

Lebanon 2022



SPILLING THE BEANS

ACCESS AND TRUST IN A MULTI-LAYERED
INFODEMIC FOR MIGRANT WORKERS
IN LEBANON

**COMMUNITY INFORMATION
LANDSCAPE REVIEW**

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LIST OF ACRONYMS

CILR

Community Information
Landscape Review

FGD

Focus Group Discussion

IEA

Information Ecosystem
Assessment

IOM

International Organization
for Migration

KI

Key Informant

KII

Key Informant
Interview

MOPH

Ministry of
Public Health

MDW

Migrant Domestic
Worker

NGO

Non-governmental
Organization

RiT

Rooted in Trust

TV

Television

UN

United Nations



ACKNOWLEDGEMENTS

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1. EXECUTIVE SUMMARY

Migrant workers in Lebanon are typically confronted by several intersecting constraints and challenges. In the first instance, the ‘kafala’ (or ‘sponsorship’) system, which facilitates the recruitment and migration of migrant workers to Lebanon, binds them to their employer in an exploitative contractual relationship. The system has allowed employers to commit the most heinous of abuses against employees resulting in marginalization and inequality. Basic human rights such as the right to move freely, the right to personal documentation, and other personal freedoms are not respected nor protected by law under kafala (Majzoub, 2022). (1) Migrant workers do not have timely and safe access to information as they are rarely, if ever, taken into consideration by media outlets when designing communications and messaging, and only a small number of NGOs in Lebanon provide services and outreach for this community. The COVID-19 pandemic and the socio-economic crisis in Lebanon has only exacerbated the marginalization and exclusion of migrant workers. This analysis examines migrant workers’ community information ecosystem within Lebanon’s larger informa-

tion environment. Utilizing a mixed methodological approach that incorporates both quantitative and qualitative methods, the study seeks to explore access to information and the vulnerabilities of migrant workers during the COVID-19 pandemic in Lebanon. The study used various data collection methods including focus group discussions (FGDs), key informant interviews (KIIs), and community surveys with migrant workers, including relevant stakeholders such as staff from local or-

ganizations and media outlets. Migrant workers of the following nationalities took part in the study: Egyptian, Sudanese, Ethiopian, Bangladeshi, Filipino, and Sri Lankan.

Findings suggest that the migrant workers primarily rely on unofficial sources for COVID-19 information. These include social media platforms, social messaging applications such as WhatsApp, and friends and family.

The analysis suggests that migrant workers from different nationalities resort to sources from their respective countries for information. Most of these sources are online such as social media pages, with YouTube being the main platform

used. Language has been identified as a main barrier to timely access to information.

Members of the migrant worker community reported facing challenges in understanding local newscasts and media shared in Arabic due to their limited understanding of the language. This was not only shared by non-Arabic speakers, but also by Sudanese workers who identified the difference in dialects as a barrier.



1. EXECUTIVE SUMMARY



Moreover, findings from this report suggest that:

- While migrant worker communities prefer using social media as a source of information, their access is declining following a sharp increase in the cost of internet services because of. (2) Migrant worker communities do not prefer to receive information through Ministry of Public Health (MoPH) official channels. This is primarily because the MoPH does not include migrant workers as a target group of health communication in practice and does not provide content in the languages or media that the community can easily access and understand.
- Their reliance and trust in unofficial sources has led them to be highly susceptible to misinformation related to

COVID-19. This has resulted in gaps and needs for information. Specific gaps have been identified in the following areas: prevention methods, infection after vaccination, access to health services, and treatment methods.

Drawing from the findings, the report makes the following recommendations:

- Humanitarian and health organizations (such as local and international non-governmental organizations (NGOs)) implementing health and COVID-19 programs should inform and empower focal points from within migrant communities. As family and friends are the primary source of information for the migrant workers, these organizations should engage with community leaders, who can act as messengers of

accurate information and who would be able to help in spreading awareness over misinformation.

- COVID-19 and other health communications should be more inclusive by ensuring that the messages can reach and be understood by migrant communities. This can be done by simplifying the Arabic language used or by adopting additional languages and dialects used by the migrant workers groups.
- Media outlets and journalists are encouraged to establish channels of communication between themselves and the different migrant worker groups. By bridging trust with influential and trusted community leaders, direct coordination and contact with individuals from this group can be established to maintain a flow of information.



2. BACKGROUND AND CONTEXT

2.1 BACKGROUND

The goal of an Information Ecosystem Assessment (IEA) demand-side analysis is to gain a greater understanding of how people access, exchange, value, and trust information in their own local contexts. The IEA demand-side analysis utilizes a human-centered approach by putting the community at the core of the research.

The IEA demand-side analysis informs Internews' approach to designing contextual programming to fill informational gaps, promote greater information literacy, and aid in the development of media outlets and journalists around the world. In February 2021 as part of the Rooted in Trust (RiT) project, Internews Lebanon published an IEA that aimed to understand how Syrian refugees in Lebanon find, share, trust, and value information related to COVID-19 (Internews, 2021). (3)

In the second phase of the RiT project, Internews Lebanon is producing three IEA demand-side analyses for four different target groups in Lebanon. (4) To analyze information demand, the IEA process partners with communities and

local partners to conduct field research on the information needs, access, sourcing, trust, influence, sharing, and literacy of community members through a qualitative-first approach involving observation, questionnaires, and interviews.

Internews aims to study the information demand for the migrant workers community within Lebanon's information ecosystem. It aims to do so by answering the following questions:

- What kind of information and news do people need?
- What sources of information do they trust and why?
- Who or what influences decision-making?
- How do people want to receive information (format and delivery)?
- Do people have safe and timely access to information?
- Can people tell the difference between real and fake information?



