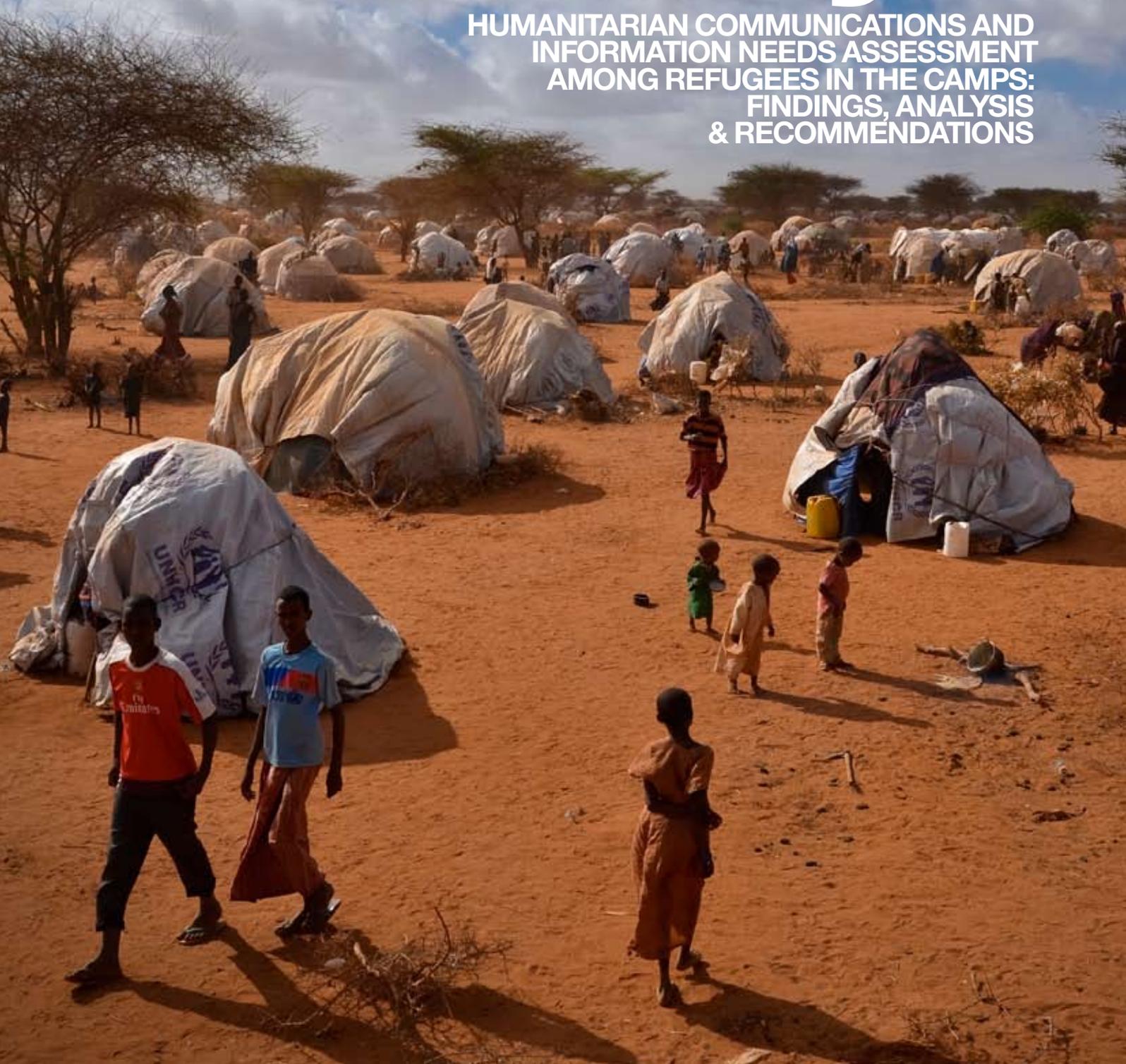


# Dadaab, Kenya

HUMANITARIAN COMMUNICATIONS AND  
INFORMATION NEEDS ASSESSMENT  
AMONG REFUGEES IN THE CAMPS:  
FINDINGS, ANALYSIS  
& RECOMMENDATIONS



AUGUST 2011



Hundreds of people fleeing drought, famine and a civil war in Somalia wait in line at dawn to register at Ifo refugee camp in Dadaab, Kenya. According to the United Nations, 3.7 million Somalis are in crisis.

# Opening Snapshot

**17-year-old Suuban<sup>1</sup>** endured 16-hours of labor on the back of a truck fleeing to Dadaab from the drought conditions in Sakow, Somalia. Her delivery was severely damaging to her health, but she hasn't received medical attention. She was told by other refugees that only women with her condition who give birth inside the camps can see doctors: "People who give birth outside of the camps can't get medical care like women who have babies inside the camps." When the Assessment Team met her, she was begging other refugees for food because she did not know how to access it from aid organizations.

On several occasions that were relayed to the Assessment Team, and according also to humanitarian sources, food distributions failed to reach many of those who were entitled to them, an outcome attributed to the fact that many beneficiaries simply didn't know where to go or that the food was part of their entitlements. Numerous recent arrivals do not know where to go if there are problems with their food rations or other necessities; many refugees standing in lines reported that they have waited 10-12 hours only to find out when they reached the front of the line, they were in the wrong place and told to go elsewhere – often after walking for a half day to get there in the first place. Some travel on foot for hours to rumoured distributions that don't take place.

These are just a few of the many anecdotes that illustrate the impact of the communication gap with refugee communities in Dadaab. The data presented in this report confirms these stories: That many people do not have the information they need to access available services and to make informed decisions to protect their lives.

<sup>1</sup> Name has been changed to protect her real identity.



# About the Assessment Mission

*This joint communication and information needs assessment led by Internews and conducted with Radio Ergo/International Media Support (IMS), Star FM of Kenya and with support from the Norwegian Refugee Council (NRC), aims at understanding the information needs of refugees in Dadaab and exploring ways to improve the flow of communication between refugees, aid agencies, and host communities.*

*Internews' assessment in Dadaab is funded by **The John D. & Catherine T. MacArthur Foundation** and **The Shelley and Donald Rubin Foundation**. IMS also contributed financially and with staff to the assessment. This effort wouldn't have been possible without the generous logistical support and human resources on the ground provided by NRC.*

*Links to photos, video, and multimedia content from this assessment are available at:*  
[http://www.internews.org/regions/africa/kenya/dadaab\\_201108.shtm](http://www.internews.org/regions/africa/kenya/dadaab_201108.shtm)

## ABOUT INTERNEWS

**Internews** is an international non-profit media development organization whose mission is to empower local media worldwide to give people the news and information they need, the ability to connect, and the means to make their voices heard. Internews' programs are built on the conviction that providing people with access to vibrant, diverse news and information empowers them to make their voices heard and to participate effectively in their communities.

Since the Indian Ocean tsunami in 2004, Internews has worked in emergencies to establish humanitarian communication systems with local media to provide life-saving information, and two-way communication systems connecting affected communities and aid providers. More information about Internews' humanitarian media is available at: [www.internews.org/global/er/default.shtm](http://www.internews.org/global/er/default.shtm)

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## ABOUT RADIO ERGO AND IMS

**Radio Ergo** produces one-hour daily broadcasts of original humanitarian news and information that are heard across Somalia and the region on shortwave. The Ergo programming is also rebroadcast by seven local FM stations, including

Star FM. Since the onset of the drought emergency, Ergo has been running a 15-minute daily round-up at the top of each program with reporting from the ground on the famine and related issues, including conditions in the IDP camps across the country, and stories from the villages and towns hardest hit by the drought and famine. Radio Ergo has a unique network of 20 local correspondents across Somalia and the region. The project is run by IMS Productions Aps (a daughter company of the Copenhagen-based organization International Media Support), which has established a branch office in Kenya. Prior to July 2011, the radio project was run by UN OCHA-IRIN. As the new Radio Ergo website is currently under construction, IRIN is continuing to host the daily Ergo programs online: [www.irinnews.org/radio.aspx](http://www.irinnews.org/radio.aspx).

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**IMS** is an international non-profit organization working to support local media in countries affected by armed conflict, human insecurity and political transition. In more than 40 countries worldwide, IMS helps to strengthen professional journalism and ensure that media can operate in challenging circumstances <http://www.i-m-s.dk/>.

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## ABOUT STAR FM

Star FM is a well-established Kenyan-based radio station, belonging to the North-Eastern Telecommunications Ltd group of companies. With a head office in Eastleigh, Nairobi, Star FM broadcasts in Somali, with some material also in Swahili and English. It is heard in Nairobi, Garissa, Mandera, Wajir and Dadaab, and more recently has set up relays to broadcast in Kakuma refugee camps in North-Western Kenya, the Somali capital, Mogadishu, and elsewhere in Somalia.

Star FM describes itself as a “pioneering radio” and has worked to bring the generally marginalized Somali communities into the mainstream of media coverage. Star FM has a regional expansion plan that includes the areas of Somalia currently not receiving broadcasts. Its commercial status as a radio broadcaster is coupled with a public service orientation, and its overall objective is to bring high quality broadcasting to the Somali-speaking region and promote stability and economic development in the region. Star FM has a sister non-profit arm, Star Media Development Centre, enabling it to receive funding for humanitarian and development projects, such as the Dadaab radio project.

Star signals are currently available on the following frequencies: 105.9 in Nairobi, 97.1 Garissa, 97.3 Wajir, 97.5 Mandera and 97.1 Dadaab, 97.0 Mogadishu. The Dadaab frequency merely relays national-level programming and so does not currently respond to local needs (see more details in the body of the assessment report).

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## ABOUT NRC

NRC is an independent, humanitarian non-governmental organization that provides assistance, protection and durable solutions to refugees and internally displaced persons (IDPs) worldwide. Its program activities are concentrated on five core activities: Building of homes and schools; Distribution of food and non-food relief items; Information, Counseling and Legal Assistance (ICLA); Camp management; and Education.

NRC has been active in Somalia since 2004 and Kenya since 2007 ([www.nrc.no/?did=9452285](http://www.nrc.no/?did=9452285)),

providing protection and humanitarian assistance to refugees and internally displaced persons.

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## CDAC<sup>1</sup>: ADVOCACY WORK ACROSS THE SECTOR

Internews is a founding member of the CDAC Network (Communicating with Disaster Affected Communities), which brings together humanitarian and development agencies and media development organizations to integrate two-way communication between communities and humanitarian organizations into disaster preparedness and response in the areas of both policy and practice. CDAC is currently operational in Haiti (since January 2010, supported by Internews and funded by OCHA – [www.cdac-haiti.org](http://www.cdac-haiti.org)) and had a brief intervention in Pakistan after the floods last year (<http://cdacpakistan.wordpress.com/>). CDAC Network has compiled some materials for use in Dadaab and the Horn of Africa response, but is currently not active on the ground.

Current members of the CDAC Network Steering Committee are: Active Learning Network for Accountability and Performance in Humanitarian Action (ALNAP), BBC World Service Trust (BBWST), British Red Cross/Irish Red Cross, Humanitarian Accountability Partnership (HAP), International Media Support (IMS), infoasaid, Internews, Merlin, Plan UK, UN Office for the Coordination of Humanitarian Affairs (UN OCHA), Save the Children, Thomson Reuters Foundation and the United Nations Population Fund (UNFPA).

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### COPYRIGHT:

Internews, September 2011

<sup>1</sup> The CDAC Network (Communicating with Disaster Affected Communities) was not a party to the Dadaab Assessment. However several CDAC Network members were involved, and other members are also operational in Dadaab. Reflecting this, CDAC is committed to capturing lessons learned and positive practice from the assessment itself, and any follow up activities. This reflects its founding commitment to improving communications and dialogue with communities in disasters.



“

The people who are on the receiving end of our assistance are rarely if ever consulted on what they need, or are able to choose who helps them or how. This means that gender-based issues and the needs of the vulnerable are too often overlooked. Whilst this has long been recognized as an issue, too little has been done about it.”

UK DEPARTMENT FOR INTERNATIONAL DEVELOPMENT (DFID) HUMANITARIAN EMERGENCY RESPONSE REVIEW (HERR), EXECUTIVE SUMMARY, MARCH 2011.

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Refugees fleeing drought, famine and a civil war in Somalia ride a bus to Dagahaley camp in Dadaab, Kenya. According to the United Nations, 3.7 million Somalis are in crisis.



Ali Hussein Mohamed poses for a portrait in the Ifo extension camp in Dadaab, Kenya. Mohamed and his family arrived to the camp 30 days ago from Somalia. He decided to bring his family here after hearing on the BBC's radio program that food was available for Somali refugees. He said he was disappointed more aid was not available. "We have not received that much help that we can mention; we are just here." He said it is difficult for him to access information in Ifo extension, and that the thing he needs most for his family is medication. "It would be better if we could have a radio station here, that can provide us with information and directions" he said.



Sharifo Moxamed, 45, poses for a portrait upon arriving at Ifo refugee camp in Dadaab, Kenya on August 8, 2011. To get to Dadaab, Moxamed walked for 33 days from Diinsoor, Somalia with her husband and three children. When asked how she stayed motivated to keep walking with little food and water, she just pointed to her young children.

# Executive Summary

**S**ERIOUS COMMUNICATION gaps between the humanitarian sector and refugees in Dadaab, Kenya, are increasing refugee suffering and putting lives at risk. There are clear indications that these information gaps are hampering the aid response and that despite important efforts from individual agencies, current communication strategies for affected communities are not working as effectively as they could, and critical coordination needs to be improved.

These are the clear indications from the joint Communications Needs Assessment led by Internews in collaboration with Star FM and Radio Ergo/IMS and with support from NRC. The assessment included an extensive survey of more than 600 refugees in all three of Dadaab's camps.

Overall results from the survey show that large numbers of refugees don't have the information they need to access basic aid: More than 70% of newly-arrived refugees say they lack information on how to register for aid and similar numbers say they need information on how to locate missing family members. High figures are also recorded for lack of information on how to access health, shelter, how to communicate with family outside the camps and more. While long-term residents of the camps do not record such extreme figures, the information gaps within which they operate also point to serious difficulties in ensuring they are able to access their entitlements.

Most communications at the camp level happen verbally through pre-established camp administration and other networks among social groups. However, the majority of those surveyed state a lack of trust in these channels, and instead prefer to communicate through, and place their trust in, radio, mobile phones and friends or family. According to this assessment, existing channels are unfortunately limited in both their reach and, in many cases, their effectiveness; anecdotally, several sources estimated that it takes two to three weeks for verbal information to reach its targeted audience, if it reaches them at all. Radio is by far the most popular source of general information for both new arrivals and long-term refugees, yet there is no specific regu-



lar broadcast for or about Dadaab, which means only general news and information can be accessed in this way. Critically, humanitarian workers, government officials, along with Kenyan army and police, rank the lowest as sources of information for refugees, both for new arrivals and long term residents.<sup>1</sup>

Additionally, almost three-quarters of new arrivals surveyed, and around a third of long-term residents, say they have never been able to voice their concerns or ask questions of aid providers or the government. Such findings point to a serious gap that affects aid effectiveness, accountability to beneficiaries and their trust in service providers.

<sup>1</sup> According to the survey, army and police (0% and 0.4% for new arrivals and long term refugees, respectively), government officials (0.4% and 0%) and humanitarian workers (0.4% and 0.8%). See all results under 2. Survey Assessment Results.



While a small number of humanitarian organisations are carrying out positive communications initiatives, the findings of this assessment suggest that there is an important need for resources, personnel, and specific coordination mechanisms to effectively and systematically communicate with refugee communities and counter information and feedback gaps to the scale needed.

Any renewed humanitarian communications effort will need to confront and overcome significant obstacles, the most serious of which is the lack of local media platforms, including local radio, newspapers, and broad information and communications technology (ICT), which refugee and host communities can access. This is a core limitation to humanitarian communication efforts, but some solutions are possible.

**Lutheran World Federation Information Officer, Mohamed Sheikh Ibrahim, 31, speaks with a megaphone and tells new arrivals in Hagadera refugee camp that they will soon be relocated to another camp. Internews reports that 60 percent of new arrivals need more information about shelter. Megaphone and community network methods currently used to disseminate information do not reach everyone.**

Some initiatives hold great promise, and a clear collaborative intent exists among Dadaab's humanitarian organisations. UNHCR and others are supporting Star FM, a Somali-language Kenyan radio network and one of the assessment participants, to establish a local radio station as per a Memorandum of Understanding (MoU) signed between UNHCR and Star FM in 2010. A design and budget for the construction of the proposed local radio station has been discussed with UNHCR. Although no document with a concrete timeline has been signed

at the time of writing this report, the Assessment Team has been advised that if the construction work starts immediately the radio station should be completed before the end of the year. Once the premises are ready, IMS has committed itself to equipping the studio and training staff in using the equipment.

There is the beginning of an enthusiastic, though limited, local media scene, with a small-circulation newsletter *The Refugee*,<sup>2</sup> supported by FilmAid, and online efforts such as *Dadaab Refugee Camps*,<sup>3</sup> beginning to take hold.

There are clear opportunities to make a major impact on humanitarian communications in Dadaab, and the skills and awareness on the ground to do it. Efforts here could result in a major impact from relatively little funding, and build permanent communications and local media capacity among refugee communities, greatly reducing vulnerability, fostering public debate and increasing resilience. What is required now is targeted support, planning, and coordinated implementation.

The initial findings of this report have been shared with more than 15 humanitarian agencies in one-on-one meetings and larger coordination meetings in Dadaab and Nairobi. This includes more than 80 individuals, including Public Information Officers, Communications Advisors, Protection Officers, Emergency Coordinators, Country Directors and representatives from the donor community.

There has been tremendous interest in this assessment and its findings, and discussions around the issues raised have prompted immediate action. Almost every party has expressed understanding of the need for increased and effective support to communicating with populations in Dadaab, both refugees and host communities. The challenge now is to carry this momentum forward and to ensure actions meet the needs, and are sustained – to consolidate communication channels for the people in Dadaab, which will improve their ability to make decisions, and thereby improve their lives.



Noor Maxamed, 56, (right) waits to be processed at UNHCR registration at Ifo refugee camp with his wife Shaifo Maxamed, 45, and their children, Habib, 15, Hassan, 11, and Fatamo, 8. They walked for 33 days to Dadaab from Diinsoor, Somalia after the drought killed all of their livestock. When asked about life in Diinsoor, Maxamed replied, "That's where the world's problems are, people are either fleeing or dying."

<sup>2</sup> FilmAid Blog: *The Refugee* – Issue Four (July 10, 2011) <http://filmaid.org/blog/2011/07/the-refugee-issue-four/>

<sup>3</sup> <http://dadabcamp.com/>



# 1. Rationale for Intervention

**T**HIS HUMANITARIAN communication needs assessment is aimed at understanding the information needs of refugees in Dadaab and exploring ways to improve the communication flow between refugees, aid agencies, and host communities. This is part of Internews' and others' global efforts to increase focus on humanitarian communication needs.

Historically, little to no systematic attention has been given to this crucial issue; Inter-Agency Needs Assessments, for example, have not specifically looked into the communication needs of the people the humanitarian community is there to serve, which results in major gaps in aid effectiveness and downward accountability. Internews, through the [infoasaid \(http://infoasaid.org/\)](http://infoasaid.org/)<sup>4</sup> project, is working now with the Inter Agency Standing Committee (IASC) Needs Assessment Task Force (NATF) in Geneva to try to ensure that questions on access to information are an integral part of needs assessments methodology.

The Dadaab Assessment Team conducted an extensive survey of over 630 refugees<sup>5</sup> in all three of Dadaab's refugee camps, Ifo (including the informal Ifo Extension), Dagahaley, and Hagadera between August 07–14, 2011. Surveys targeted new arrivals (less than 9 months) and long-term residents; as well as strong sample numbers of men and women. The Assessment Team also interviewed a number of humanitarian workers, and a follow up team visited Dadaab from August 22-27, 2011, to present the preliminary findings of the assessment, work on immediate next steps including the design and budget for the construction of a local radio station as per the MoU between UNHCR and Star FM, and to continue the conversations with some of the humanitarian agencies.

The information needs assessment in Dadaab, therefore, aims to both support better local humanitarian communications on the ground, and to keep building the global body of evidence around the importance of effective and efficient communication with affected populations. Understanding more and better the local information ecosystems is vital for humanitarian agencies to save lives and to be more effective in the delivery of aid.



Men check the status of visa applications to live in the USA. Humanitarian agencies use message boards such as this one to communicate with the refugee population in the three camps in Dadaab, Kenya.

<sup>4</sup> Internews and the BBC World Service Trust are partners in the infoasaid DfID funded consortium focusing on improving how aid agencies communicate with disaster-affected communities. The emphasis is on the need to deliver information, as aid itself, through the most appropriate channels.

<sup>5</sup> After quality controls prior to the final analysis of the data, 492 surveys were deemed valid for analysis.



## 2. Next Steps: Recommendations

**M**ANY SKILLS and resources exist within the Dadaab humanitarian sector to make a powerful impact on current communications gaps, and thereby potentially greatly improve aid impact and effectiveness. However this must be participatory and coordinated to be effective. Some limited additional resources would allow this impact to be exponentially increased.

The activities outlined below are suggested as a series of steps towards improving communications practice effectively. They are concrete ideas drawn from several sources in Dadaab, and presented here as points for discussions and possible ways forward.

