

INFORMATION NEEDS ASSESSMENT

Gao, Mali

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ABOUT INTERNEWS

Internews works to ensure access to trusted, quality information that empowers people to have a voice in their future and to live healthy, secure, and rewarding lives. Internews envisions a world where everyone can communicate freely with anyone anywhere and exchange the news and information they need to shape their communities and the world. For close to 35 years and in more than 100 countries, Internews has worked with local partners to build hundreds of sustainable organisations, strengthened the capacity of thousands of media professionals, human rights activists, and information entrepreneurs, and reached millions of people with quality, local information, improving lives and building lasting change. Internews' decentralized and entrepreneurial model gives us the local flexibility to find the best solutions and the nimbleness required to work in a rapidly changing, uncertain, and complex world.

ABOUT SIGNPOST

Signpost is a digital initiative providing the humanitarian community with a platform to reach refugees, asylum seekers, and crisis-affected communities around the world with accessible information. Each Signpost channel provides users context-specific, up-to-date information on vital needs such as legal rights, transportation, and medical services in multiple languages, empowering individuals to make informed decisions at the most critical moments.

ABOUT THE ASSESSMENT

In September 2018, an Internews team—consisting of one lead researcher, two research consultants, and 15 locally recruited field researchers and enumerators—conducted an Information Needs Assessment (INA) focusing on migrant populations based in Gao, Mali. The study was realized over a two-week period, of which one week was data collection, in close partnership with the International Rescue Committee (IRC) and Signpost. Through different questionnaires and data collection methods, the research team interviewed a total of 490 people from migrant communities on their information needs. Another 26 key informant interviews were conducted with local authorities, civil society representatives, host communities, and humanitarian organisations in Gao.

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ABSTRACT

Much migration within Mali and across its borders is driven by poverty and the hope for a better life, but these movements are also risky and open new vulnerabilities. Migrants from Mali or other West and Central African countries constantly face difficulties and are often among the poorest and most disadvantaged and excluded people. Their vulnerabilities are in part due to their lack of quality information.

This study analyses if people on the move in the north-

eastern region of Mali, more specifically in the city of Gao, have accurate information at their disposal. It maps information needs and habits of migrant communities in Gao to better understand how these individuals and communities receive information, which sources they trust, and what kind of communication channels or platforms they use. Gaining accurate information in this largely informal and insecure environment is one of the key issues for people on the move in Gao. Both Malian and international respondents to this study appeared to be in critical need of alternative sources of information in order to make proper decisions.

TERMINOLOGY

This study uses the following terminology¹:

Assisted voluntary return: Administrative, logistical, financial, and reintegration support to rejected asylum seekers, victims of trafficking in human beings, stranded migrants, qualified nationals and other migrants unable or unwilling to remain in the host country who volunteer to return to their countries of origin.

Asylum seeker: A person who seeks safety from persecution or serious harm in a country other than his/her own and awaits a decision on the application for refugee status under relevant international and national instruments.

Central Mediterranean Route (CMR): The CMR leads several West African nations through transit countries such as Mali, Burkina Faso, and eventually Niger towards Libya and the Mediterranean Sea crossing to Italy, Malta, or Spain.

Circular migration: The fluid movement of people between countries, including temporary or long-term movement, which may be beneficial to all involved if occurring voluntarily and linked to the labour needs of countries of origin and destination.

Coxeur: Some of the international economic migrants and forcibly displaced persons in Gao temporarily collaborated with their smugglers to facilitate and process the intake of newcomers. These so called coxeurs or intermediates needed to gain the trust of newcomers to receive a commission for bringing them in contact with their smugglers.

Forced migration: A migratory movement in which an element of coercion exists, including threats to life and livelihood, whether arising from natural or human-made causes.

Internally displaced person (IDP): Persons, or groups of persons, who have been forced or obliged to flee or to leave their homes or places of habitual residence, in particular as a result of or in order to avoid the effects of armed conflict, situations of generalized violence, violations of human rights, or natural or human-made disasters, and who have not crossed an internationally recognized state border.

Migrant: Any person who is moving or has moved across an international border or within a state away from his/her

habitual place of residence, regardless of the person's legal status; whether the movement is voluntary or involuntary; what the causes for the movement are; or what the length of the stay is.

Migration: The movement of a person or a group of persons, either across an international border, or within a state. It is a population movement, encompassing any kind of movement of people, whatever its length, composition, and causes; it includes migration of refugees, displaced persons, economic migrants, and persons moving for other purposes, including family reunification.

Irregular migration: Movement that takes place outside the regulatory norms of the sending, transit, and receiving countries. It is entry, stay, or work in a country without the necessary authorization or documents required under immigration regulations.

Refugee: A person who, owing to a well-founded fear of persecution for reasons of race, religion, nationality, membership in a particular social group, or political opinions, is outside the country of his/her nationality and is unable or, owing to such fear, unwilling to avail himself/herself of the protection of that country.

Smuggling: The procurement, in order to obtain, directly or indirectly, a financial or other material benefit, of the illegal entry of a person into a state of which the person is not a national or a permanent resident. Smuggling, contrary to trafficking, does not require an element of exploitation, coercion, or violation of human rights.

Trafficking in persons: The recruitment, transportation, transfer, harbouring, or receipt of persons—by means of threat or use of force or other forms of coercion, by abduction, by fraud, by deception, by abuse of power or position of vulnerability, or by giving or receiving payments or benefits to achieve the consent of a person having control over another person—for the purpose of exploitation. Trafficking in persons can take place within the borders of one state or may have a transnational character.

Western Mediterranean Route (WMR): The route across Northern Africa with Spain as destination.

¹ Based on “Key Migration Terms” of the International Organization for Migration (IOM), <https://www.iom.int/key-migration-terms>

INTRODUCTION



Mali has always been a country characterized by people on the move, whether for departure, transit, or as a destination. Migration patterns often present a continuum where individuals, driven by a variety of often interlinked forces, move both legally and irregularly within and outside the region. According to the Mixed Migration Centre, during the past decades Mali has seen large flows of people on the move across its borders but also within its territory. The Mixed Migration Monitoring Mechanism Initiative (4MI) identifies a wide variety of reasons why men, women, and children are leaving their native countries or regions. These are often related to extreme poverty, growing demographic pressures, weak social and economic infrastructure, internal tensions and violent conflict, institutional weaknesses, humanitarian crises, or environmental stress.

False promises of secured access to Algeria

Ahmed, 24, left Burkina Faso with the objective of reaching Europe. Travelling through Gao was considered the best option because he heard border crossings with Algeria were easy and the road was open. Furthermore, there were no authorities present in the northern regions of Mali so he thought this would reduce the costs of bribes. In Gao, his smuggler assured him that security risks were exaggerated, and that they would definitely reach Algeria without any problems. In the desert, their vehicle was attacked by road bandits, and Ahmed lost all his possessions. He managed to return to Gao, where he received shelter and support from compatriots.

² http://www.mixedmigration.org/wp-content/uploads/2018/05/025_before-the-desert.pdf

³ http://publications.iom.int/system/files/pdf/mali_profile_2009.pdf

⁴ Based on interviews with key informants, field researchers, and local consultants based in Gao.

“The insecurity in Gao is one of our main concerns.”

—Effia, 23, and Serwa, 24, Ghana

High levels of mobility and complex population movements are particularly present in Gao, a north-eastern Malian city that has traditionally functioned as a bridge between sub-Saharan Africa and the Maghreb.² Migration in Gao is often characterized by regional movements, in seasonal or circular patterns. People flow through Gao for varying periods, mostly related to economic activities in small business, transportation, agriculture, or pastoralism.³ Migrant communities from Niger, Nigeria, Burkina Faso, Ghana, or Togo have long been present in the Malian city.⁴

Other migrants in Gao are on their way to Europe or the Maghreb countries via the Central Mediterranean Route (CMR). They usually plan to move through Gao as quickly as possible. Public transport does not go further north than Gao, so migrants have to rely on smugglers. They are part of well-organized, transnational networks.⁵ Once migrants leave the bus and collaborate with smugglers, they become irregular migrants and authorities can arrest or detain them. These irregular migrants mostly reside in ghettos, often organized per nationality as former migrants based in Gao play a key role in connecting and facilitating the income of newcomers.⁶

Migrants who continue their journey northwards of Gao face severe security risks and are often victims of illegal detention, extortion, sexual violence, torture, and other forms of inhumane treatment. These risks are high in the northern territories of Mali, but also further along on the route in Algeria or Libya.⁷ Consequently, failed and often traumatized migrants decide to end their journey and return. Once back in Gao, some of them seek new opportunities to make another attempt northward while others want to return to their home country.

After the Malian civil war broke out in 2012, the security situation in Northern Mali deteriorated drastically, with armed groups and criminals controlling most of the region. While Gao remains an important transit point⁸, preferred by some because of its access to Algeria, recent trends indicate that due to increased insecurity in northern Mali, the majority of migrants have been shifting their routes to enter Libya or Algeria through Niger, instead of travelling through Gao.⁹

These changes put Burkina Faso at the center of various converging routes, bringing together people originating from the ECOWAS region¹⁰. This is a longer and more expensive road due to the many bribes at border crossings and checkpoints, but chances of succeeding are considered higher.¹¹ Routes keep changing in response to context. After restricted migration policies were implemented in Niger, the Agadez region also saw a cutback in new arrivals, while migrants reaching Spain via the Western Mediterranean Route (WMMR) increased significantly in 2018.¹² Despite changing routes and a reduced influx of new arrivals in northern Mali, migrant communities with very specific vulnerabilities remain present in Gao.

This study aims to answer the important question of whether people on the move in the northeastern region of Mali have accurate information at their disposal. It maps information needs and habits of migrant communities in Gao to better understand how these individuals and communities receive information, which sources they trust, and what kind of communication channels or platforms they use. The research was conducted by Internews in September 2018 through quantitative and qualitative data collection methods.

⁵ Mben, P. (2006) 'Sur les traces des migrants clandestins: Gao, ville Ghetto et point de ralliement des passeurs,' L'indépendant, <https://www.afribone.com/spip.php?article3413>

⁶ https://www.clingendael.org/sites/default/files/pdfs/irregular_migration_and_human_smuggling_networks_in_mali.pdf

⁷ <https://reliefweb.int/sites/reliefweb.int/files/resources/GDP-Immigration-Detention-Libya.pdf>

⁸ IOM Displacement Tracking Matrix (DTM), <http://www.globaldtm.info/mali/>

⁹ Based on interviews with key informants and academics of the Bamako Université des Lettres, Langues et Sciences Sociales. Also see http://www.mixedmigration.org/wp-content/uploads/2018/05/025_before-the-desert.pdf

¹⁰ The Economic Community of West African States, also known as ECOWAS, is a regional economic union of 15 countries located in West Africa. Citizens of ECOWAS member states enjoy freedom of movement and have the right to enter, reside, and establish economic activities in the territory of other member states. For full list of members, see <http://www.ecowas.int/member-states/>

¹¹ Interviews with Key Informants and migrants based in Bamako, Gao, and Agadez.

