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 August 2018, an Internews team—consisting of one lead researcher, a research consultant, and 15 locally recruited field researchers and enumerators—conducted an Information Needs Assessment (INA) focusing on migrant and displaced populations based in Agadez, Niger. The study was realized over a two-week period in close partnership with the International Rescue Committee (IRC) and Signpost. Through different questionnaires and data collection methods, the research team spoke to 615 people from migrant and displaced communities about their information needs. Another 31 key informant interviews (KIIs) were conducted with local authorities, civil society representatives, communication experts, and humanitarian organisations in Agadez.
**ABSTRACT**

This study analyses whether people on the move in the northern Nigerien region of Agadez, more specifically in the city of Agadez, have accurate information at their disposal. It maps information needs and habits of migrant and displaced communities in Agadez 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 Agadez. Both Nigerien and international migrants who participated in this study appeared to be in critical need of alternative sources of information to make proper decisions.

**TERMINOLOGY**

This study uses the following terminology:

**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.

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1 Based on “Key Migration Terms” of the International Organization for Migration (IOM).

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**M**uch migration within Niger 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 Niger or other African countries constantly face difficulties and are often among the poorest. African countries constantly face difficulties and are often among the poorest.
The town of Agadez in central Niger lies at the
intercrossing of migration routes connecting
sub-Saharan Africa with the Maghreb and Europe. Economic migrants from multiple
African countries, as well as dislocated
communities, refugees, and asylum-seekers, flow through this desert outpost. A significant
count of these people on the move are part of regional,
circular, or seasonal migration patterns. Many others are
on their way to Europe via the Central Mediterranean Route (CMR) or wish to return from this route after failed attempts
in Libya, Algeria, or Europe. Still others find themselves
stranded in Agadez, seeking asylum in Niger or a safe pas-
sage to return to their home country.

The 4MI2 of the Mixed Migration Centre identifies a wide
variety of reasons why men, women, and children are leaving
their native countries in sub-Saharan Africa in search for a better future. 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.
This study aims to answer the important question of whether
people on the move have accurate information at their disposal. It maps information needs and habits of migrant communities
in Agadez 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 August 2018
through quantitative and qualitative data collection methods.

The Nigerien desert town of Agadez has long been a region-
al trading post and migration hub between the Maghreb and
sub-Saharan Africa. Once nomads and caravans brought
gold and salt to this small mud-brick town. During the oil
boom in the 1970s, growing Libyan and Algerian economi-
cal capacities attracted increasing numbers of sub-Saharan African migrants in search of employment. They moved northward
through Agadez, which became a key transit point along international migration routes connecting West and Cen-
tral Africa with the Maghreb. The regional interconnectivity and rising mobility went hand in hand with flourishing trade
in a variety of smuggled wares such as fuel, vehicles, and cigarettes, but also in illegal drugs and arms. Not only was intra-African migration on the rise, but also more and more people travelled northward over the desert and eventually the sea in attempts to reach Europe.

During the 1990s and 2000s, European countries tightened
their visa policies and limited legal pathways for migration. Nevertheless, the number of African migrants reaching Europe continued to rise as mostly young people irregu-
larly crossed the Mediterranean or found their way to the Spanish enclaves in Morocco. In this period, the Western Mediterranean Route (WMR) via Morocco and Spain was the predominant route, but this changed drastically after
2011 with the fall of Libyan leader Muammar Gaddafi and the violent civil war that followed. The deterioration of the security situation in Libya led to regional instability, and long-locked smuggling routes between Niger and Libya suddenly opened up. Eased coastal access in Libya at-
tracted thousands of migrants who left the WMR and opted for the CMR instead.

Agadez is the last major Nigerien town on the CMR, located at the intersection where public transport ends and the infa-
mous Sahara crossing to Libya begins. After the Libyan war in 2011, the number of people travelling in Agadez only kept
increasing. In 2016, the International Organization for Migr-
ation’s (IOM) Displacement Tracking Matrix (DTM) counted
330,000 migrants travelling through Agadez to Algeria and Libya. Agadez became increasingly known as the smuggling
capital of the Sahara.

The high number of migrants travelling through Agadez had
a significant impact on the already fragile local economy. Niger is one of the poorest and least developed countries
in the world, ranking 187th out of 188 countries analysed
in the United Nations Development Programme (UNDP) Human Development Index. Only the war-torn Central African Republic is ranked lower. Before the fall of Gaddafi, Agadez was home to a relatively stable tourism industry, but as insecurity rose and the region was labelled a ‘red zone,’ all sightseers disappeared. The most important economic sector of Agadez fell into complete decline.

Illness in the desert
Amadou, 26, and his fellow travellers left with a pickup truck from Agadez after his smugglers
informed them that the trip to Libya would only take a few hours, instead of several days. This allowed
them to take more people and less resources on board. Packed without sufficient water or food, Amadou nearly passed away from illness and dehydration before reaching the Libyan border. After one of his friends died in the desert, he took the first opportunity to return to Agadez.

Victim of trafficking
Faith, 22, was convinced she would find a job as a housekeeper in Libya to support her family back
in Nigeria. Everything was organized, including her transit to the Libyan family. Once she arrived, she
was illegally detained and forced into sex labour. She managed to escape with one of her
complainers and returned to Agadez in search for safety. Now she just wants to return home.
of Migrants’ introduced repressive measures on activities facilitating migrants’ journeys from Agadez onto Libya or Algeria. It essentially extended Europe’s southern border to the Sahara, prohibiting migrants from travelling northward from Agadez toward Libya, even though Niger is part of the ECOWAS region.

Thus, the migration industry in Agadez went into hiding and migrants’ visibility and mobility in town decreased. These attempts to stem the migration flow have resulted in a wave of arrests of smugglers and confiscation of their vehicles. IOM counted a 75% decline in northbound migration flows on monitored routes for 2017 compared to 2016. In 2018, trends indicate that more and more migrants are again avoiding the CMR and opting for the WMR, with Spain as the main destination for irregular sea arrivals.

According to Espace Alternatives Citoyens (EAC), a Nige- rien think tank and media outlet, the new law did nothing to protect migrants. On the contrary, vulnerability of people on the move significantly increased as access to trusted information decreased, safe migration routes were blocked, and living conditions in Agadez and other major transit points worsened.

Clingendael’s Conflict Research Unit investigated the costs of these measures for the local population. The Dutch institute concludes that the EU-supported policies have had detrimental consequences for the Agadez population because they overlooked the vital economic importance of the migration industry to the region and did not take into account the value of migration to regional stability and local development. Two-thirds of respondents said that they did not benefit at all from the measures being taken to mitigate migration.

In 2018, despite the decline in influx, Agadez remained marked by the clandestine migration industry as a wide variety of people on the move, including economic migrants and displaced people, continue to pass through the region. In the beginning of 2018, completely new faces arrived in Agadez: Sudanese refugees and asylum seekers who left IDP and refugee camps in Darfur and Chad, seeking a better future and a safe haven in Niger.

The Economic Community of West African States, also known as ECOWAS, is a regional economic union of fifteen 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/


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


This law increases prison sentences and monetary fines for facilitators of irregular migration and allows for the seizure of their vehicles.

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 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 Agadez where target groups could be found.

Access to the participants of this study was not always easy in the context of Agadez, as some of the respondents were residing in hostels 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 Agadez 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 Agadez nor a language in common with the local population or most other migrants.

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 printed questionnaires:
- General survey (GS)
- Multiple choice questions for quantitative data collection.
- Open questions survey

Open questions for qualitative data collection. The field researchers and enumerators used this questionnaire for one-on-one interviews with a single participant or in focus group discussions consisting of two or more participants.

The participants in these interviews were members of the target group.

- Key informant interviews (KIs)

Open questions for qualitative data collection. The field researchers and enumerators used this questionnaire for one-on-one interviews with a single participant or in focus group discussions consisting of two or more participants.

The participants in these interviews were people who had knowledge of migration and displacement issues in Agadez, for example NGOs, local authorities, and humanitarian organisations.

Through the general survey, one-on-one interviews, and focus group discussions, the research team spoke with 615 people from migrant communities about their information needs. Another 91 key informant interviews were held with local authorities, civil society representatives, communication experts, and humanitarian organisations in Agadez.
DEMOGRAPHICS

According to the World Population Reviews, the city of Agadez has roughly 120,000 citizens. With increased influx of newcomers and people in transit over the past few years, it is difficult to estimate how the population has grown and how many people are from a migration background. According to the IOM Displacement Tracking Migrants (DTM), over 75% of the migrants in transit in Agadez are male. Almost three out of four of the migrants IOM observed are from Niger, while other major groups include Mali (6%), Guinea-Conakry (5%), Nigeria (3%), and Cameroon (2%). This section provides demographic information on the participants of this study, who were all considered migrants, persons who were moving or had moved across an international border or within the Nigerien 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

The participants in this study included respondents from over 20 countries, with an overall gender breakdown of 55% men and 45% women. The majority were migrants from Niger (37%), Nigeria (15%), and Sudan (9%). There was a greater presence of women from Niger (53%) than men (23%). The same gender imbalance was shown among respondents from other nationalities, with men being the dominant gender (66%) among migrants from African countries other than Niger.

The largest group of respondents were between the ages of 18 and 29 (54%) and about half of all respondents (49%) travelled alone. Solo travellers in this group who said they made the trip unaccompanied by family or friends were nearly evenly divided between men (52%) and women (48%).

The living situation for respondents did not appear to follow a particular trend. Respondents from all nationalities, age groups, and intended destinations were spread across the various types of available housing from accommodation centers (31%) and non-fixed residences (26%), to rented properties (12%) and ghettos (18%). Accommodation centers (31%) and non-fixed residences (26%), to rented properties lent to migrants where the landlord or owners were not directly related to smuggling activities.

In terms of language, respondents said they spoke Haussa (42%), French (40%), English (25%), and Arabic (14%), in addition to other African languages. Over 30% of respondents spoke at least one other primary language and often spoke three or more local transnational languages such as Fulah and Malinké or national languages such as Igbo and Sousou. These languages were those that respondents listed as being able to speak and understand. Neither their proficiency in these languages nor their language preferences were specified.