### 1. HUMANITARIAN COMMUNICATIONS WORKSHOP/SESSION

Delivered collaboratively by key organisations involved in humanitarian communications, this can:

- ▶ Map communication activities of participating organisations.
- ▶ Discuss and analyse the results of the communications needs assessment, informed by the daily practice of organisations on the ground.
- ▶ Introduce and test possible future communications strategies both old and new, ranging from suggestion boxes, SMS platforms, appropriate monitoring techniques, and more.
- ▶ Introduce resources and networks of expertise within and beyond Dadaab and Kenya that can support communications activities (i.e. CDAC or infoasaid).
- ▶ Agree on a practical communications coordination mechanism and identify participants.
- ▶ Outline a targeted plan of action.

**Maintain and extend support for Star FM.** This report strongly recommends ongoing support to establish a local Star FM radio station as per the MoU signed between UNHCR and Star FM. This local radio station would take advantage of the frequency that Star FM owns, to create and broadcast local content about Dadaab, for Dadaab. As documented in this report, many steps are already in progress, but there is much still to be done and any delays will have ongoing negative effects on refugee needs. Many organisations may be able to help here as appropriate. Likely activities can include:



Newly arrived refugees in Dadaab, Kenya gather under an acacia tree to listen as a staff member from the Lutheran World Federation explains with a megaphone that they will soon be relocated to another camp.

- ▶ Ensuring any obstacles, for example in construction and power supply, are resolved as quickly as possible to minimise any delays in setting up the radio station, expected by December 2011.
- ▶ Developing complementary activities to maximise the positive impact of Star FM, including for example distributing radios or establishing radio listening groups for community segments where radio access is low.
- ▶ Incorporating Star FM in both individual organisational and overall humanitarian sector communication strategies and activities.
- ▶ Incorporate Star FM in humanitarian program plans as a means for gaining rapid and actionable feedback from refugee communities.



## New Information Dissemination Group in Dadaab

On August 25, 2011 during the Communications Working group meeting in Dadaab in which the follow-up Assessment Team presented the preliminary findings and recommendations, the group decided to hold an extraordinary meeting to collectively address the communication needs of refugee communities.

On August 31, 20 officials from 10 organisations operating in Dadaab met and instituted the Information Dissemination Group (Information to Communities) “in the light of the current emergency and identified gaps by Internews’ assessment.”

The participants also agreed on establishing a forum via email and through regular meetings to discuss, agree and follow up on all Information Dissemination related issues.

Though this is already an encouraging start in Dadaab, active and continuous participation, engagement and focused attention from agencies on the ground are all pre requisites. Emergency Coordinators and Country Directors must provide their staff nominated to participate in this group with adequate space, resources and expertise in order for this newly formed coordination platform to succeed and provoke lasting impacts on people’s lives.

In addition, while better information dissemination is crucial, as noted throughout this report, so too is feedback. The Assessment Team recommends that this new group also focus on means to both rapidly receive and respond to community feedback, which is essential to ensure communication is truly a dialogue with refugee communities, and so can best support aid effectiveness, transparency, and accountability.

For more information about the Information Dissemination Group in Dadaab: Bettina Schulte, UNHCR Associate External Relations Officer, Dadaab, +254 462103022 Ext: 2120; +254 720095990 - [schulte@unhcr.org](mailto:schulte@unhcr.org)



Star FM's radio tower in Garissa, Kenya.

- ▶ Once the radio station is built, boost Star FM programming on local news and information and through development of locally produced radio drama productions.

The two activities listed above can to a great degree (though not exclusively) be conducted with existing or already-committed resources. The activities below require further resources. Identification and endorsement by the humanitarian sector in Dadaab of their importance will assist in obtaining the resources required.

## 2. ESTABLISH HUMANITARIAN COMMUNICATIONS LIAISON OFFICER IN DADAAB

This individual would liaise both one-on-one and at a general level in support of all humanitarian communications activities. This will help to ensure synergy and consistency across different activities, identify gaps, promote skills-development, and maximise effectiveness. The importance and impact of such a role has already been demonstrated in Internews' programs in Sri Lanka, Pakistan, Central African Republic, Chad and Haiti.

## Media Resource/ Journalism Training Centre & Humanitarian Programming

While the local Star FM radio station is being built – and dependent on finalizing officially-committed resources to build it – Internews and Radio Ergo/ IMS are planning to set up a temporary Media Resource/Journalism Training Centre for youth groups from both host and refugee communities as an incubator for the local radio station. This Centre will have facilities to train 15-20 youth. It is anticipated several of the youth trained at the Centre will become full time staff at the radio station once it is up and running, aiming at a December target date.

The Centre will also provide a space for interaction between humanitarian organisations and local journalists. This will include a small production facility, set up to produce a 15-minute daily humanitarian program for Dadaab in the months before the local station is established, with local reporters working very closely with the humanitarian community. This 15-minute program daily will be broadcast on Star FM's national broadcast until the local radio station is functioning.

### 3. DESIGN AND DELIVER TRAINING TO EMERGING JOURNALISTS IN THE REFUGEE COMMUNITIES

This builds on the training already delivered by FilmAid as part of their Participatory Video Production programs, which has helped seed *The Refugee*. It will also link with emerging media that combines online and mobile phone platforms, including dada-bcamps.com, existing and upcoming journalists working for Star FM and Radio Ergo, and others. This training should generate and expand existing training modules for journalists working in humanitarian contexts.

### 4. ESTABLISH HUMANITARIAN MEDIA LIAISON OFFICER (HMLO)

Very frequently, local media and the humanitarian sector lack awareness of how to interact with each other to maximise their effectiveness. Issues of coordination, access, and mutual understanding often become obstacles extending and amplifying myths and misperceptions about the other. A liaison function can overcome these obstacles and maximise the potential of local media activities as they gain skills and expand. The HMLO would assist the humanitarian agencies in accessing and leveraging the power of the local media and information channels to provide consistent, timely content to the communities. At the same time, the HMLO would assist the media, and importantly the local radio, to get accurate, timely and consistent information from the humanitarian community.

While the local media scene and the related activities are still at a small scale, one individual, as with the Humanitarian Communications Liaison Officer, could undertake this function.

### 5. DESIGN AND DELIVER TRAINING TO HUMANITARIAN ORGANISATIONS' COMMUNICATION STAFF IN COMMUNICATING WITH AFFECTED POPULATIONS

This would focus both on humanitarian communications techniques, and feedback techniques and platforms that should help aid agency personnel to communicate more rapidly and effectively with affected communities.

It would by necessity be participatory, building on and expanding the existing skills and experiences of staff already involved in this work. This should generate a training module<sup>6</sup> that can be used repeatedly by organisations in Dadaab.

### 6. CREATE AND INCUBATE A LOCALIZED MONITORING & EVALUATION (M&E) TEAM

This could build on the techniques piloted in Dadaab in the communications needs assessment (i.e. use of smart phones with specialised software for data collection), and incorporate other best practices in the humanitarian sector both locally and beyond. The emphasis will be on real-time, short-term monitoring and evaluation techniques, now feasible with handheld Internet-enabled technology among other methods. A local team would be selected among refugees and host populations and trained to provide research and M&E on communication strategies and their effectiveness to agencies and clusters for example.<sup>7</sup> The research team would monitor the programming of Star FM, for example, to help plan and diversify its media coverage, and will also evaluate its impact conducting interviews and focus group discussions in the camps. This team might also be employed to research a food distribution, for example, to identify how to inform people better about where and how to access their entitlements. Once the food distribution is done, an evaluation on the effectiveness and the potential challenges could be equally undertaken.

### 7. ESTABLISH A COMMUNICATIONS RESOURCE HUB AND MEDIA TRAINING CENTRE

This will consolidate and support all of the activities outlined above. It will pool access to skills, training materials, new technologies, and communications techniques and make them available to all communications actors, including humanitarian organisations and their staff, local media, and civil society networks. Again, such a resource can have great impact with relatively little investment; for example, by introducing and providing training in the use of mass SMS platforms with feedback components, while ensuring that these are developed and introduced in synergy with existing activities.

Star FM, IMS, Internews and Radio ERGO have already begun conversations around this, with

<sup>6</sup> Infoasaid is putting together a Manual for Trainers for a Short Course in Two-Way Communication with Disaster-Affected Communities in Developing Countries. For more information contact: Anita Shah, Head of Project, +44 7921 677 074, [anita.shah@infoasaid.org](mailto:anita.shah@infoasaid.org)

<sup>7</sup> For examples of this type of work in Haiti, see Audience Research In A Time Of Cholera: Focus Group & Survey On Haiti's Frontline (Jennifer Mandel, Internews, January 12, 2011 - [www.internews.org/pubs/humanitarian/20110112\\_Haiti\\_Mandel.shtml](http://www.internews.org/pubs/humanitarian/20110112_Haiti_Mandel.shtml)) and For Haitians, Radio is Key Information Source on Cholera (Internews, June 9, 2011 - [www.internews.org/prs/2011/20110623\\_haiti.shtml](http://www.internews.org/prs/2011/20110623_haiti.shtml)). The Bureau de Recherches Économiques et Sociales Intégrées (BRESI) in Haiti is in the process of being developed from the small team that conducted research with support from Internews into an independent organization. The research team has received formal training by Internews for over 16 months, has experience in a wide range of quantitative and qualitative research methodologies and their expertise is in high demand by other INGOs and the Government of Haiti. Internews' research work in Haiti is funded by the United States Agency for International Development's Office of Transition Initiatives (USAID/OTI) and the European Union (EU).

some initial liaison with FilmAid; space has been identified but again buildings and specific funding are required (see 5. *Design and deliver training to emerging journalists in the refugee communities.*)

#### 8. DOCUMENT AND EVALUATE THIS WORK AND CONNECT WITH HEAD OFFICES IN NAIROBI, HEAD QUARTERS AND THE CDAC NETWORK

It is key to the success of this newly formed Information Dissemination Group that a systematic and thorough documentation of meetings, activities and initial impacts is in place to draw relevant attention, interest and support from head offices in Nairobi and headquarters elsewhere. It is also very important to showcase best practices and lessons learnt so next time, a similar group can swiftly and efficiently come together leveraging the experience and learning from Dadaab and other contexts where a similar coordination platform has been piloted.

To draw a parallel, the incipient Information Dissemination Group in Dadaab holds many of the same concerns that prompted the CDAC Network, supported and encouraged by OCHA, to launch CDAC Haiti as part of the January 2010 earthquake response. Similar previous examples and the current initiative in Dadaab highlight again a historically under-addressed question as to how the humanitarian architecture should mainstream communication with affected communities at a global level within its standard emergency response.

The CDAC Network is developing a policy and operational strategy to try to promote and ensure this; lessons from Dadaab will form an important part of this process, hopefully helping to ensure that the needs of affected populations are systematically met.



Alio Idow listens to Kenya's Star FM radio dispatch at the Ifo Extension refugee camp near Dadaab, Kenya on August 7, 2011. Many refugees surveyed by Internews said radio is their preferred information source.



### 3. Humanitarian Communications Overview: Key Issues & Possible Steps



Aden Hassan Tarah, 24, a reporter for Kenya's Star FM radio station, interviews Mcdinay Mohamed Ibram, 73, about her experience as a refugee living at the Ifo Extension camp in Dadaab.

## 3.1. Background

Dadaab, in northern Kenya, hosts the largest single refugee population in the world in three camps, Ifo, Dagahaley, and Hagadera. Originally set up in 1991 and 1992, the camps were designed to host 90,000 people, most fleeing from conflict in Somalia. Far from being a temporary stay, many have now been born and raised in the camps, with a number of them living there for 20 years.

There is an established permanent population, but without citizenship and lacking freedom of movement and other citizen rights, populations in this area have seen their social and economic development severely restricted. This has many profound implications, with some of these including the lack of local media and therefore access to local information and the capacity to communicate and debate key issues –which as the assessment demonstrates, increases dependency and vulnerability overall:

Last year, before the current crisis, the Humanitarian Accountability Partnership (HAP) described Dadaab as a “forgotten crisis”.<sup>1</sup>

The situation has since become much worse. The Horn of Africa has experienced two consecutive seasons of significantly below average rainfall, resulting in failed crop production, significant livestock mortality and record food prices. This has hit Somalia the hardest, with suffering compounded by the ongoing conflict between the Transitional Federal Government (TFG), African Union Mission in Somalia (AMISOM), and the Islamist rebel group Al-Shabaab.<sup>2</sup> The United Nations (UN) declared a famine in two regions of south Somalia in June<sup>3</sup> and the Famine Early Warning Systems Network (FEWS NET)<sup>4</sup> currently

1 HAP's Roving Team undertook a three-month deployment in Dadaab in 2010 to support agencies to strengthen their accountability to disaster-survivors/refugees and increase the quality of their humanitarian services. UNHCR and CARE jointly hosted the deployment, with contributions from DRC, LWF, CARE, UNHCR and Save the Children.

2 Somalia: End War Crimes to Help Tackle Famine. Abuses by All Sides Contribute to Current Crisis (August 14, 2011) ([www.hrw.org/news/2011/08/14/somalia-end-war-crimes-help-tackle-famine-0](http://www.hrw.org/news/2011/08/14/somalia-end-war-crimes-help-tackle-famine-0))

3 Somalia: United Nations declares famine in two regions (July 20, 2011) ([www.unocha.org/top-stories/all-stories/somalia-united-nations-declares-famine-two-regions](http://www.unocha.org/top-stories/all-stories/somalia-united-nations-declares-famine-two-regions))

4 The U.S. Agency for International Development (USAID) Famine Early Warning Systems Network (FEWS NET) is an information system designed to identify problems in the food supply system that



“

I hate being called a refugee more than anything else in my life. I don't want to be called a refugee, I want to be called a person who has a country and who is proud of his country. I have lived in Dadaab for 20 years, but camp authorities still question my identity because I do not have a passport. Refugees are confined here, it is like an open prison from which we cannot move.”

ADEN HASSAN TARAH, 24,  
REPORTER FOR KENYA'S STAR FM RADIO STATION<sup>1</sup>

<sup>1</sup> Dadaab Refugees Seek Transparency, Rapid Information, Internews (August 9, 2011) ([www.internews.org/prs/2011/20110809\\_kenya.shtml](http://www.internews.org/prs/2011/20110809_kenya.shtml))

estimates that 3.7 million Somalis nationwide<sup>5</sup> are facing a food security and livelihood crisis, with 3.2 million of them needing immediate lifesaving assistance. 450,000 children under five are acutely malnourished nationwide, 190,000 severely malnourished; 75 % of acutely malnourished children live in the south; the bulk of the humanitarian needs are in the south of Somalia.<sup>6</sup>

This has resulted in a desperate exodus of refugees from Somalia, with hundreds of thousands forced to flee to neighbouring countries of Kenya and Ethiopia to access assistance from early 2011. Many have headed to the Dadaab camps, with the influx reaching at times up to around 1,500 arriving per day. By mid-last year the estimated number of refugees was over 275,000;<sup>7</sup> now, the registered refugee population

tops 400,000, with over 70,000 arriving in just the past two months.<sup>8</sup>

The suffering is greatest and has reached extreme levels within Somalia; however the dire security situation has prevented most aid from reaching communities there. Dadaab, then, represents the centre of the aid response, but not the area of greatest need, a tragic limitation imposed on the aid response by the military and political context.

However even in Dadaab, humanitarian organisations are struggling to cope, and the dependency and lack of resources of both the long-term camp residents, and the surrounding host community, are simply incapable of meeting the needs of new arrivals on their own. This means that aid efforts need to be as effective and efficient as possible, and that any resource that can boost refugee communities' own resilience and reduce vulnerability is urgently needed. Effective communications are key to this (see *Local Media and Community Vulnerability: The Connection*, below).

potentially lead to famine or other food-insecure conditions in sub-Saharan Africa, Afghanistan, Central America, and Haiti ([www.fews.net/Pages/default.aspx](http://www.fews.net/Pages/default.aspx)).

<sup>5</sup> The population of Somalia is 9,925,640 (July 2011 est.), according to the CIA World Factbook ([www.cia.gov/library/publications/the-world-factbook/geos/so.html](http://www.cia.gov/library/publications/the-world-factbook/geos/so.html)).

<sup>6</sup> Somalia Dekadal Food Security & Nutrition Monitoring No. 4 (August 24, 2011) <http://v4.fews.net/Pages/Horn-of-Africa-Emergency.aspx>

<sup>7</sup> HAP in Dadaab (October, 2010) ([www.hapinternational.org/projects/field/hap-in-dadaab.aspx](http://www.hapinternational.org/projects/field/hap-in-dadaab.aspx))

<sup>8</sup> Emergency Relief Coordinator concludes "heartbreaking" trip to Horn of Africa (August 15, 2011) ([www.unocha.org/top-stories/all-stories/emergency-relief-coordinator-concludes-heartbreaking-trip-horn-of-africa](http://www.unocha.org/top-stories/all-stories/emergency-relief-coordinator-concludes-heartbreaking-trip-horn-of-africa)).

## 3.2. Communications Needs Among Refugee Communities: Overview of Survey Findings

*Refugees in Dadaab camps are suffering from a large-scale information gap that is almost inevitably putting lives at risk. Current communication strategies are not working effectively and there is every indication that the information gap is hampering the aid response, with serious implications for people's suffering. These are the findings from the assessment led by Internews, together with Star FM, Radio Ergo, IMS and in collaboration with NRC over the period August 07–14, 2011 in the Dadaab camps.*

The survey results are discussed in more detail under the *Survey Assessment Results* section, further below. Key findings from the analysis of 492 surveys highlight that:

- ▶ **More than 70% of new arrivals** to the camps lack basic information on how to register for aid; how to locate missing family members; how to access health care; how to access shelter; and how to contact aid organisations, among other topics. The vast majority of refugees interviewed said they consider access to information “very important” to their lives in the camps.
- ▶ **Among new arrivals**, almost three quarters of respondents have not been able to raise their concerns with service providers, namely aid organisations or the government.
- ▶ **Around 50% of long-term camp residents** surveyed also lack information on how to

register for aid and 29% still need more information to access food and water.

More than 40% have not been able to raise their concerns with aid organisations or government representatives.

- ▶ **Radio is by far the most accessed** and preferred channel for receiving information, with more than 90% of long-term residents naming it as an information source. Radio access appears lower for new arrivals, though still the most popular, with just under 60% nominating it as a source.
- ▶ **Radio, friends and family, and mobile phones** are, in this order, the main and most trusted sources of information. Police and army, government officials, and aid workers rank the lowest in the same category, in this order.





- ▶ **When asked about feedback** on humanitarian aid that they want to give, people in the camps mostly want to ask questions and share concerns about their current situation.
- ▶ **For new arrivals, telephone rated the highest** as preferred channel to provide feedback to service providers, followed by face-to-face with humanitarians, community meetings and community leaders. Long-term refugees also favored telephone followed by SMS, email and call-in to a radio or TV station.
- ▶ **Asked about their intentions**, the vast majority said that they want to stay in the camps until they can return to their country.

- ▶ **New ICTs, including mobile phones**, a minority with Internet access, are on the rise as an information source but are still low, registering below 20% among long-term residents and around 10% for new arrivals.<sup>9</sup>
- ▶ **Respondents affirmed that in times of crisis**, radio is a critical source of information and as a result of information heard on the radio, people overwhelmingly state they are able to make decisions to protect their health and that of their families.

Refugees fleeing drought, famine and a civil war in Somalia wait for bus transportation to Dagahaley camp in Dadaab, Kenya.

<sup>9</sup> It is likely, though unclear from the survey itself, that those in leadership or coordination positions would have greater access to new ICTs, potentially increasing its use beyond the limited numbers shown here; however this needs to be further tested.



Members of the assessment survey team, from left to right from top to bottom: Ikram Abdullahi Jama, Ismail Ali Mohamed, Farah Mohamed Abdi, Abdullahi Abdi Ismail, Nasro Hussein Ma'alain, Abdi Olad Ibrahim, Kowsar Mohamed Warsame, Abdinasir Omar Mohamed, Hassan Mohamed Issak, Abdirizack Yare, Dahir Salat and Ibrahim Hala Abdi.

## 4. Survey Assessment Results



*The Assessment Survey was the major activity of the Assessment Team (other activities included mapping humanitarian communications, and mapping local media initiatives; see relevant sections below).*

## 4.1. Methodology<sup>1</sup>

The survey was designed drawing on similar exercises conducted by Internews in other humanitarian disasters, including in Haiti in 2010, in last year's floods in Pakistan, and during the Liberia/Cote d'Ivoire refugee crisis in June. The survey was

originally designed in English and adapted with feedback from assessment partners Star FM, Radio Ergo, and IMS, and then subsequently translated into Somali with support from the UN Office for the Coordination of Humanitarian Affairs (OCHA).

NRC, through its extensive Youth Education Pack (YEP) program, sourced nine youth graduates as field researchers/enumerators, along with three supervisors. Each camp (Ifo, Dagahaley, and Hagadera) had a team of three researchers and one super-

<sup>1</sup> Read Annex 1: Survey Assessment: Supplementary Data to view more details on the sample surveyed.

visor, and each team included one female researcher. Internews delivered two days' training to the research teams; NRC provided background orientation and logistical support, including team accommodation, throughout the assessment activities.