¹² <http://www.mixedmigration.org/articles/shift-to-the-western-mediterranean-migration-route/>

METHODOLOGY

RESEARCH PLAN

Field work in Gao was conducted over a 14-day period: three days for planning, two days for the training workshop, seven days for data collection, and two days for debriefing. Prior to the data collection, the team in Gao participated in a two-day workshop to familiarize itself with the research design and research material to gain a deeper understanding of the data collection methods.

The workshop was also a platform for discussions and debate, during which the team critically reflected on the accuracy of research instruments and the reliability and validity of measurements and procedures. By applying their in-depth knowledge of the local context, the local team contributed significantly to outlining the research strategy, identifying and defining target groups, and adapting qualitative and quantitative research methods.

DATA COLLECTION METHODS

The data collection methods used sampling techniques to represent the stratification of different migrant groups, the diversity of information needs, and their experiences at the local level. This approach required enumerators and field researchers to use specific criteria to ensure a systematic approach to the selection of survey participants, which helped identify migration causes and purposes as well as information needs, trust, and use. This survey method also required identifying multiple areas in Gao where target groups could be found.

Access to the study participants was not always easy in Gao since some of the respondents were residing in ghettos or were in the hands of human smugglers and traffickers. Lack of trust, and sometimes fear, prevented enumerators from reaching out to the most isolated migrants or victims of human trafficking. Furthermore, some of the migrants based in Gao had very little knowledge of local languages and remained extremely isolated from local life. For example, migrants from Portuguese-speaking countries such as Guinea-Bissau had no strong community presence in Gao nor a language in common with the local population or most other

migrants. In addition to limitations in reaching those respondents, the general insecurity in Gao also caused complications for the team to collect the data.

In order to reach as diverse a profile as possible within the migrant population, the team of enumerators was carefully selected based on gender, knowledge of local and foreign languages, understanding of security-related risks, migration-specific expertise, and technical skills. Their deep knowledge of the local challenges and risks was key in securing access to isolated communities.

All data was collected via three questionnaires:

■ General survey (GS)

Multiple choice questions for quantitative data collection. The data was collected via mobile phones using the application KoBo Toolbox. One survey was used per participant.

■ Focus group discussions (FGD)

Open questions for qualitative data collection. The field researchers used this questionnaire in focus group discussions consisting of two or more participants. The participants of these interviews did not participate in the general survey but were members of the targeted population. The data was collected with a paper version in teams of at least two field researchers, where one person was responsible for moderating the focus group discussions and another person was taking notes.

■ Key informant interviews (KII)

Open questions for qualitative data collection. The field researchers used this questionnaire for one-on-one interviews or focus group discussions consisting of two or more participants. The participants in these interviews were people who had expertise in communication and information sharing or migration and displacement issues in Gao, for example civil society representatives, local media workers, local authorities, and humanitarians.

Through the general survey and focus group discussions, the research team spoke with a total of 490 respondents from migrant communities about their information needs. The general survey reached 377 respondents, and the focus group reached 113. Additionally, 26 key informants were also interviewed.¹³

DEMOGRAPHICS

According to OECD¹⁴, the city of Gao counts roughly 50,000 citizens, but it remains difficult to estimate how many people are from a migration background. This section provides demographic information on the participants in this study, who were all considered migrants, persons who were moving or had moved across an international border or within the Malian territory, regardless of the person's legal status, whether the movement was voluntary or involuntary, what the causes for the movement were, or what the length of the stay was.

MIGRANT POPULATION

For the general survey, the team interviewed 377 migrants with an overall gender division of 61% men and 39% women. The participants in this study included respondents from more than 15 countries, with Mali (36%), Niger (15%), and Burkina Faso (10%) as the largest groups. Almost half of the women interviewed were from Mali (49%); other nationalities included Togolese (10%), Nigerien (9%), Nigerian (7%), and Burkinabe (7%). Among men, the majority came from Mali (28%), Niger (19%), and Burkina Faso (12%). Most of the respondents were young adults ages 19-29 (44%) and 30-39 (38%).

Most common languages spoken among the respondents was French (21%), Tamacheq (12%), Hausa (9%), and Bambara (8%). Almost one-third (30%) of the participants in this study said they spoke other languages, mostly local dialects and languages from Burkina Faso, Ghana, Benin, and Togo. The languages listed are those that respondents listed as being capable of speaking and understanding. It is important to note the capacity to speak a language does not mean the same as language preference, as these might yet be different.

Almost half of respondents did not have an education (43%) and were illiterate (47%).

The ability to read and write had an influence on the types of sources and tools migrants used to receive and share information. A significant number of respondents said that newspapers and the Internet were not sources of information, primarily because they could not read. However, illiteracy did

Nationalities			
	Overall	Men	Women
Mali	36%	28%	49%
Niger	15%	19%	9%
Burkina Faso	10%	12%	7%
Togo	9%	8%	10%
Guinea-Conakry	5%	7%	3%
Nigeria	6%	6%	4%
Ghana	6%	5%	5%
Benin	4.5%	5%	3%
Ivory Coast	4%	4%	5%
Senegal	2%	3%	0%
Cameroon	2%	2%	1%
Other	—	1%	2%

Gender			
	Overall	Malian	International
Men	61%	53%	69%
Women	39%	47%	31%

not necessarily exclude telephone or even social media use. During focus groups discussions, illiterate migrants said they used mobile phones and social media such as Facebook and WhatsApp to receive information. These applications allowed illiterate migrants to make phone calls online or record voice messages.

¹³ See detailed information in Annex

¹⁴ The Organisation for Economic Co-operation and Development, <http://www.oecd.org/swac/northernmaliataglace.htm>

“Once the security improves, I will leave Gao and return to my village.”

—Mahamadou, 38, Mali

MIGRANT GROUPS

This section aims to categorise different groups within the migrant population present in Gao. Identifying groups of people on the move and mapping out characteristics associated with certain populations help improve understanding of communication tools and habits, information needs, preferences and trust, and related protection gaps.

Two groups of migrants in Gao were identified among the participants of this study: Malian nationals on the one hand and third-country nationals on the other. This distinction was based on migration status, nationality, vulnerability, proportion, and access to information. Although each group contains a wide variety of individuals and communities on the move with specific socioeconomic circumstances and vulnerabilities, the breakdown of the data in these two groups allows a more in-depth analysis, as different trends in information needs and consumption are visible among the Malian and international migrants.

Malian migrants

As one of the major cities in eastern Mali, Gao attracts migrants from all over the country. Some of them are economic migrants while others are internally displaced persons who were forced to flee.

The reasons people decided to move was very much related to individual circumstances. Some were passing through on their way to Algeria or Europe; others came to Gao in search of employment. Still others were forced to flee their homes due to violent conflict, persecution, or other reasons. They simply sought temporary protection or a better future in Gao.

Among the Malian respondents, the gender balance was almost equal between men (53%) and women (47%). The largest group fell between the ages of 19 and 29 (36%), and the vast majority travelled with family (76%). About 10% of the respondents lived in Gao by themselves, unaccompanied by family or friends. Solo travellers were slightly more common among men (16%) than women (11%). There were few Malian respondents with disabilities (8%), half of whom were visually impaired.

There was not a significant difference in the living situation for male and female Malian respondents. Most of the mi-

grants and IDPs lived with friends and family (53%), in rental property (30%), or with host families (13%). Although most Malians were forced to leave their homes due to insecurity (72%), very few IDPs were living without fixed residency (2%) and no one resided in IDP camps. During focus group discussions and interviews with key informants, respondents said that it was deeply rooted in the regional tradition to accommodate people in need and that living in IDP or refugee camps was seen by most Malian communities as dishonourable and therefore to be avoided at all costs.

A significant portion of Malian respondents stated that they wanted to stay in Gao (37%), while the second largest group wanted to leave as soon as possible (29%). Others said they did not know when they wanted to leave (16%). As for destination, most of the Malian migrants and IDPs wanted to stay in Mali (70%), while about one in six (16%) did not know their final destination. Very few of them wanted to travel to the Maghreb (4%) or Europe (3%).

During the field research, the enumerators often encountered hesitation from Malian respondents to share their true travel plans. This lack of trust could be related to fear, namely of authorities or people smugglers, who could jeopardize their travel intentions. The research team therefore felt that respondents did not always share their true travel plans. Furthermore, during focus group discussions, some Malian respondents with intentions of travelling to the Maghreb said they also wished to continue their journey to Europe at a later stage. They named Maghreb as their initial destination and Europe as an option for later on. Therefore, respondents who listed the Maghreb as their destination might also want to continue to Europe.

In terms of language, Malian respondents said they spoke Tamacheq (66%), Bambara (21%), and French (18%) in addition to other local and vernacular languages (40%). The languages listed are those that respondents felt capable of speaking and understanding. About two-thirds of respondents were illiterate (67%), and 59% did not have any education. One in five had not finished primary school (20%). Education levels and literacy rates were generally the same for men and women. This was also visible in research results from the Education Policy Data Center, which measured school enrolment for boys and girls in Gao and did not find a significant gender disparity. About half of the Malian boys and half of the Malian girls in Gao are enrolled in primary school.

Education level

	Overall	Malian	International
No education	43%	59%	34%
Religious education	2%	3%	2%
Some primary school	16%	20%	13%
Completed primary school	12%	8%	15%
Some secondary school	12%	2%	18%
Completed secondary school	9%	1%	13%
Some post-secondary school	2%	1%	3%
Completed post-secondary school	—	1%	0%
Completed university	—	1%	0%
Other	—	4%	0%

Languages

	Overall	Malian	Internat'l
Arabic	1%	7%	—
Bambara	8%	21%	15%
Dyula	3%	—	10%
English	5%	1%	18%
French	21%	18%	66%
Fula	6%	4%	18%
Hausa	9%	6%	29%
Igbo	1%	—	—
Mossi	2%	1%	8%
Tamacheq	12%	66%	7%
Wolof	1%	—	—
Yoruba	2%	1%	5%
Other language	30%	40%	30%

Ages

	Overall	Malian	Internat'l
> 18 years	3%	4%	3%
18-29 years	44%	36%	49%
30-39 years	38%	33%	41%
40-49 years	12%	23%	6%
> 50 years	2%	4%	—

Literacy rates

	Overall	Malian	Internat'l
Illiterate	47%	67%	37%
Literate	32%	15%	42%
Can read with difficulty	20%	18%	21%

Reasons for leaving home		
	Malian	International
Security	73%	9%
Economic	25%	88%
Legal	8%	0%
Social exclusion	4%	1%
Other	1%	2%

Travel companion		
	Malian	International
Family	76%	14%
Friend	8%	49%
Someone else	2%	1%
Alone	13%	36%

Who they live with Gao		
	Malian	International
Family	80%	17%
Friend	10%	61%
Someone else	1%	2%
Alone	10%	20%

Disabilities		
	Malian	International
Disabled	8%	3%
Hearing impaired	1%	0.4%
Intellectually impaired	1%	1%
Motor impaired	3%	0.4%
Visually impaired	4%	1%

Housing		
	Malian	International
Friends/family	53%	14%
Ghetto	1%	12%
Host family	13%	10%
Hostel/hotel	1%	6%
Rental property	30%	37%
Welcome center	0%	1%
Non-fixed	2%	18%

When they want to leave Gao		
	Malian	International
As soon as possible	29%	25%
In a few days	2%	12%
In a few weeks	4%	8%
In a few months	9%	10%
In a few years	2%	5%
I want to say in Gao	37%	27%
I don't know	16%	12%

Final destination		
	Malian	International
Mali	70%	17%
Maghreb	4%	25%
Europe	3%	19%
Sahel region	4%	2%
Home country	0%	28%
Other	0%	1%
I don't know	16%	9%



International migrants

Migrants from third-countries based in Gao were usually economic migrants, but some of them were externally displaced persons, recognized refugees, or asylum seekers. The minority among the international respondents were people who left their country due to insecurity, persecution, social exclusion, or other reasons. Some of them saw Gao as their final destination while others merely passed through on their way to Algeria or Europe. Some stayed temporarily or seasonally and returned to their country from time to time while others moved through as quickly as possible.

