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Information needs assessments
among refugees and host communities
in Ethiopia, Kenya and Tanzania

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in Ethiopia, Kenya and Tanzania

Exploratory phase 2019

Supported by the



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COVER FOTO

Main road Kakuma refugee camp.
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Table of Contents

Foreword	6
-----------------	----------

Final Report

Information needs assessment in Gambella Regional state, Ethiopia	9
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Executive summary	14
1. Introduction and background	16
2. Methodology	20
3. Main findings	26
4. Conclusion	60
5. Recommendations	64

Final Report

Information needs assessment in Kakuma Refugee Camp, Kalobeyi integrated settlement and Turkana Host Community	67
---	-----------

Executive summary	72
1. Introduction and background	76
2. Methodology	80
3. Main findings	86
4. Conclusion	122
5. Recommendations	124

Final Report

Information needs assessment in Kigoma and Kagera regions, Tanzania	127
--	------------

Executive summary	132
1. Introduction and background	136
2. Methodology	140
3. Main findings	146
4. Conclusion	174
5. Recommendations	176

Foreword

During the pandemic many of us experienced first-hand the importance of access to reliable information in a crisis. Refugees and internally displaced people around the world were feeling this way even before. Over the years, this has fueled efforts for communication and community engagement in displacement situations. We know that the people affected require food, shelter and medical care—but they also need information, for example on the available support services and the situation at home. It helps them to make good decisions for themselves and their families.

When DW Akademie started a new media development project on Refugees and Migration in Africa in 2019, we knew our objective: We wanted to find ways to improve access to information for people affected by displacement, to provide channels for these people to express themselves and to improve the dialogue between displaced communities and host communities. However, we didn't know how people in and around our project areas in Kakuma (Kenya), Gambella (Ethiopia), Kagera, and Kigoma (Tanzania) communicated. In the absence of studies specific to these three locations in East Africa, we conducted information needs assessments.

We had many questions: What languages do people speak in these communities? Do they have access to broadcast, print and digital media? Which sources of information do they trust? What kind of information is lacking? To find out, we commissioned a Kenyan research consultancy company to do a quantitative survey of more than 1,700 people in and around refugee camps, organize 32 focus group discussions and interview 25 key informants.

We found that information seeking and communication habits were radically different in the three locations. While 54 percent of refugee respondents in the Tanzania study listened to radio, the rate was much lower among refugee respondents in Kenya (25 percent) and Ethiopia (20 percent), where local or international organizations and other people were the most frequently used sources of information. Internet usage varied between 9 percent and 39 percent and tends to be higher in urban areas and among host communities than in rural areas and among refugees.

For DW Akademie these findings have been instrumental in designing projects in Kakuma, Gambella and Kagera/Kigoma. Based on the research we aim to collaborate with organizations that people trust in providing relevant information on accessible channels in the right languages. The interactions our partners have with community members will be the basis of a feedback channel, which enables displaced people to make themselves heard. Some years from now, another set of studies may show how well we have done and where we can improve.

We are publishing these studies to inform conversations about communication in displacement crises. We have benefited from other studies that are publicly available like the Information Needs Assessment conducted by Internews in Cox's Bazar in 2017, and we hope others can similarly gain insights from our research.

These studies have been a collaborative effort by numerous contributors. First and foremost is the whole team of our Nairobi-based research partner Pan African Research Services Ltd (PARS). PARS conducted the field research in challenging environments, obtained permits, trained the enumerators and was a trustworthy partner throughout. Christoph Spurk provided additional input on the data. Our project managers Laura Wagenknecht and Sheila Mysorekar kept the entire process on track. Dennis Reineck, Luise Krumm and Timo Lüge from our Policy and Learning department assisted us with expert advice. Joan Okitoi-Heisig proofread hundreds of pages. The project associates, administrators as well as our Information and Editorial Services department supported us every step of the way. All of this would not have been possible without the kind support of our donor, the German Federal Ministry for Economic Cooperation and Development (BMZ).

Thank you all.

Aarni Kuoppamäki

Program Director Refugees and Migration
Africa | Media Development



Kule Refugee Camp in Gambella, Ethiopia was established in 2014 after clashes in South Sudan displaced tens of thousands of people

Final Report

Information needs assessment in Gambella Regional state, Ethiopia

Submitted on March 3, 2020

Exploratory phase October 24 – November 9, 2019

Table of Contents

Final Report

Information needs assessment in Gambella Regional state, Ethiopia	9
List of figures	12
List of tables	13
Acronyms	13
Executive summary	14
1. Introduction and background	16
1.1 About the assessment	17
1.2 Focus area of the assignment	17
2. Methodology	20
2.1 Exploratory phase	21
2.2 Data collection phase	21
2.3 Survey limitation	24
3. Main findings	26
3.1 Information needs	27
3.2 Respondent profile/demographics	31
3.3 Education and language	31
3.4 Sources of information	34
3.5 Radio access and consumption habits	38
3.6 Television access and consumption habits	44
3.7 Print media access and consumption	48
3.8 Mobile phone access and consumption habits	49
3.9 Internet access and consumption	52
3.10 Access and usage of social media	54
4. Conclusion	60
5. Recommendations	64

List of figures

Figure 1	Gambella region map illustrating Woredas in Itang _____	18	Figure 24	Access to a smartphone/tablet that connects to Internet _____	50
Figure 2	Information needs _____	27	Figure 25	Internet access _____	52
Figure 3	Information currently needed but not available. Seven of the most pressing information needs (red borders) are related to security. _____	28	Figure 26	Frequency of Internet usage _____	53
Figure 4	Children's information needs _____	29	Figure 27	Information accessed through Internet _____	54
Figure 5	Highest level of education _____	32	Figure 28	Social media usage _____	54
Figure 6	School enrollment rate _____	33	Figure 29	Social media accounts _____	55
Figure 7	Ability to read and write in any language/dialect _____	34	Figure 30	Information accessed on social media _____	55
Figure 8	Sources of information _____	36	Figure 31	Subscription to social media _____	56
Figure 9	Currently listen to radio _____	39			
Figure 10	Who they listen to the radio with _____	39			
Figure 11	Barriers to radio listenership _____	39			
Figure 12	Radio stations most listened to _____	40			
Figure 13	Time of day radio listened to _____	40			
Figure 14	Radio programs currently listened to by the youth _____	42			
Figure 15	Children's radio listenership and programs listened to _____	43			
Figure 16	Radio podcasts access _____	43			
Figure 17	Barriers to watching TV _____	44			
Figure 18	Time of day satellite/cable TV viewed _____	45			
Figure 19	Time of day TV from a film shop viewed _____	46			
Figure 20	TV channels currently accessed _____	47			
Figure 21	Most trusted TV channels _____	48			
Figure 22	Access to information from newspapers and magazines _____	48			
Figure 23	Mobile phone access and ownership _____	49			