Field research took place over five days from August 9-13. The working length of each day was curtailed by the fact that work took place during Ramadan, which not only limited research team's hours, but also the window within which it was productive

to approach refugees to be interviewed. Research teams were managed by their respective supervisors in each camp, who designed daily research plans to ensure they covered a wide variety of social groups; particular emphasis was given to including similar sample-sizes of new arrivals and long-term residents. The Assessment Team conducted ongoing monitoring of each team and each individual researcher throughout the research period.



Children fill jerry cans from a water tap in a new arrivals section of Hagadera camp on August 12, 2011. Forty percent of newly arrived refugees surveyed by Internews said they need more information about how to access water.



Internews team leader, Matt Abud trains a group of local enumerators for a media and information assessment in the three refugee camps in Dadaab, Kenya. The survey teams used smart phones equipped with EpiSurveyor software to find out about refugees' access to information and media. They found that over 70 percent of new arrivals need more information about registering for aid provisions and services.

#### 4.1.1. Pilot using Smartphones for data collection

The assessment piloted the use of smartphones to record respondents' answers in the field, in combination with paper surveys. This meant answers could be uploaded in real-time, with the promise of instantaneous data and analysis. The uploading and online data-management used the platform developed by EpiSurvey ([www.episurveyor.org](http://www.episurveyor.org)), who also provided support throughout the process.

The pilot was overall successful in gathering data as live from the field; it also indicated areas for improvement in post-gathering data analysis that will be further explored and documented separately. This survey methodology is now being further tested by Internews in another research pilot in Haiti. The possibility of instantaneous data collection and analysis holds great promise, both to provide real-time data for fast response, and as another tool for ongoing monitoring and quality control of field research activities themselves. Internews and the Assessment Team will share these tools and techniques, especially as they become more refined, with any humanitarian organisation who wishes to use them or test them out further.

Field monitoring and other quality checks identified some cases where required practice wasn't being carried out; for example, questions were occasionally incorrectly asked or interviewee samples were inadequately demographically randomized. Any suspect data has been deleted, creating a total vetted sample size of 492 interviews out of the 632 conducted. While this may change some percentages, cross-referencing across data categories shows it is unlikely to create significant distortions.



## 4.2. Survey Results

The Assessment Survey points to large information gaps, in many cases extremely important, in all key areas of the humanitarian response. From the data from this survey, many refugees do not know what is available or how they can access it. Although a broad range of data is available from the survey, this report includes only the most pertinent information to both display the extent of the need, and to provide immediate tools to assist in planning effective humanitarian communications responses and strategies. *Annex 1* contains further tables.<sup>2</sup>

<sup>2</sup> Anyone who would like more detailed survey data beyond that provided here is invited to contact Internews with their request;



**ABOVE** Kowsar Mohamed Warsame surveys Hawa Musa Farah, 47, from Mogadishu, Somalia at her home in Dagahaley refugee camp in Dadaab, Kenya.

**AT RIGHT** Haqan Mohamed Diiriyz, 48, is interviewed by Farah Mohamed Abdi at her home in Hagadera refugee camp in Dadaab, Kenya.





**TOP** An Internews team set out to understand the complexity of Dadaab, the world's largest refugee camp complex, in August of 2011 by surveying residents about their access to information, media, and their communication needs. They trained 9 local youths currently living in each of the three camps to conduct surveys in their communities using smart phones equipped with questionnaires in both Somali and English. Internews chose to conduct this survey using smart phones as part of a program that utilizes technology to improve upon traditional, slower information assessment methods, and gather precise information about the needs of residents as timely and efficiently as possible.



**ABOVE** Women at the Ifo Extension refugee camp in Dadaab, Kenya build a temporary shelter for Fatima Mohamed from Diinsoor, Somalia, a recently arrived woman who had given birth just two days prior inside the camp, and did not have the strength or resources to build her home alone. Almost 62 percent of newly arrived refugees surveyed said they need more information about shelter.



**AT LEFT** Nasro Hussein Ma'alin surveys a resident of Ifo refugee camp in Dadaab, Kenya about her access to information, media preferences and communications needs.



Farah Mohamed Abdi surveys a resident of Hagadera refugee camp in Dadaab, Kenya about his access to information, media preferences and communications needs.

#### 4.2.1. Information Needs

The Survey (see *Annex 4* for a copy of the questionnaire in English) asked refugees about whether they had enough information<sup>3</sup> on a range of areas, for example, registering for aid, locating missing family members, getting food, shelter, or health care, and so on. The question was multiple-choice, with refugees given the following options to choose from on each topic, and asked to provide one response to every topic:

1. I need much more information about (this topic).
2. I have some information about (this topic) but I need more.
3. I have enough information about (this topic).
4. I have enough information but accessing (this topic) is still difficult.

This multiple-choice question design aimed to ensure refugees identified a *lack of information* about, for example food, rather than a potential *lack of food* that did not change whether information existed or not.

In order to display the data clearly as possible, the results below are only for the most extreme response, i.e. from refugees who selected the option, “*I need much more information.*” This was the highest answer in almost every case. For example, almost 90% of *all* new arrivals responded that they needed much more information on how to register for aid (see graph below). However this excludes those new arrivals that responded by saying they had *some* information, but needed more. The same consideration is true for each of the question areas below.

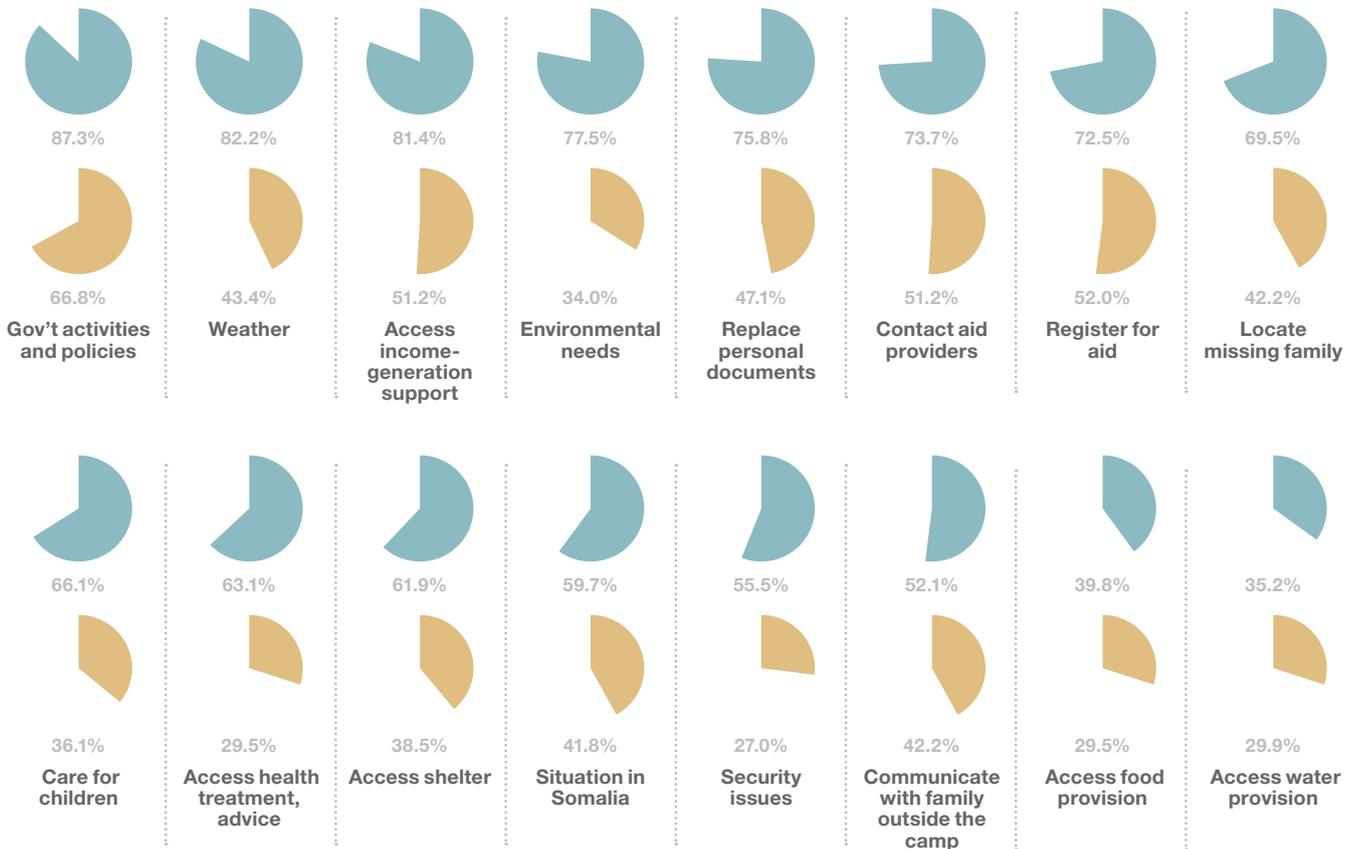
however given the time involved, Internews may not be able to respond to all requests and will prioritise those made by more than one humanitarian organisation. Raw data will be available for anyone interested in conducting their own analysis.

3 The question was: Which issues do you need more information about?

# Information needs

Refugees were asked whether they had enough information in the following areas. The percentage shown represents the number of respondents who answered “No.”

● New arrivals ● Long term residents



The total information gap on each of the issues listed, therefore, is actually *even larger* than the graph below demonstrates. However attempting to represent all responses for all questions would result in an extremely crowded and complex graph – and the extreme responses are overwhelming enough to demonstrate the compelling scale of need that exists.

The results have been disaggregated according to arrival date; gender; and age. Responding to the current crisis, the assessment focused especially on distinguishing between recent arrivals and long-term residents, recognising the obvious fact that those fleeing Somalia and arriving in the camps right now feel the most extreme humanitarian and informational needs. While the survey identified the precise month refugees arrived, for the purposes of presenting data, “new arrivals” are defined those who arrived within the last nine months, while long-term residents are those who have lived in the camps for more than nine months, i.e. before the current crisis became most severe.

## Highlights:

- ▶ More than 70% (72.5%) of new arrivals needed much more information on how to register to access aid, with similar number needing information on how to locate missing family members.
- ▶ Information needs from new arrivals are unsurprisingly higher than the ones from long-term refugees. However, over 50% of long-term refugees said they needed much more information on registering for aid.
- ▶ Information on how to access food (39.8%) and water (35.2%) rates less than 40% for new arrivals. Information on shelter (61.9%) and health (63.1%) goes over 60%.
- ▶ Needing information on how to contact aid organisations rates very high for new arrivals (73.7%), and considerably high for long-term residents (51.2%). This is a serious indicator of gaps in feedback mechanisms, outlined in more detail below.



Men trade camels in Hagadera refugee camp in Dadaab, Kenya. Eighty percent of newly arrived refugees surveyed by Internews said they need more information about work and how to generate income.

### Highlights:

- ▶ New arrivals are also demanding more information about how to communicate with family outside the camp (66.1%); the situation in Somalia, (59.7%); environmental issues (77.5%); the weather (88.2%) and information about government activities and policies (87.3%).
- ▶ Female respondents registered slightly higher readings across almost all information needs than male respondents, although in general the differences were not dramatic.
- ▶ Older respondents consistently registered higher needs than younger respondents, sometimes up to a disparity of 15%.
- ▶ According to these results, there is an information gap that raises doubts as to whether refugees either know or are able to ensure they have access to their entitlements.

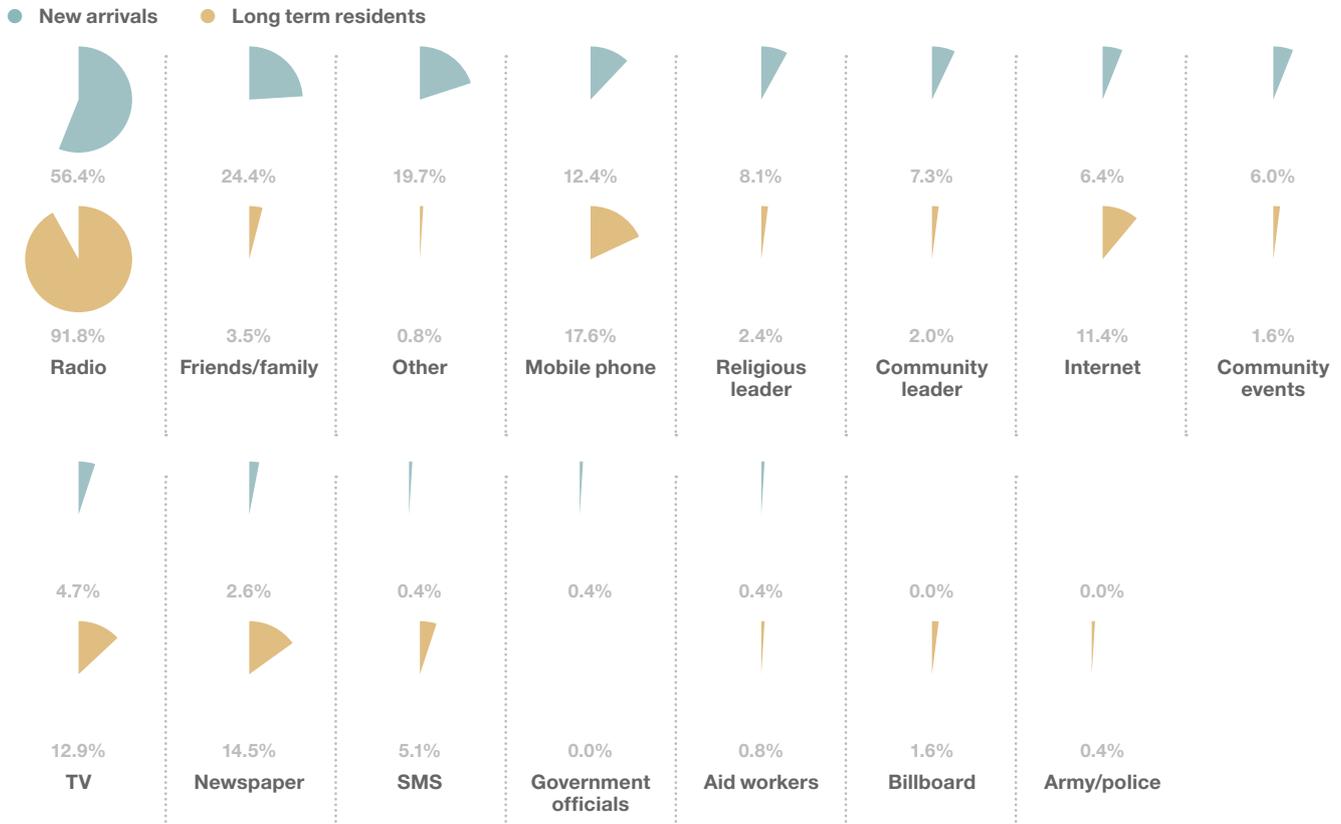
### Discussion of findings:

More than 70% of new arrivals needed much more information on how to register, with a similar number needing information on how to locate missing family members. While some basic survival needs recorded lower, for example food or shelter, these needs were still very high, between 30 and 40%. Concerns over long-term options for new arrivals appear to be pressing, with nearly 80% wanting information on how they may be able to generate an income or replace documents. Notable also is the very high need to be able to contact or find out about decisions by authorities, including aid organisations and the policies of the Kenyan government.

An unexpected result for the Assessment Team was the response on some issues from long-term residents. While it was unsurprising that all the results were lower when compared to new arrivals, nevertheless more than 50% said they needed much more information on registering for aid, with high responses also recorded on information about food, health, and other areas. This deserves more discussion: it is an unavoidable conclusion that information needs for long-term residents are also extremely high. It may also be possible that, for example in the case of registration, refugees may not know all

# Information sources

Refugees were asked: “Which of the following sources do you use to get information now?”  
Multiple answers were permitted per respondent.



the possible ways they can register for assistance. Alternatively they may actually wrongly believe that there are more ways of registering to get assistance, which would be a serious problem in itself and raise doubts as to whether refugees either know of or are able to ensure they get all their entitlements. An information gap clearly exists here; the nature of that gap is something for humanitarian organisations on the ground to evaluate.

Also rating extremely high for new arrivals, and high for long-term residents is a lack of information on how to contact aid organisations. This is a serious indicator of gaps in feedback mechanisms, outlined in more detail below.

Female respondents registered slightly higher readings across almost all information needs than male respondents. Older respondents consistently registered higher needs than younger respondents, sometimes up to around 15%. The detailed graphs can be found in *Annex 1*.

Responses on information needs were also disaggregated according to gender, and youth (see *Annex 1*; for the purposes of presentation, those under 25 are classified as “youth” and those over 25 as “older;” however the data gathered can be disaggregated across a much broader range if required).

## 4.2.2. Information Sources

The quickest way to overcome these gaps is via information dissemination channels that refugees already access. Unfortunately existing channels are, according to this assessment, limited in both their reach and, in many cases, their effectiveness (see the section “Dadaab Humanitarian Communications and Local Media: a Snapshot” below for a more detailed discussion of these issues).

In response to the question: “Which of the following sources do you use to get information now?” respondents selected as many of the multiple-choice options as were relevant. When disaggregated between new arrivals and long-term residents, the results were:

### Highlights:

- ▶ Radio is the most popular source of information for both new arrivals and long-term refugees, particularly for the long-term refugees. Army and police, government officials and humanitarian workers rank the lowest, all of them under 0.5%, as a source of information.



Sahal Gure Mohamed, 62, texts on his cell phone while waiting in line at dawn to register at Ifo refugee camp in Dadaab, Kenya. Mohamed fled to Dadaab from Beledhawo, Somalia. Just over 10 percent of new arrivals and nearly 20 percent of long-term residents surveyed by Internews said they access information through cell phones. Safaricom offers cell phone service throughout the camps.

#### Highlights:

- ▶ 24.4% of new arrivals affirmed that family and friends are one of their main sources of information, the second one in importance after radio (56.4%) and before mobile phone (12.4%) that ranks third.
- ▶ Access to mobile phones for long-term refugees is higher (17.6%). Long-term residents accessed SMS (5.1%) and Internet (11.4%) far more.
- ▶ TV scored over 10% for long-term residents surveyed though actual TV ownership was reported to be close to zero.
- ▶ Newspapers are limited to national Kenyan English-language papers.

- ▶ Unsurprisingly, access to different sources of information is higher among long-term refugees, particularly on access to radio (91.8%).
- ▶ With regard to mobile phones, including SMS and Internet, males registered to have greater access and use than females.

#### Discussion of findings:

Radio was clearly the highest for both groups. However it was much higher for long-term residents at more than 90%, with new arrivals scoring under 60%. Just as important is the *type* of information available on radio: currently all channels accessible to refugees focus on regional or global issues, with anecdotal reports indicating the most common as



being the BBC Somali service. Radio is simply not significantly used for information that is locally relevant in Dadaab (see *Star FM* and *Radio Ergo* in the *Snapshot* section below for a more detailed conversation on these issues).

TV scored over 10% for long-term residents; this is likely accessed through services where refugees can pay a few shillings to watch a private TV set, as actual TV ownership was reported to be close to zero. Newspapers are according to anecdotal sources largely limited to national Kenyan English-language papers.

Notable also were mobile phones, which more than 10% of new arrivals and nearly 20% of long-term residents used to access information. However, long-term residents accessed SMS and mobile phone Internet far more. This data provides a baseline for

planning communications strategies. Local radio would almost inevitably be the single most powerful option. However as discussed in the *Snapshot* section below, an important consideration is not only which single channel reaches the most people, but what combination may be most effective. For example, few people may use SMS; but if those people include local leaders and mobilizers, it can be used to augment and strengthen other communications activities. Additionally, combining strategies can amplify information –radio strengthens SMS and vice versa. Strategic planning should not simply follow single paths indicated by available data, for example by only targeting the channel with the highest level of access, but should use this data as a starting-point for planning.

When disaggregated by gender, the data show males with greater use of mobile phones, including SMS and Internet.

### 4.2.3. Feedback

The ability of refugees to give feedback to aid providers, both humanitarian organisations and government departments, is crucial both to ensure aid effectiveness, and for humanitarian accountability and transparency to beneficiaries. The Assessment Survey found serious gaps in these areas, with new arrivals, as anticipated, facing the biggest challenges.

The following data is in response to the question: **“Are you able to ask questions or raise concerns with the government and aid providers about your needs?”** with multiple-choice options:

- ▶ Yes, frequently.
- ▶ Yes, but only sometimes.
- ▶ Very rarely.
- ▶ I have not been able to communicate with aid or government officials.

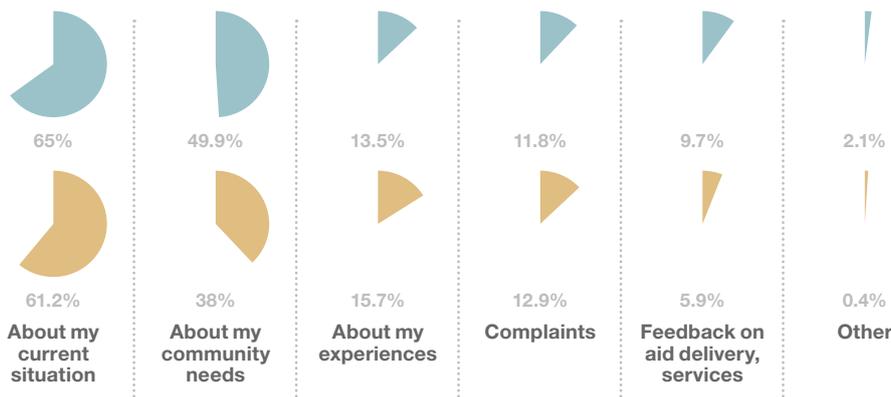
For both groups of respondents the limitations on feedback possibilities are serious, but much more extreme for new arrivals (73%) compared to long-term refugees (41%).

