HUMANITARIAN FEEDBACK MECHANISMS IN THE ROHINGYA RESPONSE

Cox's Bazar, Bangladesh

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PHOTOS

ACRONYMS

AAP	Accountability to Affected Population
CEA	Community Engagement and Accountability
CwC	Communication with Communities
FGD	Focus Group Discussion
NGO	Non-Governmental Organisation
INGO	International Non-Governmental Organisation

TABLE OF CONTENTS

Table of figures

|01

INTRODUCTION

Since August 2017 over 671,000 people (mostly Rohingya) have crossed the border from Myanmar to Bangladesh to escape violence in Rakhine State. There are now more than one million Rohingya refugees staying in campsites along the Bangladeshi side of the border.

In September 2017 Internews conducted an information ecosystem assessment, which found that 77% of the Rohingya population do not have enough information to make decisions for themselves and their family and 62% reported that they were unable to communicate with aid providers. Additionally, the assessment found that 96% of refugees use Rohingya as their primary language .

In the meantime, the funding requirements for Communication with Communities (CwC) went from 4 million USD in the Humanitarian Response Plan (September 2017 – February 2018) to 5,9 million USD in the Joint Response Plan for the period of March until December 2018.

This shows at the very least an increased understanding of the importance of CwC among individual agencies, sectors and the wider humanitarian system. Moreover, it highlights that more agencies have integrated CwC in their plans and rolled out CwC-related activities.

So, while the first assessment of Internews looked at the demand-side of CwC, this report looks at the supply side of communication and investigates what kind of CwC services are on offer half a year after the initial assessment. The survey, conducted in Cox's Bazar, Bangladesh from late February to early March 2018, not only captures different activities but also highlights the gaps in communication activities.

1   https://www.internews.org/resource/information-needs-assessment-coxs-bazar-bangladesh
2   Internews Information Needs Assessment, p. 15
3   https://www.humanitarianresponse.info/sites/www.humanitarianresponse.info/files/documents/files/2017_hrp_bangladesh_041017_3.pdf

BANGLADESH: INFORMATION & FEEDBACK COLLECTION ACTIVITIES
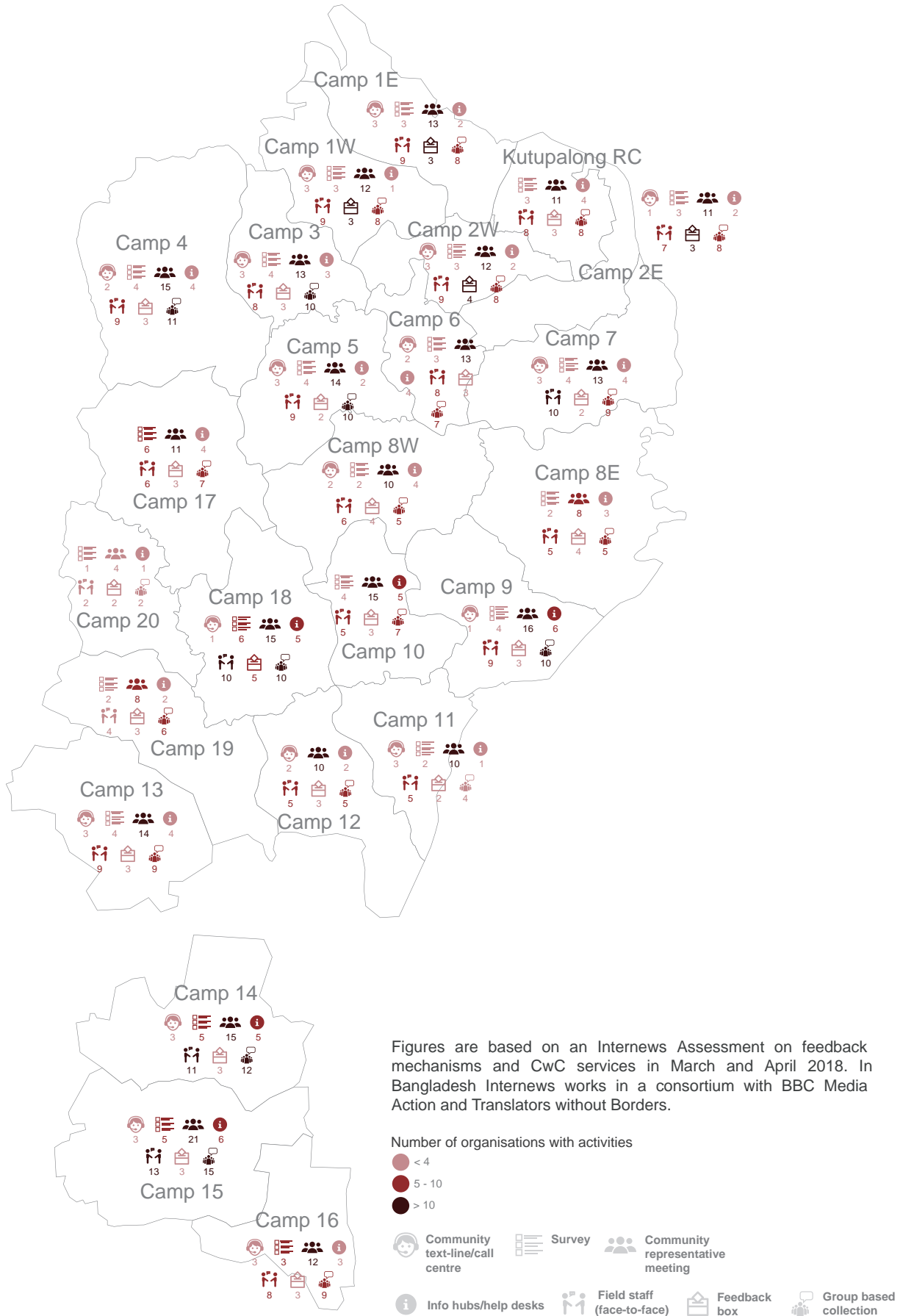
Figures are based on an Internews Assessment on feedback mechanisms and CwC services in March and April 2018. In Bangladesh Internews works in a consortium with BBC Media Action and Translators without Borders.

Number of organisations with activities

- < 4
- 5 - 10
- > 10

Community text-line/call centre

Survey

Community representative meeting

Info hubs/help desks

Field staff (face-to-face)

Feedback box

Group based collection

Group based collection (merges the categories: listening groups, FGDs), Community representative meeting (merges the categories: Imam meeting, Majhi meeting, community committee meeting), Field staff (face-to-face),Community text-line/call centre (this merges text-line and call centre)

Map 1 Information & Feedback Collection Activities

BANGLADESH: INFORMATION & FEEDBACK COLLECTION ACTIVITIES (TEKNAF)

Figures are based on an Internews Assessment on feedback mechanisms and CwC services in March and April 2018. In Bangladesh Internews works in a consortium with BBC Media Action and Translators without Borders.

Host Community
2 11 11 4 9 2 14

Chakmarkul
3 4 14 2 8 3 7

Other
1 2 5 2 3 2 3

Number of organisations with activities
< 4   5 - 10   > 10

Community text-line/call centre   Survey   Community representative meeting

Info hubs/help desks   Field staff (face-to-face)   Feedback box   Group based collection

Group based collection (merges the categories: listening groups, FGDs), Community representative meeting (merges the categories: Imam meeting, Majhi meeting, community committee meeting), Field staff (face-to-face), Community text-line/call centre (this merges text-line and call centre)

Map 2 Information & Feedback Collection Activities

The aim of the survey was to map communication and information related activities in Rohingya camps Cox's Bazar, Bangladesh. While the focus of the survey is on CwC activities engaging the Rohingya communities some of the questions also asked about activities in the host communities. This highlights that while humanitarian agencies' key mandate is to serve the humanitarian crisis within the Rohingya camps some of them also engage with host communities.

The survey is aligned with the global commitments as pledged by donors and agencies at the World Humanitarian Summit 2016 and the Grand Bargain to increase transparency, accountability to the affected population and increase participation.

The report aims to contribute to a better understanding and coordination of all information and communication activities and resources. 42 organisations participated in the survey (see annex 1). Among them, six organisations are UN agencies, six are local non-governmental organisations (NGOs), and 30 are international non-governmental organisations (INGOs).

The collected data highlights the rising interest in and commitment to CwC and accountability of humanitarian actors. This interest is highlighted in the high coverage of CwC activities in the different camps (see map 1 and 2). However, it also shows that this initial commitment needs to be followed up with more fundamental understanding and mechanisms of how to make these CwC activities work effectively and in favour of the community they are trying to serve.

This report is published by Internews as part of the consortium common service with BBC Media Action and Translators without Borders. The work is being delivered in partnership with IOM, the UN migration agency, and is funded by the UK Department for International Development.

About Internews

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

Communication is aid

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

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

Since 2004 the Internews Humanitarian Unit has been present in major humanitarian crises around the world, establishing critical links between affected populations, local media, and humanitarian agencies and provide lifesaving information and effective two-way communication platforms between local communities and aid providers. Communicating with Communities puts the affected population's need for information and the importance of playing a leading role in their own recovery at the centre of the conversation, making engagement, information provision, and communication, as all part of the same process. The idea is that better communication leads to the better matching of needs with resources.

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

Just as information is a vital resource to the community, the community itself is a vital resource for humanitarians. They understand how their own community shares information, which are the trusted providers of information and what their information priorities are. Indeed, better understanding the needs and concerns of affected people beyond the formal aid response can prove to be an important part of re-humanising the humanitarian process. In this regard, Internews sees CwC as a strategy that must be based on the perspectives of the affected population. This is a community-centred approach where communities are the heart of the information ecosystem and as such, all information and communication strategies start with "them" and not with "us".

Methodology

All data was collected through an online survey and answers are therefore self-reported. This means that the survey results give insight into what kind of activities are implemented but does not investigate the quality or effectiveness of said activities. The survey was shared through the ISCG, CwC working group, local NGO and INGO mailing lists and through several sectors and working group mailing lists. In addition, organisations were approached individually to invite them to fill in the survey. Answers were collected between February 24th and March 31st, 2018.

The survey asked about key areas of CwC such as feedback collection, sharing of information, community groups, CwC staff/volunteers, info hubs, and CwC capacity and resources. By breaking down Communication with Communities into its separate parts, the assessment aims to capture all the elements that are contributing to improved communication, engagement and accountability, even when they are not formally reported under Communication with Communities or implemented by "CwC-agencies" and team members with such reference in their job title. This report considers CWC everything that relates to data collection, analysis, engagement of communities and sharing of information and all activities and processes that contribute to make the humanitarian system more responsive to the inputs and needs of the affected population. The job titles used to describe CwC field staff and volunteers in the survey are chosen as the smallest common denominator between different types of work, however these titles may differ between organisations.

Key results

93%

of humanitarian agencies
collect community
feedback

93 %

organisations who collect
feedback also share information,
however this information is not
always based on the feedback
they collect

15 out of 39

organisations collect
multi-sectoral feedback

59 %

of organisations that collect
feedback currently do not have
a structured mechanism to refer
feedback that does not fall under
their own remit

23 %

of organisations have a standard
operating procedure (SOP) that
gives guidance on how to handle
feedback

02 FEEDBACK COLLECTION

Feedback collection is by now a standard procedure of many agencies and part of almost every planning process. Among the 42 organisations responding to the survey, 39 collect feedback through different activities (figure 1). This suggests a rising interest in engaging with communities and attempting to collect community input rather than focusing only on messaging.

It's such a common concept in humanitarian planning and projects, that it is no surprise that 93% of agencies indicate that they collect feedback (figure 1). Although, feedback collection is central to CwC and the wider humanitarian response, there is a risk that feedback collection becomes a standalone exercise that fails to close the loop with communities and does not achieve to make humanitarian projects more responsive.

FEEDBACK COLLECTION
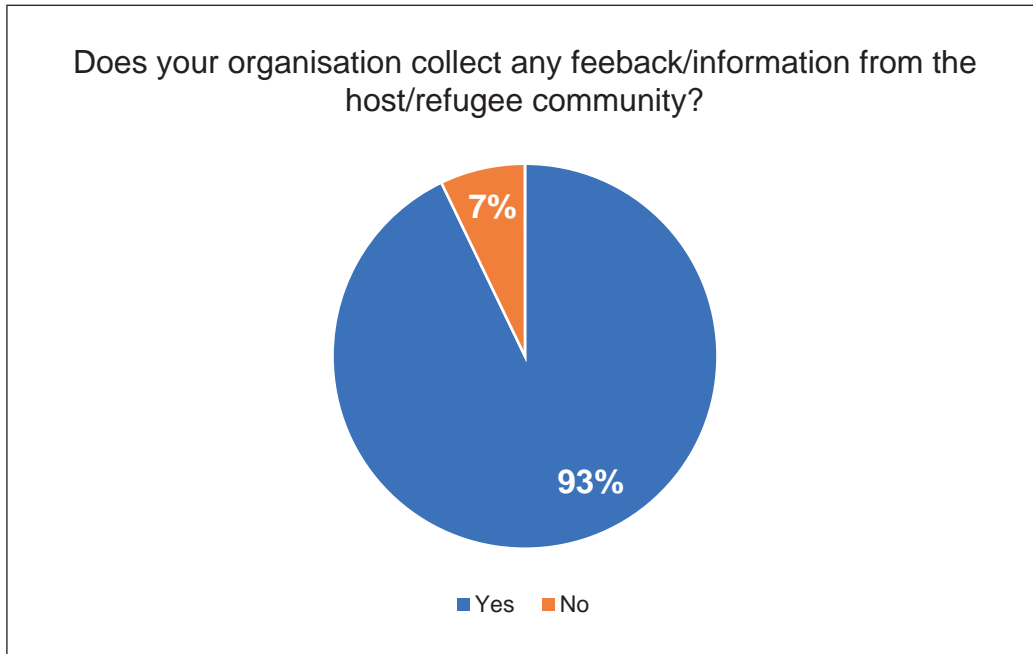
Figure 1 Feedback collection, n=42

The most common method for collecting feedback is face-to-face through field staff, which is conducted daily by over half of the organisations (see figure 2). According to the Accountability Assessment Rohingya Response Bangladesh produced by Christian Aid (CAID), based on responses from Rohingya community living in Jamtoli (Camp 15), both Rohingya men and women prefer giving and receiving feedback through individual field staff (pg. 5). This indicates that most of the organisations do use feedback collection methods that are in harmony with the preferred method of feedback collection by the community. However, the overall number of field staff is not enough to cover the whole Rohingya community.

