



INFORMATION NEEDS & ACCESS TO MEDIA AMONG SUDANESE REFUGEES

In Northern Unity State, South Sudan

Findings from a Survey of the Refugee and Humanitarian Communities

June 2017



Executive Summary

In April 2017, Internews conducted a field assessment that investigated access to media and information needs among Sudanese refugees in Yida, Ajuong Thok, and Pamir, a settlement and two refugee camps in the northern part of Unity State, South Sudan.¹ The assessment followed the February 2017 launch of Jamjang 89.4 FM, a community radio station and humanitarian information service, based in Ajuong Thok and covering a 70-km radius. The team was especially interested to examine the extent to which beneficiaries believed that a humanitarian information service was critical to the refugee response. Additional objectives of the research included measuring the level of access to media among Sudanese refugees, identifying their media consumption habits, understanding their information needs, and measuring the demographics of listeners and reach of Jamjang FM's broadcast. A small number of South Sudanese respondents were included in the sample, as Jamjang FM aims to serve both the refugee and host communities in the area.



In parallel, the research was intended to provide a basic understanding of the current practices and needs of humanitarian organizations with regards to communication with refugees, and in particular to ascertain whether organizations believed that the humanitarian information service had directly improved their ability to program. Staff from humanitarian organizations working in Yida, Ajuong Thok, and Pamir were asked to identify their communication practices and needs, discuss their perceptions about radio, describe their relationship with local media and the refugee community, and assess how Jamjang FM currently does or could support humanitarian agencies in their work.

Fieldwork was conducted in April 2017, comprising a statistically representative household survey of the Sudanese refugee population residing in Yida, Ajuong Thok, and Pamir (N=220). In addition, extensive face-to-face interviews were conducted with two staff members from all ten humanitarian organizations directly servicing refugees in northern Unity State (N=20).

This report shares findings from both surveys, and is intended to assist Jamjang FM, humanitarian agencies, media actors, and others who seek to improve their ability to communicate with Sudanese refugees in the area. Some key insights include:

Refugee Survey

- Though Arabic is the language with the greatest reach (it is the most widely spoken language and the most commonly spoken at home), refugees speak a range of other languages besides

¹ In December 2015, South Sudan's President Salva Kiir issued a decree dissolving the nation's 10 regional states and establishing 28 new states in their place. In January 2017, President Kiir decreed a further subdivision of the country from 28 to 32 states. To avoid confusion, this report uses the names of the 10-state system.

Nuba and Dinka, including Miiri, Moro, Nuer, Kiswhali, and local dialects. English is not a preferred language for communication, though one-quarter of refugees speak it.

- Nearly two-thirds (65%) of all refugee respondents say radio is their favorite way to receive information. Pamir has the greatest percentage of those who prefer radio (83%), while Yida has the lowest (52%). One-quarter of all respondents prefer receiving information by telephone.
- Telephone is the most widely accessed medium (50%). However, it is important to note that telephone networks frequently do not operate in the area; if someone has access to a telephone, it does not mean they are able to use it reliably.
- Only 41% of respondents listen to the radio. Ajuong Thok has the greatest percentage of radio listeners (56%), and the data suggests that Sudanese refugees have greater radio access (44%) than South Sudanese (25%). Overwhelmingly, the top reason for not listening to the radio was not owning a radio set (84%).
- Most radio listeners listen to the radio everyday (70%), followed by at least twice a week (15%). Evening is the most popular time of day to listen to the radio for respondents overall (54%), Ajuong Thok residents (78%), and Pamir residents (67%). In contrast, Yida residents prefer listening to the radio in the early morning (47%), and half of them stated that they listen to the radio “anytime” (50%). The most common way of listening to the radio is with family (45%).
- The majority of radio listeners reported listening to Jamjang FM (90%), followed by Radio Tamazuj (55%) and BBC World Service Arabic (36%). Of those who reported listening to Jamjang FM, 88% reported having heard aid messages on the station, and 71% believe such relief organization messages are “very useful/helpful.”
- Three out of four radio listeners (75%) agree that Jamjang FM is critical to the refugee response. An almost equal percentage of those who do *not* listen to the radio agree that a humanitarian information service would provide a critical service to the refugee community (73%).
- Around 9 out of 10 refugee respondents expressed a strong need for more information to make good decisions for themselves and their families. More than three-quarters (76%) of all respondents believe that a community radio station would fill this information gap.
- When asked to identify the most important kind of information needed, “local news” was the top choice for all refugee respondents (36%), residents of Ajuong Thok (42%) and Pamir (41%). In Yida, “how to register for aid” was the top choice (59%). Though humanitarians have expressed a concern that Yida residents need more information in order to make decisions about relocation, only 9% of respondents mentioned “how to relocate” as one of their top three information needs.
- One-third of all refugee respondents have never spoken face to face with aid providers, while 16% say they do so every day. Of those who do speak with aid providers, 41% believe these conversations are “very helpful”; 21% say the conversations are “not at all helpful.”

- Less than one-third (31%) of refugees receive information from Nuba, their home of origin. Of those that do, 41% receive information through face-to-face conversation. A majority of refugees receive information from relatives/friends traveling from Nuba (60%); less than 7% reported receiving information from Nuba from UNHCR and other humanitarian agencies.

Humanitarian Survey

- Staff from multiple humanitarian organizations cited language barriers as a challenge to effectively communicating with local communities, noting that staff often do not speak local languages, and that beneficiaries do not speak English. Respondents recommended that Jamjang FM's programs, which are in Arabic, should be translated to be of use to agencies.
- More than half (6 of 10) of humanitarian organizations reported using the radio to provide information to refugees. Other methods of providing information to refugees included community meetings (9 of 10 organizations), door-to-door outreach (4 of 10 organizations), loudspeakers (2 of 10), signboards (2 of 10), information desks (1 of 10), and telephones (1 of 10).
- All six organizations that use the radio to provide information to refugees use Jamjang FM to share aid messages. All six organizations agree that Jamjang FM has directly improved their organizations' ability to program. When asked how partnering with Jamjang FM has changed their organization's relationship with the community, staff mentioned that the station has raised awareness about their activities, eased communication with beneficiaries, and improved their program's effectiveness and efficiency by saving time and resources.
- Whether their organization currently uses the radio or not, all humanitarian respondents (20 of 20) believe that a community radio station is necessary for refugees to have enough information to make good decisions for them and their families. Humanitarian organizations that do *not* currently use radio (4 of 10 organizations) "strongly agree" that a local, community radio station dedicated to humanitarian information would provide a critical service to humanitarian organizations.
- Four respondents (out of 20) from humanitarian organizations named the lack of radios as a major challenge to communicating with communities, and recommended further radio distributions to address the issue. One respondent stated that educating agencies on how to make the most or best use of the radio would greatly improve their relationship with the community.
- All humanitarian respondents believed that "refugees need more information to make good decisions for them and their families." The majority of organizations believe that refugees are "somewhat/a little informed" (8 of 10), compared with "very informed" (1) or "not so informed" (1).
- Humanitarian organizations believe that the most important kind of information refugees need to make good decisions for themselves and their families pertain to humanitarian services,

rather than information about the local area, their home, security, or relocation or reunification. The top perceived topic of interest was “how to get food” (10 of 20 respondents).

- Eight of 10 organizations said they speak to refugees face-to-face “everyday” about their needs. The most common method of collecting and soliciting information from refugees is through community leaders (8 of 10 organizations).

Overall, these findings indicate that refugees and the humanitarian community both believe that Jamjang FM, as well as a community radio station and humanitarian information service more generally, has a critical role in the refugee response. As the station continues to refine its programming, it has great potential not only to meet the information needs of refugees in the language and medium they prefer, but also to create content that meets the information needs of refugees and advances humanitarian programs simultaneously.

The findings also suggest some differences in perceptions between the refugee community and humanitarian organizations regarding information needs and communication practices. For example, while refugees most express a desire for local news, humanitarian organizations believe that the top topic of interest is “how to get food.” Eight of 10 organizations said they speak to refugees face-to-face “everyday” about their needs, while one-third of all refugee respondents report that they have never spoken face-to-face with an aid provider. While it is difficult to distinguish between perception, reality, and the differences in individual experiences, these two examples serve as a reminder that radio can make a substantial difference in building trust and understanding between refugees and humanitarian agencies by serving as a two-way feedback and accountability mechanism, particularly by eliminating the need to rely upon third parties for communication (i.e. community leaders).

Overwhelmingly, there is consensus from both sides that refugees need more information to make good decisions for themselves and their families, and that radio is the best way to fill this gap. In tandem with simply distributing more radios, these research findings significantly advance Jamjang FM’s ability to improve communications with communities by illustrating listener habits and preferences, describing the needs of the humanitarian community, and identifying a few immediate opportunities to strengthen the information ecosystem through stronger relationships and improved programming.

Table of Contents

Executive Summary	2
Introduction	7
Background	8
Key Findings	10
INFORMATION NEEDS & ACCESS TO MEDIA AMONG SUDANESE REFUGEES	10
Demographics	10
Note on Comparisons	10
Languages	11
Radio	12
Media Access	17
Information Needs	18
Communications with Aid Providers	22
Refugee Information Sources	23
COMMUNICATION PRACTICES OF HUMANITARIAN ORGANIZATIONS	24
Radio Use & Perceptions of Jamjang FM	24
Perceptions of Radio	24
Community Feedback	25
Refugee Information Sources	25
Challenges Faced in Communicating with Communities	26
Conclusion	27
Recommendations for Jamjang FM	27
References	30
Appendix 1: Research Methodology & Specifications	30
A. Household Interviews	30
B. Key Informant Interviews	32
C. Limitations	32
Appendix 2: Information Needs Questionnaire for Refugees	34
Appendix 3: Information Needs Questionnaire for Humanitarians	39

Introduction

In February 2017, Internews launched Jamjang 89.4 FM in Ajuong Thok refugee camp in Jamjang County, Unity State (also known as Ruweng State) in South Sudan. The community radio station, covering a 70-kilometer radius, aims to provide critical and life-saving information to a population of approximately 100,000 Sudanese refugees who have fled conflict in the Nuba Mountains of Sudan and settled in the community of Yida and two refugee camps in Ajuong Thok and Pamir. To enable and increase the listenership base of the new station, Internews has also distributed 1,000 solar-powered radio sets to Jamjang FM listening groups, women, youth, elders, and disabled persons. The station has also established a community feedback mechanism to improve programming and understand urgent needs and gaps in the broader refugee response.

The launch of the station followed the successful implementation of *Kalaam fil Bayt (Talks at Home)*, a hyper-local humanitarian information service in the form of pre-recorded programs that are played on speakers attached to *boda bodas*, or motorbikes, which rove through the site and broadcast at dedicated listening stops. From October 2016 to February 2017, 30 episodes of *Kalaam fil Bayt* on health, humanitarian, and human rights topics were produced and broadcast in Ajuong Thok.

The expansion of *Kalaam fil Bayt* into a full community radio station marked a milestone in addressing the information needs of the Sudanese refugee and South Sudanese host populations in northern Unity State. Until recently, they have had no access to radio, television, internet, or telephone networks. Information was predominantly received via word of mouth, especially through traders who moved between the market in Yida and the Nuba Mountains. Jamjang FM, which also acts as a humanitarian information service, fills a critical gap in current assistance efforts, providing people detached from their homeland with accurate and targeted information in a language both refugee and host communities understand, on humanitarian relief services that impact their basic survival.

In addition to daily news production and broadcast, Jamjang FM promotes the Communicating with Communities approach, encouraging two-way communications between refugees, host communities, and the humanitarian agencies that serve them. Community Correspondents recruited from the refugee population work like citizen journalists; they create engaging content by gathering voices, questions and concerns from the community about the humanitarian aid response and turning them into features and stories. The station also works in close partnership with NGOs and UN agencies to answer questions and respond to needs raised by the community. In addition to the Community Correspondents, the humanitarian information service has a Humanitarian Liaison Officer who engages with UNHCR, other UN agencies, and I/NGOs about how to best use media and the different types of programming available to raise awareness and improve communications for health, water, sanitation, hygiene, nutrition, and protection related issues.

This specific needs assessment aimed to investigate access to media and information needs among refugee populations in Yida, Ajuong Thok, and Pamir, as well as to establish an understanding of the current practices of humanitarian agencies in terms of the Communication with Communities approach. Specifically, the research examines refugees' perceptions about the value of a humanitarian information service to the refugee response, as well as whether humanitarian organizations believe that a humanitarian information service has directly improved their ability to program. Findings from this needs assessment provide valuable insight into audience demographics, listening habits, and the

station's broadcast reach, while informing the planning and development of future programming for Jamjang FM.

In order to gather the information needed, Internews conducted two statistically representative surveys in Yida, Ajuong Thok, and Pamir: 1) a household survey targeting Sudanese refugees, and 2) a key informant survey for humanitarian agencies. Data collection for the two surveys occurred simultaneously in April 2017. In total, 220 household surveys and 20 key informant interviews were conducted. Please consult [Appendix 1](#) for detailed Research Methodology & Specifications.

Background

Sudanese refugees began streaming across the border into South Sudan in June 2011, when conflict began between the government in Khartoum and the Sudan People's Liberation Movement-North (SPLM-N) in Sudan's South Kordofan State. The conflict spread to neighboring Blue Nile state in September of the same year. Since 2011, hundreds of bombs have been dropped on the region, destroying homes, and killing and injuring scores of civilians.

Some two million people have been affected by the conflict, with more than 500,000 displaced and about 250,000 fleeing to South Sudan and Ethiopia. Refugees from Nuba are primarily divided between three areas: Yida, a settlement near the northernmost point in Unity State; Ajuong Thok, a camp 80 kilometers to the east, established in 2013 in Jamjang town where UNHCR and other implementing partners are based; and Pamir, 12 kilometers from Ajuong Thok, a camp which opened in August 2016. According to UNHCR, as of March 2017, there were 54,366 refugees in Yida, 35,378 in Ajuong Thok, and 9,774 in Pamir.

Since it was established in 2011, there has been controversy about the Yida settlement's location, about 20 kilometers from the border. The site is very close to rebel-controlled areas, fostering a strong perception that it serves as a rear base for the SPLM-N, which also makes it a potential target. Regardless of the accuracy of this perception, this narrative has been cemented so that both UNHCR headquarters and the Government of South Sudan refused the conversion of Yida into an officially managed camp, instead insisting that residents move to Ajuong Thok or Pamir camp as each became ready to accept residents. Refugees feared this move would take them closer to a border area controlled by the Sudanese military, whereas the border near Yida is patrolled by the SPLA-North. Nonetheless, in early April 2013, the South Sudanese government and UNHCR began to settle all new arrivals to Yida in Ajuong Thok.

Due to resistance from the refugee leadership in Yida to move to Ajuong Thok, the relocation of refugees in 2013 did not gain momentum as expected. As of the end of October 2013, only 5,818 refugees had been relocated to Ajuong Thok, a number significantly less than the anticipated 20,000. New arrivals continued to be transported to Ajuong Thok, and by November 2014 the camp's population stood at nearly 14,000 individuals, while the influx of new refugees in December 2014 significantly increased the population by the end of the year. Finally, in February 2015, Ajuong Thok camp exceeded its capacity of 20,000 refugees, leading to an agreement with Pariang County authorities to expand the capacity of the camp to host at least 40,000 refugees and also identify and develop another camp site (Pamir) to host more refugees if Ajuong Thok were to fill up to capacity. A

further negotiation resulted in the government's acceptance of a maximum capacity of 60,000 refugees in Ajuong Thok.

Pamir camp finally opened in August 2016. All refugees now living in Pamir were relocated from Yida. Future efforts will concentrate on the development of Pamir in preparation for accommodating a proposed 50,000 people likely to relocate from Yida. Efforts to promote relocation from Yida to Ajuong Thok have now been redirected to Pamir. Only refugees relocating for family reunification purposes and relocation from Yei and other camps in the country are settled in Ajuong Thok.

One of the greatest issues in the broader refugee response has been the lack of effective communication on the part of humanitarian agencies about what is happening, to allow for refugees to make their own decisions, and to do so with accurate information. In January 2016, Internews undertook an assessment mission to Yida, Jamjang (Ajuong Thok) and Pamir (which was still being constructed) to determine if the location was suitable for a humanitarian information project, and if so, to determine first steps towards project introduction, design, and implementation.