Feedback capacities, when disaggregated by gender, were similar for both males and females, with more than 50% (combining new arrivals and long-term residents) unable to raise concerns with authorities or aid organisations. When disaggregated by age, older respondents were less able to give feedback. Detailed displays of this data are in *Annex 1*.

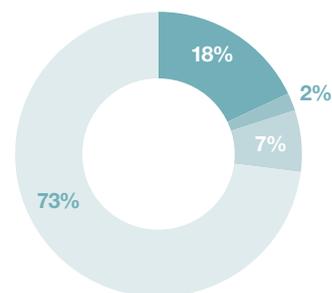
## Feedback concerns

Refugees were asked “What do you want to talk to aid providers or the government about?”  
Multiple answers were permitted per respondent.

● New arrivals ● Long term residents



### New arrivals: Are you able to raise concerns about your needs?

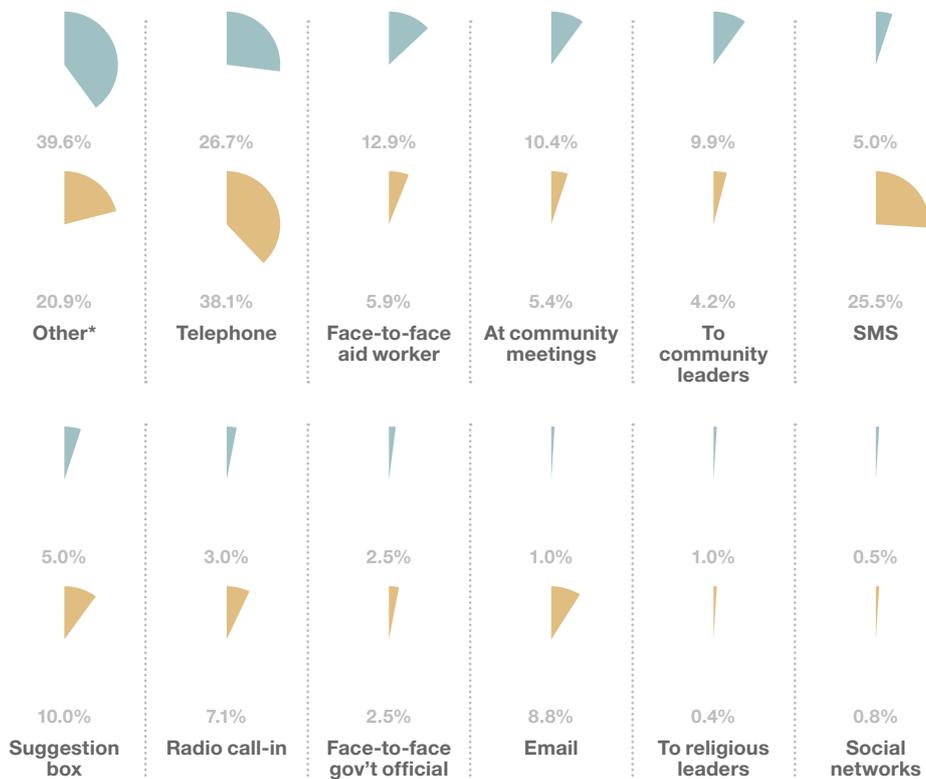


- Yes, frequently
- Yes, but only sometimes
- Very rarely
- I have not been able to communicate with aid/gov

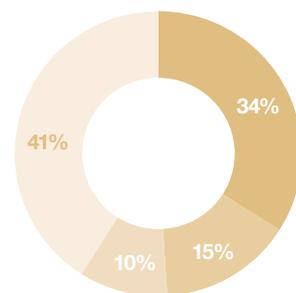
## Feedback Channels

Refugees were asked to provide three answers when questioned: “What would be the best way for you to give information to aid providers?”  
Multiple answers were permitted per respondent.

● New arrivals ● Long term residents



### Long term residents: Are you able to raise concerns about your needs?



- Yes, frequently
- Yes, but only sometimes
- Very rarely
- I have not been able to communicate with aid/gov

\* See Discussion of Findings for this section.



## FEEDBACK CONCERNS

A follow-up question, **“What do you want to talk to aid providers or the government about?”** gave several possible multiple-choice answers with the following results.

With the exception of answer number 2 (*Alert government and aid organisations to the needs in my community*), responses were broadly consistent across the two groups. Similar broad consistency occurs when responses are broken down by gender or age (*Annex 1*).

## FEEDBACK CHANNELS

In response to the question: **“What would be the best way for you to give information to aid providers?”** respondents were limited to a maximum of three choices and selected the following:

### Discussion of Findings:

This question was included to provide a basis for future communications strategy planning. New arrivals registered lower for all channels except face-to-face with aid workers, reflecting their likely lower ownership of communications technologies and their supposed willingness to interact more with aid workers.

The high response to “Other” is a concern as it excludes the *typical ways* – around which the question options were developed – through which humanitarian actors seek feedback. These typical ways seem not match in this case what many community members believe would be useful. However, other large-scale options are not present, nor are they common

### Highlights:

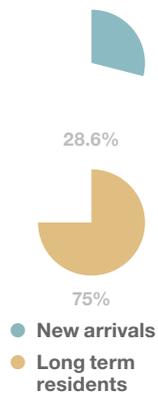
- ▶ Unexpectedly, the “Other” response was highest; this is clearly a concern. See *Discussion of findings* below.
- ▶ For new arrivals, telephone (38.7%), face to face with aid workers (12.4%) and SMS and community meetings (both 5.8%), are the preferred feedback mechanisms. This raises the issue that while aid workers rank very low as sources of information; refugees would like to have the opportunity to raise concerns directly with them.
- ▶ For long-term refugees, telephone (61.4%), SMS (23.3%) and suggestion boxes (11.9%) seem to be the preferred feedback mechanisms. 7.6% would participate in a call-in radio program, if given the possibility.
- ▶ Disaggregated by gender, male respondents show in general greater enthusiasm for providing feedback by phone or SMS, perhaps reflecting greater ownership or access; by age, the same generally holds true for youth.

A nurse prepares medication for a child at the MSF clinic in Dagahaley refugee camp in Dadaab, Kenya. The United Nations has reported that tens of thousands of children have died because of the drought and famine plaguing Somalia. The under-five mortality rates range from four to 13 per 10,000/day according to the UN.

practice in other humanitarian responses; it is likely difficult to develop channels that cover the mass of “other” preferences. This means humanitarian organisations urgently need to develop and test other feedback channels that work across a large scale, to make sure that a relevant channel for communities that can effectively meet their needs is in place.

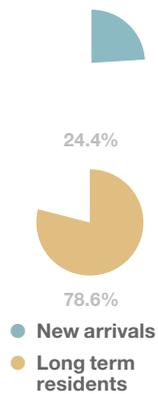
### Refugee Radio Ownership

Refugees were asked “Do you have a radio set (yourself or at home)?” Shaded areas represent positive responses.



### Refugees without Ownership of, but Access to Radio

Refugees were asked “If no, do you have access to a radio?” Shaded areas represent positive responses.



Shiekh Bashir Ahmed, 80, listens to his radio at Ifo refugee camp in Dadaab, Kenya. Ahmed told the assessment team that he takes his radio with him everywhere, and especially likes to listen to the prayer broadcasts.



Men shop for cell phones at Sunny Electronics shop in Ifo refugee camp in Dadaab, Kenya. Just over 10 percent of new arrivals and nearly 20 percent of long-term residents surveyed by Internews said they access information through cell phones. Safaricom offers cell phone service throughout the camps.

The options presented here should therefore be seen as a starting-point, not an end-point, in communications and feedback strategy discussions. Interventions by humanitarian organisations could increase the effectiveness of some options above others – for example by providing radios and the means to call in to a locally produced program. As there currently is no local radio station, it is likely that most respondents did not select this option, as it is currently not possible. However without a sustained initiative along these or similar lines, the options indicated here represent a likely best-starting-point for immediate measures to improve refugees' capacity to give feedback.

Disaggregated by gender, male respondents show in general greater enthusiasm for providing feedback by phone or SMS, perhaps reflecting greater ownership or access; by age, the same generally holds true for youth (*Annex 1*).

## RADIO ACCESS

Given the plans to establish a local Star FM radio station (see below for more details), and the expected prevalence of radio as an information source, the Assessment Survey included data on radio ownership and access.

When asked **“Do you have a radio set (yourself or at home)?”** the responses were:

The results speak for themselves and raise the question of possible radio distributions to new arrivals, once locally targeted broadcasting is available.

Those who *did not own* a radio were asked the follow-up question, **“If no, do you have access to a radio?”** with the following responses:

Of the more than 75% of new arrivals who do not own a radio, a little over 20% – or, very roughly, around 15% of total new arrivals – have access to radios. This is slightly less than the number of new

arrival respondents who indicated that radio was a source of information for them; the discrepancy may be attributable to new arrivals who mistakenly referred to previous use of radio when identifying it as a source. (The cross-referencing of these two questions helps give a sense of margin of error in respondents' answers; which, while it exists, does not meaningfully alter the overall data.)

When disaggregated by gender, almost 5% more males than females owned a radio; of those that didn't, more than 10% more males had access. When disaggregated by age, perhaps surprisingly more youth owned or had access to radio when compared to those over 25 years of age (see *Annex 1* for these data sets).

## MOBILE PHONE ACCESS

Mobile phone is the preferred channel for people in the camps to provide feedback to services providers and one of the three main sources of information, particularly among the long-term refugees, according to the survey. These findings highlight the opportunity that mobile telephony offer to humanitarian agencies to engage on two-way communication with local communities. And in a country like Kenya, where mobile phone technology, access and affordability is advancing so quickly, that opportunity needs to be further explored and appropriately leveraged.<sup>4</sup>

<sup>4</sup> Infoasaid is producing a series of media and telecommunications landscape guides to developing countries that are vulnerable to humanitarian crises. Find the Infoasaid Media and Telecommunications Guide for Kenya (November 2010) here: [www.infoasaid.org/sites/infoasaid.org/files/Kenya%20media%20landscape%20guide%203rd%20draft.pdf](http://www.infoasaid.org/sites/infoasaid.org/files/Kenya%20media%20landscape%20guide%203rd%20draft.pdf). These media and telecommunications guides are designed as a tool to help humanitarian agencies to communicate effectively with crisis-affected communities. The guides profile the main media organizations and their audiences. Each country guide identifies local partners who can help to produce radio and TV programs and public service announcements and ensure that these are broadcast to the target audience in a timely manner. The guides also contain practical information about mobile phone coverage and mobile phone and Internet usage patterns.



## **5. Key Causes: Why the information gap exists**

*In looking at the survey results, the Assessment Team sought to understand why these information gaps existed. All of the issues noted below were expressed to the Assessment Team by various individuals within and sometimes beyond the humanitarian sector. They therefore reflect opinions already held by a number of key individuals involved in humanitarian communications in Dadaab, as well as converging with the observations of the Assessment Team itself:*

### **1. HUMANITARIAN COMMUNICATIONS COORDINATION IS LACKING**

Multiple sources indicated that lack of clear coordination and information-sharing caused several delays in communication and information campaigns and activities, with some shortfalls in aid delivery and aid effectiveness attributed to exactly this cause. For example, a humanitarian worker noted low rates of turnout –less than 50% – at second-round food distributions for people still waiting to be registered more than 21 days after their arrival (registration is supposed to take 21 days, with initial food distributions provided to cover this period; however registration has frequently taken longer as the number of arrivals surged, meaning more food provision was needed). The low turnout was attributed to poor coordination on communications outreach among humanitarian organisations, with the result that those eligible for the food were either unaware of their eligibility, or they didn't know how or when to collect it.

### **2. SIGNIFICANT STAFF TURNOVER AND LACK OF INSTITUTIONAL MEMORY**

The high degree of staff “churn” has increased with the current emergency as many new staff arrive, many of them as surge capacity within their organisations for a few weeks only, and a number of them on short-term contracts. Some commentary states that, as well as making new initiatives difficult to develop systematically, much institutional memory of prior communications activities is lost due to lack of adequate knowledge management systems within humanitarian organisations. This includes the loss of local on-the-ground knowledge

Deeqo Addo watches as women construct a temporary shelter at the Ifo Extension camp on August 7, 2011.

and familiarity, skills developed through training programs, and lost awareness of entire activities, for example, whether radio distributions have taken place in the past.<sup>1</sup>

### 3. LACK OF SPECIFIC RESOURCES: HUMANITARIAN COMMUNICATIONS AND JOURNALIST LIAISON ROLES ARE CONFLATED

Very often, organisations task the same individuals who liaise with international media (generally Public Information Officers and Media/Communication Officers) to work also on humanitarian communications. This means that visits by international journalists and other delegations have almost certainly disrupted humanitarian communications activities as much or more than other humanitarian programs. As these same staff are also responsible for other equally critical tasks, such as acting as spokesperson, drafting press releases, key messages or writing reports, communication to affected populations is often not prioritized.

### 4. MESSAGING VS. TWO-WAY COMMUNICATION WITH REFUGEE COMMUNITIES

Historically, while important and good work has been done on delivery of messages to affected populations (e.g. messaging), establishing systematic ways of listening to affected-communities (e.g. two-way communication) has proven to remain a particular challenge and Dadaab is no exception. This is a crucial point: two-way communication is essential to identifying what is working and what is not, therefore boosting aid effectiveness; it is crucial for accountability, allowing aid organisations to respond to questions and clarify processes; and it is crucial to supporting and enabling beneficiary participation and empowerment that allows communities and individuals to start to make decisions about their own lives.

### 5. MANY ORGANISATIONS SEE HUMANITARIAN COMMUNICATIONS AS SOMETHING THAT CAN BE “OUTSOURCED”

This is an implicit, not an explicit position, and holds several dangers – both for the humanitarian sector as a whole, and in terms of the expectations placed on individual organisations who are carrying out good humanitarian communications work. Several people interviewed by Internews noted that Lutheran World Federation (LWF) and FilmAid are undertaking humanitarian communications activities for the humanitarian sector. However, and especially given the lack of a communications coordination mechanism, this is a task beyond the capacity of any one or two organisations that also have their own separate program areas and mandates. This perception can lead to the need for greater communications, and the often-dire impacts when it does not take place, to fall through the gaps unnoticed.

### 6. REFUGEE COMMUNITIES LACK THEIR OWN MEDIA AND COMMUNICATIONS PLATFORMS

Local media would ideally place the greatest communications capacity within refugee communities themselves, thus improving the means by which the humanitarian sector could reach out to local audiences, and also increasing community resilience. While Star FM works apace to establish a local radio station as per the MoU signed with UNHCR in 2009, in the midst of the current crisis this service (e.g. local broadcast/narrowcast) does not exist (see section 3.2.2 Star FM in Dadaab). Mobile penetration is increasing, as is mobile Internet access; however this is still at a relatively low level and use varies greatly across different social groups. Some newspaper initiatives have begun; they include *The Refugee* (both magazine and bulletin, supported by FilmAid, mostly in-kind), and *The Dawn* (previously supported by CARE, now unfunded). However they struggle to maintain production and have extremely limited dissemination; in addition the publications with the highest profile are in English, greatly limiting their relevance as a local communications platform.

### 7. REFUGEE COMMUNITIES LACK SKILLS TO UNDERTAKE FURTHER MEDIA AND COMMUNICATIONS ACTIVITIES.

Several individuals within refugee communities, especially among the youth, are eager to learn and apply new skills, particularly as local journalists.

<sup>1</sup> According to Lifeline Energy, an organization that specializes in providing renewable energy alternatives to those most in need, including distribution of wind-up and solar radios, in April 2008, in partnership with UNHCR, CARE, Save the Children, Star FM and others, nearly 60 women’s groups, representing approximately 1,200 refugee women, received training on the benefits of radio listening groups and the operations of the Lifeline radio within the Somali Women’s Learning Project ([www.lifelineenergy.org/project\\_ky\\_somali\\_women.html](http://www.lifelineenergy.org/project_ky_somali_women.html)) No specific information or reference was made during the assessment mission in this regard denoting that either the Assessment Team wasn’t pointed in the direction of staff involved in this effort, or that those staff left with that particular knowledge and experience.



According to feedback offered to the Assessment Team, others with more established “formal” local camp administrative roles (see *Camp Structures* below) also lack skills needed to incorporate and improve communications in their work. However few training opportunities exist, and those organisations that can provide training are stretched beyond capacity. Furthermore, taking refugees out of the camps for training is also a challenge.

#### 8. HUMANITARIAN STAFF REQUIRE GREATER ORIENTATION AND SKILLS IN COMMUNICATIONS PLATFORMS AND SOLUTIONS TO CREATE TWO-WAY COMMUNICATION

This includes training for current communications activities, including both delivering information, engaging in dialogue, and effectively channelling feedback from communities. Describing this need requires a more detailed evaluation than the assessment was able to carry out, but the need seems very likely both from comments by interlocutors and through direct observation in the field.

#### 9. PREVIOUS COMMUNICATIONS SYSTEMS ARE OVER-STRETCHED

Existing communications activities rely extensively on passing verbal messages to communities

through Block and other camp Leaders (see *Camp Structures*, below), and through civil society networks including religious, youth, women’s, disabled, and minorities’ groups. Verbal communications inevitably include inherent risks of inaccurate interpretation and distortion by localised interests. However even beyond this, the current crisis has likely overwhelmed the capacity of verbal communications systems. Despite new efforts initiated to counter this, much more is urgently needed. Several sources estimated that verbal communications take two to three weeks to reach their final targeted audience, if they reach at all; this is only anecdotal but a very serious concern, especially in the context of an emergency.

#### 10. COMMUNICATIONS EFFORTS ARE NOT EFFECTIVELY MONITORED.

Notwithstanding some small-scale monitoring and feedback efforts, for example at local food distributions, most communications campaigns and systems appear to not be effectively monitored. This means that the impact and effectiveness of specific communications activities, and the overall usefulness of the channels they use, are not tested; subsequently there are little to no evidence-based adjustments or improvements to existing practice.

Warsame Haggi Farah, a Dadaab local contracted by UNHCR directs newly arrived refugees to Ifo camp registration on August 12, 2011. Hundreds of refugees lined up before dawn.



## 6. Dadaab Humanitarian Communications and Local Media: a Snapshot



Mohamed Osman, Managing Director of Star FM, on the roof of the station in Eastleigh, Nairobi. Internews and Radio ERGO/IMS are teaming up with Star FM to set up a local radio station in Dadaab to provide information specific to the camps to refugees, and to provide a public forum where they may give feedback and voice concerns.

**I**N ADDITION to conducting the survey, the Assessment Team and the follow up team also met with as many humanitarian and local media actors as possible (see Annex 2). This was restricted due to limited time frames so the snapshot presented here does not constitute an exhaustive or comprehensive mapping of humanitarian communications and local media activities. It is more a snapshot of some key issues and practices affecting humanitarian communications in Dadaab. However this is still a crucial part of the assessment itself: without an understanding of current communications platforms and activities, the survey data cannot be placed in context – causes for gaps cannot be identified, and potential positive next steps cannot be postulated.

This snapshot, then, hopes to contribute by offering further material for discussion and planning as it provides context to the recommendations and observations noted at the beginning of this report.

The Assessment Team welcomes any comments or pointers to any gaps that may have been missed in the points below, which should be added to take this discussion further, and apologizes in advance for any potential misrepresentation that would be immediately corrected.

## 6.1. Dadaab Humanitarian Communications: Current Practices

### 6.1.1. Humanitarian Communications Coordination

Prior to the current crisis, coordination of humanitarian communications activities in Dadaab was largely informal. This reflected both the small scale and relative proximity of organisations and individuals involved (itself likely a measure of the level of funding available for Dadaab, rather than a measure of need). The organisations most engaged in communications as a main focus included especially the Lutheran World Federation (LWF), under its UNHCR-mandated role of lead for Camp Coordination; and FilmAid. Other organisations are mainly involved either in a more ad-hoc fashion around particular campaigns, or incorporate only limited



A refugee shows her UNHCR wristband. “This is not life. No homes. No water. No toilet... nothing. Only a wristband... and that is not a life” said Abdi Hassan Isaack, a Muslim religious leader organizing aid distribution to refugees living in the overflow areas of Hagadera refugee camp.

communications activities as a minor part in broader program activities.

Some of those most closely involved in Dadaab humanitarian communications for several years also noted that new organisations have arrived as part of the current emergency response; yet it is still unclear what, if anything new, participants are doing in this field, and even whether it may duplicate or contradict other ongoing efforts.

