



## Refugee Voices Project Survey-Qtr. 2

Research Report | Prepared for Internews/ FilmAid | March 2021



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# Refugee Voices Project

- Qtr. 2 survey was deployed in March 2021 for the Refugee Voices Project.
- The survey was conducted via mobile SMS (USSD) with a focus on both males and females aged 15+ years in Kakuma, Kalobeyei and Dadaab.
- The survey was deployed in three languages; Swahili, English and Somali.
- Fieldwork was conducted in March 2021.

# Research Design



<b>Analysis:</b>	<ul style="list-style-type: none"><li>• Quantitative</li></ul>
<b>Instrument:</b>	<ul style="list-style-type: none"><li>• Structured Questionnaire</li></ul>
<b>Question count:</b>	<ul style="list-style-type: none"><li>• 15 questions</li></ul>
<b>Method:</b>	<ul style="list-style-type: none"><li>• Mobile SMS (USSD) Survey (Self completion)</li></ul>
<b>Source of Respondents:</b>	<ul style="list-style-type: none"><li>• FilmAid Kenya</li></ul>
<b>Sample Achieved:</b>	<ul style="list-style-type: none"><li>• n=495, varied by question.</li></ul>
<b>Respondent details:</b>	<ul style="list-style-type: none"><li>• Poll 1 administered in English, Poll 2 in Somali and Poll 3 in Swahili</li></ul>
<b> Screener:</b>	<ul style="list-style-type: none"><li>• None</li></ul>
<b>Fieldwork Dates:</b>	<ul style="list-style-type: none"><li>• 10<sup>th</sup>- 21<sup>st</sup> March 2021</li></ul>

