



INFORMATION NEEDS ASSESSMENT

Cox's Bazar - Bangladesh

November 2017

In collaboration with:

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ACRONYMS

NGO	Non Governmental Organization
CwC	Communicating with Communities
CEA	Community Engagement and Accountability
AAP	Accountability to Affected Population
CWC WG	Communicating With Communities Working Group
UNICEF	United Nations Children’s Fund
ACF	Action Contre la Faim
IOM	International Organization for Migration
UNHCR	United Nations High Commissioner for Human Rights
IFRC	International Federation of the Red Cross Societies

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01

INTRODUCTION

In humanitarian emergencies, the right information can mean the difference between life and death. Affected communities need information about how to access vital aid services, seek safety, or reconnect with family members. Without trusted sources of accurate, timely, and consistent information, rumours and misinformation can exacerbate the crisis, leading people to make poor decisions, or make them vulnerable to violence, extortion, trafficking, rape, and radicalization by violent extremist organizations. Humanitarians and local authorities need information too. Without significant input and constant feedback from crisis-affected communities, a humanitarian response will inevitably lack efficiency, and ultimately effectiveness. In a crisis on the magnitude currently seen in Cox's Bazar and Northern Rakhine, these two-way communication networks - the information ecosystem - fill a vital, lifesaving function.

As of November 2017, Bangladesh hosts more than 820,000 Rohingya refugees, and this number continues to increase daily. Before the current crisis began, the country was already hosting a verified population of well over 200,000 Rohingya from Myanmar - and likely many more. Bangladesh was also coping with pressing needs and challenges of its own. The new arrivals have added massive pressure to services in existing refugee camps and in makeshift settlements. Basic services are badly outstripped, including water, health, and particularly shelter and sanitation. Conditions in the settlements and camps are now so critical that disease outbreaks are a looming prospect.

Restricted access to information has played a central role in the current situation, with a virtual 'information blackout' in Myanmar's northern Rakhine state, preventing scrutiny and masking atrocities. Lack of information, misinformation, and outright propaganda have driven the conflict, raising tensions on all sides, stoking rumours, emboldening extremist elements, and enabling an environment of impunity. The Rohingya community in particular is remarkably vulnerable to this risk.

There is no accessible media in the Rohingya language, leaving the Rohingya population of well over a million, now spread between Myanmar and Bangladesh, reliant on information only available in languages other than their own. Trust levels in Burmese and Rakhine language outlets are, unsurprisingly, extremely low.¹ Northern Rakhine is one of the poorest regions in a poor country, and education literacy levels are below 30%. Compounding this, there is no agreed written script for



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the Rohingya language; meaning literacy is often in a second language. Even before the onset of this current crisis, the information landscape for the region's Rohingya population was desperately bleak. With widespread trauma and massive displacement added to the mix, the challenges are extreme.

This assessment, conducted in the Cox's Bazar region of Bangladesh in late October 2017, examines the information ecosystem facing the area's crisis affected population. The assessment explores information needs and communications channels, as well as trust networks and issues of language and literacy. It is intended as practical resource for assisting the humanitarian response and, ultimately, the affected communities.



ABOUT THE ASSESSMENT

From October 17 to November 17 2017, the Internews team with The Emergency Telecommunications Sector team in Bangladesh, composed of the Asia Humanitarian Advisor, Bangladesh Country Representative, and ETS's Services for Communities Adviser, conducted an Information Needs Assessment in Cox's Bazar, surveying approximately 570 people in both Rohingya refugee and host communities. ETS additionally looked into various previous and ongoing assessments to collate data from various sources. The assessment also looked at the telecommunications, local media and humanitarian organization landscape to identify the strengths and needs on CwC. The INA methodology used, combined a set of surveys, plus individual interviews and field assessments. The data was collected by a team of 18 trained enumerators between October 17-26, 2017 and it was cleaned and analyzed by the Internews Humanitarian Department in London from October 28th to November 17th. The assessment used a random sampling methodology to provide a picture of the information habits and gaps in the humanitarian ecosystem in Cox's Bazar.

ABOUT INTERNEWS

Internews (www.internews.org) is an international non-profit organization whose mission is to empower local media worldwide to give people the news and information they need, the ability to connect and the means to make their voices heard. Internews has been working in Humanitarian emergencies since the Tsunami in South East Asia in 2004. Through trainings, products and technical assistance, Internews helps a wide array of local partners and international organizations to embed CwC into program design and implementation. These initiatives include tracking rumours and answering them for affected communities; collecting feedback from beneficiaries and deliver them back to humanitarian organizations; working with local media outlets, helping traditional media to produce programs aiming at a peaceful coexistence with the host communities; deliver daily legal and other types of information to affected communities via social media, traditional media, mobile and any other tools available in country.

ABOUT THE EMERGENCY TELECOMMUNICATIONS SECTOR

Emergency Telecommunications Sector (ETS) is a global network of organizations that work together to provide shared communications services in humanitarian emergencies. The ETS is responding in Cox's Bazar as part of the InterAgency Coordination Group (ISCG) Through the ETC2020 Strategy, ETS is enabling services to communities, adding value in the area of Communicating with Communities (CwC) and access to information through coordination, advocacy, and needs-based provision of information and communications technology (ICT) solutions to affected populations, before, during and after a humanitarian emergency.

COMMUNICATION IS AID

In the immediate aftermath of a disaster, keeping communities informed about what's happening around them, how to reconnect with friends and family or what aid services may be available for them, goes beyond saving lives. It is about restoring people's dignity and respect. It is about fulfilling people's rights, and the right to know, to ask questions and participate in their own relief and recovery and, very importantly, to hold stakeholders and aid providers to account.

Communicating with Communities (CwC) is a field of humanitarian response that helps to meet the information and communications needs of people affected by crisis. CwC is based on the principle that information and two-way communications are critical forms of aid in their own right, without which disaster survivors cannot access services, provide input, or make the best decisions for themselves and their communities.

Since 2004 the Internews Humanitarian Unit has been present in major humanitarian crises around the world, establishing critical links between affected populations, local media, and humanitarian agencies and provide life-saving information and effective two-way communication platforms between local communities and aid providers.

Communicating with Communities puts the affected population's need for information and the importance of playing a leading role in their own recovery at the centre of the conversation, making engagement, information provision, and communication, as all part of the same process. The idea is that better communication leads to the better matching of needs with resources.

Internews believes that information provided to affected population needs to be designed to respond to their needs, it must be unbiased, and should not serve the interests of media organizations, the government, or others, but should allow communities to make their own decisions and to hold responders accountable.

Just as information is a vital resource to the community, the community itself is a vital resource for humanitarians. They understand how their own community shares information, which are the trusted providers of information and what their information priorities are. Indeed, better understanding the needs and concerns of affected people beyond the formal aid response can prove to be an important part of re-humanising the humanitarian process.

In this regard, Internews sees CwC as a strategy that must be based on the perspectives of the affected population. This is a community-centred approach where communities are the heart of the information ecosystem and as such, all information and communication strategies start with "them" and not with "us".

Internews is pre-qualified to UK DFID's Rapid Response Facility (RRF) and it is also the co-founder of the Communicating with Disaster Affected Communities (CDAC) Network in London. Internews also has a standing agreement with WFP for support to the Emergency and Telecommunication Cluster (ETC) globally and is a party to a two years MoU with Mercy Corps Technology for Development Unit.

Key Results

77%

of the affected population report they do not have enough information to make decisions for themselves and their family

62%

of the affected population report they are unable to speak with aid providers

73%

of the affected population are totally illiterate, in any language

85%

of the affected population list Rohingya as their primary language for communication

79%

of the affected population report they do not currently listen to any radio (although for different reasons)

81%

of the affected population report that they never use the internet

58%

of the affected population say that they have access to mobile phones – although regular use is overwhelmingly restricted to making and receiving phone calls, and just 19% of those with a phone report that the handset is capable of internet access

02

EXECUTIVE SUMMARY

Internews' and ETS's Cox's Bazar Information Ecosystem Assessment included a comprehensive review of government statistical sources, previous assessments, plus a statistically representative Information Needs surveys of affected populations (refugee and host community) conducted on the ground. In addition focus group discussions and key informant interviews were held with stakeholders, including local media, authorities and aid providers.

The results of this assessment make it clear that there are profound communications gaps for crisis-affected communities in Cox's Bazar. More than three quarters (77%) of the affected population surveyed feel that they do not have enough information to make good decisions, almost two-thirds (62%) report that they are unable to communicate with aid providers. This is despite some notable efforts made by humanitarian agencies to create Information Hubs and feedback mechanisms to serve this purpose.

Mobile phones were one of the main sources to send and receive information prior to arrival in the camps, which indicates a high household ownership rate of mobile phone sets (64%). Within newly arrived families, smart phones are mainly used by adult men between the ages of 15 to 24; many of them have taken an active role to congregate with others, utilize access to Facebook and YouTube, and bring information back to the households. Some of the young boys with smart phones have said they spend major amounts of credit on data rather than voice connectivity. Also, young men find places to gather, such as shops, where they can charge phones and share information with others of the same age.

The lack of access to information and communication channels should perhaps not be surprising, given the enormous challenges presented by the information landscape. 71% of the affected population has had no formal education of any kind, and 77% of the refugee population is illiterate in any language. The Rohingya dialect, the main language spoken by 96% of the refugee population, has no agreed written script. It is technically illegal for refugees to purchase SIM cards². Access to radio sets is limited, and the signal is weak in many areas. The mass media that is available is in Bangla or Chittigonian. 81% of refugees do not currently listen to the radio.



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To make this situation even more complex, host and refugee communities live in almost opposite information landscapes — different languages, different preferences for tools and channels, and different levels of trust. The two communication and information ecosystems seem to be almost totally separate with little overlap — a situation that may have a negative impact as the crisis continues. However it has to be noticed that the local dialect in the Maungdaw area of Rakhine, for example, is very close to Chittagonian, while the version spoken in the Buthidaung area is slightly different.³

Perhaps surprisingly, the difference in levels of information access between men and women is less pronounced, with very little discrepancy between the two groups (although this may be a consequence of the very low levels of access in each group). Bigger differences between men and women can be seen when it comes to trusted and preferred information sources, with women reporting a parallel system of information exchange that relies more on personal connections.

Notably, humanitarian aid workers are neither trusted nor viewed as a source of information by any major section of the affected community. It is clear that more needs to be done for the humanitarian community to gain and sustain trust by providing effective, two-way communications channels to the communities they serve. One of the risks associated with the role of humanitarian organizations is the tendency to use communication channels, tools, and systems that are preferred by the humanitarian community, rather than by the affected population. Wherever possible, use of languages and formats best understood by the affected community must be considered a basic minimum requirement for humanitarian community engagement and accountability. Indications are that the humanitarian community is, so far, failing to meet this standard.

While many individual agencies in Cox's Bazar are implementing or actively developing various CEA interventions, and the Communicating with Communities Working Group (CWC WG) enjoys active participation from most of the major international humanitarian actors, technical capacity in emergency CwC remains critically low across the response. Overall, there is enthusiasm and crucial recognition of the importance of clear two-way communication channels in effective humanitarian programming, but there has been little targeted investment so far from organizations (and donors) in dedicated staff and specialist, on-the-ground technical CwC expertise.

The media landscape in Cox's Bazar is also not one that has been able to support the refugee response at the level required by a crisis of this scope. Media outlets lack the capacity and the skills to provide high-quality coverage, and more importantly, local media does not have the necessary knowledge of conflict-sensitive journalism, humanitarian reporting, and the do-no-harm principle to be able to effectively apply these approaches in their work. Access and language barriers also present major challenges for large sections of the affected population. Resolving these issues will require a strong and targeted investment in building the capacity of media outlets locally, and will help develop an essential resource should the crisis continue for any extended period.

Overall the information ecosystem in Cox's Bazar is one where the affected community remains overwhelmingly unable to access adequate information, or effectively provide feedback to aid providers and authorities. Nonetheless, both the channels and the will are present, if they can be productively mobilized.



2 See here: <http://www.dhakatribune.com/bangladesh/crime/2017/09/23/sim-rohingya-punishable-offence/>

3 More information on the language issue in the latest Translators Without Borders report: <https://www.arcgis.com/apps/Cascade/index.html?appid=683a58b07dba4db189297061b4f8cd40>



KEY FINDINGS

AFFECTED COMMUNITIES

During the period in between the 17th to 26th of October 2017 Internews surveyed 573 people in Cox's Bazar, and specifically:

Location	Population	Sampling (0.1%) of total	Under 1 (0.1%)		Age 1 to 5 (0.1%)		Age 6 to 17 (0.1%)		Age 18 to 59 (0.1%)		Age 60 and above (0.1%)		Total 0.1% of adult population (6 to above 60)
			Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Refugee Sites													
Kutupalong Expansion (including Kutupalong, Balukhali, Mainnerghona and surrounding expansion areas)	413102	413	21	17	41	45	58	66	78	74	12	8	297
Kutupalong RC	32590	33	2	1	3	4	5	5	6	6	1	1	24
Leda MS	22130	22	1	1	2	2	3	4	4	4	1	0	16
Nayapara RC	34557	35	2	1	4	4	5	6	7	6	1	1	25
Shamlapur	22067	22	1	1	2	2	3	4	4	4	1	0	16
Hakimpara	54550	55	3	2	6	6	8	9	10	10	2	1	40
Burma para /			1	1	3	3	4	4	5	5	1	1	20
Tasnimarkhola	27594	28	0	0	0	0	0	0	0	0	0	0	0
Roikhong / Unchprang	29915	29	1	1	3	3	4	5	6	5	1	1	21
Jamtoli / Thangkhali	30375	30	2	1	3	3	4	5	6	5	1	1	22
Baggoha/Potibonia	21347	21	1	1	2	3	3	3	4	4	1	0	15
Chakmarkul/Kerontuli	10500	10	1	0	1	1	1	2	2	2	0	0	7
Total refugee pop. surveyed		698	35	28	70	77	98	112	133	126	21	14	503
Host Communities													
Cox's Bazar Sadar	14168	14	1	1	1	2	2	2	3	3	0	0	10
Ramu	2430	2	0	0	0	0	0	0	0	0	0	0	1
Teknaf	68512	68	3	3	7	7	10	11	13	12	2	1	49
Ukhia	17668	18	1	1	2	2	3	3	3	3	1	0	13
Total host pop. surveyed		102	5	4	10	11	0	0	0	0	0	0	73
							14	16	19	18	3	2	73
Total pop. surveyed		800	40	32	80	88	112	128	152	144	24	16	576

The random sampling was based on the most recent count of the population as provided by IOM on October 2017. The survey was not conducted on the population below 15 years old.

The ratio between refugees and host population was 13% to 87%, in line with the ratio of the total population of the two communities. It has to be noted here that the use of the term "Refugee" in this report is not necessarily linked to the possession of formal refugee status from the part of the individual but by the fact that 1) that individual lives in a camp 2) that same individual is a Rohingya.

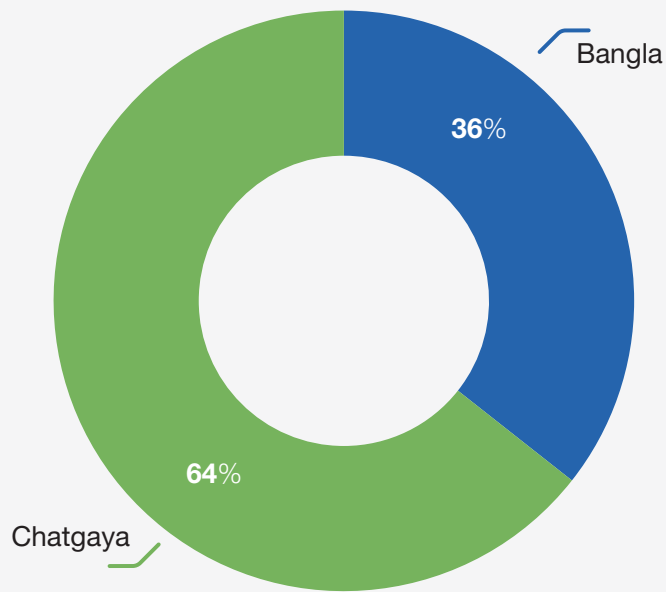
Of those interviewed, 47% were female and 53% male, with 4% of interviewees having a notable disability. More than 60% of the population interviewed was between the ages of 20 and 44 years old. Of the refugee community, 98% of the people interviewed arrived in the camps between August and October 2017.

The data presented below is disaggregated by gender and host population versus refugees only for the sections where those differentiations are notable and therefore require specific attention.

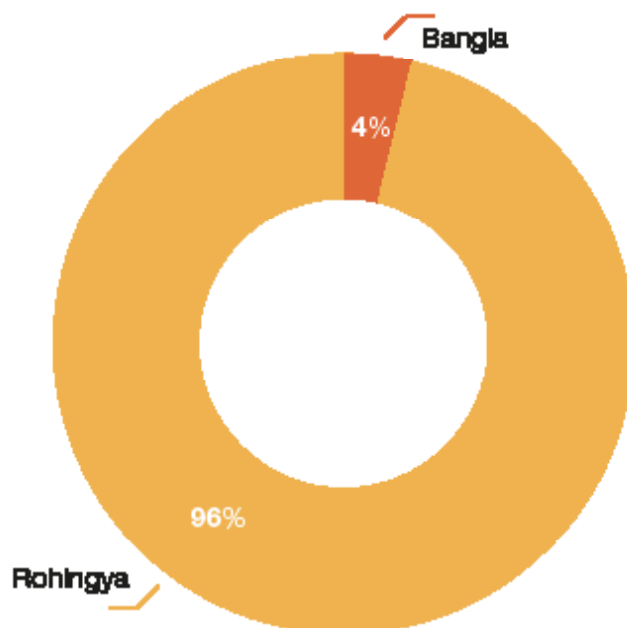
LANGUAGE, LITERACY & EDUCATION

The Rohingya refugee population interviewed in the assessment shows a very low literacy rate and a low level of formal education, with only two languages spoken, with minimal overlap with the host population.

