing, seeking, and obtaining information.

Tips for key informant interviews (KII):

Pay attention to bias: In any key informant interview, there is likely to be bias in the responses, whether intentional or unintentional[1]. This should be considered during data collection and analysis phases. To assess bias and weigh-up different sources in a later phase, it's helpful to note the qualifiers you think might have an influence on what type of information is being shared.

Be informed by other data collection for selection of KIIs: Use the FGD to identify key informants who need to be interviewed. Key informants should be representative of different information providers the affected population recognize as sources of information – regardless of whether they have access to and trust those sources or not. This includes but is not limited to: members of the community who interact with a wide variety or very specific parts of the population, such as market venders, sim-card salespeople, taxi-drivers, hospitality staff, teachers, truck drivers, sales-people, community groups' leader (women and youth group), traditional and religious leaders, camp management, local government, local media. Avoid limiting yourself to people with formal roles and think critically about who else has a good overview or insights into conversations, information-related needs, and behavior in the community you are interested in.

KIIs can help in sensitive / challenging access contexts: In contexts where FGDs might be difficult to organize for certain groups of the population (for safety or logistical reasons), KIIs might be an alternative to collect data. This might result in including representatives of civil society organizations or local/national NGOs working with minority groups or marginalized populations (person with disabilities, LGBTQ+), or working on sensitive assistance (provision of gender-based violence services). In that case, questions should be adapted to the specificity of the key informant's organization.

[1] UNHCR Needs Assessment Handbook

KIIs can help with key relationship building: In contexts where humanitarian access is restricted and where the local authorities might insist on being part of FGD, offering to host local authority's representatives in a KII might help deter them from attending the FGD, maintaining the FGD a safe space.

Tips for facilitation:

Introducing the KII to a potential interviewee: Some suggested points to highlight when requesting / introducing an interview:

- the conversation in the KII is broadly aimed at identifying the risks people face in creating, sharing, seeking, and obtaining information.
- the KII will aim to inform better understandings of how media and humanitarians can design activities to be more mindful of these risks and make efforts to reduce them when possible.
- the KIIs will be used to analyze the information environment in the community of focus, to later build tailored recommendations for humanitarians and media actors.

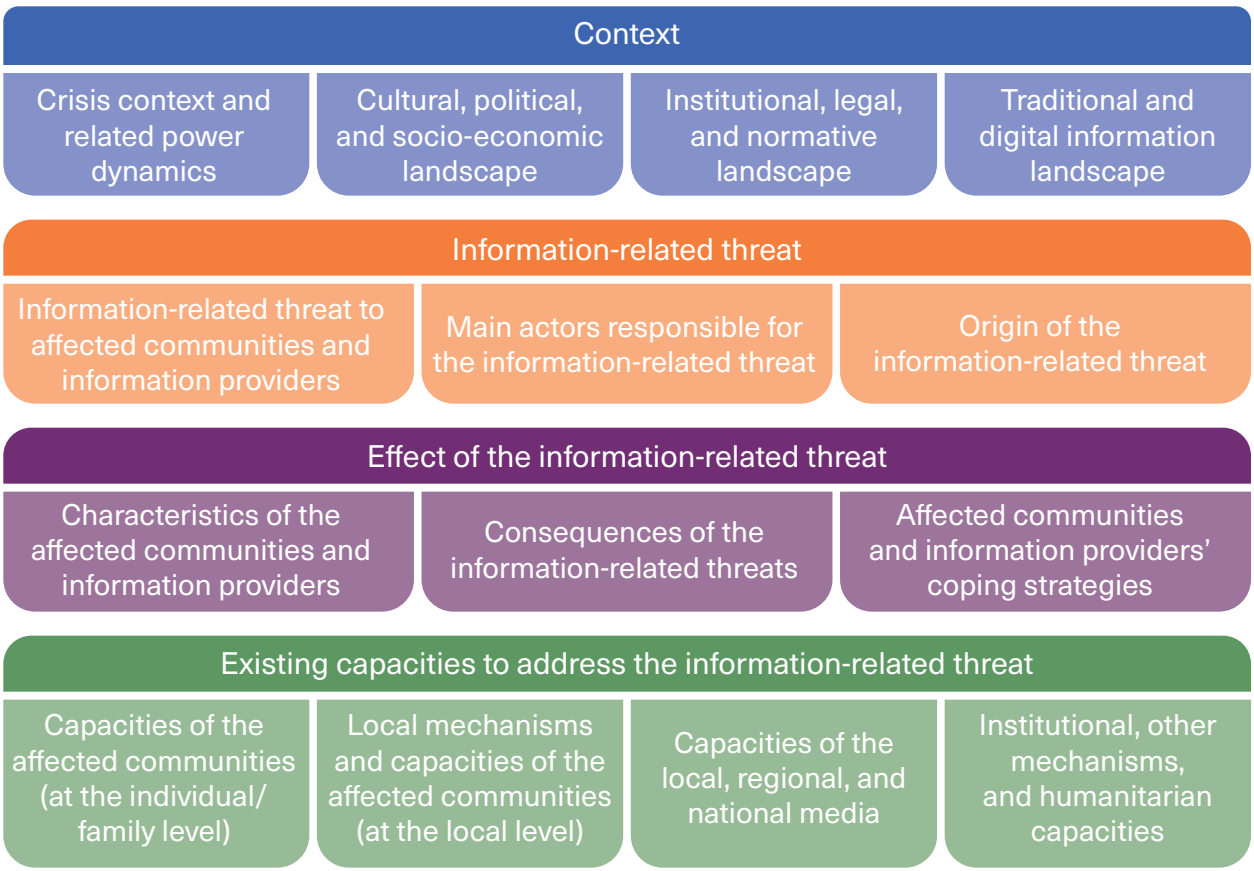
KII structure: Depending on the preference of the key informant, you can start with topic 1 (the affected communities) or topic 2 (the key informant), there is no specific order required. Some key informants might find it easier to speak about the challenges they face themselves first, while others may be more comfortable in starting with protection risks faced by the affected community.