# Survey Information Areas

## MEDIA INTERACTIONS

Appraisal of media interactions on radio, film, SMS & public announcements

## PROTECTION VIOLATIONS

Information on protection violations such as SGBV

## PROTECTION ASSISTANCE

Information on type of protection assistance received, and time taken

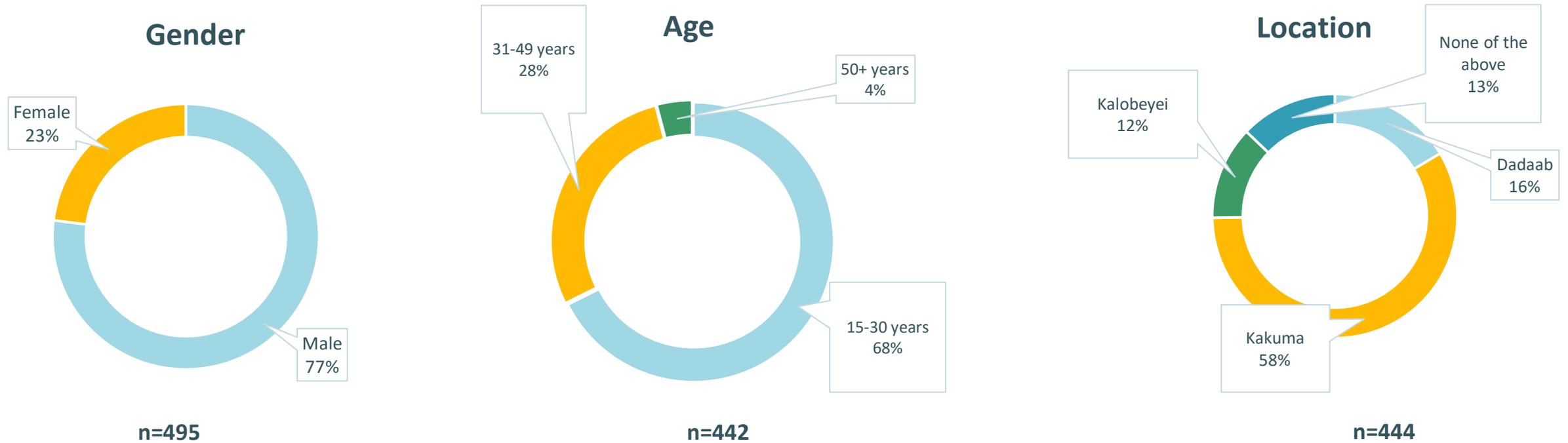
## PROTECTION APPRAISALS

Satisfaction on protection assistance and areas of improvement

## SKILLS

Information on skills acquired through FilmAid Kenya and partners trainings

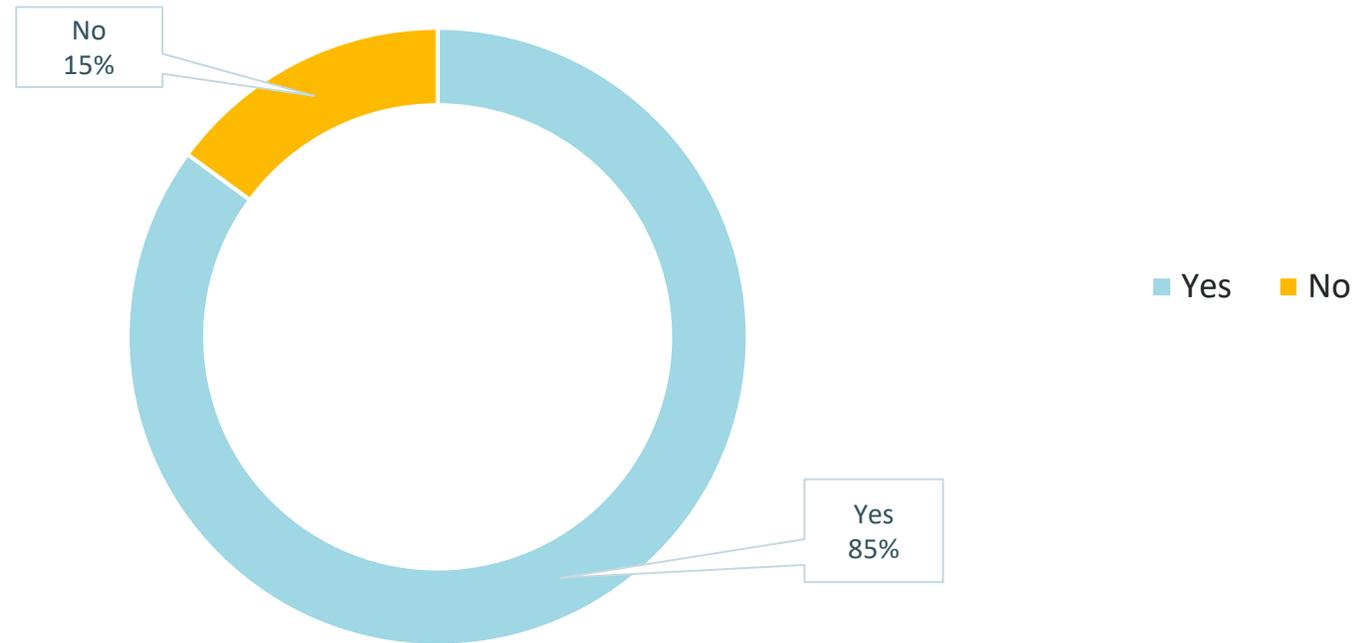
# Sampling and Demographics



- The highest sample size was from Kakuma (58%), with Dadaab and Kalobeyei having 16% and 12% respectively.
- Males had a higher skew, representing 77% of the total sample achieved.
- Most of the respondents were aged between 15 and 30 years.

# Media Interaction (1/3)

Do you listen to Star FM/Radio Gargaar/Radio Atta Nayece?