The education level of the various migrant groups was spread over a broad spectrum with a larger percentage of illiterates among Nigerien migrants (over 70%) and more educated migrants from West and Central Africa (at least 25% beginning or completing secondary school).

Nigerien migrants were significantly less educated than third-country nationals, with 61% of the male respondents and 81% of the female respondents not receiving a formal education. Over half (58%) of Nigerien male respondents and more than 62% of female respondents were illiterate. Among international migrants, 24% of men and 37% of women did not receive a formal education. One-fifth (19%) of international female migrants and a quarter (25%) of international male migrants were illiterate. Among Sudanese

The story of a coxeur

Dogo, 20, was frustrated. He was stuck in Agadez because he had not assembled enough money to pay the next leg of his journey to Libya. Meanwhile, his smuggler told him he could reside in his ghetto for reduced rent, but these turned out to be false promises. Dojo then also had a debt to fill, which he tried to do by convincing new arrivals from his home country to choose his smuggler. For every new client he took in, he received a small commission.
newspapers and the Internet were not sources for information. A significant number of respondents said that sources and tools the migrants used to receive and share migration.

Migrants in Agadez had several destinations in mind. About 30% of the Sudanese respondents were illiterate. About 60% of the respondents were illiterate, with 29% receiving a religious education, 17% had a secondary education, and 17% had no education at all. About 30% of the Sudanese respondents were illiterate.

Migrants in Agadez had several destinations in mind. A significant portion of the respondents for this study said they wished to remain in the Sahel region (41%). Others planned to move to Europe (11%) or the Maghreb (8%). Another 41% wished to remain in the Sahel region (41%). Others planned

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The ability to read and write had an influence on the sources and tools the migrants used to receive and share information. A significant number of respondents said that newspapers and the Internet were not sources for information, primarily because they could not read. However, illiteracy did not necessarily exclude telephone or even social media use. During focus group 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 relatively cheap long-distance calls online or record voice messages.

Apart from this, illiterate respondents said they received help from others in reading and writing messages. Having to rely on support from others in sending and receiving information raised several protection issues, as this dependency can easily lead to an abuse of power. The illiterate person would be in control of how and what information the illiterate person could receive or send. This also creates 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.

**Migrant Groups**

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

This identification can serve as a basis, but, because migrants often related specific individual circumstances and vulnerabilities, attention should be paid to isolated cases and the complexity of mixed migration settings in Agadez. Some individuals on the move were difficult to categorize with other profiles, and other individuals could belong to different categories at the same time.

Different migrant populations were targeted in this survey through identification based on migration status, nationality, vulnerability, proportion, and access to information. The four most relevant groups of migrants according to these criteria were international migrants, Nigerien migrants, migrants with disabilities, and Sudanese asylum seekers.

**International Migrants**

Third-country migrants based in Agadez 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.

According to UNHCR and IOM figures, the most common nationalities that pass through Agadez are Nigerians, Ivorians, Guineans, Malians, and Senegalese. In this study, the majority of the international respondents came from Nigeria (27%), Guinea-Conakry (13%), and Cameroon (9%). They travelled both individually and in groups, usually with companions from their home country.

Many came to Agadez temporarily, in search of opportunities before returning to their home country. For others, it was merely a stopover on their way to the Maghreb or Europe. Still others were passing through Agadez on their way back from an initial migration and wanted to return to their home countries. International migrants in Agadez were active in multiple sectors, such as construction, hospitality, and small business. Common nationalities in these sectors included Togolese, Ivorians, Beninese, and Nigerians. A wide variety of regional migration was related to irregular economies, such as prostitution and illegal trafficking and smuggling of people and goods. Female migrants often worked in the sex industry, an activity they could not engage in back home as it is widely deplored.

Apart from seasonal and circular international migration flows, one group of international migrants was trying to reach Europe by following the Central Mediterranean Route (CMR). These men and women usually passed through Agadez for relatively short periods, with the aim of leaving as soon as possible. The majority found shelter in so-called ghettos, hidden illegal compounds where they would wait for the next part of their journey to start. There were dozens of these across different neighbourhoods in Agadez—nobody knows exactly how many. The ghettos were key components of the irregular migration industry. The duration of their stay in Agadez usually depended on their financial situation. Some of the Europe-bound migrants14 were stuck in Agadez until they could finance their way out, notably through cheap labour or sex work for female migrants. Insufficient funds sometimes forced transnational migrants to end their journey and return home. The high costs of financing the next leg of their journey made them particularly vulnerable to all kinds of exploitation. Key informants in Agadez explained that this only worsened after the criminalization of migration in 2016, which forced transnational migrants in Agadez into illegality.


14 Migrants who are heading for Europe are often called “les aventuriers” – or the adventurers. Their journey to Europe is often seen as an adventure, indicating the unpredictable and perilous character of their travels.
The Assisted Voluntary Return and Reintegration (AVRR) program is a mechanism that provides orderly and humane return and reintegration of IOM registered a total of 13,529 migrants in Nigerien transit solution to their immediate plight. In the first half of 2018, For many migrants, the IOM programs were often the only severe security risks and were often victims of illegal deten- cate the intake and processing of new arrivals since they could easily gain the trust of fellow travellers and their compatriots. Migrants who continued their journey north of Agadez faced severe security risks and were often victims of illegal detention, extortion, sexual violence, torture and other inhumane treatment.15 As a result, escaped and often traumatized migrants decided to end their journey and return. Once in Agadez, some migrants sought new opportunities to make another attempt northward, while others wished to return to their home countries. Humanitarian organisations such as IOM provided specific support for migrants who decided to return home but lacked the means to do so.16 For many migrants, the IOM programs were often the only solution to their immediate plight. In the first half of 2018, IOM registered a total of 13,529 migrants in Nigerien transit centers, of which 2,892 were in Agadez. The vast major- ity were people from countries such as Guinea-Conakry and Mali, but also nationals from Niger. About 7% of these migrants were children, of which almost one-third were unaccompanied.17 Most returnees wanted to leave Agadez as soon as possible, but administrative procedures often resulted in stays of several weeks up to a few months.

**Nigerien migrants**

As one of the major cities in northern Niger, Agadez attracts migrants from all over the country. Some of them are eco- nomic migrants, others are internally displaced persons who were forced to flee.

Agadez has traditionally been both a destination and transit point for seasonal and circular migration within Niger and the wider region. Thirty-seven percent of migrants interviewed for this study were Nigeriens, who travelled to and through Agadez for mostly economic reasons, such as agriculture and pastoralism. Some of them left their homes because of insecurity or desertification.

Most of the respondents for this Information Needs Assessment were particularly vulnerable migrants, for example elderly people and single women with children. The vast majority stated that they wished to return to their native region or that their destination was in the wider Sahel. Many of them travelled to Algeria to earn a living in the begging industry or as domestic workers. Mostly extremely impover- ished and illiterate, these migrants moved through trafficking networks with high risks of exploitation.

Algeria has long been a popular destination for begging activities or housekeeping jobs, but recently the Algerian authorities began increasingly expelling these people from their territory. A significant portion of respondents reported abuses by the authorities and saw all of their possessions confiscated. Back in Agadez, some remained in transit while others tried to settle and find new opportunities.

Refouled from Algeria

Aïssatá, 31, and her two young children were on their way to Algeria where she hoped to find work as a housekeeper. Her smugglers assured easy access via an illegal border crossing, but, after a failed attempt, Aïssatá and her fellow travellers were arrested and detained by the Algerian authorities. Afterward she started begging in the border town of Arlit before moving south to Agadez. Aïssatá felt she had no future in this region but had nowhere to go.

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15 https://reliefweb.int/sites/reliefweb.int/files/resources/GDP-Immigration-Detention-Libya.pdf
16 The Assisted Voluntary Return and Reintegration (AVRR) program is a mechanism that provides orderly and humane return and reintegration of migrants who are unable or unwilling to remain in host or transit countries. AVRR beneficiaries include individuals whose application for asylum was rejected or withdrawn, stranded migrants, victims of trafficking and other vulnerable groups, including unaccompanied migrant children or people with health-related needs.
17 IOM Niger: Migrant Resource and Response Mechanism – July 2018
18 UNHCR: Enregistrement et enrôlement biométrique à Agadez (August 2018)
DYNAMICS OF ACCESS

The respondents stated that they sent and received most information through telephone (50%), face-to-face meetings with family and friends (37%), and social media (21%). On an individual level, respondents did not appear to change information management habits and preferences in any significant fashion. Someone who relied on face-to-face, telephone, newspapers, or radio before the start of the trip still referred to these sources during their travels and upon arrival in Agadez. The same pattern emerged in our study of various target groups according to nationality, physical condition, gender, housing situation, and education. Despite their diverse reasons for being in Niger, all respondents expressed similarities in terms of how they processed and used information.

International economic migrants included all non-Nigerian nationals in transit in Agadez. The purpose of their travels was economic and their destination could be Europe, the Maghreb or returning to their home country. Sudanese asylum seekers are not included in the category of international economic migrants.

The majority of migrants with disabilities who were interviewed in Agadez were nationals from Niger (76%), composed of 35% women and 65% men. There were no Sudanese disabled asylum seekers among the respondents. Most of these migrants wished to stay in the Sahel region (86%) and travel around as beggars.

The literacy rate in this group was extremely high (89%). 77% of the respondents did not receive a formal education. If we break down the literacy rate for international migrants with disabilities (24%) and Nigerian migrants with disabilities (76%), it becomes clear that 97% of the Nigerian migrants with disabilities and 66% of the international migrants with disabilities were illiterate.

By analysing education levels and literacy between international respondents and Nigerien participants in this study, we can conclude that those who crossed international borders generally had a stronger socioeconomic background than Nigerien nationals. This might be because international migration requires a wider range of capabilities and levels of entrepreneurship that are often developed with stronger socioeconomic profiles. Even so, among the international migrants were also uneducated and illiterate people with extremely limited capabilities.