Other commonly used feedback collection methods include feedback collection through information hubs/help desks, focus group discussions (FGDs), Majhee meetings, surveys, community committee meetings and feedback boxes.

FEEDBACK COLLECTION
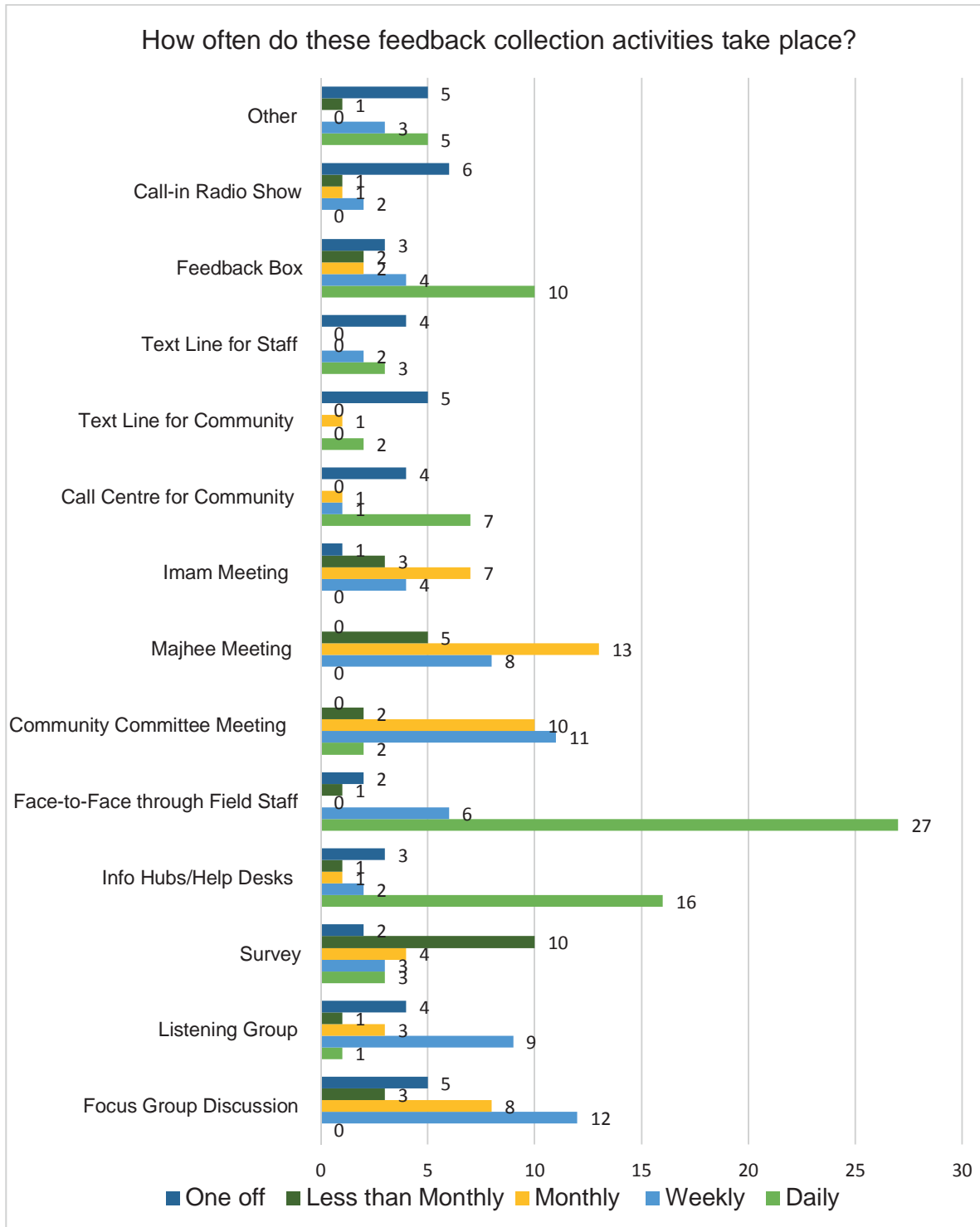
Figure 2 Feedback collection activities by number or organisation, n=39

As figure 2 shows, 27 organisations collect daily feedback through face-to-face field staff, 16 organisations collect daily feedback through information hubs/help desks, 13 organisations collect monthly feedback through Majhee meetings, 12 organisations collect weekly feedback

through FGDs and ten organisations collect feedback daily through feedback boxes.

According to CAID's Accountability Assessment , feedback and complaints boxes are the least preferred, least trusted and most ineffective accountability mechanism. Nevertheless, a lot of organisations depend on feedback boxes to engage with the community (see figure 2). While most of these organisations also use other feedback mechanisms it may be worth considering reducing the amount of feedback boxes in favour of feedback approaches that can reach a wider part of the community. However, some of the organisations using feedback boxes also do use other forms of feedback collection, indicating that even if feedback boxes are underused by the community organisations are still able to collect community feedback in other ways.

Besides the above mentioned commonly used methods, listening group, call centres for the community, Imam meeting and call-in radio shows are also used for feedback collection, however not as frequently. Figure 2 shows that six organisations used call-in radio shows as a one-off activity, seven organisations use call centres for community daily and seven organisations hold Imam meeting once a month to collect feedback.

There is some anecdotal evidence that Imams are trusted sources of information for some of the community. However, it is evident from figure 2 that aid organisations prefer to collect feedback through Majhees over Imams. It may be advisable to explore engaging with Imam's as an additional way to communicate with community leaders.

KEY FORMATS OF FEEDBACK COLLECTION

Over half of the organisations (67%) use both qualitative and quantitative methods to collect feedback. Qualitative feedback collection includes the use of text boxes, notes and audio recorders, while quantitative methods include pre-designed forms and drop-down menus.

What format do you use to collect feedback?

25%

8%

67%

■ Qualitative (text box/notes, audio recorder)   ■ Quantitative (form, drop down menu)   ■ Both
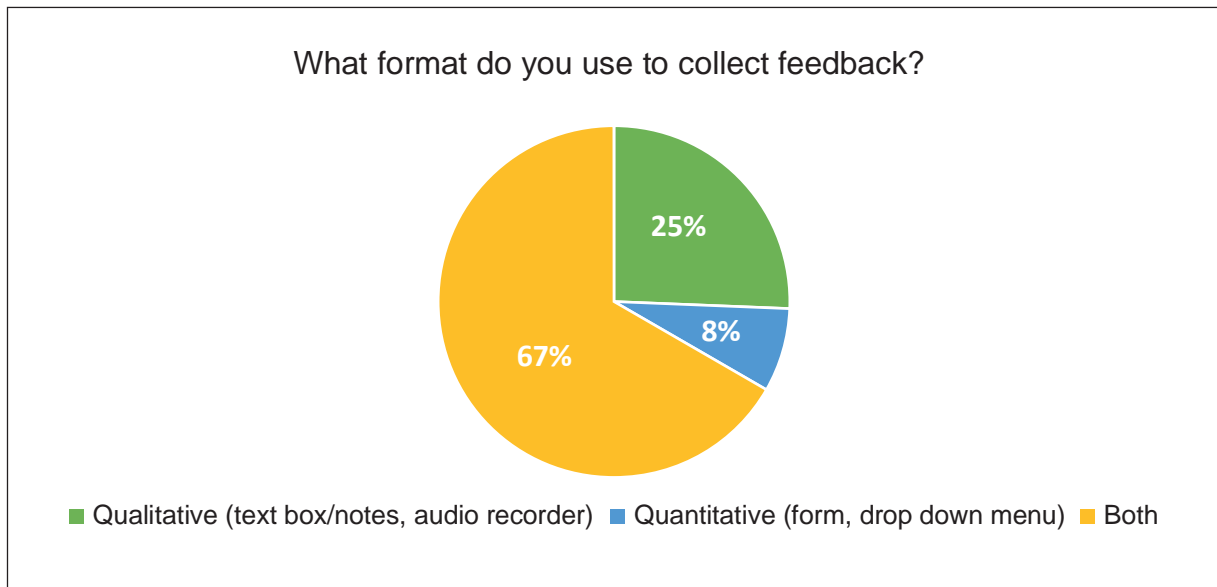
Figure 3 Feedback collection methods n=39

As figure 3 shows, 26 organisations (67%) out of 39 collect both qualitative and quantitative feedback, ten organisations use qualitative (25%) and only three organisations (8%) use exclusively quantitative formats for collecting feedback.

This suggests that humanitarian agencies tend to use a mixed format to collect feedback, which may give more freedom for communities to add concerns that lie outside pre-decided dropdown menus. Analysis of the qualitative data that agencies are collecting will give us a better idea how much communities are inclined to share input that goes beyond and outside of mandates and sectors and whether agencies are equipped to address those concerns with relevant information or actions.

4   https://www.christianaid.org.uk/resources/about-us/accountability-assessment-rohingya-response-bangladesh

LOCATION OF FEEDBACK COLLECTION ACTIVITIES

Both in the host and Rohingya community the most widely used feedback collection activities are Focus Group Discussions (FGDs). CAID's report has found that Rohingya women feel comfortable sharing feedback through (women-only) FGDs. This shows that FGDs could be a practical way of integrating women's voices and preferences.

However, face-to-face feedback collection through field staff, Majhee meetings, community committee meeting, feedback box, community committee meeting and information hubs or help desks are also widely used feedback collection methods within the Rohingya community.

Within the host community, 12 organisations conduct focus group discussions, 11 organisations conduct surveys, nine organisations depend on face-to-face through field staff and seven organisations do community committee meetings in the host community (See Annex: Table 2). This underlines that there is less continuous and perhaps more targeted feedback engagement with the host community than with the Rohingya community.

TREND TOWARDS MULTI-SECTORAL FEEDBACK COLLECTION

What does the feedback you collect relate to?

Topic	Value
The Organisation's Activities	25
Protection	21
Water, sanitation and hygiene	19
Health	19
Anything	15
Food security	14
Nutrition	13
Shelter/non-food items	13
Education	11
Site management	11
Logistics	5
Emergency telecommunications	1
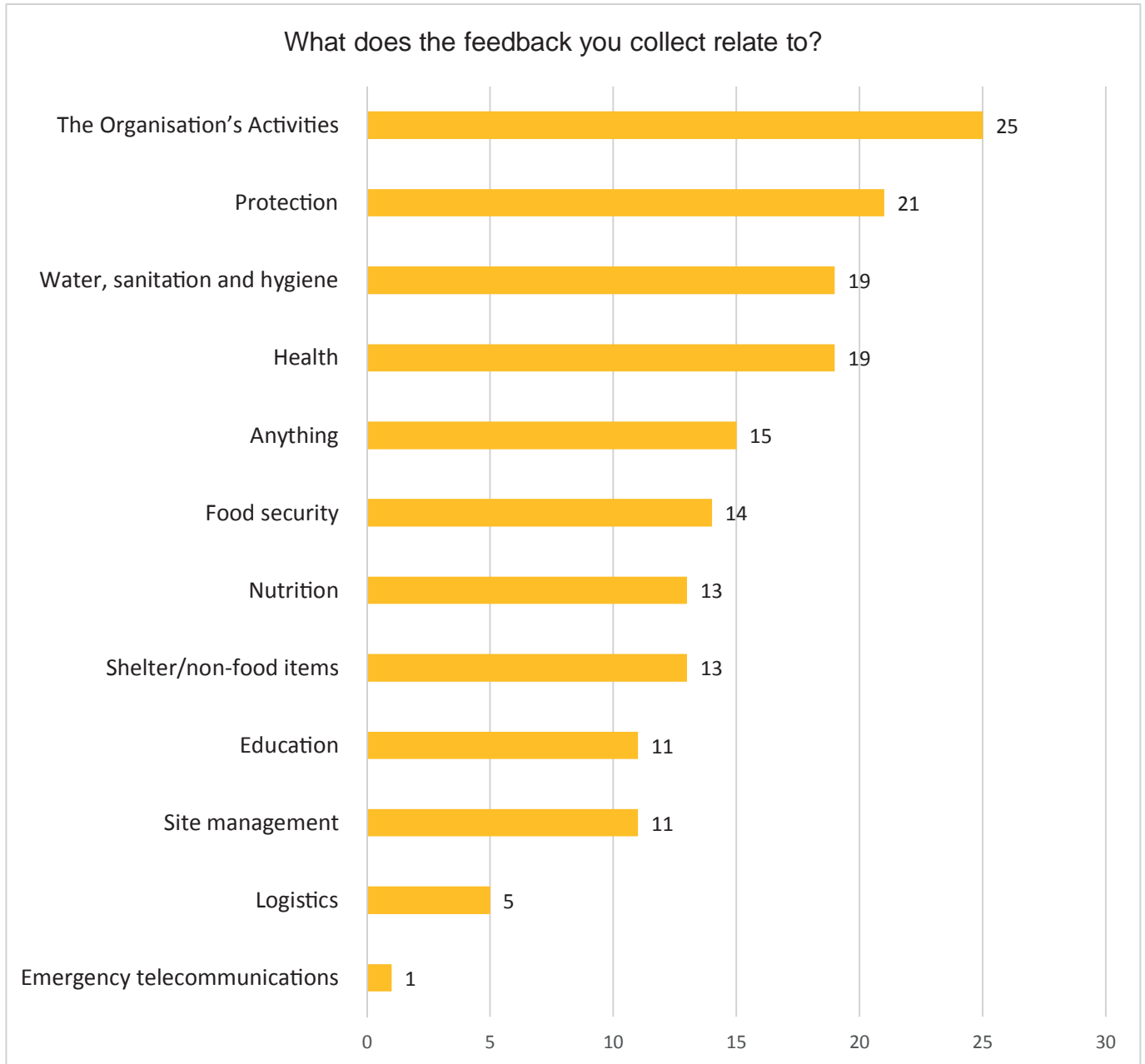
Figure 4 Feedback Collection Topics, multiple choice, n=39

As figure 4 illustrates, 15 out of 39 organisations collect feedback that relates to any topic, indicating a high number of multi-sectoral feedback collection. Over half of the organisations' feedback collection activities are related to their own organisation's activities (25) and 21 organisations collect feedback related to protection. 19 organisations' activities are related to health and water, sanitation and hygiene (WASH). This shows that a large proportion of feedback collection is cross-sectoral relating to at least two and at times more sectors. Less than half of the organisations collect feedback related to food security (14), shelter/non-food items (13), nutrition (13), site management (11), education (11), and five organisation's activities are related to logistics.