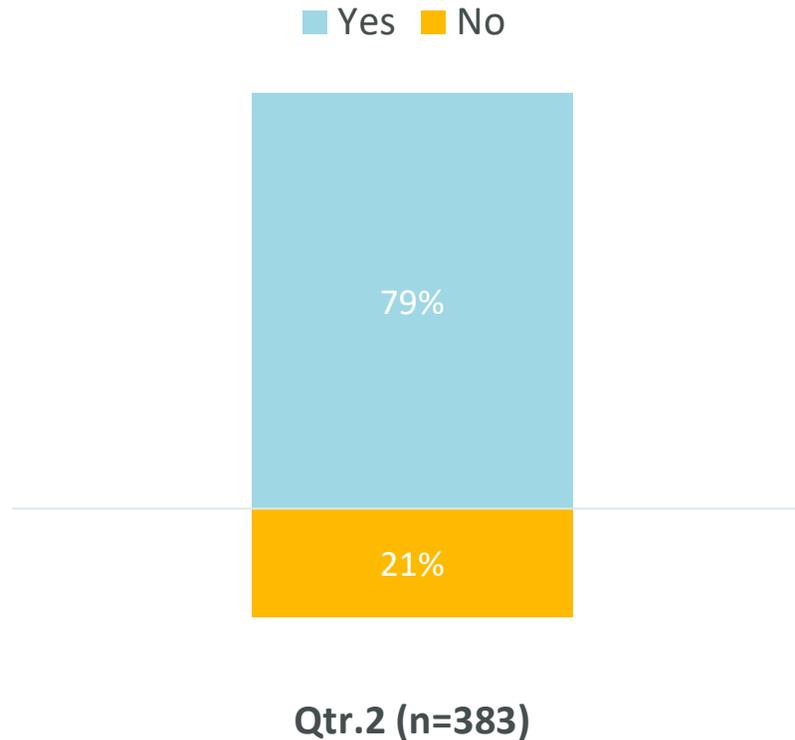


Qtr.2, n=415

Radio listenership is high in the selected regions. A majority (85%) of the respondents who took the survey confirmed having listened to Star FM or Radio Gargaar or Radio Atta Nayece.

# Media Interaction (2/3)

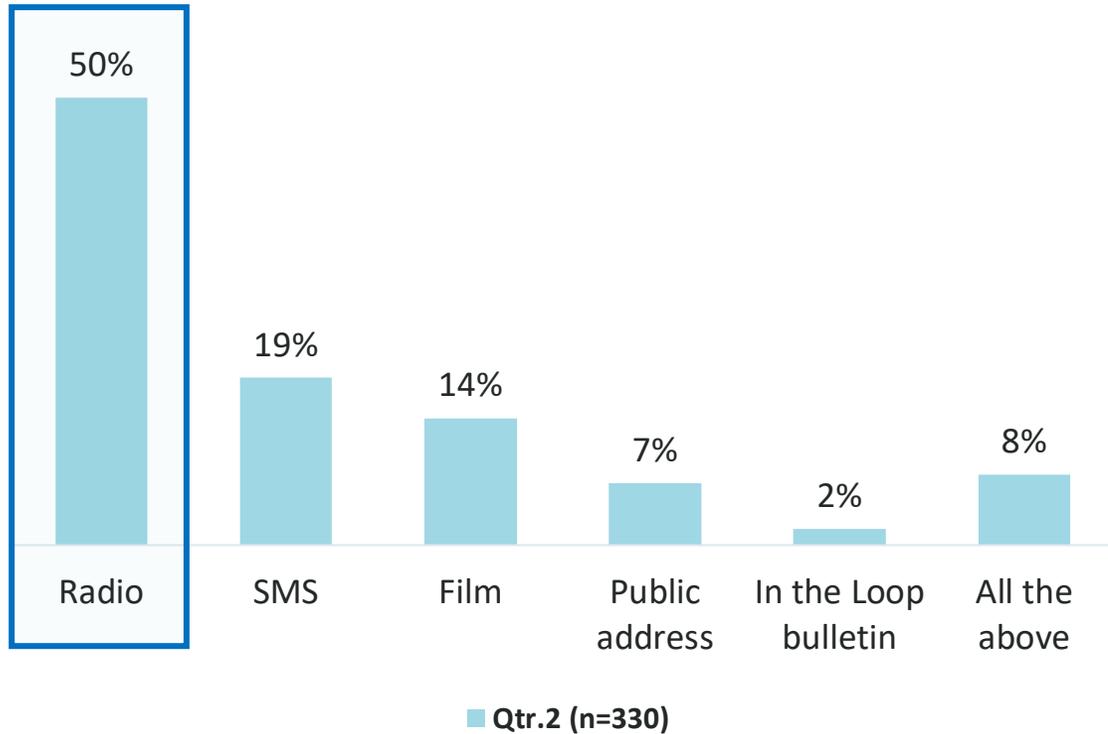
Listened to Bilan Show or Sauti ya Mwanamke Show?