List of tables

Table 1	Barriers to accessing newspapers _____	14	Table 15	Current radio listenership by gender and age ____	38
Table 2	Total population of camps in Gambella disaggregated by gender _____	19	Table 16	Information currently received from radio _____	42
Table 3	Initial key informant interviews conducted _____	21	Table 17	Access to information from TV _____	44
Table 4	Initial focus group discussions conducted _____	21	Table 18	TV and films audience by demographics _____	45
Table 5	Respondents interviewed by tribe _____	22	Table 19	Interest in information shown on TV _____	46
Table 6	Sample distribution achieved _____	23	Table 20	Barriers to accessing newspapers _____	49
Table 7	Quantitative sample _____	24	Table 21	Mobile phone access _____	50
Table 8	Key informant interviews achieved _____	24	Table 22	Activities performed on mobile phones _____	51
Table 9	Initial focus group discussions conducted _____	25	Table 23	Monthly income and monthly expenditure on airtime _____	51
Table 10	Feeling well-informed in Ethiopia _____	27	Table 24	Internet access by gender and age _____	52
Table 11	Respondent profile _____	32	Table 25	Devices used to access Internet _____	52
Table 12	Literate respondents' ability to read languages/dialects _____	35	Table 26	Social media groups _____	56
Table 13	Literate respondents' ability to write languages/dialects _____	35	Table 27	Social media channels to receive information ____	57
Table 14	Current media consumption in Ethiopia according to sites _____	37	Table 28	Most trusted source of information _____	57

Acronyms

ARRA	Agency for Refugee and Returnee Affairs	RCC	Refugee Central Committee
BBC	British Broadcasting Corporation	SGBV	Sexual and Gender Based Violence
COA	Community Outreach Association	UNHCR	United Nations High Commissioner for Refugees
DWA	DW Akademie	VOA	Voice of America
FGD	Focus Group Discussion		
IMC	International Medical Corps		
KII	Key Informant Interviews		
M&E	Monitoring and Evaluation		
NGO	Non-Governmental Organization		
NRC	Norwegian Refugee Council		
ODK	Open Data Kit		

Executive summary

The Refugee and Migration Africa Project of DW Akademie (DWA) is a three-year endeavor (2019–2021) whose aim is to improve the access of people affected by forced migration to reliable information.

To help in designing the project, there was a need to first understand the information needs of migrants in Gambella Regional State as well as the host community. In order to understand current information needs of the community, DWA rolled out an information needs assessment to answer relevant questions on access to information. This assessment was carried out in October 2019 and targeted the refugee communities in Pugnido, Pugnido 2, Jewi, Nguenyiel, Kule and Tierkidi Camps and the host community in Gambella region living within a 10 km radius of the camps. The survey intended to answer the following questions:

- How do the people in the different locations access information? Which languages do they use? What is their level of reading and writing skills?
- Which means (written, audio and video etc.)/sources of information are available to them?
- Do people feel they have enough information to make informed decisions?
- What information do they require to make informed decisions?
- Which sources of information do they trust?

A mix of qualitative and quantitative methods were used for the information needs assessment. The quantitative survey was carried out with persons above 18 years at the household level and a separate survey was administered to children aged 11–17 years. Focus group discussions and key informant interviews were the main qualitative techniques used. Focus group discussions were conducted amongst the community members aged over 18 years in both the host and refugee communities while key informant interviews

were done with the organizations and community leader representatives.

The data collection process happened in two phases. The first phase was exploratory and was used to improve the quantitative questionnaire after gaining an understanding of the underlying community needs. Once the questionnaire was refined, the data collection process begun. A representative sample of host community and refugees was established, and proportionately distributed based on the population statistics shared by UNHCR. Overall, 635 household interviews with adult members, 90 interviews with children were conducted during the quantitative phase.

The results of the assessment were profound, echoing the need for information by the target respondents as reflected by the survey findings which show that over 80% of the respondents interviewed did not have enough information to make decisions.

The assessment found that there were several barriers to accessing information in both the host and refugee communities. Overall, access to TV and radio was low across all demographics which was the main contributing factor to low information access. Even though the host community had limited access to the aforementioned facilities, they had better access compared to the refugees. The factors ranged from, inadequate infrastructure including poor roads and lack of electricity, lack of local media stations broadcasting in the local language which creates language barriers, illiteracy issues, as well as low incomes which is an impediment to purchasing TVs, radio sets and mobile phones amongst others. The inability to read was reported as a hindrance in reading newspapers. 32%, 25% and 28% of respondents in the three refugee camps, host urban and host rural communities reported they are unable to read. Anuak, Nuer and Amharic were the dominant languages spoken and written in the refugee camps as well as the host community. However, most of the media available was in Amharic. Because most of the refugees could neither speak nor write Amharic, they did not listen to the local stations. Radio, TV and newspaper access

Barriers to accessing newspapers

	REFUGEE CAMPS	HOST URBAN	RURAL
Base	n=319	n=106	n=151
I can't read	32%	25%	28%
None available in my language	22%	30%	21%
None available at all	52%	32%	48%
Can't afford to buy them	6%	15%	6%
Don't know	2%	2%	11%

Table 1

was higher amongst the male respondents compared to the females. BBC Amharic was most popular in the host community while Tamazuj (a Nuer station) had higher listenership in the refugee camps.

In the refugee camps, 70% of the respondents reported UNHCR and ARRA were their main sources of information while in the (urban) host community, TV was the most mentioned at 36%. Community leaders played a crucial role in the dissemination of information within the refugee camps at 33% but had a negligible role in the host community—more so amongst the rural host community. The information provided by UNHCR and ARRA to the community was mainly on issues in line with their mandate and unlikely to fulfil the information needs of the respondents, especially the refugees.

The incidence of mobile phone access was relatively high compared to TV and radio access in both the refugee camps and host community. More than half of the host community had access to mobile phones with the proportion being higher in the urban areas at 66%. Amongst those with access to mobile phones, at least 8 out of 10 respondents had their own mobile phones. Despite the high number of mobile phone ownership, only 18% of the respondents interviewed had access to the Internet.

The low Internet penetration was in part due to poor connectivity in the region especially in the rural areas and the refugee camps. The urban host community had the highest percentage of Internet users at 39%. Low Internet access translated to low social media usage in the rural areas and refugee camps at 3% and 10% respectively whilst the urban host community had a relatively higher penetration of social media at 38%. This implies that almost all the Internet users also access social media.

In reference to the most trusted source of information, 50% of the urban host community trusted TV the most followed by people at 24% while in the rural host community, people were the most trusted of information at 33% followed by radio at 29%. In the refugee camps, the level of trust in RCC/ARRA was at 20% followed closely by people at 18%. Compared to the host community, trust levels of various information sources for the refugees are generally lower.

The most pressing information needs amongst the refugees were related to peace and security at 72%. The host community living in urban centers of Itang expressed their need for news on health care at 35% followed by information about Gambella at 29% and updates on peace and security at 22%.

However, the prominence of peace and security throughout the report highlights how important an issue it is for both the refugees and host communities in Gambella region.