Most international respondents in this study came from Niger (24%), Nigeria (10%), Burkina Faso (16%), and Togo (14%). Gao has traditionally been home to people from Burkina Faso, Nigeria, Niger, Togo, or Ghana. These communities of economic migrants are deeply rooted in the socio-economic life of the city. Still, many of them had strong ties with their home countries and returned occasionally. Compatriots who wanted to migrate to Europe or the Maghreb usually moved through vast smuggling networks related to these communities in Gao.

The gender ratio for international migrants was not balanced, with significantly more men (69%) than women

(31%). Despite an almost equal gender balance among the enumerators and field researchers, it was more difficult to reach female migrants because they were more distrustful and fearful of speaking out compared to male migrants. This was exacerbated by smugglers and human traffickers who often impeded access to female migrants.

The largest group of international respondents were ages 19-29 (49%) and 30-39 (41%). Very few respondents with disabilities (3%) were interviewed during this study. Many travelled with friends (49%) or alone (36%). Once in Gao, most of respondents lived among friends (61%) or family (17%). One-fifth remained unaccompanied in Gao (20%). Solo travellers were slightly more common among men (39%) than women (30%).

The living situation for international respondents did not differ substantially between men and women although a higher percentage of women (19%) than men (1%) lived in a hostel or hotel in Gao. Many of these women were active in the catering industry or as sex workers and were accommodated in the hotel they worked in.

Most of the international migrants lived in rented property (37%), usually shared with compatriots. International migrants who were part of communities that had long been

Stuck in the ghetto

Aliba, 29, had been in Gao for two weeks. He had carefully arranged his travels to Algeria, but his smuggler kept delaying the departure. The daily rent in his ghetto was costing him so much that he no longer had enough money to pay for the next leg of his trip. Aliba was stuck, and every day that passed took him further away from his dream to reach Europe. He believes it was all planned in advance by his smuggler to keep him in Gao and extort from him as much as possible.

journey to Europe. Furthermore, as with the Malians, the international participants in this study were not always keen to share their destination due to distrust of the local population and fear of their smugglers or the authorities. Respondents involved in illegal activities, such as sex work or human smuggling¹⁵, seemed especially hesitant to share their travel plans. The research team therefore felt that respondents did not always share their true travel plans. As a result, internationals who answered the Maghreb as their destination might also have wanted to continue to Europe.

Most of the international migrants interviewed spoke French (66%). Other languages spoken were Hausa (29%), English (18%), Fula (18%), and Bambara (15%). The languages listed were those that respondents felt capable of speaking and understanding.

In comparison with Malian respondents, literacy rates were much higher with third-country nationals: 42% knew how to read and about one-fifth were able to read but with difficulties (21%). Education levels were also higher, with 15% of respondents finishing primary school and 13% finishing secondary school. About one-third did not receive any formal education (34%). By comparing education levels and literacy between international respondents and Malian participants in this study, we can conclude that those who crossed international borders generally had a better socioeconomic background than Malian nationals. This was perhaps because international migration requires a wider range of capabilities and levels of entrepreneurship that are often developed with stronger socioeconomic profiles. Nevertheless, there were still uneducated and illiterate persons with extremely limited capabilities among the international migrants.

Length of time in Gao	
A few days	24%
1-2 weeks	12%
2-4 weeks	15%
1-3 months	14%
3-6 months	10%
6-12 months	11%
1-2 years	6%
> 2 years	7%

present in Gao, such as Ghanaians, Nigerians, and Burkina-be, tended to live together in rental properties. These are properties where the landlord was not actively involved in smuggling activities. This is different by definition than so-called ghettos (12%), which are houses and compounds rented out to migrants by their smugglers or people actively cooperating with the smugglers. Usually the rent is charged per day or per week, and migrants stay in the ghetto until they have sufficient means to start the next leg of their journey. Most of the migrants who resided in ghettos were people passing through Gao for very short periods, usually with the aim of continuing as soon as possible toward Algeria or Europe. A variety of nationalities from all over West and Central Africa were present in ghettos.

Other migrants were living in non-fixed housing (18%) such as makeshift shelters, abandoned hangars, or sheds. Nigerian respondents more often lived on the streets than other nationalities. They were part of extremely impoverished begging communities that travelled through the region.

International respondents for this study resided in Gao for varying periods—a couple of days (24%), two to four weeks (15%), one to three months (14%), or one to two weeks (12%). The reason they left their home countries was mostly economic (88%), but in some cases it was security related (9%). Among the international respondents, 27% wanted to stay in Gao and 25% wanted to leave as soon as possible.

As for their final destination, 28% of international respondents cited their home country, 25% the Maghreb (25%), and 19% Europe. Those who wanted to return to their country were either coming back from Europe or the Maghreb or stayed in Gao temporarily before heading back home. Focus group discussions revealed that many of the migrants on their way to the Maghreb also wished to continue their

INFORMATION LANDSCAPE



PHONE

The vast majority of Malian respondents accessed a phone on a daily (39%) or weekly basis (30%). More than one-fourth (27%) did not use a phone. The reasons for limited use or not using a phone was mostly related to lack of means (43%) or not seen as necessary (37%). For the latter, key informants and focus group discussions revealed that some of the most impoverished Malian migrants and IDPs had very limited social networks and did not see the need to invest what little money they had in a phone.

Compared to Malian nationals, phone use was significantly higher with international migrants, who used a phone on a

daily (59%) or weekly basis (20%). Those who did not use a phone cited lack of means (69%) as the main reason.

The answer “other problems” for not using a cellphone are for Malians (10%) and for third-country nationals (20%) mostly related to their mobile devices being stolen or lost. During focus group discussions, a significant number of those who had returned from Algeria testified that their possessions were stolen or confiscated by border authorities. This indicates that some of the respondents who were not using a phone at the time of the interview used a phone in earlier stages of their migration.

Of the respondents who used a phone, about 10% of the internationals and 22% of the Malians did not possess their

¹⁵ For a definition of “coxeur” see p. 5 Terminology

Why no phone		
	Malian	International
Not useful	37%	—
Lack of means	43%	69%
Limited access	7%	8%
Other problems	10%	20%
Refuse to respond	2%	2%

Phone ownership		
	Malian	International
No	22%	9%
Yes	78%	91%

own phone. Phones were used for making phone calls by almost all respondents. Text messages (SMS) were more popular with international respondents (77%) compared to Malians (47%), who were generally less educated and had higher illiteracy rates. Use of text messages was for both groups relatively high compared to literacy rates. Although illiterate migrants were not able to write or read messages, a high percentage of them indicated that they used text messages. A possible explanation is that they themselves do not actively text or that they get help from others in reading and writing messages. This was confirmed in focus group discussions, where several migrants said they received help from others in reading and typing messages.

Having to count on support from others in sending and receiving information raised several protection issues, as this dependency can easily lead to abuse of power. The literate person would be in control of how and what information the illiterate person could receive or send. This also generated a threshold for illiterate persons to allow others to be involved in sometimes very personal or sensitive information. These obstructions and exposure to power dynamics make illiterate persons more vulnerable in information ecosystems.

Social media was used more by international migrants (67%) compared to Malians (32%). Breaking down the data further, social media was only accessed through a mobile phone by 53% of the international migrants and 17% of the Malian respondents.

Frequency of phone use		
	Malian	International
Daily	39%	59%
Weekly	34%	20%
Never	27%	20%

How phone is used		
	Malian	International
Calls	100%	100%
Text messages (SMS)	47%	77%
Social media	32%	67%
Bluetooth	21%	37%

INTERNET

The vast majority of Malian respondents (83%) did not use the Internet. Those who did use the Internet (17%) accessed it through their smartphones. Cyber cafes or personal computers were not mentioned as ways to connect to the Internet.

This was different among the third-country nationals, some of whom preferred to access the Internet through fixed computers (10%), usually located in cyber cafes. These respondents also actively used the Internet on their mobile phones but had easier access in cyber cafes or fixed computers located elsewhere. About half of the international respondents did not use the Internet (48%) in Gao. There was no significant difference in Internet usage between men and women.

Malian respondents attributed problems surrounding Internet access to lack of phone credits (33%) and technical issues and connectivity (26%). Similarly, international respondents gave insufficient phone credits (30%) and technical issues or connection problems (39%) as their main reasons for not being able to use the Internet. Connectivity problems could also be interpreted as a lack of credit issue.

A significant portion of the respondents who did not actively use the Internet did not give a clear reason for this (37% of Malians and 25% of internationals). This answer was explained by enumerators and field researchers as lack of knowledge and limited personal capacities.

Internet access		
	Malian	International
I don't use it	83%	48%
Mobile phone	17%	42%
Fixed computer	—	10%

Problems access Internet		
	Malian	International
Technical issues	13%	10%
Connectivity issues	13%	29%
Lack of credit	33%	30%
I don't know	37%	25%

SOCIAL MEDIA

Almost all Malian Internet users said they accessed social media regularly: 52% on a daily basis and 43% on a weekly basis. International respondents had similar usage patterns: 59% daily and 35% weekly.

In focus group discussions, many of the Malian and international respondents explained that they had the necessary skills and knowledge to use social media, but that they lacked the means to buy a smartphone or phone credit. This was often put forward as the main reason why access to social media was limited for both groups. Those who had smartphones often connected only sporadically if they had enough credit for mobile data. No significant difference in cell phone and social media usage was found between men and women.

The most popular applications among respondents were WhatsApp, Facebook/Messenger, and Viber. For Malians who used social media, all respondents actively used WhatsApp and almost all used Facebook/Messenger (86%). Social media use was much higher with international migrants, who tended to use a much wider variety of applications such as Viber (32%), Twitter (19%), Email (33%), and YouTube (29%). Still, WhatsApp (79%) and Facebook/Messenger (78%) were the most popular applications.

In focus group discussions, participants explained that

Frequency of social media use		
	Malian	International
Daily	52%	59%
Weekly	43%	35%
Never	5%	6%

Usefulness of social media		
	Malian	International
Useful	61%	75%
Not useful	17%	16%
I don't know	22%	18%

they valued Facebook/Messenger and WhatsApp most because these were the most popular applications and therefore the easiest way to connect with people. Some respondents added that certain social media platforms had lower data consumption and faster connectivity for messaging and calling. WhatsApp was perceived as a better and cheaper platform to connect through compared to Skype or Viber. This indicated that, apart from popularity, reduced costs and the quality of connectivity also influenced social media usage.