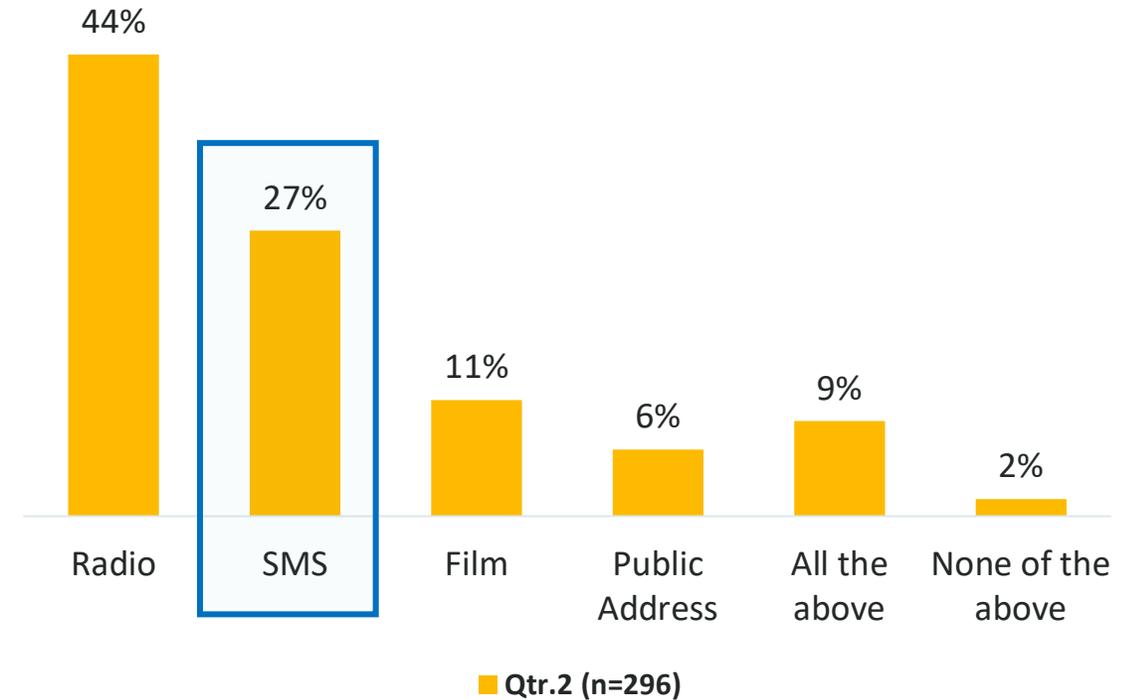
8 in 10 of the sampled respondents reported to have listened to Bilan show or Sauti ya Mwanamke show.