2. BACKGROUND AND CONTEXT

2.2 CONTEXT

Lebanon has an estimated 400,000 migrant workers of different nationalities, most of whom come from impoverished or war-stricken countries (IOM, 2020).⁵ According to the International Organization for Migration (IOM), this number is likely underreported as many migrants living and working in Lebanon have an irregular status (IOM, 2020). (6)

A United Nations (UN) report (2021) asserts that many migrant workers face horrifying emotional, physical, psychological, and sexual abuse in Lebanon (UN Women, 2021). (7) Many are victims of human trafficking, economic abuse and theft. There is, however, a dearth of information regarding the prevalence of this abuse and exploitation (UN Women, 2021). (8)

In recent years, there have been horrific abuses against migrant workers, particularly migrant domestic workers (MDWs). The plight of MDWs has increasingly been highlighted by advocacy organizations such as the Anti-Racism Movement (ARM), an NGO that offers a wide range of services to migrant workers and advo-

cates for their rights. There is also This Is Lebanon, a Canada-based project run by former MDWs whose mandate is to shed light on and expose the horrific abuses and exploitation that takes place in Lebanon through the 'kafala' system. (9)

The exploitation and abuses faced by migrant workers are predicated, and to a large extent, stem from, the 'kafala' or sponsorship system, which facilitates the recruitment and migration of foreign migrant workers into Lebanon. (10) This Is Lebanon has described the system as "government-sanctioned, modern-day slavery in Lebanon". The 'kafala' system excludes migrant workers from protections offered by the Lebanese labor code, and it violates numerous international treaties dealing with human and labor rights, which Lebanon has ratified. These

include the Forced Labor Convention and the Discrimination (Employment and Occupation) Convention both of which Lebanon ratified in 1977 (ILO). (11)

The January 2015 founding congress of the Domestic Workers Union held in Beirut was widely seen as a landmark step in the fight for MDWs' rights (ILO, 2015). (12)

However, the Ministry of Labor has repeatedly ignored calls to recognize the union, with one labor minister even denouncing it as illegal (Human Rights Watch, 2015). (13) While lip service to abolish or reform the 'kafala' system has become prevalent in recent years – with one labor minister describing the system as "slavery" and stating that it should be abolished (14) there has been very little



2. BACKGROUND AND CONTEXT



progress made in this regard – this inaction at the official level has prompted local grassroots action by activist groups. (15) One such group is Eгна Legna, which was founded in 2017 by a group of Ethiopian feminists and former MDWs. Eгна Legna strives to combat the 'kafala' system in Lebanon by offering social services, support and assistance to migrant workers and facilitate their return to their home countries. (16)

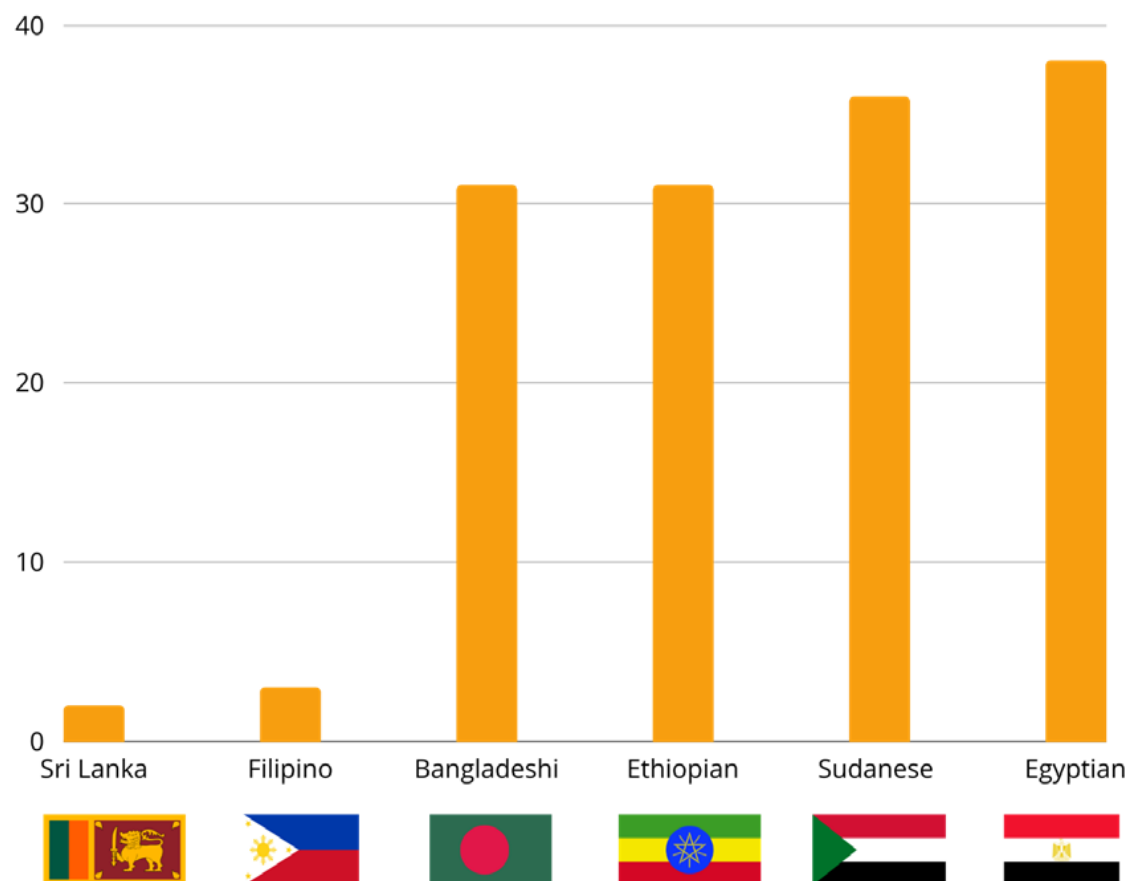
The crisis in Lebanon, combined with the COVID-19 pandemic and the Beirut Port explosion, has exacerbated the difficulties of migrant workers who have found themselves struggling as never before, with many calling on their country's embassy to repatriate them as their Lebanese employers have been increasingly withholding wages or engaging in heinous abuses – often to no avail (Alberti and Sousa, J 2022). (17) (18) Some of the vulnerabilities of migrant workers include loss of jobs and forced deportations without prior notice, lack of access to healthcare services, increased prices of basic necessities which make it even harder for migrant workers to access services, and heightened panic and fear (ILO, 2020). (19)

3. METHODOLOGY AND APPROACH

3.1 METHODOLOGY

In July 2022, Internews, in partnership with Maharat Foundation, conducted an IEA demand-side analysis in Lebanon, exploring the way migrant workers receive, understand and exchange information. The IEA demand-side analysis uses a human-centered research approach which aims to understand how people and communities find, share, value, and trust information in their own local contexts. The methodology used a mixed method approach of quantitative and qualitative data-gathering including FGDs, KIIs, community surveys and desk research. Through the survey, the study reached 112 migrant workers from Beirut, Mount Lebanon, and the South of Lebanon. The survey participants consisted of Egyptian, Sudanese, Ethiopian, Bangladeshi, Filipino and Sri Lankan nationals. To complement the survey data, 3 FGDs were conducted with a total of 19 community members. A total of 10 in-depth interviews were conducted with migrant workers of different nationalities to substantiate the findings of the survey. Finally, 2 KIIs were conducted with NGO staff that support migrant workers and another one with a journalist who covers news related to migrant communities.