Recommendations to ensure the information needs of the community members are met include:

a) Localize all communication materials into relevant languages

This is driven by the fact that a higher proportion of refugees are able to read and write in the local languages (Nuer, and Anuak). The host community can also read and write in their local languages as well as Amharic. Localisation of the content is important to avoid any information distortion as the translations from different individuals may differ.

b) Leverage the existing community structures

Both the refugee and host communities have established structures i.e. the RCC and Woreda/Kabele respectively. The advantages of these structures include, their trustworthiness as sources of information as well as deep knowledge on the community dynamics. Due to their credibility, these structures will be important in getting buy-in from community members.

c) Diversify channels for information sharing

The low access to TV, radios and newspapers implies the need for alternative ways to disseminate information. Plays are usually very captivating—they are both audio and visual. Short engaging plays can convey key messages on issues or create imaginative calls to action to involve and engage the community. Such plays can be used to pass on messages on health, peace and security, education amongst other themes. The higher literacy levels in the host community implies that brochures translated in local languages (Nuer, Anuak and Amharic) can be an alternative way of communicating. SMS and audio messages are also other alternatives methods to consider for people with mobile phones.

d) Information on peace and reconciliation

There is a need for a consistent flow of information on peace and security in both the refugee and host communities as these messages are only communicated to community members when the region is experiencing insecurity issues.

e) Mentorship programs in the refugee camps

The children reported that they need information on the importance of education. The youth for example, lacked motivation to complete their education. This may suggest the youth don't value education and their status as refugees reduces the chances of meeting a mentor/influencer to encourage them. Therefore, it is imperative to ensure that youth have information on 'success stories' from the refugee community who have prospered due to their relentless efforts towards achieving an education. There is a need for information raises awareness on the benefits of education to members of the refugee communities.

1. Introduction and background

Needs assessments involve systematically gathering and analyzing information relating to the needs, conditions and capacities of persons of concern — diverse women, men, girls, and boys of all ages, including those with specific needs — in order to determine gaps between a current situation and agreed standards¹. Information is essential for individual growth and survival. Refugees in rapid onset emergencies leave their homelands suddenly with little prior planning and often no choice about their destination.

Findings in a recent BBC Media Action research report show that many refugees have one key thing in common: they require information to make decisions about their next steps, to remain safe and meet their minimum survival needs.² In another study carried out among Syrian refugees in Egypt, the majority reported that their main information need was awareness of the situation in their home country, followed by issues related to their status in the host country, such as services provided to their children, shelter and aid in general, as well as rights and obligations related to their refugee status. They also mentioned the need for information to help them get suitable working opportunities in the host country (Egypt). A very large number revealed that verbal communication with friends and families were the most popular informal sources of information sought³.

From the Joint Communication Needs Assessment led by Internews in collaboration with Star FM and Radio Ergo/IMS and with support from NRC carried out in Dadaab refugee camps in Kenya, the overall results from the survey show that large numbers of refugees don't have the information they need to access basic aid with more than 70% of newly-arrived refugees stating that they lacked information on how to register for aid and a similar proportion indicating that they needed information on how to locate missing family members. High figures were also recorded on lack of information on how to access health, shelter and how to communicate with family members living outside the camps. While long-term residents of the camps do not record such extreme figures, the information gaps point to serious difficulties in ensuring they are able to access their entitlements.⁴

1.1 About the assessment

In order to improve access to reliable information for people affected by forced migration, the Refugee and Migration in

Africa Project of DW Akademie introduced a three-year endeavor (2019–2021).

The following key questions were necessary to ensure that DWA understands the information needs of migrants and the host community in Gambella region;

1. How do the people at the different locations access information? (included exploring language of use and level of reading and writing skills)
2. Which means/sources of information are available to them? (included written, audio and video etc)
3. Do people feel they have enough information to take informed decisions?
4. Which information do they require to take informed decisions?
5. Which source of information do they trust?

1.2 Focus area of the assignment

The target groups were the host communities living in Gambella region within a 10 km radius from the refugee camps and the refugee communities living in the camps.

The needs assessment covered the following locations:

- Kule Refugee Camp
- Tierkidi Refugee Camp
- Pugnido Refugee Camp
- Pugnido 2 Refugee Camp
- Nguenyiel Refugee Camp
- Jewi Refugee Camp
- Host communities living within a 10 km radius of the aforementioned camps

The needs assessment covered three Woredas⁵ as listed below:

1) Itang Special Woreda

In Itang, the assessment covered three refugee camps (Kule, Tierkidi, Nguenyiel) and the host community surrounding these three camps. In the host community, the assessment included both rural and urban areas.

¹ Source: UNHCR Needs Assessment Handbook

targeting.alnap.org/system/files/content/resource/files/main/UNHCR_Needs_Assessment_Handbook_2CUiky.pdf

² odihpn.org/magazine/voices-refugees-information-communication-needs-refugees-greece-germany

³ emerald.com/insight/content/doi/10.1108/ILS-08-2017-0088/full/html

⁴ internews.org/sites/default/files/resources/Dadaab2011-09-14.pdf

⁵ Woredas are typically collected together into zones, which form a region; districts which are not part of a zone are designated Special Districts and function as autonomous entities (en.wikipedia.org/wiki/Districts_of_Ethiopia)