The key informant interview tool is designed to help you obtain information on the four pillars of the Information Protection Analytical Framework (IPAF). Do not hesitate to adapt the tools to your needs. It is divided into two topics, with the first discussing information-related protection risks of the information provider (the key informant), and the second discussing how well the information provider understands the information-related risks that the affected population might face. Each topic is designed to provide information on both disinformation[2] and denial of access to information[3], and covers the four IPAF pillars. For more details on conducting a protection analysis or developing recommendations see *Module 3: Reducing information-related protection risks: an analytical framework.*

[2] Disinformation is defined as the intentional dissemination of false information to cause harm, it "misleads the population and, as a side effect, interferes with the public's right to know and the right of individuals to seek, receive, and impart information", Global Protection Cluster definition

[3] Denial of access to information is established when the freedom to create, share, seek, and obtain information is purposely "impaired in such a manner and to such a degree that it hinders the capacity of the affected communities to enjoy basic rights and fulfil their basic needs", Global Protection Cluster definition

iPAF THE INFORMATION PROTECTION ANALYTICAL FRAMEWORK



Topic I: Information-related protection risks faced by affected communities

In this part of the KII, you will discuss ways in which the affected community creates, shares, seeks, and obtains information amongst themselves and with information providers.

1. Are there topics the affected community needs information on, but for various reasons cannot obtain?
    - If yes: What makes it difficult to access this information? (If prompts are needed, some examples are: no information available, too much information available and not able to verify which one is accurate, no access to trusted sources, no access to channels of information where the information is available, language, format of the information, not safe to speak publicly about those topics).
    - If yes: what are the consequences of the information gap? (If prompts are needed, some examples are: are some population groups more affected than others, negative coping mechanisms, violence, coercion, deliberate deprivation examples)
2. Have you witnessed or heard of false information being **deliberately** circulated in this area? What was the topic, who was targeted, who do you think created this disinformation[4], which channels were used to disseminate that information, and why do you think this is taking place?
3. Have you witnessed or heard false information being spread **inadvertently** in the area? What was the topic, who was spreading this misinformation, which channels were used to disseminate that information, and why do you think are the consequences? (Please note the distinction between disinformation in question 2, and misinformation in question 3).
4. Have you witnessed rumors circulating in the community – why do you think unverified information can circulate in this area? (If prompts are needed, some examples are: low information literacy and / or digital literacy, lack of access to trust sources of information, lack of access to channels of information)
5. Do you know of a safe space where the community can come together to create, share, seek, and obtain information free of charge? (If prompts are needed, some examples are: dedicated information hub, local community center, public space where people gather to socialize or play games, or even a local health or service center)
6. What could be done to improve **safe** and **meaningful** access to **accurate** information for this community? Who do you think would be the best place to push for these improvements? (If prompts are needed, some examples are: individuals, community, community leaders, local authorities, civil society organizations, media, government, humanitarian actors)

[4] In protection terms this is referred to as the origin of the disinformation.

Topic 2: Information-related protection risks faced by the information provider

In this part of the KII, you will shift the conversation to discuss information-related protection risks faced by the key informant themselves. It could be helpful to flag to the informant of this transition in the conversation (from Topic 1 to Topic B), and clarify that you are interested in understanding how they create, share, seek, and obtain information as a key information provider in the community.

1. Are there any topics you would like to create, share, seek or obtain information about, but for various reasons cannot?
    - If yes: What is it difficult to access about this information? (If prompts are needed, some examples are: no information available, too much information available and not able to verify which one is accurate, no access to trusted sources, no access to channels of information where the information is available, language, format of the information).
2. Are there topics you are uncomfortable with and could put you in danger if you talked about them publicly?
3. Do you feel your role of information provider create specific risks to your safety? What do you do to protect yourself?
4. Have you ever felt that your communications (in person, on the phone, or online) were being monitored? If yes, what did you do in response? (If prompts are needed, some examples are: did you stop talking about a certain topic, did you keep talking about it because it was essential, did you use coded language, did you switch to a more secure communications channel?)
5. What could be done to improve **safe** and **meaningful** access to **accurate** information for an information provider like you? Who do you think would be the best placed to improve the situation? (If prompts are needed, some examples are: individuals, community, community leaders, local authorities, civil society organizations, media, government, humanitarian actors).