Figure 1: Number of surveys, FGD, and KII participants (141) disaggregated by nationality



3. METHODOLOGY AND APPROACH

3.1.1 SAMPLE

The survey had a total of 112 participants. The sample size calculation used a 90% confidence level and a 7% margin of error. Due to the diversified nature of the target popu-

lation the researchers adopted a stratified sampling strategy whereby potential participants were categorized by nationality. Participants were then selected randomly in each stratum. This approach enabled the researchers to gather different perspectives

drawn from the diverse nationalities that included Egyptian, Sudanese, Ethiopian, Bangladeshi, Filipino and Sri Lankan nationals. These are the nationalities with the highest number of migrant workers in Lebanon (IOM, 2021).²⁰ The sample consisted of migrant workers from different professions such as domestic workers, janitors, workers in gas stations, waste collectors, cleaners, among others, which enabled the researchers to gather different perspectives on issues of interest.

Key informants (KIs) and FGD participants were selected purposively. The selection of the KIs and FGD participants was based on their knowledge of the subject, status, or role within the migrant communities, as well as their availability and willingness to participate in the study. KIs included community members, a journalist, and an official of an NGO that works with migrant workers. KII and FGD guides were semi-structured, ensuring coverage of pertinent issues while leaving ample room to explore and engage the unique contributions of each specific respondent.

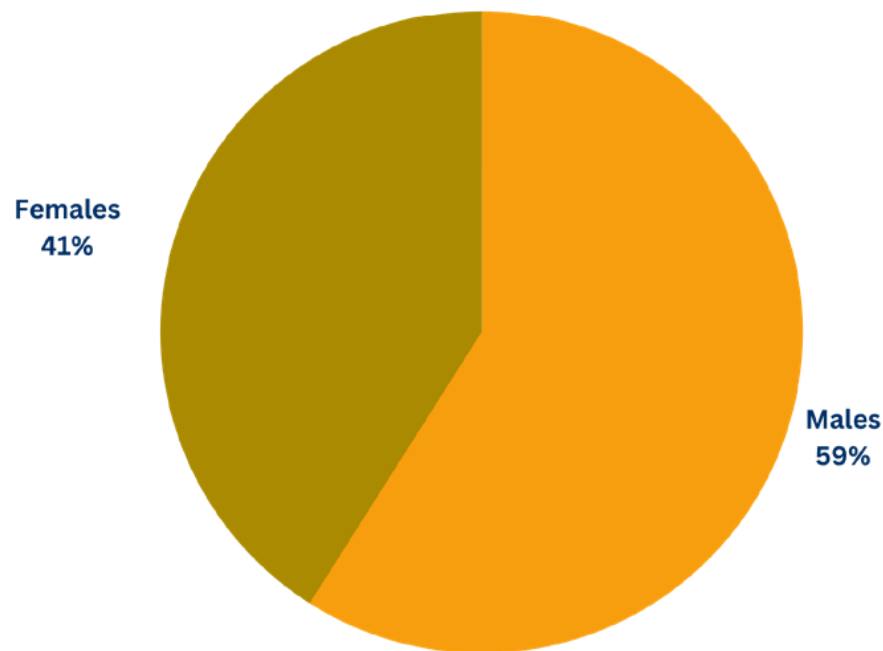


Figure 2: Percentage of survey, FGD, and KII participants (141) according to sex

3. METHODOLOGY AND APPROACH

3.1.2 LIMITATIONS

- The majority of migrant workers in Lebanon are women, constituting an estimated 76%. However, women only comprised 41% of the sample. This was due to challenges encountered in outreach to female migrant workers as well as their reluctance to participate in the study. As such the findings are not sufficiently representative of gender dynamics but they offer valuable insights into how different gen-

der categories access, share and value the information that they receive.

- The majority of migrant workers in Lebanon
- Aspects that hindered participation of some migrant workers were mainly lack of trust and time limitations. The lack of trust could be linked to the power inequalities imposed by the 'kafala' system, putting them in a vulnerable position of fear and lack of legal protection if their employers/sponsors were to find out about their participation. To overcome

this obstacle, Maharat Foundation leveraged the connections they have with focal points from within the community from previous interventions to ensure transparency and help increase trust.

- There were language barriers that were encountered in collecting data for the study. To overcome this obstacle, Maharat Foundation collaborated with individuals from the migrant worker communities who had good proficiency in Arabic or English that supported as translators.



3. METHODOLOGY AND APPROACH

3.2 APPROACH

- **Putting the community at the core of the research:** As the main aim of our research is to improve programming that benefits the community, we endeavor to have the community itself do a large part of the research; including choosing the research questions and collaboratively identifying the relevant stakeholders. The inclusion of the migrant workers community in the research was mainly led by Internews' partner, Maharat Foundation. FGDs took the form of listening groups which differ from traditional FGDs in a way that allows the participants to ask their own questions and contribute to the flow of the conversation. Moreover, interview questions were left to be general in nature, with each informant choosing which topics are relevant for them to discuss.
- **Following a human centered research design:** The IEA demand-side analysis aims to achieve a holistic understanding of the migrant workers community information needs. For that purpose, the scope of analysis does not focus on narrow and pre-defined cri-

teria. In addition to the community's contribution to the research design, the listening groups also work as a channel for Internews and Maharat Foundation to give answers back to the community, as well as to collaboratively come up with recommendations and actions that are purpose-built to suit their needs.

- **Marrying qualitative and quantitative data:** Using a mixed method approach allows us to better understand the dynamic ecosystem by building deeper connections with the community. Our research heavily relies on a qualitative approach which requires

us to get up close and personal with people to capture the particularities of their needs and gaps. Coupled with the quantitative approach, findings of the research increase in validity and generalization.

- **Integrating research and action:** This report is not considered a final product. It is a tool for our project design, providing invaluable context and a way to build trusting relationships with the communities. It is connected to recommendations that stem from the community itself and help us remain accountable towards the communities we work with.