### 6.1.2. Information Dissemination

#### CAMP STRUCTURES

Established humanitarian communications activities have relied to an overwhelming extent on verbal messaging through formal and informal camp networks. LWF, mandated by UNHCR, is the prime organisation utilising and supporting this system (see below for more on LWF). This communication method relies most of all on administrative structures within the camps. In simple terms, this includes:

- ▶ Block Leaders, elected by representatives in a local camp neighbourhood.
- ▶ Section Leaders, elected by Block Leaders.<sup>2</sup> Each Section is ideally comprised of nine Blocks, although this varies.
- ▶ Camp Chairman/Chairwoman, elected by Section Leaders.

Humanitarian organisations typically pass information to the Block Leader level, and rely on these networks to disseminate further among communities. Several humanitarian workers involved in communications pointed out a number of problems with this system.

- ▶ Block Leaders are often overwhelmed with the number of other tasks they are required to carry out; disseminating information may simply drop down the list for sheer lack of time. Several sources said that “information

<sup>2</sup> The last election took place in 2009, with two-year office terms. However an election scheduled for earlier this year was delayed for logistical reasons, and then further delayed due to the impact of new arrivals fleeing the current crisis. These elections were to be the first that selected all leaders, including Section Leaders and Chairmen/Chairwomen, on the basis of direct popular votes.

can often take two to three weeks to filter through to target audiences,” if it reaches them at all; this is only an anecdotal estimate as little monitoring and evaluation has been done.

- ▶ Block Leaders and others may well have vested interests that affect the manner and degree to which they share information. As already pointed out by HAP in October 2010:

*“Agencies discovered how information was not flowing to the level of individual refugees for various reasons –including the fact that information could reach community leaders and not move to individuals. With the work of the HAP team, the camp managing agency realized that working with community leaders as the main counterpart did not work as expected. They discovered the need to explore more avenues for information sharing and not rely only on leaders –who can have their own interests in not passing the information down.”<sup>3</sup>*

- ▶ New arrivals are not integrated into community networks and so are harder to reach; Block and other Leaders are often simply overwhelmed by the significant increase in sheer numbers to whom they are required to provide support.

Beyond camp leadership structures, a number of other community networks also play a significant role in disseminating information. These include religious leaders and mosques; networks of youth groups; women’s groups; minority groups; and groups for the disabled. This, again, largely takes place through top-down verbal dissemination starting from recognised leaders. Internews didn’t attempt to map the scale of these networks; however as one example, youth leaders in the largest camp of Hagadera said they had access to between one and two thousand young people through youth group networks.

## HOST COMMUNITIES ARE ALSO THE TARGET AUDIENCE

While the bulk of the humanitarian effort, particularly in a crisis context, is focused on the new arrivals to the camps, as also pointed out by HAP, a more pro-active approach to provide information and communicate with the host community in a co-ordinated manner needs to be set in place.<sup>4</sup>

## HUMANITARIAN STAFF

Staff of some humanitarian organisations also undertakes direct communications activities, in effect serving as platforms themselves. The two organisations most active in this area are LWF and FilmAid, as part of its core activities in participatory video production and dissemination. Each organisation, recognising the need for expanded communications particularly given the current crisis, is taking on new activities. While this is very positive and while both groups have significant expertise, the scale of the need means that a greater focus – and greater resourcing – is needed on the part of the whole humanitarian effort.

## LWF: CURRENT PRACTICE<sup>5</sup>

As well as managing information dissemination through elected leaders and civil society networks, LWF also undertakes communications campaigns as requested by other humanitarian partners. These generally last between two to five days, and comprise a road-show with a small truck and banners, which gathers community members in group discussions and mobilisation. Each camp has a group of seven people generally dedicated to short-term campaigns, comprising two LWF staff and five members of the refugee community paid daily “incentive” rates (i.e. pre-established salary cap for refugees in the camps). Nominated example campaigns include one on Sexual and Gender-Based Violence (SGBV),

<sup>4</sup> “There is a negative attitude by agencies towards host-communities. Some agencies here have the perception that they are here to serve refugees only and they don’t pay enough attention to host communities. As a result, only a few agencies don’t have problems with host-communities. Agencies should be more open to work with host-communities. The HAP team tried to engage with them but time was limited. There is a need to follow up on this.” Quote from Head of agency in Dadaab. Ibid, page 5.

<sup>3</sup> “We got the need to be more proactive to ensuring that information is given – especially with new arrival refugees. We saw the need to decentralize the information to reach the ground level. We are exploring ways of decentralizing and ensuring that the people arriving in camps immediately know where to go for their needs.” Quote from Head of agency in Dadaab. After Action Review Report of the HAP deployment in Dadaab, p.5, Elie Gasagara, October 2010 (<http://www.hapinternational.org/pool/files/dadaab-aar-report-2010-final.pdf>)

<sup>5</sup> While LWF has the lead role in overall Camp Management, camp elections and civil society structures outlined above also cover broader areas and a greater range of participants. For example, the Kenyan Electoral Commission plays a key role in camp elections, and other organizations a key role in supporting youth groups, women’s groups, and so on. For this reason the camp structures are discussed separately here, even though LWF has the lead role in liaising with such structures for humanitarian communications purposes.

supported by CARE; another on breastfeeding supported by UNICEF; and others on topics as broad as security issues, land, health, and water use.

In addition, LWF staff also travel to the outskirts of camps where new arrivals are gathering and pass on information through megaphones. A similar process takes place at Reception Centres where new arrivals begin their induction into the camp system; dedicated LWF staff are given a summary sheet of details to announce, which they repeat several times a day using megaphones; the information ranges from naming which organisation is responsible for particular activities (registration, immunization, non-food items, and so on), to urging for security incidents to be reported, and emphasising that all services are free.

### LWF: NEXT STEPS

LWF is establishing a Communications Committee in each camp, with representatives from each of the civil society networks mentioned earlier: religious leaders, youth, women, minorities, and the disabled. This Committee will further formalise both the content and means of communications within LWF's camp coordination mandate, and provide an opportunity to support more coordinated outreach through civil networks, and to mobilise activities within networks in response to information provided more quickly. A tentative structure for the Committees is likely to include two or three representatives from religious leaders, women, youth, minorities, the disabled, and new arrivals living on camp outskirts. The initial meetings of the Communications Committees were held during the assessment, with more development to take place.

### FILMAID: CURRENT PRACTICE

FilmAid describes its core mandate as using film to “reach the world’s most vulnerable communities with messages that inspire them, address their critical needs, and effect social change.” In Dadaab this is put in practice by training individuals, particularly youth, in video-making skills and producing videos through participatory workshops. Subjects are as broad-ranging as participants’ own concerns, and range from health education to psycho-social, protection, and social justice issues.



Following production, films are screened in different ways: as outdoor mobile mass-screenings,<sup>6</sup> with discussions moderated by staff afterwards; indoor daytime screenings in tents with audiences of about 300 people; and in workshops that use the videos as the basis for addressing key issues. Screenings often include pre- and post-testing of audience attitudes to the issue at hand. The organisation holds around 300 video workshops a year and holds around 500 screenings, with around three to four long-format productions annually.

In addition, FilmAid is currently the only organisation in Dadaab able to provide training to those in

<sup>6</sup> Mass outdoor evening screenings were a prime means of dissemination but were suspended due to security concerns; FilmAid staff are discussing the possibility of re-starting these as this is the method that reaches the maximum audience.



the refugee communities who want to gain any media skills, a scale of need and demand which far outstrips the scope of their program (see “Local Media,” below).

### FILMAID: NEXT STEPS

Responding to the influx of new arrivals, FilmAid is working on initiatives to respond to new, enormous information needs. Recognising the confusion new arrivals confront right from their first day in the camps, the organisation is working on an introductory video to be played to those waiting at Reception Centres, which will explain the various processes taking place there.

However, this has taken several weeks, primarily because of evident difficulties for the production

team to gain confirmation of precise registration processes from those humanitarian organisations carrying out this work in the centres themselves – another example which points to the value of a humanitarian communication’s coordination mechanism to speed up such processes. As well as this “induction video,” FilmAid has begun initial investigations into other platforms, including mass-SMS possibilities (using Frontline SMS), and audio production, both of which are much quicker to produce than video.

### “THEY’LL TAKE CARE OF IT:” THE DANGERS OF OUTSOURCING

FilmAid staff themselves acknowledge that neither the “induction video,” nor any SMS initiatives,

A newly arrived family waits to register as refugees with the UNHCR in Dadaab, Kenya.



Over 440,000 people have fled to the refugee camps in Dadaab, Kenya. The camp was built 20 years ago with a capacity for only 90,000.

cannot of themselves solve the communications problems for new arrivals. Senior communications staff at LWF have also clearly noted the desperate need for greater resources in humanitarian communications. However the Assessment Team was repeatedly told that these two organisations are “managing” or “dealing with” humanitarian communications needs.

On appearances, there seems to be a risk that each organisation may be saddled with increasing expectations to undertake communications efforts on behalf of the entire humanitarian sector. Meeting urgent communications needs this way would be impossible, and by necessity result in serious ongoing gaps and subsequent negative effects on the aid response (and could possibly distort other work each organisation needs to carry out by taking resources

away from those areas –FilmAid, for example, has shelved some planned activities since the new crisis began). These needs can only be met through an overall coordinated strategy from the humanitarian sector as a whole, and cannot rely on extra activities by one or two individual organisations

#### HUMANITARIAN ORGANISATIONS AND COMMUNICATIONS: A NOTE ON SCOPE

The communications activities outlined above, in the list of recommendations, are the major ones indicated to Internews by a range of interlocutors; it in no way constitutes an exhaustive list or review.

A range of other organisations undertake some activities that fall within humanitarian communica-



tions, whether they be complaints mechanisms for monitoring and evaluation purposes, or outreach and feedback by program field staff. Internews was not able to map all of these nor meet with the broader range of staff carrying out similar overlapping work, so the review here is necessarily limited.

However a key point raised by several people with whom Internews met, is that the range of these somewhat disparate activities is not clearly understood by many working within the humanitarian sector in Dadaab, and they can be difficult or time-consuming to track down. This observation again emphasises some of the issues noted under “Humanitarian Communications and Coordination,” below.

### 6.1.3. Feedback and Complaints Mechanisms: Learning from the previous experience with HAP

Methods to gather feedback and complaints from refugee communities are clearly core to any humanitarian operation, and cannot be left unmentioned in a discussion of humanitarian communications. However much of this takes place not only in specific “communications” activities, but also within program monitoring and evaluation processes.

Time did not permit the Assessment Team to adequately discuss and learn in great detail about this area of operations in Dadaab. However, HAP, during a three-month mission in Dadaab last year and a subsequent follow-up visit earlier this year, included a review of feedback and complaints mechanisms as part of its work. To the Assessment Team’s knowledge, this is the most thorough overview available looking at this issue, it can be found at: [www.hap-international.org/projects/field/hap-in-dadaab.aspx](http://www.hap-international.org/projects/field/hap-in-dadaab.aspx)

### 6.1.4. Communications Monitoring

Individuals closely involved with Dadaab humanitarian communications noted that monitoring of communications efforts is minimal or non-existent. This is a programmatic challenge – it is impossible to adjust messages, communications outreach strategies, or feedback mechanisms without measures to assess what’s working and what isn’t. Furthermore, lack of adequate monitoring & evaluation of communication activities makes it more complicated to justify leveraging specific allocations for emergency response within humanitarian agencies and therefore also hampers the possibility of seeking funding.

The Assessment Survey itself hopes to provide some baseline data that can assist in communications and feedback strategies; as its results show, the gaps that exist are a significant obstacle to the effectiveness and accountability of current aid efforts.

## INFORMATION AS POWER – SOME ANECDOTAL OBSERVATIONS

Beyond the survey itself, the Assessment Team did not undertake a comprehensive mapping exercise of key communications concerns. However some anecdotal issues deserve mention, if only to suggest further areas of research and work. Of the many observed, the following two examples point to this area of concern:

**Gatekeepers.** On more than one occasion individuals staffing the gates of humanitarian organisations were identified as a key source, and obstacle, for refugees seeking information. In one case witnessed by Internews, a locally employed guard threatened refugees who were asking to enter a location, even though they were in their rights to do so and had in fact been invited. The potential for untrained and unmonitored staff to take on unwarranted communications roles, when there is a lack of broad, easily-accessible autonomous channels, particularly for new arrivals, could well be an unrecognised risk to refugees receiving their entitlements, and a block to effective feedback.

**Appropriation.** Several refugees complained that they did not receive the aid to which they were entitled. On one occasion witnessed by Internews, the bulk of a supply of jerry cans, intended to help refugees carry water, was appropriated at the point of distribution. Refugees were threatened with violence, imprisonment, or police harassment if they complained; the Somali-speaking member of the Assessment Team was urged to take the English-language speaking team member away from the site, on threat of arrest.

On both occasions noted here that were witnessed by the Assessment Team, communications in English to non-Somali speaking foreign members of the Assessment Team offered polite rationales for the events taking place, and differed markedly from the threats expressed to Somali-speaking members of the team. These are clearly anecdotes; however they suggest power relationships and patterns of petty exploitation that are exacerbated by a lack of broad, independent, and anonymous communications and – crucially – feedback channels available to refugee communities who have to negotiate and live within these power relationships.<sup>7</sup>

<sup>7</sup> It is possible that the individuals issuing threats in Somali assumed that the Somali-speaking team member was also from the camps and, subject to the same concerns, so would be amenable to these threats; however this wasn't the case and the precise information was shared throughout the team.



Aden Hassan Tarah, 24, a reporter for Kenya's Star FM radio station, interviews Ahmed Mohamed, 40, a recent arrival to Dadaab, about his experience being tortured by the Ethiopian military, and about life as a refugee at the Ifo Extension camp in Dadaab, Kenya on August 7, 2011. Tarah fled fighting in Mogadishu with his family when he was four years old, and has spent the majority of his life living at Dadaab.

The assessment's timeframe clearly didn't permit an adequate evaluation or discussion of the dynamics noted here, and the Assessment Team welcomes any comments and observations on this issue. However, the team believes that both clear feedback channels and effective monitoring of communications activities are needed to both map the prevalence of any issues such as those mentioned here, and to find ways to deal with them effectively.



## 6.2. Dadaab Local Media and Humanitarian Communications

### 6.2.1. Local Media and Community Vulnerability: The Connection

Lack of communication capacity, as shown by Internews' survey results, increases the vulnerability of communities in Dadaab's camps. Those living in the camps suffer a fundamental lack of access to

almost any significant local media, including radio, print, or TV. This is a direct consequence of the lack of resources, employment, and a constricted economy that comes with their status as refugees, even though very many of them have been in Dadaab for up to 20 years. Social and economic development in the camps moves very slowly and is only partially connected to some of the benefits and changes taking place in the rest of Kenya; if not literally "arrested" development, it is at the very least "detained," with a great impact on communications and local media.

This is not a minor point: communities without their own communications capacity are inherently more vulnerable and harder to reach, and hear from, in times of need. The effects are shown dramatically in the results of the assessment survey, and the stories of increased suffering caused by bad infor-



Aden Hassan Tarah, 24, a reporter for Kenya's Star FM radio station, edits audio at Ifo refugee camp.

mation or no information at all. This is why lack of communications capacity is an obstacle to greater resilience and response in the face of disasters. In the context of Dadaab, this also has relevance for recent arrivals: if greater communications capacity were in place for longer-term residents, the quality of information circulating in refugee communities would be higher, and new arrivals would also be able to receive and engage with this communication to a much greater degree, reducing their vulnerability and risk.

A lack of local media also reduces channels for humanitarian organisations' own accountability, itself a means to better and more effective practice. Again, this comes through clearly from the HAP's 2010 deployment, where poor communication is a constant complaint, but the platforms available or discussed as possibilities to improve the situa-

tion are quite limited, see: [www.youtube.com/watch?v=v4EJqHCWdYs](http://www.youtube.com/watch?v=v4EJqHCWdYs)

Communication platforms need to be enabled *within* refugee communities to be most effective – they need to be locally owned. It is not the humanitarian sectors' role or mandate to overcome the economic restrictions within which refugees live. However the impact on humanitarian well being caused by these communications gaps is so significant that substitute measures are an imperative.

### 6.2.2. Star FM in Dadaab

Star FM is the leading Somali-language radio station in Kenya; it also broadcasts through satellite links to Mogadishu and other areas in Somalia. It has a relay transmission in Dadaab, which carries



## UNHCR and Star FM

In 2010, UNHCR and Start FM signed a MoU “to partner in the implementation of a refugee radio and communications project in Kakuma and Dadaab refugee camps aimed at educating and empowering refugee and the local host communities.” As per the same document, in 2011, UNCHR would provide funding to the refugee radio project, though stated “Unfortunately the funding provided will not be enough to meet Star FM’s needs and UNHCR will be very supporting of the network’s efforts to seek any additional funding from other sources.”

The assessment team remains committed to support Star FM to implement the MOU with UNCHR and to kick-start the radio project in Dadaab and try to make it sustainable.

damage the station’s commercial sustainability. The signal itself is also weak, and for example is often difficult to hear in Hagadera camp. Star FM has currently no ability to “narrowcast” or provide localized, community specific content. Whatever news and information broadcast about one area, is broadcast across all areas.

Recognising this, for several years Star FM management has worked to establish a local station in Dadaab. Star FM has gained support from UNHCR through an operational Memorandum of Understanding that includes the allocation of a plot of land on which to build. It appears that the local Star FM station is finally about to be established and according to the information gathered by the Assessment Team, the building should be constructed by December.

It is essential that the humanitarian sector continues to support this as the single most transformative initiative for refugee communications, which makes it worthwhile to outline possible forms this support can take, including:

- ▶ Ensuring any obstacles, for example in construction and services supply, are resolved as quickly as possible to minimise any delays.

national programming, and receives stringer reports that cover news stories from the camps.

Star FM has well-established broadcasting and recording studios within their Nairobi and Garissa offices with modern and well equipped facilities that offer high quality broadcasting services. Star FM also has an arrangement to relay BBC Somali service, airing daily programs for refugees called “Maanta iyo Somalia” (*Today in Somalia*); and an hour daily of Radio ERGO, produced by IMS Productions (formerly IRIN Radio Somali service).

It is important to note that Star FM produces a national broadcast 24-hours a day, that is the same across each frequency. This has several and evident limitations and is unable to meet local information needs. This is primarily because the programming aims at a national audience; extensive coverage of Dadaab needs would alienate this audience and

## The value of local media in humanitarian contexts

Independent, local media can improve humanitarian relief and enable people in the midst of crisis to take an active role in their own survival and recovery. Local media can play a vital role to see that people get the accurate and timely information they need to save lives and reduce suffering. Known and trusted by the local population, speaking in the local language, and deeply familiar with local politics and culture, local media can meet an important need that international relief agencies and other outside groups cannot meet on their own.

- ▶ Developing complementary activities to maximise the positive impact of Star FM, including for example distributing radios or establishing radio listening groups for community segments where radio access is low.
- ▶ Developing overall communications strategies that maximise the use of the station once it is operational.
- ▶ Incorporate liaison with Star FM and other local media (see below) when designing and rolling out relief programs.
- ▶ Incorporate Star FM in humanitarian program plans as a means for gaining rapid and actionable *feedback* from refugee communities.

While a local Star FM station carries huge potential and will represent a significant step forward, it will not be a magic bullet that solves all of the humanitarian communications problems in Dadaab's camps. Experiences in many other contexts also show that humanitarian organisations' interaction with local media can be sporadic at best with a tendency to impose organisationally partisan agendas upon media outlets; as opposed to respecting the overriding independence of the media that should still apply in a humanitarian setting.

Humanitarian communications strategies will still need to avail themselves of several channels, ranging from any new Star FM station, community networks, video screenings, mobile phone SMS, In-

ternet, and others. This needs to take place in a coordinated manner, so that all platforms, including Star FM, support and augment each other.

The successful implementation of, and engagement with, the Star FM Dadaab radio station can potentially also facilitate positive communications between refugee communities and communities back home inside Somalia since the signal will reach certain parts of Somalia. Currently, refugees glean what they can about home from the Somali diaspora websites and various "grapevine" combinations, as well as from international broadcasters like the BBC, or programs like those produced by Radio Ergo. With a local radio station in Dadaab, there will also be a great opportunity to expand on this area and to have link-up programming that would be crucial in removing refugees from their enforced isolation (e.g. call-ins or pre-recorded programs), so refugees from a particular location can potentially locate missing family members, talk to people back in their home location, pass family greetings and messages, share stories, and tell each other what life is like in their areas, whether that be Hagadera in Dadaab, or, for example, Baidoa, in the Bay region in Somalia. Radio Ergo has an interest in developing this level of programming in collaboration with Star FM in Dadaab.

### 6.2.3. Radio Ergo

Radio Ergo was formerly the IRIN Radio Somali service, and produces an hour a day of humanitarian programming focusing on Somalia. This is broadcast on shortwave radio once a day, and is also relayed on seven FM stations, including Star FM. Reports are filed from stringer correspondents based throughout Somalia and also in Dadaab. It represents a unique channel and service to the refugee community and their compatriots back home, and can serve as a powerful bridge raising awareness of issues and needs in both locations. Funded by the UN's IRIN until June 2011, it is now supported by IMS Productions Aps that has opened a branch office in Nairobi to support and administer Radio ERGO. Drawing on the networks, experience, and expertise of Radio Ergo staff is another way that humanitarian organisations can avail themselves of local media to strengthen their communications activities, and reach established local audiences.