Main Languages - host population



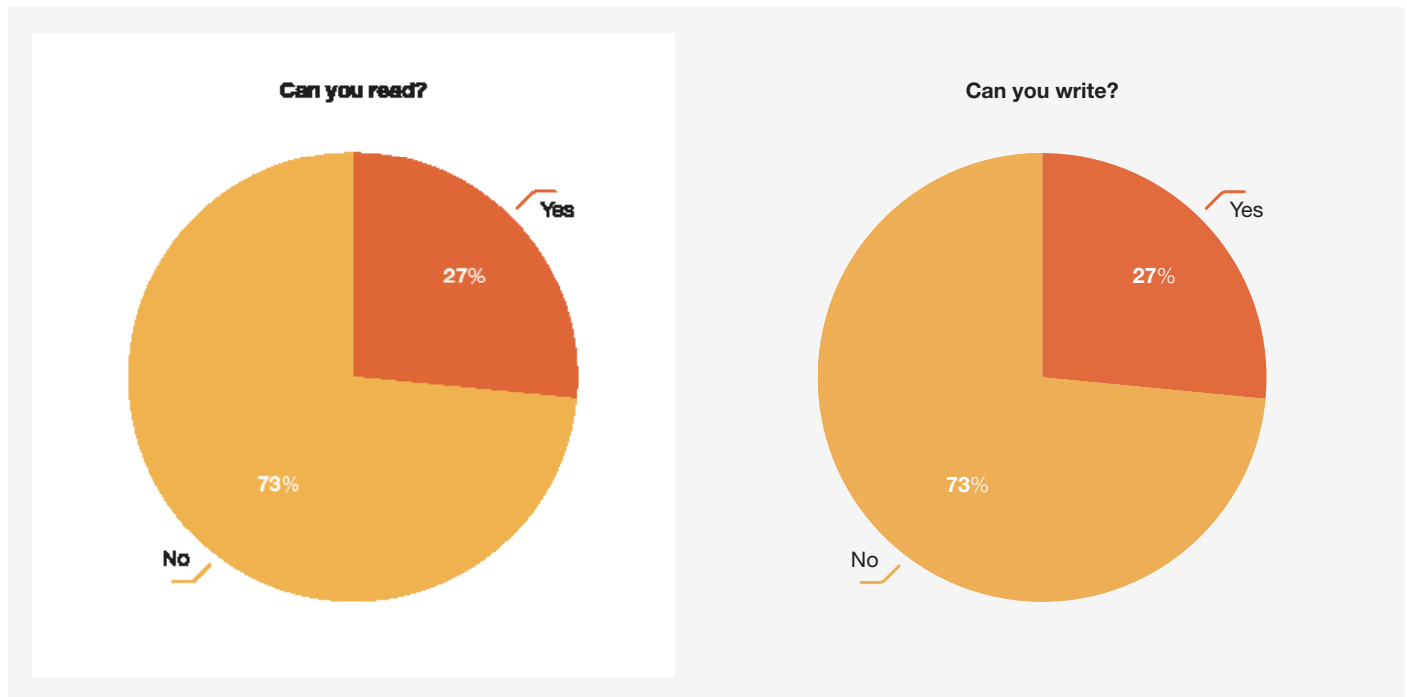
Main Languages - Rohingya population



LANGUAGE, LITERACY & EDUCATION

Notably, the Rohingya language, which is the primary language of communication for 96% of the refugee population, has no written script. Chatgaya, the Chittagonian dialect that is the main language of communication for 64% of the host community, is closely related to Rohingya, but must not be conflated. The Rohingya and Chatgaya dialects share approximately 70% vocabulary, meaning that communication is possible between the two groups, but risk of confusion is high, and any complex information is unlikely to be mutually understood.⁴

More than 70% of the population in both communities is illiterate, in any language, which is reflected in the preferred methods of communication in the section below⁵.



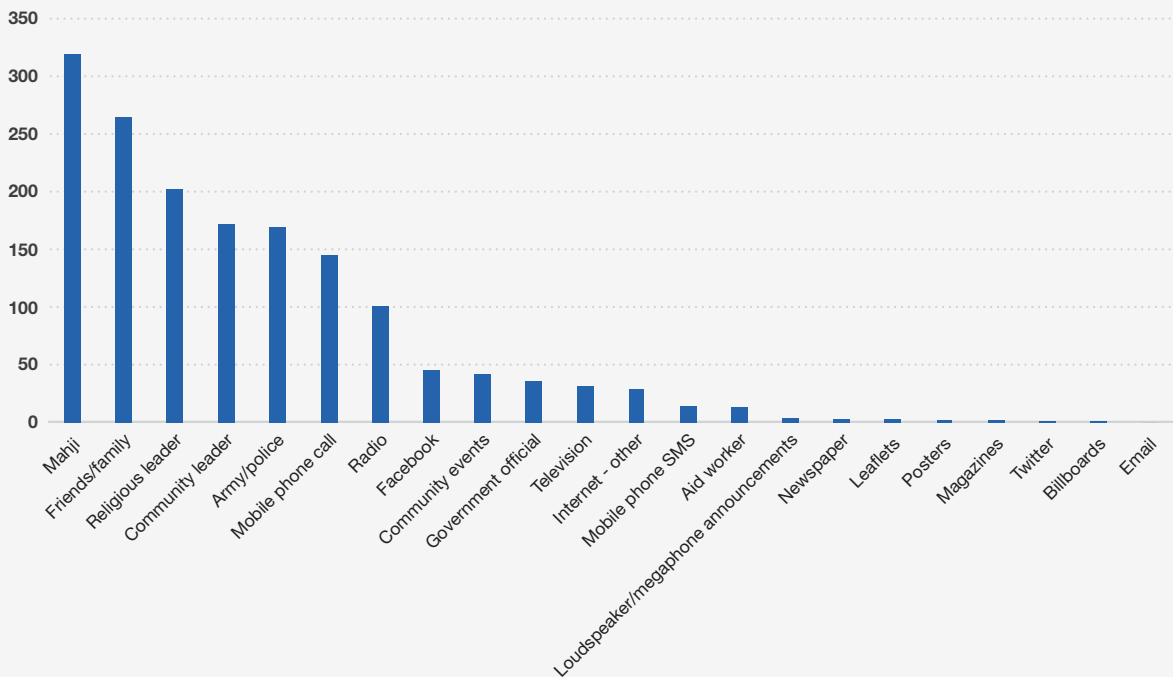
Almost 70% of the population in both communities has not received any level of education and of those who can write, the vast majority can write only in Bangla language or Burmese. This is compounded by the lack of a commonly agreed written script for the Rohingya dialect, meaning that literacy for Rohingya speakers is likely to be in a secondary language⁶.

- 4 "Rohingya speakers estimate that there is around a 70% similarity between Chittagonian and Rohingya. This is a rough estimate based on an analysis of terminology and a variety of key informant interviews and focus group discussions. Syntax and grammar are largely the same between the languages, with the difference being primarily related to specific terminology. Interestingly, when asking the same question to Chittagonian speakers, they often estimate a 90% similarity between the Cox's Bazar dialect of Chittagonian and Rohingya." More on the language issue from TWB report here: <https://www.arcgis.com/apps/Cascade/index.html?appid=683a58b07dba4db189297061b4f8cd40>
- 5 In the recent assessment done by Translators Without Borders "59% of [the] sample reported having completed some education at Madrassas. From a language standpoint many people report being able to read Arabic and/or Urdu as a result of religious education. However, they are often unable to comprehend the text as much of their practice focuses only on recitation."
- 6 "There are 4 different scripts that attempt to capture the Rohingya language in written form: Urdu, Arabic, Rohingyalish (Roman), and Hanifi. The first three of these scripts are transliterations of Rohingya and are only legible for those who also have an understanding of the corresponding language. The fourth script is locally referred to as "Rohingya Zuban Hanifi Script" (Zuban means 'language' in Rohingya), in recognition of its developer Maulana Mohammed Hanif." More on the language issue from TWB report here: <https://www.arcgis.com/apps/Cascade/index.html?appid=683a58b07dba4db189297061b4f8cd40>

COMMUNICATION CHANNELS AND SOURCES

The **refugee population** is clearly a very tight one, where communication means and habits are strictly community-based, with great emphasis on personal connection and community leaders.

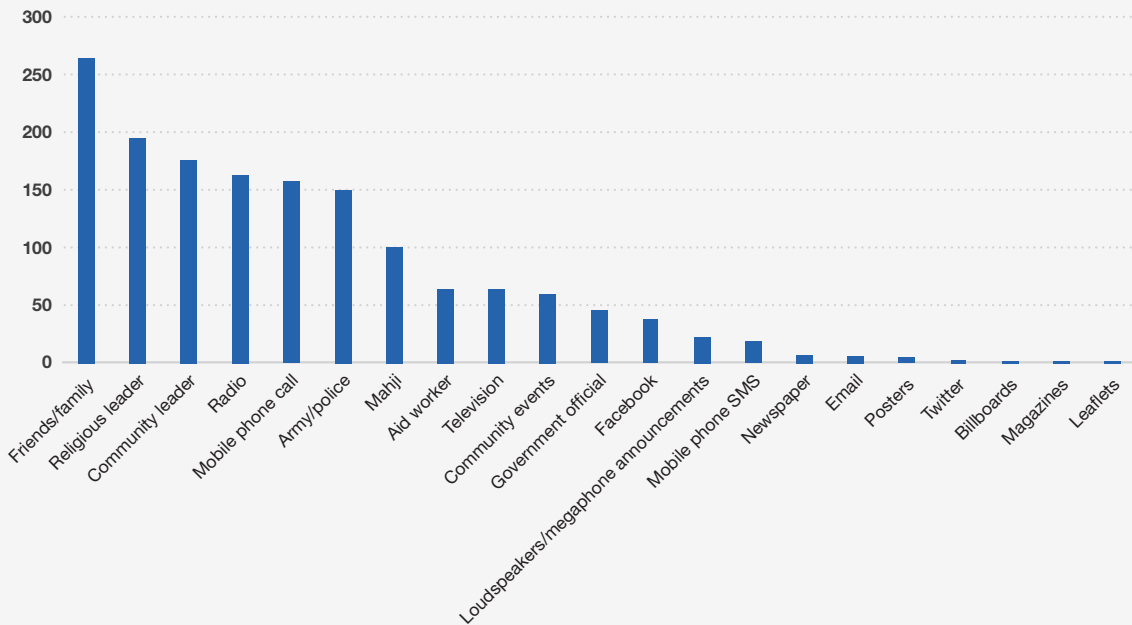
Since you arrived what are your main ways of finding information here?



However there is a slight discrepancy between the sources of information that Rohingya use and the level of trust they have in those sources. For example, while the Mahji are the primary source of information, they only rank seventh, in the list of trusted sources - this is a likely reflection of the lack of community involvement in the Mahji appointment process. In contrast, radio, which is used by only 6% of the population to access information, is trusted by more than 10% of the population as a credible source of information. Religious leaders, community leaders, army and police remain the main information sources and the most trusted ones. It should be noted that aid workers are neither widely trusted, nor considered a source of information.

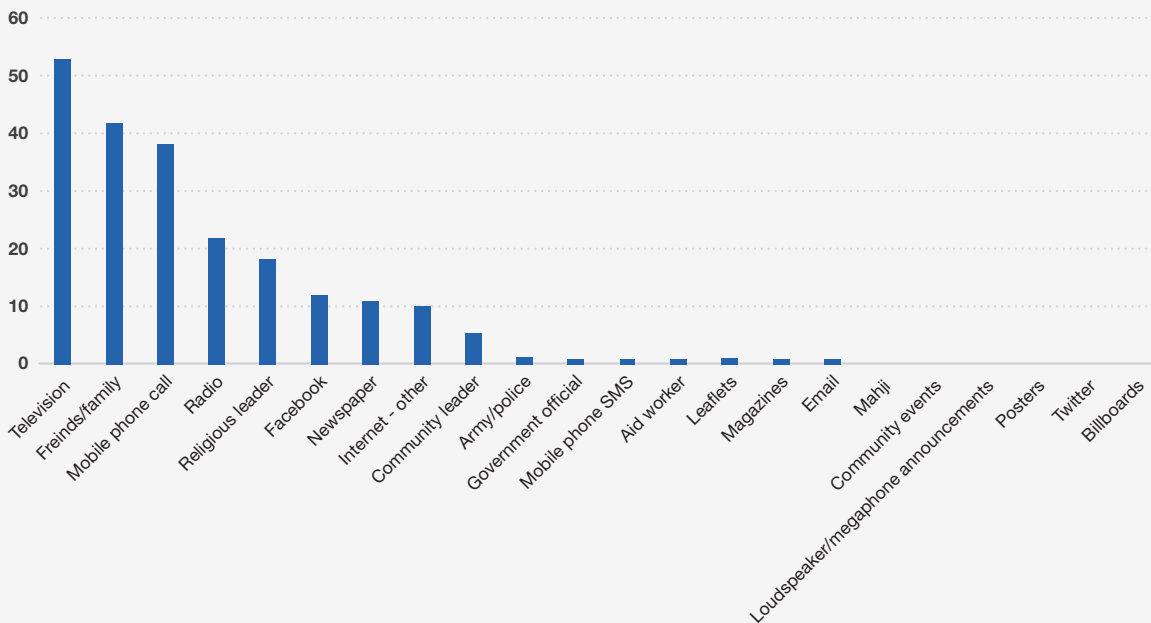
COMMUNICATION CHANNELS AND SOURCES

Which information sources do you trust the most to give you the information you need?



Quite different are the sources and their trustworthiness for the host population, where Mobile, Television and Facebook appear as the main sources of information, aside from friends and family, religious leaders and radio, who are also important as an information source for the refugee population.

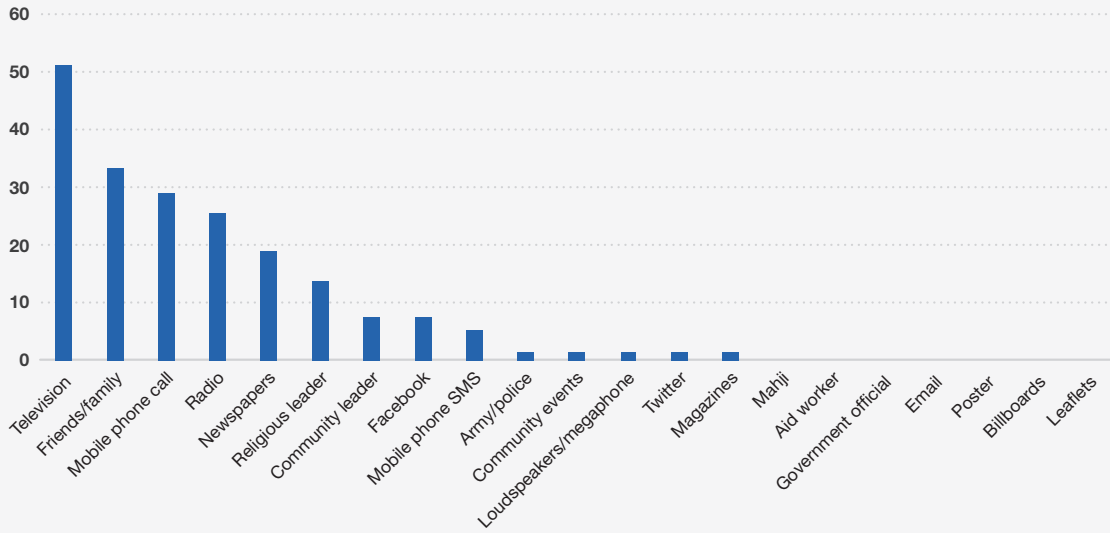
Since you arrived what are your main ways of finding information here?



The same discrepancies with the refugee population are also reflected in the level of trust that the host population has in the sources of information used, with an interesting factor to notice: Facebook is trusted at a level equal to local community leaders.

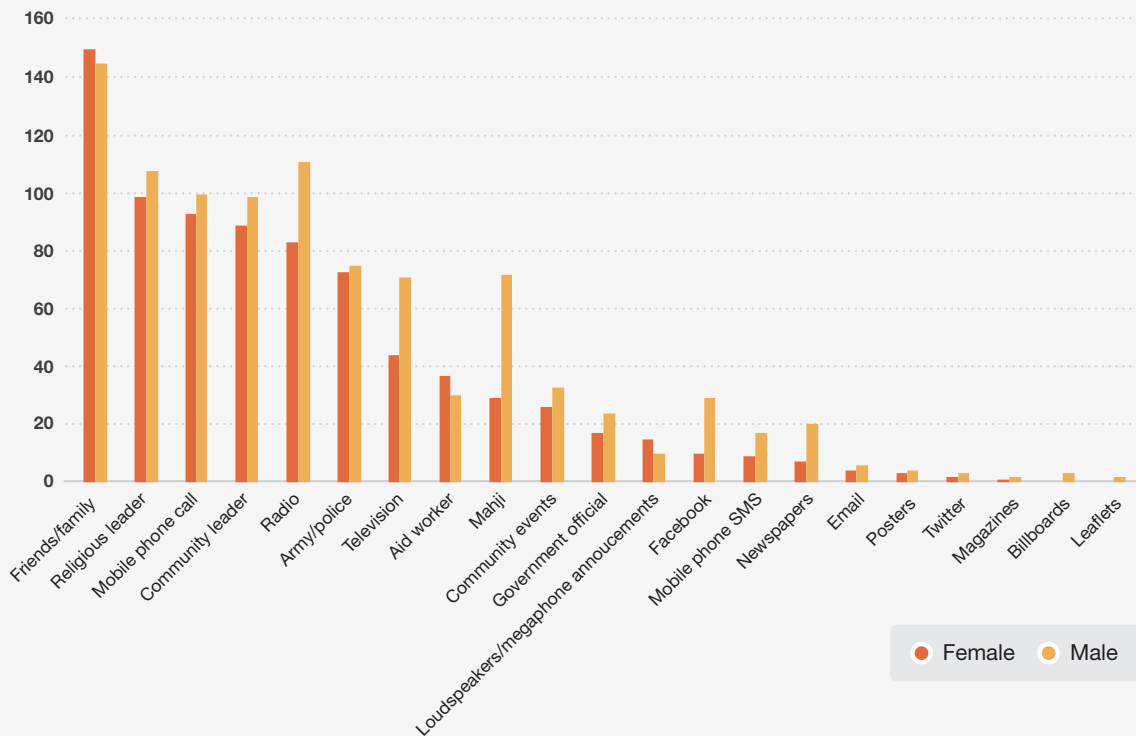
COMMUNICATION CHANNELS AND SOURCES

Which information sources do you trust the most to give you the information you need?