### Nationality

<table>
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<tr>
<th>Nationality</th>
<th>Percentage</th>
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<tr>
<td>Niger</td>
<td>77%</td>
</tr>
<tr>
<td>Nigeria</td>
<td>10%</td>
</tr>
<tr>
<td>Guinea-Bissau</td>
<td>3%</td>
</tr>
<tr>
<td>Burkina Faso</td>
<td>3%</td>
</tr>
<tr>
<td>Guinea</td>
<td>3%</td>
</tr>
<tr>
<td>Togo</td>
<td>3%</td>
</tr>
</tbody>
</table>

### Gender

<table>
<thead>
<tr>
<th>Gender</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>35%</td>
</tr>
<tr>
<td>Female</td>
<td>65%</td>
</tr>
</tbody>
</table>

### Age

<table>
<thead>
<tr>
<th>Age</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt;18 years</td>
<td>3%</td>
</tr>
<tr>
<td>18-29 years</td>
<td>40%</td>
</tr>
<tr>
<td>30-39 years</td>
<td>30%</td>
</tr>
<tr>
<td>40-49 years</td>
<td>3%</td>
</tr>
<tr>
<td>&gt;50 years</td>
<td>23%</td>
</tr>
</tbody>
</table>

### Housing

<table>
<thead>
<tr>
<th>Housing</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ghetto</td>
<td>36%</td>
</tr>
<tr>
<td>No fixed housing</td>
<td>32%</td>
</tr>
<tr>
<td>Rented property</td>
<td>10%</td>
</tr>
<tr>
<td>Migrant center</td>
<td>7%</td>
</tr>
<tr>
<td>Family/friends</td>
<td>7%</td>
</tr>
<tr>
<td>Host family</td>
<td>7%</td>
</tr>
<tr>
<td>Own house</td>
<td>3%</td>
</tr>
</tbody>
</table>

### Education

<table>
<thead>
<tr>
<th>Education</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>No education</td>
<td>77%</td>
</tr>
<tr>
<td>Religious education</td>
<td>10%</td>
</tr>
<tr>
<td>Some education</td>
<td>13%</td>
</tr>
</tbody>
</table>

### Intention

<table>
<thead>
<tr>
<th>Intention</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stay in Agadez</td>
<td>45%</td>
</tr>
<tr>
<td>Travel elsewhere in Niger</td>
<td>45%</td>
</tr>
<tr>
<td>Leave Niger</td>
<td>10%</td>
</tr>
</tbody>
</table>

### Destination

<table>
<thead>
<tr>
<th>Destination</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sahel</td>
<td>86%</td>
</tr>
<tr>
<td>Return home</td>
<td>10%</td>
</tr>
<tr>
<td>Maghreb</td>
<td>4%</td>
</tr>
</tbody>
</table>

"If I need to reach out to my family, I have to count on someone else because I have no money to buy credit for mobile internet."

—Ibrahim, 23, Senegal
INTERNATIONAL MIGRANTS

International migrants\(^2\) received most information through telephone (59\%) and social media (34\%) before and during their travels and since their arrival in Agadez. Radio and television consumption (8\%) remained low during all their stages of travelling.

During in-depth conversations, international migrants traveling Agadez stated that staying in touch with family and friends in their home country was of utmost importance to stay aware of developments back home, but also important was receiving reliable information and support. Most migrants avoided traveling with large amounts of cash due to high bribes and risks of robbery along the way. Therefore, they depended on family and friends back home to support their journey. At different stages of their travel, especially in Agadez where smuggling costs increased, these migrants counted on family and friends to transfer money via money transfer agencies to finance the next leg of their journeys.

DISABLED MIGRANTS

Migrants with disabilities in Agadez named word of mouth (49\%) and radio (17\%) as their most important ways to receive information. They usually resided in non-fixed housing (32\%) and ghettos (30\%). Only 9\% of the migrants with disabilities used phones, with no one using Internet, written press, or social media.

SUDANESE MIGRANTS

The Sudanese nationals in Agadez were a particular group because they sought asylum and mostly did not have a particular destination in mind. The Sudanese showed clear changes in how they received information before departure, during travel, and upon arrival in Agadez. Telephone use (56\%), word of mouth with family and friends (21\%), and social media (17\%) remained more or less the same before and during their travel to Agadez. However, once they arrived in Agadez, access to telephone (33\%) and social media (13\%) clearly dropped, and television (33\%) became one of the primary sources for information.

Focus group discussions with Sudanese women and men helped better explain this dynamic. According to their statements, many Sudanese lost their possessions in Libya and arrived in Agadez without money, a cell phone, or identity card. Since their arrival in the first half of 2018, telephone use and access to social media had significantly decreased. In the accommodation centers, most asylum seekers relied on others to access social media or mobile phones. Television consumption became the most important source for information (33\%), mostly because the accommodation centers were equipped with televisions.

INTERNEWS | Information Needs Assessment: Agadez, Niger

How migrants receive information during their migration

<table>
<thead>
<tr>
<th></th>
<th>Before departure</th>
<th>During travel</th>
<th>Since arrival Agadez</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>50%</td>
<td>52%</td>
<td>48%</td>
</tr>
<tr>
<td>Radio</td>
<td>14%</td>
<td>15%</td>
<td>14%</td>
</tr>
<tr>
<td>Television</td>
<td>8%</td>
<td>8%</td>
<td>9%</td>
</tr>
<tr>
<td>Text messaging</td>
<td>5%</td>
<td>7%</td>
<td>0%</td>
</tr>
<tr>
<td>Twitter/Facebook, or similar</td>
<td>23%</td>
<td>21%</td>
<td>20%</td>
</tr>
<tr>
<td>Whatsapp, Viber, or similar</td>
<td>22%</td>
<td>21%</td>
<td>20%</td>
</tr>
<tr>
<td>Word of mouth family/friends</td>
<td>38%</td>
<td>35%</td>
<td>37%</td>
</tr>
<tr>
<td>Word of mouth traditional/religious leaders</td>
<td>5%</td>
<td>6%</td>
<td>6%</td>
</tr>
</tbody>
</table>

How different groups receive information throughout their migration

<table>
<thead>
<tr>
<th></th>
<th>International</th>
<th>Nigerien</th>
<th>Sudanese</th>
<th>Disabled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Humanitarian organisations</td>
<td>0%</td>
<td>0%</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td>Local civil and military authorities</td>
<td>0%</td>
<td>6%</td>
<td>1%</td>
<td>0%</td>
</tr>
<tr>
<td>Phone</td>
<td>59%</td>
<td>38%</td>
<td>48%</td>
<td>9%</td>
</tr>
<tr>
<td>Radio</td>
<td>9%</td>
<td>28%</td>
<td>3%</td>
<td>17%</td>
</tr>
<tr>
<td>Television</td>
<td>8%</td>
<td>6%</td>
<td>25%</td>
<td>0%</td>
</tr>
<tr>
<td>Text messaging</td>
<td>9%</td>
<td>0%</td>
<td>6%</td>
<td>0%</td>
</tr>
<tr>
<td>Twitter, Facebook, or similar</td>
<td>35%</td>
<td>2%</td>
<td>14%</td>
<td>0%</td>
</tr>
<tr>
<td>Whatsapp, Viber, or similar</td>
<td>32%</td>
<td>3%</td>
<td>18%</td>
<td>0%</td>
</tr>
<tr>
<td>Word of mouth family/friends</td>
<td>30%</td>
<td>55%</td>
<td>21%</td>
<td>49%</td>
</tr>
<tr>
<td>Word of mouth traditional/religious leaders</td>
<td>5%</td>
<td>8%</td>
<td>9%</td>
<td>8%</td>
</tr>
</tbody>
</table>

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No news from home

Oumar, 34, left his family in an IDP camp in Darfur (Sudan), hoping to find a better future in Libya. After being detained and tortured, he managed to escape southward to Agadez. Having lost everything he had, he hoped to receive asylum and refugee status, but most of all he wanted to bring his family over or be resettled together in a safe country. Without money or a cell phone, he had not been able to reach out to his wife or children for months.

---

“ I do not use a phone and have no access to radio or television. All I know is from what others tell me.”

—Hanifah, 43, Niger
INTERNEWS | Information Needs Assessment: Agadez, Niger

INTERNATIONAL LANDSCAPE

MEDIA USE AMONG DIFFERENT MIGRANT GROUPS

<table>
<thead>
<tr>
<th>Media type</th>
<th>International</th>
<th>Nigerien</th>
<th>Sudanese</th>
<th>Disabled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet</td>
<td>64%</td>
<td>3%</td>
<td>37%</td>
<td>15%</td>
</tr>
<tr>
<td>Phone</td>
<td>56%</td>
<td>44%</td>
<td>30%</td>
<td>30%</td>
</tr>
<tr>
<td>Print media</td>
<td>9%</td>
<td>0%</td>
<td>7%</td>
<td>0%</td>
</tr>
<tr>
<td>Radio</td>
<td>25%</td>
<td>43%</td>
<td>11%</td>
<td>23%</td>
</tr>
<tr>
<td>Television</td>
<td>35%</td>
<td>25%</td>
<td>63%</td>
<td>23%</td>
</tr>
</tbody>
</table>

About 35% of the respondents were actively using the Internet, which was mostly accessed through mobile phones (87%). The use of cyber cafes remained very low, as mobile data credit\(^1\) was the cheapest option to access the Internet if people possessed a smartphone. The most popular applications were by far WhatsApp (77%) and Facebook (74%). The most common reason why respondents were not accessing the Internet was lack of means and limited access.

Eighty-six percent of the people that use Internet and social media were international migrants, compared to 5% from Niger and 9% from Sudan. Thirty-seven percent of the Sudanese asylum seekers had access to the Internet in Agadez, although focus group discussions revealed that most of the Sudanese asylum seekers had lost all their possessions in Libya and shared cell phones with compatriots to access the Internet. Sixty-four percent of the international migrants and only 3% of the Nigerien migrants had access to the Internet.

In focus group discussions, participants explained that they mostly used Facebook/Messenger and WhatsApp because these were the most popular applications and therefore the easiest way to connect with people. Additionally, some respondents were also aware that some social media platforms had lower data consumption and better connectivity for messaging and calling. WhatsApp was perceived as a better and cheaper tool to connect with than Skype or Viber. Apart from popularity, reduced costs and better connectivity also influenced social media usage.