At the time, information needs of these communities were immense, as there was no access to media – no phone network, no radio station that reached the area, and no television signal or internet connection. Anecdotal information and a few meetings with community groups indicated that people received information via word of mouth, especially through traders and the active market in Yida. The active movement between Yida and the Nuba Mountains in Sudan, allows information to pass along with the ebb and flow of refugees.

Residents of Ajuong Thok were even more isolated, as the camp is extremely remote. Several people commented that they had radio sets, but threw them away or didn't use them because they could not hear anything when they turned them on (and therefore assumed the radios were broken).

Lack of communication capacity and communication and media platforms for refugee and host communities has increased the vulnerability of communities in Yida, Ajuong Thok, and Pamir. A lack of local media also reduces channels for humanitarian organizations' own accountability, itself a means to better and more effective practice.

The Internews project start-up team began working in Yida and Ajuong Thok in April 2016, preparing to open a community radio station that could provide vital information for people in both Yida and Ajuong Thok as UNHCR prepared to close the Yida settlement. Concurrent with the plan to establish a radio station, the Internews start up team also began identifying and capacity building for 13 trainee journalists (including 3 women), with a dedicated Journalism Trainer leading a series of workshops on radio broadcast journalism skills to prepare for an eventual full-fledged community radio station.

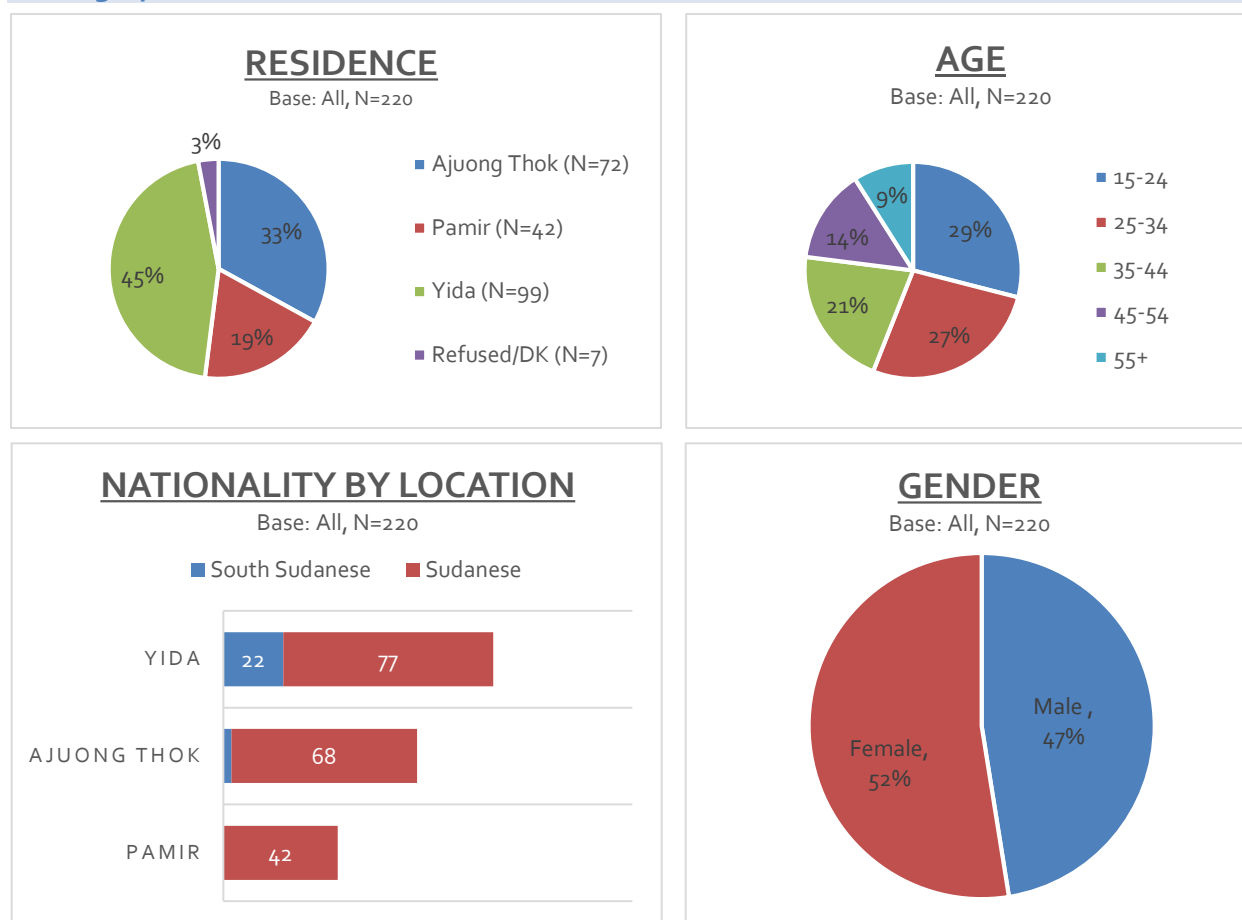
In January 2016, an Internews assessment identified the following few information avenues:

- UNHCR had started a **journalism club** in Ajuong Thok, though the club only produced very occasional PR feature stories for UNHCR's website. The members were very eager to learn and do more.
- DRC camp managers in Ajuong Thok worked with welding students in the vocational center to build **suggestion boxes**, which they planned to place around the camp.
- A large **billboard** at the entrance to the Ajuong Thok community center listed all the camp rules in English.
- In Yida, IRC had **information kiosks** throughout the settlement, where community members came with questions and problems. The kiosks were mostly set up as a referral pathway for GBV cases.

Key Findings

INFORMATION NEEDS & ACCESS TO MEDIA AMONG SUDANESE REFUGEES

Demographics



Note on Comparisons

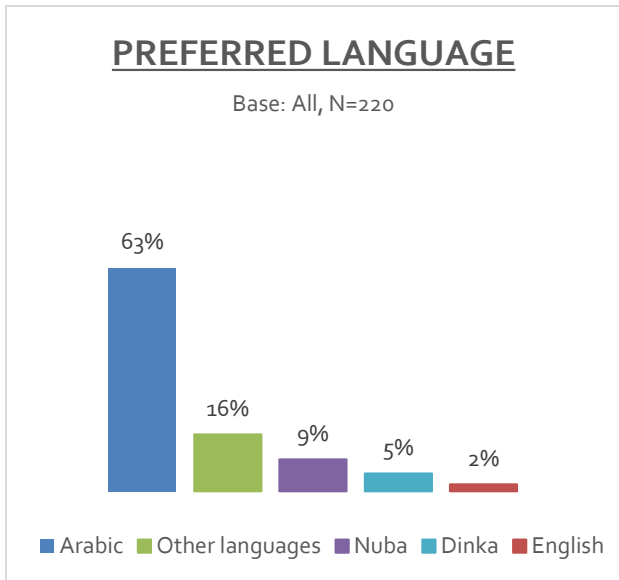
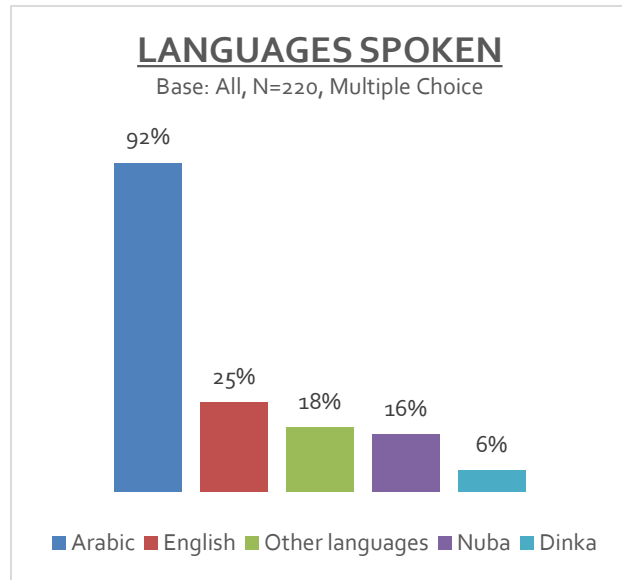
Geographical comparisons across Ajuong Thok, Yida, and Pamir

The sample size is representative of the overall Sudanese refugee population residing in Yida, Ajuong Thok, and Pamir. However, because the sample is not stratified, it is not representative within each of the three locations (though it still provides a strong indication of data for each location). Therefore geographical comparisons between locations should only be considered as indicative of trends between locations.

Comparisons between Sudanese & South Sudanese Respondents

The sample size includes both Sudanese (N=191, 87% of total respondents) and South Sudanese respondents (N=28, 13% of total respondents). As Jamjang FM seeks to meet the information needs of both the refugee and host communities in the area, the analysis does not distinguish between Sudanese and South Sudanese responses except for a few exceptions where the refugee and host community may express different needs.

Languages

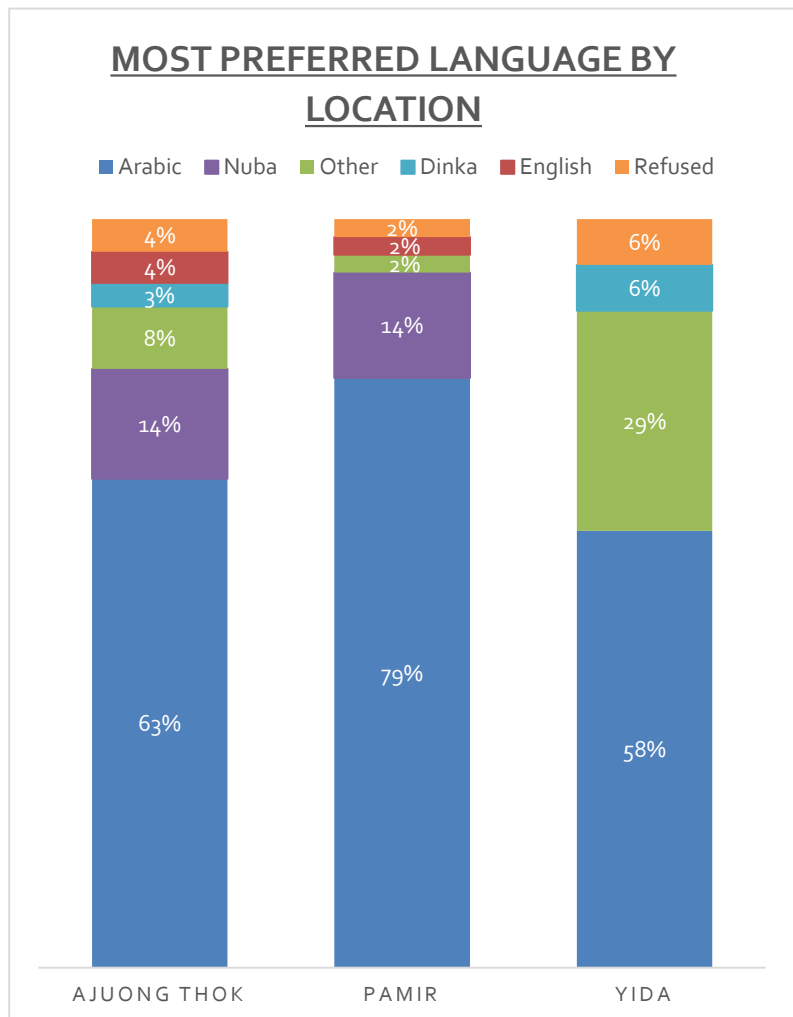


Arabic has greatest reach

Arabic is clearly the dominant language: most respondents speak Arabic (92%); Arabic is also the preferred language or language spoken at home for the majority of respondents (63%), and it is the most preferred language across Ajuong Thok, Pamir, and Yida.

Local languages also important

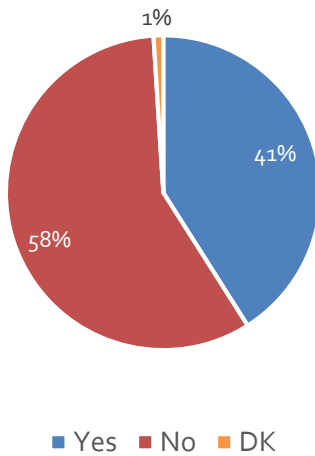
Besides Arabic, Dinka, English, and Nuba, respondents mentioned speaking a range of languages including Miiri, Moro, Nuer, Kiswahili, and other local languages. Though English is spoken by one-quarter of respondents (25%), it is not really spoken at home.



Radio

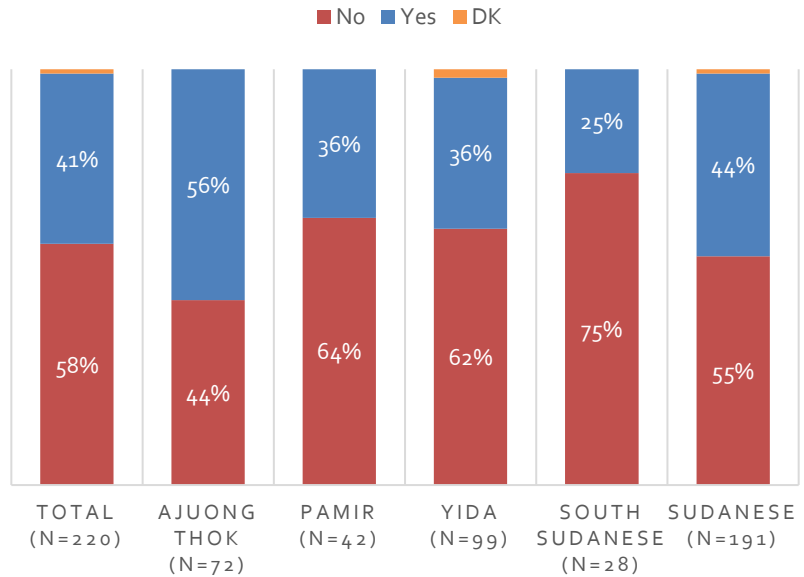
DO YOU LISTEN TO THE RADIO?

Base: All, N=220



DO YOU LISTEN TO THE RADIO?

By Location & Nationality

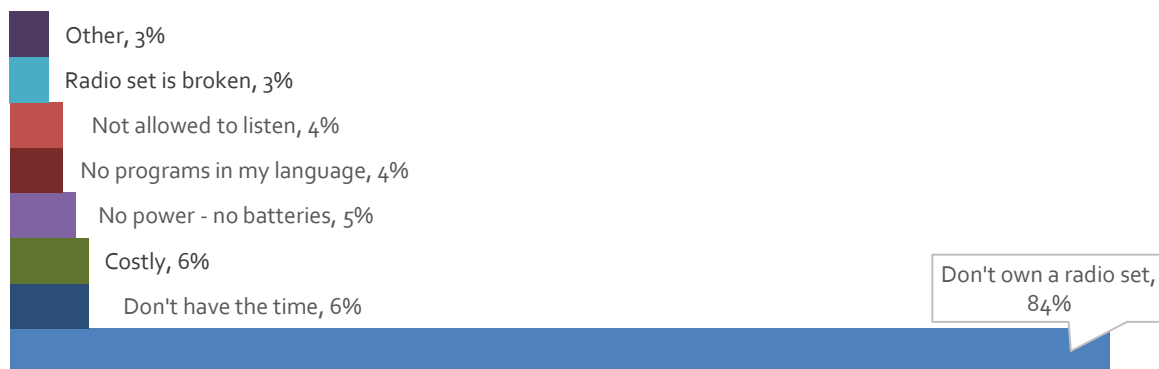


Lack of radio sets is biggest obstacle to listening

Less than half (41%) of respondents are radio listeners. Ajuong Thok has the greatest percentage of radio listeners (56%), and the research suggests that Sudanese refugees have greater radio access (44%) than South Sudanese (25%). Overwhelmingly, the top reason for not listening to the radio was not owning a radio set (84%).