To be noted, the differences in trust for women versus men, mobile phones calls also rank very high, maybe as a more private communication tool. For women, radio and Mahjis are not as trusted as they are by men.

Which information sources do you trust the most?

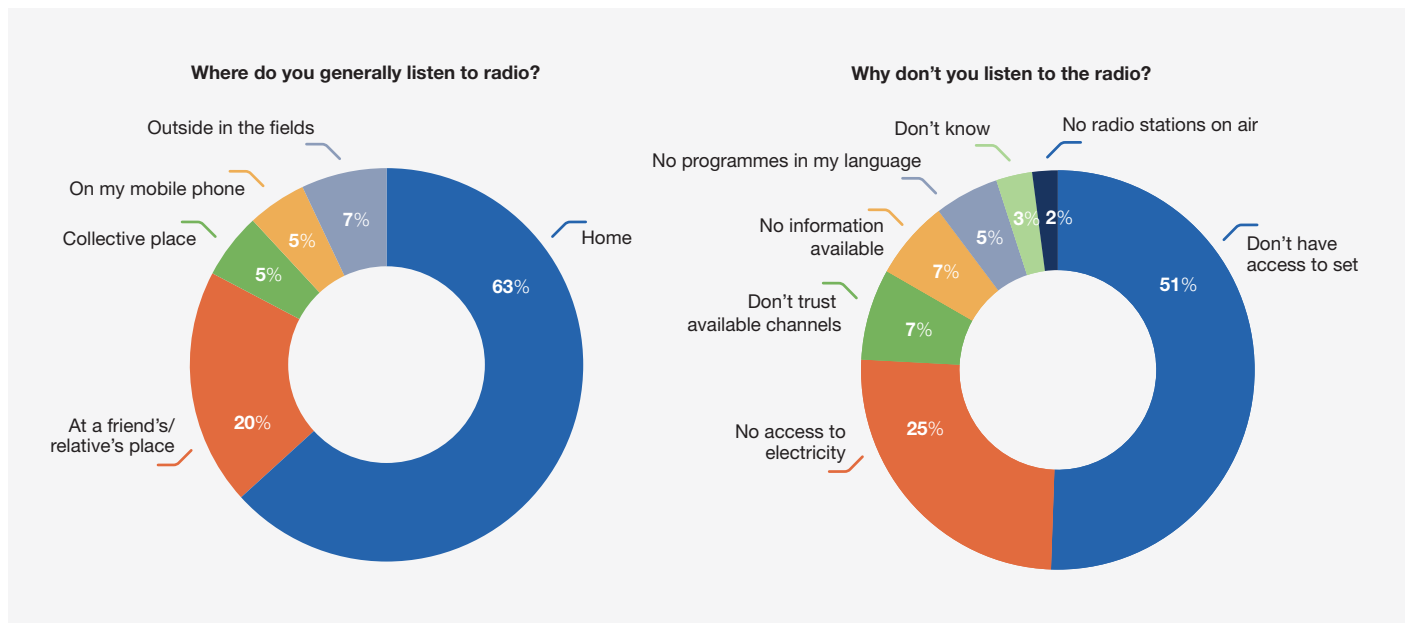


RADIO ACCESS AND CONSUMPTION HABITS

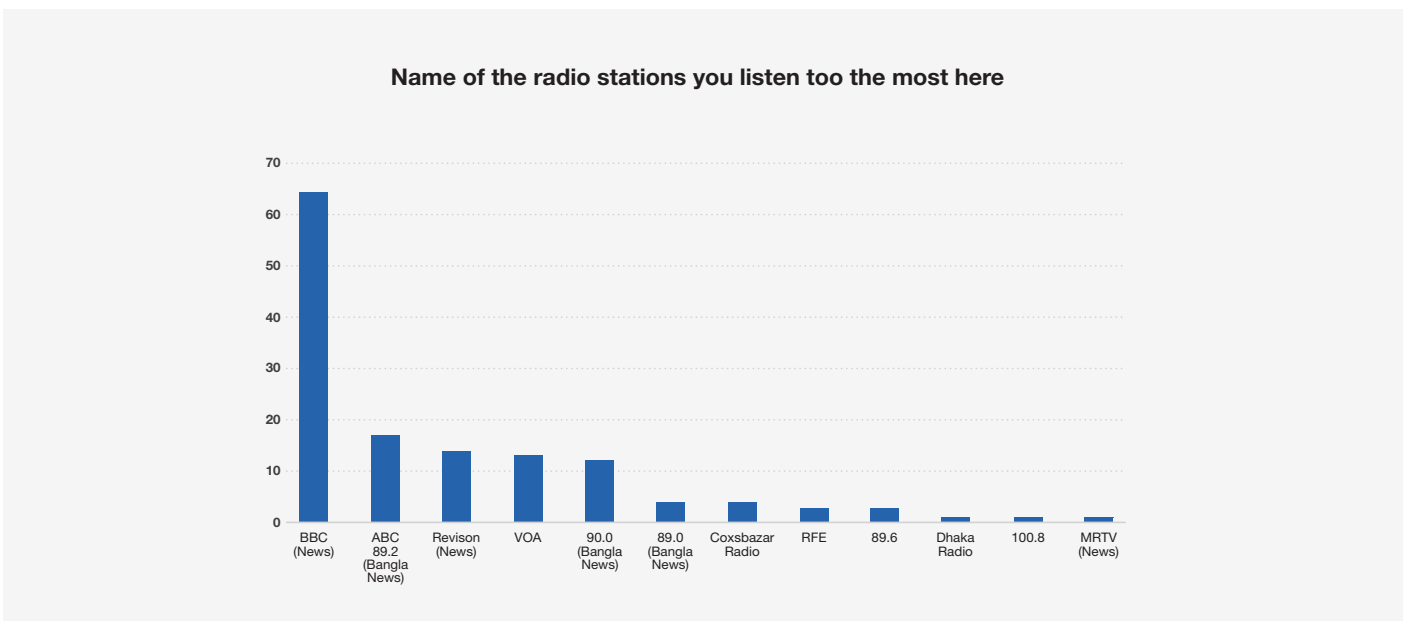


Radio access and consumption habits very much overlap between the host community and the refugee population, with no discrepancies to be noted.

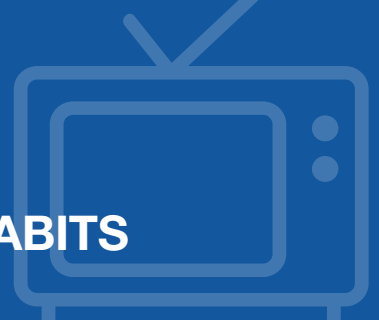
Only 21% of the population is currently listening to the radio, mainly due to the fact that most of the population does not own a radio set (51% of the population). Access to electricity also seems to be one of the main impediments to the use of any electronic device for communication, with 25% of the population mentioning it as a barrier to access information on radio. Radio coverage mapping indicates that poor signal in key refugee population areas may also prove to be a barrier (see below); however with limited access to sets and electricity, poor signal did not register highly in the survey.



Radio is a “private” information system, with people listening to it mainly at home, either early in the morning (from 5 to 8am) or late in the evening (from 8 to 11pm). The majority of the people listening to the radio tune into BBC News as their preferred channel, while other smaller and local stations are used for information that have local relevance.



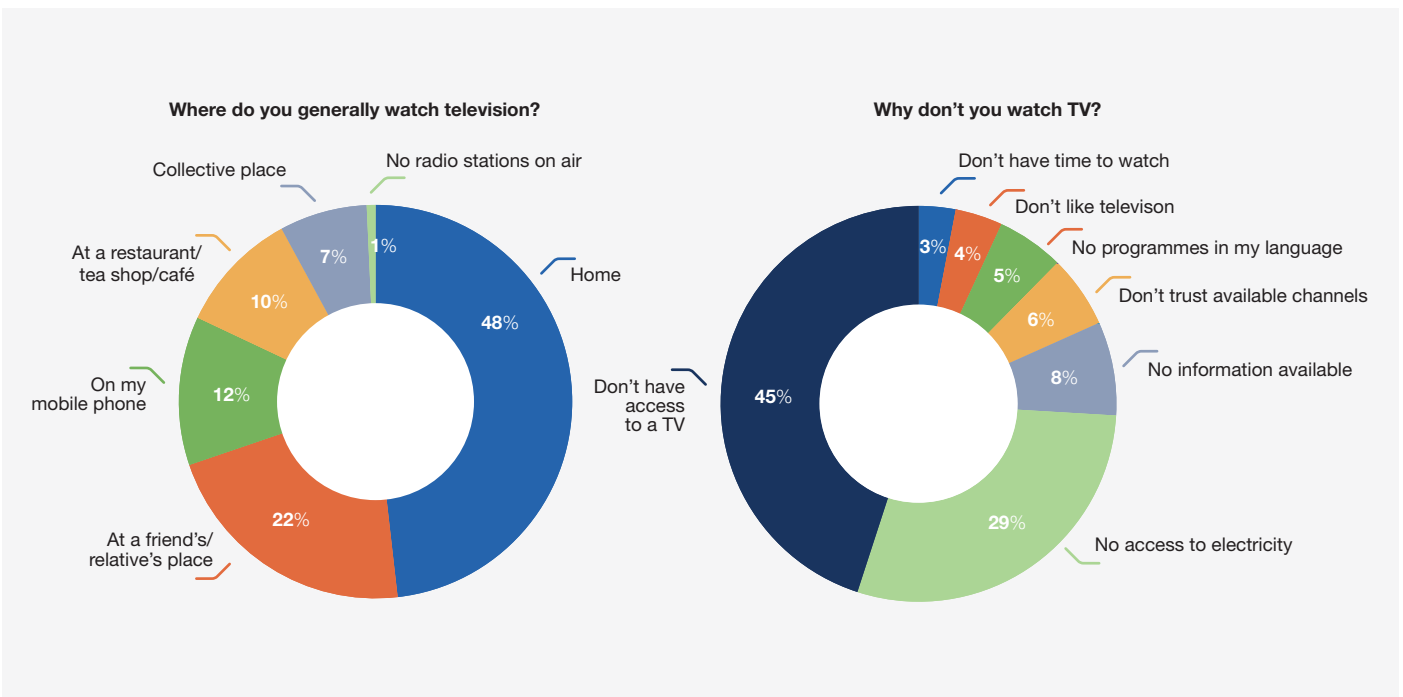
Men that say they listen to radio (28%) are on average 15% more likely to listen to it than women.



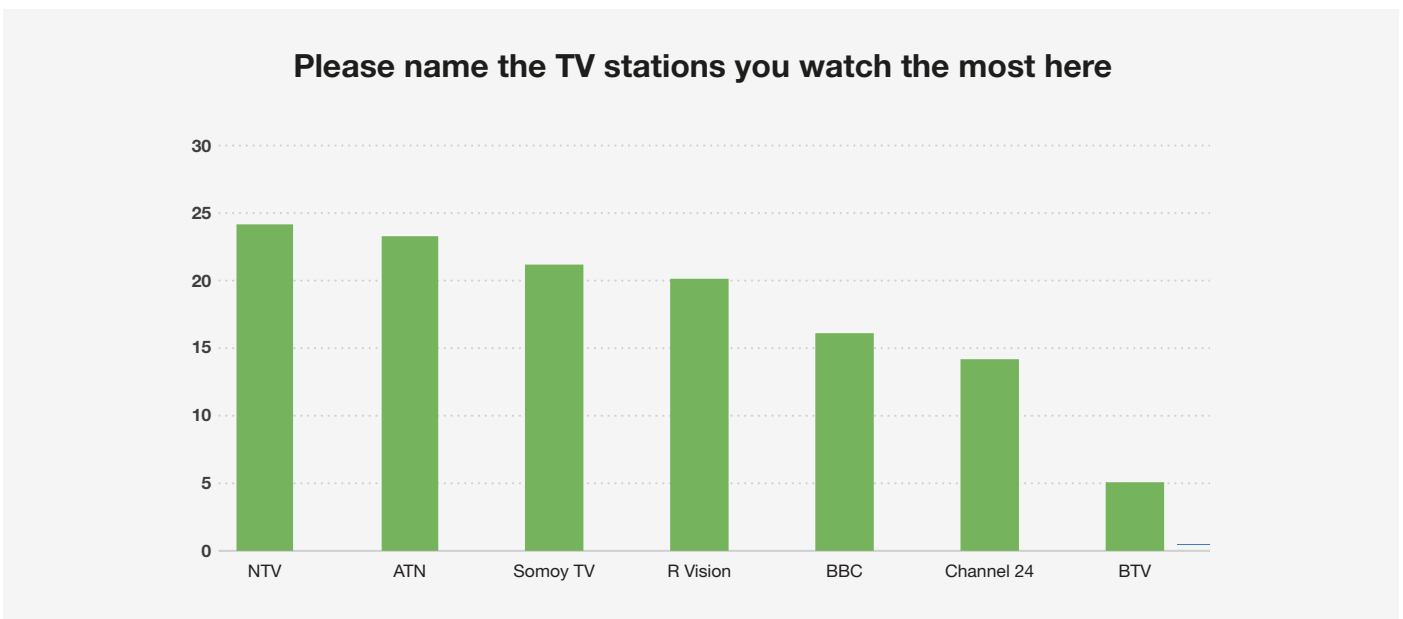
TELEVISION ACCESS AND CONSUMPTION HABITS

Television habits are also very similar between host population and refugee populations, with little differences in terms of access.

Only 18% of the population watch TV, the rest of the population is unable to either access TV (45%) or does not have access to electricity (29%). People tend to watch TV at home or with friend and family, and 12% of the population say they use their mobile phones to access TV. This mobile access is likely to include Rohingya Vision, an online-only streaming service that was listed as the fourth most popular TV channel.



The main channels watched are all regional, with the exception of BBC and Channel 24. As with radio, people watch TV mainly at home, either early in the morning (from 5 to 8am) or late in the evening (from 8 to 11pm).

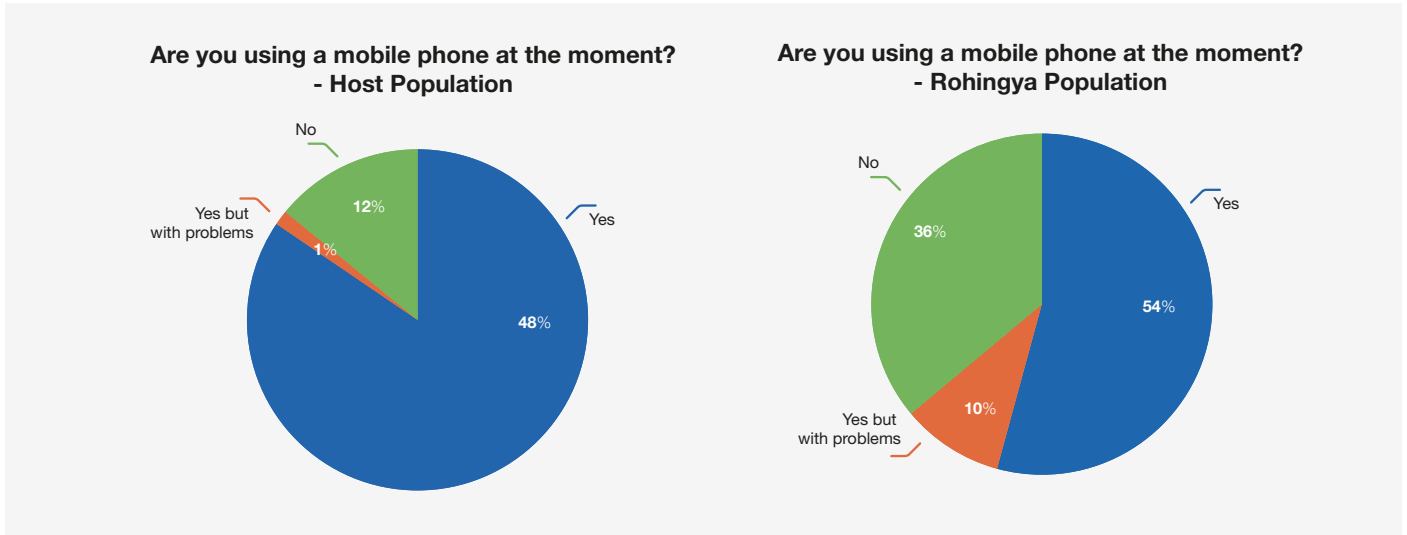


On average 7% more men watch TV than women, with 14% of women reporting watching TV and 21% of men stating the same.



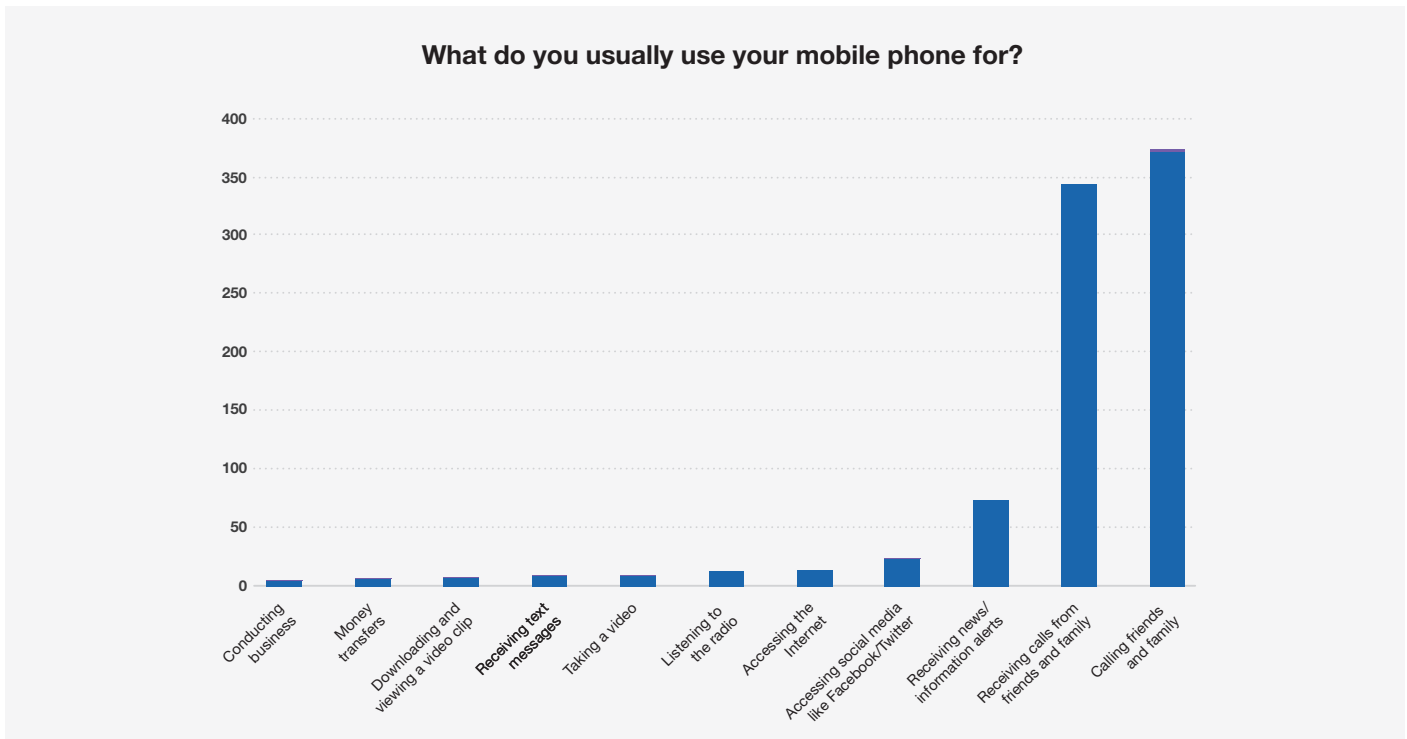
MOBILE PHONE ACCESS AND CONSUMPTION HABITS

Mobile phones are without doubt the main “technological” channel used for information exchange. In both refugee and host communities the majority of the population is currently using a mobile phone, yet only 54% of the Rohingya communities in Cox’s Bazar reportedly use a mobile phone, as opposed to 85% of the host community. It is technically illegal for refugees to purchase a SIM card.