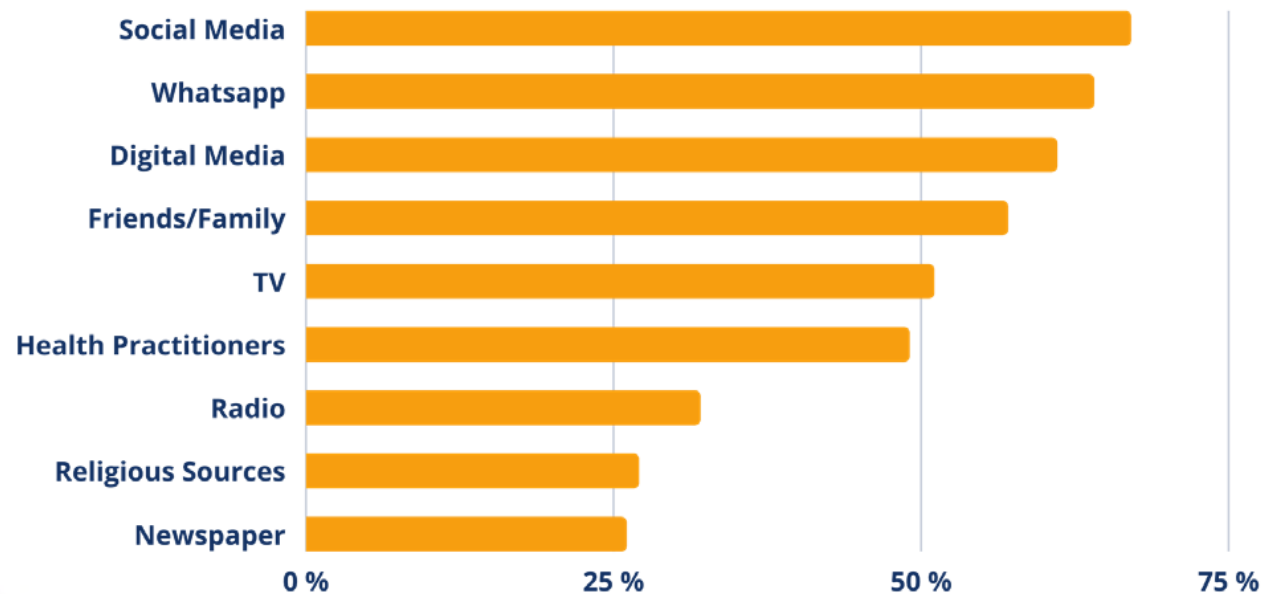
4. FINDINGS

► These are findings and insights drawn from the data collected through the analysis of secondary desk review documents, survey questionnaires, and KII material. The findings are complemented by material from FGDs with community members. The findings discuss the sources of information that migrant workers in Lebanon primarily rely on, the trust they have in the different sources, their preferred methods of receiving information, and their susceptibility to misinformation. It should be noted that respondents could select multiple answers for several questions, which is why the sum of percentages may exceed 100% in some of the graphs.



4.1 SOURCE OF INFORMATION

Figure 3: Percentage of respondents from the migrant worker community who use different sources for COVID-19 information



4. FINDINGS

Survey analysis suggests that the migrant worker community primarily relies on unofficial sources for COVID-19 information. Their main channels are social media and WhatsApp, followed by digital media (this includes all digital platforms, but might have been interpreted as social media by some respondents), and friends and family.

Although the Lebanese government, specifically the MoPH, was on the list of sources that respondents could choose from, none of them did. This indicates that individuals from this community, regardless of their nationality, have been receiving unofficial information regarding COVID-19 and are at higher risk of exposure to rumors and misinformation. Additionally, it suggests that the MoPH does not target the community at all in their health communication.

“Generally, I receive information from a digital newspaper written in Sri Lankan language and social media such as YouTube.” MALE SRI LANKAN MIGRANT WORKER

A social worker with a local organization supporting the migrant worker community confirmed during a KII that members of this group do not use official Lebanese government channels as they do feel not concerned or included.

Qualitative data suggests that migrant workers from different nationalities use sources from their respective countries for information. Most of these sources are online such as social media pages or digital platforms such as online newspapers.

Analysis of the qualitative data highlights two main Lebanese TV

networks that individuals from the migrant community watch: ‘New TV’ and ‘MTV’. This corresponds with the fact that these two channels are the main ones in Lebanon at the moment and they broadcast to more than 97% of the population.

“I rely on watching the Sudanese news channel on YouTube to know everything new.”

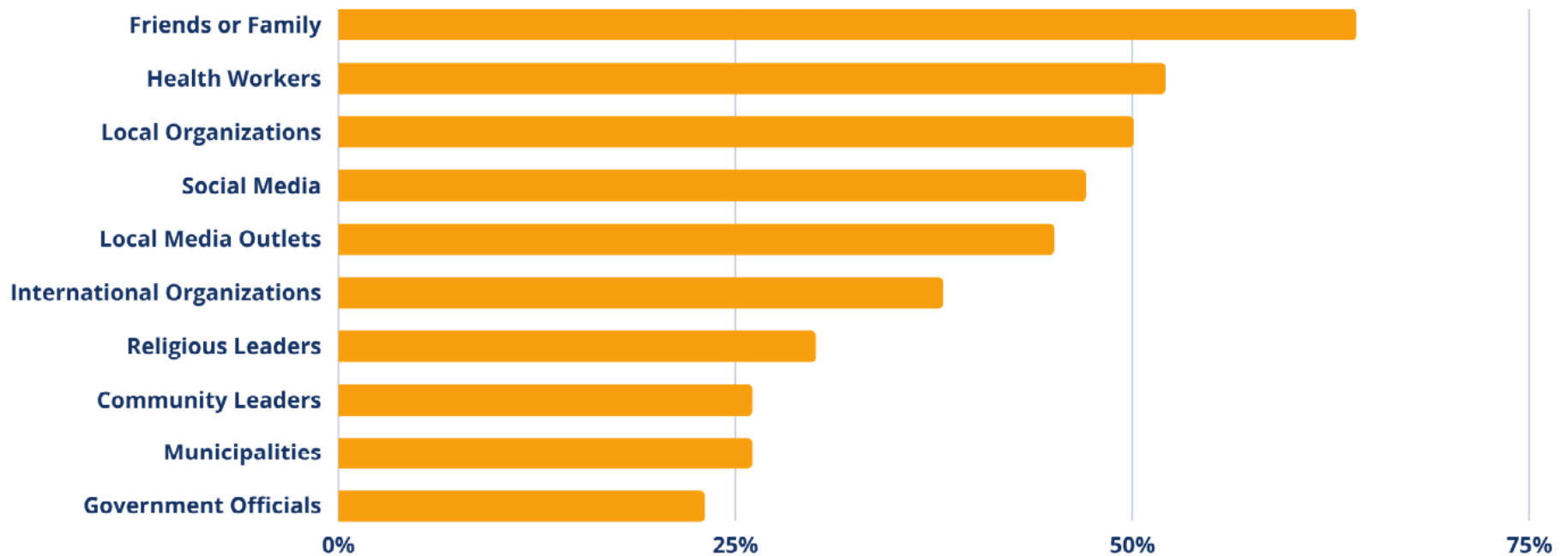
MALE SUDANESE MIGRANT WORKER

“They are not inclined to follow either the Ministry of Health in Lebanon or even the World Health Organization, given that they do not feel concerned or included with what is published on their websites.” SOCIAL WORKER WITH THE MIGRANT WORKER COMMUNITY.