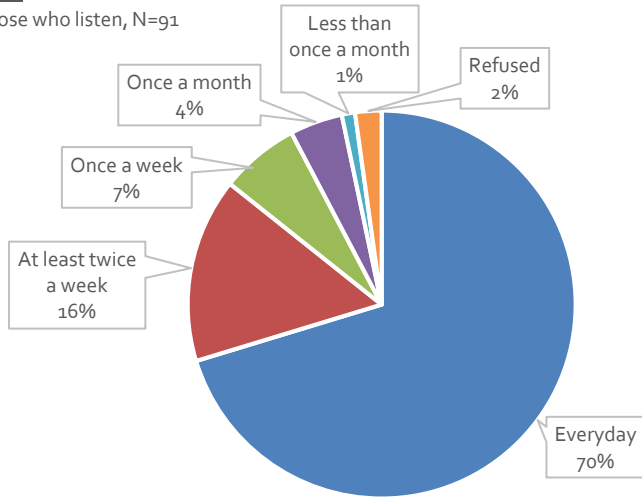
REASONS FOR NOT LISTENING TO THE RADIO

Base: Those who do not listen, N=129, Choose up to three



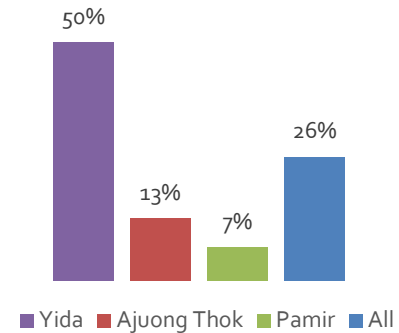
HOW OFTEN DO YOU LISTEN TO THE RADIO?

Base: Those who listen, N=91



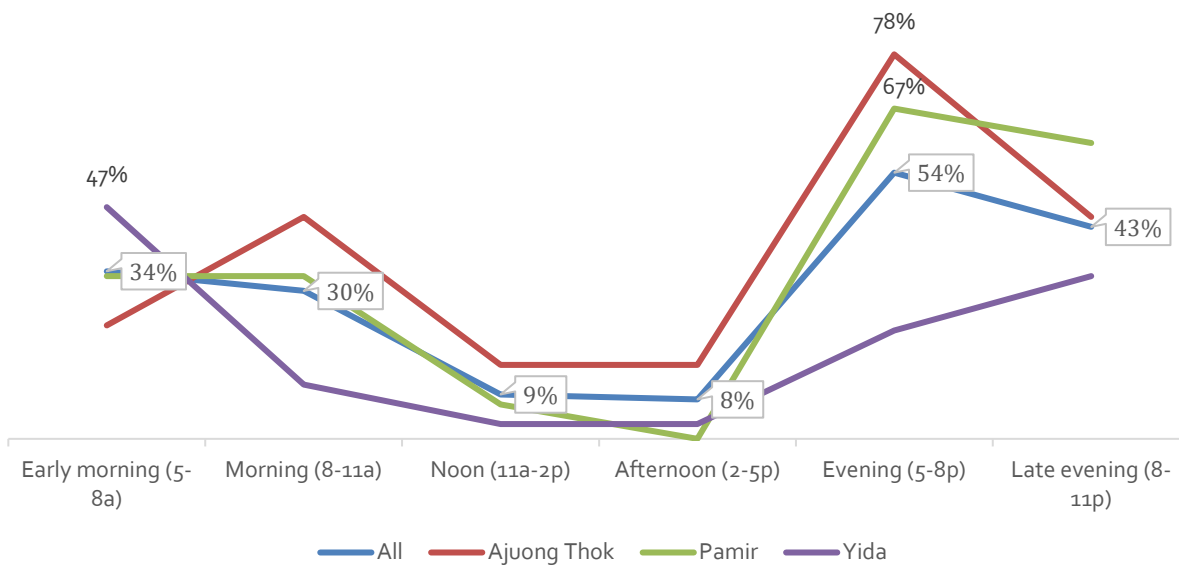
"I LISTEN TO THE RADIO ANYTIME."

Base: Those who listen, N=91



WHAT TIME OF DAY DO YOU MOST LISTEN TO THE RADIO?

Base: Those who listen, N=91



Preferred listening times vary by location

Most radio listeners listen to the radio everyday (70%), followed by at least twice a week (15%).

Evening is the most popular time of day to listen to the radio for all respondents (54%), Ajuong Thok residents (78%), and Pamir residents (67%). In contrast, Yida residents prefer listening to the radio in the early morning (47%), and half of them expressed listening to the radio "anytime" (50%).

HOW DO YOU LISTEN TO THE RADIO?

Base: Those who listen, N=91, Multiple choice question



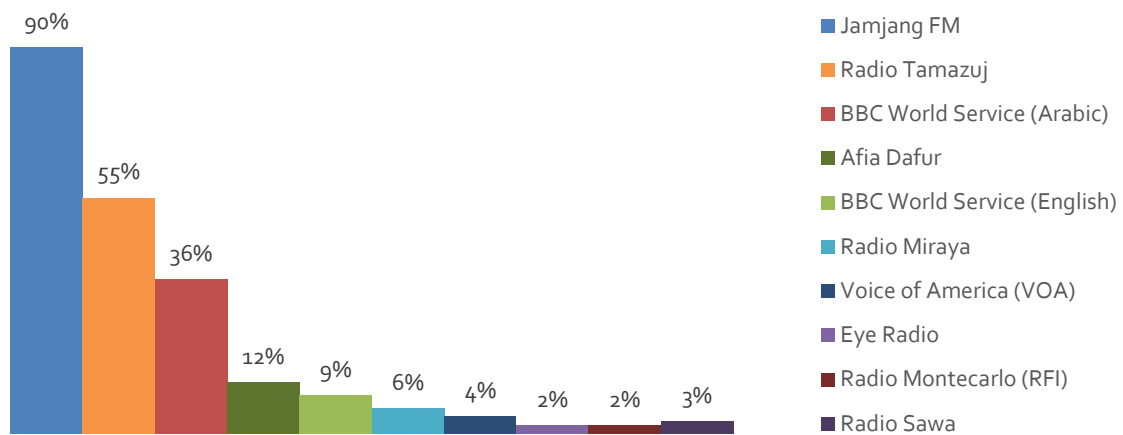
Listening to the radio tends to be a social activity

The most common way of listening to the radio is with family (45%). Respondents who stated that they listen at home (30%) likely also listen with members of their family or with neighbors (28%). Only 22% of respondents stated that they listened to the radio “alone.”

Those who listened with others were asked how many people they normally listened with (*Base: Those who listen with others, N=85, Multiple choice question*). More than half (60%) reported listening with 2-5 people, while 42% reported listening with 6-10 people. Only 3% reported listening in groups of more than 10 people.

WHAT RADIO STATIONS DO YOU LISTEN TO?

Base: Those who listen, N=91, Multiple choice question

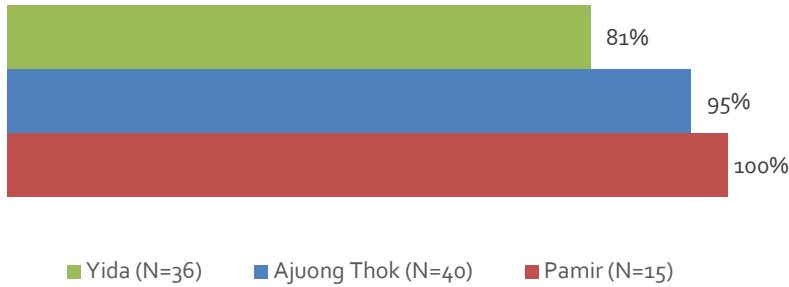


90% of radio listeners tune in to Jamjang FM

The majority of radio listeners listen to Jamjang FM (90%), followed by Radio Tamazuj (55%) and BBC World Service Arabic (36%). Jamjang FM is the only station physically located in the area.

% RADIO LISTENERS THAT LISTEN TO JAMJANG FM

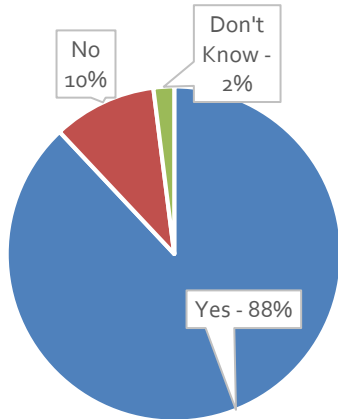
By Location; Base=Those who listen, N=91



90% of radio listeners listen to Jamjang FM

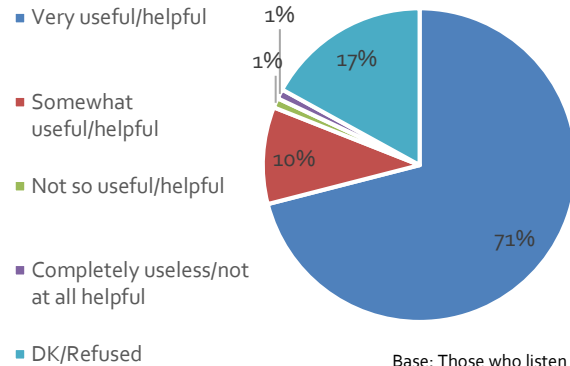
A high number of radio listeners in all locations reported listening to Jamjang FM: 81% of Yida radio listeners listen; 100% of Pamir radio listeners listen; and 95% of Ajuong Thok residents listen to the station.

HAVE YOU HEARD MESSAGES ABOUT AID PROVIDERS AND SERVICES ON JAMJANG FM?



Base: Those who listen to Jamjang FM, N=82

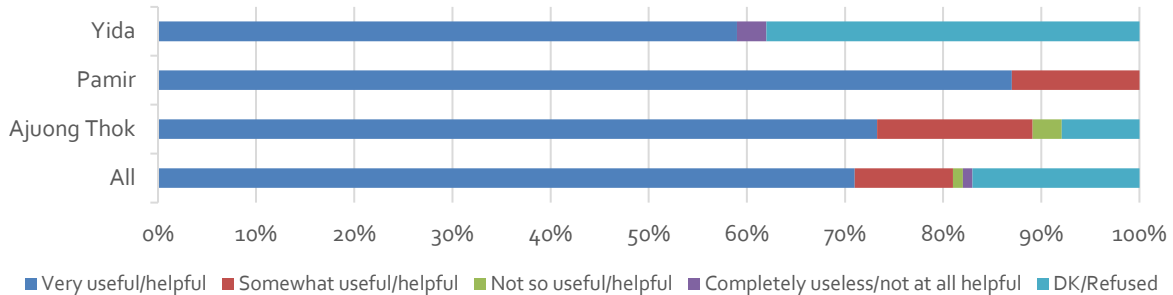
DO YOU FIND RELIEF ORGANIZATION MESSAGES USEFUL/HELPFUL?



Base: Those who listen to Jamjang FM, N=82

DO YOU FIND RELIEF ORGANIZATION MESSAGES USEFUL/HELPFUL?

By Location

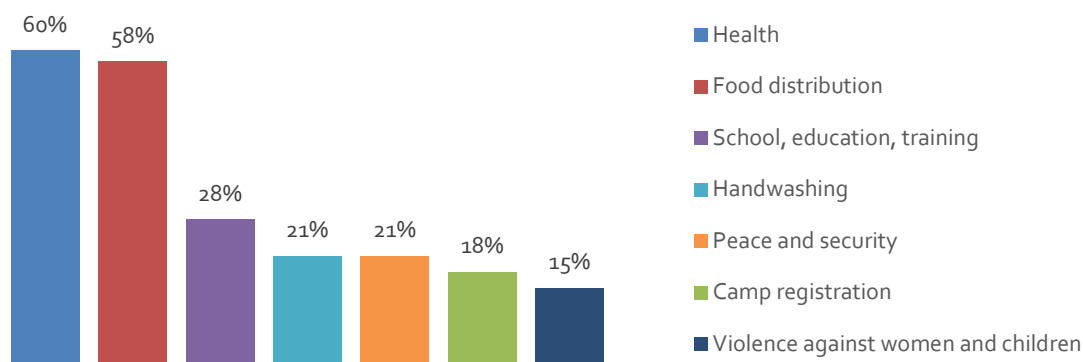


88% of Jamjang FM listeners have heard aid messages; 71% believe they are "very useful/helpful"

Of those who reported listening to Jamjang FM, 88% reported having heard aid messages on the station, and 71% believe such relief organization messages are "very useful/helpful." Comparing across locations, 87% of Pamir residents felt that relief messages were "very useful/helpful," followed by 74% of Ajuong Thok residents and 59% of Yida residents.

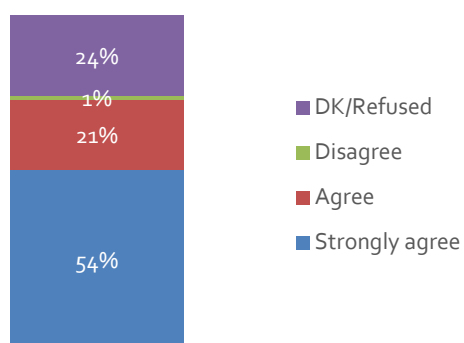
MESSAGES HEARD ON JAMJANG FM

Base: Those who have heard aid messages on Jamjang FM, N=72, Multiple choice question



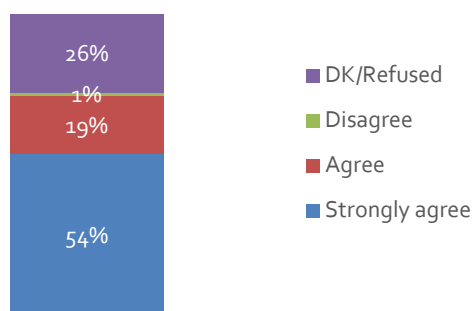
I believe that Jamjang FM provides a critical service to the refugee community.

Base: Jamjang FM Listeners, N=82



I believe a local, community radio station dedicated to humanitarian information would provide a critical service to the refugee community.

Base: Non-Jamjang FM listeners, N=138

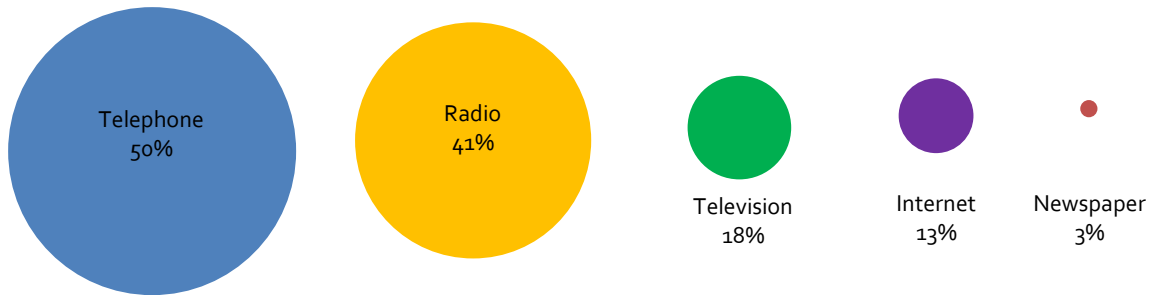


Beneficiaries believe a humanitarian information service provides a critical service to the refugee community

Three out of four radio listeners (75%) agree that Jamjang FM is critical to the refugee response. An almost equal percentage of those who do not listen to radio agree that a humanitarian information service would provide a critical service to the refugee community (73%).