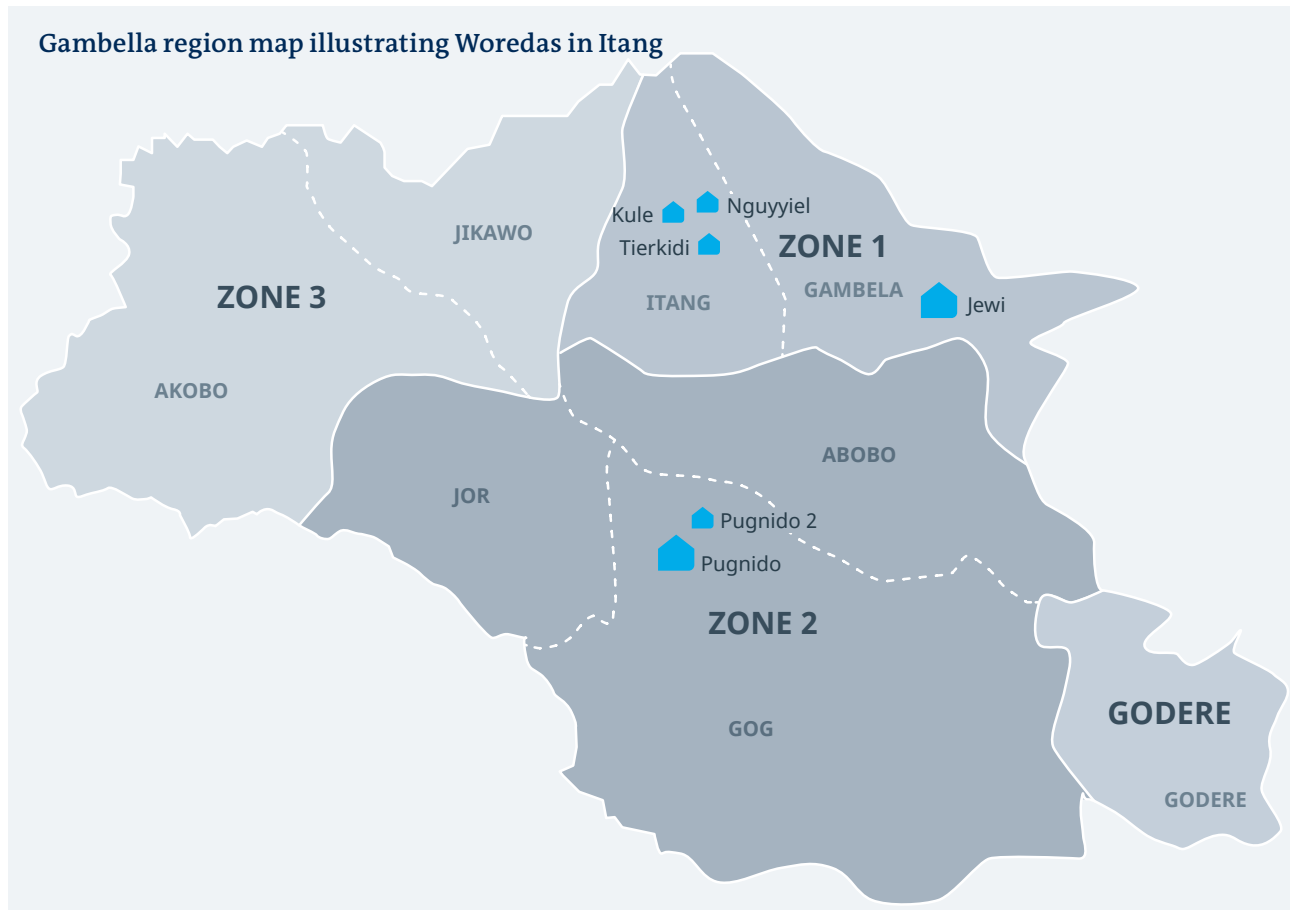


Figure 1

2) Zuria Woreda

In Zuria Woreda, the needs assessment covered Jewi refugee camp. Due to logistical constraints, the host community in the Woreda was not assessed. Jewi refugee camp is located approximately 20 km from Gambella town.

3) Gog Woreda

Located 110 km from Gambella town, the needs assessment covered 2 camps in Gog Woreda: Pugnido and Pugnido 2 as well as the host community. Due to the lack of basic infrastructure (roads, transportation, inconsistent electricity), Pugnido town was classified as a rural area.

1.2.1 Gambella Region (refugee camps and host community)

Gambella, also officially known as Gambella Peoples' Region, is one of the nine ethnic divisions (kililoch) of Ethiopia. Previously known as "Region 12", its capital is Gambella. The Region is situated between the Baro and Akobo Rivers.⁶ Gambella borders South Sudan where both countries share River Baro. When war broke out in 2013 in South Sudan, refugees poured into neighboring Gambella. Today, 485,000 South Sudanese refugees live in the Gambella region, according to UNHCR. Some displaced Nuer brought arms across the border, destabilizing an already tense region.⁷ Due to this reason, there are no mix of South Sudanese tribes in each camp.

⁶ en.wikipedia.org/wiki/Gambela_Region

⁷ ipsnews.net/2019/05/ethiopian-city-lost-shadow-south-sudans-war

In the refugee camps of Nguenyiel, Tierkidi, Kule, Jewi and Pugnido 2, all the refugees are from the Nuer tribe while in Pugnido, there are both Nuer and Anuak refugees. However, the camp is divided into four sites namely: Anuak Side, Old Side, New Side and Village 12. In Pugnido camp, the Anuak site consists of only Anuak speakers while the other three sites are made up of Nuer speakers only.

The population of host communities around the refugee camps is currently not available. The target for this survey was however those that live within a 10 km radius around the aforementioned camps.

Amongst the camps targeted in this project, Nguenyiel camp, established in October 2016 has the highest population (81,091 as of July 2019). Tierkidi camp, established in February 2014 has a population of 53,538 refugees and Jewi, formed in May 2014 has a population of 53,583 while Kule, Pugnido and Pugnido 2 have low population figures. The registration level in each of the camps ranges from 73% to 82% with the exception of Pugnido which has the lowest registration level at 48%. Below is a detailed breakdown of the population in the camps disaggregated by gender.

The camps closest to Gambella town are Nguenyiel, Tierkidi, Kule and Jewi at a 50 km radius to the town. Pugnido and Pugnido 2 are approximately 110 kms from Gambella town. The two camps (Pugnido and Pugnido 2) are within a radius of 5 kms from Pugnido town.

Description of the refugee camps

A camp is the largest administrative unit within the refugee community. Each camp has an established structure led by the Refugee Central Committee (RCC). The RCC is headed by a chairman assisted by the deputy chairman and treasurer. The RCC also consists of other members who include individuals in-charge of community policing, youth, women, health, and sanitation amongst others.

The camps are made up of zones and each camp comprises of four to five zones. Each zone is headed by a Zonal Leader who reports directly to the RCC chairman. The zones are further split into blocks with each block led by a Block Leader who reports to the Zonal Leader. Finally, the smallest administrative unit is the community. Each community consists of approximately 16 households and each community is led by a Community Leader who reports to the Block Leader.

Besides these leadership structures, there are sectoral committees working mainly with partners. These include: women affairs, child protection committee, youth committee, food and nutrition committee, community policing committee (for the management of the security inside the refugee camp). Each sectoral committee leader is a member of the RCC.

Total population of camps in Gambella disaggregated by gender

LOCALITY	FEMALE	MALE	TOTAL	%
Nguenyiel	41,678	39,413	81,091	29%
Tierkidi	33,113	25,129	58,242	21%
Jewi	30,074	23,464	53,538	19%
Kule	23,467	19,120	42,587	15%
Pugnido	22,308	17,568	39,876	14%
Pugnido 2	4,575	4,140	8,715	3%
Total	155,215	128,834	284,049	100%

Table 2 Source: Consolidated population of concern report by UNHCR

2. Methodology

The study employed mixed methods by combining qualitative and quantitative research techniques. The field work was undertaken in two phases.

2.1 Exploratory phase

The first phase was exploratory geared towards understanding community issues so that the data collection tools are fine-tuned and adapted to the refugee camps and host communities in Gambella. During this preliminary phase, the consultant collected data through key informant interviews as well as focus group discussions. The relevant media (TV, radio and newspapers) were also identified and included in the quantitative tool during this phase of assessment.

Table 3 shows focus group discussions and key informant interviews conducted during the first phase of the assessment (between October 24 and November 9, 2019).

2.2 Data collection phase

2.2.1 Recruitment

Recruitment for enumerators was done with the help of the RCC in the camps and Woreda administrator in the host community. After recruitment, enumerators were interviewed orally to ensure they could speak and write in English. This was done to find out if they could translate the questionnaire

into the local language. Overall, we only had two female enumerators and 24 male enumerators. The few female moderators was attributed to the fact that most females within the community could neither speak nor write in English.

A total of 16 enumerators were recruited in Itang, Tierkidi, Jewi, Kule and Nguenyiel with half being from the host community and half from the refugee camps. In the refugee camps, all recruited enumerators were Nuer speakers while in the host community, four enumerators were Nuer and four were Anuak. This was done according to the size of these ethnic groups in both the refugee camps and host community.

A total of 10 enumerators were recruited in Pugnido where five came from the host community while the other five were from the refugee camps. In Pugnido, two of the enumerators belonged to the Anuak tribe while two were from the Nuer Tribe. Two enumerators were recruited from Pugnido 2 both of whom were Nuer speakers. All the enumerators from the host community were Anuak speakers as the host community in Gog Woreda comprises of only the Anuak tribe.