4. FINDINGS

4.1 TRUST IN INFORMATION SOURCES

Figure 4: Percentages of respondents from the migrant worker community who trust different sources for information on COVID-19



4. FINDINGS

Respondents ranked friends and family as their most trusted source for information. Probing further on this finding, the qualitative data suggests that trusted friends are mostly co-workers of the same nationality and that trust is due to the closeness of the relationship.

Health workers and local organizations were also listed among the trusted

sources of COVID-19 information. This is mainly due to the level of credibility that accompanies these sources. However, as seen in the sources of information above, they are not heavily used sources for this community.

On the other hand, social media and local media outlets appear to be not only used, but also trusted to some extent. It should

be highlighted here that qualitative data suggests that the social media pages followed and trusted are mainly those that originate from the migrants' respective countries. Resorting to news from their countries as opposed to news originating from Lebanon makes the migrant workers community less exposed to the reality of the COVID-19 situation in Lebanon, hence increasing their vulnerability.

Most of the time, I resort to consulting my mother and brother or talking to someone from the environment in which I live. These are my main sources.

Male Egyptian Migrant Worker

The most important thing that my friend and I follow are the YouTube videos in the Ethiopian language and all the information that comes from our country. We consider it a source of trust more than others.

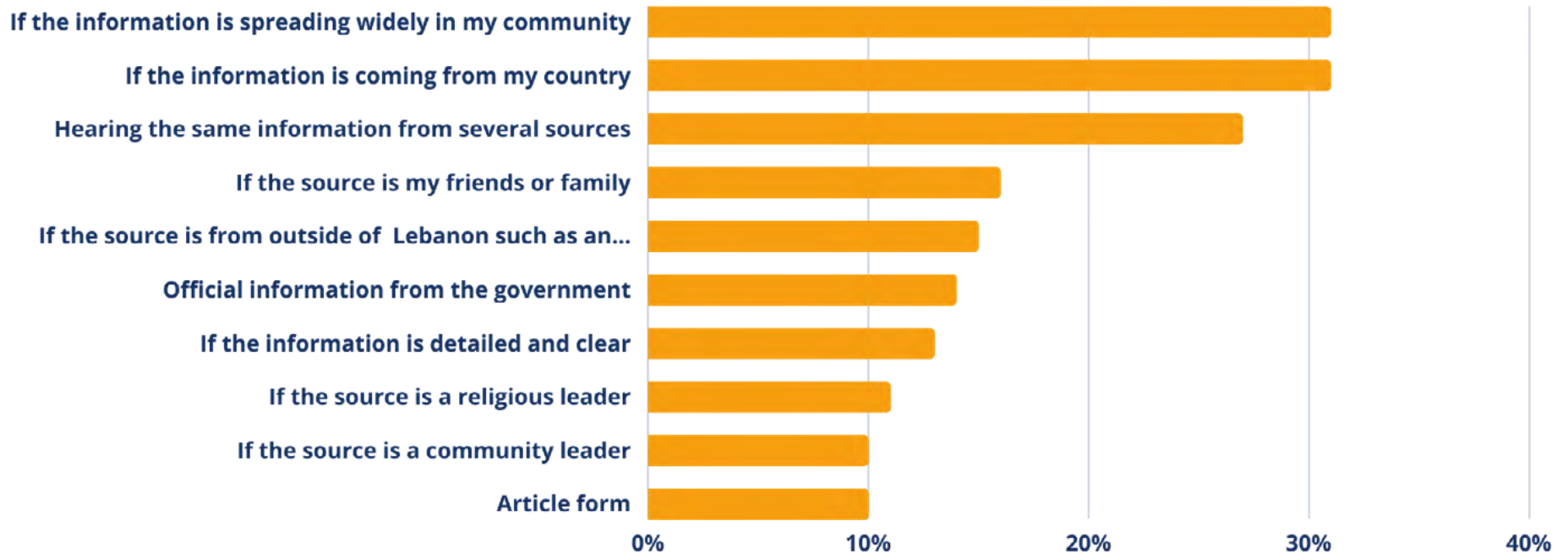
Female Ethiopian Migrant Worker

I trust the Sudan channel more than others, because it informs me of all that is happening in my home country.

Male Sudanese Migrant Worker

4. FINDINGS

Figure 5: Factors influencing trust in sources of information



“My friend and I also work on following the “Bangladesh” channel, which is the main source of trust for us. Because it stems from the mother country in addition to relying on friends and relatives as a source of trust.””

Male Egyptian Migrant Worker

“I receive information about COVID-19 from watching videos of an Egyptian doctor, whose name I do not remember, but I pay attention to his health content that he publishes in general.””

Male Egyptian Migrant Worker

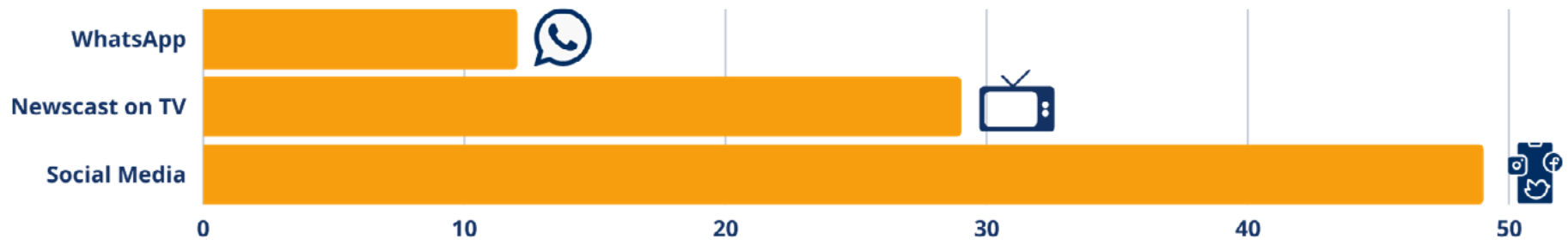
“The main sources of information I trust are friends as I believe that friends are credible and I can benefit from their experiences.””

Male Egyptian Migrant Worker

4. FINDINGS

4.3 PREFERRED METHODS OF RECEIVING INFORMATION

Figure 6: Percentage of respondents from the migrant worker community preferred methods of receiving information



Almost half of survey respondents prefer to receive information through social media. This is in line with their most utilized source of information as 67% of respondents have stated that social media is their primary source of information.

Social media is preferred due to its easy accessibility and familiarity to migrant workers. However, only 12% of survey respondents stated that they prefer to receive information through WhatsApp.