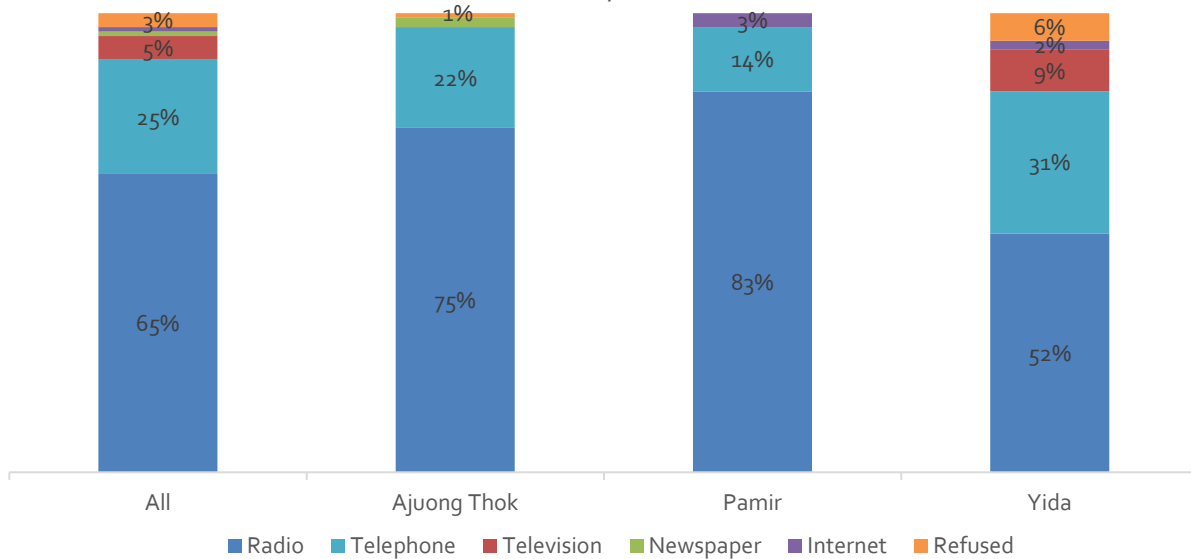
ACCESS TO MEDIA & INFORMATION SOURCES

Base: All, N=220



PREFERRED WAY TO RECEIVE INFORMATION

Base: All, N=220



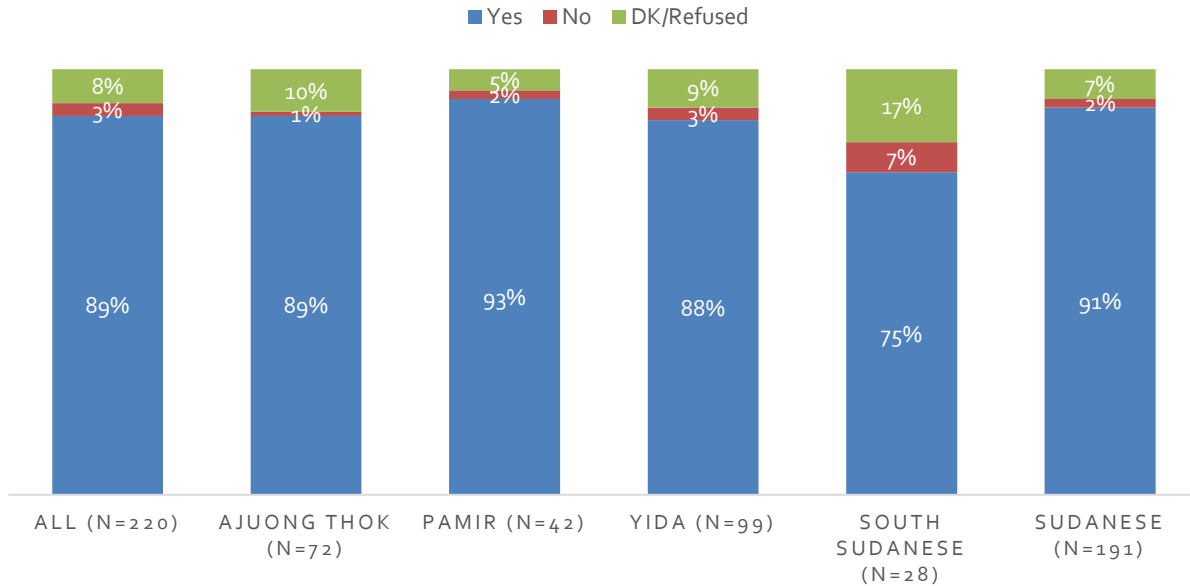
Telephone and radio are the most accessible forms of media

Half (50%) of respondents have access to a telephone, while 41% have access to a radio. It is important to note, however, that telephone networks frequently do not operate in the area. Therefore, just because someone has access to a telephone does not mean they are able to use it reliably. Television, internet, and newspaper are far less common media and information sources.

A majority favor radio as a way to receive information

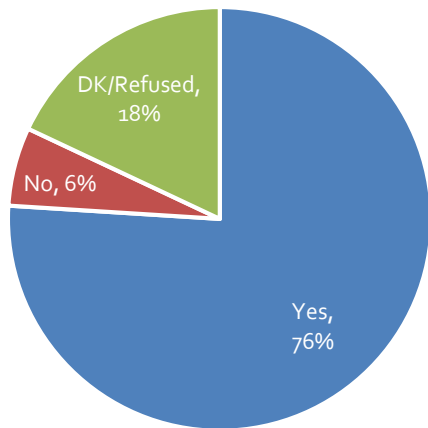
Nearly two-thirds (65%) of all respondents say radio is their favorite way to receive information, followed by one in four who state that telephone is their preferred media. Pamir has the greatest percentage of those who prefer radio (83%), while Yida has the lowest (52%). Yida has the highest proportion of respondents who favor the telephone (31%), followed by Ajuong Thok (22%), and Pamir (14%).

DO YOU NEED MORE INFORMATION TO MAKE GOOD DECISIONS FOR YOU AND YOUR FAMILY?



Do you believe a community radio station is necessary to have enough information to make good decisions for you and your family?

Base: All, N=220



89% say they need more information

Across all locations, around 9 out of 10 respondents expressed a strong need for more information to make good decisions for themselves and their families. The number was slightly lower for South Sudanese compared to Sudanese respondents.

Community radio can make a difference

More than three-quarters (76%) of all respondents believe that a community radio station would fill this information gap.

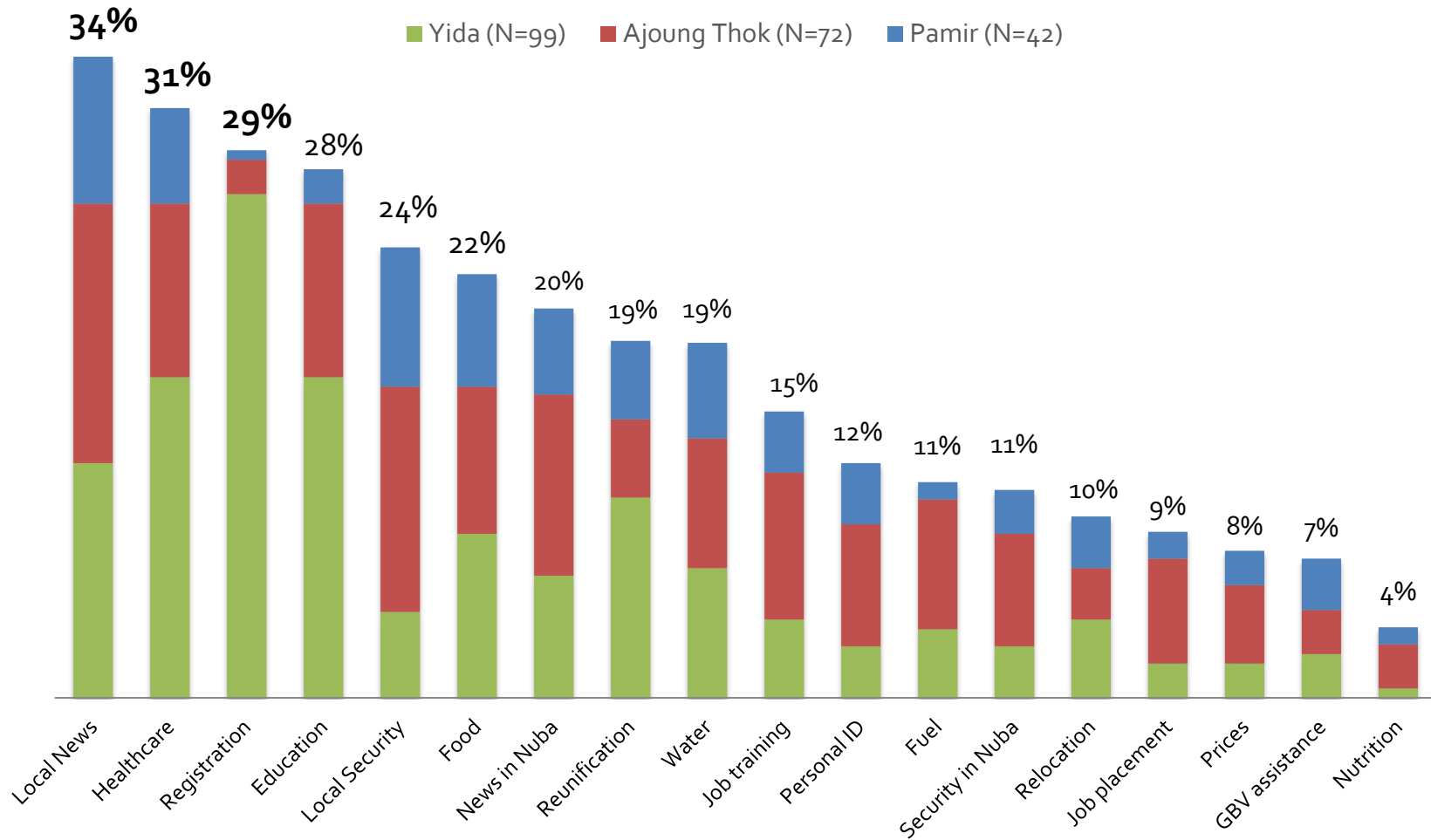
Information needs vary by location

More “local news” was the top choice for all respondents (36%), and residents of Ajuong Thok (42%) and Pamir (41%). In Yida, “how to register for aid” was the top choice (59%). The following graphs provide an indication of information needs, as well as their variance by location.

SUDANESE REFUGEES NEED MORE INFORMATION ABOUT...

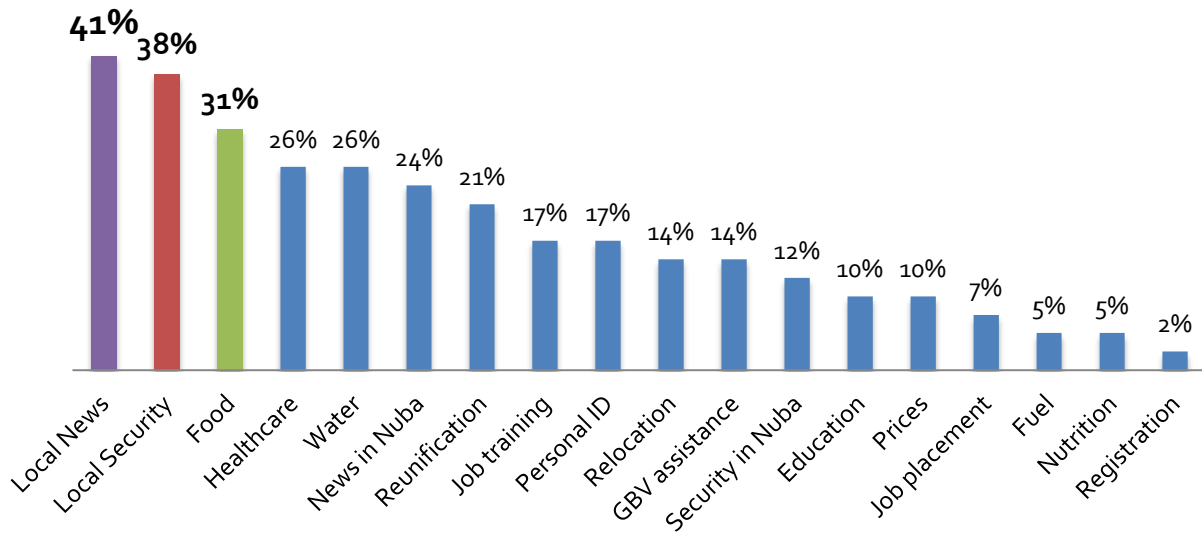
Question: What is the most important kind of information you need to make good decisions for you and your family? Choose up to three.

Base: Those who gave residence information, N=213



Refugees in Pamir need more information about...

N=42



Pamir and Ajuong Thok residents most need local news and local security information

“Local news” was the most commonly expressed information need for residents of Pamir and Ajuong Thok, followed by information on local security. The third choice was “food” in Pamir and “news in Nuba” in Ajuong Thok.

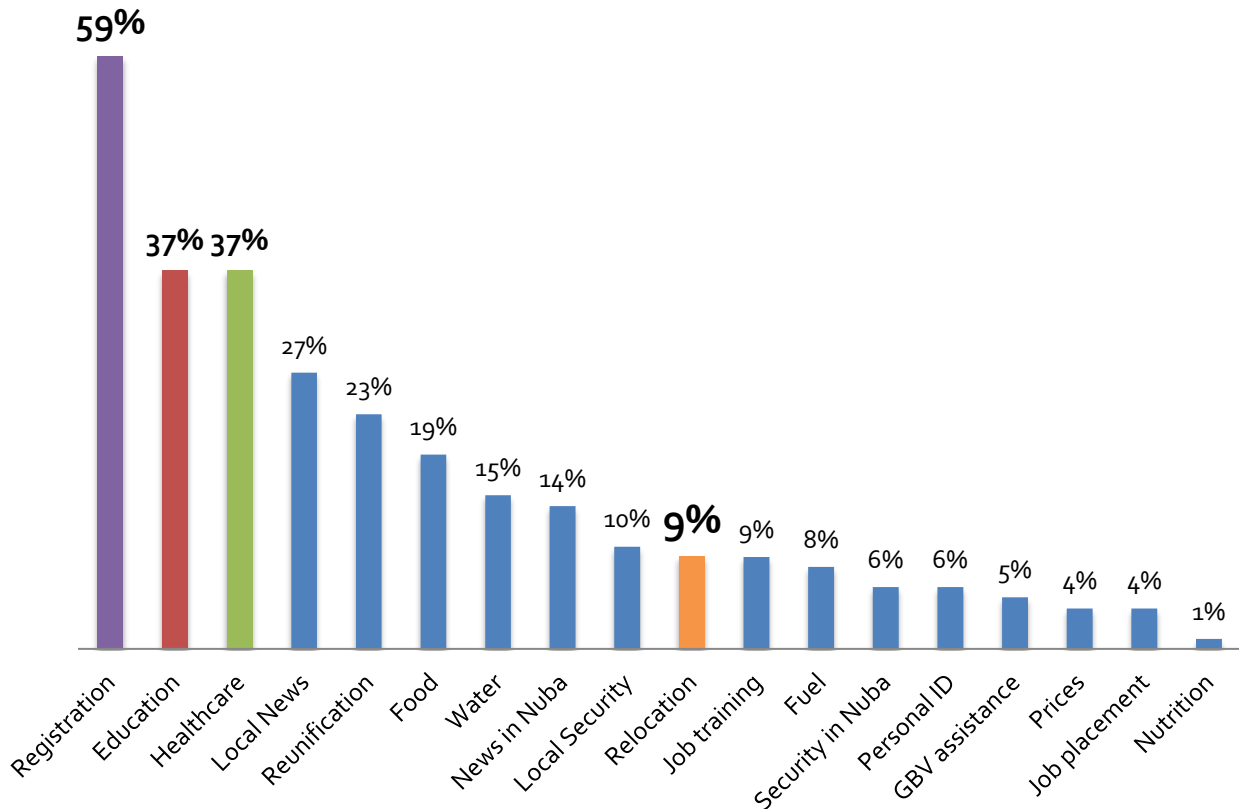
Refugees in Ajuong Thok need more information about...

N=72



Refugees in Yida need more information about...

N=99



"How to register for aid" is top information need in Yida

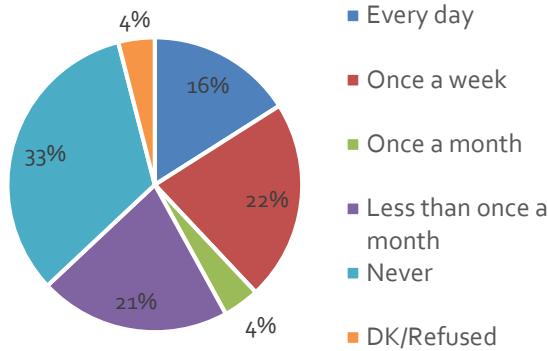
Over half (59%) of Yida residents said the most important kind of information they need is "how to register for aid," followed by information on how to access education and healthcare (37%).

Though humanitarians have expressed a concern that Yida residents need more information in order to make decisions about relocation, only 9% of respondents mentioned "how to relocate" as one of their top three information needs.

Communications with Aid Providers

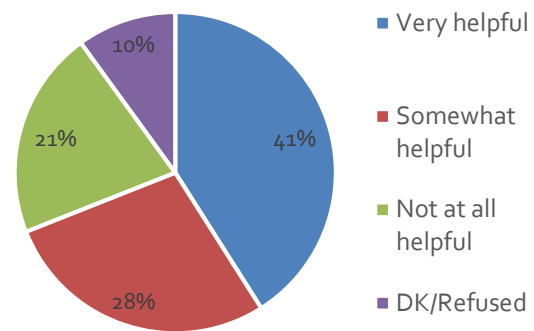
How often do you talk face to face to aid providers about your needs?

Base: All, N=220



How helpful are your conversations with aid providers?