When information sharing on social media, heavy files were often avoided. People tended to engage mostly using text messages and audio recordings. Especially people who had difficulties writing or who could not write tended to communicate through audio recordings. Video was mostly avoided due to the heaviness of the files. All respondents explained that they usually engaged with people through social media with whom they had a personal relationship. This was also the reason why they trusted most of the information they received via social media. Few people seemed to engage with news agencies or other organizations via social media. Additionally, due to limitations in data consumption, use of social media with a news feed, such as Facebook, Twitter or Instagram, were often avoided or solely used as messaging platforms. While many people in highly technological societies use these feeds to gather a wide variety of information related to different interests, many of the respondents who connected to these platforms did not have a strong habit of newsfeed scrolling.

“ The best way to receive information from home is via WhatsApp because it is fast and cheap. ”

—Fattima, 22, Senegal

Social media sources		
	Malian	International
Facebook/Messenger	86%	78%
Email	4%	33%
Facebook/Messenger	86%	78%
Imo	4%	17%
Instagram	—	13%
Skype	—	21%
Snapchat	—	13%
Twitter	4%	16%
Viber	13%	32%
WhatsApp	100%	79%
YouTube	4%	29%

The vast majority of the Malian (61%) and international migrants (75%) believed that the information they received via social media was very useful for their stay in Gao. In focus group discussions with international economic migrants heading to the Maghreb or Europe, WhatsApp was often mentioned as an excellent platform to share the latest news on migration routes, border crossings, or the situation in Algeria, Libya, or Europe.

Respondents who mentioned WhatsApp explained that most information they received through this medium was via informal conversations in small groups or with one correspondent, who were usually, apart from family and friends, compatriots or fellow travellers they met during their journey. For migrants on their way to Europe, WhatsApp was also an important medium to stay in touch with people who were further along on their journey or who had already arrived in Europe.

All the respondents said that the most important value of social media was to stay in touch with friends and family back in their home country or, in some cases, in other locations along the CMR.

Apart from this, Malian respondents used social media to receive general news (38%), humanitarian information (25%), or information related to migration (13%). International respondents sought to receive a wider variety of information through social media, including culture and entertainment (21%), general news (18%), humanitarian information (11%), and migration information (17%). Job opportunities were shared on social media by both Malian (6%) and international migrants (12%).

When mentioning the types of information, they sought via social media, some respondents classified migration-related information as humanitarian information or general news. In focus group discussions, both Malian and international respondents explained that for them general news was mostly related to developments in the humanitarian or security situation, in particular safe routes and road blocks, displacement issues, presence of security forces, and movements of armed groups or criminals.

Social media information		
	Malian	International
General news	38%	18%
Sports	—	11%
Cultural / entertainment	9%	21%
Humanitarian	25%	11%
Migration	13%	17%
Job opportunities	6%	13%
Other	3%	2%

“ I do not listen to the radio because I do not speak any of the local languages. ”

—Ben, 27, Gambia

RADIO

Radio is traditionally a popular medium in Mali, but only one-third of the Malian respondents said they listened to the radio (33%) while the majority rarely (33%) or never (30%) used this medium.

In focus group discussions, Malian migrants' radio listening habits seemed to depend on the duration of their stay in Gao. Those who were planning to leave as soon as possible for another destination did not show much interest in radio to receive information. Respondents who were staying in Gao for longer periods mentioned radio listening more often. During key informant interviews, local media representatives mentioned radio as the most popular medium for the local population, but, as there were many local radio stations present in Gao, people who were not originally from the region might not be interested in listening to these stations if they did not plan to stay long. Indeed, about one-fourth of the respondents who did not or rarely listened to the radio gave lack of interest (24%) as the primary reason. Other reasons were lack of means (15%) or limited access (7%). A significant number of respondents named other problems (17%) such as language issues. Without understanding local languages or French, the number of relevant radio stations would be very limited.

Only 10% of the third-country nationals said they actively listened to the radio, significantly less than Malians. Women tend to listen to the radio less than men, with only 8% who regularly listen and 70% who never listen, compared with 56% for men. Even though it is “rarely,” men seem to have a bit more access to a radio. Most of the international respondents cited lack of interest (33%) and lack of means (24%) along with other problems (25%) such as language barriers as the main reasons they did not listen to the radio.

Malian migrants usually listened to the radio at home (44%) or accompanied by friends or family (34%). International migrants tended to use mobile phones more often for radio consumption (29%). They usually listened to the radio at home (33%) or at work (29%). There was no significant difference between men and women concerning location where they listened to the radio.

Do you listen to the radio?		
	Malian	International
Yes	36%	60%
No	30%	10%
Rarely	33%	30%

Reasons you don't listen		
	Malian	International
Not interested	24%	33%
No means	15%	24%
Limited access	7%	21%
Other problems	17%	25%

Where do you listen to the radio?		
	Malian	International
With friends/family	34%	33%
Home	44%	33%
Phone	—	29%
Work	—	16%

Is radio information useful?		
	Malian	International
Yes	73%	54%
No	10%	11%
I don't know	16%	33%

Preferred radio stations		
	Maliens	International
Radio Hanna	13%	6%
ORTM Radio Mali	13%	13%
Aadar FM	9%	—
Radio Aadar-Koima	27%	11%
Radio Naata	30%	7%
RFI	7%	14%
Nanaye FM	8%	—
Radio Annya	9%	5%
Radio Mikado	6%	11%
Radio Fitila	12%	—
BBC	—	8%
Radio Gomny	—	5%
Other	—	3%

Preferred radio stations for Malian respondents were mostly local and Malian, such as Radio Naata (30%), Radio Aadar-Koima (27%), and ORTM (13%). For international respondents, RFI (14%) and ORTM (13%) were among the most popular stations. For the anglophones, BBC was the most listened radio station as it was the only option.

The majority of Malian listeners found the information they received via the radio helpful (73%) for their decision-making in Gao. About half (54%) of the international migrants found the information received via the radio useful.

The Malian respondents who listened to the radio specifically sought information related to general news (29%), humanitarian information (29%), and information related to migration (21%). Focus group discussions revealed that general news could also be considered as related to the humanitarian or security situation, especially topics concerning displacement issues, presence of security forces, and movements of armed groups or criminals. In key informant interviews, media representatives from Gao explained that radio stations often broadcast locally driven programs that focus on migration, humanitarian developments, or health issues.

Similar to Malian respondents, international migrants named general news (19%) and humanitarian information (19%) as information they sought via radio. Furthermore, international respondents mentioned radio listening for job opportunities (16%).

A relatively small percentage of the Malian and international respondents mentioned information about migration, but this could also be categorized under general news or humanitarian information. Nevertheless, male and female respondents explained during focus group discussions that radio was not the best medium to receive information on safe smuggling routes, illegal checkpoints, or border crossings. For the latest information, informal networks via phone and social media were considered to provide more up-to-date and reliable information.

TELEVISION

About three-fourths of Malian respondents said that they did not watch (49%) or rarely watched (26%) television. Only one-fourth of the Malian migrants and IDPs watched television. Similar numbers were seen among international respondents, with 27% actively watching television. In focus group discussions with Malian and international respondents, access to television was often seen as a privilege.

Indeed, Malians were not watching television because they lacked the means (42%) or had limited access (17%). International migrants had limited access (33%) or were simply not interested (30%). As few television channels broadcast in local languages, which posed other problems (18%) for both Malian and international respondents due to language

Do you watch television?		
	Malian	International
Yes	25%	27%
No	49%	37%
Rarely	26%	36%

Reasons you don't watch		
	Malian	International
Not interested	17%	30%
No means	42%	16%
Limited access	17%	33%
Other problems	20%	17%

Where do you watch television?		
	Malian	International
With friends/family	35%	21%
Home	59%	33%
Restaurant/bar	5%	18%
Work	—	18%

barriers. The reasons mentioned for not watching television did not differ significantly between men and women.

Most of the Malian respondents that had access to television watched it at home (59%) or with friends or family (35%). Preferred channels were ORTM (35%), Africable (16%), or France 24 (10%). For international migrants, France24 (18%), Canal+ (14%), and other international channels (20%) were most watched. They watched television at varied places, including bars or restaurants (18%) and at work (18%). Most of the respondents who watched television at work, in bars or restaurants of hotels, were working in the catering business or as sex workers.

Africable was only watched by female respondents. Male respondents tended to prefer France 24 and Canal+, which had a package providing movies and sports.

Preferred television stations		
	Maliens	International
Africable	16%	7%
Aljazeera	2%	—
BBC	—	2%
Canal+	10%	14%
France 24	10%	18%
ORTM	35%	10%
TM2	7%	7%
TV5	7%	10%
Other international	12%	20%

Information sought on television		
	Maliens	International
News	30%	16%
Cultural	13%	13%
Humanitarian	18%	13%
Educational	11%	11%
Migration	15%	17%
Job opportunities	11%	14%

TV information helpful?				
	Maliens		International	
	Men	Women	Men	Women
Yes	50%	73%	46%	79%
No	42%	23%	16%	18%
I don't know	8%	5%	38%	4%



INFORMATION NEEDS & TRUST

Malian respondents generally felt they were not adequately informed about general news (78%), legal assistance (94%), and means of subsistence (80%). Similarly, international migrants said they lacked humanitarian information (90%), means of subsistence (85%), medical services (88%), and legal assistance (97%). Malian migrants seemed to be more aware of humanitarian and security-related information than international respondents. Information needs were similar for both men and women.

which was highlighted in focus group discussions as one of the key information needs for migrant communities based in Gao.

Results from the general survey indicated that, when asked about information needs in an open question, respondents did not immediately think of medical services or legal assistance. Nevertheless, during focus group discussions almost all respondents said they had very little knowledge about medical services or their legal rights.

If asked what kind of information they would like to receive, security-related information was one of the priorities for both Malian (23%) and international respondents (15%). Means of subsistence (17%) and humanitarian information (16%) remained crucial for both groups as well. As with other questions, general news closely related to information on the security situation. Information needs were similar for both men and women.

The majority of television watchers found the information they received from television useful: 65% for Malian migrants and 60% for international migrants. Women in general tended to find television more valuable for their decision-making than male respondents.

The Malian respondents who watched television specifically sought information related to general news (30%), humanitarian information (18%), and migration (15%). Television was also a popular medium for culture and entertainment (13%) and educational programs (11%). Similar results were seen among international respondents, with information related to general news (16%), humanitarian information (13%), and migration (17%) among the most popular.

Focus group discussions with Malian and international respondents revealed that information on migration was often categorized with humanitarian information. International respondents who watched television were interested in receiving information about migration via television broadcasting. Some respondents cited watching television to learn about the security situation in Mali or Libya and on the asylum crisis in Europe. There were no significant differences in information sought on television between men and women.

PRINT

Both Malian respondents (96%) and internationals (99%) never or rarely read print media in Gao. Similarly, for women and men, the reasons given were in most cases related to not being able to read or having difficulties reading. Those who used written media mostly said they accessed articles through their mobile phone and online media.