Qualitative data support this finding as none of the key informants of focus group participants stated that they prefer WhatsApp as a means for information.

The IEA conducted last year with Syrian refugees identified WhatsApp as the main method preferred to receive information. However, the IEA demand-side analyses conducted this year across four different target groups, including the migrant workers, identifies a switch in this preference due to the high prices

of internet data bundles, which many individuals in these communities can no longer afford due to the worsening economic crisis. Additionally, frequent power cuts have led people to rely more on prepaid internet data bundles instead of wireless networks, which would be cheaper. Relying on WhatsApp to receive information, photos, videos, and audio messages would lead to an increase usage of internet data, which most people cannot afford.

4. FINDINGS



Language as a barrier:

Research material suggests that language is a prominent barrier in accessing accurate information. Participants in FGDs explained the challenges they face in understanding local newscasts in Arabic.

This was not only stated by the non-Arabic speakers, but also by Sudanese participants who indicated that the difference in dialect between Lebanon and Sudan makes it challenging for them to understand the local newscasts and other sources.

The same was true for other nationalities such as Ethiopian and Bangladeshi who stated that their limited abilities to understand and speak Arabic hindered them from understanding some news reports and broadcasts.

“I am also a user of social media, and I rely on it as a primary source of information about COVID-19, whether it is the Lebanese news channels on Facebook, or Sudanese channels on YouTube.”

Male Sudanese Migrant worker

“Terms used by journalists on the news should be more compatible with all Arab nationalities who speak different dialects.”

Male Sudanese Migrant Worker

“I follow social media in general, including YouTube, especially videos in the Ethiopian language.”

Female Ethiopian Migrant Worker

“I have difficulty understanding the information due to the difference in the language, which makes me resort to sources on YouTube that match my mother tongue, the Ethiopian language.”

Female Ethiopian Migrant Worker

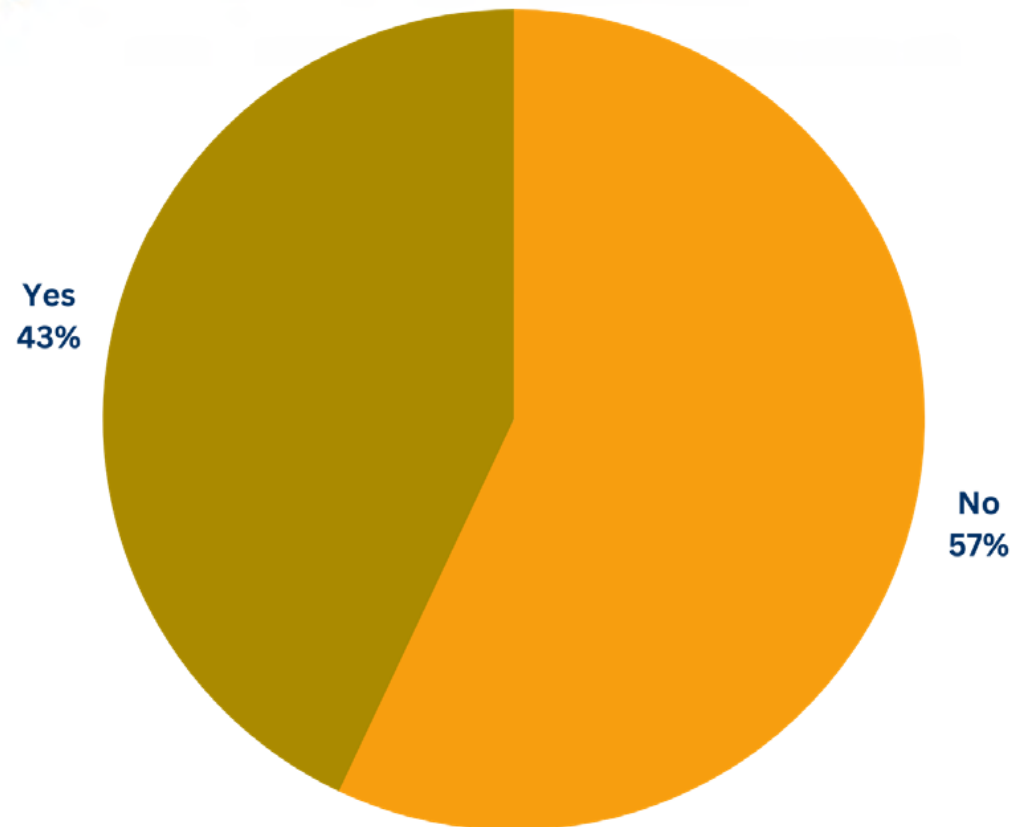
4. FINDINGS

4.3 AWARENESS AND SUSCEPTIBILITY TO MISINFORMATION:

Although 90% of survey respondents reported that they do have all the information they need about COVID-19, 57% of them also reported not feeling confident in identifying rumors. Some of the main gaps in information reported include prevention methods, infection after vaccination, access to health services, and treatment methods

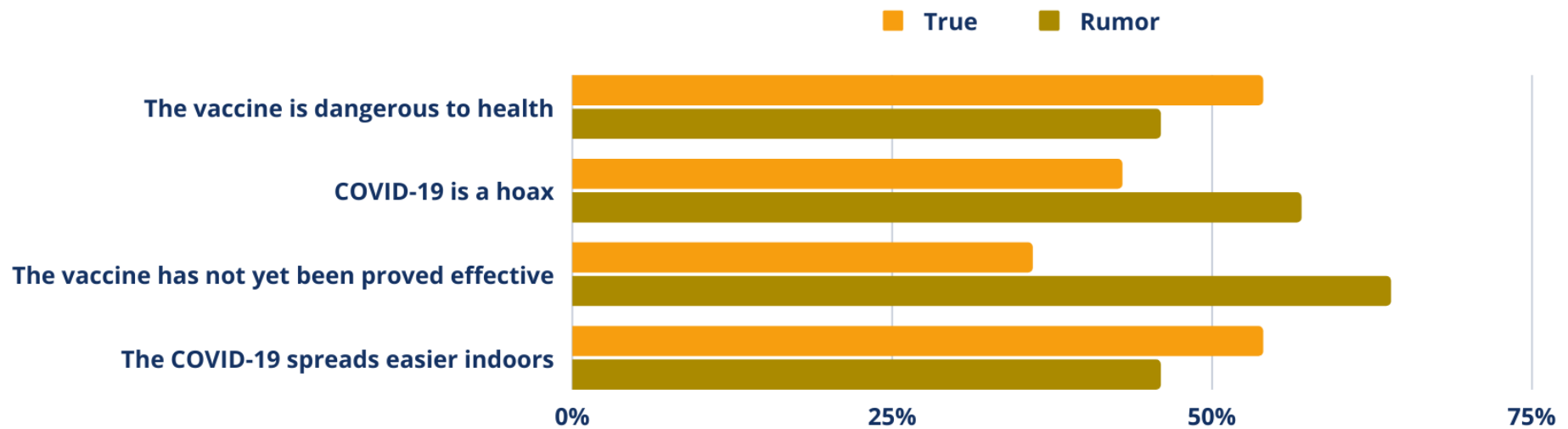


Figure 7: Percentage of respondents from the migrant community that feel confident in differentiating between accurate and false information



4. FINDINGS

Figure 8 : Percentage of respondents from the migrant worker community categorizing statements as true or rumor



46% of respondents were not able to identify that the following statement is true and reported it as a rumor: “The COVID-19 virus spreads easier indoors”. 43% agreed that “COVID-19 is a hoax” is a true statement, while 54% of them believed that “the vaccine is dangerous to health”.