2.2.2 Training and Briefing

After recruitment, two trainings were conducted, one with the refugees and another with the host community. This was in line with the ARRA policy due to the existing conflict between the refugee and host community. The two groups of enumerators had to be trained and briefed separately. Enumerators from Jewi refugee camp were issued with a pass permit to enable them attend the training which was conducted at Kule ARRA office.

Initial key informant interviews conducted

	LOCALITY/ NAME OF ORGANIZATION	KEY INFORMANT INTERVIEW ACHIEVED
Refugee camps	Tierkidi Refugee Camp	RCC Deputy Chairman
	Nguenyiel Refugee Camp	RCC Chairman
	Jewi Refugee Camp	RCC Chairman
	Kule Refugee Camp	RCC Chairman
Organizations	UNHCR	Protection (Gambella Town)
	ARRA	M&E (Gambella Town)

Table 3

Initial focus group discussions conducted

	LOCALITY/ NAME OF ORGANIZATION	FOCUS GROUP DISCUSSION ACHIEVED
Refugee camps	Jewi Refugee Camp	Female youth 18 to 35 years
	Kule Refugee Camp	Female youth 18 to 35 years
	Nguenyiel Refugee Camp	Male and female youth 18–35 years
	Nguenyiel Refugee Camp	Men above 35 years
	Tierkidi Refugee Camp	Female above 35 Years

Table 4

Training and briefing took two days (November 1–2, 2019) for the enumerators in the three refugee camps while that of the host community training took place between November 2–4, 2019. The training in the host community surrounding the three camps was done at the Itang Woreda office.

In Pugnido recruitment was done on November 11, 2019 and training happened on November 12–13, 2019.

The training session covered the following:

- Basic interviewing skills
- Project background
- Purpose and objectives of the study
- Sampling techniques

The enumerators were then taken through paper questionnaires and mock interview drills (where they interviewed each other) to familiarize themselves with the flow of the questionnaire. On the second day, the enumerators were familiarized with the ODK version of the questionnaire. Any logical errors in the scripted questionnaire were noted and corrected after the mock interviews.

2.2.2 Pilot test

Pilot interviews begun in Tierkidi refugee camp and Itang town center for the host community. In Pugnido, pilot interviews were done in Pugnido Refugee Camp and Pugnido town center. Thereafter a debrief session took place where enumerator concerns and challenges were addressed.

Concerns raised after the pilot phase of the assessment:

- a) Some questions were repetitive in the script. This was communicated to the Nairobi office and the script was rectified.
- b) Some enumerators did not understand some terms, like social media, radio stations and radio programs. As a result, clarifications were done.
- c) Achieving gender balance during data collection was noted as a concern since only women were likely to be found in the households during the day. The solution agreed on was to purposively target male respondents.

After pilot testing, data collection began with both qualitative and quantitative surveys running parallel.

2.2.3 Quantitative survey

Structured questionnaires were administered in the households in the camps and host community using tablets. The platform used for data collection was ODK.

The target population was adults (18–35 as youth and those above 35 years) as well as children aged 11–17 years of age. Persons living with disabilities (PLWDs) were also included in the survey.

Respondents interviewed by tribe

REFUGEE CAMPS	ETHNICITY OF RESPONDENTS INTERVIEWED
Tierkidi, Kule, Nguenyiel and Jewi	Nuer
Pugnido	Nuer and Anuak
Pugnido 2	Nuer
Host community	
Itang Woreda	Nuer and Anuak
Gog Woreda (Pugnido)	Anuak

Table 5

2.2.4 Sampling

The sample size was arrived at using Cochran's formula. A confidence interval of 95% and a margin of error of +/-5% was used.

$$ss = \frac{z^2 * (p) * (1-p)}{e^2}$$

Where:

Z = Z value (e.g. 1.96 for 95% confidence level)

p = percentage picking a choice, expressed as decimal (0.5 used for sample size needed)

e = margin of error, expressed as decimal, e.g., .04 = ±4. In this case proposed to be 0.042

Substituting the equations, we have:

$$ss = \frac{1.96^2 * (0.5) * (1-0.5)}{0.042^2} = 544$$

Allowing a non-response rate of 10%, the overall sample size was determined at **600 interviews**. An additional 90 interviews conducted with boys and girls would bring the overall sample to 690.

2.2.5 Sample allocation

The table below summarizes the quota allocation plan. For the host community, the sample was distributed to towns and rural villages in Itang Special Woreda and Gog Woreda. The sample for the refugee community was distributed within the households in the camp proportionately to the population size of each camp. The proportion of sample sizes per refugee camp was guided by data from UNHCR. An overall gender split of at least 50/50 was put into consideration in the original plan. To ensure inclusiveness of PLWDs, the respondents were purposely identified and interviewed in those households identified through a random systematic criteria.

2.2.6 Sampling technique

(i) Refugee camps:

To ensure random distribution of the sample size, 3 zones in each camp were selected randomly for enumeration. Within the zones identified, enumerators were guided to blocks where they targeted households using the random route walk. The skip interval of five households was used. Each enumerator was allocated a quota of interviews based on gender to do every day.

(i) Host community:

Itang Special Woreda (Gambella)

The sample for Itang Host Community was split into two, urban and rural communities. The urban sample was done in Itang and Tarfam towns. A rural sample was allocated within Kabeles located within a 10 km radius from the refugee camps. Itang special Woreda consists of 75% Anuak while the rest of the population were Nuer. Kabeles were randomly selected based on accessibility and the tribe living in those Kabeles. In the Kabeles, enumerators were required to use random route walk to target the households. At the household level, quota sampling was done based on gender.

Gog Woreda (Pugnido)

Gog Woreda is mainly a rural town and all the respondents were classified as rural. The Woreda consists only of the Anuak tribe as the host community. A random route walk identified households to target. At the household level, quota sampling was done based on gender. Table 7 summarizes the sample achieved per enumeration area.

Interviews with children below 18 years

Interviews with children were carried out in homes. Before the interview was carried out, permission was sought from a parent, guardian or another person to whom the parent conferred responsibility for the child (e.g. a child-minder, au pair or neighbor). Before every interview, sufficient information was given to the person responsible for the child for him or her to arrive at a considered decision about giving permission. Consent was also sought from the child before the interview was done.

Sample distribution achieved

LOCALITY	FEMALE	MALE	TOTAL ADULTS	REFUGEES	HOST COMMUNITY	GIRLS	BOYS	TOTAL CHILDREN
Nguenyiel	88	83	171	86	85	15	15	30
Tierkidi	70	53	123	62	61	17	13	30
Jewi	63	50	113	56	57	-	-	-
Kule	50	40	90	45	45	-	-	-
Pugnido	47	37	84	42	42	17	13	30
Pugnido 2	16	14	30	15	15	-	-	-

Table 6

2.2.7 Qualitative research

Qualitative research was done through focus group discussions and key informant interviews.

a) Focus Group Discussions

The participants of focus group discussions were purposively selected based on age, gender and availability.

NB: Translators were used during the focus group discussions as well as some key informant interviews.

b) Key Informant Interviews

The NGOs targeted for KIIs were purposively selected based on different thematic areas being investigated as well as working with refugees and the host community.