Do you read print media?		
	Malian	International
Yes	4%	1%
No	89%	96%
Rarely	7%	3%

Inadequate information on these topics		
	Malian	International
General news	78%	81%
Humanitarian information	52%	90%
Legal assistance	94%	97%
Means of subsistence (water, food, shelter, income)	80%	85%
Medical services	73%	88%
Migration information	74%	69%
Security situation	40%	58%
Situation in home country	51%	47%

Would like more information on these topics		
	Malian	International
General news	11%	6%
Humanitarian information	20%	12%
Legal assistance	3%	6%
Means of subsistence (water, food, shelter, income)	15%	20%
Medical services	9%	9%
Migration information	5%	13%
Security situation	23%	15%
Situation in home country	10%	11%

“The only sources I trust in Gao are my friends from my country; all the others are liars and wrongdoers.”

—Trinity, 30, Nigeria

Most trusted mediums		
	Malian	International
Face-to-face	58%	61%
Mobile phone	55%	58%
Humanitarians	30%	16%
Posters, brochures, leaflets	0%	6%
WhatsApp	15%	24%
Facebook/Messenger	1%	17%
Twitter	0%	2%

From the general survey, international migrants were much more interested in information related to migration (13%). In focus groups discussions, the Maghreb- and Europe-bound migrants underlined the importance of reliable information on border crossings, safe routes, security risks, and asylum procedures in Europe or elsewhere. The main issue in receiving this information was lack of access and availability of trustworthy sources.

Almost all respondents, no matter what gender or nationality, generally had low levels of trust in most information sources. International migrants showed little trust in local authorities (63%), security forces (60%), the local population (40%), or even humanitarians (52%). Most of the Malian respondents also showed low levels of trust toward local authorities (48%) and security forces (54%). During focus group discussions, Malian respondents did not express confidence nor trust in the national and international security forces¹⁶ present in Gao.

Both Malian and international respondents put a lot of trust in friends (88%) and family (96%). Especially for information related to migration, a lot of trust was also put in fellow migrants who undertook similar journeys along the CMR. Europe-bound migrants put high levels of trust in the information they received from people who had already reached Europe or returnees they met along the CMR.

Maliens tended to have more trust in radio (75%) while international respondents had more trust in television (78%). This could be directly related to consumption habits since Maliens listened to radio more and international migrants had easier access to television.

During focus group discussions, respondents were asked to link specific information needs to different sources and to specify which source they trusted for what kind of information. In this exercise, both international respondents and Maliens showed very little trust in smugglers, especially for security information, general news, or means of subsistence. Local authorities and security forces were generally not trusted either, except for information related to security or medical services. The most trustworthy sources for almost all information needs were by far family or friends and compatriots. The latter were mostly trusted if they had a region or language in common.

Most trusted sources		
	Malian	International
Television	22%	20%
Radio	38%	21%
Family	75%	66%
Friends	61%	51%
Local population	37%	21%
Humanitarians	33%	13%
Security forces	12%	11%
Local authorities	20%	8%

¹⁶ Gao has a presence of several MINUSMA contingencies, including from China, Senegal, and the Netherlands. Furthermore, there are American and French troops stationed in Gao. <http://www.un.org/Depts/Cartographic/map/dpko/MINUSMA.pdf>

“My smuggler is the only person who tells me something about Gao and the journey ahead. I have no other option than to trust him.”

—Alexandre, 26, Cameroon

In focus group discussions, some of the international economic migrants traditionally present in Gao trusted only information coming from people from their own community. The Togolese, Nigerians, and Ghanaians showed very little trust for people outside their community.

Humanitarians were seen by both Malian and international migrants as trustworthy sources, but mostly for information related to humanitarian assistance, means of subsistence, medical services, and migration. The respondents expressed less trust in information received by humanitarians related to the security situation or legal assistance.

Europe- and Maghreb-bound migrants showed lower levels of trust in general, but also a certain indifference toward humanitarians. During focus group discussions, many participants stated that “humanitarians cannot do anything for us,” specifying that sensitisation campaigns on discouraging migration did not have any impact on their decisions. Humanitarians were often seen as organizations that mainly tried to discourage migrants from travelling to the Maghreb or Europe.

When asked about how they preferred to receive information, both Malian and international respondents said they preferred to receive information via mobile phone (91%) or face-to-face (86%). Because most respondents had very limited access to internet and social media, these channels were generally not considered good ways to receive information. This was especially true for Malian migrants.

However, the respondents who actively used Internet and social media almost unanimously declared WhatsApp (54% for international respondents and 15% for Maliens) and Facebook/Messenger (46% for international respondents and 9% for Maliens) as good to excellent platforms for receiving information.

Focus group discussions with Malian respondents confirmed that people preferred to receive information through direct contact with another person, either by meeting face-to-face or through a phone call. Similar answers were heard from international migrants. However, Europe- or Maghreb-bound migrants, and those returning from failed attempts, seemed to rely much more on social media information. They said it was a quick and efficient way to receive information, especially in an environment where they knew very few people and often had no other options than to count on their smuggler for information. Nonetheless, access to social media was still a recurring problem.



No rights for foreigners in Gao

Bohafi, 39, was a Togolese woman who had been working in a beauty salon in Gao for a few months. She was very concerned about the insecurity in the city since she had been robbed and assaulted twice since she arrived. Due to language barriers, she could not communicate with the local authorities or the local population, but she also felt the authorities ignored abuses against foreigners. For her, Gao is a violent place where impunity thrives and foreigners are systematically targeted.

IMPACT & USE OF INFORMATION

HUMANITARIANS

About two out of five (41%) Malian respondents and almost four out of five (77%) international participants did not receive any information from humanitarian organizations in Gao. Malians mentioned problems with not knowing them (18%) and accessibility (17%). Similarly, international migrants said they did not know the humanitarian organizations (34%) or had problems accessing these organizations (23%). With both groups, problems with access mostly referred to not knowing where the office was or not being able to reach out to humanitarian organizations. The latter mostly included migrants who were living in ghettos, who were restricted by their smugglers, or victims of human trafficking.

In focus group discussions, migrants on their way to the Maghreb or Europe generally showed little interest in the activities of humanitarian organizations. Some respondents explained that humanitarian organizations only tried to deter them from undertaking the journey, and that they were not interested because they were determined to go. Humanitarian organizations were in most cases only considered helpful if they could assist in providing means of subsistence. When asked about receiving information related to migration, many respondents showed low levels of trust that humanitarian organizations would give them any information except to discourage them from traveling.

LOCAL POPULATION

Malian respondents were significantly more in contact with the local population (73%), compared to international migrants (40%), who cited language barriers (35%) and not knowing them (11%) as the main communication issues.

Most Malians did not see any problems with communicating with the local population (83%). They showed higher levels of trust (75%) toward the local population compared to international migrants (60%). This is because most Malian migrants had closer ties with the local population.

Received information		
	Malian	International
Humanitarians	59%	21%
Local population	73%	40%
Local authorities	56%	18%

LOCAL AUTHORITIES

Malian respondents were significantly more in contact with local authorities (56%) than international migrants (18%), who cited access problems (20%) and not knowing them (26%) as the main communication issues. Most Malians did not see any problems with communicating with the local authorities (70%). They showed higher levels of trust (52%) toward the local authorities compared to international migrants (37%). This is because many of the international migrants irregularly wanted to continue their travels to Europe or the Maghreb. Furthermore, most of the Malian migrants had closer ties with the local population and the authorities.

In focus group discussions, international migrants heading to the Maghreb or Europe expressed fear and frustration over their encounters with local authorities and security forces. As a result, these groups were often seen as corrupt and to be avoided.

“Why would we talk with humanitarians? They only want to convince us not to go.”

—Balde, 32, Guinea-Conakry



Communication problems						
	Humanitarians		Local population		Local authorities	
	Malian	International	Malian	International	Malian	International
I avoid contact	2%	3%	1%	2%	2%	8%
Don't know them	18%	34%	6%	11%	11%	26%
No problems	56%	31%	83%	48%	70%	33%
Access problems	17%	23%	7%	5%	15%	20%
Language issues	7%	10%	2%	35%	2%	12%

CONCLUSIONS



This study has outlined the use and needs of information by identifying two main groups of people on the move present in Gao: 1) Malian economic migrants and IDPs and 2) international economic migrants.

Based on the analysis presented above, both Malian and international migrants present in Gao seem to have very limited access to the information they need. Furthermore, few information sources are available, and the majority of respondents had very little trust in them. Key informants in Gao explained that migrants not only lacked information, but that they were also systematically misinformed by people involved in the irregular migration industry.

Reaching female migrants in Gao was particularly challenging during this study, since levels of trust were lower, and access was often denied by smugglers or the migrants themselves. Female migrants were more often victims of trafficking, usually related to sex work. These challenges in access are important to take into account for humanitarian programmatic purposes.

Misinformation and information based on rumours were often encountered by field researchers and enumerators while collecting data in Gao. In focus group discussions and during key informant interviews, respondents often highlighted problems of false information spreading in migrant communities. This information was sometimes based on rumours, in other cases it was intentionally disseminated by people without caring about the potentially harmful consequences of this behaviour.

TRUSTED INFORMATION IS THE LEAST RELIABLE

Television and radio consumption remain rather low among Malian and international migrants who participated in this study, with international migrants watching more television and Malian migrants listening more to radio. Most of the respondents had access to and actively used a phone, but, due to insufficient means, few were able to connect to the Internet or social media. In general, international respondents more actively used social media than Malians. Those who were using social media almost always named it as one of the most useful information platforms.

Malian respondents preferred to receive information through direct contact with another person, either by meeting this person face-to-face or through a phone call. Similar answers were heard from international migrants. However, Europe- or Maghreb-bound migrants seemed to rely much more on information they received via social media, describing it as a quick and efficient way to receive information, especially in an environment with very few information sources available. Nonetheless, the recurring problem remained accessing social media. Almost all respondents complained about not being able to afford phone credits or a smartphone.

Most migrants were concerned with security issues in Gao and the wider region; therefore, security-related information was identified as one of the key information needs. As for trust, international migrants tended to only trust family, friends, and compatriots, whereas Malian respondents named similar sources but also showed higher levels of trust in security forces, the local population, and local authorities. Migrants who were heading to the Maghreb or Europe often expressed distrust toward and even fear of security forces and authorities. This was because migrants who collaborated with smugglers to travel northward were considered irregular migrants and risked arrest and detention.

Especially for information related to migration, a lot of trust was also put in fellow migrants who undertook similar journeys along the CMR. For instance, Europe-bound migrants put high levels of trust in the information they received from people who had already reached Europe or returnees they met along the CMR.

WHEN HUMANITARIAN AGENDA ISN'T CLEAR, TRUST IS LOW

The relationship with humanitarians varied among groups and individuals. In general, Malian and international migrants had very little contact with humanitarians, but they expressed a willingness to receive information from humanitarians, who were considered a trustful source. Communication with humanitarians was mostly preferred through face-to-face contact.

Europe- or Maghreb-bound migrants showed scepticism toward humanitarians, who were perceived to operate solely

to prevent them from migrating. Humanitarian organizations' so-called "propaganda to discourage migration" was often seen as completely useless.