Safe and meaningful access to accurate information:

- Safe = creating, sharing, seeking and obtaining information does not create risks for the community
- Meaningful = information is accessible to all population groups based on their information needs and preferences
- Accurate = the community has the capacity to verify and analyze information

Along with other necessary data collection, once you've completed the KII, 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?* will help local information actors in implementing these recommendations in their own activities.

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.

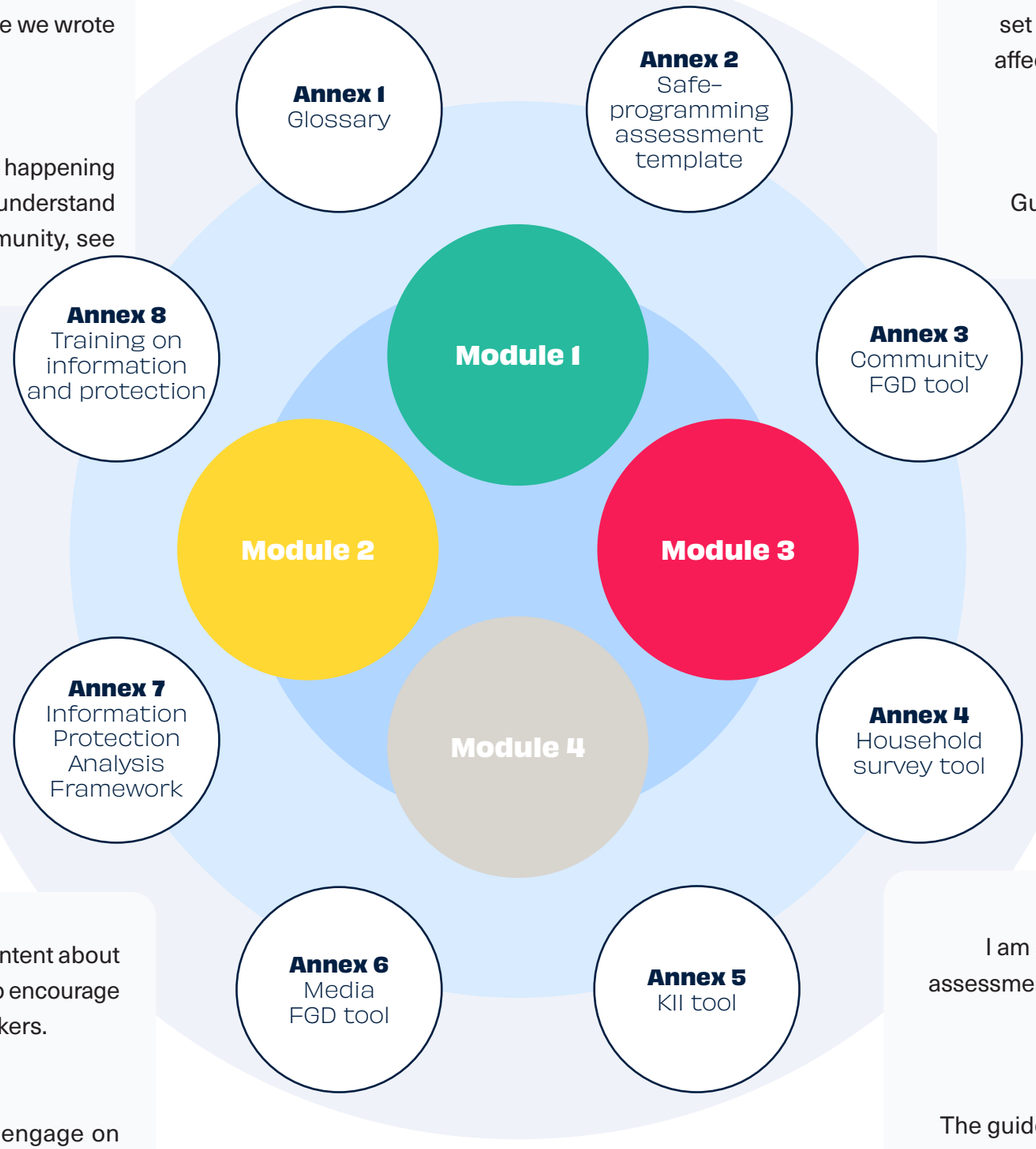
Answer:
To guide work aimed at mitigation and preventing this from happening again, see Modules 2 and 4. To listen to communities and understand more about the issues this article triggered in the community, see Module 3 and associated tools.

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.