# Media Interaction (3/3)

## Information access platforms



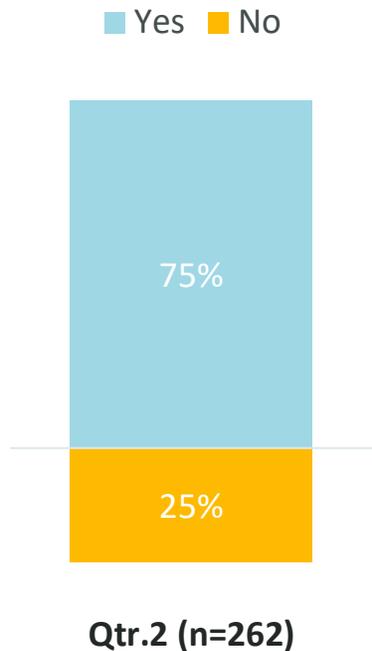
## Information platforms that meet needs the most



Radio is the platform used most to access information in the camp (50%) and the one that meets their information needs the most. It was followed by SMS at 19%. SMS is currently not being optimized best given it is preferred by 27% of the sampled respondents.

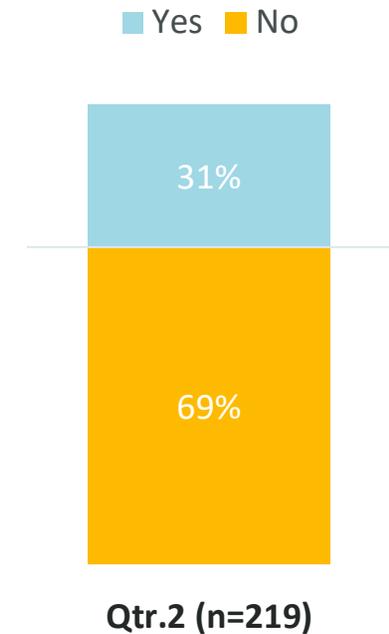
# Reporting Protection Violations (SGBV)

Awareness on ways of reporting SGBV



Information sources on reporting SGBV	Qtr.2 n=243
Film	18%
SMS	15%
Public address announcement	9%
Radio	44%
All the above	12%
None of the above	3%

% of those who have reported SGBV

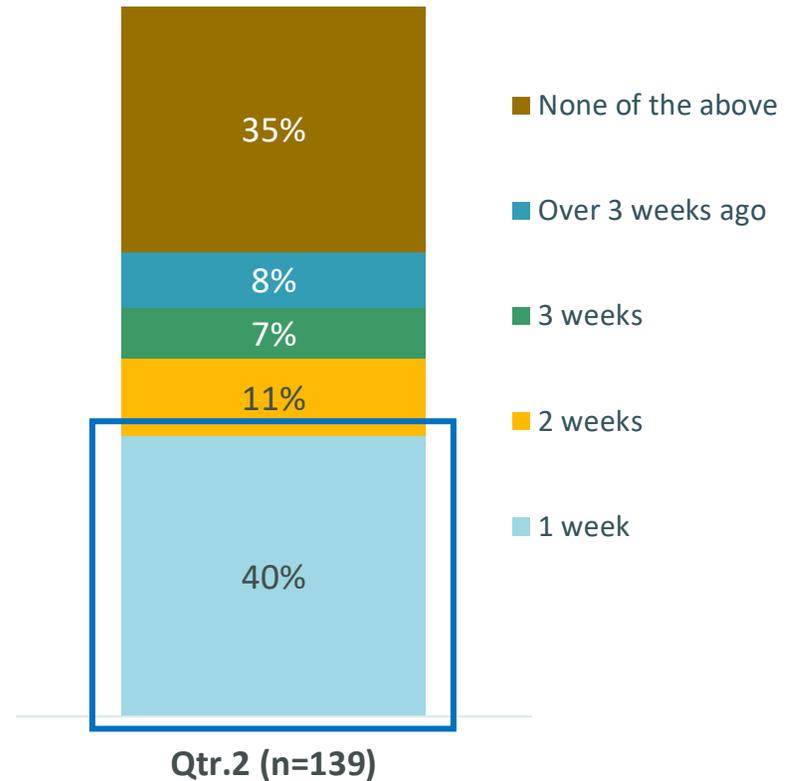


$\frac{3}{4}$  of the sampled respondents have accessed information on how to report SGBV. On the other hand, only 31% mentioned that they had reported SGBV incidents. Radio (44%) was the most popular source of information for SGBV reporting, followed by Film (18%) and SMS (15%).