In information sharing on social media, heavy files were often avoided. People tended to engage mostly in 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 heavy files. All respondents explained that they usually engaged through social media with people with whom they had a personal relationship. This was also the reason they trusted most of the information received via social media. Few people seemed to engage with news agencies or other organisations via social media. Additionally, due to limitations in data consumption, use of social media with a news feed, such as Facebook, Twitter or Instagram, was 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 news feed scrolling.

Respondents who used 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 already further along on their journey or who had already arrived in Europe.

A very small percentage of the respondents cited using the online site infomigrant.net, a collaborative effort led by three major European media sources: France Médias Monde (France 24, Radio France International, Monte Carlo Douala), the German public broadcaster Deutsche Welle, and the Italian press agency ANSA. It receives support from the European Union and aims to supply migrants with reliable, verified, objective, and balanced news and information about the countries they have left, the countries they travel through, and the countries where they are headed. The respondents said they trusted the source and used infomigrant.net to find information about the migration route and integration in Europe.

\(^1\) Mobile phone companies such as Orange provide daily, weekly, and monthly packages for mobile data. Prices vary depending on the formula, between 100FCFA/day for 200MB, 500FCFA/week for 2500MB and 2000FCFA/month for 1GB.
Local youth groups that informally meet on daily in the afternoon and evening at specific locations, usually in the neighbourhood where they are living. During Fada meetings, youth share time together, listen to the radio, and drink tea.

RADIO, TELEVISION, AND PRINT MEDIA

Radio was generally considered an important source of information for respondents, except by Sudanese asylum seekers, of which only 11% listened to the radio. Focus group discussions with Sudanese respondents indicated that radio consumption remained low because of language issues. The English speakers among the Sudanese mentioned BBC Radio as the main channel they listened to.

Television consumption was relatively high (63%) because most Sudanese in Agadez had access to television in accommodation centers and managed to receive information through international channels in English or Arabic, such as BBC and Al Jazeera.

Thirty-four percent of the Nigerien respondents in Agadez regularly listened to the radio, and 25% watched television. Focus group discussions with Nigerien migrants and key informant interviews with civil society members in Agadez pointed at the importance of radio to receive information for both Nigerien migrants as well as local communities. Civil society representatives named radio broadcasting, especially in the evening during Fada, and other community meetings, as the most effective way to reach local communities and Nigerien migrants. This was repeatedly confirmed in discussions with the local population, Nigerien migrants, and local authorities.

Furthermore, local television is non-existent in Agadez while there are several local radio stations focusing on regional developments. National television does not focus enough on Agadez and the region. Therefore, Nigerien migrants and the local population said they preferred to listen to the radio. Additionally, television was less accessible for most people in Agadez compared to radio.

How can I receive reliable information?
I have no phone, and I don’t know anyone in Agadez.

—Moussa, 22, Mali

### Media use among migrants

<table>
<thead>
<tr>
<th>Media use among migrants</th>
<th>Radio</th>
<th>Television</th>
<th>Print media</th>
</tr>
</thead>
<tbody>
<tr>
<td>Listens to the radio</td>
<td>31%</td>
<td>35%</td>
<td>17%</td>
</tr>
<tr>
<td>Access</td>
<td>33%</td>
<td>22%</td>
<td>—</td>
</tr>
<tr>
<td>Trust</td>
<td>9%</td>
<td>11%</td>
<td>—</td>
</tr>
<tr>
<td>Like</td>
<td>93%</td>
<td>27%</td>
<td>—</td>
</tr>
<tr>
<td>Understand</td>
<td>87%</td>
<td>36%</td>
<td>—</td>
</tr>
<tr>
<td>Listens to the radio</td>
<td>31%</td>
<td>35%</td>
<td>17%</td>
</tr>
<tr>
<td>Access</td>
<td>33%</td>
<td>22%</td>
<td>—</td>
</tr>
<tr>
<td>Trust</td>
<td>9%</td>
<td>11%</td>
<td>—</td>
</tr>
<tr>
<td>Like</td>
<td>93%</td>
<td>27%</td>
<td>—</td>
</tr>
<tr>
<td>Understand</td>
<td>87%</td>
<td>36%</td>
<td>—</td>
</tr>
</tbody>
</table>

### Most popular radio stations

<table>
<thead>
<tr>
<th>Radio</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sahara FM</td>
<td>43%</td>
</tr>
<tr>
<td>BBC World Service</td>
<td>18%</td>
</tr>
<tr>
<td>RFI</td>
<td>16%</td>
</tr>
<tr>
<td>Radio Nomade</td>
<td>14%</td>
</tr>
<tr>
<td>RTN</td>
<td>9%</td>
</tr>
</tbody>
</table>

### Most popular TV stations

<table>
<thead>
<tr>
<th>TV Station</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>France24</td>
<td>42%</td>
</tr>
<tr>
<td>ORTN</td>
<td>23%</td>
</tr>
<tr>
<td>Canal+</td>
<td>11%</td>
</tr>
<tr>
<td>TV5 Monde</td>
<td>9%</td>
</tr>
<tr>
<td>Al Jazeera</td>
<td>9%</td>
</tr>
<tr>
<td>RTG</td>
<td>2%</td>
</tr>
<tr>
<td>Espace TV</td>
<td>2%</td>
</tr>
<tr>
<td>Trace</td>
<td>1%</td>
</tr>
</tbody>
</table>

The most popular radio stations among the respondents were Sahara FM (43%), RFI (16%), BBC (18%), and Radio Nomade (14%). Sahara FM and Radio Nomade are the main, privately-owned local radio stations of Agadez. The most-watched television channels were France 24 (42%), ORTN (23%), and Canal + (11%).

Of the respondents who did not listen to the radio, 77% cited lack of access. Of the people who didn’t watch television, 78% had no access to television, which was usually limited to humanitarian centers (36%) and home (27%).

Only 4% of all respondents said they read the written press, whether it was online, journals, or magazines. None of the Nigerien migrants with disabilities read the news. This was not surprising, as illiteracy was especially high and education levels very low among these groups. The highest number of respondents reading the written press were international migrants (8%) and Sudanese asylum seekers (7%) who received education.

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21 Local youth groups that informally meet on daily in the afternoon and evening at specific locations, usually in the neighbourhood where they are living. During Fada meetings, youth share time together, listen to the radio, and drink tea.
INFORMATION NEEDS & TRUST

Results from the general survey and the focus group discussions indicated that women and men expressed slightly different degrees of needs with regards to information, but the needs expressed were not different.

The most sought after types of information were security related. Thirty percent of Sudanese asylum seekers, 27% of international migrants, and 26% of Nigerien migrants believed this was important information they were lacking. During focus group discussions, international migrants said they had limited knowledge of the security risks in the region. This was perceived as something important but not at all decisive, as almost everyone said they would continue their migration plans whether they were informed or not. In this regard, international migrants and Sudanese asylum seekers who returned from Libya said that the security situation was worse than they had expected and that fellow migrants were not sufficiently aware of the security risks that lie ahead.

### Most mentioned information needs

<table>
<thead>
<tr>
<th></th>
<th>International</th>
<th>Nigerian</th>
<th>Sudanese</th>
<th>Disabled</th>
</tr>
</thead>
<tbody>
<tr>
<td>General news</td>
<td>0%</td>
<td>20%</td>
<td>0%</td>
<td>18%</td>
</tr>
<tr>
<td>Humanitarian information</td>
<td>20%</td>
<td>20%</td>
<td>23%</td>
<td>26%</td>
</tr>
<tr>
<td>Legal assistance</td>
<td>2%</td>
<td>0%</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td>Means of subsistence</td>
<td>22%</td>
<td>27%</td>
<td>18%</td>
<td>31%</td>
</tr>
<tr>
<td>Migration information</td>
<td>8%</td>
<td>2%</td>
<td>3%</td>
<td>13%</td>
</tr>
<tr>
<td>News from home</td>
<td>17%</td>
<td>0%</td>
<td>18%</td>
<td>0%</td>
</tr>
<tr>
<td>Security</td>
<td>27%</td>
<td>26%</td>
<td>30%</td>
<td>12%</td>
</tr>
</tbody>
</table>

### Trusted sources of information

<table>
<thead>
<tr>
<th></th>
<th>International</th>
<th>Nigerian</th>
<th>Sudanese</th>
<th>Disabled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Billboards/posters</td>
<td>2%</td>
<td>0%</td>
<td>1%</td>
<td>0%</td>
</tr>
<tr>
<td>Email</td>
<td>2%</td>
<td>1%</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td>Humanitarian organizations</td>
<td>3%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Local civil and military authorities</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>4%</td>
</tr>
<tr>
<td>Phone</td>
<td>22%</td>
<td>25%</td>
<td>18%</td>
<td>9%</td>
</tr>
<tr>
<td>Printed media</td>
<td>2%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Radio</td>
<td>7%</td>
<td>16%</td>
<td>7%</td>
<td>17%</td>
</tr>
<tr>
<td>Television</td>
<td>10%</td>
<td>8%</td>
<td>33%</td>
<td>3%</td>
</tr>
<tr>
<td>Text messages or SMS</td>
<td>8%</td>
<td>2%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Twitter, Facebook, or similar</td>
<td>17%</td>
<td>1%</td>
<td>6%</td>
<td>4%</td>
</tr>
<tr>
<td>Whatsapp, Viber, or similar</td>
<td>20%</td>
<td>1%</td>
<td>10%</td>
<td>6%</td>
</tr>
<tr>
<td>Word of mouth family/friends</td>
<td>6%</td>
<td>33%</td>
<td>6%</td>
<td>49%</td>
</tr>
<tr>
<td>Word of mouth religious leaders</td>
<td>2%</td>
<td>6%</td>
<td>4%</td>
<td>8%</td>
</tr>
<tr>
<td>I don’t know</td>
<td>0%</td>
<td>3%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>I refuse to answer</td>
<td>0%</td>
<td>2%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>
Respondents with disabilities seemed only limitedly interested in the security situation (12%). For them, humanitarian assistance (26%) and means of subsistence (31%) were most important, which can be explained by the precarious living conditions of migrants with disabilities in Agadez. They were part of the most deprived individuals, struggling daily to meet basic needs. For Nigeriens and disabled migrants, receiving general news (19%) was also considered important. Apart from security information, means of subsistence (22%) and humanitarian aid (21%) were most often mentioned as key information needs with all groups. If asked to specify what kind of humanitarian aid was needed, both men and women said means of subsistence—financial support, water, food, and medical aid. Nigerian and disabled migrants often mentioned lack of food. Responses related to humanitarian assistance and means of subsistence were definitely overlapping since respondents expected humanitarian aid to supply their basic needs.