Radio Ergo is planning to assist Star FM to set up a unit for radio drama production in Dadaab, including the training of a group of script writers and a team of actors within the camps. This will draw on Radio Ergo's previous highly positive ex-



perience with radio drama in engaging Somali audiences around key issues. Besides this, Radio Ergo's mother organization IMS will be providing technical equipment and support, including a mast, and training in the use of the equipment and general technical management and maintaining of the radio station.

#### 6.2.4. Other local media initiatives

##### Online and Mobile

**Star FM** is not the only change in communications and media taking place in Dadaab's camps. Mobile telephony has taken off in refugee communities in recent years, with Internews' survey showing nearly 20% of men and nearly 10% of women using it as an information source. In addition 13% and 4% of men and women say they access the Internet on their phones, at a cost of around two Kenyan shillings a minute – and all anecdotal evidence suggests this number is growing, with social networking and chat sites especially popular.

**Dadabcamps.com** is a leading example of refugee community initiatives that are seeking to build on this. It was founded approximately three months before the assessment (although several individuals involved in the site have produced Facebook pages and blogs for a number of years) by youth who are also part of youth networks in Hagadera camp, and utilises ICT facilities put in place by Danish Refugee Council (DRC) in the youth centre. The website combines English and Somali language news from

the camp, as well as reproducing reports about international sports events sourced externally.

Those running the site are also in the early stages of exploring ways to link across different platforms: for example, if a story with important immediate information is posted, an SMS is sent to youth networks advising them to check it online. The site has a limited network of informal correspondents in other camps who send reports and take photos; none have cameras but rely on mobile phones, with images stored on micro SD cards provided by the site administrators which are sent to Hagadera for uploading.

The initial moves towards establishing new online platforms and convergence with SMS and on-the-ground civil society networks has great potential, and should be further supported and explored. This starts with skills: dadabcamps.com participants request journalist training most of all, but would also benefit from other support (see below for more comments on support for local Dadaab media).

#### 6.2.5. Print

**The Refugee** magazine and bulletin emerged from workshops conducted by FilmAid with young aspiring journalists. The publication was not an immediate goal of the workshops but rather developed unexpectedly, and so is an expression of both the commitment and need of especially youth to find ways to talk about what's important for communities living in the camps.

*The Refugee* gathers reports from correspondents in all three camps who submit both in English

**Mohamed Hashi Tawakal and Ahmed Abdi Ali, Star FM radio morning show hosts, pose for a portrait after announcing breaking news that the Al-Shabaab Islamic militant group had left Mogadishu, the capital of Somalia. Over 90 percent of long-term residents of the refugee camps in Dadaab, Kenya said they have access to and prefer to learn information via radio.**

and Somali. It receives no funding, with all reports produced voluntarily, but printing – including in colour – is supported by FilmAid and occasionally by UNHCR offices. *The Refugee* magazine aims to come out monthly but currently publishes approximately every two months or more, with four issues out so far (the first in September 2010); it has a print run of around 500. However it is in English, which with its limited numbers restricts its potential role as a strong local communications platform within the camps; members of the editorial team say they distribute copies to humanitarian offices to raise their own profile and so that staff are aware of key issues. *The Refugee* also has a newsletter version, which has lower production values (black and white only) and aims to publish every week, but which currently comes out approximately fortnightly. The newsletter is in Somali, with around 100-150 copies for each edition (the use of one language or another was not presented as a strategic or even specific editorial choice; contributors send stories in either language, and are accepted). There is a Facebook page ([www.facebook.com/therefugee](http://www.facebook.com/therefugee)), and a blog is also planned to target the Somali Diaspora.

*The Refugee* editorial team exhibits energy and commitment; at least one also works as a reporter filing to Star FM's Nairobi studio and to Radio Ergo. Stories and themes include youth issues, women's rights, social concerns in the camps and so on; however they avoid political stories that relate to their position within vKenya. As with [dadabcamps.com](http://dadabcamps.com), those involved in the paper request training, as well as funding, and logistical support (currently the paper is produced on a personal laptop in a house in Ifo Camp, with FilmAid providing some help to pay for power, and with printing primarily done in the FilmAid office).

*The Dawn* is another English-language publication supported for some time<sup>8</sup> by CARE, with involvement of key individuals in Hagadera camp. Time restrictions prevented Internews from meeting *Dawn* personnel. According to others familiar with its operations, funding for the paper ceased some time ago, but it still publishes when it can gather enough support, with the latest edition reportedly coming out around two months before this assessment took place.



### 6.2.6. General needs for Dadaab's emerging media

All emerging media initiatives in Dadaab's camps are a demonstration of community needs for greater local information and debate. Yet they are fragile, lacking resources and infrastructure, and sustained in particular by young people who by all appearances already have links to humanitarian organisations, whether that be through FilmAid training, LWF-supported committees and networks, or otherwise; many have jobs with humanitarian organisations and speak English. All expressed an urgent need for training, followed by access to some minimal level of material support, including equipment, necessary for them to sustain their efforts; these requests were modest.

<sup>8</sup> Reportedly starting around 2003, although the Assessment Team could not confirm this.



### 6.2.7. Refugees, Free Speech, Free Media

However several mentioned other needs. These included access to representatives and spokespeople of humanitarian organisations themselves, including higher-level visitors, in order to be able to confirm information and ask questions. Some anecdotes related to the assessment team included situations where this access was sought but not provided. Ease of movement around the camps was another issue; the three camps are widely dispersed, making some information-sharing more difficult. These are important issues of media freedom and freedom of expression in the camp. It is entirely possible for simple, collaborative solutions to be found to resolve these issues, which would then benefit the flow of information within the camps generally, and by immediate extension the communication channels for information dissemination to and feedback from

camp communities, strengthening their dialogue and exchange with the humanitarian sector itself.

Finally, a number of those interviewed in effect told Internews that they practice self-censorship and avoid direct commentary on political issues that impinge on camp communities. This seems to be primarily an expression of communities' difficult status as refugees in Kenya, without the rights and movement of other citizens; it bears mentioning that this will inevitably be a factor in the emergence and coverage of any local media serving camp communities, and is a restriction on their social development. While this is undoubtedly a difficult issue, and possibly even beyond the immediate individual mandates of many humanitarian organisations on the ground, a rights-based approach to refugee needs and therefore to community resilience must incorporate both an understanding of and approach towards these problems as being at the core of individual and community entitlements.

Students work on homework at an internet café in Dagahaley refugee camp in Dadaab, Kenya. Over 10 percent of long-term refugees in Dadaab said they had access to information using the internet.

# 7. Conclusions

**C**OMMUNICATIONS gaps in Dadaab are increasing suffering and negatively impacting on the aid effort. Though the humanitarian community is working extremely hard to save lives and mitigate further threats for refugees across the region, all evidence from this assessment points to a critical need to address the provision of life-saving information and the establishment of effective communication channels with local communities. This includes the need for effective feedback channels, with both new arrivals and long-term residents overwhelmingly stating that they did not have the ability to voice their concerns or ask questions to aid providers. Targeted support and a range of specific activities, recommended above, can help mitigate much of this gap and greatly increase aid effectiveness, accountability, transparency, and decrease refugee community vulnerability while increasing resilience and empowerment.

Dadaab is not unique in this situation, but it provides a chance to demonstrate the impact effective humanitarian communications can have, and the need for this to be a permanent part of humanitarian responses globally. Effective information and communication exchanges with affected populations in crisis situations around the world are still among the least acknowledged, least financed and most complex challenges in organizations and the broader humanitarian sector. As of today, notwithstanding a few significant exceptions, too often just a few individuals within organisations – in many cases lacking sufficient institutional support, resources, and at times technical knowledge – are the only ones driving humanitarian communication efforts. Even when they deliver important results and make a positive impact, best practices and lessons learned are not normally institutionalised and shared across different humanitarian settings.<sup>1</sup>

A recent Crisis Report by the Humanitarian Aid department of the European Commission (ECHO) stated: “Lessons should be learnt from the current crisis to improve the preparedness and increase the effectiveness of response to drought at national level in the region.”<sup>2</sup>

The lack of voice for affected communities is, unfortunately, neither new nor exclusive to Dadaab,<sup>3</sup> as a European donor representative noted when the initial findings of this assessment were presented in Nairobi in late August. The Assessment Team couldn’t agree more. The challenge is to learn from these continuous findings, and to effectively address the root causes from a policy and an operational perspective so humanitarian communications become a predictable and reliable component within emergency responses.

Affected populations need to be able to access timely, accurate and well-targeted life-saving information. They have the right to know what is happening, and what services are available for them; they have a right to ask questions and get answers, and therefore become active agents in their own relief and recovery.

and dealt within the humanitarian system. Despite some collective progress, there is still a long way to go. Indeed, far more resources, training and expertise are required to ensure that mainstream humanitarian practices include methods for effective two-way communications with affected communities. In addition, the UN Emergency Relief Coordinator, Ms Valerie Amos, is reinvigorating the debate on making accountability toward beneficiaries more vital and operational within the UN system, including a fresh look at information flows in disasters through the recently launched Sub Group on Accountability to Affected Populations, chaired by FAO and WFP, and part of the IASC Task Team on the Cluster Approach. While strong work has been done on getting messages to affected populations (i.e. messaging), establishing systematic ways of listening to survivors (i.e. two-way communication) has proven to be a particular challenge.

2 ECHO CRISIS REPORT/Situation Report n°5 Droughts Horn of Africa (31/08/2011), page 12.

3 See Annex 3 for a list of publications, events and other landmarks on the issue of communications with affected communities, over the last 10 years.

1 At the global level, initiatives like the Communicating With Disaster Affected Communities (CDAC) Network, of which Internews and IMS are members, are working to make sure this need is addressed



# Communication Is Aid

WATCH THIS 2-MINUTE ANIMATION AND SEE IT FOR YOURSELF  
<http://bit.ly/CommunicationIsAid>





A herd of goats is driven through Ifo refugee camp at dawn on August 8, 2011. Many families interviewed by Internews said they fled to Dadaab after all of their livestock died because of the drought in Somalia. The dirt road from Garissa to Dadaab is littered with cow and goat skeletons.



# 8. Annexes

## Annex 1: Survey Assessment: Supplementary Data

Note on total number of respondent: 492

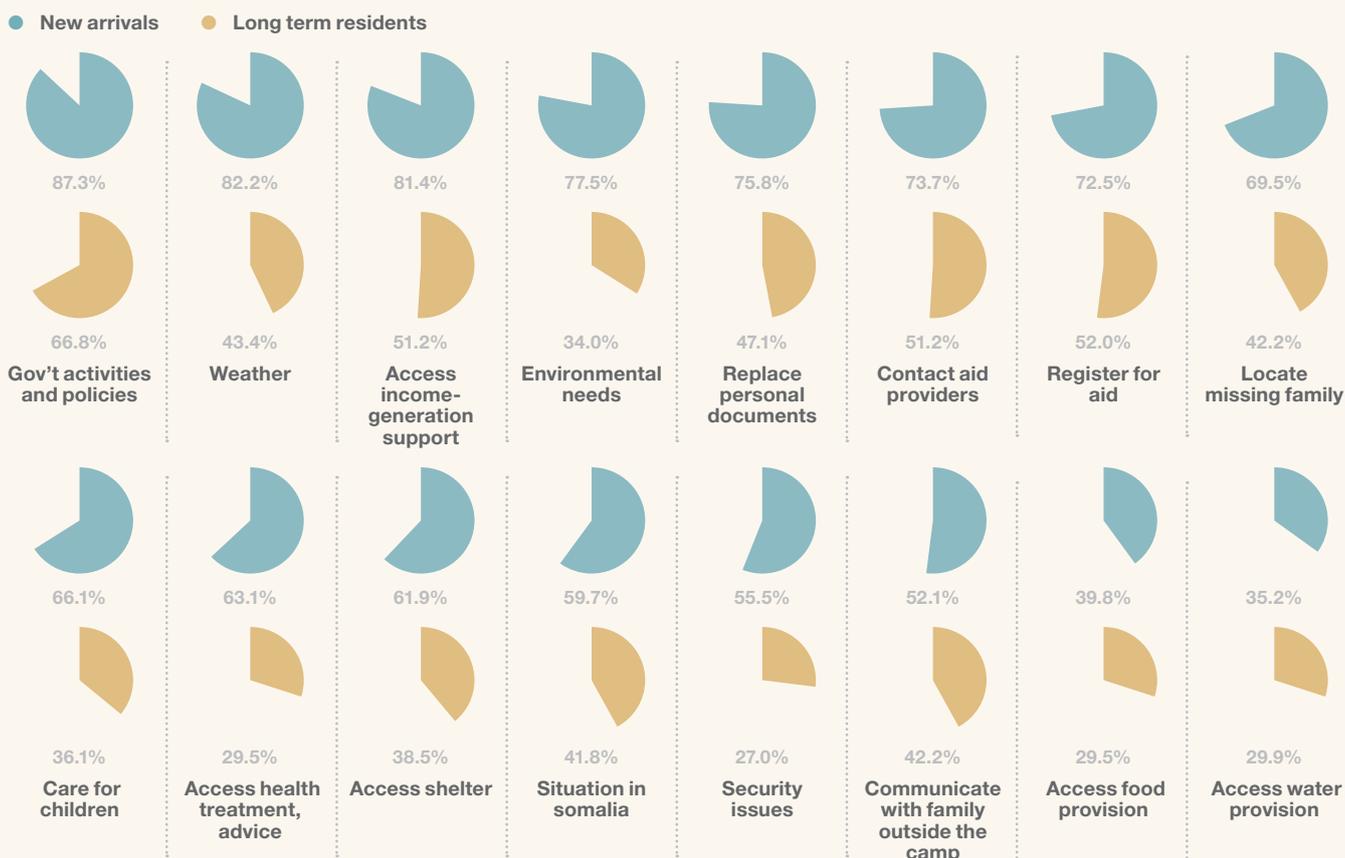
- ▶ Total New Arrivals (9 months or less at Dadaab): 237
- ▶ Total Long Term Residents (more than 9 months at Dadaab): 255
- ▶ Total Males: 273
- ▶ Total Females: 219
- ▶ Total Youth (25 years old or less): 189
- ▶ Total Older Generation (older than 25 years): 303

Not all interviewees responded to all questions; the numbers noted here are the highest response for the questions below, and are intended to give an indication of sample scale only. The total number of respondents within the four question categories below ranged from 492 total respondents for Category 1.3, Feedback, to 457 total respondents for Category 1.4, Access to Radio.

### A. Information Needs

Question: “I need much more information about these topics,” affirmative answer

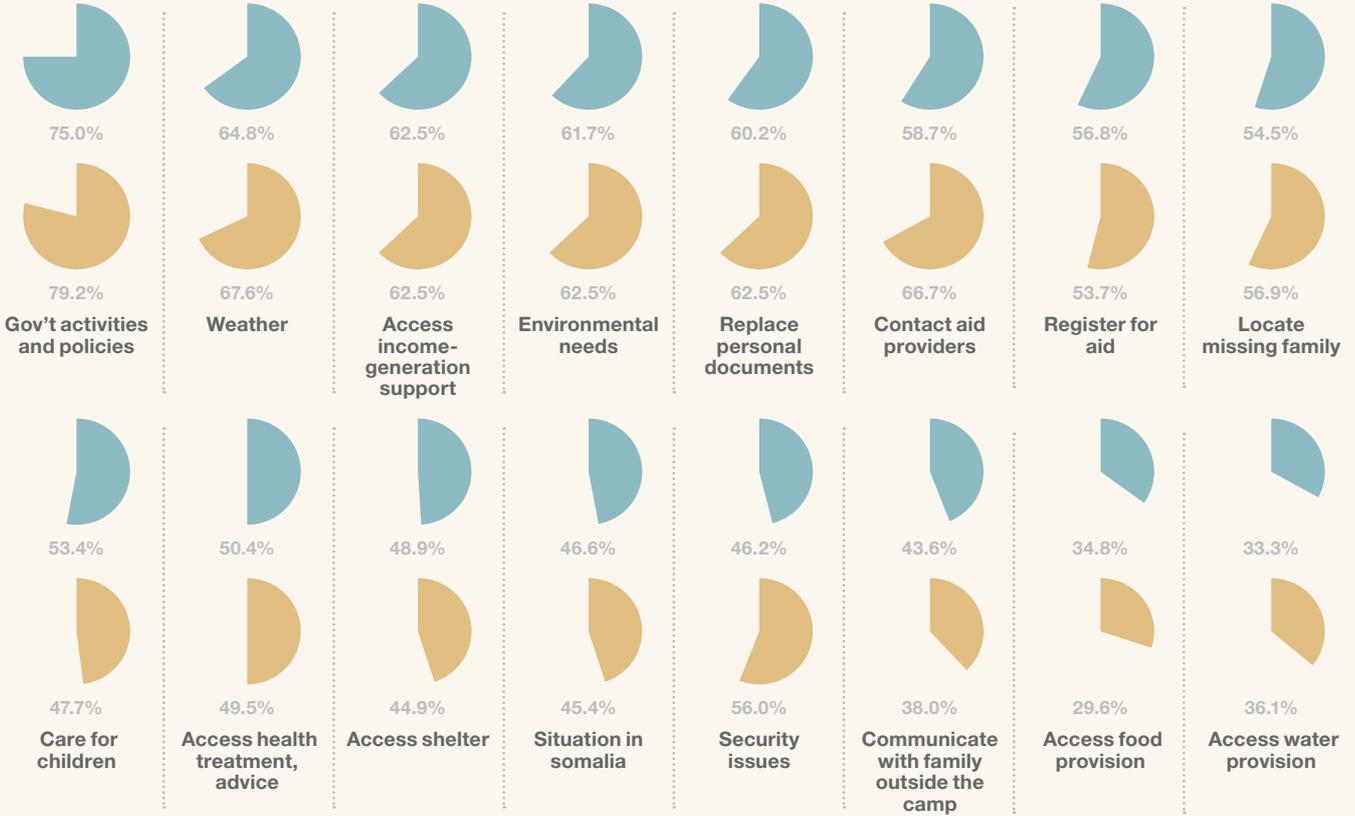
#### DISAGGREGATED BY ARRIVAL DATE



DISAGGREGATED BY GENDER

● Male

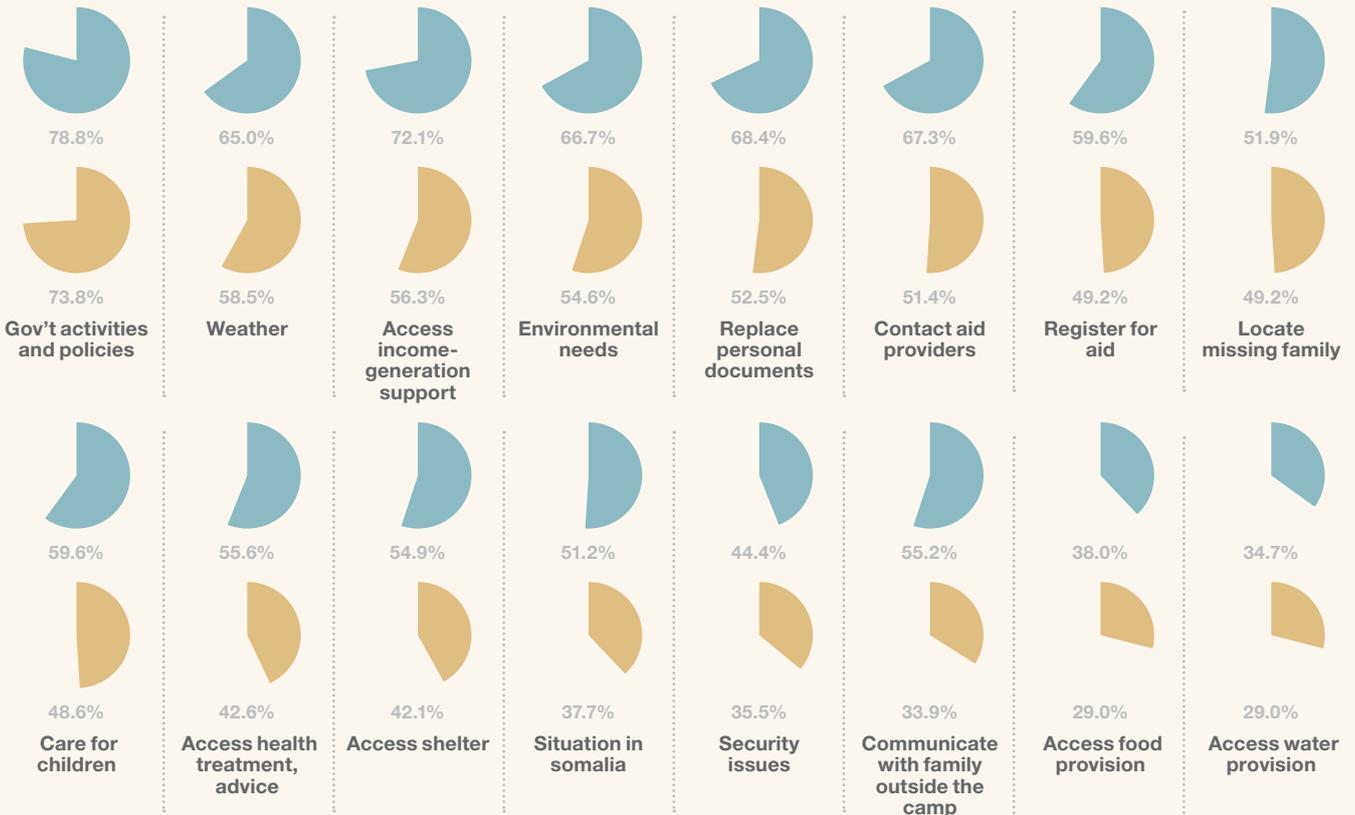
● Female



DISAGGREGATED BY AGE

● Older

● Youth



## B. Information Sources

Question: “Which of the following sources do you use to get information now?”  
Multiple choice, multiple answers possible.