For people of both communities not using a mobile phone the reasons are mainly threefold: 1) lack of a phone; 2) lack of SIM cards, or; 3) lack of electricity to recharge the phone. For the 11% of the population of both groups that has no access to a mobile signal, almost 50% of them can get a signal by walking between 1 and 5 kilometres to reach an area that has mobile network coverage. Those who use and have a mobile phone are also able, with their phones, to listen to FM radio (38%); share files using Bluetooth (36%); and access the Internet (19%).

Host community and refugees also use mobile phones for mainly the same things: to call and speak with friends and family; to receive news and information alerts; and to access the Internet and social media.



For men and women, access to mobile phone does not seem to be very different, with only 11% discrepancy between men (63%) and women (52%).

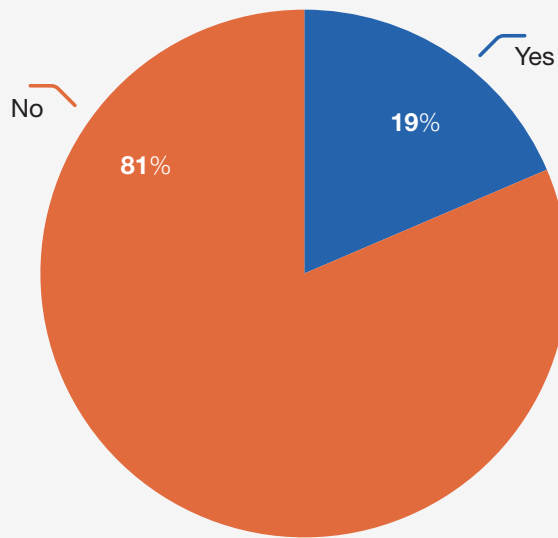


INTERNET ACCESS

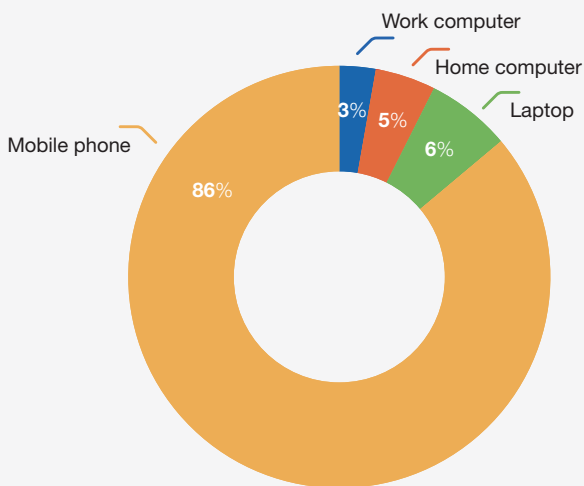
Only 19% of the population use the Internet, with the majority of those 19% stating that they access the Internet most days.

The other 81% does not use the Internet either because they do not have access to a computer or because they do not have electric city.

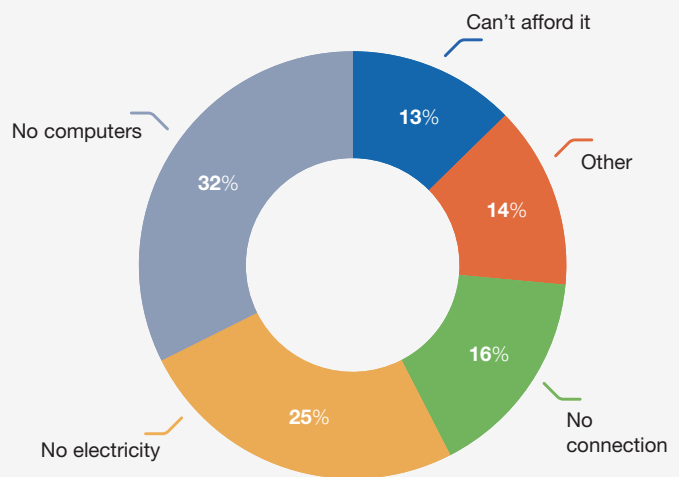
Do you use the Internet?



How do you access the internet when you use it?



Why don't you use the internet?



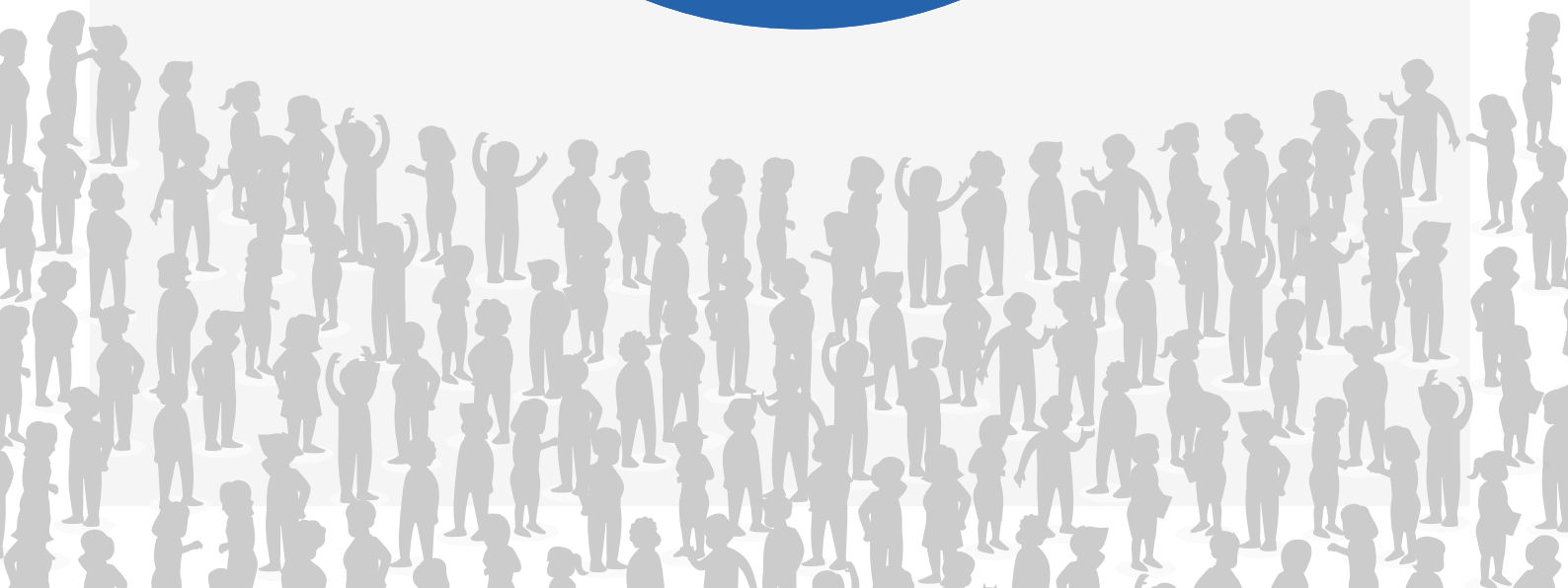
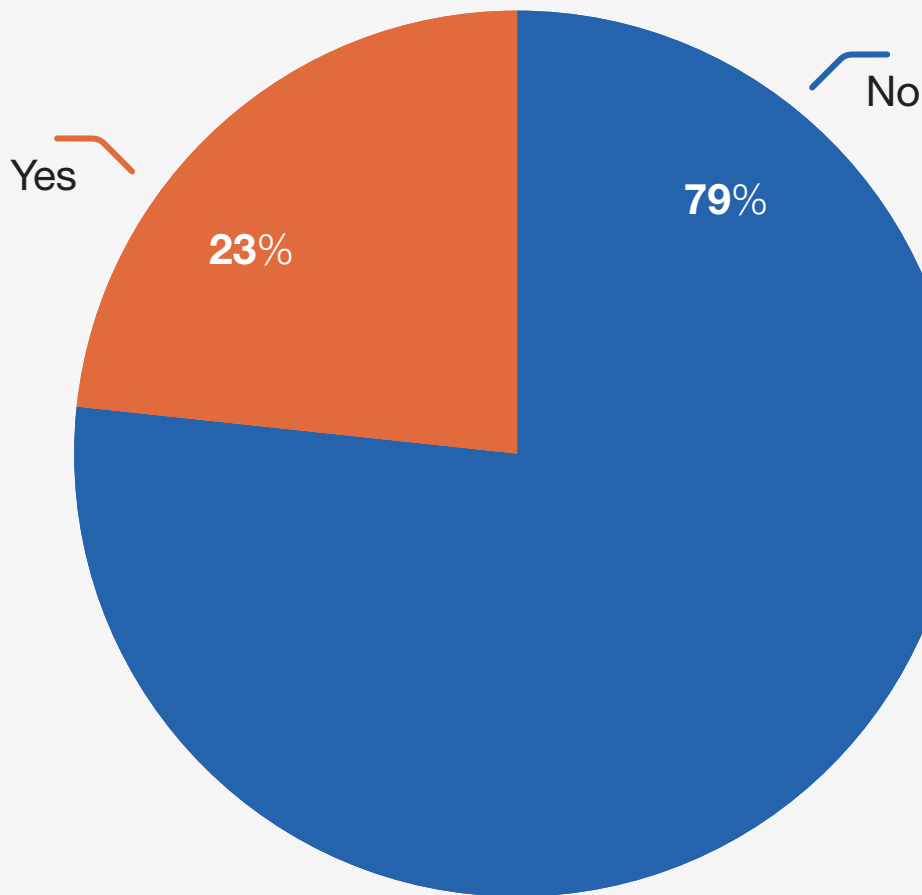
It is important to note that 86% of the people that use the Internet use it from their mobile phones, which allows us to assume that at least 86% of the people that have access to the Internet, have access to a smart-phone. The use of mobile apps has not been flagged or mentioned in a relevant way during the survey. On average 25% of men stated that they use the Internet while only 11% of women stated the same.



INFORMATION NEEDS

Across both communities there is an expressed need for more information. Almost 80% of the population does not feel like they have enough information to make good decisions for themselves and their families, with marginally more refugees stating that they have the information they need (24% against 16%) than the host community saying the same thing.

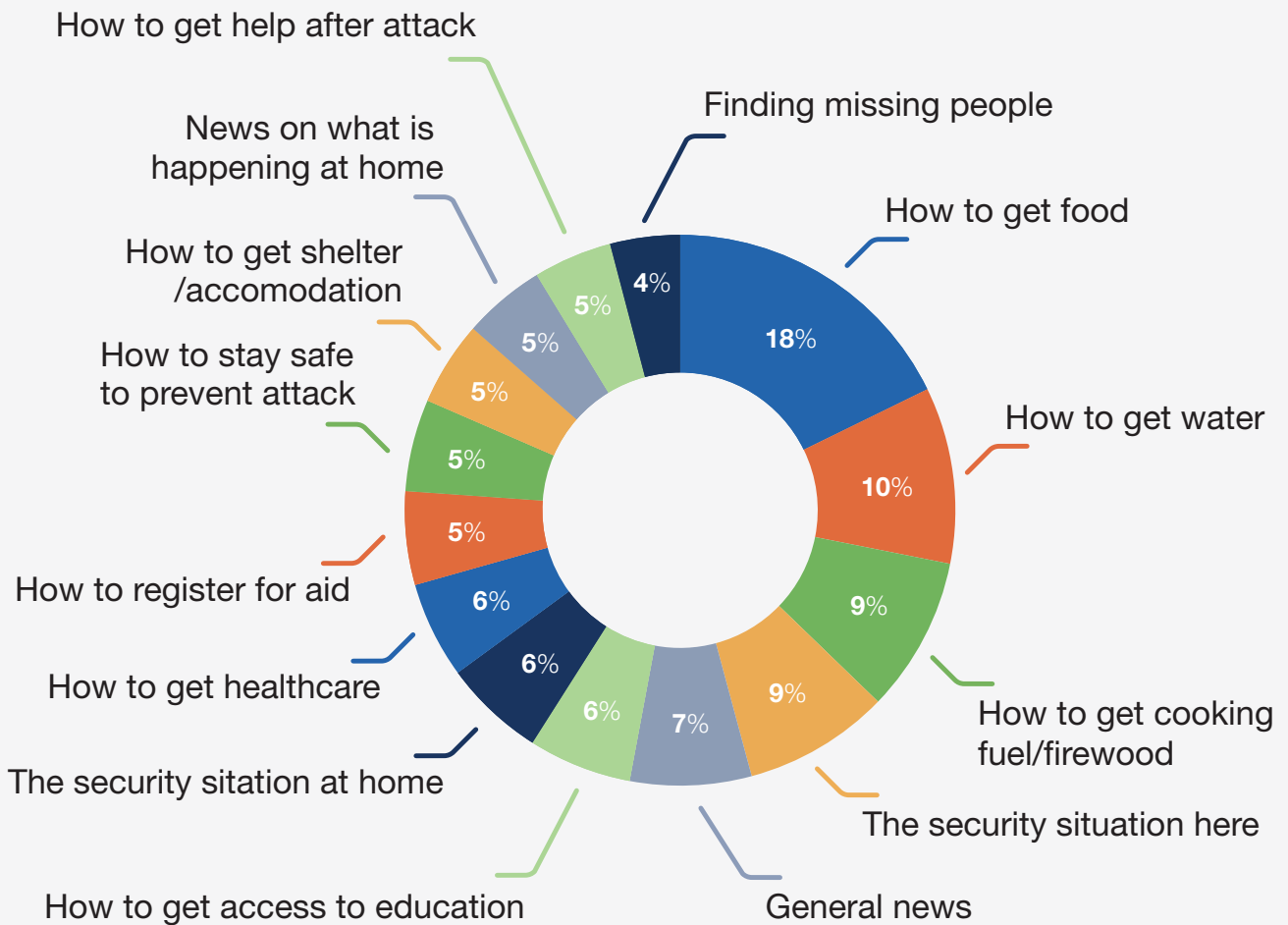
Do you think you have enough information to make good decisions for you and your family?



INFORMATION NEEDS

When looking at the specific information needs of the two different communities, refugees and host populations, there is a fundamental difference in the type of information that people are looking for. Refugees are mainly looking for information on how to get food (18%); how to get water (10%); how to get cooking fuel/firewood (9%); the security situation (9%) and general news (7%).

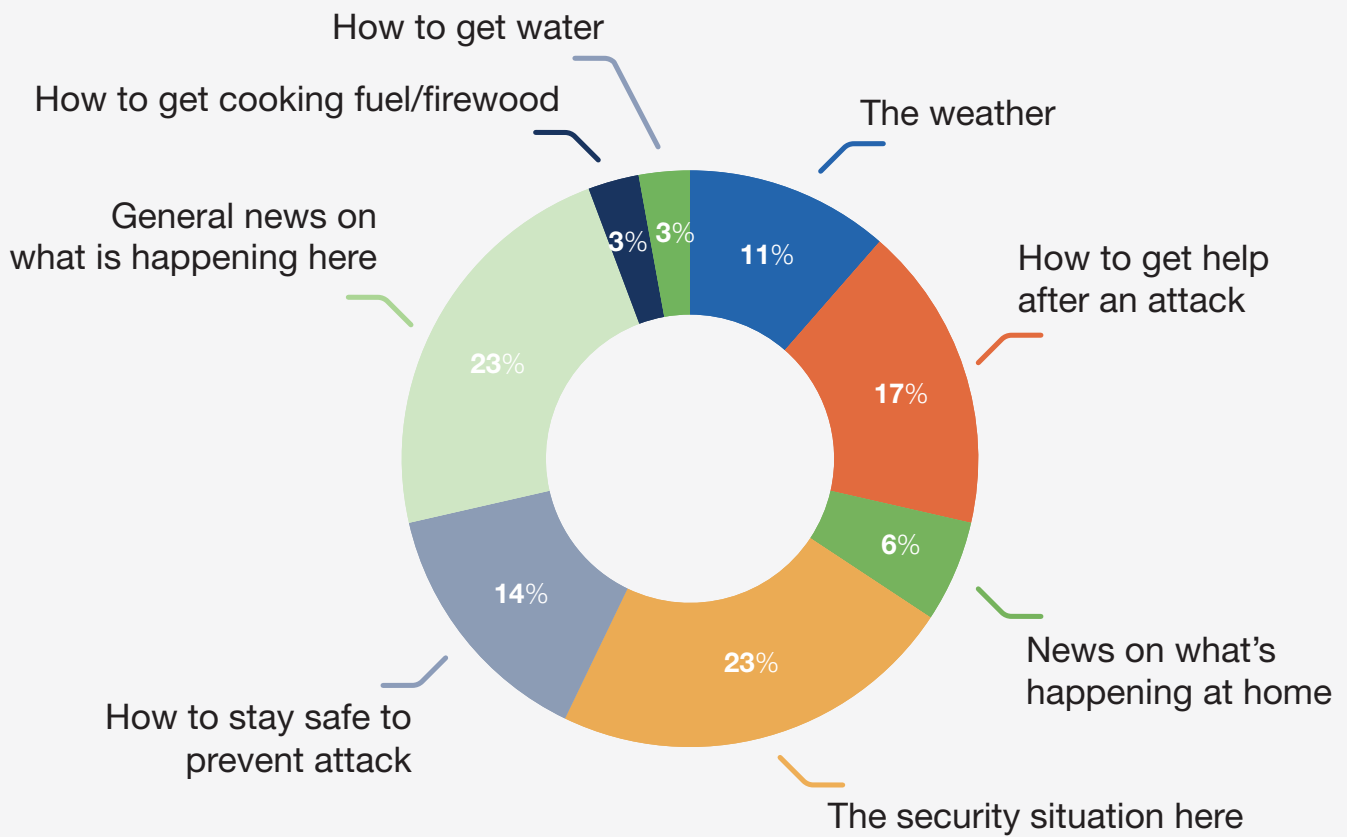
There are many different things people are confused about or feel they need to know about. What is the main thing you need to know about right now? - Refugees



INFORMATION NEEDS

Host communities on the other hand, are mostly looking for information about how to stay safe, to prevent attack/harassment and how to get help if you have been harassed/attacked (31%); news on what is happening in the country (23%); the security situation (23%).