This high susceptibility to misinformation could be related to the fact that the pri-

mary sources of information for this group have mostly been unofficial sources such as friends and family and social media. Social media has been a nurturing environment for the quick spread of rumors and misinformation. Through the RIT project, Internews and Maharat Foundation have gathered more than 3,000 rumors through social media monitoring.

Qualitative data suggests that trust in

friends and family can be categorized as almost a ‘blind’ trust as participants in FGDs and KIs have stated that information coming from close sources such as friends and family would naturally be trusted.

The gaps in information that this community faces could be due to a recent shift in priorities. As expressed by several participants in focus groups, the current socio-economic situation in Lebanon has ●●●

4. FINDINGS

I cannot distinguish [between true and false information], because there are contradictions in opinions about corona and ways of treatment, for example: some of them say that the vaccine protects while others say that two years after taking the vaccine we will die, and I also know about a woman who died after taking the vaccine.

Female Filipino Migrant Worker

...
been taking much of their focus and time as they strive to keep a minimum standard of living.

Qualitative data suggests that the inability to differentiate between accurate and misinformation is due to conflicting information about COVID-19 and treatments. One KI specified her inability to distinguish between different COVID-19 treatments as she has heard 'contradictory' opinions about the matter. This is a direct reflection of the consequences of the rumors spread around COVID-19 in Lebanon.

Internews and Maharat Foundation have gathered more than 330 rumors around COVID-19 treatment methods and cures that were shared over social media. Some of which included home or herbal remedies, while others named specific medications.

A key informant who works with a local organization that supports the migrant community stated that there have been efforts to combat misinformation within the community. However, their reach has been limited due to insufficient resources.

Corona is no longer of great importance to keep up with the information about it compared to the economic and social situation in the country which is taking all our focus right now.

Male Egyptian Migrant Worker



“There were ‘community leaders’ from within the community who were holding awareness sessions for others. These people get reliable information from organizations or doctors. They play an important role in their small community and their WhatsApp news groups and have knowledge about who provides services.

”
Social worker with the migrant workers community.

“I cannot distinguish [between true and false information], even when I took the vaccine, I took it without conviction only because I needed to travel”

”
Male Egyptian Migrant Worker

5. RECOMMENDATIONS AND WAY FORWARD

5.1 HUMANITARIAN AND HEALTH ORGANIZATIONS :

- **Inform and empower focal points from within the community:** As family and friends were the primary source of information for the migrant workers community, invest in engaging with focal points or community leaders from within who would act as messengers of accurate information and who would be able to help in spreading awareness over misinformation.
- **Ensure that your COVID-19 communication is inclusive:** Do not only opt for spreading awareness in English and Arabic. Tailor your communication messaging to this group by adding more languages specific to the migrant workers group to your resources. As this might be exhaustive to do for all messaging, create a designated initiative for this group in the most common languages.
- **Increase advocacy efforts for the rights of migrant workers:** Due to the many inequalities that this group faces, as well as the current deteriorating socio-economic situation, health related matters have taken a back row seat to individuals from within the

community. Increase your efforts in advocating for the rights of this community on a local and national level.

- **Ensure that the voices of the people are heard:** Individuals from this community rarely have their voices heard by powerful stakeholders. Conduct periodic meetings or roundtables with them to identify their needs and design participatory interventions.
- **Invest further in verbal dialects when conducting health awareness:** Awareness communications are accepted

better by the community when narrated in their own dialects. When targeting a migrant workers community, create audio tracks which could be played over videos in the language - or dialect- of that community.

- **Invest in migrant workers to become local reporters or active players in the information sharing and fact checking platforms:** These trained focal points can play the role of fact-checking champions as they use their newly acquired skills to help increase awareness within the community.



5. FRECOMMENDATIONS AND WAY FORWARD

5.2 FOR MEDIA 5.2 AND JOURNALISTS:

- **Simplify reporting:** Take into consideration the language barriers faced by the migrant workers community. Simplify the language used in reporting to ensure that the information is being understood and not causing confusion. Make greater use of photos and videos to circumvent language barriers.
- **Share information through social media platforms:** social media is heavily used by this group as a source of information. This group heavily relies on local TV networks and enhancing their presence and extent to which they share on social media would ensure that this group is being informed of local matters.
- **Increase your presence on YouTube:** YouTube was cited as a critical source of information. This is mainly due to the platform's accessibility to migrant workers and that they could follow news from their country. Leverage their presence on YouTube to increase your reach to this group.
- **Establish channels of communication between with migrant workers groups:** bridge trust with influential and trusted community leaders who would be able to provide direct coordination and contact with individuals from this group and maintain the flow of information.
- **Shed light on the inequalities and struggles faced by this community:** Using a bottom-up approach, communicate and interview people on the ground to allow them to share their struggles; legal and socio-economic, using their own voices. Increasing awareness around this to the public in Lebanon would play a role in advancing the movement towards their rights.
- **Emphasize the significance of gender and sensitive reporting:** when producing content and tackling topics related to migrant workers' social and cultural status quo.
- **Build production capacity to create sustainable digital content:** that is compatible with the languages and social media platforms that migrant workers rely on in their daily communication spectrum.
- **Build constant communication between media and NGOs:** that work closely with vulnerable groups to enhance and raise awareness upon the capacities, legal cases, and issues of migrant workers.



6. WORK CITED

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7. ANNEXES

7.1 ANNEX 1 - FDG COMMUNITY

Brief introduction and objectives of the discussion:

Internews wants to understand more about your experiences receiving and sharing information about COVID-19. With this survey we aim to understand trends and interests in relation to media and information in your community.

We acknowledge you are providing your personal opinion and are not representing the views of your community. The information gathered through this FGD will be treated anonymously and will be used to inform and improve our work in Lebanon and the work of health and humanitarian organizations responding to the pandemic.