# Assistance on Protection

Protection assistance received after reporting	Qtr.2 n=176
Counselling	23%
Medical	17%
Legal	15%
Psychosocial support	–
I did not need assistance	18%
I did not receive assistance	27%

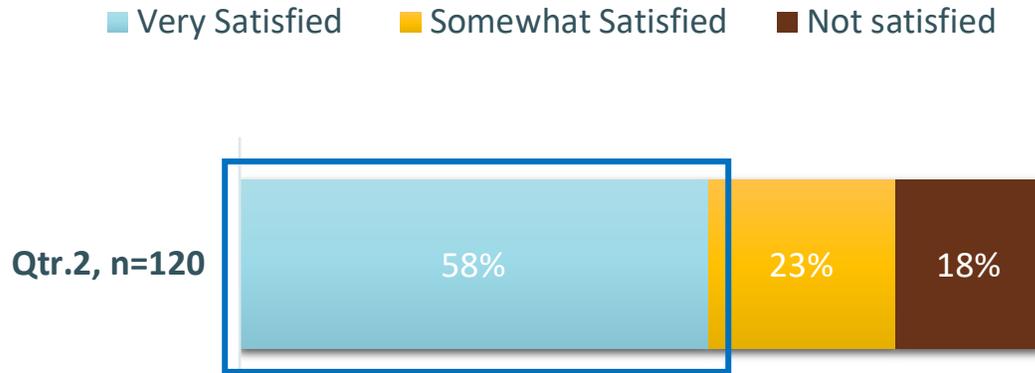
## Assistance period after reporting



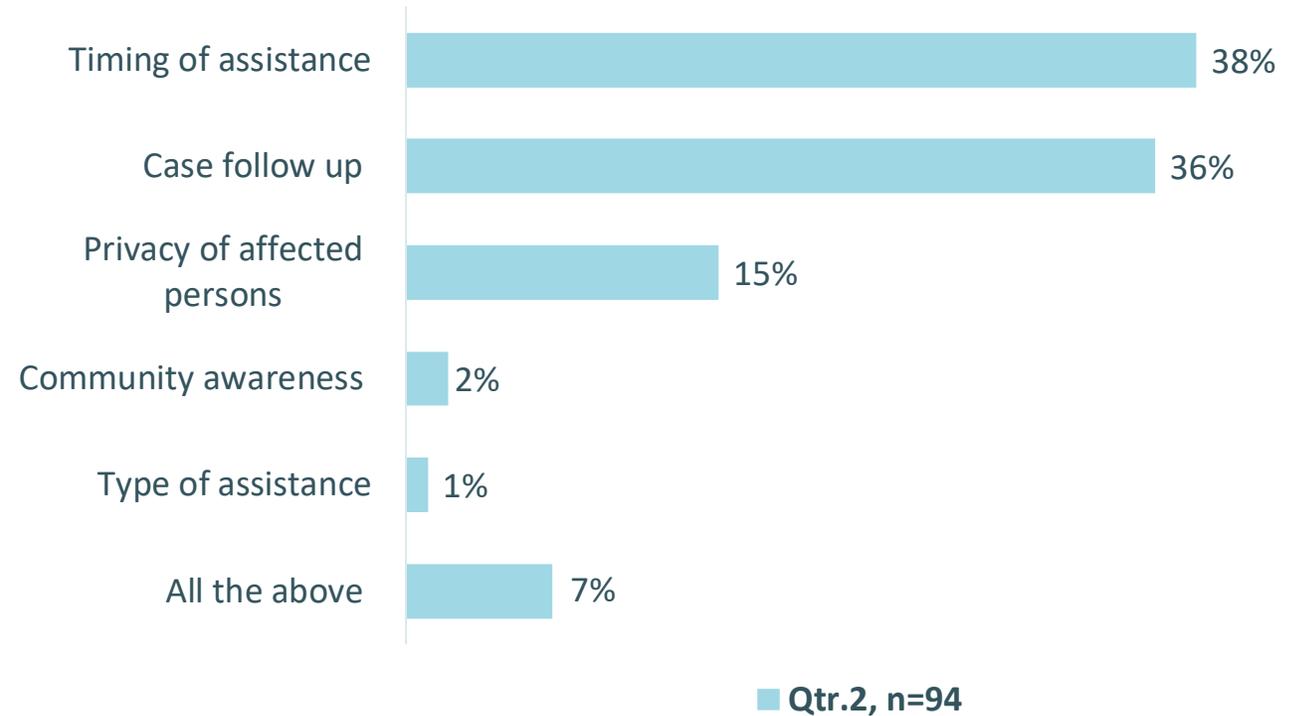
- Counselling (23%) was the number one protection assistance received, followed by medical assistance (17%).
- The % of respondents who did not receive any assistance after reporting SGBV remains significant at 27%.
- 4 in 10 of the sampled respondents received assistance within the first week after reporting it.