In one-on-one interviews and focus group discussions, the Sudanese asylum seekers and international migrants mentioned they were eager to receive information from their home country, family and friends (18%). Sudanese nationals faced a lot of challenges reaching their family and friends based in Libya, Chad, or Darfur. This was not the case for those who lived in their home country, family and friends (18%). Sudanese and disabled migrants mostly relied on mobile phones (22%) and social media such as WhatsApp (20%) or Facebook (17%).

International respondents and Sudanese asylum seekers explained that for news about their home countries, direct contact with family and friends over the phone or via social media are by far the most trusted sources. However, additional information concerning humanitarian aid, protection, security and safety, basic needs, and means of subsistence were rarely mentioned in the context of cellphone, radio, and television sources.

Radio (16%) was mostly trusted by Nigerien nationals and disabled migrants, who also used this medium the most. The most used information sources and channels were also the ones that the respondents seemed to trust the most. Apart from radio, Nigerien migrants had the most trust in information they received via word of mouth with family or friends (33%).

All groups expressed very low levels of trust in local authorities and security forces due to fear of arrests or for having to pay bribes. Focus group discussions with international migrants and Sudanese asylum seekers also revealed very low levels of trust in the local population, whom they avoided out of fear that they were accomplices with authorities.

Focus group discussions with respondents from several sub groups better explained the link between communication channels and sources used for different types of information. For instance, Sudanese asylum seekers, Nigerien migrants and disabled persons preferred to receive information from humanitarian aid via direct contact. This was also the preference of international migrants, although they showed more openness to receiving information related to migration and humanitarian assistance via their phones and social media. Migrants residing in ghettos mentioned that direct contact with humanitarians was not always the best way as smugglers might refuse access.

International and Nigerien migrants also mentioned they received information from IOM community mobilizers, who work to inform migrants about the dangers of irregular migration and the opportunities for regular migration. In total, IOM has established three sensitisation and orientation offices in the Agadez region—Agadez city, Arlit, and Dirkou—whose goal is to listen to migrants and provide guidance on safe migration and alternatives to irregular migration. Each office has a mobile team of community mobilisers that visit migrants in ghettos, bus stations, and popular districts.

International migrants who were heading to Europe said they were grateful for receiving the information and found it useful to better prepare for their journey ahead, but they also explained that it would not influence their travel plans per se. During 2018, through its information campaigns in the region of Agadez, IOM managed to reach 87,540 migrants, of which 668 individuals visited the office of sensitisation and orientation on their own initiative. The vast majority of migrants IOM reached out to in 2018 were men (87%) with about half of them from Niger.24

The most solicited information migrants sought with IOM in Agadez was related to the situation in Libya, IOM activities, irregular and legal migration, and ECOWAS. In Arlit, the most discussed subject by migrants was that of migration toward Algeria and the risks of irregular migration. In Dirkou, the exchanges focused more on voluntary return, direct assistance, and reintegration.

22 This included food, water, shelter, or financial means.
23 This included activity related to politics, economy, development, sports, culture, etc.
IMPACT & USE OF INFORMATION

COMMUNICATION WITH LOCAL AUTHORITIES, LOCAL POPULATION, AND HUMANITARIANS

Over 75% of the respondents complained that they had little information from humanitarian organisations, local communities, or local authorities and that, if they could get in contact with them, they would solicit different types of information, namely security, migration and means of subsistence information. This lack of information from humanitarian organisations, local communities, or local authorities was perceived by both male and female respondents, with no significant difference between them.

In addition, during the course of open question discussions and the general survey, respondents were given the opportunity to ask questions of humanitarians, local community members, and authorities, to express key needs or complaints for which respondents continued to seek redress. Despite the great deal of overlap in the themes addressed to all three groups by all respondents, questions regarding the welfare of themselves and their families, housing, food, and employment were mostly directed to the humanitarian community; while issues of acceptance, jobs, food, and integration were directed to the local community. Questions related to safety, protection from harm, food, and jobs were directed to local authorities. In many cases, there were not necessarily unanswered questions but rather unanswered requests for assistance.

Many individuals expressed distrust of local communities and authorities, even fear, but mostly total ignorance of who they were and how they might be able to help. Sudanese asylum seekers and international migrants in particular expressed high levels of fear and distrust toward both the local population and the local authorities.

Over half of respondents made the point that they did not receive information from the local community (50%) or local authorities (58%) because they did not know them (72%), they feared them (8%), or they simply did not know why the information was not forthcoming.

I have been waiting weeks for news on my application, but I still don’t know if I am eligible to return to my home country.

—Denis, 30, Cameroon

trust as a means of self-preservation, the statement “I don’t know them” doesn’t just mean they had not been introduced or did not know who they are, it underscores the sentiment that those people were not people they trusted, either as a source of information or assistance.

In some cases, for those living in accommodation centers, their isolation from the communities and life in Agadez in general provided another possible explanation for the lack of connection. Their reliance on humanitarian groups for their well-being also explains their increased reliance on humanitarian organisations as a source of information.

About 37% of respondents had been in contact with awareness campaigns on migration in Agadez, and 86% of respondents found these campaigns useful.

In most cases, when they said they did not receive information from humanitarian, local communities, or local authorities, they asserted that it was because they did not know them (72%), they feared them (8%), or they simply did not know why the information was not forthcoming.

58% of migrants did not receive information from local authorities because they did not know them

81% of Nigerien migrants did not receive communication from humanitarian groups

76% of disabled migrants did not receive migration information
CONCLUSIONS

Migrants from a wide variety of countries who have travelled for different purposes are present in Agadez. This study has outlined the use and needs of information by identifying four main groups of people on the move present in Agadez: Nigerien migrants, international migrants, Sudanese asylum seekers and disabled migrants.

MISINFORMATION FILLS THE VOID

Men and women in all four groups had very limited access to information they needed and to trustworthy sources. Key informants in Agadez said that migrants not only lacked information, but that they were also systematically misinformed by people involved in the smuggling industry. Local authorities as well as the local population were mostly perceived with suspicion, distrust, or even fear. International migrants and Sudanese asylum seekers limited contact with the local population out of fear of being arrested or, especially for the Sudanese, being deported back to Libya or Darfur.

Misinformation and information based on rumors were often encountered by field researchers and enumerators while collecting data in Agadez. 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 rumors; in other cases it was intentionally disseminated by people without caring about the potentially harmful consequences of this behavior.

Television or radio consumption remained rather low for all participants in this study, with Sudanese asylum seekers watching more television than other groups. Nigeriens tended to be more active in radio listening. Access to phones remained very limited for most respondents, in particular for Sudanese and Nigerien respondents who mostly lost their phones during their travels. Those who used a phone rarely accessed social media or the Internet due to insufficient means to buy phone credits. In general, international migrants used social media more than other groups. Those who were using social media almost always described it as a useful platform to receive information from personal relations. Few people seemed to follow media platforms or other organizations through social media. Almost all respondents said they preferred to receive information through direct contact with another person, either by meeting this person face-to-face or through a phone call.

Both Nigerien and international respondents named security-related information as one of their key needs. International migrants said during focus group discussions that they had limited knowledge of the security risks in the region. This was perceived as something important but not at all decisive, as almost everyone said they would continue their migration plans whether they were informed or not. Respondents with disabilities had limited interest in the security situation. Means of subsistence and humanitarian aid were most often mentioned as key information needs with all groups. If asked to specify what kind of humanitarian aid was needed, both men and women listed basic needs such as water, food, or shelter, but also medical aid and financial support.

Focus group discussions with international migrants on their journey-related issues. Most of them had already reached Europe or from returnees they met along the CMR. All respondents tended to limit their trustful sources to family, friends, and compatriots. For information related to migration, a lot of trust was 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 from returnees they met along the CMR.

COLLABORATION COULD HELP MIGRANTS

Respondents generally expressed a willingness to receive information from humanitarians, who were considered a trustworthy source. For Sudanese asylum seekers living in accommodation centers, humanitarians were named as their only valuable source for information. Communication with humanitarians was mostly preferred through face-to-face contact. In the same line, the IOM listening and guidance offices and community mobilisers were considered valuable for their decision-making. Migrants and local communities could go to these listening and guidance offices to learn more about safe migration, receive advice, and consider their migratory options. Their objective was to promote safe and informed migration by building trust with the local community and within migrant networks.

Another key issue identified in this study was the lack of information sharing and collaboration among humanitarian organisations, civil society groups, and local authorities. Moreover, both local authorities and civil society groups in Agadez expressed their concerns over a lack of collaboration and information exchange with international humanitarian organisations. In separate interviews it was stated that humanitarian organisations lacked initiative to seek productive collaborations with local actors. Local authorities and civil society groups stressed that they were barely aware and not enough involved in activities concerning humanitarian and development issues.

One of the key issues was the lack of coordination regarding who does what. Civil society representatives provided recommendations for humanitarian organisations to improve information sharing by identifying all local actors working in the humanitarian field in Agadez and actively seeking ways to strengthen relations and local cooperation. They recommended inviting all relevant local actors in formal and periodic information sharing mechanisms related to migration or humanitarian issues. They also recommended to reach out to local media, radio stations especially, to disseminate messages on humanitarian relief and migration-related issues. Finally, it was suggested community leaders and religious leaders could play a vital role in raising awareness on humanitarian relief and migration-related issues.