Attendance should be taken including age, sex, profession and nationality

Questions:

- What are the different forms of media you mostly resort to? (such as newspaper, radio, online platforms, etc)
- What are the main sources of information that you trust and why?
- What are your main sources of information around COVID-19?
- To what extent do you trust the information you receive on COVID-19?
- Do you feel that you can distinguish between accurate and misinformation? How?
- Do you share the information you receive? How and with whom?
- How can information dissemination/messaging be improved to meet your specific needs in information?
- What 3 actions would you recommend for the media in order to improve information flow to your community?
- Do you have any other comments suggestions, ideas, or recommendations relevant to this study?

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7.2 ANNEX 2 - KII COMMUNITY

Brief introduction and objectives of the interview:

Internews wants to understand more about your experiences receiving and sharing information about COVID-19. With this survey we aim to understand trends and interests in relation to media and information in your community.

We acknowledge you are providing your personal opinion and are not representing the views of your community. The information gathered through this interview will be treated anonymously and will be used to inform and improve our work in Lebanon and the work of health and humanitarian organizations responding to the pandemic.

Demographics:

- Age (Needs to be 18 and above)
- Sex (Male/Female/Prefer not to say)
- Nationality:
- District
- Name of camp (only for Syrian refugees)
- Level of education (primary/secondary/university or higher/vocational/None/Other)
- What is your profession?
- Targeted community: (Lebanese/Syria/Migrant/LGBT/Other)
- Do you have any disabilities? (Yes/No)

If Yes, please specify

- Which language do you mostly use?(English/Arabic/Other)
 - Hint: for migrants workers it might be 'Other', please specify.

Questions

- What are the different forms of media you mostly resort to? (such as newspaper, radio, online platforms, etc)
- What are the main sources of information that you trust and why?
- What are your main sources of information around CPOVID-19?
- To what extent do you trust the information you receive on CXOVID-19?
- Do you feel that you can distinguish between accurate and misinformation? How?
- Do you share the information you receive? How and with whom?
- How can information dissemination/messaging be improved to meet your specific needs in information?
- What 3 actions would you recommend for the media in order to improve information flow to your community?
- Do you have any other comments suggestions, ideas, or recommendations relevant to this study?

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7.3 ANNEX 3 - SURVEY COMMUNITY MEMBERS

This form is part of a study we are conducting at Maharat/EMA that aims to study the information system in your community, such as the sources you trust, the ways in which you prefer to receive information, and the gaps you have in finding accurate information. The aim of this study is to help the media and humanitarian organizations improve their response by identifying the community's information needs.

DEMOGRAPHICS

- Age (Needs to be 18 and above)
- Sex (Male/Female/Prefer not to say)
- Nationality: (Lebanese, Syrian, Ethiopian, Bangladshi, Other)
- Location (Beirut, Mount Lebanon, North, South, Baalbeck-Hermel, Bekaa)
- Camp Name:
- Level of education (primary/secondary/university or higher/vocational/None/Other)
- Targeted community: (Lebanese/Syria/Migrant/LGBT/Other)
- Do you have any disabilities? (Yes/No)
- If Yes, please specify
- Which language do you mostly use?(English/Arabic/Other)

SECTION 1: COVID INFORMATION

- Can you please tell us two or three ways you can protect yourself and your family from getting COVID-19?
- Can you please tell us one or two things you have learnt in the last month about COVID-19?
- Can you please tell us which of the following is a rumour about COVID-19 and which is correct information?

True	Rumor	
		Covid is not real
		The virus spreads more easily inside and in crowded areas
		The vaccine has not been proven to protect from COVID infection
		The vaccine is dangerous to health



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SECTION 2: ACCESS TO INFORMATION

1. How many times do you use these sources to get information around COVID-19?

All the time	Sometimes	Rarely	Never	
				Friends and relatives
				Religious leaders
				TV
				Radio
				Newspaper
				Online media
				Social Media
				WhatsApp
				Doctors/Physicians/Health workers

2. What topics do you feel most informed about in relation to COVID-19?

Very informed	Informed	Slightly informed	Not informed at all	
				COVID signs/ and symptoms of the virus
				COVID prevention
				COVID treatment
				Official decisions around education (such as online studying)
				Official decisions around work (such as online working)
				Local news about numbers of cases and deaths



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1. In general, do you feel you have enough information to protect you and your family from COVID?
 - Yes
 - No
 - I have a bit of information but not all

2. If 'No' or 'I have a bit of information but not all', what is the information you are missing?

3. In general, what is your favourite way to receive information (about COVID or other things)?
 - News
 - Social Media
 - WhatsApp
 - Photos and videos
 - Articles
 - Other



SECTION 3: TRUST

1. Please rate each source according to how much you trust it

Trust it very much	Trust it	Trust it slightly	Do not trust it at all	
				Friends or family
				Health workers
				Religious leaders
				Community leaders
				Municipalities
				Government officials
				International organizations
				Local organizations
				Local media outlets
				Social media



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2. What makes a source of information trustworthy to you?

- Official information from the government
- Hearing the same information from several sources
- Article
- If the information is spreading widely in my community
- If the source is from outside of Lebanon such as an international expert
- If the information is detailed and clear
- If the source is mt friends or family
- If the source is a community leader
- If the source is a religious leader
- If the information is coming form my country
- Other (such as if the information is in my original language)



SECTION 4: DRIVERS AND BARRIERS TO INFORMATION

1. We want to understand how important the following factors are to you when you are accessing and using information in general (not only related to COVID). Determine the importance of these factors when accessing and using information in general.

Always	Sometimes	Rarely	Never	
				I get all the information I need in the language I prefer.
				I'm worried about rumors spreading in my area.
				I feel confident that I can distinguish between the accurate and false information

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SECTION 5: USE

1. In the last year, have you changed your habits or opinion on different topics thanks to information obtained through the radio, friends, news. (E.g.: finding a job, changing hygiene practices or where is safe, etc.)

- Yes
- No

If yes, please tell us an example of which action you have taken lately as a result of / in reaction to new information

2. How much do you share the information with your those around you (family, friends, work colleagues)?

- Never
- Rarely
- Sometimes
- All the time

If Sometimes or All the time, please tell us how you share it with them.

Thank you for your time in answering our questions. Your anonymous information will be used to improve communication practices about COVID-19

SPILLING THE BEANS

ACCESS AND TRUST IN A MULTI-LAYERED
INFODEMIC FOR MIGRANT WORKERS
IN LEBANON

**COMMUNITY INFORMATION
LANDSCAPE REVIEW**



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