CLOSING THE FEEDBACK LOOP ?
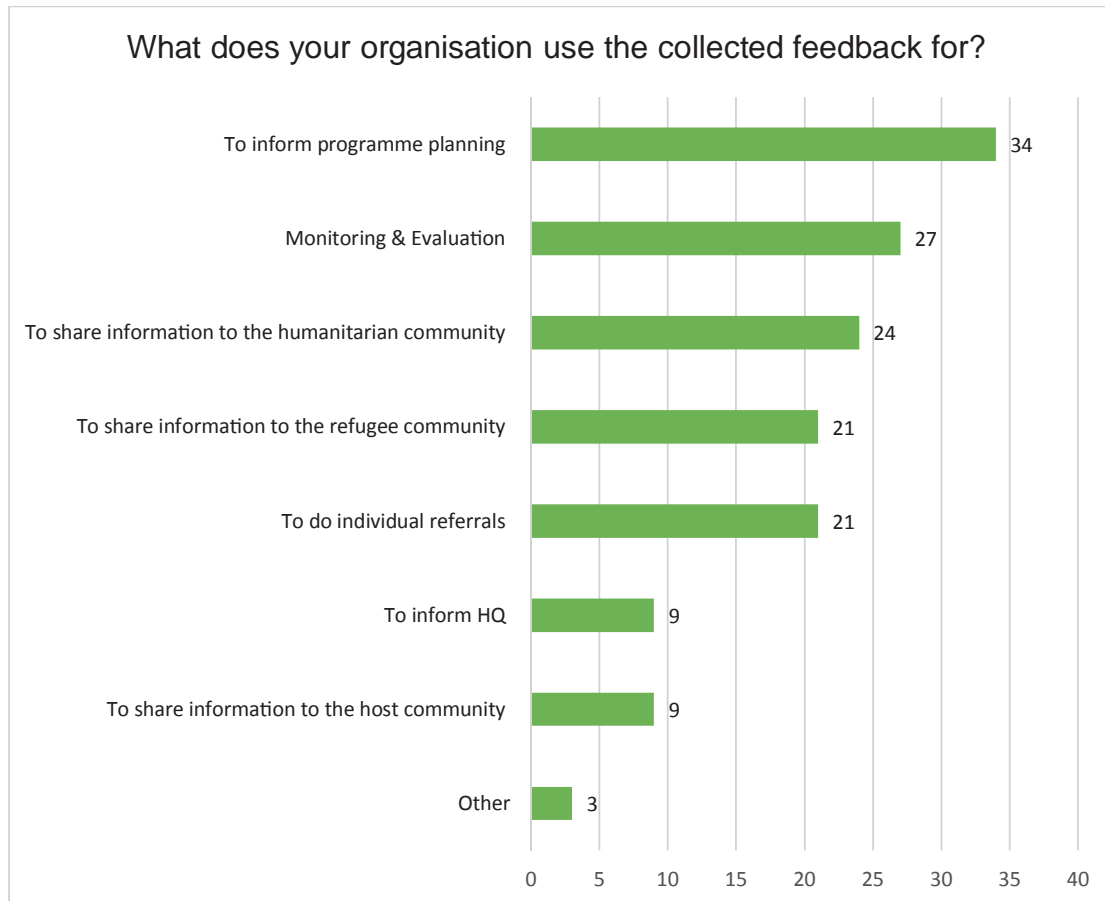
Figure 5 Use of collected feedback, n = 39

34 organisations use the collected feedback to inform programme planning (see figure 5) and 27 organisations use the feedback for monitoring and evaluation (M&E) purposes. This indicates that over half of the organisations use collected feedback to improve programme planning and effectiveness and efficiency of their provided services. However, this impact of community feedback is not necessarily shared with the community as only 20 organisations report that they share the information with the Rohingya community and 21 organisations indicate that they do individual referrals.

Only nine organisations share information based on feedback with the host community (see figure 5).

23 organisations use the feedback for sharing information to the humanitarian community. Only nine of 39 organisations use the collected feedback to inform their headquarters (HQ). This suggests that HQ does not have direct access to community feedback, which indicates that decision making on HQ level is at best based on summaries of community feedback rather than being influenced by the voices of those they aim to aide.

In summary, this showcases that there is a variety of uses for feedback. However, it is important to note that these answers are self-reported and therefore do not give clear indication on how responsive programmes actually are to community feedback or what the quality and regularity of shared communication with communities is.

FORMALISED COORDINATED FEEDBACK MECHANISMS - A GAP

Almost half of the organisations do not have any system or are currently working on a system to deal with feedback that does not fall under their organisation's remit.
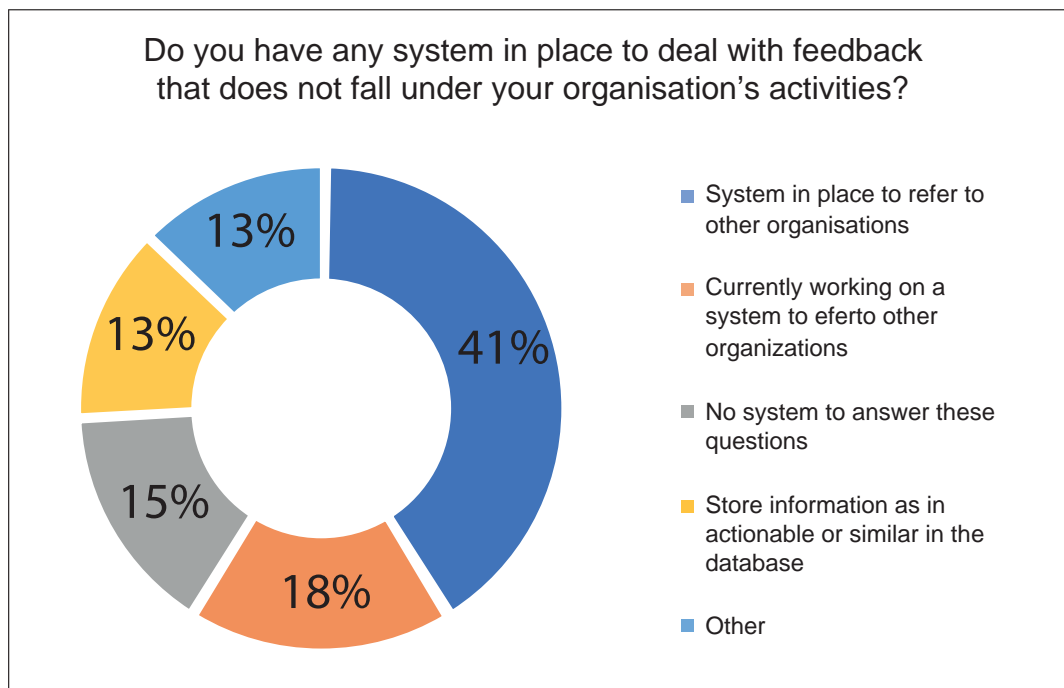
Figure 6 Referral pathways for feedback, n=39

As figure 6 shows, only 16 (41%) out of 39 organisations have a system in place to refer feedback that does not relate to their own mandate to other organisations or sectors. While, a further seven organisations are currently working on a system to answer feedback unrelated to their organisations' activities, six organisations have no system at all to deal with such feedbacks (see figure 7). Some of the organisations (five) report that they store those feedbacks as in-actionable or similar in their database, which suggests that some of the collected feedback will not be answered at all. This means that 16 organisations do not have a formalised approach to refer feedback. While some of these 16 organisations reported that they do refer feedback in meetings (for instance sector meetings) there is no structured referral mechanism. Accordingly, this shows that 59% of organisations that collect feedback at the time of writing do not have a structured mechanism to refer feedback.

This suggests that while 39 of responding organisations collect feedback, there is a need to establish systems that ensure that this feedback is linked to the wider system. This is emphasised through anecdotal reports from the CwC accountability subgroup in which some organisations shared their frustration of other organisations not following up on referred feedback.

FORMALISED COORDINATED FEEDBACK MECHANISMS - A GAP
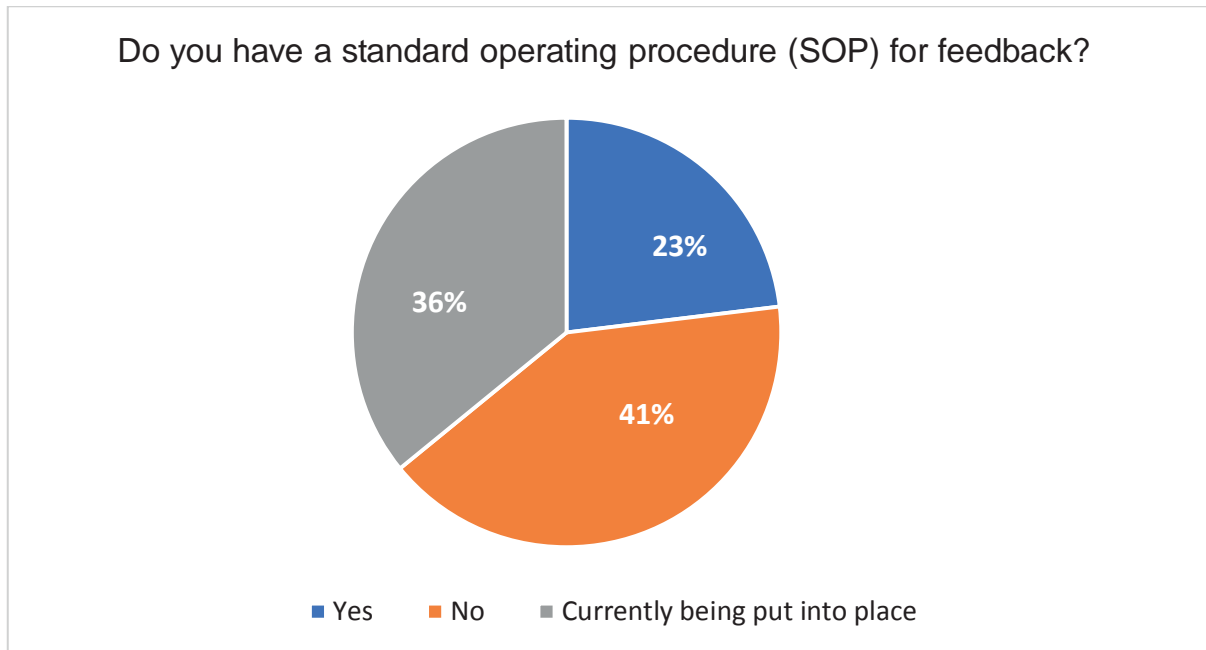
Figure 7 Standard operating procedure (SOP) for feedback, n=39

This lack of a structured approach is also highlighted by the fact that only nine organisations have a standard operating procedure (SOP) for feedback in place. While it is encouraging to see that an additional 14 organisations are working on putting a SOP for feedback into place, this means that currently 30 out of 39 organisations are collecting feedback without a system in place on how to deal with that feedback.

This suggests that while there is a trend to collect community feedback there may be gaps in closing the feedback loop, since organisations may find it hard to follow up on the feedback they collected without internal and external systems in place that support referrals and outline how to handle different types of feedback.

Overall, the data presented in figure 7 and 8 indicate that there is a need for creating a formalised system to deal with multi-sectoral feedback and have a clarity on who follows up on which feedback.

Almost half of the organisations do not have any system or are currently working on a system to deal with feedback that does not fall under their organisation's remit.

03 FIELD STAFF AND VOLUNTEERS

FIELD STAFF AND VOLUNTEERS
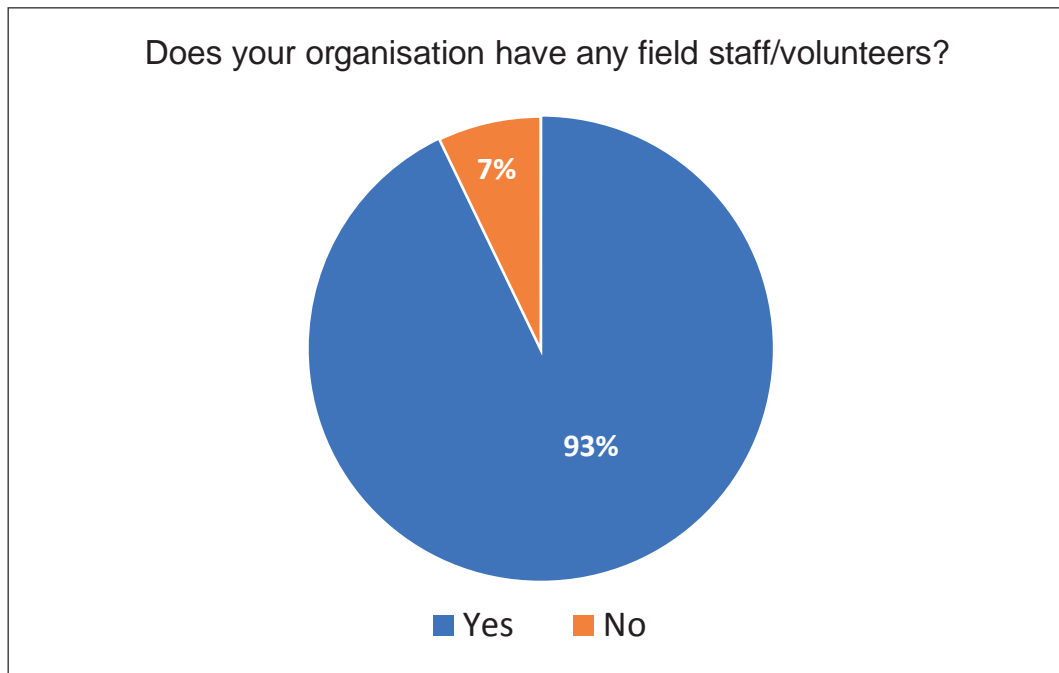
Figure 8 Field staff and volunteers, n=42

All organisation who collect feedback also have face-to-face field staff and volunteers both in the Rohingya and host communities (see figure 8). In both the Rohingya and host community the most common type of field staff/volunteers are social mobilisers.

Among the different types of field staff and volunteers working in with the Rohingya community, social mobilisers and enumerators are the most common types (see figure 9).