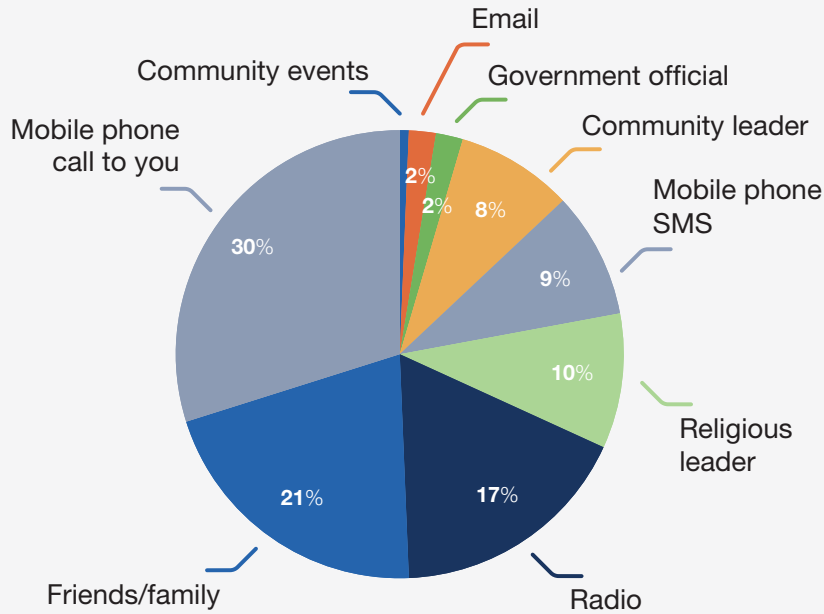
There are many different things people are confused about or feel they need to know about. What is the main thing you need to know right now? - Host



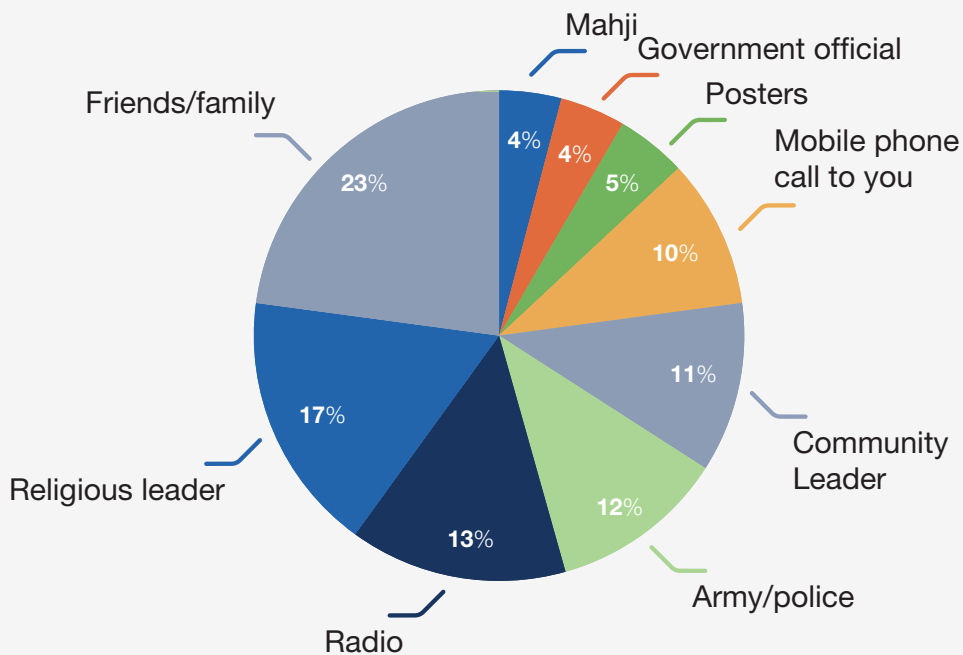
INFORMATION NEEDS

With some notable overlap, the preferred ways to receive information are slightly different between the two communities. While the host population prefers to receive information on their mobile phones (30%); via their families and friends (21%); and through radio (17%) or religious leaders (10%) - the refugee population places family and friends first (23%); followed by religious leaders (17%); radio (14%) and army and police (12%).

What would be the best way for you to receive this information? - Host Population



What would be the best way for you to receive this information? - Refugee Population

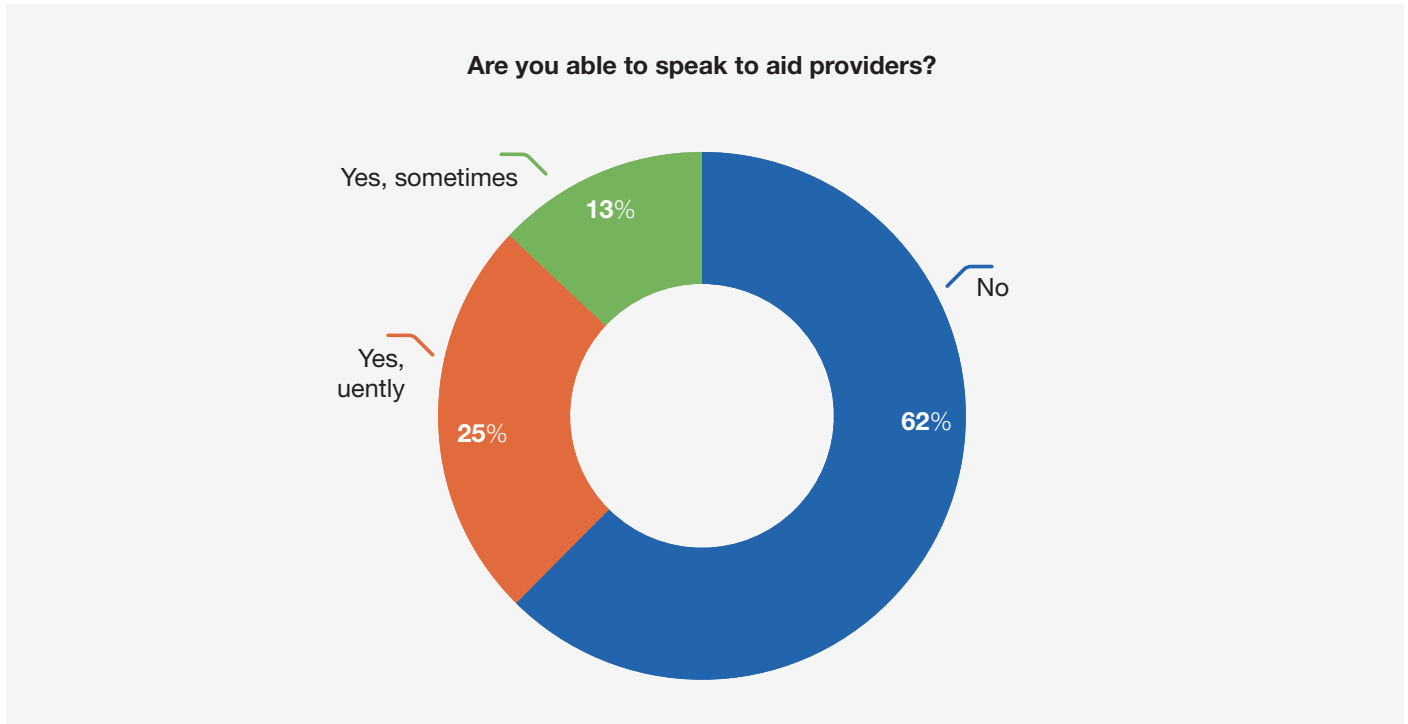


There is not a notable difference in information needs between female and male populations.

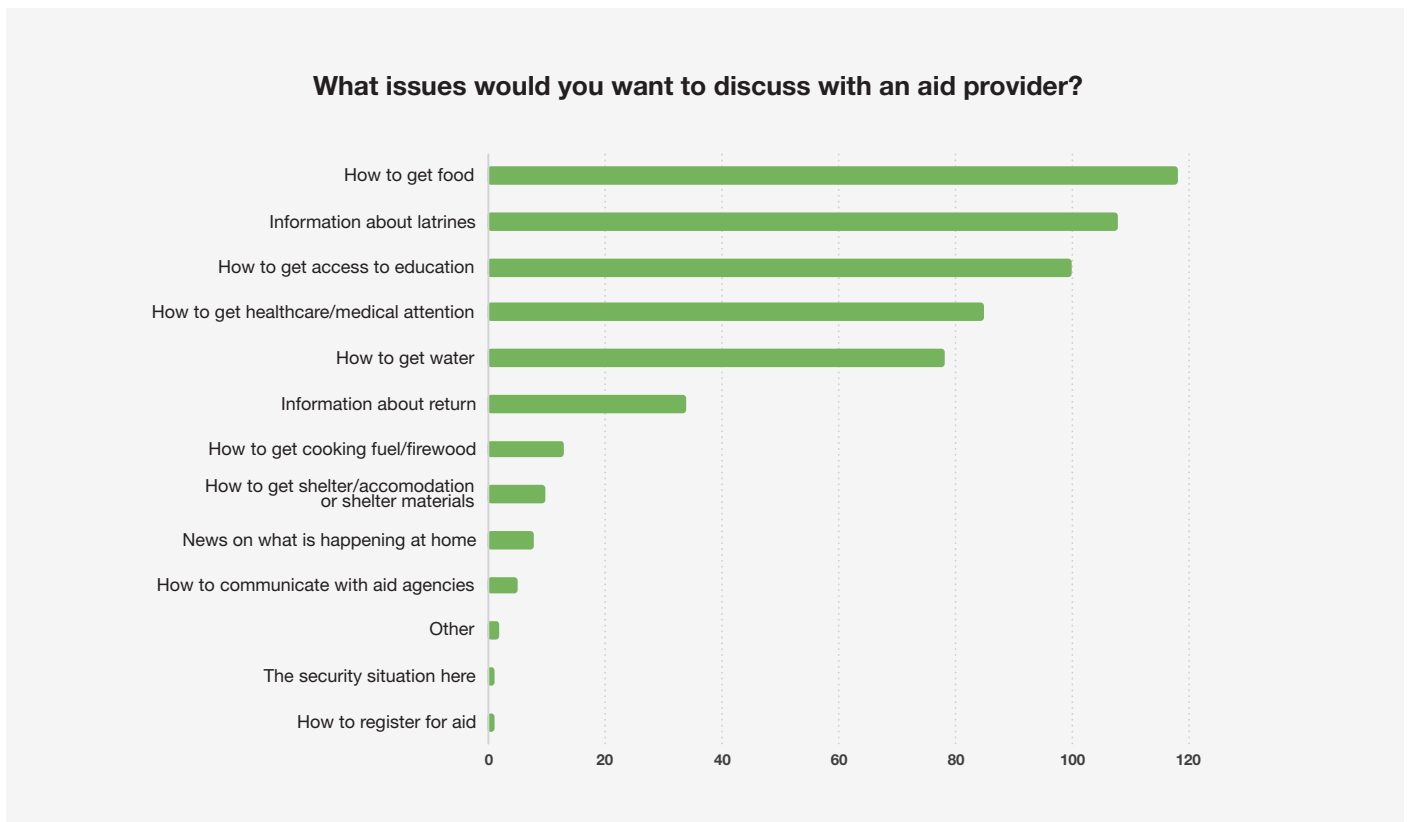


COMMUNICATION WITH AID PROVIDERS

More than 60% of the population from both communities feel that they are not able to speak with aid providers, with the refugees feeling that they have a little more access than the host population.

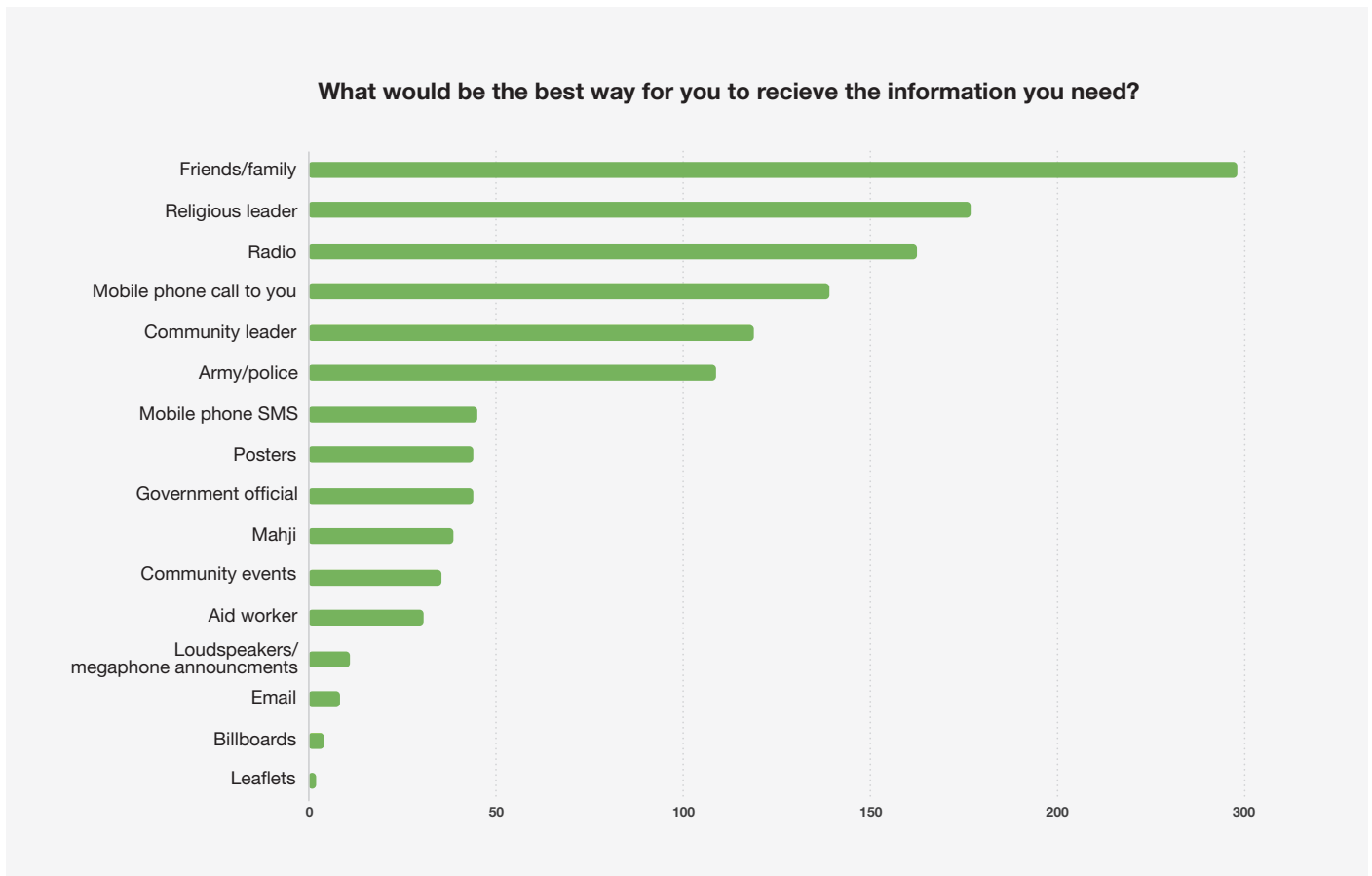
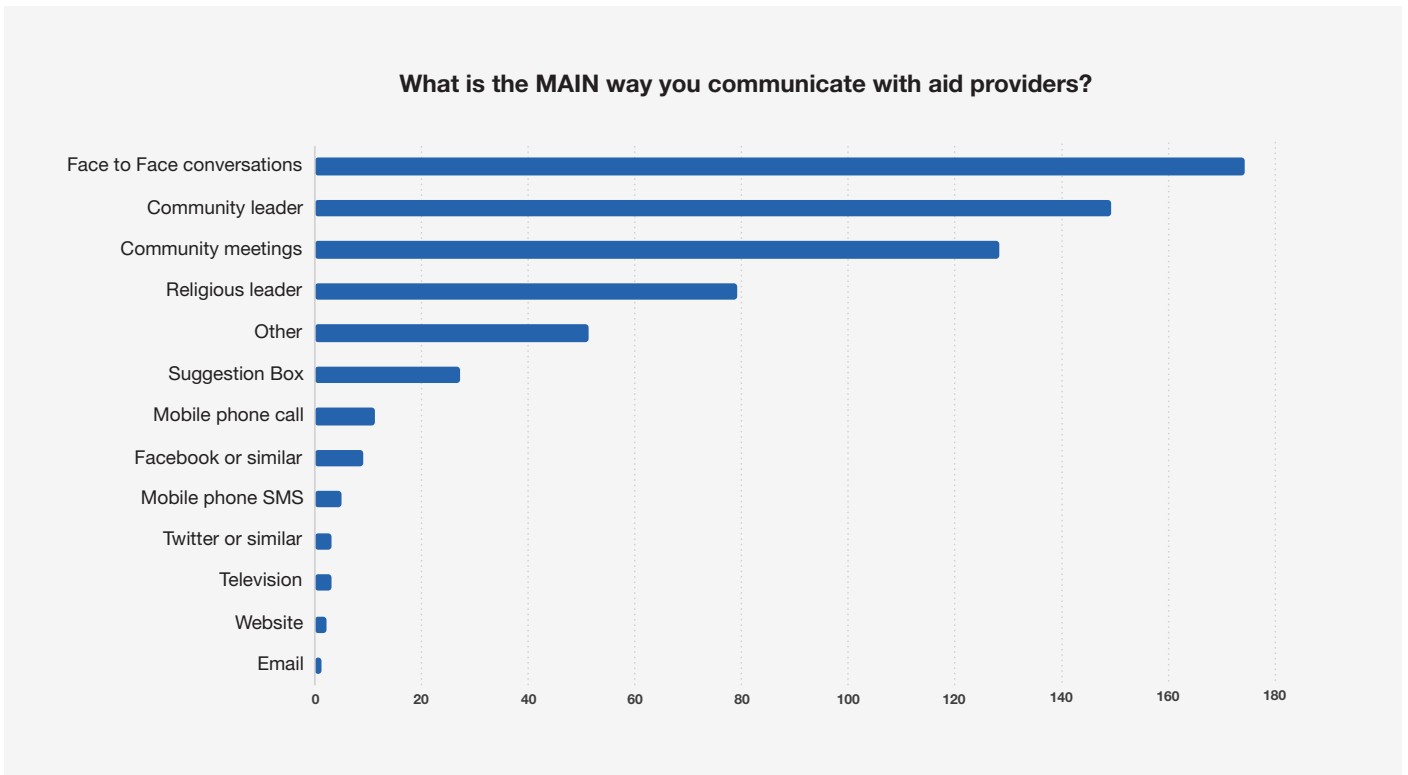


If people could speak with aid providers, the preference for the topics seems to be on information about accessing food (21%) and water (14%); information about latrines (19%); and information about access to education (18%).