Humanitarians were in most cases only considered helpful if they could assist in providing means of subsistence. When asked about receiving information related to migration, many respondents showed low levels of trust that humanitarians would provide any information except to discourage them from travelling.

LACK OF RELIABLE INFORMATION PUTS MIGRANTS AT RISK

Previous research, conducted by the Mixed Migration Centre for the 4MI project¹⁷, suggested that the majority of migrants travelling through Mali had incomplete knowledge of the routes they were taking. This was confirmed during interviews with migrants who planned to continue their journey to the Maghreb or Europe. They repeatedly said they lacked knowledge on migration routes, safe travelling, border crossings, asylum procedures, and return options.

This initially supports the notion that sharing accurate information on migration routes, travel conditions, costs, dangers, etc., could better protect people on the move. However, the practicalities of such information sharing remain unclear. First, migrants in Gao are among the most isolated group and have very limited options in receiving information. Second, a mix of strong aspirations, individual choices, peer information, values, and informal social relations seem to shape people's opinions and who they will trust in providing information about their journeys. The most effective way to inform migrants might therefore be to tap into the informal information sharing networks that are already in place.

Both Malian and international migrants needed alternative sources of information for them to make proper decisions. Gaining accurate information in this largely informal and insecure environment could be considered one of the key needs for the most vulnerable people on the move in Gao.

¹⁷ http://www.mixedmigration.org/wp-content/uploads/2018/05/025_before-the-desert.pdf

ANNEXES

Work plan		
Date	Activity	Location
5 September 2018	Research planning	Bamako
6 September 2018	Research planning	Bamako
7 September 2018	Travel day	Bamako-Gao
8 September 2018	Training workshop enumerators and field researchers	Gao
9 September 2018	Training workshop enumerators and field researchers	Gao
10 September 2018	Field research – General survey	Gao
11 September 2018	Field research – General survey Key informant interviews	Gao
12 September 2018	Field research – General survey Key informant interviews	Gao
13 September 2018	Field research – General survey Key informant interviews	Gao
14 September 2018	Field research – Focus group discussions Key informant interviews	Gao
15 September 2018	Field research – Focus group discussions Key informant interviews	Gao
16 September 2018	Field research – Focus group discussions Debriefing with field researchers and enumerators	Gao
17 September 2018	Travel day	Gao-Bamako
18 September 2018	Debriefing with consultants and data analysis	Bamako

Information démographique

Identification

- Abdoul Majib Toure
- Abdourhamane Halichétou
- Abdourhamane AG Rhissa
- Bilata Ag
- Djeneba Tandina
- Djibril Dicko
- Mahanga Sidi Alamine
- Maimouna Ibrahim MAIGA
- Mahadi Diouara
- Moussa bouba
- Ndeye Maiga
- Ousseyni Alzouma
- Ousmane Ahader maiga
- Ramatou boubacar maiga
- ZEINABOU Amani
- Aissata Alassane

Age - NE DEMANDEZ PAS (OBSERVATION)

- <18
- 19-29
- 30-39
- 40-49
- >50

Sexe - NE DEMANDEZ PAS (OBSERVATION)

- Male
- Femelle

Est-ce que l'enquêté(e) est en situation de handicap ou invalidité? - NE DEMANDEZ PAS (OBSERVATION)

- Non
- Oui, handicap motrice
- Oui, handicap intellectuelle
- Oui, handicap visuelle
- Oui, handicap auditive
- Je ne sais pas

Quelle est votre nationalité?

- Malienne
- Nigérienne
- Nigeriane
- Burkinabé
- Ivoirienne
- Ghanéen
- Camerounaise
- Togolaise
- Béninoise
- Libérienne
- Sénégalaise
- Gambienne
- Guinéenne (Conakry)
- Guinéenne (Bissau)
- Sierra Leonaise
- Congolaise (DRC)
- Congolaise (Brazzaville)
- Rwandaise
- Autre

Avez-vous quitté votre pays/maison seul ou accompagné par quelqu'un d'autre? Si oui, par qui?

- Seul
- Oui, accompagné par un membre de la famille
- Oui, accompagné par ami(e)(s) ou compatriot(e)(s)
- Oui, accompagné par quelqu'un d'autre
- Je refuse a répondre

Êtes-vous seul ou accompagné par quelqu'un d'autre ici à Gao? Si oui, par qui?

- Seul
- Oui, accompagné par un membre de la famille
- Oui, accompagné par ami(e)(s) ou compatriot(e)(s)
- Oui, accompagné par quelqu'un d'autre
- Je refuse a répondre

Où restez-vous en ce moment à Gao?

- Ghetto
- Chez un(e) ami(e) ou quelqu'un de la famille
- Chez une famille d'accueil
- Auberge/Hotel
- Centre ou site d'accueil (organization humanitaire)
- Maison loué
- Sans-abris
- Je ne sais pas
- Je refuse a répondre

Depuis combien de temps est-ce que vous êtes basé à Gao ?

- Quelques jours
- 1-2 semaines
- 2-4 semaines
- 1-3 mois
- 3-6 mois
- 6-12 mois
- 1-2 ans
- > 2 ans

Quelle est la raison pour laquelle vous avez décider de quitter votre pays ou région natale?

- Raisons économiques
- Raisons sécuritaires (violence, conflit,...)
- Raisons judiciaires (persécution illégale,...)
- Exclusion sociale ou culturel (racisme, discrimination,...)
- Autre

Voudriez-vous partir de Gao? Si oui, quand?

- Non, je veux rester a Gao
- Oui, je veux partir au plus vite possible
- Oui, je veux partir dans quelques jours
- Oui, je veux partir dans quelques semaines
- Oui, je veux partir dans quelques mois
- Oui, je veux partir dans quelques années
- Je ne sais pas
- Je refuse a répondre

Quelle est votre destination finale ?

- Je veux rester au Mali
- Je veux retourner dans mon pays
- Je veux aller en Europe
- Je veux aller au pays du Maghreb (Maroc, Algérie, Libye,...)
- Je veux rester dans la region du Sahel (Niger, Chad, Mauritanie,...)
- Je veux aller en Amérique (États-Unis, Canada,...)
- Je ne sais pas
- Je refuse à répondre
- Autre

Education et langue

Quelles langues parlez-vous?

- Français
- Anglais
- Arabe
- Bambara
- Soninke
- Haussa
- Tamacheq
- Dioula
- Fula
- Yoruba
- Igbo
- Wolof
- Sousou
- Lingala
- Swahili
- Portugais
- Moré
- Autre langue vernaculaire ou langue locale

Pouvez-vous lire?

- Oui
- Oui, mais avec des difficultés
- Non
- Je refuse à répondre

Pouvez-vous écrire?

- Oui
- Oui, mais avec des difficultés
- Non
- Je refuse à répondre

Quel est le plus haut niveau d'éducation que vous avez actuellement?

- Aucun niveau d'instruction
- Commencé mais pas fini école primaire
- Fini école primaire
- Commencé mais pas fini école secondaire
- Fini école secondaire
- Commencé mais pas fini études supérieures
- Fini études supérieures
- Commencé mais pas fini études universitaires
- Fini études universitaires
- éducation religieuse
- Je ne sais pas
- Je refuse à répondre
- Autre

Radio

Est-ce que vous écoutez actuellement la radio?

- Oui
- Oui, rarement
- Non
- Je refuse a répondre

Quelle est la raison pour laquelle vous écoutez la radio?

- Non
- Oui, manque de moyens
- Oui, accès limité
- Oui, autres problèmes
- Je refuse a répondre

Comment/où écoutez-vous généralement la radio?

- Chez un(e) ami(e) ou chez la famille
- À la maison
- Grin/FADA
- Par mon téléphone
- Par radio mobile
- Par une organisation humanitaire
- Au restaurant/bar
- Au travail
- À l'école
- Autre

S'il vous plaît nommer les stations de radio que vous préférez à écouter?

- Radio Hanna
- ORTM Radio Mali
- Aadar FM
- Radio Aadar-Koima
- Radio Naata
- RFI
- BBC
- La Voix de l'Azawak
- Nanaye FM
- Radio Anyya
- Voix d'amérique
- Voix des jeunes
- Radio Gomny
- Radio Mikado
- Radio Nkondo
- Radio Fitila
- Radio Alafia
- Autre

Est-ce les informations que vous recevez par la radio vous aide à prendre des décisions par rapport à votre séjour à

- Oui
- Non
- Je ne sais pas
- Je refuse a répondre

Donnez-nous un ou plusieurs exemples des information que vous recevez par la radio qui sont utiles pour vous:

- Actualité (politique, société, sécurité, économie...)
- Sport
- Information culturelles (film, musique, littérature,...)
- Informations humanitaires
- Programmes éducatives (reportages, documentaires,...)
- Divertissement (humour, jeux, spectacles,...)
- Informations sur la migration
- Offres d'emploi ou autres recrutements
- Autre

Quelles informations souhaitez-vous recevoir par la radio?

- Actualité (politique, société, sécurité, économie...)
- Sport
- Information culturelles (film, musique, littérature,...)
- Informations humanitaires
- Programmes éducatives (reportages, documentaires,...)
- Divertissement (humour, jeux, spectacles,...)
- Informations sur la migration
- Offres d'emploi ou autres recrutements
- Autre

Télévision

Est-ce que vous regardez actuellement la télévision?

- Oui
- Oui, mais rarement
- Non
- Je refuse à répondre

Quelle est la raison pour laquelle vous regardez la television?

- Non
- Oui, manque de moyens
- Oui, accès limité
- Oui, autres problèmes
- Je refuse a répondre

Comment/où regardez-vous généralement la télévision?

- Chez un(e) ami(e) ou chez la famille
- À la maison
- Par mon téléphone
- Par tablette
- Par une organisation humanitaire
- Au restaurant/bar
- Au travail
- Autre

S'il vous plaît nommez les stations de télévision que vous aimez regarder?

- ORTM
- France 24
- TM2
- TV5
- Africable
- Canal +
- BBC
- CNN
- Al Jazeera
- Autres chaines nationales
- Autres chaines internationales

Est-ce les informations que vous recevez par la television vous aide à prendre des décisions par rapport à votre séjour à Gao?

- Oui
- Non
- Je ne sais pas
- Je refuse a répondre

Donnez-nous un ou plusieurs exemples des information que vous recevez par la television qui sont utiles pour vous:

- Actualité (politique, société, sécurité, économie...)
- Sport
- Information culturelles (film, musique, littérature,...)
- Informations humanitaires
- Programmes éducatives (reportages, documentaires,...)
- Divertissement (humeur, jeux, spectacles,...)
- Informations sur la migration
- Offres d'emploi ou autres recrutements
- Autre

Quelles informations souhaitez-vous recevoir par la television?

- Actualité (politique, société, sécurité, économie...)
- Sport
- Information culturelles (film, musique, littérature,...)
- Informations humanitaires
- Programmes éducatives (reportages, documentaires,...)
- Divertissement (humeur, jeux, spectacles,...)
- Information sur la migration
- Offres d'emploi ou autres recrutements
- Autre

Presse écrite

Est-ce que vous lisez actuellement la presse écrite?