# Satisfaction/Improvement on Protection Assistance

## Satisfaction with protection assistance

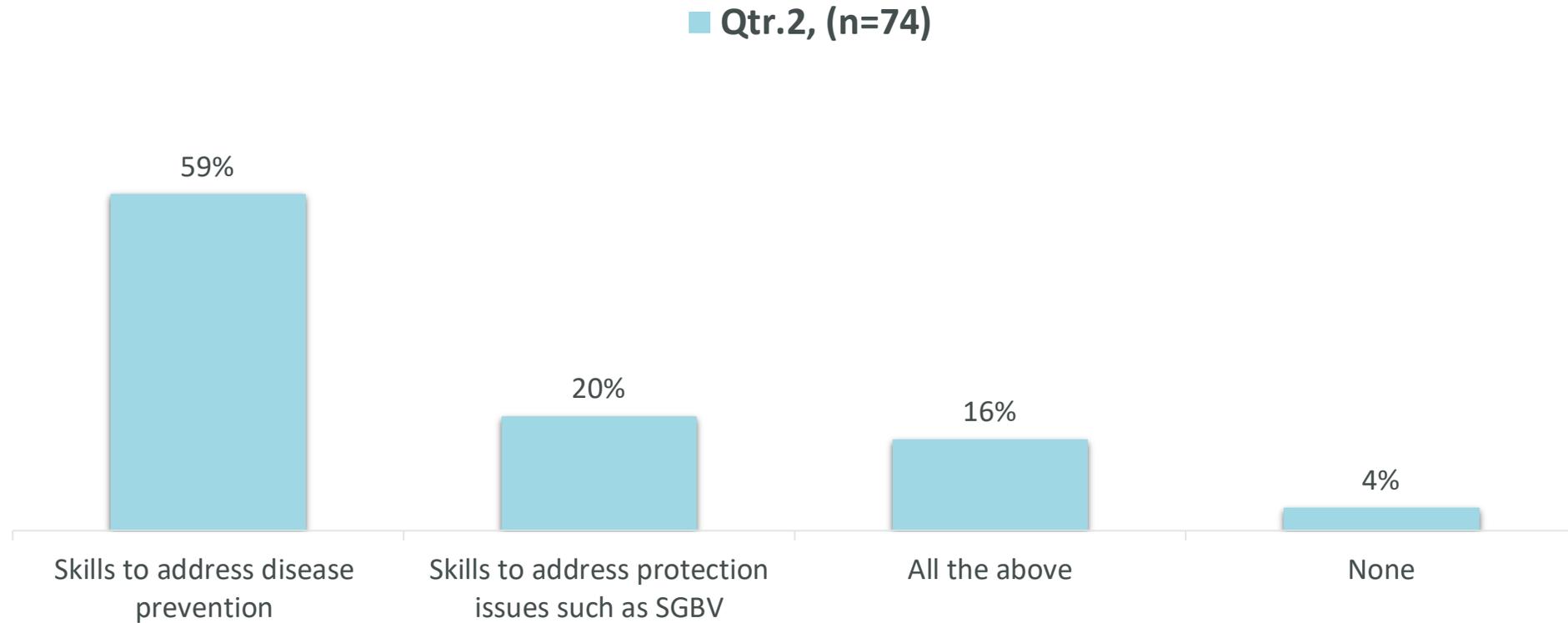


## Areas of improvement on protection assistance



Majority (6 in 10) of the respondents were satisfied with the protection assistance offered. The key areas of improvement are on the timing of assistance (38%), followed by Case follow Ups (36%). A good number of respondents (15%) also felt that privacy for the affected person is an area of improvement.

# Skills Empowerment



Skills to address disease prevention (59%) was the most gained skill set. Skills to address protection issues such as SGBV was gained by 1 in 5 of the sampled respondents. A small percentage (4%) did not gain any of the listed skill sets whereas 16% of the respondents gained all skills listed.

# Summary

- **Sampling and Demographics:** Kakuma (58%) contributed the highest number of respondents who participated in the survey. Majority of the respondents were male (77%). The highest number of respondents were also observed to be aged between 15 and 30 years. [Need to devise strategies to get more female participation in the subsequent waves. As well, getting more participants from Daadab.](#)
- **Media interactions:** High listenership on 'Bilan' or 'Sauti ya Mwanamke' shows was observed with 79% of the respondents reporting to have interacted with the show. Radio was the most popular (50%) and most preferred source of information (44%). [SMS is currently not being optimized best given it is preferred by 27% of the sampled respondents compared to 19% who access information through it.](#)
- **Reporting Protection Violation:** Awareness on SGBV reporting is high (75%). However, only 31% reported SGBV cases. Radio (44%) leads as the source of information on how to report SGBV incidents followed by Film (18%) and SMS (15%) respectively. Public address announcements stand at 9% with Film at 18%.