COMMUNICATION WITH AID PROVIDERS

An important issue to note is the discrepancy between the preferred methods for communicating with aid providers, and the ways which information is actually received. This may indicate that different approaches to communication may have greater impact.

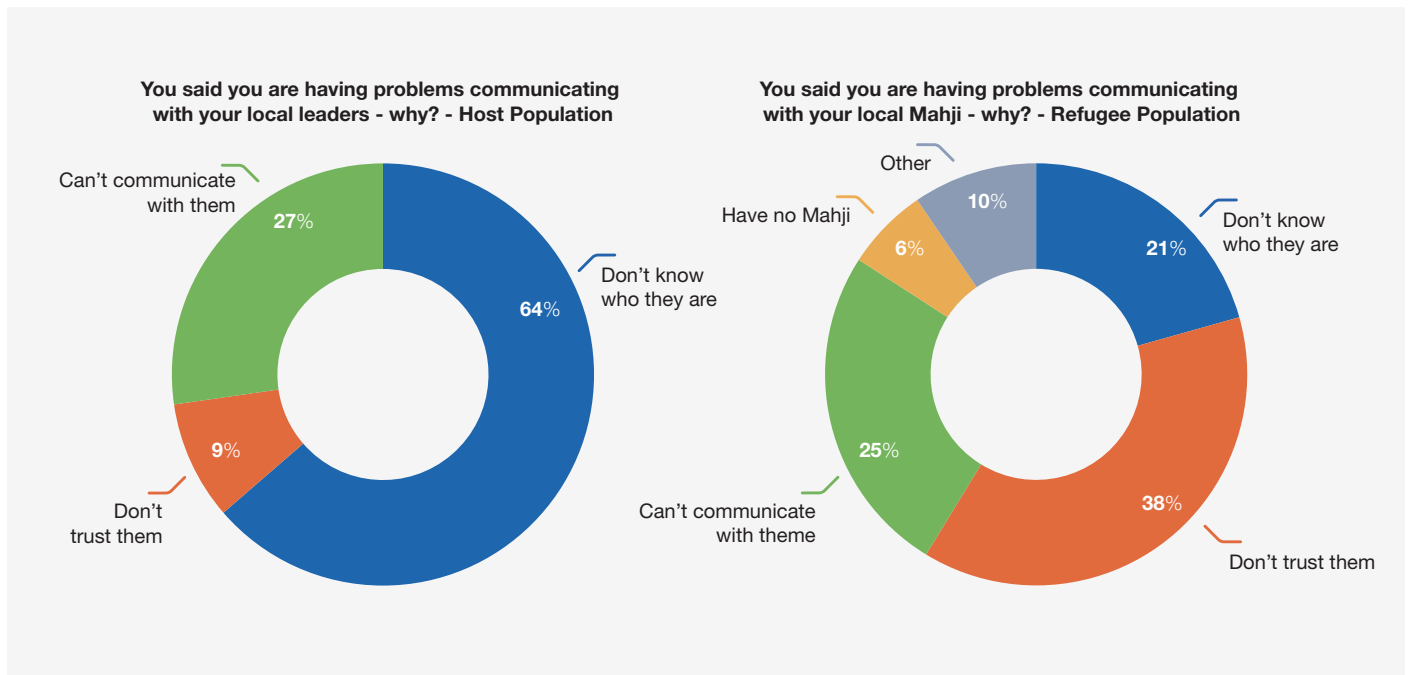


LOCAL COMMUNITY STRUCTURES

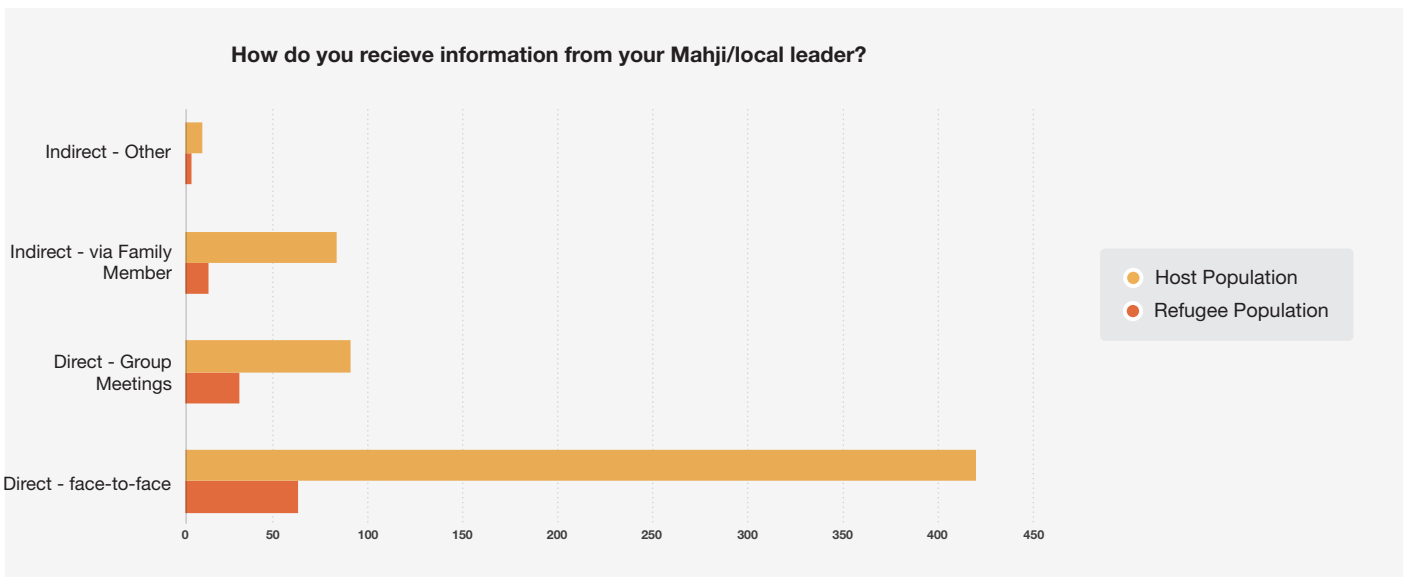


Both communities have positive and solid relationships with their local leaders (Mahji for the Rohingya). Overall 93% of the population interviewed states that they receive information from their local Mahji or community leader.

One notable issue is that of the refugee population states that they do not receive information for their local Mahji, 38% of them say that this is because they do not trust them, while only 8% from host communities use trust as the reason for not receiving information from their community leader. As noted above, this is likely related to the appointment process of Mahjis within the camps, and the haphazard nature of spontaneous settlement, which means that Mahjis, in many cases, may not be the chosen representatives of the communities they represent. Despite these challenges, Mahjis clearly represent a key information channel for the refugee population.



More than 90% of both populations on average are satisfied with the relationships they have with their community leaders, and say that they are able to provide feedback and ask questions. Their ways to communicate with local leaders are primarily face-to-face conversations (68%), via community meetings (17%), and through family members (13%).





3.1

HUMANITARIAN ORGANIZATIONS

When it comes to Community Engagement and Accountability (CEA) the overall humanitarian response in Cox's Bazar has presented both promise and commitment, whilst also demonstrating significant and troubling gaps.

Individual agencies are implementing or actively developing various CEA interventions, and the Communicating with Communities Working Group (CWC WG) enjoys active participation from most of the major international humanitarian actors in the response. Overall, there is enthusiasm and crucial recognition of the importance of clear two-way communication channels in effective humanitarian programming.

However, despite this strong support, technical capacity in emergency CwC remains critically low across the response. In many cases, even agency focal points for the CWC WG are not CwC specialists, and where communications expertise has been mobilized, staff often comes from a development background and lack emergency experience. Having experienced staffing is critical, as with any sector, or specialist discipline, Community Engagement and Accountability requires resources – human and otherwise – in order to be effective. In a rapid and complex displacement emergency on the scale of the Rohingya crisis, commitment to Community Engagement and Accountability must be backed up with considerable and concrete efforts in programming, and at this point in the response, there remains substantial work to be done.

COORDINATION OF CEA ACTIVITIES

The primary coordination body for Community Engagement and Accountability in the Cox's Bazar Rohingya response is the Communicating With Communities Working Group (CWC WG), chaired by IOM. Below the CWC WG, several smaller 'sub-sector' groups or taskforces have been formed, including coordination groups for radio, information hubs, and informational content. Membership of the WG is informal and open to any agency wishing to participate, and the weekly meeting is regularly well attended, with representatives present from most of the major implementing agencies. Local or national organizations are generally less well represented, however local media partners are welcome with, for example, radio station Naf FM as a regular participant.

Included in the terms of reference for the CWC WG is an emphasis on promoting accountability to affected people, support for the mainstreaming of community engagement, and the provision of technical support to sectors, agencies and the ISCG. In these areas the CWC WG has proven an effective advocacy body, representing Community Engagement and Accountability concerns in relevant sectorial or inter-sector coordination bodies, and providing practical assistance and technical input as required.

At the implementation level, coordination appears — at this stage of the response — to be significantly less effective. For example, while active discussions have been undertaken regarding common branding and a unified minimum information package to be provided at information hubs operated by different agencies, generally progress has been slow. Similarly, while the need for a common approach to community feedback collection and analysis has been endorsed by the CWC WG, at this stage where agencies are collating and analysing community input, complaints and feedback, the methods to do so have been adopted unilaterally, and information does not appear to be widely shared.

Slow movement on coordination at the implementation level is reflective of the overall lack of technical CwC expertise and experience on the ground. Despite the obvious and encouraging enthusiasm, agency focal points for the CWC WG are often not CwC specialists, and are in many cases 'double-hatting', covering CwC whilst also filling their primary role in another sector. In some cases communications specialists have been deployed to the Rohingya response, include highly skilled Communications for Development (C4D) and Behaviour Change Communications specialists, but with only very limited emergency or displacement experience.

As a result of this lack of technical capacity, some clear needs have been slow to be addressed, and much of the most critical coordination effort has fallen to a very limited number of specialist staff.



IMPLEMENTATION OF CEA ACTIVITIES

When it comes to implementation of Community Engagement and Accountability the humanitarian response in Cox's Bazar shows very encouraging signs. Every large humanitarian organization spoken to as part of this assessment indicated that they are undertaking or actively planning CwC work, either as dedicated activities, or as part of crosscutting or 'mainstreamed' programming. For the most part this included both information provision and collection of feedback from affected populations – although often these two central elements of CwC were disconnected from one another. Perhaps reflecting the many challenges presented by the Cox's Bazar context, much of the CwC programming relies on face-to-face interaction, although posters and print materials are also in active use, as is radio, and a number of more technology-focused interventions mooted for the future, including Wi-Fi-hotspots, phone-hotlines and mobile applications.

Restricting findings to those activities, which are currently deployed, perhaps the most significant is the various 'Information Hubs' or field based drop-in centres (different agencies have used different names in some cases) where information can be provided and feedback received. These hubs are currently operated by a number of different agencies, including UNICEF, ACF, IOM, UNHCR, Action Aid and IFRC, with more planned, and an eventual target of at least one 'hub' per 12,500 people. Other notable CwC interventions include large deployments of outreach workers by various sectors – for example health and hygiene promoters – and the use of radio programming, such as a partnership between BBC Media Action and UNICEF.

Despite these many positive interventions, it is necessary to point out that in many cases the basic requirements of good CwC practice are simply not being met.

A major problematic area for the humanitarian response has been the approach to language and literacy. For example, while Rohingya and Chatgaya – the local Chittagonian dialect – have significant overlap, the two are quite distinct dialects and a not considered 'mutually intelligible' in anything but the most basic sense. Yet during discussions for this report a number of senior staff engaged in CwC programming from different key agencies expressed the belief that, as the languages were similar, current information provision in Chatgaya – or even Bangla – was acceptable. This language issue is relevant to the effectiveness of outreach workers, but also to the use of radio, as broadcast in the Rohingya language is currently prohibited by local authorities. Similarly, the use of print materials and posters, in various languages, has been widespread, despite widely available information indicating extremely low levels of literacy amongst populations from Northern Rakhine.

Collection, analysis and following up on community complaints, input and feedback is another critical area where implementation is, largely, not yet up to standard. Promisingly, basic feedback systems have been set up many agencies, including complaints boxes and, in some cases, phone 'hotlines'. However complaints boxes are often inaccessible – in one case, literally placed too high up for an average person to reach – and can only be easily used by those who are literate, and hotlines can only be effective when the phone number is widely known by the target population.

Information hubs provide an obvious and essential physical location for the collection of complaints and feedback, and valuable community input is being collected and documented at these locations. As yet, however, there is not an agreed collection and analysis tool across hubs run by different agencies, nor a clear mechanism for sharing or collating feedback between agencies. Training of hub staff – and outreach staff engaged in CwC more generally – is also yet to be widely standardized.



A final key area where improvement is clearly needed in CwC implementation is information provision for new arrivals. While the bulk of the influx has almost certainly already crossed into Bangladesh, this area should still be highlighted as a key gap due to the enormous importance of information for displaced populations at, or shortly after, the point of arrival. The influx was extremely rapid, the scale unanticipated, and the relocation of refugees largely managed by Bangladeshi authorities and therefore in 2017 provision of timely, coordinated and targeted information package to new arrivals should be considered an essential element of an effective refugee response.

While these challenges are significant, the resources and the will from the humanitarian response are certainly present. With a boost to technical CwC capacity and a focus on coordination at the implementation level, current CwC activities can be readily optimized, and complementary interventions effectively rolled out. Improved feedback mechanisms will in turn help to shape and sharpen information provision, closing the loop and strengthening the overall response.

3.2

MEDIA

Local media in Cox's Bazar played a key role in getting the word out on the extent of the Rohingya crisis during the early days of the influx in September, and has since then influenced public opinion as well as official policy towards the refugees. This section of the assessment has been compiled through key informant interviews (KIIs) with staff at local news organizations, media monitoring and through online research.

COVERAGE

Although reporting in the local outlets has highlighted the plight of the Rohingya, the coverage has also been critical of the government's handling of the crisis, citing environmental and security⁷ concerns⁸. Some local newspapers have criticized the aid effort and international NGOs, with a number of reports suggesting that humanitarian aid organizations may be creating a 'pull factor' that could bring more refugees across the border⁹. There has been little effort on the part of local news organizations to meet the unique informational needs of the refugees or to actively promote tolerance and peace between refugee and host communities, most likely due to the language barrier highlighted above.

Most news outlets have echoed the line taken by the local administration, relying heavily on information provided by the Cox's Bazar district administration, and in turn there are clear instances of the authorities reacting to negative reporting. For example, the police and the army have moved more strictly to prevent the use of cell phones in the camps, even confiscating phones from refugees in some cases, after local news organizations reported that refugees were buying SIM cards without registration papers from local phone shops¹⁰. Similarly, a police operation to find Rohingya families sheltering with locals¹¹ followed news reports that Rohingya refugees were renting houses in Cox's Bazar¹².

One newspaper reported¹³ that international NGOs were renting houses close to the border between Bangladesh and Myanmar ostensibly

7 See: <http://bit.ly/2AJCkrs>

8 See: <http://www.dailycoxsbazar.com/?p=98395>

9 See: <http://bit.ly/2mqbcKP>

10 See: <https://bdnews24.com/bangladesh/2017/09/23/bangladesh-regulator-bans-selling-mobile-sims-to-rohingya-refugees>

11 See: <http://bit.ly/2zJykXu>

12 See: <http://www.daily-sun.com/post/256145/Rohingyas-buying-SIM-cards>

13 See: <http://www.kalerkantho.com/online/rohingyas-killing/2017/11/08/562986>

to help Rohingyas get across. Such coverage has the potential to fuel rumours, inflame tensions, and complicate the aid effort.

On the other hand, local media has produced a large volume of reports highlighting the suffering of the Rohingya at the hands of the Myanmar army, sparking fellow feeling among mainly Muslim Bangladeshis. This permeated into the national consciousness and played an important role in Dhaka's decision to allow the refugees into the country.

During Kills, senior staff of local news organizations appeared to lack understanding of the concept of conflict sensitive journalism. Although they have substantial influence, local newspapers and radio stations have largely not yet embraced a proactive role in sharing information with refugees, addressing issues with host communities, or considering peace-building and tolerance issues on the border.

MEDIA PROFILES

Cox's Bazar district has two radio stations and 18 local newspapers. There are no local television stations although BTV¹⁴, the state-owned channel, covers most of the district with a terrestrial signal. There are some online news portals, but most are not updated regularly and have limited impact due to low Internet penetration.