FIELD STAFF AND VOLUNTEERS
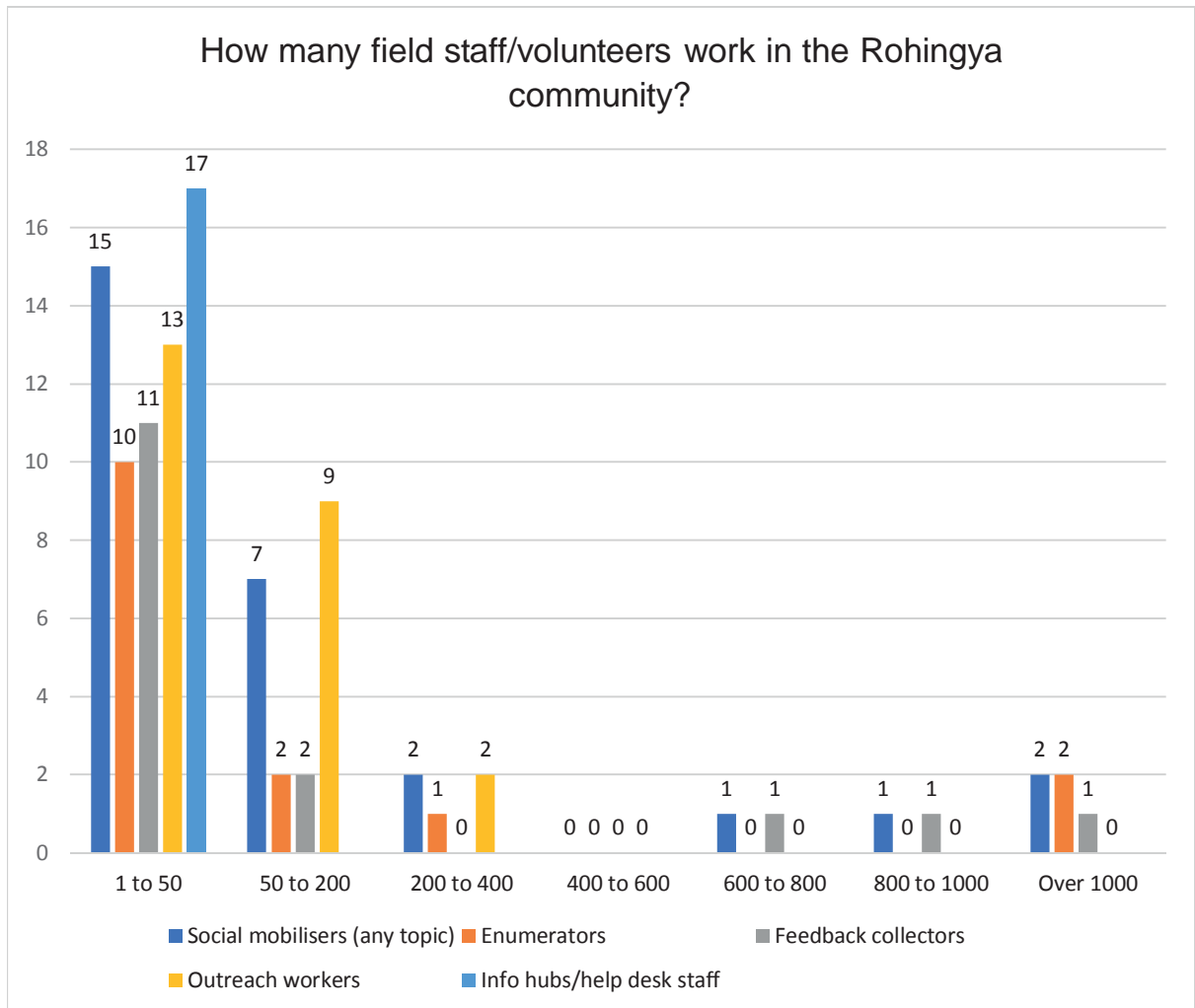
Figure 9 Total number of organisations that have face-to-face field staff in the Rohingya community, n=39

Additionally, to social mobilisers, there is a wide variety of field staff and volunteers engaging with the Rohingya community especially within lower numbers of staff and volunteers. This suggests that smaller organisations diversity the type of staff and volunteers that they employ and indicates a variety of channels through which they engage with communities. Within this range, feedback collectors come fourth place, which suggests that it could be interesting to see how the more common types of field staff and volunteers, such as social mobilisers, could be involved in feedback collection, for instance through 'downloading sessions' where they share the community concerns and questions that they heard about during their daily activities.

FIELD STAFF AND VOLUNTEERS
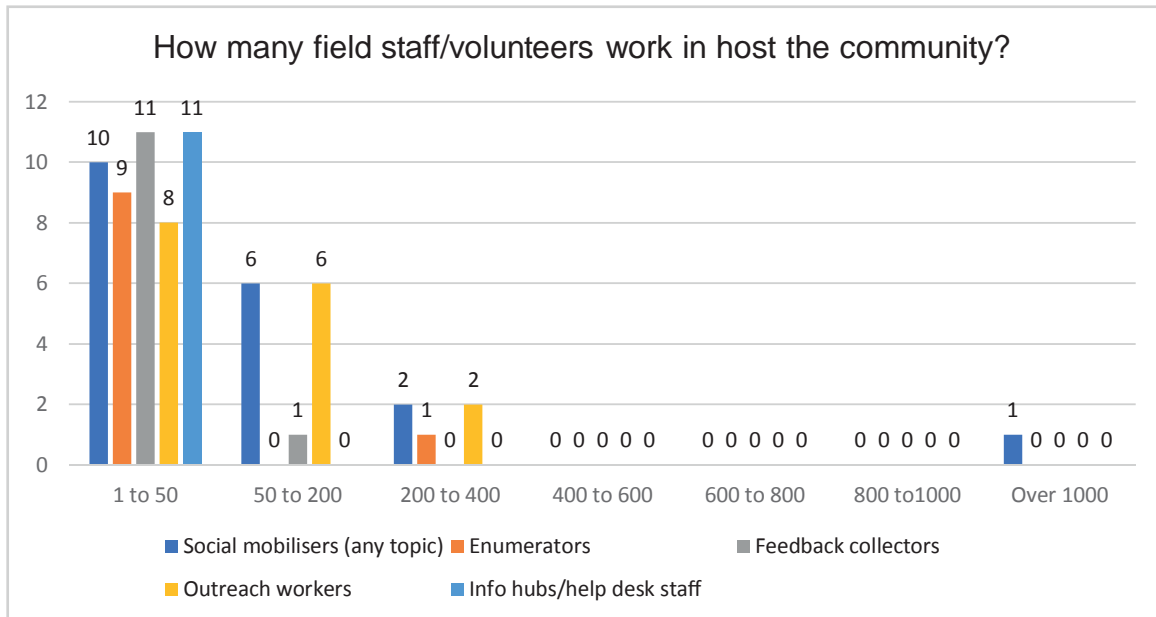
Figure 10 Face-to-face field staff in host community; n=39

Within the responding organisations, there are more field staff and volunteers working in the Rohingya community than in the host community (compare figure 9 and 10), which isn't surprising as most of the responding organisations are humanitarian organisations. However, it also highlights potential tensions that could arise with the host community from quite singular focus on the Rohingya community.

In the host community most of the field staff and volunteers are social mobilisers (see figure 10). The second most common types of field staff engaging with the host community are outreach workers followed by information hub staff. Just as with the Rohingya community it would be interesting to capture feedback other field staff and volunteers encounter when engaging with the community.
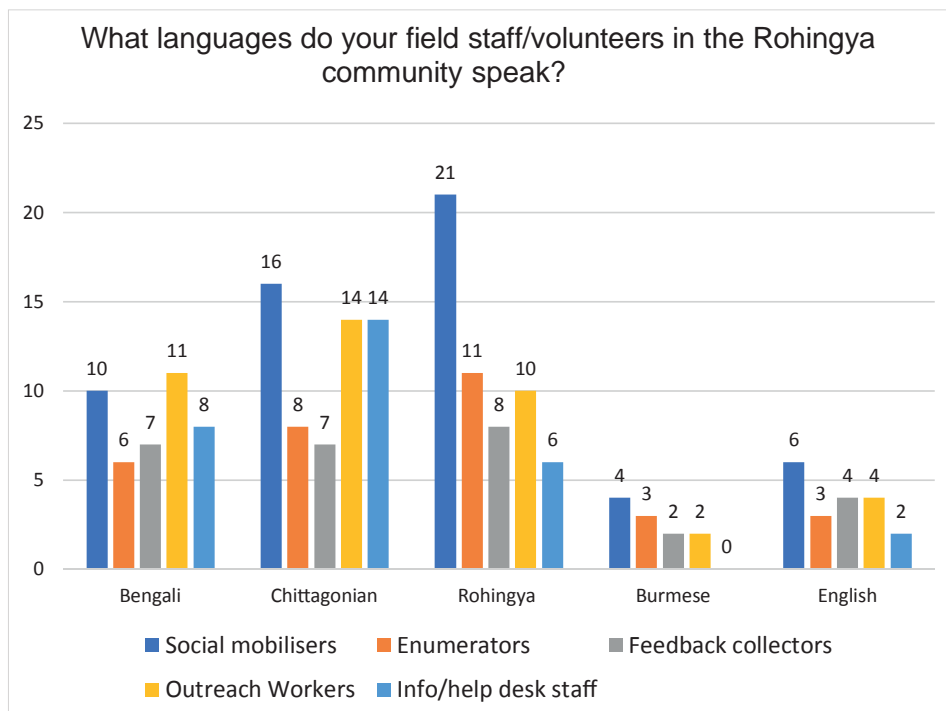
Figure 11 languages spoken by field staff/volunteers in Rohingya community n=39

FIELD STAFF AND VOLUNTEERS

21 out of 39 organisations shared that their social mobilisers speak Rohingya, which indicates that most social mobilisers are Rohingya volunteers. Burmese, English and Bangla are the least used/spoken languages by the all types of field staff that work with the Rohingya community (figure 11).

For info/help desk staff and outreach workers the most commonly spoken language is Chittagonian, which indicates that these positions are filled with staff from the local host community rather than from within the Rohingya community. This may be related to guidelines that restrict the hiring of Rohingya refugees. While this shows that some individuals from the host community may benefit from job opportunities with humanitarian organisations, this also shows that key roles in feedback collection and community engagement are filled by individuals that do not belong to the Rohingya community and although Chittagonian and Rohingya are related languages, having to express yourself to someone who doesn't speak your own language creates an extra hurdle, especially for those who are least likely to come forward. Equally challinging is having to capture sometimes sensitive and nuanced feedback from one language to another, without losing the relevant detail.
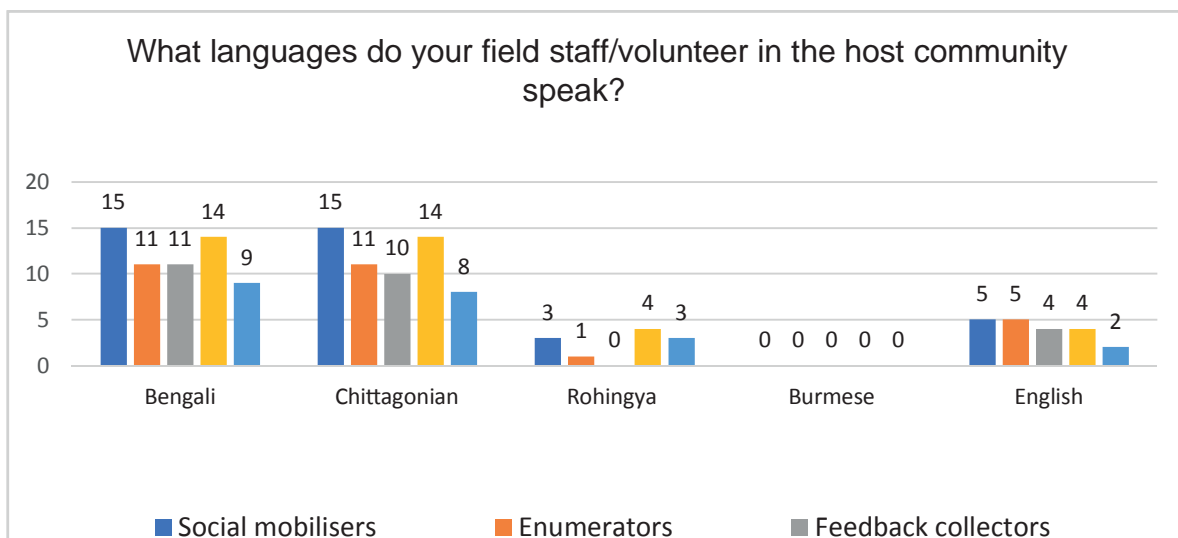
Figure 12 Spoken languages by field staff/volunteers in host community n=39

Most of the field staff working in the host community speak Bangla and Chittagonian, which indicates that organisations hire locally rather than only from the capital. It comes as no surprise, that Rohingya and English are the least spoken languages in host community (figure 12).

|04   INFORMATION SHARING

INFORMATION SHARING

Do you share any information with the host/refugee community?

7%

93%

■ Yes ■ No
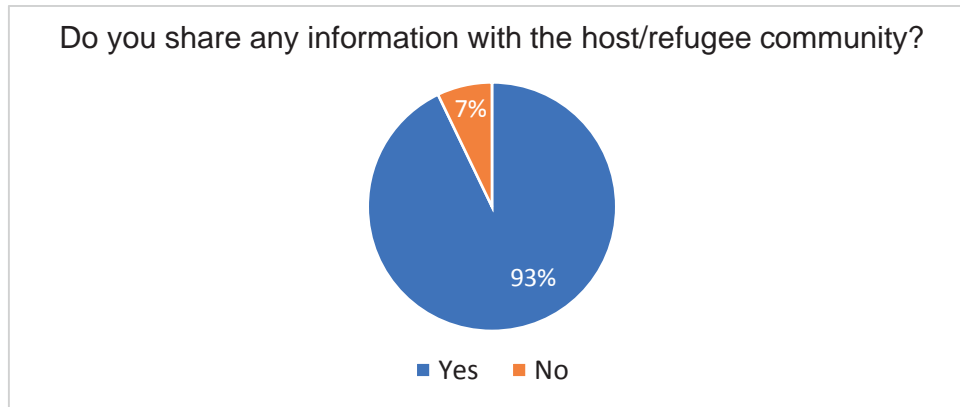
Figure 13 Information sharing n=42

All (39 organisations; 93%) organisations who collect feedback also share information (see figure 13). However, this information does not necessarily relate to the feedback they collect (figure 14). This means that while there is a high amount of communication aimed at the community, that communication is not necessarily responsive to community feedback. Both CAID and Internews reports have also found that programmes often could be more responsive and timely and include the community more in the decision-making process.

What kind of information does your organisation share?