86 Inaugurated in April 2016, the office of sensitisation and orientation in Agadez reached out to over 10,000 people (migrants, potential migrants, and local communities). The success of this office led to the opening of two other offices of sensitisation and orientation in the north of the Agadez region on 16th of December 2016 in Dikowu and in February 2017. Another office has been opened in October 2017 in Niamey. In total, 34 community mobilisers across the Agadez region and 10 in the town of Niamey work to sensitis the population (IOM Niger – Migration Response Infosheet – July 2018).
LACK OF RELIABLE INFORMATION PUTS MIGRANTS AT RISK

Previous research, conducted by the Mixed Migration Centre for the 4MI project26, suggested that the majority of migrants travelling through Niger had incomplete knowledge of the routes they are taking. This was confirmed during interviews with migrants who planned to continue their journey to the Maghreb or Europe. They repeatedly stated they lacked knowledge on migration routes, safe travelling, border crossings, asylum procedures, and return options.

This initially supports the notion that the sharing of accurate information on migration routes, conditions of travel, costs, dangers, etc., could better protect people on the move. However, the practicalities of such information sharing remain unclear. First, migrant communities in Agadez are among the most isolated groups 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 ideas, and who they are likely to 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.

Gaining accurate information in this largely informal and insecure environment can be considered as one of the key needs. Nigerien, disabled and international migrants, together with Sudanese asylum seekers, are in need of alternative sources of information for them to make proper decisions.

ÉVALUATION DES BESOINS D’INFORMATION
QUESTIONNAIRE SUR LA POPULATION AFFECTÉE

Objectif : Identifier les besoins immédiats de communication et d’information des communautés migratrices et personnes déplacées à cause d’une crise

Les personnes interrogées : Des migrants et personnes déplacées à cause d’une crise

Enquêteur : veuillez remplir avant l’entretien :
1. Date :
2. Heure :
3. Numéro de référence :
4. Lieu de l’enquête :

INTRODUCTION INDICATIVE

Bonjour Monsieur / Madame, je m’appelle _________________. Je travaille pour une organisation qui s’appelle Internews,

Nous menons une enquête pour mieux comprendre les besoins d’information des communautés migratrices et personnes déplacées basées à Agadez. Nous espérons de vous avoir canaux de communication et besoins d’information pour que les agences humanitaires puissent faire un meilleur travail pour vous fournir l’information dont vous pourriez avoir besoin.

Nous comprenons que vous pourriez avoir besoin de services spécifiques et nous voulons savoir comment vous préférez accéder à l’information sur ces sujets, et fournir des commentaires aux fournisseurs de services. Nous allons prendre quelques minutes de votre temps pour vous poser quelques questions. Votre participation est entièrement volontaire et vous pouvez choisir de ne pas participer quand vous voulez. Vos réponses seront gardées complètement confidentielles.

Est-ce que vous êtes accords ? Avez-vous encore des questions avant que nous commencions ?

SECTION A – Information Démographique

A01 Sexe : NE DEMANDEZ PAS OBSERVATION
- Homme [ ]
- Femme [ ]

A02 Age : NE DEMANDEZ PAS OBSERVATION
- 0-12 [ ]
- 13-24 [ ]
- 25-39 [ ]
- 40-49 [ ]
- 50-59 [ ]
- 60 [ ]
- Je ne sais pas [ ]
- N’a pas répondu [ ]

A03 Illimité : NE DEMANDEZ PAS OBSERVATION
Est-ce que l’interviewé a une handicap ?
- Non [ ]
- Oui [ ]
Si oui, veuillez préciser : motricité [ ]
- Intellectuelle [ ]
- Parle ou langage [ ]
- Visuelle [ ]
- Auditive [ ]
- Autre :

A04 Quelle est votre nationalité ?

A05 Est-ce que vous êtes seul ou avec quelqu’un d’autre ?
- Oui [ ]
- Non [ ]
- Accompagné [ ]
- Je ne sais pas [ ]
- N’a pas répondu [ ]

Si accompagné, veuillez préciser avec qui (éducation) :
- Femme [ ]
- Ami(e) [ ]
- Connaissances [ ]
- Autre [ ]

A06 Avec qui vous avez l’intention de restez ici en Agadez ou voyagez-vous ailleurs ?
- Oui, je vous rester ici [ ]
- Non, je veux voyager ailleurs dans le Niger [ ]
- Non, je veux quitter le pays [ ]

Si non, où avez-vous l’intention d’aller ?

A07 Où resterez-vous en ce moment ?
- Où vous êtes maintenant [ ]
- Où vous pouvez aller [ ]
- Où vous voulez aller [ ]
- Où vous ne voulez pas aller [ ]
- Je ne sais pas [ ]
- N’a pas répondu [ ]

A08 Combien de temps est-ce que vous êtes basé à Agadez ?
- Jamais [ ]
- Moins de 1 mois [ ]
- De 1 mois à 3 mois [ ]
- De 3 mois à 6 mois [ ]
- De 6 mois à 1 an [ ]
- De 1 à 3 ans [ ]
- De 3 à 5 ans [ ]
- Plus de 5 ans [ ]
- N’a pas répondu [ ]

A09 Où avez-vous quitté les pays d’origine ?
- Où avez-vous quitté les pays d’origine [ ]
- Où avez-vous quitté les pays d’origine [ ]
- Où avez-vous quitté les pays d’origine [ ]
- Où avez-vous quitté les pays d’origine [ ]

A10 Quel est votre pays d’origine ?
- Europe [ ]
- Amerique [ ]
- Moyen-Orient [ ]
- Asie [ ]
- Australie [ ]
- Afrique [ ]
- Autre : [ ]
SECTION F – ACCES AU TÉLÉPHONE MOBILE ET HABITUDES DE CONSOMMATION
"Je vais vous poser quelques questions sur votre utilisation des téléphones portables"

F01 Utilisez-vous un téléphone portable pour le moment ?
Oui, tout le temps (x) Oui, parfois (x)
Non (x) Je ne sais pas (x) Je refuse à répondre (x) CONTINUEZ VERS LA QUESTION G01

F02 Avez-vous des problèmes à utiliser un téléphone portable ? Pourquoi ? [MARQUEZ LES REPONSES MULTIPLES]
- Problème de batterie (x) - Problème de réseau (x)
- Problème de couverture (x) - Problème d’électricité (x)
- Demande au téléphone (x) - Autre problème technique (x)
- Pas de crédit (x) - Accès limité (x)
- Quelque un m’empêche à utiliser un téléphone mobile (x)
- Autre (x) 

F03 Avez-vous votre propre téléphone ?
Oui (x) Non (x)
Si non, de qui utilisez-vous un téléphone ? ………………………………………………………………………………………………………………………………………………………………………
Si oui, par lequel ?
- Partenaire (x) (x) famille (frères, sœurs, parents) (x) voisin (x) (x) métier (x) (x) autre (x)

F04 Avec combien de personnes partagez-vous le téléphone ?
1 (x) 2 (x) 3 (x) 4 (x) 5 (x) 6 (x) 7 (x) 8 (x) 9 (x) 10 ou plus (x)

F05 Comment utilisez-vous habituellement votre téléphone portable ? [LIRE LA LISTE [MARQUEZ LES MULTIPLES REPONSES]]
- Appeler d’autres et de la famille (x) - Rechercher des adresses et de la famille (x)
- Parler avec des amis (x) - Jouer (x)
- Recevoir des alertes de nouvelles / informations (x) - Transférent d’argent (x)
- Envoyer des textes (SMS) (x) - Envoyer des messages aux amis (x)
- Voir des vidéos (x) - Envoyer et recevoir des photos (x)
- Voir des vidéos (x) - Envoyer et recevoir des photos (x)
- Voir des vidéos (x) - Envoyer et recevoir des photos (x)
- Télécharger des photos, des vidéos et des textes (x) - Enregistrer un fichier audio (x)
- Accéder aux médias sociaux via Facebook, Twitter, WhatsApp (x) - Accès à Internet (x)
- Envoyer et recevoir des emails (x) - Ecouter la radio (x)
- Utiliser un application (x)
- ..... (x)
- Je ne sais pas (x) - Je refuse à répondre (x) - Autre (x)

F06 Est-ce que les informations que vous recevez via le téléphone mobile sont importante et utile pour vous ?
Oui (x) Non (x)
Si non, de qui ?
- Personne (x) Non, pas du tout (x) Je ne sais pas (x) Je refuse à répondre (x)

F07 Avez-vous déjà reçu que vos activités sur le téléphone mobile étaient surveillées ou contrôlées par quelqu’un ?
- Oui, toujours (x) Oui, souvent (x) Oui, parfois (x) Non (x)
- Je ne sais pas (x) Je refuse à répondre (x)
- Si oui, comment est-ce que vos activités sont surveillées ou contrôlées ?
………………………………………………………………………………………………………………………………………………………………………………………………………

SECTION G – Presse écrite
"Je vais vous poser quelques questions sur la lecture des journaux et des magazines"

G01 Lisez-vous l’un des éléments suivants ? [MARQUEZ LES REPONSES MULTIPLES]
- Journaux (x) - Magazines (x) CONTINUEZ VERS G02
- Non, pas du tout (x) Je ne sais pas (x) Je refuse à répondre (x) CONTINUEZ LA PROCHAINNE QUESTION

G02 Vous avez dit que vous lisez pas les journaux / magazines. Pourquoi est-ce ?
- Je ne sais pas lire (x) - Pas disponible dans ma langue (x) - Pas disponible (x)
- Je ne m’intéresse pas (x) - Quelque un m’empêche à lire les médias (x)
- Je ne sais pas (x) - Je refuse à répondre (x) - Autre (x)

G03 Qu’est-ce que vous allez lire dans la presse écrite ?
- Actualités (x) - Sport (x) - Mode de vie (x) - Reportage (x) - Actualités (x) - Mode de vie (x) - Reportage (x)
- Information sur des événements (x) - Télévision (x) - Programmes de santé (x) - Autre (x)

S’il vous plaît nommez les médias de la presse écrite que vous lisez le plus ? Pouvez-vous penser à plus ? ENTIÈREMENT ÉCRIVEZ LE NOM DE STATIONS DE TELEVISION.
1) …………………………………………………………………………………………………………………………………………………………………………………………………………
2) …………………………………………………………………………………………………………………………………………………………………………………………………………
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9) …………………………………………………………………………………………………………………………………………………………………………………………………………
10) ……………………………………………………………………………………………………………………………………………………………………………………………………………