### DISAGGREGATED BY ARRIVAL DATE



DISAGGREGATED BY GENDER

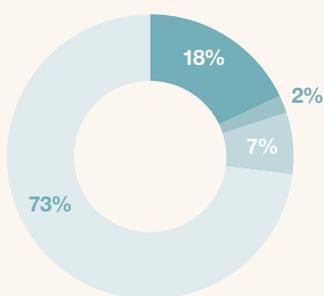


## C. Feedback

Question: “Are you able to ask questions or raise concerns with the government and aid providers about your needs?”

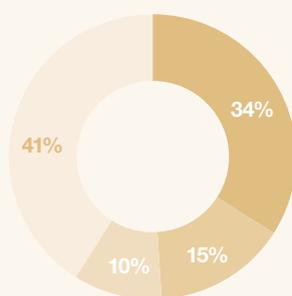
### DISAGGREGATED BY ARRIVAL DATE

#### New arrivals



- Yes, frequently
- Yes, but only sometimes
- Very rarely
- I have not been able to communicate with aid/gov

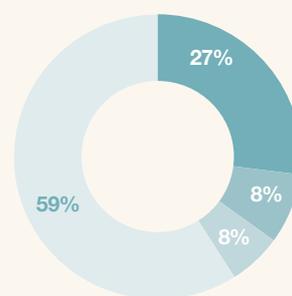
#### Long term residents



- Yes, frequently
- Yes, but only sometimes
- Very rarely
- I have not been able to communicate with aid/gov

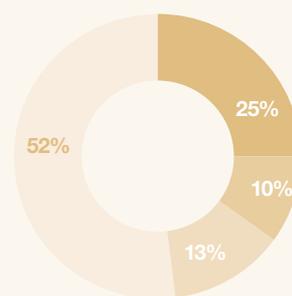
### DISAGGREGATED BY AGE

#### Older



- Yes, frequently
- Yes, but only sometimes
- Very rarely
- I have not been able to communicate with aid/gov

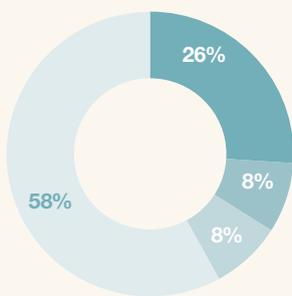
#### Youth



- Yes, frequently
- Yes, but only sometimes
- Very rarely
- I have not been able to communicate with aid/gov

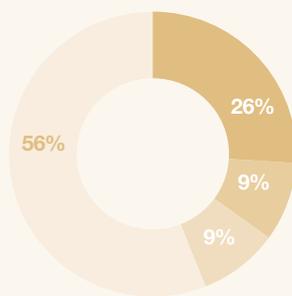
### DISAGGREGATED BY GENDER

#### Female



- Yes, frequently
- Yes, but only sometimes
- Very rarely
- I have not been able to communicate with aid/gov

#### Male



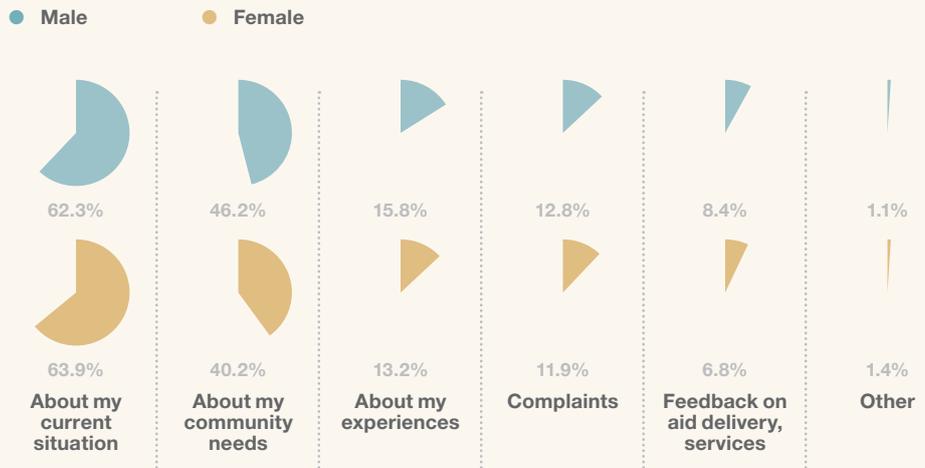
- Yes, frequently
- Yes, but only sometimes
- Very rarely
- I have not been able to communicate with aid/gov

**Question:**  
“What do you want to talk to aid providers or the government about?”  
Multiple choice, multiple answers possible.

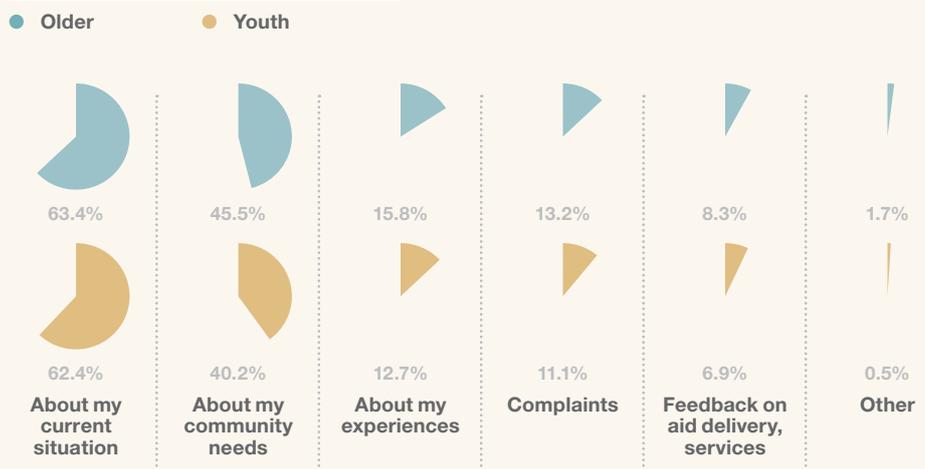
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**DISAGGREGATED BY GENDER**

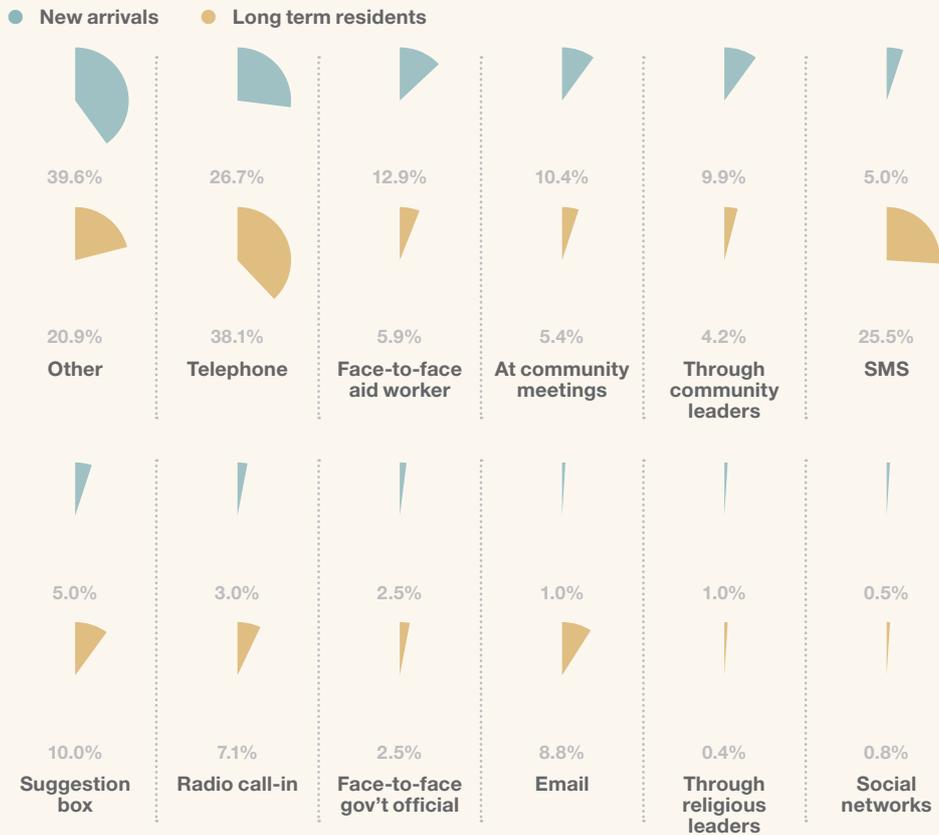


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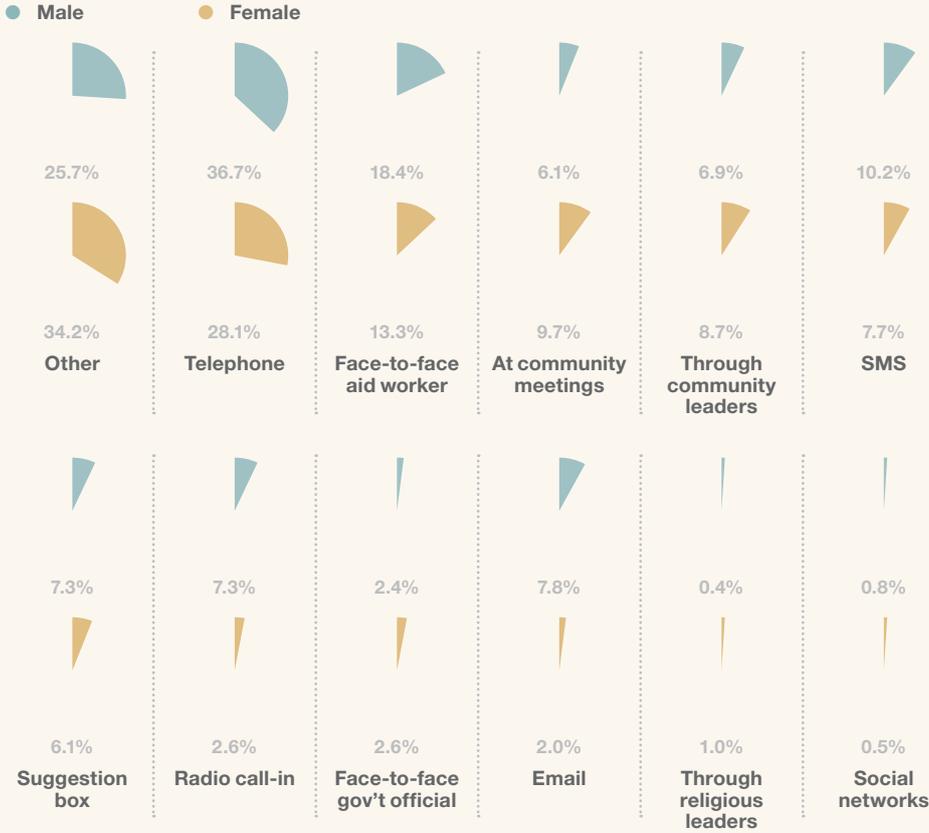


Question: “What would be the best way for you to give information to aid providers?” Multiple choice, three answers possible.

DISAGGREGATED BY ARRIVAL DATE



### DISAGGREGATED BY GENDER

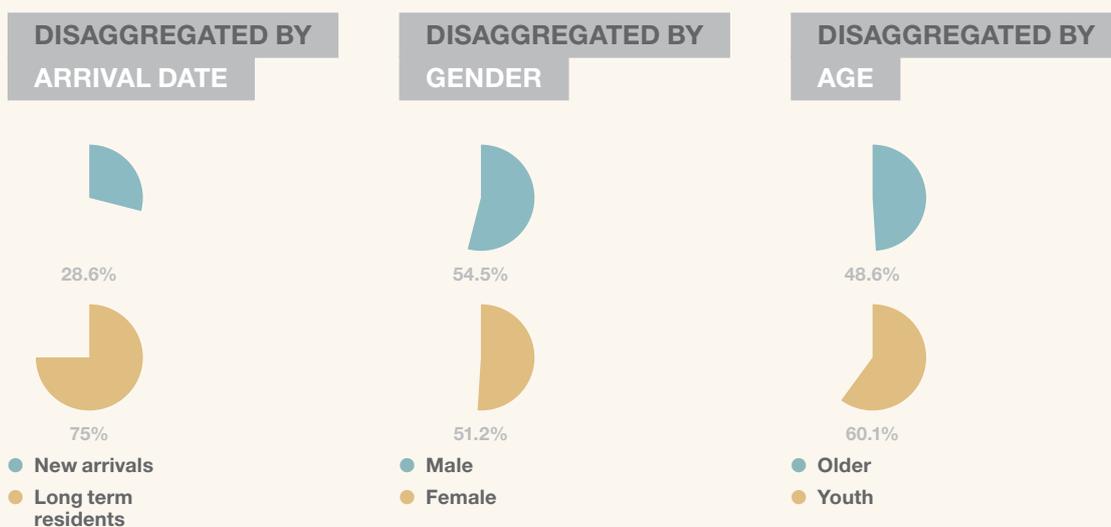


### DISAGGREGATED BY AGE

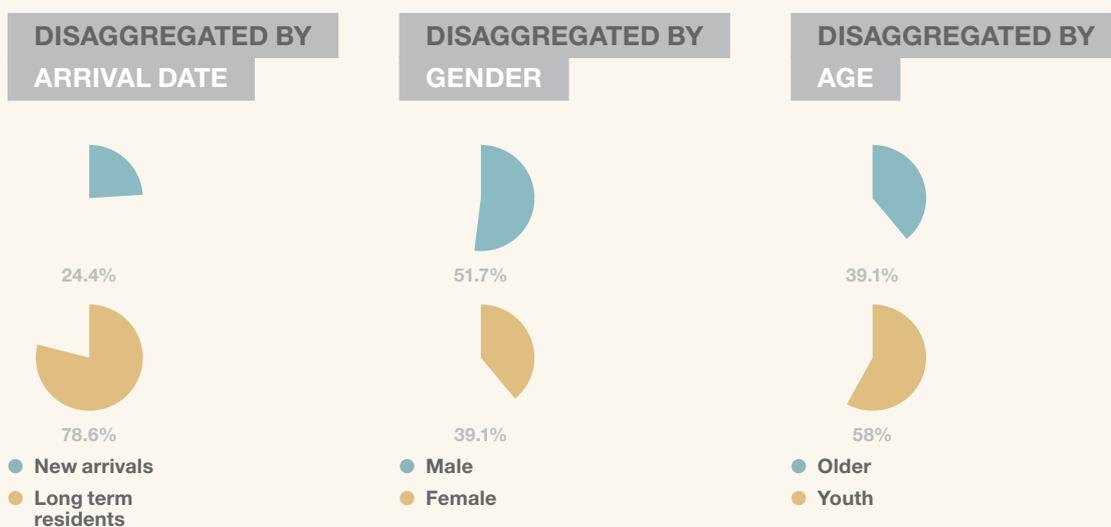


## D. Access to Radio

Question: “Do you have a radio set (yourself or at home)?”  
Affirmative answer.



Question: “If no, do you have access to a radio? Yes”  
Affirmative answer.



## Annex 2: List organizations met and meetings/briefings attended

### NAIROBI

- ▶ HAP
- ▶ IRIN
- ▶ LWF
- ▶ NRC
- ▶ Radio Bar-Kulan
- ▶ Regional Communications Group (three times)
- ▶ Somalia Public Information/Advocacy Group (twice)
- ▶ UNHCR, Kenya
- ▶ UNOCHA: Kenya, Somalia and Regional for the Horn of Africa
  
- ▶ DfID
- ▶ ECHO

### DADAAB

- ▶ CARE
- ▶ Dadabcamps.com
- ▶ Emergency Coordination meeting
- ▶ FilmAid
- ▶ Former Puntland journalist (in Hagadera)
- ▶ Hagadera religious leader
- ▶ IOM
- ▶ LWF (overall, and Hagadera field teams)
- ▶ LWF Hagadera youth leaders (overlaps with Dadabcamps.com)
- ▶ MSF
- ▶ NRC
- ▶ Public Information/Communications group (twice)
- ▶ *The Refugee* (2 representatives only)
- ▶ Save the Children
- ▶ Security meeting
- ▶ UNHCR (Public Information, Protection and Community Services)
- ▶ UNICEF
- ▶ WFP

## Annex 3: List of publications, events and other landmarks on the issue of communications with affected communities

- ▶ 2000: **Working with the Media in Conflicts and other Emergencies**. DfID policy paper produced by DfID's Conflict and Humanitarian Affairs Department and Social Development Department (<http://reliefweb.int/node/21762>)
- ▶ 2001: **Lifeline Media: Reaching populations in crisis – A guide to developing media projects in conflict situations** (Loretta Hieber) ([www.reliefweb.int/rw/lib.nsf/db900SID/LGEL-5EBFQ3?OpenDocument](http://www.reliefweb.int/rw/lib.nsf/db900SID/LGEL-5EBFQ3?OpenDocument))
- ▶ 2003: **Use and Abuse of Media in Vulnerable Societies** (Mark Frohardt, Internews) ([www.usip.org/publications/use-and-abuse-media-vulnerable-societies](http://www.usip.org/publications/use-and-abuse-media-vulnerable-societies))
- ▶ 2005: **IFRC World Disasters Report** (Information in disasters): "People need information as much as water, food, medicine or shelter. Information can save lives, livelihoods and resources. Information bestows power." (<http://www.reliefweb.int/rw/lib.nsf/db900SID/SODA-6GV3LT?OpenDocument>)

- ▶ 2006: **The Right to Know** (Imogen Wall): Report written for the Office of the Special Envoy to the Indian tsunami. It focuses on Sri Lanka and Aceh post tsunami ([www.internews.org/articles/2006/20061000\\_OSE\\_tsunami.shtml](http://www.internews.org/articles/2006/20061000_OSE_tsunami.shtml))
- ▶ 2007: **Global Symposium in Geneva** - Meeting of 300 humanitarian practitioners which put the information gap on the agenda (<http://www.reliefweb.int/symposium/docs/Symposium%20Final%20Statement.pdf>)
- ▶ 2008: **Left in the dark: The unmet need for information in emergency response** (Imogen Wall and Lisa Robinson): BBC WST policy briefing that argues that affected populations also have immediate information needs that are currently unmet ([http://www.bbc.co.uk/worldservice/trust/news/2008/10/081022\\_emergency\\_response\\_briefing.shtml](http://www.bbc.co.uk/worldservice/trust/news/2008/10/081022_emergency_response_briefing.shtml))
  - **ALNAP** (the Active Learning Network for Accountability and Performance in Humanitarian Action) published a report of an International Conference in Madrid on the complex relationships between the media and humanitarian agencies. It made 5 recommendations for a new agenda ([www.alnap.org/pool/files/23\\_media.pdf](http://www.alnap.org/pool/files/23_media.pdf))
- ▶ 2009: **CDAC** (Communicating with Disaster Affected Communities) Network and **infoasaid** ([www.infoasaid.org](http://www.infoasaid.org)), a joint project between Internews and the BBCWST, are born. Watch **COMMUNICATION IS AID**, a 2-minute animation clip produced by infoasaid ([www.internews.org/prs/2011/20110721\\_infoasaid.shtml](http://www.internews.org/prs/2011/20110721_infoasaid.shtml))
- ▶ 2010: **CDAC** becomes operational in **Haiti** (supported by OCHA and led by Internews, [www.cdac-haiti.org](http://www.cdac-haiti.org)) and in **Pakistan** (short deployment supported by infoasaid).
- ▶ 2011: **CDAC** Network hires a full time Coordinator.
- ▶ Creation of a Sub Group on **Accountability to Affected Populations**, chaired by FAO and WFP. This Sub group is part of the IASC Task Team on the Cluster Approach.
- ▶ Upcoming publications (2011-2012):
  - **Communicating with Disaster Affected Populations: Looking Back Moving Forward – The Haiti Experience** (Imogen Wall and Gerald Chery), infoasaid, October 2011.
  - **Communicating with Disaster Affected Populations: State of Play**, infoasaid, October 2011.
- **Humanitarian Practice Network (HPN) Paper: Communicating with Disaster Affected Populations – Moving from Policy to Practice**, infoasaid, July 2012.