Radio Naf¹⁵

Established in 2012, this FM band station is the only community radio station in Cox's Bazar district. Radio Naf broadcasts for 5 hours a day from its base in Teknaf on the southern tip of Cox's Bazar, offering a mix of entertainment, local news, weather forecasts and agricultural information. The station employs around 30 people, including 7 full-time staff. Radio Naf covers a 17-kilometre radius and the station estimates that around 150,000 people listen to its programs. The station has set up more than two dozen listeners' groups to promote and disseminate its content. Radio Naf has started some programming directed at the Rohingya community, but its coverage area is limited. Radio Naf does not reach as far as the main refugee camps in Kutupalong and Balukhali. Naf officials are keen to boost their coverage with taller towers and stronger transmitters but the low-lying station sits just above sea level with the hills of Cox's Bazar presenting a formidable barrier. Programming is in the Chittigonian dialect, with some Rohingya language content planned.

Bangladesh Betar¹⁶

Betar, the state-run radio broadcaster, has a station in Cox's Bazar district town. The station has six full-time employees and broadcasts news, entertainment and weather bulletins for 12 hours a day. The station can broadcast in both AM and FM and reaches around 200,000 people. Its transmitters can reach as far as Ukhia, where many of the refugees and host communities are located. The station's editorial positions reflect government viewpoints and there appears to be little scope for independent reporting. Programming is predominantly in Bangla (spoken by less than 1% of the surveyed refugee population), with some Chittigonian.

Dainik Cox's Bazar¹⁷

Dainik Cox's Bazar is the district's oldest daily newspaper, entering 27 years of publication in 2017. It has six reporters and 10 desk editors. The newspaper has its own press and an official circulation of about 10,000 copies. The newspaper's reporting on the Rohingya crisis has focused mostly on the suffering of the host community, including environmental degradation and security threats posed by the influx of refugees.

Ajker Cox's Bazar¹⁸

Ajker Cox's Bazar is a popular daily newspaper. With five reporters on staff, it publishes four pages of news and views every day. Several of the staff members said they had other jobs or were students. The coverage of the Rohingya crisis has centred around the concerns of the host communities, including inflationary pressure and environmental damage. The newspaper gives prominent coverage to the local administration.

Other local newspapers include Ajker Desh Bidesh, Sokaler Cox's Bazar and Cox's Bazar 71. Coxsbazarvision.com is a news portal that enjoys quite a degree of popularity.

13 See: <http://www.kalerkantho.com/online/rohingyas-killing/2017/11/08/562986>

14 See more here: <http://www.btv.gov.bd/>

15 See more here: <http://naf.communityradio.com.bd/en/node/415>

16 See more here: <http://www.betar.gov.bd/>

17 See more here: <https://dainikcoxsbazar.com/epaper/>

18 See more here: <https://www.facebook.com/ajkercoxsbazar11>

CHALLENGES

Local media in Cox's Bazar can assist the humanitarian aid effort and enable affected communities as well as host communities to access the information they need to make informed decisions and take an active role in their own survival and recovery. However, the local media has been largely unable to fulfil this role so far. The main barriers appear to be:



Illiteracy among refugee and host communities

Almost all of the content published or broadcast by local news organizations is in Bangla. Less than 1% of refugees surveyed during the assessment listed Bangla as a spoken language, and 77% were illiterate in any language. Literacy and spoken Bangla language skills are also modest among host communities in coastal Cox's Bazar - with both slightly less than 50% in the surveyed host population.



Lack of technical capacity

Local newspapers and radio stations have few full-time journalists on their payroll, with many staffers working a second job to survive. Most outlets don't have the technical expertise or financial resources to produce content that will provide much-needed information to crisis-affected communities and help ensure accountability in the humanitarian aid effort.



Reactive content

Much of the content produced by local news organizations appears to react to events and there is relatively little original reporting and proactive content production. There seems to be little or no knowledge of conflict sensitive journalism.



Lack of access

Although radio appears to be a medium with immense potential in the Rohingya crisis, there are large dead spots where the main camps are located. The lack of electric power means the refugees are not able to access TV and illiteracy rules out newspapers.

3.3

TELECOMMUNICATION'S SECTOR ANALYSIS¹⁹

Bangladesh is the world's most densely populated country -- 80% of total population of Bangladesh lives in rural villages, where the mobile penetration is at 79 %²⁰. The number of active mobile phone subscribers surpassed 140.7 million in September 2017, an increase of over one million in just one month.

MOBILE AND INTERNET CONNECTIVITY

Cox's Bazar, primarily regarded as rural settlement, has been hosting influx of the Rohingya refugees since 1992. As per the statistics available, countrywide 90% of the households among rural population (consisting of host communities and previously arrived refugees) have access²¹ to mobile phones, with majority of users between ages 15 to 24. Access to the Internet is estimated to be at 2.5%, whereas access to radio and TV is at 29% and 36% respectively, among rural populations.

There are three main mobile network providers on the Bangladeshi side of border: Grameenphone; Robi; and state-owned provider Teletalk. From the Myanmar side, intermittent signals of state owned MNO, Mynma Post and Telecommunication (MPT) are received in various parts of the Ukhiya region, where most of the newly arriving Rohingya populations are residing.

Rohingya refugees are not allowed to own mobile phone SIMs, since they do not have any Identification status recognized by the government. The majority of the people affected by this regulation are Rohingyas who arrived after and before Aug 2017, who are unregistered and do not have citizenship or travel documentation of any type.

19 This section of the report has been compiled by ETS based on available existing data and previous assessments and it is not data collected by affected communities.

20 Bangladesh Bureau of Statistics

21 Accessibility here means having a phone set, with functional coverage and voice and data connectivity.



Countrywide, active subscribers increased from 139 million to 140.7 million in Bangladesh. To curb the rising subscribers among Rohingya, the Government of Information and Telecommunication issued strict warnings to the mobile phone operators which may be facing legal actions in case they get themselves involved in selling SIM cards to Rohingya refugees.²² At the same time, the government asked mobile network providers to install equipment near bordering areas of Myanmar to limit signals within the country's border region.²³

The national regulator, the Bangladesh Telecommunication Regulatory Commission (BTRC) is active in terms of managing Mobile Network providers and has introduced licensing obligations, quality of service standards, and fines for selling SIM cards without proper registration.²⁴



Nearly

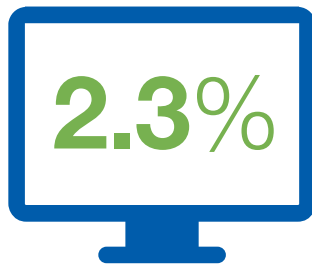
60%

of the Rohingya population have been estimated to bring solar panels with them, which they said to use to lighten their shelter and charge mobile phones



At the same time, small shop owners offer facility to charge phones in the camps worth 5 to 10 TK.

Access to computers and Internet connection in rural areas (host communities mainly) of Cox's Bazar are estimated to be around:



especially young men using Internet at the Internet Cafés



As per countrywide statistics, 93% of all Internet usage is through mobile phones. Of all users, highest ratio consists of men between ages

15 to 24.

Many of the newly arriving Rohingya originally used their Myanmar SIMs to connect back with relatives and neighbors in their country of origin, but with time have depleted their credit.

In order to facilitate Rohingya population's to voice connectivity, state owner teletalk has recently installed phone desks, which allows Rohingya population to make outgoing calls within Bangladesh to any given number, free of cost. There are almost 12 phone desks available, with approx. 40-50 outgoing calls, which is quite a low number compared to the camps' population. Lack of privacy and lower literacy amounts to the relative low utilization of these call booths, with the number of calls decreasing with time. Some of the persons interviewed said that they call through their Mahjis' phones to their family and friends.

AFFORDABILITY

Affordability to buy credit is one of the major reasons for inaccessibility to send and receive information through mobile phones.

Amongst new arrivals with smart phones have said affordability to buy remains a challenge. Among other expenditure such as food, health and transport, most of the families spend some amount to top-up their phone credits. Of the ones with functional phones, the expenditure on average remains less than 600TK within 30 days, while the approximate price of 500 MB is around 50 TK in Bangladesh.

While affordability is currently measured against the cost of a 500MB data plan, the reality is that users are striving for more data. With a data allowance of 500MB a month, one can only watch two minutes of high-quality video – not enough to enable regular use of health, education and other valuable online tools and information sources for example.

23 <http://www.newagebd.net/article/23467/limit-mobile-network-coverage-within-countrys-territory-btrc-asks-telcos>

24 2017 – Affordability Index Report, Bangladesh

04

RECOMMENDATIONS



Information must be disseminated and collected using a range of different channels, tools and methodologies.

It is evident from the results of the survey that different people use and trust different means of communication and source of information. For this reason, the establishment of an effective mechanism that communicate with all communities affected by the refugee crisis in Cox's Bazar, will need to include both inflows and outflows flows of information that reflect this diversity. With no single information source or feedback channel standing out as universally preferred, it stands to reason that to reach a wide cross-section of the affected population, multiple channels must be adopted. This is further highlighted by the fact that a number of the key available channels also present problems. For example, Mahjis are shown by the assessment to be a major source of information for the refugee community, however whilst they provide information, they are not highly trusted - an issue perhaps relating to their selection process. For example the Mahji system should be well utilized - perhaps even actively developed - but it cannot be relied upon as a sole source of information or feedback, due to the risk that they may not be trusted, or worse, may withhold or even provide dishonest information or feedback. Similarly, the relatively high rate of mobile phone access presents a clear opportunity, however very low levels of usage for SMS may restrict effective usage to voice-calls or audio messages - options that may present some logistical challenges. These examples show that a diversification of the information system can only work if paired with a deep understanding of all of the components of the information ecosystem and the nuances behind every information source, trust and tool.



Communication must be done in the language best understood by the target community. Any program aiming at different communities needs to be done in multiple languages.

It is a minimum, basic standard of CwC that wherever possible communication is carried out in the language best understood by the affected community. One notable issue that emerged from the data is that there is almost no overlap between the languages spoken by the two communities: the Rohingya mainly speak Rohingya and Burmese, while the host communities speak only Bangla and Chittagonian. The fact that Chittagonian and Rohingya are closely related - sharing approximately 70% of their vocabulary - must not be seen as a reason to program in one language only. Depending on the area of origin, the dialects can be significantly different, and while communication between the two groups is certainly possible, comprehension cannot be assumed. Outreach workers expected to communicate with refugees must be fluent Rohingya speakers.





Audio and video are key communication channels to counteract the low literacy rate.

It is clear from the level of literacy, and the ability of people to read and write, that the most effective way to reach large sector of the population with relevant information that they can use, is to make effective use of audio and video. This could be achieved through established local media channels, 'narrowcast' audio programming, 'mobile cinema', public address systems, or variety of other proven 'mass-communication' methods. Using audio in relevant languages will help ensure that information is consistent, and understood by the target audience.



More needs to be done to deploy CwC technical capacity and to address accountability to affected populations, including maximizing existing resources.

As highlighted in the KIIs done during the assessment, the commitment of humanitarian agencies to community engagement and accountability is strong, however, agencies overwhelmingly lack specialist technical capacity in emergency humanitarian CwC and accountability to affected populations. Invaluable CwC resources such as information 'hubs' and outreach workers are being put in place, but are currently not reaching their potential. Specialist training of staff is required, along with a focus on 'two-way' communication systems which will allow existing resources to become more effective at both providing information and receiving feedback.



Organizations should work together for the creation of a Collective Service and Community Engagement Mechanism.

This mechanism will help to minimize duplication of work, and can only work if it is one that truly serves affected communities and is a mechanism build as a solution for their needs. Participation and engagement in the CWC WG is strong, however more concrete coordination at the implementation level is required – particularly in relation to feedback collection and analysis. Without strong feedback mechanisms, which are able to effectively hold humanitarian organizations to account, talk of accountability to affected populations remains largely lip service, no matter the good intention. The Collective service can be a solution to explore, but only if this mechanism is designed to respond to the needs of affected communities and not just as a data analysis and gathering system for humanitarian organizations.



Humanitarian responders need to explore and expand on the potential represented by local radios.

While radio is not listened to by the majority of the population, this problem seem to be related more with the fact that people do not have access, more than a trust issue. In fact, Radio does feature as trusted sources by both the host and the refugee community. Considering the low literacy rate, radio represents a very interesting option for mass distribution of information, feedback collection and engagement. Support to local radio stations can also translate in a more long-term strategy, aimed at the creation of a healthier information ecosystem that can resist shocks. Unfortunately, a number of major issues remain. In addition to the lack of access to radio sets, radio coverage mapping indicates that radio signal is likely to be very limited in many areas highly populated by the affected communities (especially refugees). Language is also an issue, with broadcasts in Bangla or Chittigonian, and no current programming in the Rohingya dialect. While radio distributions and new infrastructure present obvious solutions to the access issue, it is clear that more work needs to be done if this medium is to be effective for large sections of the population.



Donors and other stakeholders need to work to introduce short to medium term mobile connectivity solutions for Rohingya population

Among 620,000 new arrivals reported as of 15 November, more than half have no or inadequate access to ICT services in terms of voice and connectivity, which is a serious concern. Its is crucial that the Ministry of Information of Telecommunication and Communication revisits its regulations, to allow access to SIMs cards and affordability of data and minutes for the Rohingya population in Cox's Bazar. Some sort of convenient connectivity package, for example, could be introduced, to help affected populations better communicate with their own families and communities, and also to better connect with the humanitarian community.

05 ANNEXES

Annex I - METHODOLOGY

The Media Development Agencies (MDAs) of the CDAC Network - BBC Media Action, International Media Support (IMS) and Internews - have come together to develop a suite of common tools for conducting communication needs assessments following a disaster. These tools are based on questionnaires used by Internews in their information needs assessments.²⁵

Internews has been carrying out information needs and access assessments as a common service to the humanitarian response, as well as to get information to plan relevant programs, which respond to need. The objectives of Information Needs Assessments are:

1. To determine the most effective way for humanitarian responders to communicate with communities following a disaster, so MDAs can design programmes to support and facilitate two-way communication
2. To determine what information communities are missing, so they can advocate and support humanitarian agencies and local governments to provide this information to communities effectively
3. To determine the reach and role of local media during a crisis, and determine how MDAs can best support local media to get back on its feet

The suite of tools used by Internews in this assessment includes three questionnaires:

Affected Population Questionnaire

A questionnaire to be asked to people who have been affected by the disaster, to determine their access to information and communication channels, and their information needs. This questionnaire is amendable depending on context and resources available.

Humanitarian Responder Questionnaire

A questionnaire to be asked to humanitarian workers or key informants who may have an understanding of information needs and access for people affected by the disaster in the area they are based. This questionnaire is often used a reference point for more open-ended conversations.

Media Station Profile Questionnaire

A questionnaire to be asked to staff of media stations, most likely radio and television broadcasters, to find out how their station is currently functioning, and what capacity they have to support the overall response.

These questionnaires are used as a guide, and are adapted depending on context, as well as time and resources available.

²⁵ For more information visit <https://www.internews.org/global-issues/humanitarian-information/assessments>.

Information Needs Assessment in Cox's Bazar

In Cox's Bazar Internews carried out an Information Needs Assessment in 12 camps and 11 local host communities. The assessment used a random sampling methodology and looked specifically at four sets of actors:

1. Affected Communities
2. Humanitarian Organizations
3. Local host communities
4. Local media

For these four actors, Internews looked at:

- Information Needs
- Information Habits
- Information Sources
- Information Trust

Methodology

Affected Population Questionnaire

The 'affected population questionnaire' is designed in the form of a survey questionnaire. The survey was conducted using a random sample survey; to ensure a cross-section of the population was interviewed. Data was then disaggregated by age and gender, to give an idea of information access and needs of different groups. 10 enumerators worked on data collection for a total of 7 days to conduct the surveys. Each enumerator surveyed around 15 people per day (35 minutes each survey).

Humanitarian Responder Questionnaire

The 'Humanitarian Worker Questionnaire' was used as a basis for interviews with key informants working in the field, who have direct contact with people affected by the disaster. These meetings are designed to collect useful information quickly, without conducting a full survey with people from disaster-affected communities. Internews talked to representatives of around 15 organizations: five national NGOs; five international NGOs and five UN agencies, plus the representative of the central and local government. In addition to bilateral interviews, relevant information was also collected through participation in sectorial coordination meetings and group meetings focussed on issues such as radio, information hubs, or disaster preparedness.

Media Station Profile Questionnaire

The 'media station profile' questionnaire was asked to key informants, who are staff from radio or television stations. It is designed to collect information about damage suffered to local media as a result of the disaster. Internews looked at existing local media outlets serving the areas considered and tried to interview the one that emerged as the most trusted/used by the host community/refugees population.

Annex II - POPULATION SURVEY

INTERVIEWER: please fill in before the interview:

1. Interview date 2. Time
3. Reference number
4. Location where the survey was taken (please specify name of the refugee/IDP camp, or other)

“Good morning/afternoon Sir/Madam, my name is _____ . I work for an organization called Internews. We are conducting a survey to better understand the information needs of people in your community. We are trying to find out what sources of information are available so that, together with the humanitarian agencies working in the area, we can do a better job at getting you the information you need. We understand that you may need many services – like food, shelter, or medical services – so we would like to find out more about how you would prefer to access information about these services, and provide feedback to service providers. We would like to take about _____ minutes of your time to ask you some questions. Your answers will be kept completely confidential. Is that ok?”
 [** Insert respondent selection explanation here]

SECTION A – DEMOGRAPHIC INFORMATION

A01 Gender - DO NOT ASK. OBSERVATION

Male Female

A02 Age - DO NOT ASK. OBSERVATION

15-19 20-24 25-29 30-34 35-39 40-44 45-49 50-54
 55-59 60-64 65+ Don't know Refused

A03 Disability – DO NOT ASK. OBSERVATION

Does the interviewee have a disability?

No Yes

A04 Where are you staying at the moment?

[Insert relevant options depending on context – village/area/camp]

A05 Were you born here?

If Yes, skip to question A06 If no, continue

No Yes Don't know Refused

A06 You said you were not born here - what is the approximate date of your arrival here?

Month Year

SECTION B – LANGUAGE, LITERACY & EDUCATION**B01** What languages/dialects do you speak?