Base: Those who speak with aid providers, N=149

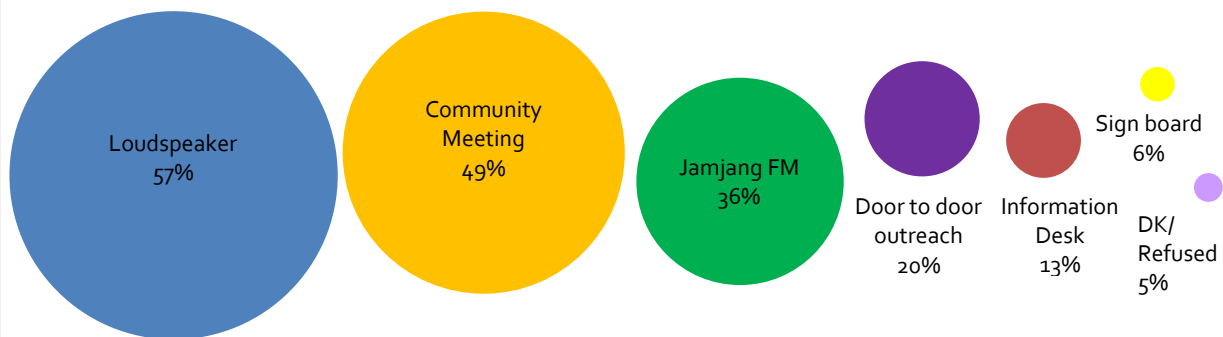


63% have spoken with aid providers

One-third (33%) of all respondents have never spoken face to face with aid providers, while 16% say they do so every day. Of those who do speak with aid providers, 41% believe these conversations are "very helpful"; 21% say the conversations are "not at all helpful."

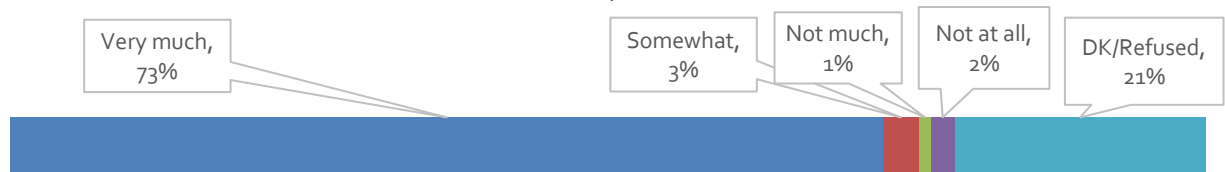
How do you receive information from aid providers?

Base: All, N=220, Multiple choice question



HOW MUCH DO YOU THINK A LOCAL RADIO STATION WILL HELP AID PROVIDERS SHARE INFORMATION WITH YOU?

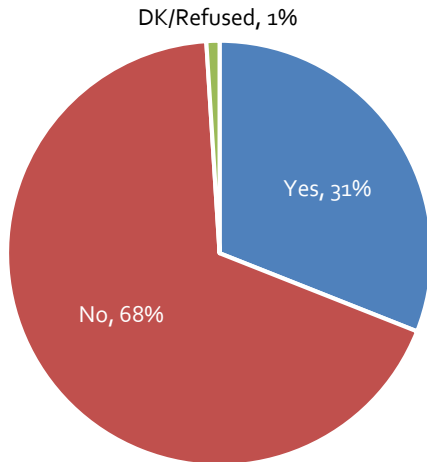
Base: all, N=220



Refugee Information Sources

DO YOU RECEIVE INFORMATION FROM HOME/NUBA?

Base: All, N=220



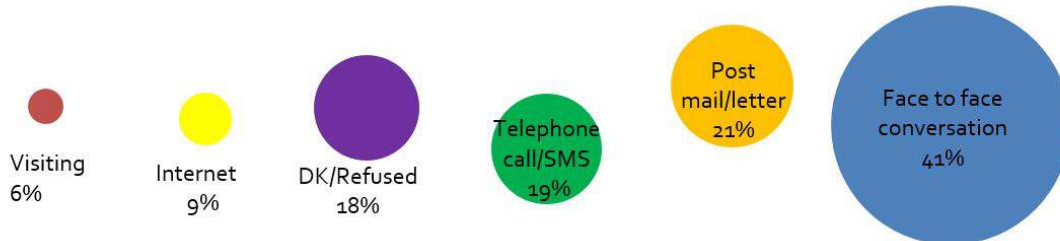
Few refugees receive information from home/Nuba

Less than one-third (31%) of refugees receive information from Nuba. Of those that do, 41% receive information through face-to-face conversation. Post mail/letter (21%) and telephone call/SMS (19%) were the second and third most popular methods.

A majority of refugees receive information from relatives/friends traveling from Nuba (60%) or relatives/friends currently in Nuba (49%). Less than 7% reported receiving information from Nuba from UNHCR and other humanitarian agencies.

HOW DO YOU RECEIVE INFORMATION FROM HOME/NUBA?

Base: Those who receive information from home/Nuba, N=68, Multiple choice question



FROM WHOM DO YOU RECEIVE INFORMATION FROM HOME/NUBA?

Base: Those who receive information from home/Nuba, N=68, Multiple choice question



COMMUNICATION PRACTICES OF HUMANITARIAN ORGANIZATIONS

Select staff from all 10 humanitarian organizations working in Yida, Ajuong Thok, and Pamir were interviewed. Two staff members per organization were interviewed, including one senior staff or manager and one field-based staff, for a total of 20 key informant interviews. The findings provide some insight into the current communication practices of aid agencies, the contribution of radio to humanitarian programming, and general perceptions about refugee information needs. Respondents were encouraged to answer primary questions about radio use and perceptions keeping in mind their organization, while the latter areas focused more on the independent perceptions of each respondent based on their experience working with the organization.

Radio Use & Perceptions of Jamjang FM

More than half (6 of 10) of organizations reported using the radio to provide information to refugees. Other methods of providing information to refugees included community meetings (9 of 10 organizations), door-to-door outreach (4 of 10 organizations), loudspeakers (2 of 10), signboards (2 of 10), information desks (1 of 10), and telephones (1 of 10).

Organizations that use the radio to provide information to refugees do so with varying frequencies. One-third of organizations reported doing so “everyday” (2 of 6 organizations). Other responses included “at least twice a week” (2 organizations), “once a week” (1 organization), and “once a month” (1 organization).

All six organizations that use the radio to provide information to refugees use Jamjang FM to share aid messages. Radio Tamazuj and Radio Kauda (a previously Internews-supported community radio station atop Kauda mountain in the Nuba Mountains) were named as other radio stations used to share messages (1 of 6 organizations).

All six organizations agree that Jamjang FM has directly improved their organizations’ ability to program. When asked how partnering with Jamjang FM has changed their organization’s relationship with the community, staff mentioned that the station has raised awareness about their activities, eased communication with beneficiaries, and improved their program’s effectiveness and efficiency by saving time and resources. One respondent noted that partnering with Jamjang FM has allowed them to come up with a communication strategy and reach the community in a shorter period of time.

Perceptions of Radio

Even organizations that do *not* currently use radio to communicate with refugees (4 of 10 organizations) “strongly agree” that a **local, community radio station dedicated to humanitarian information would provide a critical service to the humanitarian organizations.** Whether their organization used the radio or not, all respondents (20 of 20) believe that **a community radio station is necessary for refugees to have enough information to make good decisions for them and their families.**

When asked for the reasons why their organization did not use the radio, one organization responded that their activities did not include direct interaction with refugees, but that they worked in partnership with organizations that were responsible for communicating with refugees. Another respondent stated that it was headquarters' organizational policy to not use the radio, and that approval was required before using the radio to communicate. Several organizations noted that the radio (i.e. Jamjang FM) was relatively new, indicating that they were interested in future partnership.

Some respondents expressed reservations about working with the radio, citing concerns about trust and impartiality. One organization cited an instance where Jamjang FM allegedly reported incorrect information about an NGO. The respondent observed that the radio station reported community complaints, but did not get the other side of the story (i.e. the NGO's perspective of events).

Community Feedback

Eight of 10 organizations said they speak to refugees face-to-face "everyday" about their needs. Two organizations reported speaking to refugees "once a week" about their needs. All the organizations said they found these conversations helpful, ranging from "very helpful" (5 of 10 organizations) to "somewhat helpful" (5 of 10).

The most common method of collecting and soliciting information from refugees is through community leaders (8 of 10 organizations). Respondents stated that community leaders are respected by the community and know community needs well, while one respondent noted that community leaders are the "only option." Several respondents noted the drawbacks of relying on community leaders; for example, respondents described how community leaders at times passed on incorrect or misdirected information (both intentionally and unintentionally), and that there was no way for agencies to verify whether the right message had reached the wider community.

Other methods reported for collecting and soliciting feedback included community meetings (6 of 10), block leaders (5 of 10), focus groups (4 of 10) and door-to-door outreach (3 of 10). Three organizations mentioned Jamjang FM as a way to collect and solicit information from refugees.

Refugee Information Sources

All respondents believed that "refugees need more information to make good decisions for them and their families." The majority of organizations believe that refugees are "somewhat/a little informed" (8 of 10), compared with "very informed" (1) or "not so informed" (1).

Humanitarian organizations believe that the most important kind of information refugees need to make good decisions for themselves and their families pertain to humanitarian services, rather than information about the local area, their home, security, or relocation or reunification. The top three perceived topics of interest were "how to get food" (10 of 20 respondents), "how to get healthcare/medical attention" (9 of 20 respondents), and "information about nutrition" and "how to get water" (7 of 20).

Challenges Faced in Communicating with Communities

When asked to describe the challenges they were facing in effectively communicating with local communities, multiple respondents cited **language barriers**, noting that humanitarian staff sometimes do not speak local languages, and that beneficiaries do not speak English. Jamjang FM broadcasts in Arabic; three respondents suggested that programs being broadcast on the radio needed to be translated in order to assist agencies in their work.

Several respondents noted the difficulty in accessing the community, particularly having open, interactive discussions (e.g. forums). Multiple respondents specifically mentioned the prevalence and spread of **rumors** as an obstacle to communicating with communities.

Two respondents mentioned the need to change **stereotypes and perceptions about NGOs** (i.e. managing expectations about the goods and services that agencies can provide). Several respondents noted that **beneficiaries do not trust agencies**, linking this to a lack of awareness about humanitarian services and organizations' technical expertise. One respondent expressed a desire for beneficiaries to get closer to agencies, but that "they [beneficiaries] have to be made aware of how the agencies operate."

Four respondents named the **lack of radios** as a major challenge to communicating with communities, and recommended further radio distributions to address the issue. One respondent stated that educating agencies on how to make the most or best use of the radio would greatly improve their relationship with the community.

Conclusion

These findings strongly affirm that Jamjang FM, as well as a community radio station and humanitarian information service more generally, is perceived to be critical by both refugees and humanitarians to the broader refugee response. At the time of research, Jamjang FM was only two months old. Yet, three-quarters of refugees that listen to the station agreed that Jamjang FM provides a critical service to the refugee community; similarly, an equal proportion of those that do not listen to the station believe that a local, community radio station dedicated to humanitarian information provides a critical service to the refugee community. In parallel, humanitarians that have collaborated with the station all agree that Jamjang FM has directly improved their organizations' ability to program. As the station continues to refine its programming, it has great potential not only to meet the information needs of refugees in the language and medium they prefer, but also to create content that meets the information needs of refugees and advances humanitarian programs simultaneously.

The findings also suggest some differences in perceptions between the refugee community and humanitarian organizations regarding information needs and communication practices. For example, while refugees most express a desire for local news, humanitarian organizations believe that the top topic of interest is "how to get food." Eight of 10 organizations said they speak to refugees face-to-face "everyday" about their needs, while only 16% of refugees stated that they speak with aid providers every day (and one-third of all respondents reported that they had never had this experience). Furthermore, while humanitarian organizations expressed a strong reliance on community leaders to pass on aid messages, refugees stated that their dominant method of receiving information from aid providers was a loudspeaker (57%). While it is difficult to distinguish between perception, reality, and the differences in individual experiences, these examples serve as a reminder that radio can make a substantial difference in building trust and understanding between refugees and humanitarian agencies by serving as a two-way feedback and accountability mechanism, particularly by eliminating the need to rely upon third parties such as community leaders.

Overwhelmingly, there is consensus from both sides that refugees need more information to make good decisions for themselves and their families, and that radio is the best way to fill this gap. In tandem with simply distributing more radios, these research findings significantly advance Jamjang FM's ability to improve communications with communities by illustrating listener habits and preferences, describing the needs of the humanitarian community, and identifying a few immediate opportunities to strengthen the information ecosystem through stronger relationships and improved programming.

Recommendations for Jamjang FM

- 1) Increase awareness on how agencies can make the most/best use of the radio for improving communication with communities.**

Several organizations noted that the radio was still relatively new, implying that more time was needed to explore opportunities for partnership. One humanitarian respondent explicitly stated that agencies needed some assistance on how to use the radio to advance humanitarian programs. Internews' humanitarian information projects in other locations have shown that agencies often require training or

other types of sensitization to understand the potential of using radio to communicate with communities, and possibly to combat any reservations about working with local media. Through the Humanitarian Liaison Officer (HLO), Jamjang FM can organize orientation sessions for humanitarian partners that focus on how they can leverage the radio for improving their programs as well as communication with communities.

2) Produce programs that educate refugees about humanitarian organizations, their services, and technical expertise.

Refugees do not currently have regular and consistent communications with aid providers: 51% say that they either never talk to aid providers or do so less than once a month. This likely fuels the stereotypes, misperceptions, and lack of trust in NGOs mentioned by several humanitarian respondents. Jamjang FM can address such tensions by creating programs that seek to educate the refugee community about humanitarian organizations, their services, and their technical expertise, so that refugees can learn about how agencies operate. For example, to supplement daily “news you can use,” Jamjang FM can create a weekly “spotlight feature” on a different NGO that educates listeners about the organization’s work and gives them an opportunity to ask questions of the organization’s staff.

3) Organize roundtables and discussions between agencies and community members.

Encouraging humanitarian agencies to sit at the table with communities is an effective way to directly link the two groups. Issues that may escalate into larger confrontation can be dealt with in an open and colloquial way, and solutions can be discussed and agreed upon by both sides. These discussions can be used to turn agency messages and feedback into a nuanced discussion that engages humanitarians and the community in a conversation about constraints and challenges with regard to the issue at hand. These roundtables can then be used to create specific programs that share the process and discussion with a wider audience. This transparency is extremely valuable, especially in large camps where community leaders are the main interlocutors of the humanitarian community. Organizing and sharing these discussions creates a sense of inclusion among community members who may feel that they are being left out of the conversation between their leaders and humanitarians.

4) Take into account listener preferences and habits when crafting the program schedule.

Most radio listeners listen to the radio everyday (70%), followed by at least twice a week (15%). Evening is the most popular time of day to listen to the radio for respondents overall (54%), Ajuong Thok residents (78%), and Pamir residents (67%). In contrast, Yida residents prefer listening to the radio in the early morning (47%), and half of them expressed listening to the radio “anytime” (50%). In designing the program schedule, it will be worth looking more carefully at the research data to ensure programs are broadcast at the best time for maximum impact, and deliver the most-desired content. It may also be worth exploring the broadcast of programs in languages other than Arabic. Community Correspondents should conduct mini-information needs assessments on a rolling basis, such as with Listening Groups, to keep a check on listener preferences and habits.

5) Provide a weekly English news bulletin to the humanitarian community.

Several humanitarian staff members suggested that programs being broadcast on the radio needed to be translated in order to assist agencies in their work. To give organizations a sense of community perceptions and concerns, the Jamjang FM team can prepare a weekly bulletin or newsletter featuring a

round-up of stories, news items and feedback. The bulletin can also serve a coordination, learning, and accountability function for humanitarians by promoting a greater awareness of each other's activities.

6) Expand information access by distributing more radios.

Though refugees prefer to receive information via the radio, only 41% have access to one. Refugees stated that the biggest obstacle to radio listening is the lack of a radio set; similarly, humanitarian organizations stated that the lack of radio is an impediment to communicating with communities. Distributing additional radio handsets will have a significant effect on information access, and Jamjang FM should design the next distribution to maximize impact across Ajuong Thok, Yida, and Pamir.