35
30
25
20
15
10
5
0

31 — Service announcement relating to specific activities
23 — Answers to frequently asked questions
20 — Answers to individual questions
19 — Information related to your organisations mandate
6 — Others
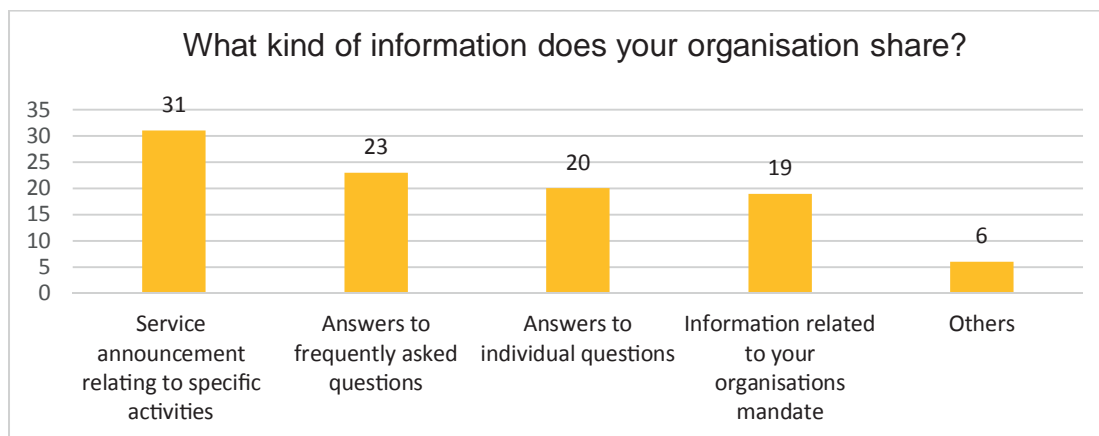
Figure 14 key content sharing n=39

Figure 14 shows that most of information shared with the community are service announcement related to specific activities (31), which shows that over half of the organisations who collect feedback mainly use one-way communication. It is encouraging that 23 organisations share information regarding frequently asked questions. While not every organisation may have the capacity to answer individual community questions, establishing a referral mechanism would mean that organisations could at least point towards other organisations that do have the ability to answer community questions.

INFORMATION SHARING

What is the information you share based on?
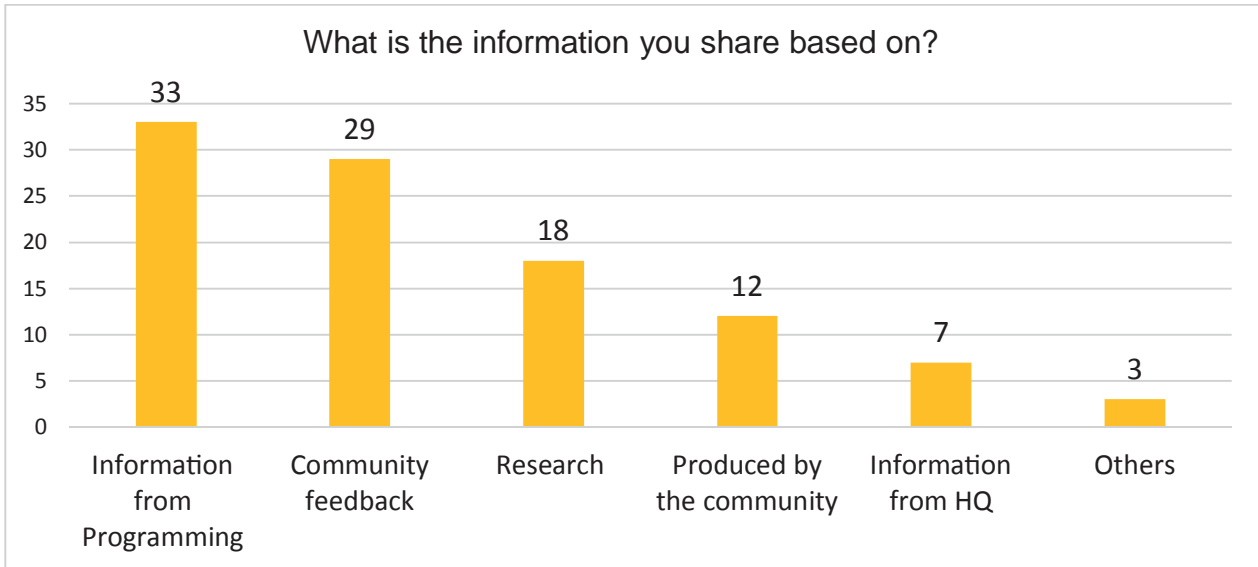
Figure 15 Sources of the shared information, n=39

33 out of 39 organisations base the information they share on their programme (figure 15). 18 organisations' information is based on research. 12 organisation's information are produced by the community. Seven organisations share content based on information from their headquarters. While the majority of organisations derive their content from their own programme, it is heartening to see that 29 out of 39 organisations base their content on community feedback.

LANGUAGES USED TO SHARE INFORMATION

In which languages does your organisation share information?

Video for refugee community
- English: 1
- Burmese: 1
- Rohingya: 3
- Chittagonian: 2
- Bangla: 3

Face to face information to refugee community
- English: 8
- Burmese: 2
- Rohingya: 19
- Chittagonian: 22
- Bangla: 16

Audio content for refugee community
- English: 0
- Burmese: 1
- Rohingya: 8
- Chittagonian: 5
- Bangla: 2

Leaflets/posters/written updates for refugee community
- English: 15
- Burmese: 9
- Rohingya: 4
- Chittagonian: 4
- Bangla: 15

Leaflets/posters/written updates for host community
- English: 7
- Burmese: 1
- Rohingya: 0
- Chittagonian: 0
- Bangla: 14

Face to face information to host community
- English: 3
- Burmese: 0
- Rohingya: 4
- Chittagonian: 11
- Bangla: 17

Audio content for host community
- English: 0
- Burmese: 0
- Rohingya: 1
- Chittagonian: 4
- Bangla: 4

Video for host community
- English: 2
- Burmese: 0
- Rohingya: 0
- Chittagonian: 3
- Bangla: 6

Leaflets/posters/written updates for field staff
- English: 14
- Burmese: 3
- Rohingya: 1
- Chittagonian: 1
- Bangla: 15

Face-to-face information to community leaders (majhee, imam, women leader)
- English: 7
- Burmese: 2
- Rohingya: 15
- Chittagonian: 22
- Bangla: 17

Other
- English: 1
- Burmese: 1
- Rohingya: 1
- Chittagonian: 1
- Bangla: 2

Legend: ■ English ■ Burmese ■ Rohingya ■ Chittagonian ■ Bangla

Figure 16 Languages used to share information by organisations; n=39

LANGUAGES USED TO SHARE INFORMATION

Figure 16 shows that 19 organisations out of 39 share face-to-face information with the refugee community in Rohingya and 15 organisations share face-to-face information in Rohingya with community leaders. Three organisations produce video in Rohingya, eight share Rohingya audio and 15 share face-to-face information in Rohingya with community leaders. However, there is still a surprising number or organisations using Bangla to communicate with the Rohingya community: three organisations share Bangla video content, 16 use Bangla for face-to-face information sharing with the community, 15 organisations produce written content in Bangla, and 17 indicate they use Bangla for face-to-face information sharing with Rohingya community leaders.

This high number of Bangla based activities is quite concerning. According to the Internews Information Assessment only 4% Rohingya speak Bangla within the Rohingya community and even amongst Rohingyas living in the host community only 36% Rohingya speak Bangla. Continuing to use Bangla to share information when 96% of the population does not understand it clearly shows a gap in communication.

Overall there is a high number of organisations that indicate that they use Chittagoninan to engage with the community . While Chittagonian and Rohingya are linguistically similar to each other, there are key differences in some terms between Chittagonian and Rohingya . Thus, organisations need to clearly understand and take practical initiatives to overcome these differences.

05 INFORMATION SHARING

CWC CAPACITY: IN-HOUSE PRODUCTION CAPACITY AND TOOLS

Most (29) organisations have in house capacity to produce text (see figure 17). 15 organisations can produce video, 14 have graphic design capacity and 13 organisations can produce audio. This shows that only very few organisations have in-house capacity to communicate with communities through other channels than text or face-to-face. However, some of these organisations may outsource this kind of production to communication specialists.
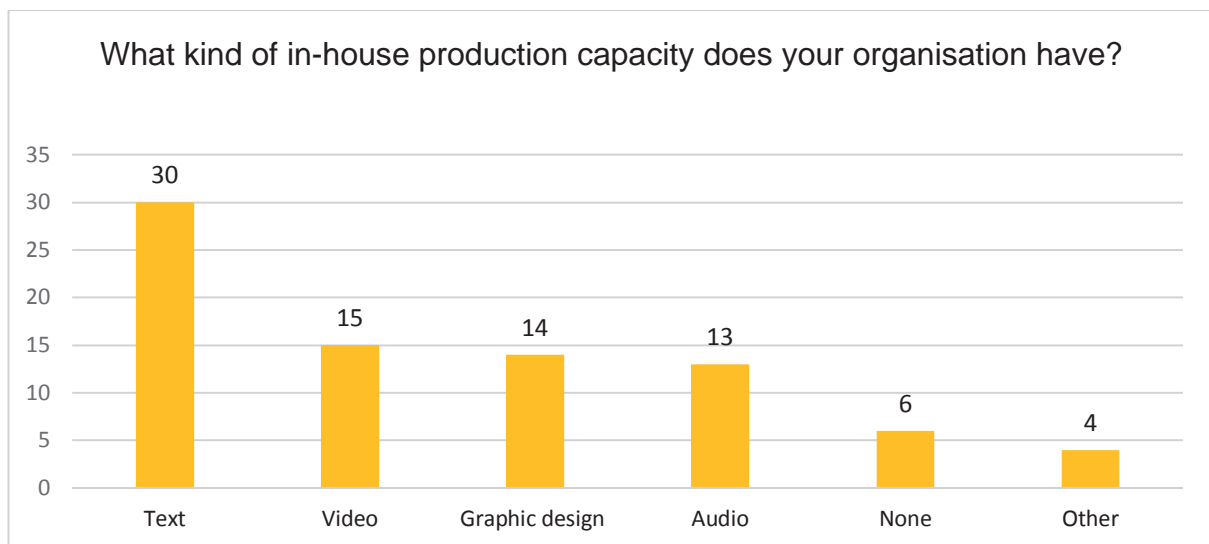
Figure 17: In-house production capacity for information sharing; n= 39

However, the CAID report concluded that text is the least preferred and most ineffective method for accountability mechanisms. As the majority of the Rohingya are illiterate, the reliance of most of the organisations on text may be problematic when trying to reach a wider audience.

5   The local dialect of Chittagong district and Cox's Bazar

6   for more on the differences between Chittagonian and Rohingya, see the work that Translators without Borders is doing in the Rohingya Response: https://translatorswithoutborders.org/rohingya-zuban

AVAILABILITY OF TOOLS FOR INFORMATION SHARING
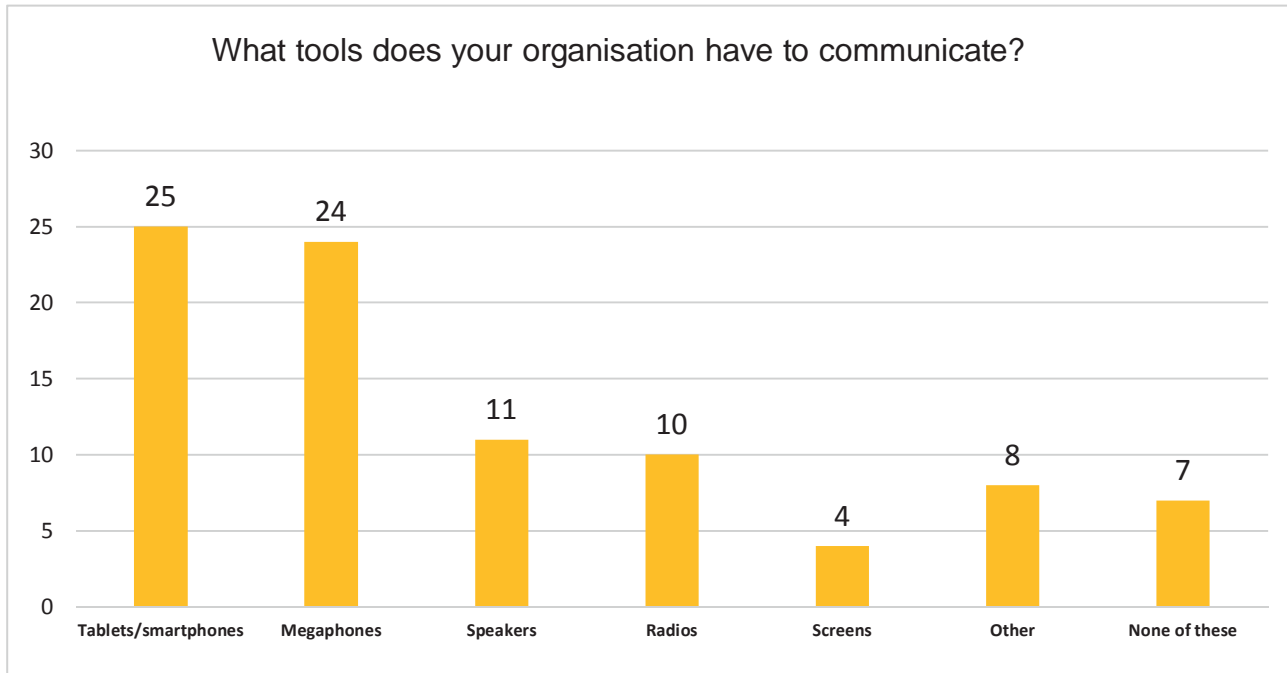
Figure 18 Available tools for sharing information (n=42)

More than half of the organisations have tablets or smartphones and megaphones. As figure 18 shows that 26 organisations have either tablets or smartphones, and 24 organisations have megaphones This shows an investment into mobile communication tools, which will be useful during the rainy season, when mobility is more challenging than during the dry season.