- **Information Needs:** [The % of respondents who did not receive any assistance after reporting SGBV remains significant at 27%.](#) Counselling (23%) was the number one protection assistance received, followed by medical assistance (17%). It was also observed that up to 40% of those who reported the issues received assistance within the first week after their reporting. [While this was significant, timeliness was still identified as an area that needs improvement.](#)
- **Satisfaction on protection assistance:** 6 in 10 of the respondents were satisfied with the protection assistance offered. % of those dissatisfied is comparatively much lower but significant (18%). [The key areas of improvement are on the timing of assistance \(38%\), followed by Case follow Ups \(36%\).](#)
- **Skills Empowerment:** The highest skill set gained by the respondents who took part in this survey was skills to address disease prevention (59%). Skills to address protection issues such as SGBV was gained by 1 in 5 of the sampled respondents.

# Key Take Outs

1

Radio is the most accessed source of information (50%), followed by SMS and Film. SMS is currently not being optimized best given it is preferred by 27% of the sampled respondents compared to 19% who access information through it.

2

Radio (44%) remains the key platform of access for information on reporting SGBV, followed by Film (18%) and SMS (15%) respectively.

3

Counselling (23%) is the most received protection assistance offered followed by medical and legal assistance.

4

27% of the interviewed respondents did not receive any assistance after reporting SGBV cases.

5

Timing of assistance was the most suggested area of improvement followed by Case follow ups.

6

Skills to address disease prevention was the most absorbed skill set (gained by 6 in 10 of the sampled respondents)



**Thank You!**  
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