- Oui
- Oui, mais rarement
- Non
- Je refuse à répondre

Quelle est la raison pour laquelle vous lisez la presse écrite?

- Non
- Oui, manque de moyens
- Oui, accès limité
- Oui, autres problèmes
- Je refuse a répondre

Comment lisez-vous généralement la presse écrite?

- Dans les journaux ou magazines
- En ligne par un téléphone
- En ligne par un ordinateur

S'il vous plaît nommez les medias que vous préférez lire?

- Al Jazeera
- BBC
- Malilet
- Témoins du Nord
- TV5
- La Nouvelle Horizon
- Le Monde
- France 24
- Mikado
- Autre media nationales
- Autre media internationales

Est-ce les informations que vous recevez par la presse écrite vous aide à prendre des décisions par rapport à votre séjour à Gao?

- Oui
- Non
- Je ne sais pas
- Je refuse a répondre

Donnez-nous un ou plusieurs exemples des information que vous recevez par la presse écrite qui sont utiles pour vous:

- Actualité (politique, société, sécurité, économie...)
- Sport
- Information culturelles (film, musique, littérature,...)
- Informations humanitaires
- Programmes éducatives (reportages, documentaires,...)
- Divertissement (humeur, jeux, spectacles,...)
- Informations sur la migration
- Offres d'emploi ou autres recrutements
- Autre

Quelles informations souhaitez-vous recevoir par la presse écrite?

- Actualité (politique, société, sécurité, économie...)
- Sport
- Information culturelles (film, musique, littérature,...)
- Informations humanitaires
- Programmes éducatives (reportages, documentaires,...)
- Divertissement (humour, jeux, spectacles,...)
- Information sur la migration
- Offres d'emploi ou autres recrutements
- Autre

Téléphonie mobile

Utilisez-vous un téléphone mobile pour le moment? Si oui, à quelle fréquence?

- Oui, chaque jour
- Oui, 2-3 fois par semaine
- Oui, 2-3 fois par mois
- Oui, quelque fois par an
- Non
- Je ne sais pas
- Je refuse a répondre

Avez-vous des difficultés à utiliser un téléphone mobile? Si oui, pourquoi?

- Non
- Oui, manque de moyens
- Oui, accès limité
- Oui, autres problèmes
- Je refuse a répondre

Avez-vous votre propre téléphone mobile?

- Oui
- Non

Quelles fonctions utilisez-vous sur votre téléphone pour recevoir des informations?

Appel téléphonique

Jamais Parfois Souvent

SMS

Media sociaux

Internet

Bluetooth

Internet et media sociaux

Comment accédez-vous à l'internet ?

- Je n'utilise pas l'internet
- Telephone mobile (smartphone)
- Ordinateur portable (laptop)
- Cybercafe
- Ordinateur fixe
- Tablette

Avez-vous des problèmes à accéder à l'internet? Pourquoi?

- Non
- Oui, problèmes techniques avec l'appareil
- Oui, problème de réseau ou connexion (données mobiles, WiFi ou cable)
- Oui, manque de crédit
- Oui, problème de capacités personnelles
- Oui, autre problèmes
- Je refuse a répondre

A quelle fréquence utilisez-vous des media sociaux ?

- Jamais
- Quelques fois par an
- Quelque fois par mois
- Tous les jours
- Je refuse a répondre

Quelle media sociaux utilisez-vous pour recevoir des informations?

Rarement Parfois Toujours

Facebook

Twitter

eMail

WhatsApp

Instagram	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youtube	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Viber	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Snapchat	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skype	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Imo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Est-ce les informations que vous recevez par les media sociaux vous aide à prendre des décisions par rapport à votre séjour à Gao?

- Oui
- Non
- Je ne sais pas
- Je refuse a répondre

Donnez-nous un ou plusieurs exemples des informations que vous recevez par les media sociaux qui sont utiles pour vous:

- Actualité (politique, société, sécurité, économie...)
- Sport
- Information culturelles (film, musique, littérature,...)
- Informations humanitaires
- Programmes éducatives (reportages, documentaires,...)
- Divertissement (humeur, jeux, spectacles,...)
- Informations sur la migration
- Offres d'emploi ou autres recrutements
- Autre

Quelles informations souhaitez-vous recevoir par les media sociaux?

- Actualité (politique, société, sécurité, économie...)
- Sport
- Information culturelles (film, musique, littérature,...)
- Informations humanitaires
- Programmes éducatives (reportages, documentaires,...)
- Divertissement (humeur, jeux, spectacles,...)
- Information sur la migration
- Offres d'emploi ou autres recrutements
- Autre

Recevoir et besoins d'information

Par quels canaux receviez-vous des informations AVANT votre voyage?

- Directement par des ami(e)(s) ou membres de la famille
- Directement par d'autres personnes
- Par téléphonie mobile
- Par la télévision
- Par la radio
- Par la presse écrite (journaux, magazines,...)
- Par media sociaux
- Par des panneaux d'affichage, posters ou brochures
- Je ne sais pas
- Je refuse à répondre

Par quels canaux recevez-vous des informations PENDANT votre voyage à Gao?

- Directement par des ami(e)(s) ou membres de la famille
- Directement par des autres personnes
- Par téléphonie mobile
- Par la télévision
- Par la radio
- Par la presse écrite (journaux, magazines,...)
- Par media sociaux, email, sites web,...
- Par des panneaux d'affichage, posters ou brochures
- Je ne sais pas
- Je refuse à répondre

Par quels canaux recevez-vous des informations depuis que vous êtes arrivé à Gao?

- Directement par des ami(e)(s) ou membres de la famille
- Directement par des autres personnes
- Par téléphonie mobile
- Par la télévision
- Par la radio
- Par la presse écrite (journaux, magazines,...)
- Par media sociaux, email, sites web,...
- Par des panneaux d'affichage, posters ou brochures
- Je ne sais pas
- Je refuse à répondre

Est-ce que vous êtes assez informé(e) sur les sujets suivants ici à Gao?

Pas assez

Assez bien

- | | | |
|---|-----------------------|-----------------------|
| Actualités générales (politique, sport, économie,...) | <input type="radio"/> | <input type="radio"/> |
| La situation sécuritaire | <input type="radio"/> | <input type="radio"/> |
| L'aide humanitaire | <input type="radio"/> | <input type="radio"/> |
| Besoins primaires (accès à l'eau, nourriture, abris,...) | <input type="radio"/> | <input type="radio"/> |
| Les services médicales | <input type="radio"/> | <input type="radio"/> |
| Les moyens de subsistance (travail,...) | <input type="radio"/> | <input type="radio"/> |
| Communication (accéder à l'internet, téléphonie mobile, radio,...) | <input type="radio"/> | <input type="radio"/> |

Les droits légaux ou l'assistance légale

Information sur la migration

La situation au pays natal

De quelles sujets souhaiteriez-vous être mieux informé(e) ?

- Actualités générales (politique, sport, économie,...)
- La situation sécuritaire
- L'aide humanitaire
- Besoins primaires (accès à l'eau, nourriture, abris,...)
- Les services médicales
- Les moyens de subsistance (travail,...)
- Communication (accéder à l'internet, téléphonie mobile, radio,...)
- Les droits légaux ou l'assistance légale
- Information sur la migration
- La situation au pays natal

De quelles sources d'informations avez-vous le plus de confiance? [(-) PAS DU TOUT CONFIANCE; (+) BEAUCOUP DE CONFIANCE]

- | | -- | - | + | ++ |
|---|-----------------------|-----------------------|-----------------------|-----------------------|
| Les medias de la television | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Les medias de la radio | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| La famille | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Un(e) ami(e) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| La population locale | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Les humanitaires | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Forces de sécurités | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| La presse écrite | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Les autorités locales | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Quelle sera la meilleure façon pour vous de recevoir de bonnes informations? [(-) PAS DU TOUT BONNE FACON; (+) TRES BONNE FACON] | -- | - | + | ++ |
| La television | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

La radio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Face-a-face avec une autre personne	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Par téléphonie mobile	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Par les agences humanitaires	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Par la presse écrite (journaux, magazines,...)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Par des panneaux d'affichage, posters ou brochures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Par Whatsapp	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Par Facebook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Par Twitter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Par autres media sociaux	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Humanitaires

Depuis votre arrivée à Gao, avez-vous reçu de l'information des humanitaires par rapport à votre situation?

- Oui, souvent
- Oui, parfois
- Oui, mais rarement
- Non
- Je ne sais pas
- Je refuse a répondre

Avez-vous des problèmes à communiquer avec ou recevoir de l'aide des humanitaires?

- Pas de problèmes
- Problème de langue
- Problème d'accès
- Les humanitaires ne me connaît pas
- Je ne connais pas les humanitaires
- Les humanitaires ne peuvent rien faire pour moi
- J'évite le contact avec les humanitaires
- Autre

Population locale

Depuis votre arrivée à Gao, avez-vous reçu de l'information de la population locale par rapport à votre situation?

- Oui, souvent
- Oui, parfois
- Oui, mais rarement
- Non
- Je ne sais pas
- Je refuse a répondre

Avez-vous des problèmes à communiquer avec la population locale?

- Pas de problèmes
- Problème de langue
- Problème d'accès
- La population locale ne me connaît pas
- Je ne connais pas la population locale
- La population locale ne peuvent rien faire pour moi
- J'évite le contact avec la population locale
- Autre

Autorités locales

Depuis votre arrivée à Gao, avez-vous reçu de l'information de les autorités locales?

- Oui, souvent
- Oui, parfois
- Oui, mais rarement
- Non
- Je ne sais pas
- Je refuse a répondre



Discussions et Questions Ouvertes
Individuellement ou en groupe

Merci d'avoir pris le temps de nous rencontrer aujourd'hui.

Je m'appelle _____ et je travaille avec une ONG qui s'appelle Internews. Nous cherchons à mieux comprendre les besoins d'information des populations déplacées et migrantes basées à Gao.

Le but de cet entretien est d'identifier les besoins d'informations des populations déplacées et migrantes basées à Gao et de mieux comprendre quels canaux de communication ils utilisent. Cette étude sera utilisée par les organisations humanitaires pour mieux répondre aux besoins des populations déplacées et migrantes basées à Gao.

Votre participation à cette interview peut nous aider à mieux comprendre le type d'informations dont les populations déplacées et migrantes ont besoin et comment les organisations humanitaires peuvent leur aider.

Cette conversation devrait durer environ 1-2 heures. Votre identité restera strictement confidentielle et nous n'utiliserons pas votre nom. Votre participation est entièrement volontaire et vous pouvez toujours pas répondre à certaines questions. Vous pouvez également choisir de quitter cette discussion à tout moment.

Vous sentez-vous à l'aise de participer à cette conversation?
Avez-vous des questions avant de commencer?

NOTEZ TOUTES LES QUESTIONS DU PARTICIPANT DANS L'ESPACE ICI

Avez-vous des problèmes à communiquer avec les autorités locales?