In 2011, **Internews** has conducted four assessment missions to understand the humanitarian information needs of affected communities, the local media landscape and the overall information ecosystem in the country, and provide recommendations for action, namely:

- ▶ February: Assessment of the information needs of stranded migrants in the **Tunisia/Libya** border ([www.internews.org/prs/2011/20110316\\_libya.shtml](http://www.internews.org/prs/2011/20110316_libya.shtml)). With technical support provided by Internews, OCHA included a Beneficiary Communications component in its Inter-Agency Needs Assessment.
- ▶ April: Assessment of the Information Needs of **Ivorian refugees in Liberia** ([www.internews.org/infosaveslives/liberia.shtml](http://www.internews.org/infosaveslives/liberia.shtml))  
Besides the assessment and the report, Internews brokered the first meeting with the UN and one of the main telecommunication companies in Liberia to discuss the possibility of using mobile phones to communicate with Ivorian refugees in eastern Liberia.
- ▶ May-June: **Libya** ([www.internews.org/regions/mena/libya.shtml](http://www.internews.org/regions/mena/libya.shtml))  
Though initially looking into the potential humanitarian dimensions of the crisis, this assessment turned into a mission looking into the role of information, communication and local media on the transition and stabilization of the country. Internews participated in the first a UN-led Inter-Agency Needs Assessment mission to Misrata,<sup>1</sup> organized by the International Organization for Migration (IOM). Internews' participation in this inter-agency needs assessment marks the first time ever that a media development organization has taken part in a mission of this kind to specifically look into the information needs of affected communities and the current status of local media.

<sup>1</sup> IOM Boat Returns from Misrata After Mission to Evacuate Migrants and to Assess Humanitarian Needs in City Ends, May 23, 2011 (<http://reliefweb.int/node/403288>)

# Annex 4: Survey Questionnaire (English translation)

Average time to complete one survey (either on the smart phone or on paper): 25 minutes.

Survey Name: Dadaab\_Survey

No of Questions: 95

**1:INTRO: Good morning Sir/Ms. My name is ... I work for an organization called..., (i.e. Internews). We are conducting a survey and we would like to take 15/20 minutes of your time to complete it, if you accept and are ready. (label)**

- 1. Male
- 2. Female

**11:B03. Language(s) (text)**

Data Field Name: LANGUAGES

**2:A. INTERVIEW (label)**

**3:A01. Location (multi)**

Data Field Name: LOCATION

Possible responses:

- 1. Dagahaley
- 2. Hagadera
- 3. Ifo
- 4. Ifo Extension
- 5. Outside established camps

**4:A02. Date (date)**

Data Field Name: DATE

**5:A03. Interviewer (text)**

Data Field Name: INTERVIEWER

**6:A04. Estimated date of arrival of interviewee at camp (date)**

Data Field Name: ESTIMECAMP

**7:A05. Where did you come from? (text)**

Data Field Name: FROM

**8:B. DEMOGRAPHICS (label)**

**9:B01. Age (multi)**

Data Field Name: AGE

Possible responses:

- 1. Under 16
- 2. 16-25
- 3. 26-35
- 4. 36-45
- 5. 45+ 0

**10:B02. Gender (multi)**

Data Field Name: GENDER

Possible responses:

**12:B04. Education (Indicate highest level) (multi)**

Data Field Name: EDUCATION

Possible responses:

- 1. No schooling - illiterate
- 2. No schooling - literate
- 3. Some Primary
- 4. Primary - complete
- 5. Some Secondary
- 6. Secondary - complete
- 7. In College - University
- 8. Completed College - University
- 9. Madrassa
- 10. Other - please specify in next page

**13:B04.2 If u choose "Education: other" please specify here (text)**

Data Field Name: EDUCATIONOTHER

**14:C. SOURCES OF INFORMATION (label)**

**15:C01. Which of the following sources do you use to get information now? (Tick as many as they say) (multi)**

Data Field Name: INFOSOURCE

Possible responses:

- 1. Radio
- 2. TV
- 3. Newspapers and Magazines
- 4. Mobile phone
- 5. SMS
- 6. Internet
- 7. Billboards-posters
- 8. Friends-family
- 9. Community leader
- 10. Religious leader
- 11. Government official
- 12. Army/Police
- 13. Aid worker

- 14. Community events
- 15. Other (specify in the next page)

**16:C01.2 If you choose “other” in the previous question, please specify here: (text)**

Data Field Name: SOURCEOTHER

**17:C02. What are the sources of information you trust the most? (3 answers maximum only) (multi)**

Data Field Name: SOURCESTRUSTED

Possible responses:

- 1. Radio
- 2. TV
- 3. Newspapers and Magazines
- 4. Mobile phone
- 5. SMS
- 6. Internet
- 7. Billboards-posters
- 8. Friends-family
- 9. Community leader
- 10. Religious leader
- 11. Government official
- 12. Army/Police
- 13. Aid worker
- 14. Community events
- 15. Other (specify in the next page)

**18:C02.2 If you select “other” in the previous question, please specify here: (text)**

Data Field Name: TRUSTEDOTHER

**19:C03. How important do you think access to information is to your life in the camp? (multi)**

Data Field Name: IMPORTANCEINFO

Possible responses:

- 1. Very important
- 2. Important
- 3. A little important
- 4. Not important

**20:C04. Do you have any problems accessing information? (multi)**

Data Field Name: ACCESSPROBLEMS

Possible responses:

- 1. No problem
- 2. No money
- 3. No time
- 4. No interest
- 5. Not available
- 6. Not allowed
- 7. Other (specify in the next page)

**21:C04.2 If you choose “other” in the previous question, please specify here: (text)**

Data Field Name: ACCESSPROBOTHER

**22:C05. Do you have the information you need to make your daily decisions? (multi)**

Data Field Name: DAILYINFO

Possible responses:

- 1. No
- 2. Yes

**23:D. INFORMATION NEEDS - Which issues do you need more information about? (label)**

**24:Do1. Which issues to you need more information about? How to register for official aid (multi)**

Data Field Name: INFOREGISTER

Possible responses:

- 1. I need much more information about this
- 2. I have some information about this but I need more
- 3. I have enough information about this
- 4. I have enough information about this but registration is still very difficult

**25:Do2. Which issues to you need more information about? How to locate missing family members, including children (multi)**

Data Field Name: INFOCHILDREN

Possible responses:

- 1. I need much more information about this
- 2. I have some information about this but I need more
- 3. I have enough information about this
- 4. I have enough information about location services but finding my family is still difficult

**26:Do3. 1. Which issues to you need more information about? How to access existing food provision (multi)**

Data Field Name: INFOFOOD

Possible responses:

- 1. I need much more information about this>
- 2. I have some information about this but I need more
- 3. I have enough information about this
- 4. I have enough information about it but not enough food is available

**27:Do4. Which issues to you need more information about? How to access existing water provision (multi)**

Data Field Name: INFOWATER

Possible responses:

- 1. I need much more information about this
- 2. I have some information about this but I need more
- 3. I have enough information about this
- 4. I have enough information about this but not enough water is available

**28:D05. Which issues to you need more information about? How to access existing shelter or shelter materials? (multi)**

Data Field Name: INFOSHELTER

Possible responses:

- 1. I need much more information about this
- 2. I have some information about this but I need more
- 3. I have enough information about this
- 4. I have enough information about this but not enough shelter is available

**29:D06. Which issues to you need more information about? How to access existing health advice and treatment? (multi)**

Data Field Name: INFOHEALTH

Possible responses:

- 1. I need much more information about this
- 2. I have some information about this but I need more
- 3. I have enough information about this
- 4. I have enough information about this but not enough health services are available

**30:D07. Which issues to you need more information about? How to replace personal documentation (i.e. ID, birth certificate...) (multi)**

Data Field Name: INFODOCUMENT

Possible responses:

- 1. I need much more information about this
- 2. I have some information about this but I need more
- 3. I have enough information about this
- 4. I have enough information about this but replacing documents is still difficult

**31:D08. Which issues to you need more information about? How to contact aid providers (multi)**

Data Field Name: INFOCONTACTAID

Possible responses:

- 1. I need much more information about this
- 2. I have some information about this but I need more
- 3. I have enough information about this
- 4. I have enough information about ways to contact aid providers but it is still difficult

**32:D09. Which issues to you need more information about? How to access existing support for farming work or other income generation (multi)**

Data Field Name: INFOINCOME

Possible responses:

- 1. I need much more information about this
- 2. I have some information about this but I need more
- 3. I have enough information about this
- 4. I have enough information about this but not enough support is available

**33:D010. Which issues to you need more information about? How to communicate with your family outside the camp (multi)**

Data Field Name: INFOCOMFAMILY

Possible responses:

- 1. I need much more information about this
- 2. I have some information about this but I need more
- 3. I have enough information about this
- 4. I have enough information about this but family communication is still difficult

**34:D011. Which issues to you need more information about? How to look after your children, including health, welfare, and education (multi)**

Data Field Name: INFOFAMILY

Possible responses:

- 1. I need much more information about this
- 2. I have some information about this but I need more
- 3. I have enough information about this
- 4. I have enough information about this but not enough services are available

**35:D012. Which issues to you need more information about? Security situation (multi)**

Data Field Name: INFOSECURITY

Possible responses:

- 1. I need much more information about this
- 2. I have some information about this but I need more
- 3. I have enough information about this
- 4. I have enough information about this but security is still a big problem

**36:D013. Which issues to you need more information about? News about the situation in Somalia or other country of origin (multi)**

Data Field Name: INFOSOMALIA

Possible responses:

- 1. I need much more information about this
- 2. I have some information about this but I need more
- 3. I have enough information about this

**37:D014. Which issues to you need more information about? Environmental issues (multi)**

Data Field Name: INFOENVIRONMENT

Possible responses:

- 1. I need much more information about this
- 2. I have some information about this but I need more
- 3. I have enough information about this

**38:D015. Which issues to you need more information about? Weather information (multi)**

Data Field Name: INFOWEATHER

Possible responses:

- 1. I need much more information about this
- 2. I have some information about this but I need more
- 3. I have enough information about this

**39:D016. Which issues to you need more information about? Government activities and policies (multi)**

Data Field Name: INFOGOV

Possible responses:

- 1. I need much more information about this
- 2. I have some information about this but I need more
- 3. I have enough information about this

**40:D017. Of these topics, which are the 3 most important to you? (text)**

Data Field Name: IMPORTINFO

**41:D018. What kind of information would you like to know about, that is not currently available to you? (text)**

Data Field Name: INFONOTAVAIL

**42:E. FEEDBACK MECHANISMS (label)****43:E01. Are you able to ask questions or raise concerns with the government and aid providers about your needs? (multi)**

Data Field Name: RAISECONCERNS

Possible responses:

- 1. Yes frequently
- 2. Yes but only sometimes
- 3. Very rarely
- 4. I have not been able to communicate with aid providers or the government

**44:E02. If you have been able to ask question or raise concerns, what way have you used? (3 answers maximum only) (multi)**

Data Field Name: WAYSCONCERNS

Possible responses:

- 1. Telephone voice call
- 2. SMS message

- 3. Call into a radio/TV program
- 4. Email
- 5. Social Networking site
- 6. Suggestion box
- 7. Face-to-Face meeting with aid worker
- 8. Face-to-Face meeting with government official
- 9. Via community meetings
- 10. Via community leaders
- 11. Via religious leader
- 12. Other - specify in the next page

**45:E02.2 If you chose other in the previous question, please specify here: (text)**

Data Field Name: WAYCONCERNOTHER

**46:E03. What do you want to talk to aid providers or the government about? (Tick all that apply) (multi)**

Data Field Name: INFOTOSHARE

Possible responses:

- 1. Questions and concerns about my current situation
- 2. Alert government and aid organizations of needs in my community
- 3. Share experiences
- 4. Complain
- 5. Provide feedback about the delivery of aid and services
- 6. Other - please specify

**47:E03.2 If you choose "other" in the previous question, please specify here: (text)**

Data Field Name: INFOTOSHAREOTHER

**48:E04. What would be the best way for you to give information now to aid providers? (3 answers maximum only) (multi)**

Data Field Name: WAYTOGIVEINFO

Possible responses:

- 1. Telephone voice call
- 2. SMS message
- 3. Call into a radio/TV program
- 4. Email
- 5. Social Networking site
- 6. Suggestion box
- 7. Face-to-Face meeting with aid worker
- 8. Face-to-Face meeting with gov. official
- 9. Via community meetings
- 10. Via community leaders
- 11. Via religious leader
- 12. Other - please specify

**49:E04.2 If you choose "other" in the previous question, please specify here: (text)**

Data Field Name: WAYTOGIVEINFOTHER

**50:E05. In which order? (3 answers maximum, from the most trusted (1) to the least most trusted (3)) (text)**

Data Field Name: WAYTOGIVEINFORDER

**51:F. RADIO ACCESS AND CONSUMPTION HABITS (label)**

**52:F01. Do you have a radio set (yourself or at home)? (multi)**

Data Field Name: HAVERADIO

Possible responses:

- 1. No
- 2. Yes

**53:F02. If no, do you have access to a radio? (multi)**

Data Field Name: ACCESSRADIO

Possible responses:

- 1.No
- 2. Yes

**54:F03. If you don't have access to a radio, would you attend to a listening group? (multi)**

Data Field Name: LISTGROUP

Possible responses:

- 1. No
- 2. Yes

**55:F04. How often do you listen to the radio? (multi)**

Data Field Name: FREQLISTRADIO

Possible responses:

- 1. Daily
- 2. Weekly
- 3. Monthly
- 4. Less than once a month
- 5. Never \*if never listen to radio go to section H

**56:F05. If you don't listen to the radio, why not?(\*if never listen to the radio-skip to section G) (multi)**

Data Field Name: WHYNOTLIST

Possible responses:

- 1. I do not have a radio
- 2. I do not have time to listen
- 3. Electricity problems-can't afford batteries
- 4. No signal
- 5. It does not interest me
- 6. Radio set is too expensive
- 7. Don't know
- 8. Other

**57:F06. Apart from today, when was the last time you listened to news or information? (multi)**

Data Field Name: LASTIMELIST

Possible responses:

- 1. Yesterday
- 2. Within the past 7 days
- 3. Within the past month
- 4. Within the past year

- 5. More than a year ago
- 6. Never
- 7. I don't know
- 8. No response

**58:F07. Where do you listen to the radio? (multiple answers) (multi)**

Data Field Name: WHERELIST

Possible responses:

- 1. Home
- 2. Work
- 3. At friends' or family's place
- 4. Collective places (water point...)
- 5. NGO
- 6. At school
- 7. In the field
- 8. I take my radio everywhere with me

**59:F08. With whom do you listen to the radio? (multi)**

Data Field Name: WHOMLIST

Possible responses:

- 1. Alone
- 2. Family
- 3. Friends
- 4. Colleagues
- 5. Anyone

**60:F09. At what times do you listen to the radio? (multi)**

Data Field Name: TIMELIST

Possible responses:

- 1. Morning
- 2. Afternoon
- 3. Evening
- 4. Night
- 5. All day

**61:F10. Why do you listen to the radio? (tick all that apply) (multi)**

Data Field Name: WHYLIST

Possible responses:

- 1. To hear news about the world
- 2. To hear news about my community
- 3. To listen to music
- 4. It makes me feel safe
- 5. To make decisions
- 6. To know where to get help
- 7. To learn how to take care of myself & family
- 8. To keep me company so I am not lonely
- 9. I don't listen to the radio
- 10. Other (specify in the next page)

**62:F10.2 If you answer "other to the previous question, please specify here: (text)**

Data Field Name: WHYLISTOTHER

**63:F11. How important is being able to listen to a radio station to you while you are here? (multi)**

Data Field Name: IMPORTANCERADIO

Possible responses:

- 1. Very important
- 2. Somewhat important
- 3. Not important

**64:F12. Please name the radio stations you listen to: (text)**

Data Field Name: RADIOLISTEN

**65:F13. How important to you as an information source is Radio Star? (multi)**

Data Field Name: STARIMP

Possible responses:

- 1. Very important
- 2. Important
- 3. A little important
- 4. Not important

**66:F14. How important to you as an information source is Radio Ergo? (multi)**

Data Field Name: ERGOIMP

Possible responses:

- 1. Very important
- 2. Important
- 3. A little important
- 4. Not important

**67:F15. Would a regular radio program about the camp you are living in be useful? (multi)**

Data Field Name: RADIOPROGR

Possible responses:

- 1. No
- 2. Yes

**68:F16. What time would be the best to broadcast it? (multi)**

Data Field Name: TIMEBROADCAST

Possible responses:

- 1. Morning
- 2. Afternoon
- 3. Evening
- 4. Night
- 5. Any time
- 6. Best to broadcast it several times a day

**69:F17. What would you like to hear on a special radio program just for your camp? (text)**

Data Field Name: PROGRLIKE

**70:F18. Do you own, or have access to a TV set? (multi)**

Data Field Name: ACCESSTV

Possible responses:

- 1. Own
- 2. Have access
- 3. None

**71:F19. If yes, what TV stations do you watch? (text)**

Data Field Name: TVWATCHED

**72:G. SPECIFIC PROGRAMMING - Radio Star and Radio Ergo (label)****73:G01. Please name your favorite programs on Radio STAR? (text)**

Data Field Name: STARFAVOPROG

**74:G02. Please name your favorite programs on Radio Ergo? (text)**

Data Field Name: PROGFAVERGO

**75:G03. Please name your favorite presenters/reporters on Radio STAR? (text)**

Data Field Name: FAVREPSTAR

**76:G04. Please name your favorite presenters/reporters on Radio Ergo? (text)**

Data Field Name: FAVREPERGO

**77:G05. What would you like to hear about on Star or Ergo that you don't already hear? (text)**

Data Field Name: LIKEHEAR

**78:H. HUMANITARIAN RADIO (label)****79:H01. In times of crisis, radio is a critical source of information (multi)**

Data Field Name: RADIOSOURCECRISIS

Possible responses:

- 1. Strongly agree
- 2. Agree
- 3. Neither agree nor disagree
- 4. Strongly disagree
- 5. Disagree
- 6. Don't know

**80:H02. As a result of information I heard on the radio, I am able to make decisions to protect my health and that of my family. (multi)**

Data Field Name: INFOPROTECT

Possible responses:

- 1. Strongly agree
- 2. Agree
- 3. Neither agree nor disagree

- 4. Strongly disagree
- 5. Disagree
- 6. Don't know

**81:H03. The radio station in my community is a credible source of information. (multi)**

Data Field Name: RADIOCREDIBLE

Possible responses:

- 1. Strongly agree
- 2. Agree
- 3. Neither agree nor disagree
- 4. Strongly disagree
- 5. Disagree
- 6. Don't know

**82:H04. If you cannot hear any radio in your community, please answer: (multi)**

Data Field Name: NORADIO

Possible responses:

- 1. I don't need to hear the radio
- 2. I wish there was a radio for my community

**83:I. MOBILE PHONE (label)**

**84:I01. Do you have a mobile phone? (multi)**

Data Field Name: HAVEMOBILE

Possible responses:

- 1. Yes
- 2. No

**85:I02. Do you ever use your mobile phone to SMS people? (multi)**

Data Field Name: USESMS

Possible responses:

- 1. Never
- 2. About once a week
- 3. Several times a week
- 4. About once a month
- 5. Several times a month
- 6. Daily

**86:I03. Do you ever use your mobile phone to access the Internet? (multi)**

Data Field Name: MOBILEINTERNET

Possible responses:

- 1. Never
- 2. About once a week
- 3. Several times a week
- 4. About once a month
- 5. Several times a month
- 6. Daily

**87:I04. Do you ever access information on your mobile phone? (multi)**

Data Field Name: ACCESSINFOMOBILE

Possible responses:

- 1. Never
- 2. About once a week
- 3. Several times a week
- 4. About once a month

- 5. Several times a month
- 6. Daily

**88:I05. If yes, what kind of information? (text)**

Data Field Name: INFOACCESSEDMOBILE

**89:I06. If information were available to you by mobile phone, would that be useful to you? (multi)**

Data Field Name: INFOMOBILEUSEFUL

Possible responses:

- 1. Very useful
- 2. Useful
- 3. Somewhat useful
- 4. Not useful
- 5. Don't know

**90:I07. If yes, do you know what kind of information would be useful? (text)**

Data Field Name: KINDINFOUSEFUL

**91:I08. What phone provider do you use? (text)**

Data Field Name: PHONEPROVIDER

**92:J. INTENTION QUESTION (label)**

**93:J01. What do you want to do now? (multi)**

Data Field Name: WANTOKNOW

Possible responses:

- 1. Go back to my country of origin
- 2. Stay here until I can return to my country
- 3. Establish here and no return
- 4. Don't know
- 5. Other - please specify in the next page

**94:J01.2 If you chose other in the previous age, please specify here: (text)**

Data Field Name: WANTOKNOWOTHER

**95:THANKS: Thanks very much you for your time. Your responses will be very useful. Your answers will be treated in the strictest of confidence & will not be revealed to anyone. We will try to share the results with u as soon as they are ready.**



Hundreds of people fleeing drought, famine and a civil war in Somalia wait in line at dawn to register at Ifo refugee camp in Dadaab, Kenya. According to the United Nations, 3.7 million Somalis are in crisis.





Anfac Abdi Yussf waits to vaccinate his 11-month old daughter at the UNHCR registration center in Ifo refugee camp in Dadaab, Kenya. Over 60 percent of newly arrived refugees surveyed by Internews said they need more information about how to care for the health, welfare and education of their children. The United Nations has reported that tens of thousands of children have died because of the drought and famine plaguing Somalia. The under-five mortality rates range from four to 13 per 10,000/day according to the UN.



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Through our programs, we improve the reach, quality, and sustainability of local media, enabling them to better serve the information needs of their communities.

Formed in 1982, Internews is a 501(c)(3) organization headquartered in California. Internews has worked in more than 70 countries, and currently has offices in Africa, Asia, Europe, the Middle East, and North America.