References

Internews, Meeting the information needs of Sudanese Refugees from Southern Kordofan: Scoping mission to Yida, Aduong Thuk and Pamir, Northern Unity, South Sudan (January 20-22, 2016)

UNHCR, 2016 Participatory Assessment Report, Ajuong Thok Refugee Camp (14th -24th November 2016)

UNHCR, 2016 Participatory Assessment Report, Pamir Refugee Camp (14th-24th November 2016)

Appendix 1: Research Methodology & Specifications

A. Household Interviews

The household survey focused on gathering data from the Sudanese refugee communities in northern Unity State.

Final sample size	220
Market scope	99,518 (combined population in Yida, Ajuong Thok, and Pamir as of March 2017) ²
Questionnaire design	Internews
Fieldwork dates	April 23-27, 2017
Fieldwork team	4 enumerators, 2 team leads/enumerators, 1 supervisor

Population

Based on UNHCR registration data³ as of 31 March 2017, the population represented by this survey is 99,518 refugees located in Yida, Ajuong Thok, and Pamir settlements. This population is broken down as follows:

- Yida: 54,366
- Ajuong Thok: 35,378
- Pamir: 9,774

Sampling

For a population of 99,518, with a 6% margin of error, Internews decided upon a sample size of **189 respondents**⁴ reflecting a 90% confidence level. Ultimately, 220 respondents were interviewed.

This sample is not completely representative of each of the three camps because it is not a stratified sample, however gives a strong indication of data at each site. Further, the entire sample size is representative of the group of Sudanese refugees as a whole.

² UNHCR data portal: <http://www.data.unhcr.org/SouthSudan/country.php?id=251>

³ UNHCR data portal: <http://www.data.unhcr.org/SouthSudan/country.php?id=251>

⁴ Calculated using the open source sample size calculator:

<http://www.custminsight.com/articles/random-sample-calculator.asp>

For the purpose of data collection, the following numbers of respondents were allocated in correspondence to the registered population at each site:

Location	Population	% of Sudanese refugee pop.	No. of respondents
Yida	54,366	54.6%	104
Ajuong Thok	35,378	35.6%	68
Pamir	9,774	9.8%	19
Total	99,518	100%	191⁵

Area and respondent selection

For each camp/settlement, areas and respondents were selected based on a combination of random direction, skip pattern, and quota sampling.

Unfortunately, the lack of detailed map and population data meant that quotas had to be improvised. Therefore, quota sampling efforts were made to allow for representation of specific subgroups based on gender, age, and zone, while random direction and skip pattern allowed for randomness based on block.

Random direction and a skip pattern ensured a decent level of randomness for block selection without a perfectly random sample draw. This was achieved by starting at a water point or borehole at the center of each zone, spinning a pen on the ground, following the direction that it led towards, and skipping every 2 shelters/households before referring to the quota sheet for a respondent.

The master quota sheet was divided by the number of respondents per camp/settlement, then divided by gender, age, and zone or borehole area.

Yida

Yida is an informal settlement that does not have any organization by block or zone. A UNHCR commissioned map in 2013 shows populations and shelters congregated within 200 meters of boreholes, which served as a starting point for data collection.

Ajuong Thok and Pamir

The UNHCR managed camps are organized by zone then block. Ajuong Thok camp has 122 blocks in 16 zones. Pamir has 136 blocks in 17 zones. UNHCR commissioned maps (last updated 2013) were used to navigate the camps.

⁵ Due to rounding up for number of respondents the total is over the target number of respondents, which should be 189.

B. Key Informant Interviews

The key informant survey focused on gathering data from the humanitarian agencies and NGOs directly servicing refugees in northern Unity State.

Final sample size	20
Market scope	10 humanitarian agencies and NGOs
Questionnaire design	Internews
Fieldwork dates	April 23-27, 2017
Fieldwork team	1 interviewer

Population

The following agencies and NGOs operate in Yida, Ajuong Thok, and Pamir (not including Internews):

1. African Action Help – International (AAHI)
2. Africa Humanitarian Action (AHA)
3. CARE
4. Commission for Refugee Affairs (CRA)
5. Danish Refugee Council (DRC)
6. International Rescue Committee (IRC)
7. Lutheran World Federation (LWF)
8. Samaritan’s Purse (SP)
9. UNHCR
10. World Food Programme (WFP)

Sampling

In order to ensure a holistic picture of the organizational practices and needs, two representatives per organization were interviewed:

- a leader or senior manager
- a community outreach staff

In total, **20 key informant interviews** (KIIs) were conducted with two individuals – one senior level staff and one field-based staff – at each organization listed above. Names and job titles of these individuals are withheld from this report to maintain anonymity.

C. Limitations

Given the constantly changing population and displacement situation in South Sudan and the challenges of conducting research in the country, achieving a representative sample is challenging even under the most favorable circumstances. Maps were used in each of the enumeration areas, however some of these maps were outdated and lacked much detail. For example, Yida was particularly difficult to navigate as the camp had grown significantly in recent years and is not managed by any humanitarian body. Maps showed only borehole locations, which were used as starting points for sampling. Similarly, detailed population data was unavailable and possibly outdated or subject to extreme fluctuation. As such, the sampling frame is only meant to be representative of the refugee situation as a whole in northern Unity State, and should only be an indication of trends in each of the sites, not statistical representation.

Another challenge which limits the survey is the capacity of the enumerators. All enumerators were locally recruited from the refugee and host community for their indigenous knowledge of the area. However, most had not formerly conducted a survey before recruitment and many had low levels of schooling. While all enumerators could speak and read English, most preferred Arabic as their main language of communication. A two-day training was conducted for enumerators to familiarize them with the questionnaire, which was conducted in both English and Arabic. The questionnaire was translated into Arabic. A pilot test was also conducted. Still, data quality issues came up in the cleaning of the questionnaire data. For example, sometimes skip logic was not properly executed. In these cases, skip logic was retroactively applied to questionnaire data in keeping with the integrity of the questionnaire. Steps were taken in the data cleaning and entry phase to ensure that inaccuracies were minimized.

Finally, regarding the survey with humanitarians, organizations employ multiple staff who represent a diverse range of perspectives, experience, and background. Therefore even within this scope, two members of the same organization at times gave conflicting answers to questions. Where possible, the answer given by the more senior member of the organization was taken to represent the organization.

Appendix 2: Information Needs Questionnaire for Refugees

INSTRUCTIONS:

Bold = Question to ask the interviewee

[IN CAPITAL LETTERS, BOLD, ITALIC, AND BETWEEN BRACKETS] = Instructions for the enumerator. Do not read to the interviewee.

= Single response - tick only one circle

= Multiple response - tick as many boxes as necessary

ABBREVIATIONS: **MCQ** = Multiple Choice Question; **DK** = Don't Know

IMPORTANT: If the answer of an interviewee is ever unclear, please ask them questions for clarification. Never suggest a response, unless indicated.

SECTION A – DATA COLLECTION TEAM – [PLEASE COMPLETE BEFORE THE INTERVIEW]

A01	Questionnaire number:
A02	Camp/Settlement:
A03	Zone Number:
A04	Block Number/Neighborhood:
A05	Date of Interview: Day ___ ___ Month _0_ _4_ Year _2_ _0_ _1_ _7_
A06	Start Time:
A07	Enumerator Name:
A08	Team Leader:
A09	Data Entry Clerk:

INTRODUCTION TEXT – [PLEASE READ THE FOLLOWING TEXT]

“Hello, my name is _____. I work for an organization called Internews and I am doing a survey about access to media and information in the area. I would like to ask you a few questions about how you receive information and how you communicate with relief organizations. If you agree to participate, your answers will remain anonymous. The interview will take approximately 15-20 minutes.”

Do you consent to this interview? Yes₍₁₎ No₍₂₎

SECTION B – DEMOGRAPHIC INFORMATION

“Thank you. I will first ask a few questions about you and where you live.”

B01	Gender [DO NOT ASK, OBSERVE.] <input type="radio"/> Male ₍₁₎ <input type="radio"/> Female ₍₂₎
B02	How old are you? [IF THERE IS NO ANSWER, OBSERVE.] <input type="radio"/> 15-19 ₍₁₎ <input type="radio"/> 20-24 ₍₂₎ <input type="radio"/> 25-29 ₍₃₎ <input type="radio"/> 30-34 ₍₄₎ <input type="radio"/> 35-39 ₍₅₎ <input type="radio"/> 40-44 ₍₆₎ <input type="radio"/> 45-49 ₍₇₎ <input type="radio"/> 50-54 ₍₈₎ <input type="radio"/> 55-59 ₍₉₎ <input type="radio"/> 60-64 ₍₁₀₎ <input type="radio"/> 65+ ₍₁₁₎
B03	Currently, where do you live? [READ RESPONSES] <input type="radio"/> Yida town ₍₁₎ <input type="radio"/> Yida settlement/camp ₍₂₎ <input type="radio"/> Jamjang village ₍₃₎ <input type="radio"/> Ajoung Thok camp ₍₄₎ <input type="radio"/> Pamir camp ₍₅₎ <input type="radio"/> Other [PLEASE INDICATE] _____
B04	What nationality are you? [READ THE RESPONSES] <input type="radio"/> Sudanese ₍₁₎ <input type="radio"/> South Sudanese ₍₂₎ [IF SOUTH SUDANESE, SKIP TO C01]

B05	<p>How long have you lived here? (Alternatively, when was the approximate date that you first arrived here?)</p> <p>Duration (how many months or years ago? – please indicate): _____ _____ _____</p> <p>Date of arrival: _____ Day _____ Month _____ Year _____ _____ _____</p>
<p>SECTION C – LANGUAGES</p> <p>“I would like to ask you a few questions about the languages that you speak and understand.”</p>	
C01	<p>What are the languages or dialects that you speak? [DO NOT READ RESPONSES. ENCOURAGE IF NECESSARY. MCQ]</p> <p><input type="checkbox"/> Arabic₍₁₎ <input type="checkbox"/> Dinka₍₂₎ <input type="checkbox"/> English₍₃₎ Language 1 _____</p> <p><input type="checkbox"/> OTHER [PLEASE INDICATE] _____ Language 2 _____</p> <p><input type="checkbox"/> OTHER [PLEASE INDICATE] _____ Language 3 _____</p>
C02	<p>What is the language or dialect that you speak most often at home? [TICK ONLY ONE]</p> <p><input type="radio"/> Arabic₍₁₎ <input type="radio"/> Dinka₍₂₎ <input type="radio"/> English₍₃₎ <input type="radio"/> OTHER [PLEASE INDICATE] _____</p>
<p>SECTION D – RADIO</p> <p>“I would now like to ask you a few questions about your access to radio and listening habits where you now live.”</p>	
D01	<p>Do you listen to radio in the area where you now live?</p> <p><input type="radio"/> Yes₍₁₎ <input type="radio"/> No₍₂₎ <input type="radio"/> DK₍₉₈₎ <input type="radio"/> Refused₍₉₉₎ [IF YES, SKIP TO D03]</p>
D02	<p>What are the reasons why you don't listen to the radio?</p> <p>[DO NOT READ RESPONSES. ENCOURAGE IF NECESSARY. TICK UP TO THREE]</p> <p><input type="checkbox"/> I don't own a radio set₍₁₎ <input type="checkbox"/> I'm not allowed to listen to the radio₍₂₎ <input type="checkbox"/> don't trust the available radio stations₍₃₎</p> <p><input type="checkbox"/> No power – no batteries₍₄₎ <input type="checkbox"/> My radio set is broken₍₅₎ <input type="checkbox"/> don't like the radio – the content is not interesting₍₆₎</p> <p><input type="checkbox"/> don't have the time₍₇₎ <input type="checkbox"/> No programs in my language₍₈₎ <input type="checkbox"/> DK₍₉₈₎ <input type="checkbox"/> Refused₍₉₉₎</p> <p><input type="checkbox"/> OTHER [PLEASE INDICATE] _____ [SKIP TO D12]</p>
D03	<p>How often do you generally listen to the radio? [READ RESPONSES, TICK ONE]</p> <p><input type="radio"/> Everyday₍₁₎ <input type="radio"/> At least twice a week₍₂₎ <input type="radio"/> Once a week₍₃₎ <input type="radio"/> Once a month₍₄₎ <input type="radio"/> Less than once a month₍₅₎</p>
D04	<p>What time of day do you listen to the radio? [DO NOT FORCE, ENCOURAGE IF NECESSARY, MCQ]</p> <p><input type="checkbox"/> Early morning (5-8am)₍₁₎ <input type="checkbox"/> Morning (8-11am)₍₂₎ <input type="checkbox"/> Noon (11am-2pm)₍₃₎ <input type="checkbox"/> Afternoon (2-5pm)₍₄₎</p> <p><input type="checkbox"/> Evening (5-8pm)₍₅₎ <input type="checkbox"/> Late Evening (8-11pm)₍₆₎ <input type="checkbox"/> Anytime₍₇₎ <input type="checkbox"/> DK₍₉₈₎ <input type="checkbox"/> Refused₍₉₉₎</p>
D05	<p>Currently, in the area, how do you listen to the radio? [ENCOURAGE IF NECESSARY, MCQ]</p> <p><input type="checkbox"/> Alone₍₁₎ <input type="checkbox"/> With family₍₂₎ <input type="checkbox"/> With neighbors₍₂₎ <input type="checkbox"/> With friends₍₃₎ <input type="checkbox"/> In the market₍₄₎ <input type="checkbox"/> listening group (Jamjang FM)₍₃₎</p> <p><input type="checkbox"/> DK₍₉₈₎ <input type="checkbox"/> Refused₍₉₉₎ <input type="checkbox"/> OTHER [PLEASE INDICATE] _____ [IF ALONE, SKIP TO D07]</p>
D06	<p>If you listen with others, how many people do you normally listen with? [DO NOT FORCE, ENCOURAGE IF NECESSARY, MCQ]</p> <p><input type="checkbox"/> 2-5₍₁₎ <input type="checkbox"/> 6-10₍₂₎ <input type="checkbox"/> 11-15₍₃₎ <input type="checkbox"/> 16-20₍₄₎ <input type="checkbox"/> 21-25₍₄₎ <input type="checkbox"/> 26-30₍₄₎ <input type="checkbox"/> 31+₍₄₎ <input type="checkbox"/> DK₍₉₈₎ <input type="checkbox"/> Refused₍₉₉₎</p>
D07	<p>Currently, in the area, what radio stations do you listen to? [DO NOT READ RESPONSES, MCQ]</p> <p><input type="checkbox"/> Jamjang FM₍₁₎ <input type="checkbox"/> BBC World Service (Arabic)₍₂₎ <input type="checkbox"/> BBC World Service (English)₍₃₎ <input type="checkbox"/> Eye Radio₍₄₎ <input type="checkbox"/> Radio Miraya₍₅₎</p>