06 COMMUNITY BASED ACTIVITIES

COMMUNITY BASED ACTIVITIES
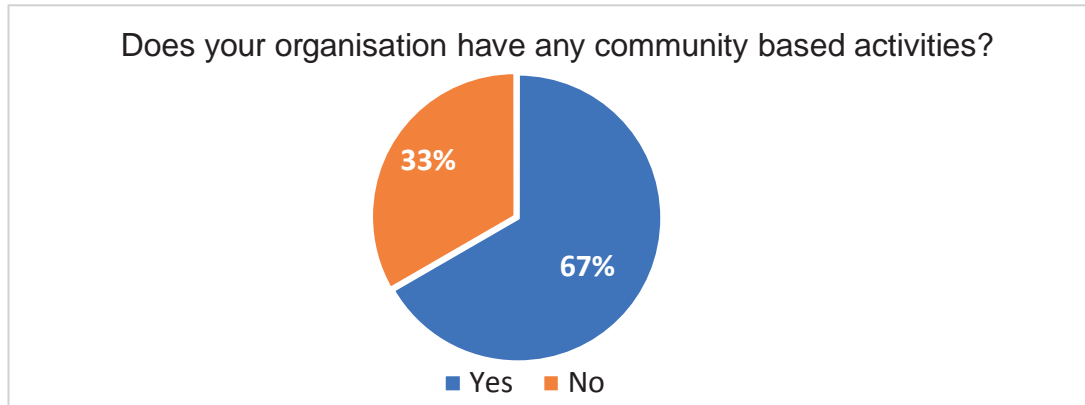
Figure 19 Community based activities n=42

28 organisations (67%) implement community based activities (see figure 19), which take place through five key activities: women's groups, groups for the elderly, youth groups, sports groups and drama groups.
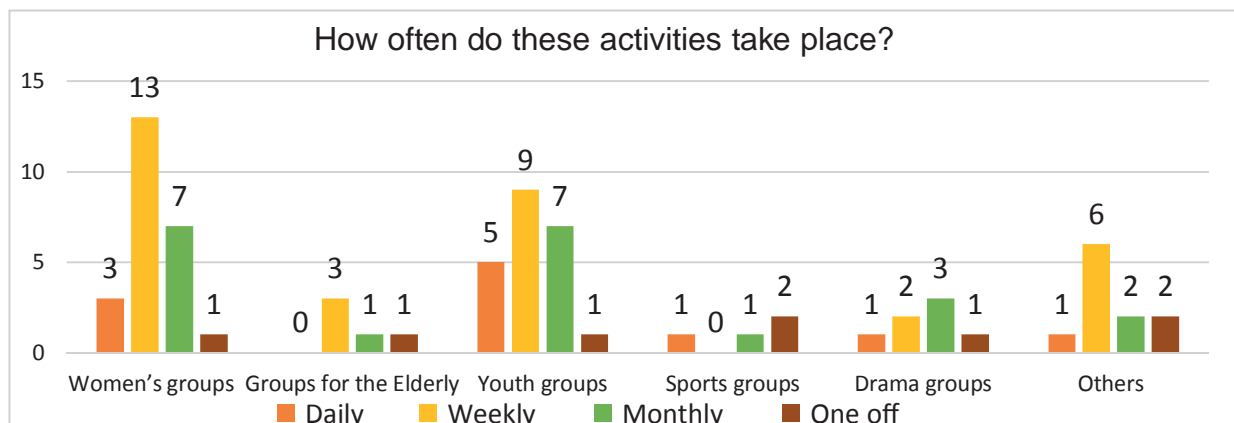
Figure 20 Frequency of community based activities, n=28

As figure 20 highlights, most of the activities take place weekly or monthly. Among all the groups women's group are the most frequent group followed by youth groups. Figure 20 shows that 13 organisations conduct weekly women's groups, seven organisations conduct women's groups monthly and three organisations do so daily. This underlines, humanitarian organisations actively trying to include women. While it should be investigated further how functional these groups are and how diverse, the high number of women's groups shows them as a potential pool for feedback of more vulnerable community members. Similarly, youth groups could be an additional channel to include more diverse voices in feedback channels.

The figure of groups for the elderly is comparatively low with only three organisations having weekly activities and one organisation indicating monthly meetings. This is especially problematic as these groups could be the only way to engage with elderly community members and collect their feedback.

Overall, there is a variety of community activities available, which could serve as an additional way to engage community members in feedback.

07 INFORMATION HUBS/HELP DESKS

INFORMATION HUBS/HELP DESKS
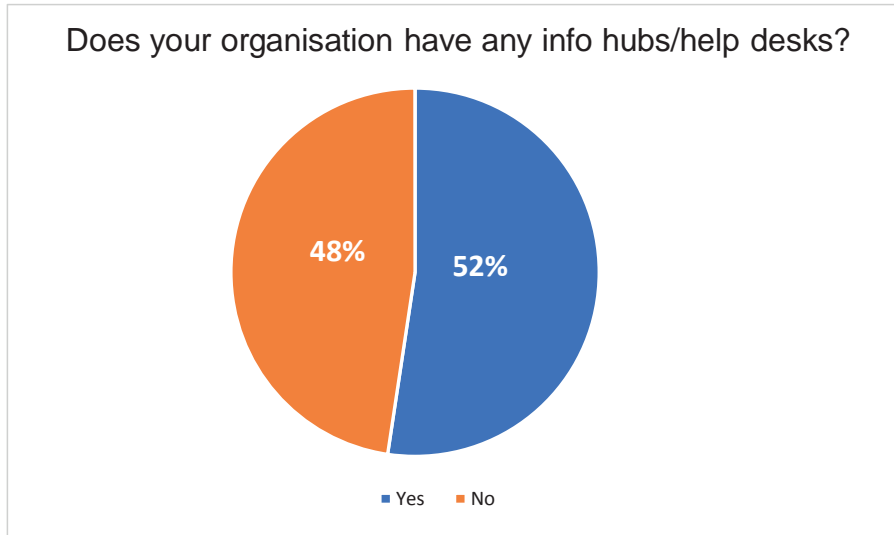
Figure 21 Availability of info hubs/help desks n=42

Over half of the organisations (52%; 22 organisations) indicate they have information hubs or help desks (see figure 21). These 22 organisations have 148 staffed information hubs or help desks (see table 7 in annex). This underlines that info hubs could be a key resource of organisations to communicate with communities. However, it is crucial to remember that info hubs are static and therefore might not be reachable by the most vulnerable members of the community. Further, extreme weather events may impact their accessibility and functionality.
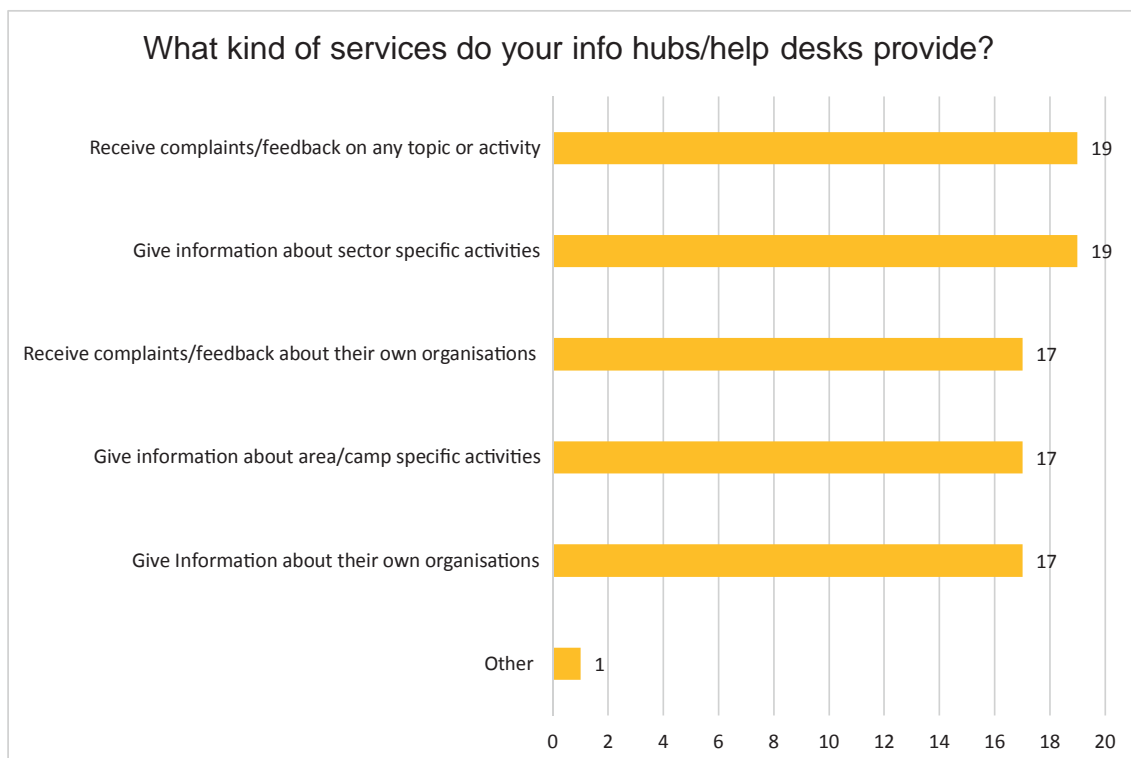
Figure 22 Services provided by info hubs/help desks; n=22

Figure 22 shows that 19 out of 22 organisations that have info hubs collect complaints and feedback on any topic and/or activity – making them into multi-sectoral information and feedback hubs. Within these 22 organisations 19 organisations also provide services related to sector specific activities. 17 organisations focus on giving information about their own organisations and camp/area specific activities. This further underlines the necessity to link these info-hubs to each other, but also to ensure that they are connected to the wider humanitarian system.
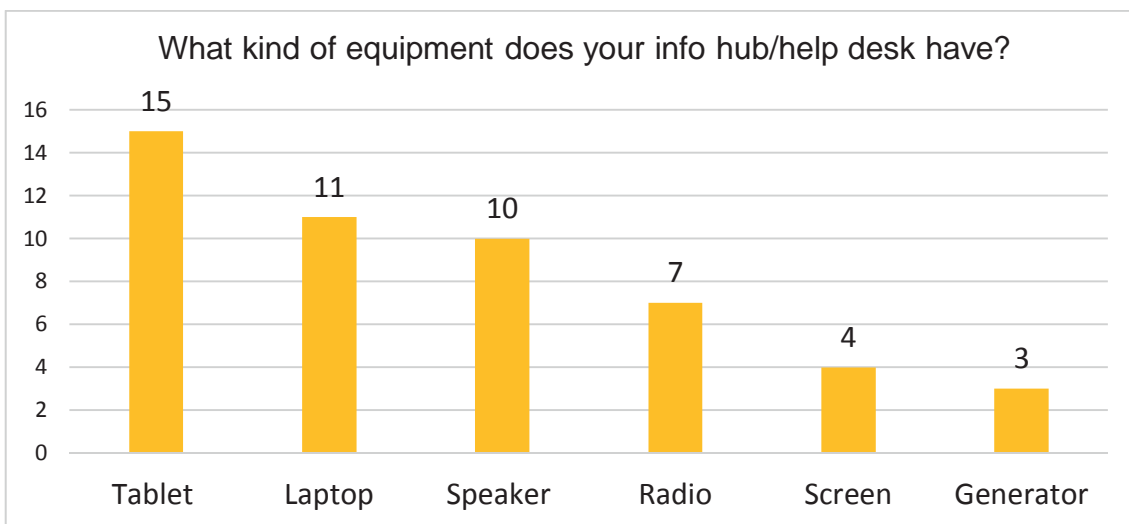
Figure 23 Info hub/help desk equipment n=22

Tablets are the most common equipment found in different organisations' information hubs (figure 23). Further, 11 organisations indicate they have laptops and ten organisations have speakers in their information hubs. Seven organisations shared that their info hubs have radios, four stated they have screens and three organisations have a generator in their information hubs/help desks. This indicates that on the one hand there is a variety of communication tools available in info hubs but on the other hand that info hubs currently do not have a common standard of equipment and perhaps could be utilised further with more diverse media resources.

FIELD DESKS - ANOTHER PHYSICAL SPACE TO ENGAGE COMMUNITIES?
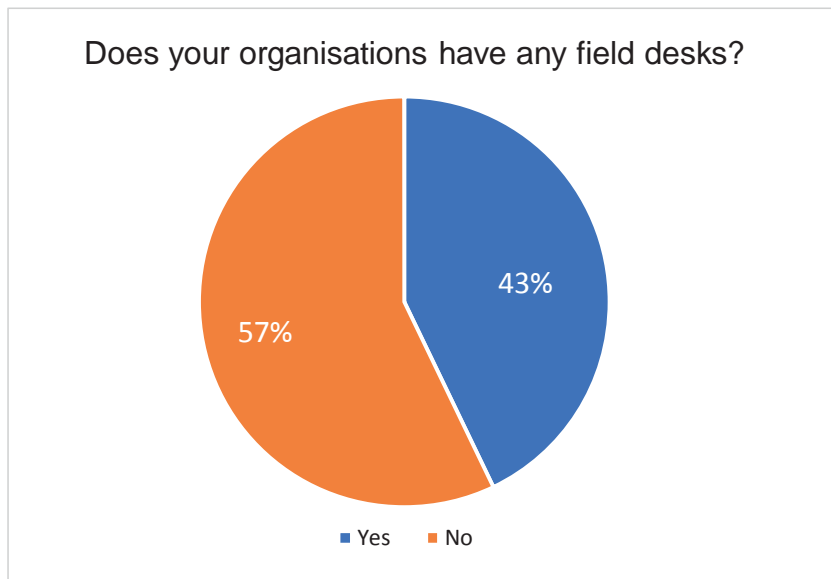
Figure 24 Organisation's availability of field desks

The survey also asked about field desks that are not multi-sectoral information hubs to map other points of contact with the community which could be utilised for CwC activities. Figure 24 shows that 18 organisations (43%) have field desks. Almost all of these organisations have at least one field desk in each camp and one field desk in the host community (see annex VII). The best served camps are Jamtoli (Camp 15) and Camp 16, which are served by more than 5 field desks in each camp.