SECTION H – Internet
"Je vais vous poser quelques questions sur l'utilisation d'internet"

H01 Utilisez-vous l'Internet ? [MARQUEZ UNE REPONSE]
- Oui, toujours SKIP TO H03
- Oui, quelques fois par semaine SKIP TO H03
- Oui, une fois par mois SKIP TO H03
- Non, jamais (x)Je ne sais pas (x)Je refuse à répondre (x)

H02 Vous avez dit que vous avez des problèmes à utiliser ou n'êtes pas internet, pourquoi est-ce ?
- Pas d'ordinateur (x) - Pas de problème d'électricité (x) - Pas de connexion (x) - Pas de moyen (x) - Pas de connexion (x) - Pas de moyen (x) - Pas de connexion (x) - Pas de moyen (x) - Autre problème technique (x) - Je ne sais pas (x) - Je refuse à répondre (x) - Accès limité (x) - Quelque un m’empêche à utiliser un Internet (x) - Autre (x)

H03 Comment accédez-vous à Internet ?
- Internet (x) - Ordinateur à la maison (x) - Ordinateur sur le travail (x) - Cyber café (x) - Téléphone mobile (x)
- Je ne sais pas (x) - Je refuse à répondre (x) - Autre (x)

H04 Quel type de médias sociaux utilisez-vous ? [Whatsapp] [Viber] [Facebook] [Twitter] [Instagram] [Telegram] [Autre]
- Facebook (x) - Twitter (x) - Instagram (x) - Snapchat (x)
- Autre (x)

H05 Est-ce que vous avez une compte personnelle dans un des médias sociaux suivants :
- Whatsapp (x) [Viber] [Facebook] [Twitter] [Instagram] [Telegram]
- Autre (x)

H06 Est-ce que vous partagez ce compte avec quelqu’un d’autre ?
- Oui (x) Non (x) Je ne vous parle pas

H07 Si oui, avec qui ?
- Partenaire (x) (x) famille (frères, sœurs, parents) (x) voisin (x) (x) métier (x) (x) autre (x)
- Autre (x)

H08 Si non, avec qui ?
- Partenaire (x) (x) famille (frères, sœurs, parents) (x) voisin (x) (x) autre (x)
- Autre (x)

H09 Si oui, avec combien de personnes ?
- 2 (x) 3 (x) 4 (x) 5 (x) 6 (x) 7 (x) 8 (x) 9 (x) 10 ou plus (x)

H10 Est-ce que vous avez une adresse email (courrier électronique) personnel ?
- Oui (x) Non (x) Je ne vous parlez pas

H11 Si oui, est-ce que vous partagez ce compte avec quelqu’un d’autre ?
- Oui (x) Non (x) Je ne vous parlez pas

H12 Si oui, avec qui ?
- Partenaire (x) (x) famille (frères, sœurs, parents) (x) voisin (x) (x) autre (x)
- Autre (x)

H13 Si non, quelle application ?
- Whatsapp [Viber] [Facebook] [Twitter] [Instagram] [Telegram] [Autre]
H08
Tenez-vous dans un groupe sur les médias sociaux qui vous donnez des informations dont vous avez besoin? Oui, très active Oui, actif Oui, passif Non si oui, pouvez-vous préciser si vous êtes actif? Si oui, sont ces groupes publics ou privés? 
Suivez-vous des pages ou des organisations sur les médias sociaux qui vous donnent des informations dont vous avez besoin? Oui, très active Oui, actif Oui, passif Non je ne sais pas je refuse à répondre Si oui, par qui? 
Si oui, comment est-ce que vos activités sont contrôlées ou surveillées?

H09
Avez-vous déjà ressenti que vos activités sur l'internet étaient surveillées ou contrôlées par quelqu'un? Oui, toujours Oui, souvent Oui, parfois Non je ne sais pas je refuse à répondre Si oui, par qui? 
Si oui, comment est-ce que vos activités sont contrôlées ou surveillées?

H10
Avez-vous déjà été menacé ou intimidé par quelqu'un en ligne? Oui, toujours Oui, souvent Oui, parfois Non je ne sais pas je refuse à répondre Si oui, par qui? 
Si oui, avez-vous parlé à un anonyme ou à un groupe d'anonymes? Oui Non je ne sais pas je refuse à répondre Autre

SECTION II - BESOINS D'INFORMATION

"Obtenir la bonne information doit être vital pour vous dans votre situation actuelle. Je veux vous poser quelques questions sur les informations dont vous avez le plus besoin en ce moment."

Remarque: Il est parfois difficile pour les répondants de comprendre cette question, résultant aux questions qui focalisent sur des besoins généraux. Vous pouvez répéter la question en ce cas, et demander à chaque sujet s'ils ont besoin d'information.

I01
Il y a une chose de choses différentes auxquelles les gens sont confus ou qu'ils ont besoin de savoir. Quelle est la principale chose que vous devez savoir maintenant? NE PAS LIRE LES OPTIONS. MARQUEZ ET PUIS DEMANDEZ. Est-ce qu'il y a autre chose? 
JE NE REPOSERAI A BESOIN D'INFORMATION LES CATÉGORIES ET DÉMENDEZ DE SÉCURITÉ

Informations générales

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La sécurité

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L'aide humaine et bénéfices de protection

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Besoins primaires

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Moyens de subsistance

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Communication

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Information légale

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Migrants

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Autres

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I02
Avez-vous suffisamment d'informations pour prendre de bonnes décisions? Oui Non je refuse à répondre

I03
Quelle source les meilleures fiches pour vous de recevoir de bonnes informations?

<table>
<thead>
<tr>
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<td>I01.51</td>
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Recevez-vous de l'aide par quelqu'un si vous avez du mal à comprendre certaines informations? Oui Non je refuse à répondre

<table>
<thead>
<tr>
<th>Fréquence</th>
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Avez-vous confiance en cette personne? Oui Non je refuse à répondre

<table>
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Avez-vous confiance en cette personne? Oui Non je refuse à répondre

<table>
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INTERNEWS | Information Needs Assessment: Agadez, Niger

INTERNEWS | Information Needs Assessment: Agadez, Niger
SECTION I - COMMUNICATION AVEC LES HUMAINITAIRES
"Je voudrais vous poser quelques questions sur la communication avec les humanitaires"

J01
Depuis votre arrivée à Agadez, avez-vous reçu des informations des humanitaires ? [MARQUEZ UNE RÉPONSE]
☐ Non, aucunement.
☐ Oui, mais avec des problèmes.
☐ Oui, fréquemment.
☐ Oui, parfois.
☐ Oui, certains d'entre eux, précisément...
☐ Je ne sais pas.
☐ Je refuse de répondre.

J02
Vous savez être en contact avec des humanitaires, ou avez-vous des problèmes avec des humanitaires. Quelle est la raison ?
☐ Je ne les connais pas.
☐ Ils ne communiquent pas.
☐ Je ne peux pas communiquer avec eux.
☐ Je les connais, mais je ne suis pas autorisé à chercher de contact avec les humanitaires.
☐ Je ne sais pas.
☐ Je refuse de répondre.
☐ Autre: ____________________________

SI PAS DE COMMUNICATION AVEC DES HUMAINITAIRES CONTINUEZ A LA PROCHAIN SECTION

J03
Quelle est la manière principale dans laquelle vous communiquez avec les humanitaires ?

MARQUEZ LA VOIE PRIMAIRE DEMANDÉE : Pouvez-vous donner 5 ou plus ? MARQUEZ JUSQUÀ 3 RÉPONSES. NE PAS UNE.

<table>
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<th>Voie</th>
<th>Matière principale</th>
<th>Secrétariat</th>
<th>Troisième matière</th>
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<tr>
<td>J01.1 Téléphone</td>
<td>☐ oui</td>
<td>☐ non</td>
<td>☐ oui</td>
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<tr>
<td>J01.2 SMS</td>
<td>☐ oui</td>
<td>☐ non</td>
<td>☐ oui</td>
</tr>
<tr>
<td>J01.3 Email</td>
<td>☐ oui</td>
<td>☐ non</td>
<td>☐ oui</td>
</tr>
<tr>
<td>J01.4 Twitter ou similaire</td>
<td>☐ oui</td>
<td>☐ non</td>
<td>☐ oui</td>
</tr>
<tr>
<td>J01.5 Facebook ou similaire</td>
<td>☐ oui</td>
<td>☐ non</td>
<td>☐ oui</td>
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<tr>
<td>J01.6 WhatsApp, viber ou similaire</td>
<td>☐ oui</td>
<td>☐ non</td>
<td>☐ oui</td>
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<tr>
<td>J01.7 Par site web</td>
<td>☐ oui</td>
<td>☐ non</td>
<td>☐ oui</td>
</tr>
<tr>
<td>J01.8 Par site web</td>
<td>☐ oui</td>
<td>☐ non</td>
<td>☐ oui</td>
</tr>
<tr>
<td>J01.9 Blog ou suggestions</td>
<td>☐ oui</td>
<td>☐ non</td>
<td>☐ oui</td>
</tr>
<tr>
<td>J01.10 Face à face</td>
<td>☐ oui</td>
<td>☐ non</td>
<td>☐ oui</td>
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<tr>
<td>J01.11 Par des réunions communautaires</td>
<td>☐ oui</td>
<td>☐ non</td>
<td>☐ oui</td>
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<td>J01.12 Par des représentants communautaires</td>
<td>☐ oui</td>
<td>☐ non</td>
<td>☐ oui</td>
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<td>J01.13 Par des leaders religieux</td>
<td>☐ oui</td>
<td>☐ non</td>
<td>☐ oui</td>
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<td>☐ oui</td>
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<td>J01.15 Autre : ____________________________</td>
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<td>☐ non</td>
<td>☐ oui</td>
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<td>J01.16 Je ne sais pas</td>
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<tr>
<td>J01.17 Je refuse de répondre</td>
<td>☐ oui</td>
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</tbody>
</table>

J04
Si vous pouvez fournir des commentaires ou poser des questions aux humanitaires, sur quels sujets souhaiteriez-vous discuter ou poser des questions ?