PROBE: Any others? DO NOT PROMPT [MANY RESPONSES POSSIBLE]

Language 1	Language 2	Don't know	<input type="radio"/>
Language 3	Language 4	Refused	<input type="radio"/>
Other (WRITE IN)			

B02 Which language/dialect do you speak most often with your family? [1 RESPONSE ONLY]**B03** Can you read? If yes, what languages/dialects can you read in?

DO NOT PROMPT [MANY RESPONSES POSSIBLE]

Language 1	Language 2	Don't know	<input type="radio"/>
Language 3	Language 4	Refused	<input type="radio"/>
Other (WRITE IN)		Cannot read	<input type="radio"/>

[Testing is recommended – show a card with a simple message on it in local languages and ask them to read it to you, then record]

B04 Can you write? If yes, what languages can you write in?

DO NOT PROMPT [MANY RESPONSES POSSIBLE] ASK ABOUT SCRIPTS AS WELL AS LANGUAGE

Language 1	Language 2	Don't know	<input type="radio"/>
Language 3	Language 4	Refused	<input type="radio"/>
Other (WRITE IN)		Cannot write	<input type="radio"/>

B05 What is the highest level of education you have received?

No school Some primary school Completed primary school

Some secondary school Completed secondary school University student now

University graduate Religious education Don't know Refused

Other (WRITE IN)

SECTION C – COMMUNICATION CHANNELS & SOURCES OF INFORMATION

“I would like to ask you about where you get information from”

C01 Since you arrived what are your main ways of finding information here?

DO NOT READ OUT. PROMPT IF NECESSARY. [MARK MULTIPLE RESPONSES]

Television Radio Newspapers Magazines Twitter Facebook

Internet – other (WRITE IN)

Email Mobile phone call Mobile phone SMS Billboards Posters

Leaflets Loudspeakers/megaphone announcements Community events

From another person – friends/family From another person – community leader

From another person – religious leader From another person – government official

From another person – army/police From another person – aid worker

From another person – Mahji Don't know Refused

Other (WRITE IN)

C02 What were your main ways of finding information before you were displaced?

DO NOT READ OUT. PROMPT IF NECESSARY. [MARK MULTIPLE RESPONSES]

Television Radio Newspapers Magazines Twitter Facebook

Internet – other (WRITE IN)

Email Mobile phone call Mobile phone SMS Billboards Posters

Leaflets Loudspeakers/megaphone announcements Community events

From another person – friends/family From another person – community leader

From another person – religious leader From another person – government official

From another person – army/police From another person – aid worker

Don't know Refused

Other (WRITE IN)

C03 Which information sources do you trust the most to give you the information you need?

DO NOT READ OUT. PROMPT IF NECESSARY. MARK FIRST SOURCE and ask: Do you trust any others?
[MARK UP TO 2 ADDITIONAL SOURCES]

Note: Information sources could be a specific person, programme or station/channel, rather than a whole communication channel. It may be more appropriate to ask this question and list the responses, rather than using the options provided.

Information source	First	Second	Third
C03.1 Television	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C03.2 Radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C03.3 Newspapers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C03.4 Magazines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C03.5 Twitter or similar	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C03.6 Facebook or similar	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

C03.7	Internet – other (WRITE IN)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C03.8	Email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C03.9	Mobile phone call	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C03.10	Mobile phone SMS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C03.11	Billboards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C03.12	Posters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C03.13	Leaflets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C03.14	Loudspeakers/megaphone announcements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C03.15	Community events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C03.16	Another person – friends/family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C03.17	Another person – community leader	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C03.18	Another person – community leader	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C03.19	Another person – government official	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C03.20	Another person – army/police	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C03.21	Another person – aid worker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C03.22	Other (WRITE IN)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C03.23	Don't know	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C03.24	Refused	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION D – RADIO ACCESS AND CONSUMPTION HABITS

"I'm going to ask you some questions about radio"

D01 Do you currently listen to the radio?

[MARK ONE RESPONSE]

No Yes (skip to D03) Don't know Refused

D02 You said you do not currently listen to radio – why not?

DO NOT READ OUT [MARK MULTIPLE RESPONSES]

Don't have access to set Don't trust available channels No access to electricity

Don't like the radio Don't have time to listen Content not relevant

No programmes in my language No batteries Radio set damaged

No radio stations on air Don't know Refused

Other, please state

SKIP TO E01

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Cox's Bazar - Bangladesh

D03 Where do you generally listen to radio?

PROMPT IF NECESSARY [MARK MULTIPLE RESPONSES]

- Home While I work At a friend's/relative's place NGO office At school
Collective place (e.g. water/food collection point) On my mobile phone Outside in town
I always have my radio with me Outside in the fields At a restaurant/tea shop/café
Don't know Refused
Other (WRITE IN)

D04 What time(s) of day do you generally listen to the radio here?

[MARK MULTIPLE RESPONSES]

- Early morning (5am to 8am) Morning (8am to 11am) Mid-day (11am to 2pm)
Afternoon (2pm to 5pm) Evening (5pm to 8pm) Late Evening (8pm to 11am)
Overnight (11pm to 5am) Any time Don't know Refused

D05 Please name the radio stations and programs you listen to the most here? Can you think of anymore?

INTERVIEWER: WRITE IN NAME OF UP TO THREE RADIO STATIONS. USE CAREFUL SPELLING.

1. ASK What program on this station do you listen to most?
2. ASK What program on this station do you listen to most?
3. ASK What program on this station do you listen to most?

SECTION E - TELEVISION ACCESS AND CONSUMPTION HABITS

"I'm going to ask you some questions about television"

E01 Do you watch television at the moment?

[MARK ONE RESPONSE]

- No Yes (Skip to E03/04/05) Don't know Refused (Continue)

E02 You said you do not watch television here - why not?

[MARK MULTIPLE RESPONSES]

- Don't have access Don't trust available channels No access to electricity
Don't like television Don't have time to watch Content not relevant
No programmes in my language No information available Television set is damaged
Don't know Refused
Other, please state

SKIP TO F01

48 INFORMATION NEEDS ASSESSMENT

Cox's Bazar - Bangladesh

E03 Where do you generally watch television?

PROMPT IF NECESSARY [MARK MULTIPLE RESPONSES]

Home While I work At a friend's/relative's place NGO office At school

Collective place (e.g. water/food collection point) On my mobile phone

At a restaurant/tea shop/café Don't know Refused

Other (WRITE IN)

E04 What time(s) of day do you generally watch television here?

[MARK MULTIPLE RESPONSES]

Early morning (5am to 8am) Morning (8am to 11am) Mid-day (11am to 2pm)

Afternoon (2pm to 5pm) Evening (5pm to 8pm) Late Evening (8pm to 11am)

Overnight (11pm to 5am) Any time Don't know Refused

E05 Please name the TV stations you watch the most here? Can you think of anymore?

INTERVIEWER: WRITE IN NAME OF UP TO THREE RADIO STATIONS. USE CAREFUL SPELLING.

1. ASK What program on this station do you watch most?

2. ASK What program on this station do you watch most?

3. ASK What program on this station do you watch most?

SECTION F – MOBILE PHONE ACCESS AND CONSUMPTION HABITS

"I am going to ask you some questions about your use of mobile phones"

F01 Are you using a mobile phone at the moment?

[MARK ONE RESPONSE]

Yes (skip to F03) Yes but with problems (Continue) Don't know Refused No

F01 You said you are having problems or are not using a mobile phone - why?

[MARK ONE RESPONSE]

No batteries No network signal Need SIM card No electricity to charge phone

Phone is damaged No mobile handset No telephone credit

Other (WRITE IN)

F02 You said you are having problems or are not using a mobile phone - why?

[MARK ONE RESPONSE]

No batteries No network signal Need SIM card No electricity to charge phone

Phone is damaged No mobile handset No telephone credit

Other (WRITE IN)

F03 If there is no signal where you are, how can you get a signal to make a call or send a text?

PROMPT IF NECESSARY. [MARK MULTIPLE RESPONSES]

There is no signal anywhere Walk 1km Walk 1km-5km Walk more than 5km

Climb a hill Climb a tree Don't know Refused

Only works during some hours of the day (WRITE IN THE TIME RANGES THAT THE PHONE WORKS)

Other (WRITE IN)

F04 What do you usually use your mobile phone for?

READ LIST [MARK MULTIPLE RESPONSES]

Calling friends and family Receiving calls from friends and family Conducting business

Receiving news/information alerts Money transfers Sending text messages (SMS)

Receiving text messages (SMS) Sending or receiving an MMS Taking photos

Sending a photo to others Taking a video Downloading and viewing a video clip

Sending a video to others Recording audio Accessing social media like Facebook/Twitter

Accessing the internet Sending or receiving an email Listening to the radio

Using an app (a software program for mobile phones and computers) Nothing

Other (WRITE IN)

Don't know Refused

F05 Are any of the following available on the phone you have access to?

READ LIST. IF THE RESPONDENT DOESN'T KNOW, ASK "Please may I see the phone?" CHECK WHICH CAPABILITIES THE PHONE HAS, AND RECORD [MULTIPLE RESPONSES]

An FM radio receiver Internet access Bluetooth None of above Don't know

Refused

SECTION G – PRINT MEDIA

"I'm going to ask you some questions about reading newspapers and magazines"

G01 Do you read either of the following?

[MARK MULTIPLE RESPONSES]

Newspaper Magazines (SKIP TO G03) No Don't know Refused (CONTINUE)

G02 You said that you do not read newspapers/magazines. Why is this?

I can't read None available in my language None available at all Not relevant to me

Can't afford to buy them Don't know Refused

G03 Please name the newspaper/magazine you read the most here?

ASK Can you think of anymore? INTERVIEWER: WRITE IN NAME OF UP TO THREE NEWSPAPERS. USE CAREFUL SPELLING.

1.

2.

3.

SECTION H – INTERNET

"I am going to ask you some questions about your use of the internet"

H01 Do you use the Internet?

[MARK ONE RESPONSE]

Yes, most days (SKIP TO H03) Yes, about once a week (SKIP TO H03)

Yes, about once every 2 weeks (SKIP TO H03) Yes, about once every month (SKIP TO H03)

Very rarely (SKIP TO H03) No, never Don't know Refused (CONTINUE)

H02 You said that you have problems using, or do not use the Internet, why is this?

No computers No electricity Can't afford it No connection Not relevant

Slow connection Don't know Refused

SECTION I – INFORMATION NEEDS

“Getting the right information must be vital to you in the current situation. I want to ask you a few questions about what you most need information about right now”

Note: This question is sometimes difficult for respondents to understand and results in answers about general needs. Ask if there is anything they are confused about, or feel like they don't have enough information on.

To triangulate data, ask local key informants what questions Members of the community have been asking frequently.

I01 There are many different things people are confused about or feel they need to know about. What is the main thing you need to know about right now?

DO NOT READ CATEGORIES. MARK THEN ASK Is there anything else?

Note: Depending on responses received, it may be more appropriate to leave this section as open text, rather than checkboxes.

General information		MAIN ISSUE	SECOND ISSUE	THIRD ISSUE
I01.1	General news on what is happening here	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I01.2	News on what is happening at home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I01.3	The weather	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security				
I01.4	The security situation here	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I01.5	The security situation at home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I01.6	How to get help after attack or harassment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I01.7	How to stay safe to prevent attack/harassment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How to access aid, essential items and healthcare				
I01.8	How to register for aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I01.9	Finding missing people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I01.10	How to get water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I01.11	How to get food	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I01.12	How to get shelter/accommodation or shelter materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I01.13	Information about nutrition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I01.14	How to get cooking fuel/firewood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I01.15	How to get healthcare/medical attention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I01.16	How to replace personal documentation (e.g. ID, birth certificate...)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I01.17	How to get access to education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I01.18	How to get transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Livelihoods				
I01.19	How to find work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I01.20	Food prices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I01.21	Local crop/livestock prices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

		MAIN ISSUE	SECOND ISSUE	THIRD ISSUE
I01.22	How to get money/financial support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I01.23	Information about relocation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication				
I01.24	Communicating with people who are in a different place	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I01.25	How to communicate with aid agencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I01.26	Other (WRITE IN)			
I01.27	Don't Know	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I01.28	Refused	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I02 Do you think you have enough information to make good decisions for you and your family?

MARK ONE RESPONSE.

No Yes Don't know Refused

I03 What would be the best way for you to receive this information?

MARK MULTIPLE RESPONSES/. DO NOT PROMPT.

Radio Email Mobile phone call to you Mobile phone SMS Billboards Posters

Leaflets Loudspeakers/megaphone announcements Community events

From another person – friends/family From another person – community leader

From another person – religious leader From another person – government official

From another person – army/police From another person – aid worker

Don't know Refused

Other (WRITE IN)

SECTION J – COMMUNICATION WITH AID PROVIDERS

"I would like to ask you a few questions about communicating with aid providers"

J01 Are you able to speak to aid providers about your needs, ask them questions, or tell them if you have complaints?

MARK ONE RESPONSE.

No (SKIP TO J03) Yes, frequently Yes, sometimes

Yes, some of them, specify

Don't know Refused (CONTINUE)

J02 What is the MAIN way you communicate with aid providers? CODE THE MAIN WAY. ASK Can you think of anymore?

CODE UP TO 3 RESPONSES. DO NOT READ OUT

		MAIN WAY	SECOND WAY	THIRD WAY
J02.1	Telephone voice call to person(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
J02.2	SMS message	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
J02.3	Telephone call to radio/TV Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
J02.4	Email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
J02.5	Twitter or similar	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
J02.6	Facebook or similar	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
J02.7	Through a website (WRITE IN)			
J02.8	Suggestion box	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
J02.9	Face-to-face conversation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
J02.10	Via community meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
J02.11	Via community leaders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
J02.12	Via religious leaders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
J02.13	Other (WRITE IN)			
J02.14	Don't Know	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
J02.15	Refused	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

J03 If you could provide feedback, or ask questions to aid providers, what issues would you want to discuss or ask questions about?

ISSUE 1:

ISSUE 2:

ISSUE 3:

SECTION L – MAJHI AND COMMUNITY STRUCTURES

“Finally I’d like to ask you some questions about how you communicate with your community leaders or with your local Majhi.”

L01 Do you receive information from your local Mahji?

IF HOST COMMUNITY, REPLACE MAJHI WITH ‘COMMUNITY LEADER’ [MARK ONE RESPONSE]

Yes (SKIP TO F04) Yes but with problems (CONTINUE) No Don't know

Refused (CONTINUE)

L02 You said you are having problems communicating with your local Mahji - why?

[MARK MULTIPLE RESPONSES]

Don't know who they are Don't trust them Can't communicate with them

Have no Mahji

Other (WRITE IN)

L03 How do you receive information from your Mahji?

PROMPT IF NECESSARY. [MARK MULTIPLE RESPONSES]

Direct – face-to-face Direct – Group Meetings Indirect – via Family Member

Indirect - Other

Other (WRITE IN)

Don't know Refused

L04 Are you able to provide feedback or ask questions to your Mahji?

READ LIST [MARK MULTIPLE RESPONSES]

Yes Yes but with problems No Don't know Refused

L05 If you could provide feedback, or ask questions to your Mahji, what issues would you want to discuss or ask questions about?

ISSUE 1:

ISSUE 2:

ISSUE 3:

That was the final question. Thank you very much for your time and participation. Your responses will help us to understand what information you and others need and how you access information. Your answers will be treated in the strictest confidence"

SECTION R- INTERVIEW BASIC DATA & FEEDBACK

FOR INTERVIEWER COMPLETION ONLY -- DO NOT ASK RESPONDENT!

PLEASE COMPLETE THIS SECTION AS SOON AS POSSIBLE AFTER THE RESPONDENT HAS LEFT. FIELD CONTROL

Interviewer's name:

R01 Interviewer code:

R02 Sex of interviewer (mark one)

Male Female

R03 Date of interview:

Day Month Year

55 INFORMATION NEEDS ASSESSMENT

Cox's Bazar - Bangladesh

R04 Length of interview: (Minutes)

R05 Please provide any general feedback about the interview (any questions that were hard to answer; how the respondent seemed)

FOR SUPERVISOR AND CODER COMPLETION ONLY

R06 Please sign and complete the following:

MARK ONE

Team leader

Accompanied

Back checked

Scrutinized

Annex III - KIIs QUESTIONNAIRE

Purpose: To understand the role of humanitarian actors in the local information ecosystem.

Interviewees: Field-level humanitarian workers / key informants who have direct contact with people affected by the disaster or are involved in community engagement and accountability programming.

This 'Humanitarian Worker Questionnaire' is designed to be used as basis for discussion with key informants working in the field, who have direct contact with people affected by the disaster, or who have insight into community engagement and accountability programming. The questions listed below will act as a guide only, for a phone call or face-to-face discussion with a key informant. Discussions should be open and free flowing, allowing for additional information and needs to emerge.

GENERAL

- Name of organization
- Role

COMMUNICATION WITH COMMUNITIES

- How are you currently providing information to communities?
- How are you getting feedback from them?
- What do you do with this feedback once it is collected?
- How are you coordinating these activities with other agencies?
- In your view, is this proving to be effective or is there another way you would prefer to be communicating?
- What plans do you have that are not yet operational?

COMMUNICATION CHANNELS

- What channels do you currently use?
- Radio? TV? Mobile? Written materials? Etc.?
- For face-to-face communication, do you have specific staff?
- What training do your staff who communicate with communities have?
- Do you communicate in specific locations?
- Do you use community networks? Leaders, Mahjis, religious leaders?

INFORMATION NEEDS

- What are the main issues you would wish to discuss with communities?
- Do you know what the main information needs are for people in the affected areas?
- Has your organization done any assessment on this? Are you aware of any other evidence that you can share?
- What are people asking a lot of questions about?
- What do you think they really need to know?
- Are you able to answer people's questions on these issues?

Photos

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Page 4: Internews/Zain Mahmood

Page 5: WFP/Katarzyna Chojnacka

Page 8-9: Internews/Zain Mahmood

Page 10: Internews/Zain Mahmood

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Photo 1 - WFP / Saikat Mojumder

Photo 2 - WFP / Katarzyna Chojnacka

Photo 3 - WFP / Katarzyna Chojnacka

Photo 4 - WFP / Saikat Mojumder

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Photo 1 - WFP / Saikat Mojumder

Photo 2 - WFP / Katarzyna Chojnacka

Photo 3 - WFP / Katarzyna Chojnacka

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