	<input type="checkbox"/> Radio Tamazuj ⁽⁶⁾ <input type="checkbox"/> Voice of America (VOA) ⁽⁷⁾ <input type="checkbox"/> Radio Montecarlo (RFI) ⁽⁸⁾ <input type="checkbox"/> DK ⁽⁹⁸⁾ <input type="checkbox"/> Refused ⁽⁹⁹⁾ <input type="checkbox"/> OTHER [PLEASE INDICATE] _____ [IF NO JAMJANG FM, SKIP TO D11]
D08	You said you listen to Jamjang FM. Have you heard any messages about aid providers and services? <input type="radio"/> Yes ⁽¹⁾ <input type="radio"/> No ⁽²⁾ <input type="radio"/> DK ⁽⁹⁸⁾ <input type="radio"/> Refused ⁽⁹⁹⁾ [IF NO, SKIP TO E01]
D09	Which aid provider messages have you heard? [DO NOT FORCE, ENCOURAGE IF NECESSARY, MCQ] <input type="checkbox"/> Health (malaria prevention, cholera prevention, etc.) ⁽¹⁾ <input type="checkbox"/> Food distribution ⁽²⁾ <input type="checkbox"/> Camp registration ⁽³⁾ <input type="checkbox"/> School, education, training ⁽⁴⁾ <input type="checkbox"/> Handwashing ⁽⁵⁾ <input type="checkbox"/> Peace and security ⁽⁶⁾ <input type="checkbox"/> Violence against women and children ⁽⁷⁾ <input type="checkbox"/> DK ⁽⁹⁸⁾ <input type="checkbox"/> Refused ⁽⁹⁹⁾ <input type="checkbox"/> OTHER [PLEASE INDICATE] _____
D10	Do you find the relief organization messages useful/helpful? [TICK ONLY ONE] <input type="radio"/> Very useful/helpful ⁽¹⁾ <input type="radio"/> Somewhat useful/helpful ⁽²⁾ <input type="radio"/> Not so useful/helpful ⁽³⁾ <input type="radio"/> Completely useless/ not at all helpful ⁽⁵⁾ <input type="radio"/> DK ⁽⁹⁸⁾ <input type="radio"/> Refused ⁽⁹⁹⁾
D11	Do you agree or disagree with the following statement? : “I believe Jamjang FM is providing a critical service to the refugee community.” [READ THE RESPONSES] <input type="radio"/> Strongly Agree ⁽¹⁾ <input type="radio"/> Agree ⁽²⁾ <input type="radio"/> Disagree ⁽³⁾ <input type="radio"/> Strongly Disagree ⁽⁴⁾ <input type="radio"/> DK ⁽⁹⁸⁾ <input type="radio"/> Refused ⁽⁹⁹⁾ [SKIP TO E01]
D12	Do you agree or disagree with this statement? : “I believe a local, community radio station dedicated to humanitarian information would provide a critical service to the refugee community.” [READ THE RESPONSES] <input type="radio"/> Strongly Agree ⁽¹⁾ <input type="radio"/> Agree ⁽²⁾ <input type="radio"/> Disagree ⁽³⁾ <input type="radio"/> Strongly Disagree ⁽⁴⁾ <input type="radio"/> DK ⁽⁹⁸⁾ <input type="radio"/> Refused ⁽⁹⁹⁾
SECTION E – OTHER MEDIA/INFORMATION SOURCES	
“I would now like to ask you a few questions about your access to other media and information sources where you live.”	
E01	Do you watch <u>television</u> in the area where you now live? <input type="radio"/> Yes ⁽¹⁾ <input type="radio"/> No ⁽²⁾ <input type="radio"/> DK ⁽⁹⁸⁾ <input type="radio"/> Refused ⁽⁹⁹⁾
E02	Do you read the <u>newspaper</u> in the area where you now live? <input type="radio"/> Yes ⁽¹⁾ <input type="radio"/> No ⁽²⁾ <input type="radio"/> DK ⁽⁹⁸⁾ <input type="radio"/> Refused ⁽⁹⁹⁾
E03	Do you use the <u>internet</u> in the area where you now live? <input type="radio"/> Yes ⁽¹⁾ <input type="radio"/> No ⁽²⁾ <input type="radio"/> DK ⁽⁹⁸⁾ <input type="radio"/> Refused ⁽⁹⁹⁾
E04	Do you talk or text on the <u>telephone</u> in the area where you now live? <input type="radio"/> Yes ⁽¹⁾ <input type="radio"/> No ⁽²⁾ <input type="radio"/> DK ⁽⁹⁸⁾ <input type="radio"/> Refused ⁽⁹⁹⁾
E05	Of the following media, which is your favorite to receive information? [READ RESPONSES, TICK ONLY ONE] <input type="radio"/> Radio ⁽¹⁾ <input type="radio"/> Television ⁽²⁾ <input type="radio"/> Newspaper ⁽³⁾ <input type="radio"/> Internet ⁽⁴⁾ <input type="radio"/> Telephone ⁽⁵⁾
SECTION F – INFORMATION NEEDS	
“I would now like to ask you a few questions about the types of information that you have and what you still need.”	
F01	Currently in this town/settlement, do you need <u>more</u> information to make good decisions for you and your family? <input type="radio"/> Yes ⁽¹⁾ <input type="radio"/> No ⁽²⁾ <input type="radio"/> DK ⁽⁹⁸⁾ <input type="radio"/> Refused ⁽⁹⁹⁾
F02	Currently, living in this town/camp/settlement, what is the most important kind of information you need to make good decisions for you and your family? [DO NOT READ RESPONSES, TICK UP TO THREE] [ONLY IF STRUGGLING TO THINK OF ANYTHING PROMPT WITH ...] “For example, some sort of news or how to get a service or materials, or how to get help or assistance on something” <input type="checkbox"/> Local news ⁽¹⁾ <input type="checkbox"/> News from home ⁽²⁾ <input type="checkbox"/> Security here ⁽³⁾ <input type="checkbox"/> Security at home ⁽⁴⁾ <input type="checkbox"/> How to relocate ⁽²²⁾

	<input type="checkbox"/> Reuniting with lost family and friends ⁽⁶⁾ <input type="checkbox"/> How to replace personal documents (ID, birth certificate) ⁽²³⁾ <input type="checkbox"/> How to register for aid ⁽⁷⁾ <input type="checkbox"/> How to get water ⁽⁸⁾ <input type="checkbox"/> How to get food ⁽⁹⁾ <input type="checkbox"/> How to get shelter/shelter materials ⁽¹¹⁾ <input type="checkbox"/> How to get cooking fuel/firewood ⁽¹⁴⁾ <input type="checkbox"/> Prices: food, crop, or livestock ⁽¹²⁾ <input type="checkbox"/> Information about nutrition ⁽¹³⁾ <input type="checkbox"/> How to find work ⁽¹⁶⁾ <input type="checkbox"/> How to access vocational training/skills ⁽¹⁷⁾ <input type="checkbox"/> How to access education ⁽¹⁸⁾ <input type="checkbox"/> How to get healthcare/medical attention ⁽²⁰⁾ <input type="checkbox"/> How to get help after sexual attack or harassment ⁽²⁴⁾ <input type="checkbox"/> DK ⁽⁹⁸⁾ <input type="checkbox"/> Refused ⁽⁹⁹⁾ <input type="checkbox"/> OTHER [PLEASE INDICATE] _____
F03	Currently in this town/settlement, do you believe a community radio station is necessary to have enough information to make good decisions for you and your family? <input type="radio"/> Yes ⁽¹⁾ <input type="radio"/> No ⁽²⁾ <input type="radio"/> DK ⁽⁹⁸⁾ <input type="radio"/> Refused ⁽⁹⁹⁾

SECTION G – COMMUNICATION WITH AID PROVIDERS, NGOS

“I would now like to ask you a few questions about getting information from and providing feedback to aid providers.”

G01	How often do you talk face-to-face to aid providers about your needs? Do you speak...? [READ RESPONSES, TICK ONE] <input type="radio"/> Everyday ⁽¹⁾ <input type="radio"/> Once a week ⁽²⁾ <input type="radio"/> Once a month ⁽³⁾ <input type="radio"/> Less than once a month ⁽⁴⁾ <input type="radio"/> Never ⁽⁵⁾ [IF NEVER, SKIP TO G03]
G02	When you speak with aid providers about your needs, how helpful are those conversations? [READ RESPONSES, TICK ONE] <input type="radio"/> Very helpful ⁽¹⁾ <input type="radio"/> Somewhat helpful ⁽²⁾ <input type="radio"/> Somewhat unhelpful ⁽³⁾ <input type="radio"/> Not at all helpful ⁽⁴⁾ <input type="radio"/> DK ⁽⁹⁸⁾ <input type="radio"/> Refused ⁽⁹⁹⁾
G03	Currently, in this area, how do you receive information from aid providers? [DO NOT READ RESPONSES, ENCOURAGE MCQ] <input type="checkbox"/> Loud speaker ⁽¹⁾ <input type="checkbox"/> Information desk ⁽²⁾ <input type="checkbox"/> Community meeting ⁽³⁾ <input type="checkbox"/> Sign board ⁽⁴⁾ <input type="checkbox"/> Door to door outreach ⁽⁵⁾ <input type="checkbox"/> Jamjang FM ⁽⁶⁾ <input type="checkbox"/> DK ⁽⁹⁸⁾ <input type="checkbox"/> Refused ⁽⁹⁹⁾ <input type="checkbox"/> OTHER [PLEASE INDICATE] _____
G04	How much do you think a local radio station will help aid providers share information with you? [READ RESPONSES, TICK ONE] <input type="radio"/> Very much ⁽¹⁾ <input type="radio"/> Somewhat ⁽²⁾ <input type="radio"/> Not much ⁽³⁾ <input type="radio"/> Not at all ⁽⁴⁾ <input type="radio"/> DK ⁽⁹⁸⁾ <input type="radio"/> Refused ⁽⁹⁹⁾

SECTION H – REFUGEE INFORMATION SOURCES

“I would now like to ask you a few questions about getting and giving information from aid providers such as NGOs and UNHCR.”

H01	Do you receive information from home/Nuba? <input type="radio"/> Yes ⁽¹⁾ <input type="radio"/> No ⁽²⁾ <input type="radio"/> DK ⁽⁹⁸⁾ <input type="radio"/> Refused ⁽⁹⁹⁾ [IF NO, SKIP TO CONCLUSION TEXT]
H02	How do you receive information from home/Nuba? [ENCOURAGE IF NECESSARY, MCQ] <input type="checkbox"/> Telephone call or SMS ⁽¹⁾ <input type="checkbox"/> Internet (Email/Facebook/Whatsapp) ⁽²⁾ <input type="checkbox"/> Post mail/letter ⁽³⁾ <input type="checkbox"/> Face to face conversations ⁽⁴⁾ <input type="checkbox"/> DK ⁽⁹⁸⁾ <input type="checkbox"/> Refused ⁽⁹⁹⁾ <input type="checkbox"/> OTHER [PLEASE INDICATE] _____
H03	From whom do you receive information? [ENCOURAGE IF NECESSARY, MCQ] <input type="checkbox"/> Relatives/friends currently in Nuba ⁽¹⁾ <input type="checkbox"/> Relatives/friends traveling from Nuba ⁽²⁾ <input type="checkbox"/> UNHCR and other agencies ⁽³⁾ <input type="checkbox"/> Religious leaders ⁽⁴⁾ <input type="checkbox"/> Camp leadership ⁽⁵⁾ <input type="checkbox"/> OTHER [PLEASE INDICATE] _____

SECTION J – RELOCATION FOR YIDA RESIDENTS ONLY

“I would now like to ask you a few questions about receiving the information you need to make a decision about relocation.”

J01	Do you need more information to make a decision to stay in Yida or move to Ajoung Thok or Pamir? <input type="radio"/> Yes, I need more info ⁽¹⁾ <input type="radio"/> No, I have enough info ⁽²⁾ <input type="radio"/> DK ⁽⁹⁸⁾ <input type="radio"/> Refused ⁽⁹⁹⁾ [IF NO, SKIP TO CONCLUSION TEXT]
J02	What information do you need to make this decision? [ENCOURAGE IF NECESSARY, MCQ]

	<input type="checkbox"/> Local news ⁽¹⁾ <input type="checkbox"/> News from home ⁽²⁾ <input type="checkbox"/> Security here ⁽³⁾ <input type="checkbox"/> Security at home ⁽⁴⁾ <input type="checkbox"/> How to relocate ⁽²²⁾ <input type="checkbox"/> Reuniting with lost family and friends ⁽⁶⁾ <input type="checkbox"/> How to replace personal documents (ID, birth certificate) ⁽²³⁾ <input type="checkbox"/> How to register for aid ⁽⁷⁾ <input type="checkbox"/> How to get water ⁽⁸⁾ <input type="checkbox"/> How to get food ⁽⁹⁾ <input type="checkbox"/> How to get shelter/shelter materials ⁽¹¹⁾ <input type="checkbox"/> How to get cooking fuel/firewood ⁽¹⁴⁾ <input type="checkbox"/> Prices: food, crop, or livestock ⁽¹²⁾ <input type="checkbox"/> Information about nutrition ⁽¹³⁾ <input type="checkbox"/> How to find work ⁽¹⁶⁾ <input type="checkbox"/> How to access vocational training/skills ⁽¹⁷⁾ <input type="checkbox"/> How to access education ⁽¹⁸⁾ <input type="checkbox"/> How to get healthcare/medical attention ⁽²⁰⁾ <input type="checkbox"/> How to get help after sexual attack or harassment ⁽²⁴⁾ <input type="checkbox"/> DK ⁽⁹⁸⁾ <input type="checkbox"/> Refused ⁽⁹⁹⁾ <input type="checkbox"/> OTHER [PLEASE INDICATE] _____
--	--

J03	How would you like to receive this information? [ENCOURAGE IF NECESSARY, MCQ] <input type="checkbox"/> Loud speaker ⁽¹⁾ <input type="checkbox"/> Information desk ⁽²⁾ <input type="checkbox"/> Community meeting ⁽³⁾ <input type="checkbox"/> Sign board ⁽⁴⁾ <input type="checkbox"/> Door to door outreach ⁽⁵⁾ <input type="checkbox"/> Jamjang FM ⁽⁶⁾ <input type="checkbox"/> DK ⁽⁹⁸⁾ <input type="checkbox"/> Refused ⁽⁹⁹⁾ <input type="checkbox"/> OTHER [PLEASE INDICATE] _____
------------	--

CONCLUSION TEXT – [PLEASE READ THE FOLLOWING TEXT TO CONCLUDE]

“That was the last question. Thank you very much for your time and participation. Your responses will help us understand your needs and hopefully increase and improve the information made available to you by relief organizations. Your responses will be treated with complete confidentiality.”

*******END OF INTERVIEW*******

SECTION A (CONTINUED) – DATA COLLECTION TEAM
[DO NOT ASK THE RESPONDENT! PLEASE COMPLETE THIS SECTION AFTER THE INTERVIEW.]

A10	End time of Interview: _____ Duration (minutes) : _____
A11	The interview was: <input type="radio"/> Completed ⁽¹⁾ <input type="radio"/> Partially completed ⁽²⁾
A12	Please provide some general comments about the interview if necessary (questions that were difficult to respond to or how the interviewee reacted to certain questions, etc.).

Appendix 3: Information Needs Questionnaire for Humanitarians

INSTRUCTIONS:

Bold = Question to ask the interviewee

[IN CAPITAL LETTERS, BOLD, ITALIC, AND BETWEEN BRACKETS] = Instructions for the interviewer. Do not read to the interviewee.

= Single response - tick only one circle

= Multiple response - tick as many boxes as necessary

ABBREVIATIONS: **MCQ** = Multiple Choice Question; **DK** = Don't Know

IMPORTANT: If the answer of an interviewee is ever unclear, please ask them questions for clarification. Never suggest a response, unless indicated.

SECTION A – DATA COLLECTION TEAM – [PLEASE COMPLETE BEFORE THE INTERVIEW]

A01	Questionnaire number:
A02	Organization/Agency Name:
A03	Interviewee Name:
A04	Interviewee Job Title:
A05	Interviewer Name:
A06	Data Entry Clerk:
A07	Date of Interview: Day ___ ___ Month <u>0</u> <u>4</u> Year <u>2</u> <u>0</u> <u>1</u> <u>7</u>
A08	Start Time:

INTRODUCTION TEXT – [PLEASE READ THE FOLLOWING TEXT]

“Hello, my name is _____. I work for Internews and we are doing a survey about the current practices and needs of humanitarian agencies with regards to communication with refugees. I would like to ask you a few questions about how you provide information to refugees and how you solicit feedback from them to effectively provide services. The answers you provide will not be attributed to you or your organization and your name will not be used in any report or public document unless you give us your explicit permission. The interview will take approximately 30-45 minutes.”

Do you consent to this interview? Yes ⁽¹⁾ No ⁽²⁾

SECTION B – ORGANIZATION INFORMATION

“Thank you. I will first ask a few questions about your organization and your areas of operation.”

B01	<p>Currently, where do you operate/provide services? [READ RESPONSES]</p> <p><input type="checkbox"/> Yida town⁽¹⁾ <input type="checkbox"/> Yida settlement⁽²⁾ <input type="checkbox"/> Jamjang village⁽³⁾ <input type="checkbox"/> Ajoung Thok camp⁽⁴⁾ <input type="checkbox"/> Pamir camp⁽⁵⁾</p> <p><input type="checkbox"/> Other [PLEASE INDICATE] _____</p>
B02	<p>How many full time staff does your organization have in this location?</p> <p>_____</p>
B03	<p>How many of your staff are refugees in this location? [MUST NOT BE GREATER THAN THE NUMBER ABOVE]</p> <p>_____</p>
B04	<p>How many of your volunteers are refugees in this location?</p> <p>_____</p>

B05	<p>When did your organization first begin operations here?</p> <p>Project start date: _____ Day ____ ____ Month ____ ____ Year ____ ____ ____ ____ </p>
B06	<p>What cluster(s) does your organization belong to in this location?</p> <p><input type="checkbox"/> Food security and livelihoods ⁽¹⁾ <input type="checkbox"/> Camp Management and coordination ⁽²⁾ <input type="checkbox"/> Education ⁽³⁾ <input type="checkbox"/> Protection ⁽⁴⁾ <input type="checkbox"/> WASH ⁽⁵⁾</p> <p><input type="checkbox"/> Shelter ⁽⁶⁾ <input type="checkbox"/> Non-food items ⁽⁷⁾ <input type="checkbox"/> Health ⁽⁸⁾ <input type="checkbox"/> Security ⁽⁸⁾ <input type="checkbox"/> DK ⁽⁹⁸⁾ <input type="checkbox"/> Refused ⁽⁹⁹⁾</p>

SECTION C –PROJECT DESIGN

“I would now like to ask you a few questions about communication in your project design.”