Problème 1 : ____________________________________________

Problème 2 : ____________________________________________

Problème 3 : ____________________________________________

SECTION II - CAMPAIGNES D'INFORMATION
R01
Depuis votre arrivée à Agadez, avez-vous vu des campagnes de sensibilisation concernant la migration ?
☐ Oui
☐ Non

Si oui, est-ce que vous avez interprété comme un message positif, neutre ou négatif ?
☐ Très positif
☐ Plutôt positif
☐ Neutre
☐ Plutôt négatif
☐ Très négatif

Est-ce que cette information était utile pour vous ?
☐ Oui, très utile
☐ Plutôt oui
☐ Plutôt non
☐ Non, pas du tout

SECTION III - COMMUNICATION AVEC LA COMMUNAUTÉ LOCALE
"Je voudrais vous poser quelques questions sur la communication avec la communauté locale et les autorités locales"

L01
Depuis votre arrivée à Agadez, avez-vous reçu de l'information de la communauté locale ? [MARQUEZ UNE RÉPONSE]
☐ Non, aucunement.
☐ Oui, mais avec des problèmes.
☐ Oui, fréquemment.
☐ Oui, parfois.
☐ Oui, certains d'entre eux, précisément...
☐ Je ne sais pas.
☐ Je refuse de répondre.

L02
Vous savez être en contact avec la communauté locale, ou avez-vous des problèmes avec la communauté locale. Quelle est la raison ?
☐ Je ne les connais pas.
☐ Ils ne communiquent pas.
☐ Je ne peux pas communiquer avec eux.
☐ Je les connais, mais je ne suis pas autorisé à chercher de contact avec la communauté locale.
☐ Je ne sais pas.
☐ Je refuse de répondre.
☐ Autre: ____________________________

U03
Comment recevez-vous des informations de la communauté locale ?
☐ Face à face
☐ Par twitter ou similaire
☐ Par Facebook ou similaire
☐ Par WhatsApp/Viber ou similaire
☐ Par la presse écrite
☐ Par des campagnes
☐ Par des réunions
☐ Par médias intermédiaire : ____________________________

U04
Est-ce que les informations que vous recevez via la communauté locale sont relevant pour vous ?
☐ Oui
☐ Non

Si, pas tellement... 
☐ Oui, pas du tout...
☐ Je ne sais pas.
☐ Je refuse de répondre...

Si non, pourquoi pas ? ____________________________________________

U05
Si vous pouvez fournir des commentaires ou poser des questions à la population locale, sur quels sujets souhaiteriez-vous discuter ou poser des questions ?

Problème 1 : ____________________________________________

Problème 2 : ____________________________________________

Problème 3 : ____________________________________________

SECTION IV - COMMUNICATION AVEC LES AUTORITÉS LOCALES
"Je voudrais vous poser quelques questions sur la communication avec la communauté locale et les autorités locales"

M01
Depuis votre arrivée à Agadez, avez-vous reçu de l'information des autorités locales ? [MARQUEZ UNE RÉPONSE]
☐ Non
☐ Oui, mais avec des problèmes.
☐ Oui, fréquemment...
☐ Oui, parfois...
☐ Oui, certains d'entre eux, précisément...

M02
Vous savez être en contact avec les autorités locales. Quelle est la raison ?
☐ Je ne les connais pas.
☐ Ils ne communiquent pas.
☐ Je ne peux pas communiquer avec eux.
☐ Je les connais, mais je ne suis pas autorisé à chercher de contact avec les autorités.
☐ Je ne sais pas.
☐ Je refuse de répondre.
☐ Autre: ____________________________

M03
Comment recevez-vous des informations des autorités locales ?
☐ Face à face
☐ Par twitter ou similaire
☐ Par Facebook ou similaire
☐ Par WhatsApp/Viber ou similaire
☐ Par la presse écrite
☐ Par des campagnes
☐ Par des réunions
☐ Par médias intermédiaire : ____________________________

M04
Est-ce que les informations que vous recevez via des autorités locales sont relevant pour vous ?
☐ Oui
☐ Non

Si, pas tellement...
☐ Oui, pas du tout...
☐ Je ne sais pas.
☐ Je refuse de répondre...

Si non, pourquoi pas ? ____________________________________________

M05
Si vous pouvez fournir des commentaires ou poser des questions aux autorités locales, sur quels sujets souhaiteriez-vous discuter ou poser des questions ?

Problème 1 : ____________________________________________

Problème 2 : ____________________________________________

Problème 3 : ____________________________________________

C'était la dernière question. Merci beaucoup pour votre temps et votre participation. Vos réponses nous aideront à comprendre quelles informations vous et les autres avez besoin et comment vous accédez aux informations. Vos réponses seront traitées dans la plus stricte confidentialité.

SECTION V - Informations et commentaires

POUR L'INTERVIEVEUR SEULEMENT : NE PAS DEMANDER AU RÉPONDANT!

VEUILLEZ REMPLIR CETTE SECTION DÈS QUE POSSIBLE APRÈS LA FIN DE L'INTERVIEW

Nom de l'intervieuv : ____________________________

Date : ____________________________

NIEL: [interview code: ___]
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 Agadez.

Le but de cette entretien est d'identifier les besoins d'informations des populations déplacées et migrantes basées à Agadez 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 Agadez.

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 45 minutes. Votre identité restera strictement confidentielle et nous n'utiliserons pas votre nom. Votre participation est entièrement volontaire et vous pouvez toujours 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 Clés des Répondant(s)

<table>
<thead>
<tr>
<th>Noms</th>
<th>M/F</th>
<th>Age</th>
<th>Nationalité</th>
<th>Profession/occupation</th>
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<th>Accommodation à Agadez</th>
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- **Age**: Utilisez les prochaines catégories : ○ <18 ○ 18-20 ○ 21-25 ○ 26-30 ○ 31-40 ○ 41-50 ○ >50
- **Durée du séjour à Agadez**: Donnez une estimation en jours, semaines, mois ou années
- **Date de départ**: Donnez une estimation quand le répondant planifie de partir

### Information and Communication

1. Quels sont les principaux canaux de communication que vous utilisez pour recevoir et partager des informations?

2. Utilisez-vous les médias sociaux pour recevoir et partager des informations? Si oui – **DEMANDEZ A SPECIFIER** - lesquels?

3. Utilisez-vous des sites web ou des applications pour recevoir et partager des informations? Si oui – **DEMANDEZ A SPECIFIER** - lesquels?
4. Qui sont les personnes qui vous fournissent le plus d'informations? Avez-vous confiance en ces personnes? **DONNEZ UN SCORE ENTRE 1 ET 5 POUR CONFIANCE**

<table>
<thead>
<tr>
<th></th>
<th>Confiance</th>
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<tbody>
<tr>
<td>1</td>
<td>1 (pas de confiance)</td>
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<tr>
<td>2</td>
<td>5 (beaucoup de confiance)</td>
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5. De quelles sources avez-vous le plus confiance pour recevoir des informations?

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6. Y a-t-il des sources d'information auxquelles vous ne faites pas confiance? Si oui – **DEMANDEZ À SPECIFIER** - lesquels?

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7. Comment vérifiez-vous les informations que vous recevez?

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8. Comment aimeriez-vous recevoir des informations fiables? Quelles canaux de communication ou sources fonctionneraient le mieux pour vous?

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### Besoins d'information

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<tr>
<th>Besoins d'information</th>
<th>Pourquoi?</th>
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</table>

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

11. Comment essayerez-vous de recevoir ces informations?

12. Quels sont les principaux défis auxquels vous êtes confrontés pour accéder à des informations ou de partager des informations avec des autres?

1.  

2.  

3.  

13. Avez-vous besoin d'aide ou support pour accéder aux informations dont vous avez besoin? Si oui — DEMANDEZ A SPECIFIER — pourquoi?

14. Est-ce que les organisations humanitaires pourraient-ils vous aider à recevoir les informations dont vous avez besoin? Si oui — DEMANDEZ A SPECIFIER — comment?

### Vulnérabilités et protection

9. Pouvez-vous nommer un ou plusieurs problèmes que vous rencontrez actuellement et que vous aimeriez résoudre au plus vite possible?

...
15. Prênez-vous parfois des risques ou est-ce que vous vous mettez des fois en danger pour avoir accès aux informations dont vous avez besoin? Si oui, dites - DEMANDEZ À SPECIFIER-, comment procédez-vous?

16. Est-ce que vous devrez parfois donner quelque chose aux gens (comme un paiement ou un service) en échange pour des informations dont vous avez besoin? Si oui, dites - DEMANDEZ À SPECIFIER-, pourriez-vous donner quelques exemples?

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.
INTRODUCTION

1. Quels sont les principaux communautés de migrants et personnes déplacées actuellement présent à Agadez ?

2. 

3. 

INFORMATION ET COMMUNICATION

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

1. 

2. 

3. 

3. À votre avis, qui sont les principaux fournisseurs d'informations pour les migrants et personnes déplacées à Agadez?

1. 

2. 

3. 

4. À votre avis, quels sont les principaux défis auxquels des migrants et personnes déplacées sont confrontés pour accéder à des informations ou de partager des informations?

BESOINS D'INFORMATION

5. À votre avis, quelle est l'information la plus importante dont les migrants et personnes déplacées d'Agadez ont besoin?

1. 

2. 

3. 

6. Selon vous, qui devrait fournir aux migrants et personnes déplacées les informations dont ils ont besoin?

1. 

2. 

3. 

7. Quels sont, à votre avis, les canaux de communication les plus efficaces d’atteindre les migrants et de les informer ? Pourquoi?

1. 

2. 

3. 

--------------------
8. Quels sont, à votre avis, les canaux de communication les moins efficaces d’atteindre les migrants et de les informer? Pourquoi?

1.
2.
3.

VULNÉRABILITÉS ET PROTECTION

10. Pensez-vous qu’il existe des groupes spécifiques au sein des communautés de migrants et personnes déplacées qui sont particulièrement vulnérables et / ou marginalisés? Si oui, pouvez-vous préciser qui et pourquoi cela pourrait être le cas?

11. Parmi les autres migrants que vous connaissez, qui selon vous a le plus de difficultés à accéder à l'information? Si oui, pouvez-vous préciser qui et pourquoi cela pourrait être le cas?

12. 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?

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