Quantitative sample

LOCALITY	REFUGEE CAMPS	HOST COMMUNITY	CHILDREN
Nguenyiel	92	-	15
Tierkidi	62	-	15
Jewi	61	-	
Kule	50	-	
Itang	-	249	30
Pugnido	39	-	
Pugnido 2	20	-	15
Gog	-	62	15
Total achieved	324	311	90

Table 7

2.3 Survey limitation

- In some focus group discussions, there was a language barrier which was overcome by using local translators.
- The enumerators' understanding of some English terms was limited which affected the translation into Anuak and Nuer. Care was taken during training to ensure all the enumerators were on the same page. During training some of the enumerators who could not grasp the meaning and effectively translate the different terms were dismissed.
- Conflict between Anuak and Nuer, and conflict between the host and refugees affected the planned schedule for trainings. The host and refugee enumerators were therefore trained separately.
- The poor infrastructure and distances to the survey areas prolonged the data collection exercise.
- In Gambella, because of distance and location of Jewi camp, it was difficult to carry out the survey with the host community. The sample was therefore redistributed to Itang special Woreda

Key informant interviews achieved

KII	NO. ACHIEVED
UNHCR (Community Services and Protection)	1
Camp leaders (RCC Chairmen)	4
Female youth leader	1
IMC (SRH, SGBV, Nutrition and Mental Psychosocial Support)	1
DRC (Food security and livelihoods)	1
Oxfam (Livelihoods and shelter)	1
World Vision Ethiopia (Education)	1
Deputy Woreda Administrator	1
ARRA Regional Director	1
ARRA M&E	1
Total	13

Table 9

- f) The sample achieved per day was limited by the number of working hours. All humanitarian organizations enter the camp at 8:30 am and leave by 4:30 pm. The enumerators were requested to work over lunch break to cover for the deficits.
- g) Achieving the 50/50 male/female quota for the household questionnaire was a challenge because men spend their time in the shopping areas. Enumerators were advised to target men purposively within the camps to boost the sample.
- h) Mobilization through RCC staff introduced some level of bias since one of the enumerators was an RCC member and because this assessment could be taken as an evaluation of his role, answers given to him might not have been entirely honest.

Initial focus group discussions conducted

	AREA	FOCUS GROUP DISCUSSIONS ACHIEVED
Refugee Camps	Tierkidi Refugee Camp	Female Above 35 Years
	Kule Refugee Camp	Female youth 18–35 years
	Nguenyiel Refugee Camp	Male above 35 years
		Male and female youth 18–35 years
	Jewi Refugee Camp	Female Above 35 Years
Pugnido	Male youth 18–35 years (Anuak)	
Host community	Itang: Urban	Male youth 18–35 years (Anuak)
		Female youth 18–35 years (Nuer)
	Itang: Rural	Male Above 35 years (Nuer)
		Female Above 35 years (Nuer)
	Gog	Male youth 18–35 years (Anuak)
Female youth 18–35 years (Anuak)		

Table 8

3. Main findings

3.1 Information needs

3.1.1 Information and decision making

Asked whether they needed any additional information to aid them in making better decisions for them and their family, majority (above 80%) of the respondents reported in the affirmative from both the host and refugee communities.

The above is contrasted by the way respondents reacted to the question of whether they generally felt well-informed.

the group who were less informed, tended to listen to radio less than those better informed. The same is valid for watching TV, but again the difference is small. However, there is a significant aspect of gender, 65% of women did not feel well-informed, in contrast to 53% of men (p = 0.002). So, females made up a big portion of the not well-informed group.

“ I heard there is a peace process going on in South Sudan but I don’t know what is going on in the peace process.

Source: FGD, Women 35 years old and above, Tierkidi Refugee Camp

3.1.2 Information currently needed

Information related to the security of the respondents was very important for both refugees and host community. Seven attributes related to security featured in the top ten information needs. Amongst the refugees, the security situation in South Sudan is paramount at 82% while in the host com-

munity, security news in Gambella and Ethiopia is important. Staying safe to prevent harassment and getting help after a physical attack were more skewed towards the host community at 21% and 9% respectively.

“ Information on peace, in our country is what we want to hear. If there is peace in our country, that is information we need to hear.

Source: FGD, 18 to 35 years, Mixed group Nguenyiel Refugee Camp

Information on peace and security was considered important by the refugee community. They wanted to know what was happening in their home country. From FGD discussions, the refugees were keen on the peace talks that were happening in their home countries. They mentioned that with peace and security people can coexist peacefully, cases of SGBV would reduce, school attendance would improve, and people would be able to work. With peace and security all the other systems would work.

“ We always resolve our conflicts. There is no organization which has a project on peace and security which is very important to us.

Source: KII, RCC Nguenyiel Refugee Camp

Information on peace and security would also foster peaceful coexistence between the refugees themselves and also between refugees and the host community.



Figure 2

Feeling well-informed in Ethiopia

	YES, WELL-INFORMED	NO, NOT WELL-INFORMED	TOTAL
Refugees	121	193	324
%	37%	60%	100%
Host urban	47	82	137
%	34%	60%	100%
Host rural	77	90	174
%	44%	52%	100%
Total	245	365	635
%	39%	58%	100%

Table 10

Information currently needed but not available. Several of the most pressing information needs are related to security.

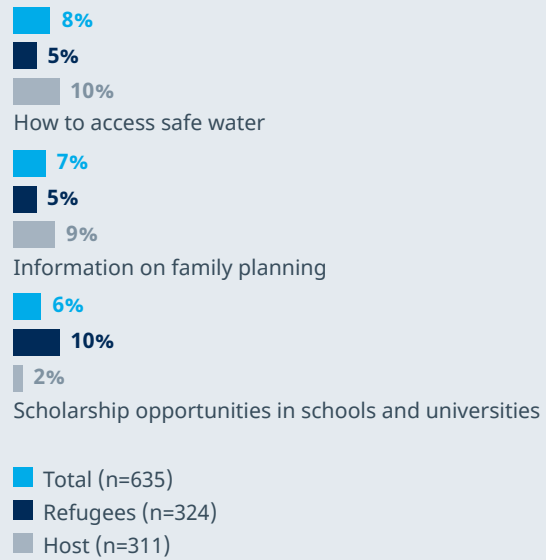


Figure 3

“ We need more information because we are living in the rural areas and there is no channel that can bring information that we lack. Therefore, we need information about peace and development as well as information on community development.

Source: FGD, Youth, Rural, Gog host community

“ We need information on different businesses. We also need information on health, education, training, family planning.

Source: FGD, 18 to 35 years, Female, Rural, Gog host community

“ What this community needs is information about education. There are some children studying under tree and others are not attending schools. Also, they need health information.