- Pas de problèmes
- Problème de langue
- Problème d'accès
- Les autorités locales ne me connaît pas
- Je ne connais pas les autorités locales
- Les autorités locales ne peuvent rien faire pour moi
- J'évite le contact avec les autorités locales
- Autre

INFORMATIONS CLÉS DU/DES RÉPONDANT(S)

Noms	M/F	Age	Nationalité	Profession occupation	Arrivée à Gao	Logement à Gao	Destination finale	Date de départ
1.								
2.								
3.								
4.								
5.								
6.								
7.								
8.								

- Age : UTILISEZ LES PROCHAINS CATEGORIES : ☐ <18 ☐ 18-29 ☐ 30-39 ☐ 40-49 ☐ 50-59 ☐ >50
- Durée du séjour à Gao : DONNEZ UNE ESTIMATION EN JOURS, SEMAINES, MOIS OU ANNEES
- Date de départ : DONNEZ UNE ESTIMATION QUAND LE REPONDANT PLANIFIE A PARTIR

BESOINS D'INFORMATION

1. Quelles sont les informations les plus importantes dont vous avez besoin ici à Gao? Quelle sont les principales choses que vous voulez savoir maintenant?

***BESOINS D'INFORMATION** - Actualités générales (politique, sport, économie,...), la situation sécuritaire, l'aide humanitaire, Besoins primaires (accès à l'eau, nourriture, abris,...), les services médicales, les moyens de subsistance (travail,...), communication (accéder à l'internet, téléphonie mobile, radio,...), les droits légaux ou l'assistance légale, information sur la migration,...*

BESOINS D'INFORMATION	DEMANDEZ A SPECIFIER – Pourquoi avez-vous besoin de cette information ?

2. Quels sont les canaux de communication principaux que vous utilisez ici à Gao pour recevoir et/ou partager des informations?

CANAUX DE COMMUNICATION = face-à-face, appel téléphonique, SMS, whatsapp, viber, facebook, twitter, instagram, presse écrite, radio, télévision, brochures, posters, panneaux d'affichage,...

[LISTEZ LES TROIS CANAUX PRINCIPAUX]

1.	
2.	
3.	

[DEMANDEZ A SPECIFIER] – Pourquoi utilisez-vous ces canaux de communication ?

.....

.....

.....

3. Utilisez-vous des médias sociaux pour recevoir et partager des informations?
 Si non – **DEMANDEZ A SPECIFIER** - Quelle est la raison pour laquelle vous n'utilisez pas des media sociaux ?
 Si oui – **DEMANDEZ A SPECIFIER** - lesquels est-ce que vous préférez et pourquoi?

.....

.....

.....

4. De quelles personnes recevez-vous le plus d'information ici à Gao ?
PERSONNES = famille, ami(e)(s), autorités, population locales, migrants, compatriotes, humanitaires, passeurs, leader religieux, chef traditionnel, ...
DEMANDEZ A SPECIFIER - Avez-vous généralement confiance en ces personnes?
CONFIANCE - mettez un chiffre entre 1 (AUCUNE CONFIANCE) et 10 (CONFIANCE TOTALE)

[LISTEZ LES TROIS PERSONNES PRINCIPALES]

	Personne	Confiance (1-10)
1		
2		
3		

DEMANDEZ A SPECIFIER – Pourquoi avez-vous (pas de) confiance en ces personnes ?

.....

.....

.....

5. De quelles sources avez-vous confiance pour recevoir quelle information?
DONNEZ UN SCORE POUR CHAQUE COMBINATION ENTRE 1 (AUCUNE CONFIANCE) ET 10 (CONFIANCE TOTALE)

QUOI?	QUI?							
	Humanitaires	Population locale	Autorités locale	Forces sécuritaires	Ami ou famille	Passeur	Media	Compatriote
Informations sécuritaires								
Informations légales								
Actualités générales								
Aide humanitaire								
Besoins primaires								
Moyens de subsistance								
Services médicales								
Information sur la migration								

6. Comment aimeriez-vous recevoir des informations à Gao? Quelles canaux de communication et sources fonctionneraient le mieux pour vous?
SOURCE = famille, ami(e)(s), autorités, population locales, migrants, compatriotes, humanitaires, passeurs, leader religieux, chef traditionnel, ...
CANAU DE COMMUNICATION = face-à-face, appel téléphonique, SMS, whatsapp, viber, facebook, twitter, instagram, presse écrite, radio, télévision, brochures, posters, panneaux d'affichage, ...

[LISTEZ LES TROIS SOURCES PRINCIPALES]

1.	
2.	
3.	

[LISTEZ LES TROIS CANNEAUX DE COMMUNICATION PRINCIPAUX]

1.	
2.	
3.	

DEMANDEZ A SPECIFIER – Pourquoi voudriez-vous recevoir les information de cette façon ?

.....
.....
.....
.....

VULNÉRABILITÉS ET PROTECTION

7. Pouvez-vous nommer un ou plusieurs problèmes que vous rencontrez ici à Gao et que vous aimeriez résoudre au plus vite possible?

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.....
.....

8. Pour résoudre ce problème, de quel type d'informations avez-vous besoin?

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.....
.....

9. Est-ce que il y a quelqu'un qui vous aide à résoudre ce problème ?

.....
.....
.....
.....

10. Qui pourrais vous aider à résoudre ce problème ?

.....
.....
.....
.....

11. Quels sont les défis principaux auxquels vous êtes confrontés pour accéder à des informations à Gao?

DÉFIS – Manque d'argent, clandestinité, manque de moyens, accès limite à l'internet, réseau faible, problèmes techniques, problème de langue, « je ne connais personne », pas de confiance,...

1.
2.
3.

COMMENTAIRES

.....
.....
.....
.....

12. Est-ce que les organisations humanitaires pourraient-ils vous aidez à recevoir les informations dont vous avez besoin?

Si non – **DEMANDEZ A SPECIFIER** - Pourquoi pas?

Si oui – **DEMANDEZ A SPECIFIER** - Comment peuvent-t-ils vous aider?

.....
.....
.....
.....

13. Prenez-vous parfois des risques ou est-ce que vous vous mettez des fois en danger pour accéder aux informations dont vous avez besoin?

Si oui – **DEMANDEZ A SPECIFIER** - Comment procédez-vous?

.....
.....
.....
.....

14. Est-ce que vous devez parfois donner quelque chose aux gens (comme un paiement ou service) en échange pour des informations dont vous avez besoin?

Si oui – **DEMANDEZ A SPECIFIER** – Comment ça se passe ?

.....
.....
.....
.....

Avant de terminer, avez-vous d'autres idées ou informations que vous voudriez partager avec nous?

.....
.....
.....
.....

J'apprécie votre aide pour parler avec moi aujourd'hui et dans les réponses que vous avez fournies. Je vous remercie.

Key informant interviews

Local authorities

One-on-one interviews were held with the governor and several advisors to the governor

- Handane, Protection Associate at Conseil Regionale de Gao
- Representatives of the Governorat of Gao

Migration experts

One-on-one interviews were held with migration experts in Bamako and Gao

- Abdourhamane Halichétou, Mixed Migration Monitor at Mixed Migration Centre (MMS)
- Agsidi Alamine Mahanga, Protection Monitor at Mixed Migration Centre (MMS)
- Mohamed Elmoctar Mohamed, Mixed Migration Monitor at Mixed Migration Centre (MMS)

Media representatives

One-on-one interview with a media representative in Gao

- Modibo Tandino, Freelance journalist at Temoin du Nord

Civil society groups

One-on-one interview with a youth representative in Gao

- Sidi Oumar, Representative of the Conseil Communal de Jeunes de Gao

Humanitarian organizations: UNHCR

Sidi Mohamed Ould Handane, Protection/RSD Associate UNHCR-GAO

Host population

Focus group discussions were held with 18 representatives of the local population.



Key informant Interview

Merci d'avoir pris le temps de nous rencontrer aujourd'hui.

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Votre participation à cette interview peut nous aider à mieux comprendre le type d'informations dont les migrants et personnes déplacées ont besoin et comment les organisations humanitaires peuvent leur aider.

Cette conversation devrait durer environ 45 minutes. Votre identité restera strictement confidentielle et nous n'utiliserons pas votre nom. Votre participation est entièrement volontaire et vous pouvez toujours pas répondre à certaines questions. Vous pouvez également choisir de quitter cette discussion à tout moment.

Vous sentez-vous à l'aise de participer à cette conversation?
Avez-vous des questions avant de commencer?

NOTEZ TOUTES LES QUESTIONS DU PARTICIPANT DANS L'ESPACE ICI

Informations démographique du répondant

- Nom :
- Sexe :
- Profession / occupation :
- Nationalité :
- Coordonnées :

Email :
Mobile :



INTRODUCTION

- 1. Selon-vous, quels sont les principales communautés de personnes en transit et/ou personnes déplacées actuellement présent à Gao ?

1.
2.
3.

BESOINS D'INFORMATION

- 2. À votre avis, quelle est l'information la plus importante dont les migrants et personnes déplacées basées à Gao ont besoin en ce moment?

1.
2.
3.

- 3. Quels sont, à votre avis, les canaux de communication les plus efficaces pour informer les migrants et les personnes déplacées? Pourquoi?

1.
2.
3.

- 4. Quels sont, à votre avis, les canaux de communication les moins efficaces informer les migrants et les personnes déplacées? Pourquoi?



1.
2.
3.

- 5. Quel devrait être le rôle des organisations humanitaires pour mieux informer les migrants et personnes déplacées actuellement présent à Gao ?

.....
.....
.....

- 6. Comment les humanitaires peuvent-ils mieux communiquer et échanger des informations avec les autorités locales, les médias, la population locale et la société civile ?

.....
.....
.....

INFORMATION ET COMMUNICATION

- 7. Selon-vous, quels sont les principaux canaux de communication qui sont utilisés par les migrants et/ou personnes déplacées pour recevoir et partager des informations?

1.
2.
3.

- 8. À votre avis, quels sont les principaux défis auxquels des migrants et personnes déplacées sont confrontés pour accéder à des informations par rapport à leur situation?

1.
2.
3.



.....
.....

VULNÉRABILITÉS ET PROTECTION

9. Pensez-vous qu'il existe des groupes parmi les communautés de migrants et personnes déplacées qui sont particulièrement vulnérables et / ou marginalisés? Si oui, pouvez-vous préciser quel groupe et pourquoi cela pourrait être le cas?

.....
.....
.....

10. Parmi les autres groupes de migrants et personnes déplacées que vous connaissez, qui a le plus de difficultés à accéder d'information? Pouvez-vous préciser qui et pourquoi cela pourrait être le cas?

.....
.....
.....

11. Selon vous et votre expérience, quels sont les principaux risques que les migrants doivent prendre pour avoir accès aux informations dont ils ont besoin?

.....
.....
.....

Avant de terminer, avez-vous d'autres idées ou informations que vous voudriez partager avec nous?

.....
.....
.....



Results of questionnaires

General survey

Number of general surveys completed 377

Number of participants in general survey 377

Focus group discussions

Number of focus groups 34

Number of focus group participants 113

Key informant interviews

Number of key informant interviews 6

Number of key informant interview participants 26

Total number of respondents

Total number of respondents 490

Total number of key informants 26



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