C01	<p>Was direct communication with the community originally part of your program design (planned before activities started)?</p> <p><input type="radio"/> Yes⁽¹⁾ <input type="radio"/> No⁽²⁾ <input type="radio"/> DK⁽⁹⁸⁾ <input type="radio"/> Refused⁽⁹⁹⁾ [IF YES, SKIP TO D01]</p>
C02	<p>If direct communication with the community was not part of your program design, who encouraged you to incorporate it?</p> <p><input type="checkbox"/> Organization’s leadership ⁽¹⁾ <input type="checkbox"/> Project staff ⁽²⁾ <input type="checkbox"/> Donors ⁽³⁾ <input type="checkbox"/> Partners ⁽⁴⁾ <input type="checkbox"/> Beneficiaries ⁽⁵⁾ <input type="checkbox"/> DK ⁽⁹⁸⁾ <input type="checkbox"/> Refused ⁽⁹⁹⁾</p> <p><input type="checkbox"/> Other (fill in) _____ [DO NOT READ RESPONSES]</p>
C03	<p>If this communication with the community came about through a staff member attending a workshop or learned through another organization, which organization provided this learning opportunity? [DO NOT READ RESPONSES]</p> <p><input type="radio"/> ACTED ⁽¹⁾ <input type="radio"/> IOM ⁽²⁾ <input type="radio"/> Internews ⁽³⁾ <input type="radio"/> DK⁽⁹⁸⁾ <input type="radio"/> Refused⁽⁹⁹⁾ <input type="radio"/> Other (fill in) _____</p>

SECTION D – MASS MEDIA COMMUNICATION CHANNELS

“I would now like to ask you a few questions about your use of media where you now operate.”

D01	<p>Currently, in this area, how do you provide information to refugees? [DO NOT READ RESPONSES, ENCOURAGE, MCQ]</p> <p><input type="checkbox"/> Loud speaker⁽¹⁾ <input type="checkbox"/> Information desk⁽²⁾ <input type="checkbox"/> Community meeting⁽³⁾ <input type="checkbox"/> Sign board ⁽⁴⁾ <input type="checkbox"/> Door to door outreach ⁽⁵⁾</p> <p><input type="checkbox"/> Radio⁽⁶⁾ <input type="checkbox"/> Television⁽⁷⁾ <input type="checkbox"/> Newspaper⁽⁸⁾ <input type="checkbox"/> Internet⁽⁹⁾ <input type="checkbox"/> Telephone ⁽¹⁰⁾</p> <p><input type="checkbox"/> DK⁽⁹⁸⁾ <input type="checkbox"/> Refused⁽⁹⁹⁾ <input type="checkbox"/> OTHER [PLEASE INDICATE] _____ [IF RADIO, SKIP TO D03]</p>
D02	<p>What are the reasons why your organization does not use the radio to communicate information to refugees? [PROMPT] Is it a matter of trust? Please elaborate. [OPEN RESPONSE]</p> <p style="text-align: right;">[IF NO RADIO, SKIP TO D08]</p>
D03	<p>How often does your organization generally use the radio to communicate with refugees? [READ RESPONSES, TICK]</p> <p><input type="radio"/> Everyday⁽¹⁾ <input type="radio"/> At least twice a week⁽²⁾ <input type="radio"/> Once a week ⁽³⁾ <input type="radio"/> Once a month⁽⁴⁾ <input type="radio"/> Less than once a month ⁽⁵⁾</p>
D04	<p>Currently, in the area, which radio stations has your organization used to share messages? [DO NOT READ RESPONSES, MCQ]</p> <p><input type="checkbox"/> Jamjang FM ⁽¹⁾ <input type="checkbox"/> BBC World Service (Arabic)⁽²⁾ <input type="checkbox"/> BBC World Service (English)⁽³⁾ <input type="checkbox"/> Eye Radio ⁽⁴⁾ <input type="checkbox"/> Radio Miraya ⁽⁵⁾</p> <p><input type="checkbox"/> Radio Tamazuj ⁽⁶⁾ <input type="checkbox"/> Voice of America (VOA) ⁽⁷⁾ <input type="checkbox"/> Radio Montecarlo (RFI) ⁽⁸⁾ <input type="checkbox"/> DK ⁽⁹⁸⁾ <input type="checkbox"/> Refused ⁽⁹⁹⁾</p> <p><input type="checkbox"/> OTHER [PLEASE INDICATE] _____ [IF NO JAMJANG FM, SKIP TO D08]</p>

D05	<p>You said your organization has used Jamjang FM to communicate with refugees. Which types of service messages have you communicated? [PROMPT] What cluster areas or topics? [DO NOT FORCE, ENCOURAGE IF NECESSARY, MCQ]</p> <p><input type="checkbox"/> Food security and livelihoods (1) <input type="checkbox"/> Camp Management and coordination (2) <input type="checkbox"/> Education (3) <input type="checkbox"/> Protection (4) <input type="checkbox"/> WASH (5)</p> <p><input type="checkbox"/> Shelter (6) <input type="checkbox"/> Non-food items (7) <input type="checkbox"/> Health (8) <input type="checkbox"/> Security (8) <input type="checkbox"/> DK (98) <input type="checkbox"/> Refused (99) <input type="checkbox"/> Other _____</p>
D06	<p>Do you agree or disagree with the following statement? :</p> <p>“I believe Jamjang FM has directly improved my organization’s ability to program.” [READ THE RESPONSES]</p> <p><input type="radio"/> Strongly Agree (1) <input type="radio"/> Agree(2) <input type="radio"/> Disagree(3) <input type="radio"/> Strongly Disagree(4) <input type="radio"/> DK (98) <input type="radio"/> Refused (99)</p>
D07	<p>Please explain how the organization’s relationship with the community changed or not changed since partnering with Jamjang? [PROMPT] Please elaborate. [OPEN RESPONSE] [SKIP TO E01]</p>
D08	<p>Do you agree or disagree with this statement? :</p> <p>“I believe a local, community radio station dedicated to humanitarian information would provide a critical service to the humanitarian organizations.” [READ THE RESPONSES]</p> <p><input type="radio"/> Strongly Agree (1) <input type="radio"/> Agree(2) <input type="radio"/> Disagree(3) <input type="radio"/> Strongly Disagree(4) <input type="radio"/> DK (98) <input type="radio"/> Refused (99)</p>

SECTION E – COMMUNITY FEEDBACK/INFORMATION SOURCES	
“I would now like to ask you a few questions about how you receive or solicit feedback from refugees about their needs.”	
E01	<p>How often do you speak to refugees face-to-face about their needs? [PROMPT] Do you speak...? [READ RESPONSES, TICK ONE]</p> <p><input type="radio"/> Everyday(1) <input type="radio"/> Once a week(2) <input type="radio"/> Once a month (3) <input type="radio"/> Less than once a month(4) <input type="radio"/> Never (5) [IF NEVER, SKIP TO E06]</p>
E02	<p>When refugees speak with you about their needs, how helpful are those conversations? Are they...? [READ RESPONSES, TICK ONE]</p> <p><input type="radio"/> Very helpful(1) <input type="radio"/> Somewhat helpful(2) <input type="radio"/> Somewhat unhelpful(3) <input type="radio"/> Not at all helpful (4) <input type="radio"/> DK(98) <input type="radio"/> Refused(99)</p>
E03	<p>Currently, in this area, how do you collect information or solicit feedback from refugees about your programs? [DO NOT READ RESPONSES, ENCOURAGE, MCQ]</p> <p><input type="checkbox"/> Household surveys(1) <input type="checkbox"/> Focus groups(2) <input type="checkbox"/> Information/feedback desks(3) <input type="checkbox"/> Community meetings(4) <input type="checkbox"/> Sign boards (5)</p> <p><input type="checkbox"/> Suggestion boxes(6) <input type="checkbox"/> Door to door outreach(7) <input type="checkbox"/> Community leaders(8) <input type="checkbox"/> Religious leaders(9) <input type="checkbox"/> Block leaders(10)</p> <p><input type="checkbox"/> Group leaders (women, youth, etc.)(11) <input type="checkbox"/> Jamjang FM (12) <input type="checkbox"/> DK(98) <input type="checkbox"/> Refused(99)</p> <p><input type="checkbox"/> OTHER [PLEASE INDICATE] _____</p>
E04	<p>Currently, in this area, what is the PRIMARY WAY that your organization collects information or solicits feedback from refugees? [DO NOT READ RESPONSES, ENCOURAGE]</p> <p><input type="radio"/> Household surveys(1) <input type="radio"/> Focus groups(2) <input type="radio"/> Information/feedback desks(3) <input type="radio"/> Community meetings(4) <input type="radio"/> Sign boards (5)</p> <p><input type="radio"/> Suggestion boxes(6) <input type="radio"/> Door to door outreach(7) <input type="radio"/> Community leaders(8) <input type="radio"/> Religious leaders(9) <input type="radio"/> Block leaders(10)</p> <p><input type="radio"/> Group leaders (women, youth, etc.)(11) <input type="radio"/> Jamjang FM (12) <input type="radio"/> DK(98) <input type="radio"/> Refused(99)</p> <p><input type="radio"/> OTHER [PLEASE INDICATE] _____</p>
E05	<p>Why do you collect information and feedback from the community in these ways? [PROMPT] What are the pros and cons? [OPEN RESPONSE]</p>

E06	Do you use any other information sources to learn more about the community? <i>[PROMPT]</i> What do you use? Do you use local media? Why or why not? <i>[OPEN RESPONSE]</i>

SECTION F – PERCEPTION OF INFORMATION NEEDS
“I would now like to ask you a few questions about the types of information that you believe refugees still need.”

F01	Currently in this area, do you believe refugees need <u>more</u> information to make good decisions for them and their families? <input type="radio"/> Yes ⁽¹⁾ <input type="radio"/> No ⁽²⁾ <input type="radio"/> DK ⁽⁹⁸⁾ <input type="radio"/> Refused ⁽⁹⁹⁾
-----	---

F02	How satisfied do you believe refugees are about the amount of information that they have? Are they? <i>[READ THE RESPONSES]</i> <input type="radio"/> Very informed ⁽¹⁾ <input type="radio"/> Somewhat/a little informed ⁽²⁾ <input type="radio"/> Not so informed ⁽³⁾ <input type="radio"/> Not at all informed ⁽⁴⁾ <input type="radio"/> DK ⁽⁹⁸⁾ <input type="radio"/> Refused ⁽⁹⁹⁾
-----	--

F03	Currently, in this town/settlement, what is the most important kind of information refugees need to make good decisions for them and their families? <i>[DO NOT READ RESPONSES, TICK UP TO THREE]</i> <p style="text-align: center;"><i>[ONLY IF STRUGGLING TO THINK OF ANYTHING PROMPT WITH ...]</i></p> <p>“For example, some sort of news or how to get a service or materials, or how to get help or assistance on something”</p> <input type="checkbox"/> Local news ⁽¹⁾ <input type="checkbox"/> News from home ⁽²⁾ <input type="checkbox"/> Security here ⁽³⁾ <input type="checkbox"/> Security at home ⁽⁴⁾ <input type="checkbox"/> How to relocate ⁽²²⁾ <input type="checkbox"/> Reuniting with lost family and friends ⁽⁶⁾ <input type="checkbox"/> How to replace personal documents (ID, birth certificate) ⁽²³⁾ <input type="checkbox"/> How to register for aid ⁽⁷⁾ <input type="checkbox"/> How to get water ⁽⁸⁾ <input type="checkbox"/> How to get food ⁽⁹⁾ <input type="checkbox"/> How to get shelter/shelter materials ⁽¹¹⁾ <input type="checkbox"/> How to get cooking fuel/firewood ⁽¹⁴⁾ <input type="checkbox"/> Prices: food, crop, or livestock ⁽¹²⁾ <input type="checkbox"/> Information about nutrition ⁽¹³⁾ <input type="checkbox"/> How to find work ⁽¹⁶⁾ <input type="checkbox"/> How to access vocational training/skills ⁽¹⁷⁾ <input type="checkbox"/> How to access education ⁽¹⁸⁾ <input type="checkbox"/> How to get healthcare/medical attention ⁽²⁰⁾ <input type="checkbox"/> How to get help after sexual attack or harassment ⁽²⁴⁾ <input type="checkbox"/> DK ⁽⁹⁸⁾ <input type="checkbox"/> Refused ⁽⁹⁹⁾ <input type="checkbox"/> OTHER <i>[PLEASE INDICATE]</i> _____
-----	---

F04	Currently in this town/settlement, do you believe a community radio station is necessary for refugees to have enough information to make good decisions for them and their families? <input type="radio"/> Yes ⁽¹⁾ <input type="radio"/> No ⁽²⁾ <input type="radio"/> DK ⁽⁹⁸⁾ <input type="radio"/> Refused ⁽⁹⁹⁾
-----	---

SECTION G – CHALLENGES
“Thank you for your time. This is the last question.”

G01	What are the main challenges you are facing to effectively communicate with local communities? How can they be overcome? <i>[OPEN RESPONSE]</i>
-----	---

CONCLUSION TEXT – *[PLEASE READ THE FOLLOWING TEXT TO CONCLUDE]*

“That was the last question. Thank you very much for your time and participation. Your responses will help us understand the current practices and needs of humanitarians and hopefully increase and improve the two-way information flows between refugees and humanitarians in the area. Your responses will not be attributed to either you or your organization

without your explicit permission.”

*****END OF INTERVIEW*****

SECTION A (CONTINUED) – DATA COLLECTION TEAM
[DO NOT ASK THE RESPONDENT! PLEASE COMPLETE THIS SECTION AFTER THE INTERVIEW.]

A09	End time of Interview: _____ Duration (minutes) : _____
A10	The interview was: <input type="radio"/> Completed ₍₁₎ <input type="radio"/> Partially completed ₍₂₎
A11	Please provide some general comments about the interview if necessary (questions that were difficult to respond to or how the interviewee reacted to certain questions, etc.).

About Jamjang FM

Jamjang 89.4 FM is a community radio station located in Ajuong Thok refugee camp, Unity State. The program, funded by the US Department of State's Bureau of Population, Refugees, and Migration (PRM), aims at serving a population of 100,000 Sudanese refugees and a local population of about the same size in Yida, Ajuong Thok, and Jam Jang. The new community radio station in Ajuong Thok covers up to 70 kilometers radius.

About Internews

Internews 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 provides communities the resources to produce local news and information with integrity and independence. With global expertise and reach, Internews trains both media professionals and citizen journalists, introduces innovative media solutions, increases coverage of vital issues and helps establish policies needed for open access to information.

Internews operates internationally, with administrative centers in California, Washington DC, and London, as well as regional hubs in Bangkok and Nairobi. Formed in 1982, Internews has worked in more than 90 countries, and currently has offices in Africa, Asia, Europe, the Middle East, Latin America and North America.

Internews Network is registered as a 501(c)3 organization in California, EIN 94-302-7961. Internews Europe is registered in England and Wales as a Charity no. 1148404 and Company no. 7891107. Internews Network and Internews Europe operate cooperatively with independent boards of directors.

US Offices:

876 7th St.
Arcata, CA 95521 USA
+1 707 826-2030

1133 15th St. NW, Suite 350
Washington, DC 20005 USA
+ 1 202 833-5740

European Office:

43-51 New North Road,
London, N16LU, United Kingdom
+44 (0)207 566 3300

Email: info@internews.org
www.internews.org
Twitter: [@internews](https://twitter.com/internews)
facebook.com/internews

This publication is made possible by the generous support of the American people through the US Department of State's Bureau of Population, Refugees, and Migration (PRM). The contents are the responsibility of Internews and do not necessarily reflect the views of PRM or the United States Government.