Source: KII, Itang Deputy Administrator

Children's information needs

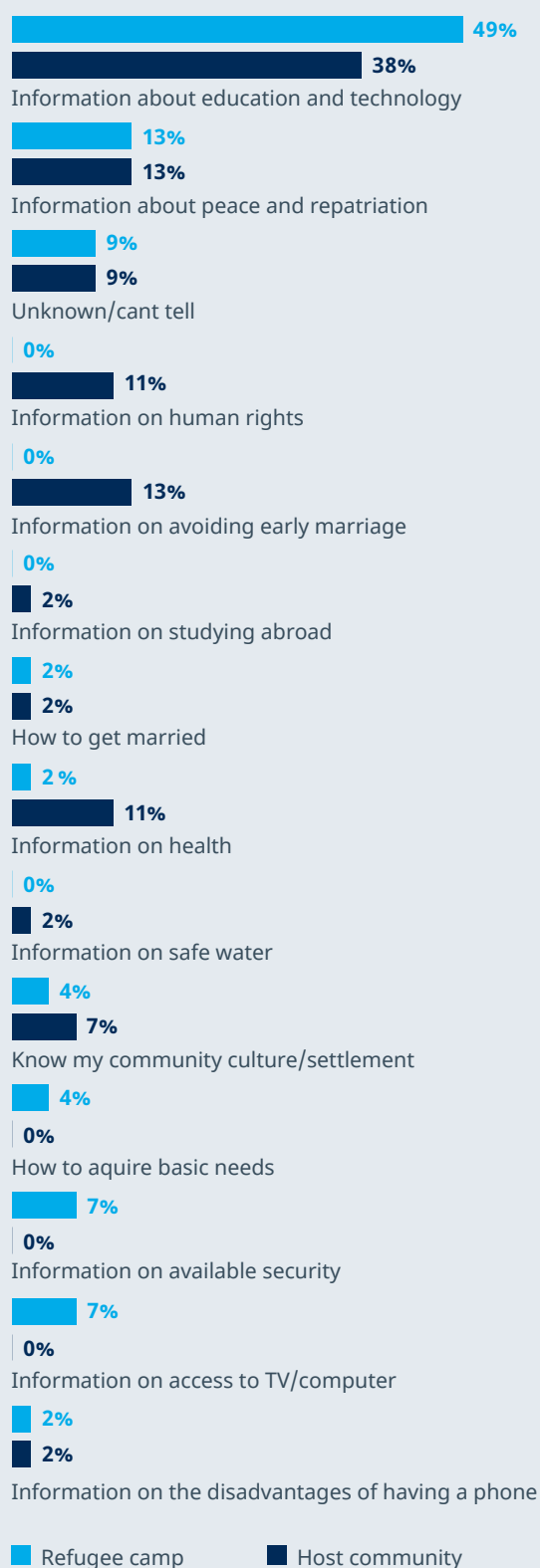


Figure 4

The lack of infrastructure was a major barrier for the rural host communities. This highlights the need for innovative channels of information dissemination, such as listener groups, community meetings, school meetings, health fairs, etc.

From the focus group discussions, it was noted that there was a general lack of information both in the host and refugee communities. This was compounded by the fact that sources of information were limited to government and NGOs. Based on the findings from FGDs and key informant interviews, peace and security was important to both the refugees and host community. Conflicts arose due to resource sharing; for example, depletion of forest cover by refugees as they searched for firewood. Theft cases were also a source of conflict between the Nuer and Anuaks.

“ Ethiopian community fear to go to the refugee community because the killers are there, most of them have guns from South Sudan.

Source: FDG, Itang host community

“ There is no information on peace and security. There is no information on jobs. There is no information on education. There is no information on money. There is no information on health.

Source: FGD, Itang host community

Children's information needs

Boys and girls were asked to state their current information needs. Information on education and technology had the highest mentions at 49% and 38% in the refugee camps and host communities respectively.

Amongst girls, other important needs identified were reporting of conflicts, access to medical services and how they could access food. For the boys, other needs identified as important were on access to medical services. Information about peace and security and how to avoid early marriages was also important for the children. The issue of early marriages was confirmed as a challenge facing girls and boys in both host and refugee communities during focus group discussions.

During the FGDs, the respondents were given show cards and asked to select the topics they would like more information on. The topics presented to them were: health, education, jobs, money, SGBV, peace and security and resettlement/repatriation. The most important topic in most of the



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FGDs was information on peace and security amongst both the refugees and host community members despite the fact that information on peace was amongst the least accessed through radio. This underlines a need for more information in both the refugee and host communities because the current information accessible to them is mainly on Ethiopia, Gambella, South Sudan as well as international news. On page 30 are some images on how the respondents prioritised the topics mentioned above.

Peace and security was deemed very important to both the refugees and host community. However, the host community placed more emphasis on the peace and security between the Nuer and Anuak tribes in Gambella region while the refugees were more concerned about the security situation in South Sudan. The refugees reported that they were getting very good protection services from ARRA and the camp protection committees and did not have any fears while inside the camps. This may explain the earlier finding showing that they were more interested in security and peace in South Sudan than that of the host region.

Messages of peace and security within the Gambella region are only communicated to members of both the host and refugee communities when the region is experiencing insecurity issues.

“Living in peace is very important here. But living in peace with the Nuer people is very difficult. They usually come to the Anuak community, but Anuak people are afraid to go into the Nuer community. They are afraid that the Nuer people will kill them.

Source: FGD, 18 to 35 year old, Male, Urban, Itang host community

“Whenever a security issue arises, the Kabele administrator calls a meeting to talk about peace and security between the Anuak and Nuer. That is the only time we get information about peace and security from the government.

Source: FGD, 35 years old and above, Female, Rural, Itang host community

3.2 Respondent profile/demographics

A total of 725 respondents participated in the survey and 645 household interviews with adults above 18 years and 90 children below 18 years were done. The spread of the sample across the ages is representative of the target community and thus the insights derived from the analysis of the data is representative of the information needs of the target community.

Persons with disability were included in the assessment and represented 8% of the total sample (51), which ensured that their opinions and information needs were taken into account. As illustrated in table 11 the most occurring type of disability was physical impairment (legs and hands) (39%) and blindness (38%).

“The camp is usually protected 24hrs by ARRA and the camp protection committee. We don't have any security concerns in regards to the situation inside the camps. Sometimes we are told not to go outside the camps when the Anuak people are threatening the security situation.

Source: KII, RCC, Tierkidi

3.3 Education and language

3.3.1 Education level

Education levels were found to be generally low especially amongst the adult refugees. A high number of respondents never attended a formal school. As shown by the graph in figure 5, 39% members from the refugee community and 15% of the host community (13% urban and 17% rural) had no formal schooling. This implies that members of the host community have relatively higher literacy compared to their refugee counterparts. In the host communities, a higher number of respondents had completed university at 17% and 18% in the urban and rural areas respectively. However, in the refugee camps, only 4% of the sample had university education.