While these field desks are not multi-sectoral info hubs, they nevertheless are additional static points of communication for the community. This suggests that these field desks could be utilized to share other kinds of information and become additional points of information.
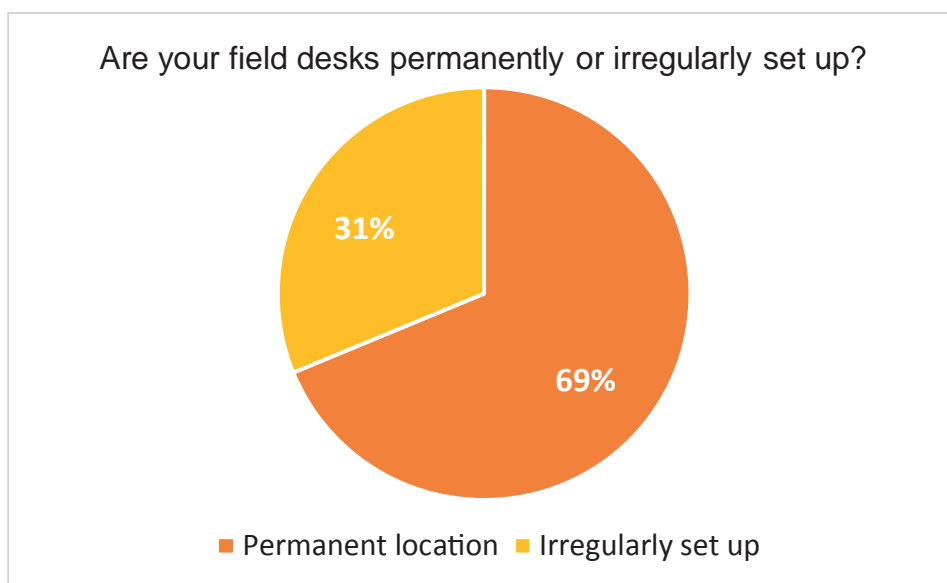
Figure 25 Field desks, permanent or irregular set up n=16

Only four organisations (31%) have irregularly set-up field desks. This shows great potential for additional engagement with communities as these are continuous points of contacts.

|08

EXPANDING CWC ACTIVITIES: A CLEAR SIGNAL FOR THE IMPORTANCE OF CWC

25 organisations (64%) plan on adding additional feedback collection activities and further nine organisations might add additional feedback collection activities (figure 26). This shows a great interest of organisations to get involved in feedback collection, but also underlines the need to connect these different feedback loops better. The uptake in feedback collection also offers a great opportunity to build mechanisms that link different feedback loops in the overall response, on a site and sector level.

EXPANDING CWC ACTIVITIES: A CLEAR SIGNAL FOR THE IMPORTANT OF CWC
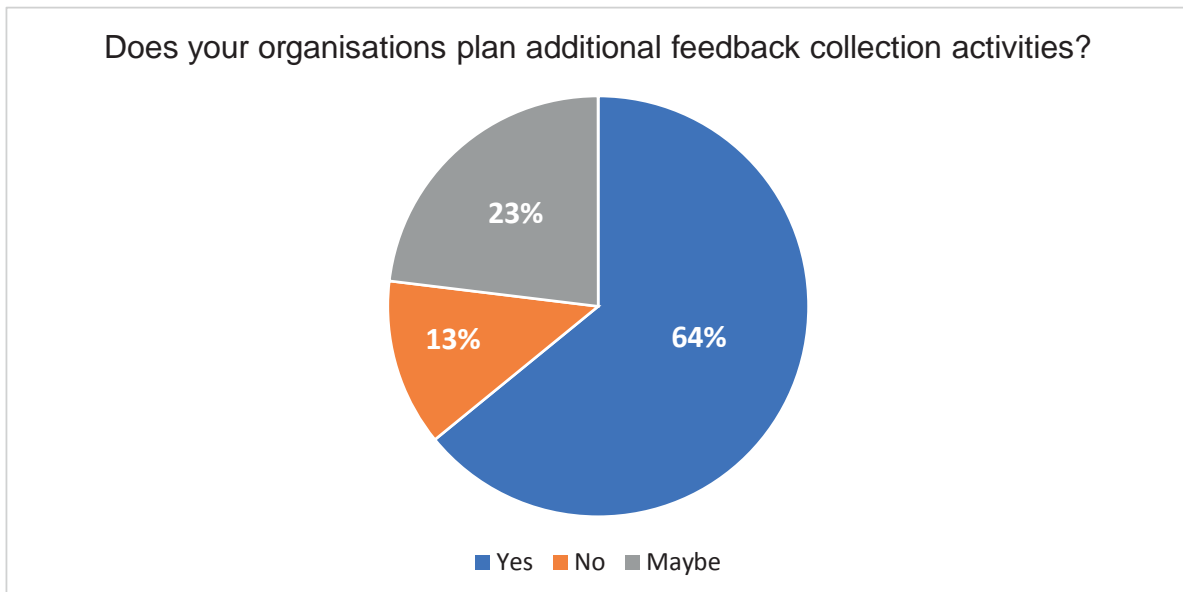
Figure 26 Additional Feedback Collection Activities, n=39

Most of the organisations plan on additional feedback collection activities in Rohingya community rather than in the host community (see figure 27). 22 organisations want to add feedback collection activities through face-to-face field staff and community committee meetings as feedback collection activities within the refugee community. The second highest choice were plans to add FGDs and surveys for feedback collection activities in Rohingya community. This shows an overall trend towards community engagement.

There is also a high number of organisations (18 out of 34 organisations) which plan additional feedback boxes. However, based on both CAID and Internews report, feedback boxes do not count to the most effective methods of feedback collection within the Rohingya community.
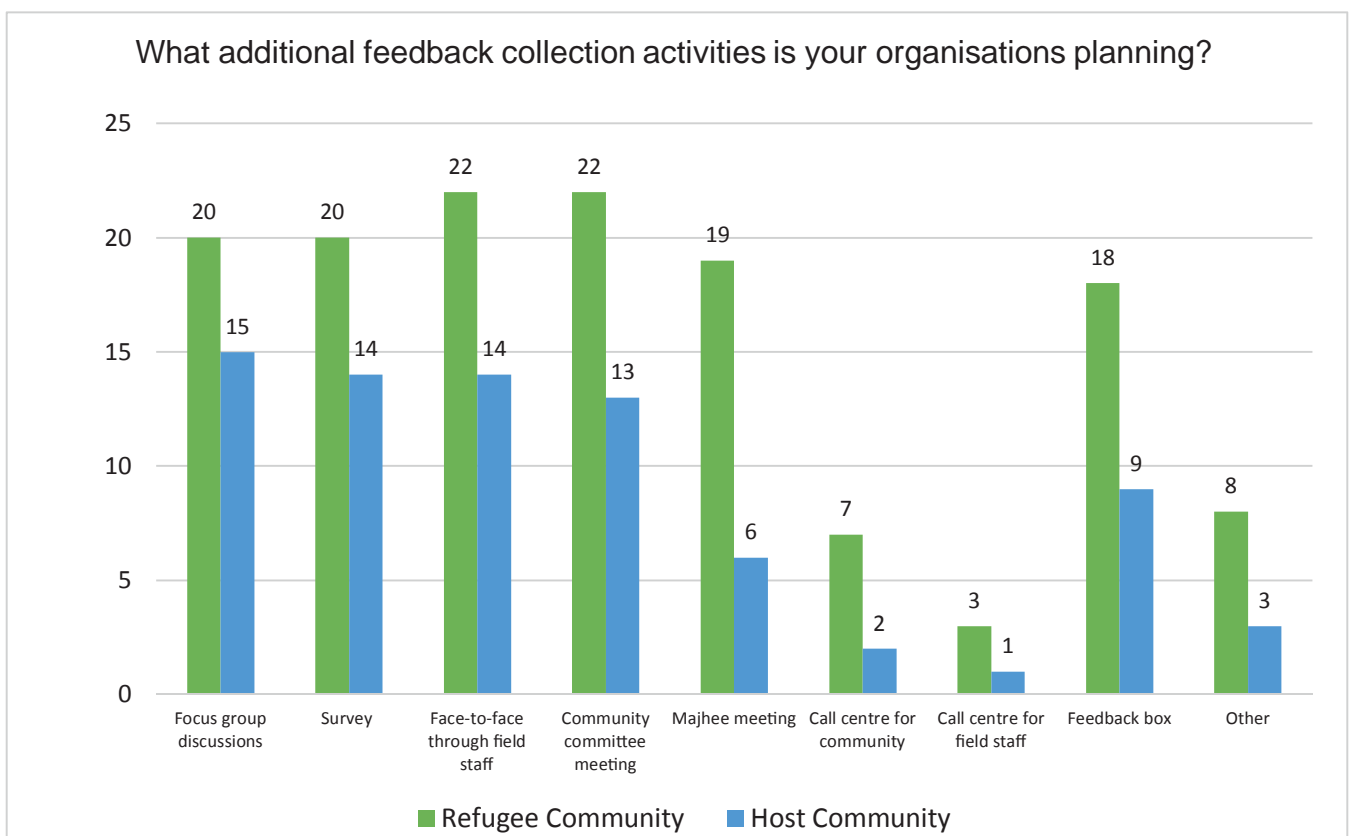
Figure 27 Additional feedback collection activities in host and refugee community; n=34 organisations

21 organisations (54%) are certain they will hire more information and communication staff (see figure 27). An additional 11 organisations (28%) indicated that they are considering hiring more of communication staff/volunteers. This means that out of 39 organisations 32 agencies (82%) are planning to hire more CwC staff and only seven organisations do not plan to hire additional information and communication staff. This once more underlines a strong interest in expanding CwC activities.
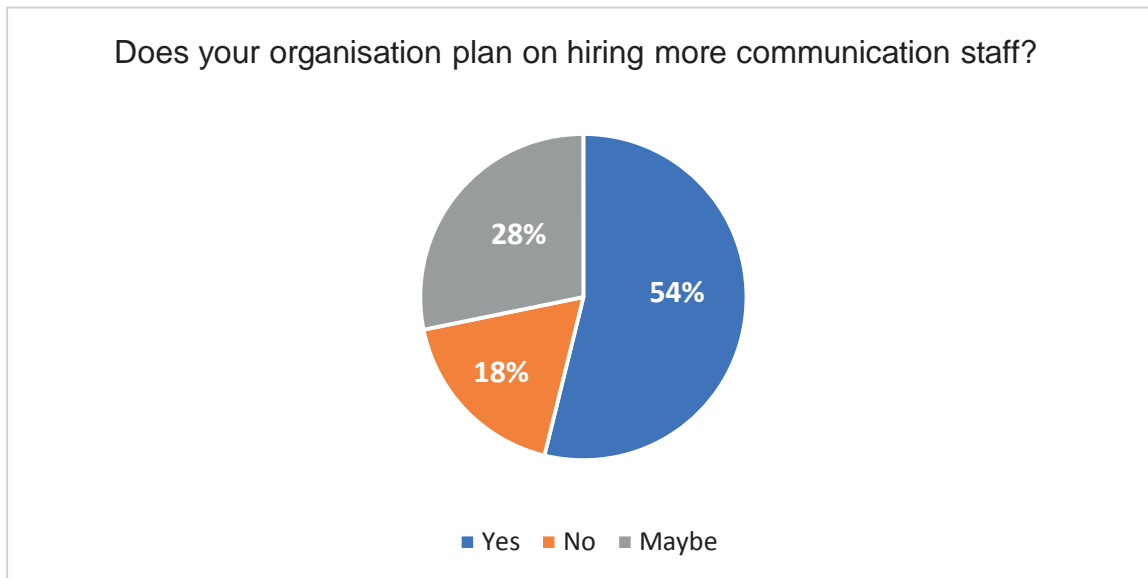
Figure 28 Hiring of additional info/communication staff; n=39

This trend to expand CwC activities is also clear when it comes to expanding the reach of information hubs and help desks. Among the 22 organisations who have information hubs/help desks, 15 organisations (68%) plan to build more information hubs/help desks and four further organisations (18%) might add information hubs/help desks in the future – this indicates that there may be as much as 19 organisations (86%) building more info hubs. This emphasises the need for a collaborative strategy to utilise info hubs in a cohesive manner.
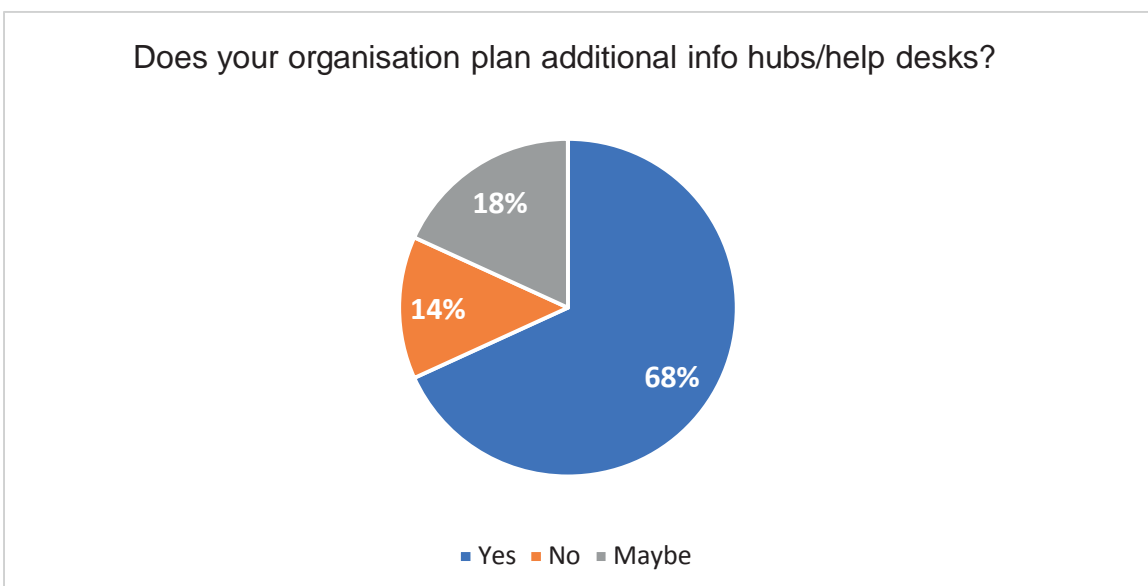
Figure 29 Additional info hubs/help desks; n=22

In conclusion agencies show a clear interest and commitment to heighten CwC efforts in the Rohingya response and this is partially also true for the host community.

09

CONCLUSION

Overall, the survey results clearly indicate a strong interest in implementing and expanding CwC activities with a strong focus on feedback collection.

However, the downside of this trend is a lack of structure that suggests that organisations while keen to 'tick the feedback box' may struggle to implement these activities thoroughly. The speed at which organisations are adding these kinds of activities calls for strong coordination to link these different activities together and ensure that they are working in harmony rather than in isolation. Further, clear guidance on minimum standards is needed to elevate this investment into CwC into activities that truly answer community needs rather than becoming an added burden.

The more feedback is collected without systematic mechanisms that ensure the follow up on this feedback, the more these activities are in danger of becoming at best tiring and at worst antagonising for the communities' humanitarians are aiming to serve. This "feedback-fatigue" is potentially under-estimated, but an important contributing factor to the more commonly known "survey fatigue" among the affected population. Because when feedback does not inform decisions and make programmes more responsive, why would communities give feedback in the first place?

RECOMMENDATIONS

1. Humanitarian agencies should commit themselves that when information is collected among the affected population, they also should inform the same people about what they are doing with this information, show the linkages with their service-delivery and provide information based on the feedback they have collected. This is crucial to avoid the infamous "survey-fatigue" and improve transparency and accountability. A feedback mechanism is not complete, without information provision back to the community being included into the design.

2. Feedback should be shared better across agencies and sectors to avoid crucial information getting lost that might not directly relate to a specific mandate or sector, but can be crucial for another actor or highlight issues that are cross-cutting or outside the regular scope of the humanitarian system.

3. Humanitarian agencies should agree on a more formalised way to link different feedback mechanisms, connect feedback collection to the referral systems of site management and protection sectors, but also make sure that these "closed" systems that ensure privacy and protection of individuals also are feeding into the CwC-efforts to bring issues forward, allow the communities to discuss them and involve them in finding collective solutions for these issues by connecting the received feedback back to the community.

4. The Majhee system is considered a primary source of information among Rohingya, yet this does not necessarily mean they always represent the full community, nor that the community trusts them to share and/or answer all their concerns. This means that agencies should ensure they have access to reliable information to enable them to fully play their role within their community, but avoid fully relying on them to represent the community or disseminate information.

5. To ensure full accountability and transparency, it is vital to provide open, two-way communication channels in the mother tongue of the affected population. This is not only a matter of dignity and respect, but it is also a crucial pre-condition for any information to be shared in two directions and to avoid only incorporating input from those members of the community who have already more access to information and possibilities to provide their input. For a humanitarian system to be fully accountable, it should remove any hurdles for the most vulnerable and isolated members of the community to provide input, to avoid further marginalisation within their community. Communication in the mother tongue should be the norm, not the exception.

RECOMMENDATIONS

6. Improved coordination of communication with communities through the CwC Working Group should focus on improving the quality of feedback collection, encourage a multitude of channels and strive for increased provision of verified information through a multitude of formats. Increased coordination should not aim for uniformity in channels and outputs, which in the current humanitarian climate results in too much energy going towards ownership and control over content. It should rather focus on information sharing among partners, resources in training capacity, and exchange of best practices in all stages of planning and implementation.

7. A humanitarian response does not happen in a void and the host population plays a vital part in the lives of the Rohingya population. However, lack of information, misunderstandings and rumours can result in tension, antagonism and ultimately conflict. Humanitarian agencies should provide the host population with opportunities to provide their perspective on the situation and make efforts to facilitate communication between the Rohingya population and the host population. Local media can and should play a vital role in this.

APPENDIXES

APPENDIX I: List of agencies that responded to the survey (alphabetical order)

- ACF
- ACTED/Helvetas
- ActionAid Bangladesh
- Action Against Hunger
- Anando
- BBC Media Action
- BRAC
- BRAC HCMP-HEALTH
- CAID
- CARE Bangladesh
- COAST Trust
- Community Partners International
- Center for Social Integrity (CSI)
- Codec
- Danish Refugee Council (DRC)
- FIVDB
- Health And Education For All (HAEFA)
- Handicap International
- IFRC
- Internews
- IOM
- ISDE Bangladesh

- Johns Hopkins Center for Communications Programs
- Oxfam
- NONGOR Cox's Bazar
- Programme For Helpless And Lagged Society (PHALS)
- People in Need (PIN)
- Plan International
- Practical Action
- Premiere Urgence International
- Radio Naf/ACLAB
- Relief International
- Solidarites International
- Society for Health Extension and Development (SHED)
- Save the Children
- TdH-Health
- United Purpose
- UNICEF
- UNFPA
- UNHCR
- UNWFP
- UN Women
- World Vision International

APPENDIX II: Feedback collection activities across the host community and Rohingya community

Location	FGD	Listening group	Survey	Info hubs/ Help desk	Face-to-face through field staff	Community committee meeting	Majhee meeting	Imam meeting	Call centre for community	Call centre for field staff	Text line community	Text line staff	Feed-back box	Other
Host Community	12	2	11	4	9	7	3	1	3	1	1	0	2	1
Camp 1E	6	2	3	2	9	6	6	1	2	1	2	1	3	2
Camp 1W	6	2	3	1	9	6	5	1	3	1	2	1	3	3
Camp 2 E	4	4	3	2	7	6	4	1	1	0	1	0	3	2
Camp 2W	5	3	3	2	9	7	4	1	2	1	2	1	3	2
Camp 3	6	4	4	3	8	7	5	1	2	1	2	1	4	2
Camp 4	7	4	4	4	9	7	7	1	3	1	1	1	3	2
Camp 5	6	4	4	2	9	7	6	1	2	1	2	1	3	2
Camp 6	4	3	3	4	8	6	6	1	2	1	1	1	2	1
Camp 7	6	3	4	4	10	7	5	1	2	1	2	1	3	2
Camp 8E	3	2	2	3	5	4	4	0	0	0	0	0	2	0
Camp 8W	2	3	2	4	6	4	5	1	3	2	0	1	4	0
Camp 9	6	4	4	6	9	7	7	2	3	0	1	0	4	2
Camp 10	4	3	4	5	5	6	7	2	3	0	0	0	3	2
Camp 11	2	2	2	1	5	5	4	1	3	1	2	1	3	2
Camp 12	2	3	0	2	5	4	5	1	2	1	1	1	2	1
Camp 13	6	3	4	4	9	7	6	1	3	1	2	1	3	3
Camp 14	7	5	5	5	11	8	6	1	3	1	2	1	3	2
Camp 15	9	6	5	6	13	9	9	3	4	1	2	1	3	4
Camp 16	6	3	3	3	8	6	5	1	3	1	2	1	3	2
Camp 17	5	2	6	4	6	5	6	0	2	0	0	0	3	0
Camp 18	6	4	6	5	10	8	6	1	3	0	1	1	5	1
Camp 19	3	3	2	2	4	4	3	1	3	0	0	0	3	0
Camp 20	1	1	1	1	2	2	2	0	2	0	0	0	2	0
Kutupalong RC	5	3	3	4	8	6	4	1	3	0	0	0	3	0
Shamlapur	4	2	3	3	8	6	4	1	2	0	1	0	4	1
Chakmarkul	5	2	4	2	8	7	5	2	4	1	2	1	3	3
Unchiprang	4	2	3	1	8	4	5	2	3	0	0	0	3	0
Leda MS	5	2	5	4	8	8	6	1	3	0	1	0	4	2
Leda Exp	2	1	2	4	5	6	5	0	2	0	0	0	2	0
Nayapara RC	2	1	1	2	4	4	2	0	2	0	0	0	2	0
Nayapara EXP	5	1	5	3	8	7	4	0	3	0	1	0	3	2
Other	3	0	2	2	3	3	2	0	2	0	1	0	2	1

APPENDIX III: Locations of community groups

Location	Women Groups	Groups for the Elderly	Youth Groups	Sports Groups	Drama Groups	Other
Host Community	9	1	9	2	5	3
Camp 1E	6	1	5	0	1	1
Camp 1W	4	1	3	0	1	1
Camp 2 E	5	1	4	0	1	2
Camp 2W	5	1	4	0	1	2
Camp 3	6	2	4	0	1	2
Camp 4	7	1	5	0	0	2
Camp 5	5	2	4	0	1	1
Camp 6	3	0	3	0	0	1
Camp 7	5	1	4	0	1	1
Camp 8E	4	1	3	0	0	2
Camp 8W	3	1	1	0	0	1
Camp 9	3	1	1	0	1	1
Camp 10	2	0	1	0	0	1
Camp 11	4	1	3	0	1	1
Camp 12	1	0	3	0	1	1
Camp 13	6	3	4	0	1	2
Camp 14	4	1	4	1	2	1
Camp 15	3	0	4	0	0	1
Camp 16	5	1	4	1	1	1
Camp 17	3	0	1	0	0	1
Camp 18	3	1	2	0	1	2
Camp 19	1	0	0	0	0	1
Camp 20	1	0	0	0	0	1
Shamlapur	2	1	0	0	1	1
Chakmarkul	2	0	2	0	0	2
Uchiprang	3	0	2	1	0	1
Leda MS	3	0	1	0	0	2
Leda Exp	3	0	2	0	0	1
Nayapara RC	1	0	0	0	0	2
Nayapara EXP	3	0	1	0	0	2
Jadimpura	2	0	1	0	0	1
Other refugee site in Host	2	0	2	0	0	1

APPENDIX IV: Location and number of organisations' field staff/volunteers

Location	Social Mobilisers	Feedback Collectors	Enumerators	Info/help desk staff	Outreach workers
Host Community	12	5	5	5	6
Camp 1E	10	2	3	2	7
Camp 1W	8	3	4	2	7
Camp 2 E	7	1	3	2	4
Camp 2W	8	1	3	2	4
Camp 3	7	3	4	2	6
Camp 4	11	5	6	4	8
Camp 5	9	4	5	3	4
Camp 6	9	4	5	3	5
Camp 7	10	3	4	2	6
Camp 8E	6	3	4	2	4
Camp 8W	6	4	4	3	6
Camp 9	7	3	5	3	6
Camp 10	7	3	5	2	6
Camp 11	7	3	3	1	4
Camp 12	5	4	3	2	3
Camp 13	9	5	5	3	6
Camp 14	11	5	6	4	7
Camp 15	10	6	7	4	7
Camp 16	8	5	5	4	7
Camp 17	8	3	5	2	6
Camp 18	8	5	6	4	5
Camp 19	5	2	4	2	4
Camp 20	3	1	3	1	2
Kutupalong RC	6	3	4	3	6
Shamlapur	7	2	3	2	5
Chakmarkul	7	3	4	2	6
Leda MS	7	4	5	2	4
Leda Exp	3	1	2	1	3
Nayapara RC	3	1	2	2	3
Nayapara EXP	7	2	5	2	4
Jadimura	3	2	3	1	2
Other Refugee Site in host community	2	1	1	1	3

APPENDIX V: Number of field staff/volunteers according to location

Camp Name	1 to 5	5 to 10	10 to 20	20+
Host Community	4	0	0	1
Camp 1E	2	0	0	1
Camp 1W	2	0	0	1
Camp 2 E	3	0	0	1
Camp 2W	1	0	0	1
Camp 3	1	0	0	1
Camp 4	2	0	0	1
Camp 5	1	0	0	1
Camp 6	2	0	0	1
Camp 7	1	0	0	1
Camp 8E	3	0	0	1
Camp 8W	3	0	0	1
Camp 9	5	0	0	1
Camp 10	3	0	0	1
Camp 11	2	0	0	1
Camp 12	2	0	0	1
Camp 13	3	0	0	1
Camp 14	3	0	0	1
Camp 15	4	0	0	1
Camp 16	2	1	0	1
Camp 17	2	0	0	1
Camp 18	4	0	0	1
Camp 19	1	0	0	1
Camp 20	0	0	0	1
Kutupalong RC	2	0	0	1
Shamlapur	2	0	0	1
Chakmarkul	1	0	0	1
Unchiprang	1	0	0	1
Leda MS	2	0	0	1
Leda Exp	1	0	0	1
Nayapara RC	1	0	0	1
Nayapara EXP	1	0	0	1
Jadimura	1	0	0	1
Other Refugee Site in host community	0	0	0	1

APPENDIX VI: Number of info hubs serving Rohingya Community

Total number of organisations	Total numbers of Info hubs/Help Desks
3	1
1	12
2	2
2	3
3	4
1	5
1	7
1	8
1	9
1	10
1	13
1	17
1	52
1	1
1	1
1	In development
Total = 22 organizations	148 info/help desks total

APPENDIX VII: Location and number of info hubs/help desks

Location	1 to 5	5 to 10	10 to 20	20+
Host Community	5	0	0	0
Camp 1E	1	0	0	0
Camp 1W	3	0	0	0
Camp 2 E	3	0	0	0
Camp 2W	2	0	0	0
Camp 3	3	0	0	0
Camp 4	3	0	0	0
Camp 5	3	0	0	0
Camp 6	2	0	0	0
Camp 7	3	0	0	0
Camp 8E	2	0	0	0
Camp 8W	3	1	0	0
Camp 9	5	0	0	0
Camp 10	3	0	0	0
Camp 11	2	0	0	0
Camp 12	3	0	0	0
Camp 13	2	0	0	0
Camp 14	4	0	0	0
Camp 15	4	0	0	0
Camp 16	2	0	0	0
Camp 17	3	0	0	0
Camp 18	3	0	0	0
Camp 19	3	0	0	0
Camp 20	2	0	0	0
Kutupalong RC	2	0	0	0
Shamlapur	2	0	0	0
Chakmarkul	2	0	0	0
Unchiprang	2	0	0	0
Leda MS	4	0	0	0
Leda Exp	2	0	0	0
Nayapara RC	1	0	0	0
Nayapara EXP	2	0	0	0
Jadimura	1	0	0	0
Other Refugee Site in host community	2	0	0	0

APPENDIX VIII: Location and number of field desks

Location	1 to 5	5- to 10	1 to 20	20+
Host Community	3	0	0	0
Camp 1E	2	0	0	0
Camp 1W	2	0	0	0
Camp 2 E	1	0	0	0
Camp 2W	2	0	0	0
Camp 3	2	0	0	0
Camp 4	2	0	0	0
Camp 5	1	0	0	0
Camp 6	1	0	0	0
Camp 7	2	0	0	0
Camp 8E	1	0	0	0
Camp 8W	4	0	0	0
Camp 9	3	0	0	0
Camp 10	2	0	0	0
Camp 11	3	0	0	0
Camp 12	3	0	0	0
Camp 13	4	0	0	0
Camp 14	5	0	0	0
Camp 15 (Jamtoli)	4	1	0	0
Camp 16	2	1	0	0
Camp 17	2	0	0	0
Camp 18	5	0	0	0
Camp 19	2	0	0	0
Camp 20	1	0	0	0
Kutupalong RC	2	0	0	0
Shamlapur	3	0	0	0
Chakmarkul	2	0	0	0
Unchiprang	3	0	0	0
Leda MS	2	0	0	0
Leda Exp	1	0	0	0
Nayapara Exp	2	0	0	0
Jadimura	1	0	0	0
Other Refugee Site in host community	1	0	0	0

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