The challenges in school attendance were also corroborated during the FGD's and KII's. Refugees expressed difficulties in accessing education due to restricted movement, early marriages as well as lack of resources for further education. Early marriages are a cultural issue that is very prevalent in South Sudan and according to UNICEF, around 45% of children are married before the age of 18.⁸

⁸ [unicef.org/southsudan/press-releases/world-childrens-day-south-sudanese-children-calls-end-child-marriage](https://www.unicef.org/southsudan/press-releases/world-childrens-day-south-sudanese-children-calls-end-child-marriage)

Respondent profile

	REFUGEES (INCLUDING CHILDREN, N= 369)		HOST COMMUNITY (INCLUDING CHILDREN, N=356)				
	Base (n)	%	Urban (N=159)		Rural (N=197)		
			Base (n)	%	Base (n)	%	
Age	13–17	43	12%	23	14%	24	12%
	18–24	84	23%	26	16%	41	21%
	25–35	106	29%	78	49%	83	42%
	36–45	88	24%	17	11%	26	13%
	46–55	32	9%	6	4%	22	11%
	55 and above	16	5%	8	5%	2	1%
Gender	Male	140	38%	72	45%	102	52%
	Female	229	62%	87	55%	95	48%
Disability	Yes	26	7%	11	7%	10	5%
	No	343	93%	148	93%	187	95%

Table 11

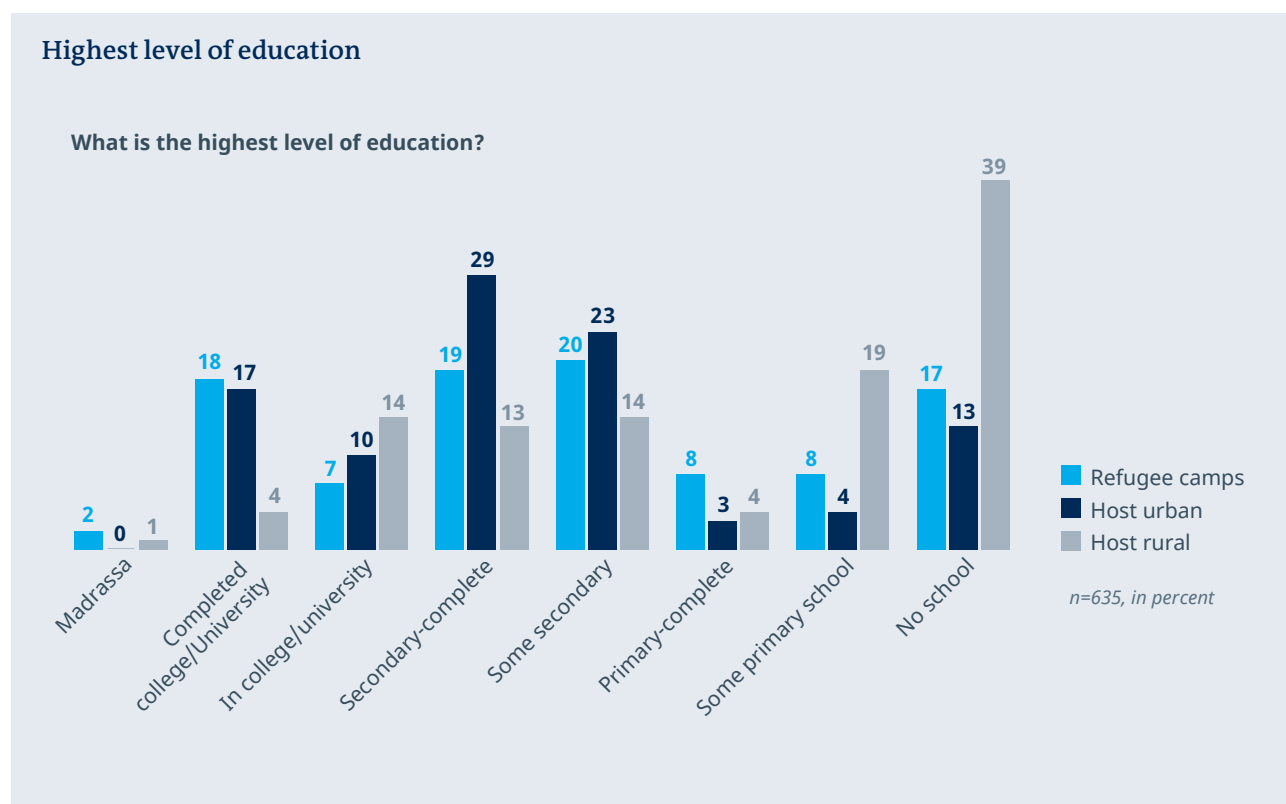


Figure 5

The youth lacked the motivation to finish their education as was observed during a KII with a RCC chairman. This suggests that the youth devalue education and their status as refugees reduces the chance of meeting a mentor/influencer who can encourage them.

Amongst the children, the proportion that attend school is high more so in the refugee camps and the study found that at least 9 out of 10 children aged between 11 to 17 years were currently attending a formal school amongst the refugees. However, the figure is significantly lower in the Pugnido host community where 87% of the children interviewed were in school as illustrated in figure 6.

World Vision works in the education sector in both the refugee camps and host community and reported that the refugees were better placed compared to the host community due to the various interventions by the organisations working in the region. Tribal conflicts were also noted to affect school attendance amongst the children.

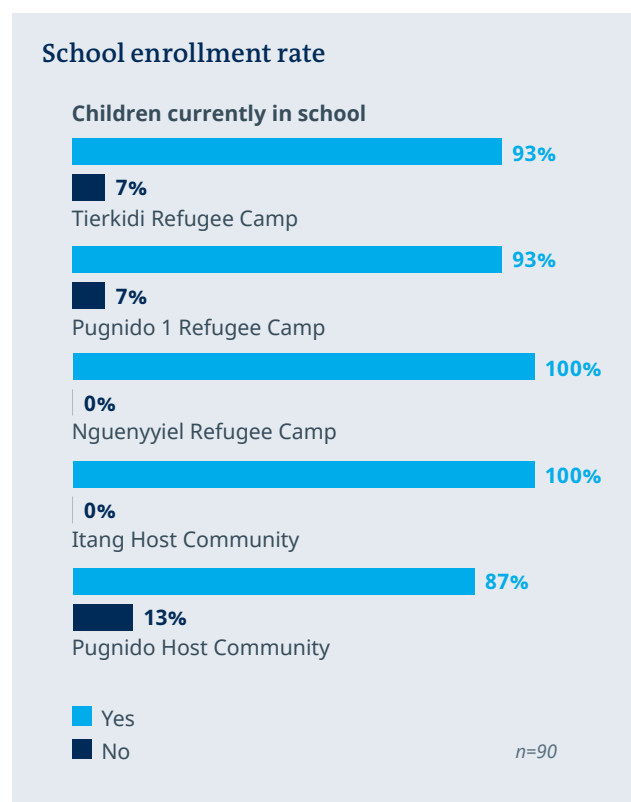


Figure 6

“ SGBV cases are a big challenge in the camps. This is mainly through early marriages. After a girl is married, she is unlikely to complete school.

Source: KII, UNHCR

“ We have school programs where we encourage these girls to focus on school instead of getting married early. The challenge however is that this is a male dominated society and women do not have much input in what has already been decided. This is part of the culture that needs to be changed.

Source: KII, IMC

“ The teenage youth need to be encouraged to continue with their education. They should avoid being discouraged by their brothers who did not complete school.

Source: KII, RCC Kule

“ Comparatively, the refugees are getting better service than the host community. The host community members are living in very poor conditions, they are also economically poor. We have built a secondary school at the entrance of Jewi camp which is supposed to have scholars from both the host and refugee communities. However, due to the tribal conflicts, the host community members who are Anuak cannot attend the school yet the next nearest school is in Gambella town. Since the school is too far, they prefer staying at home and don't attend any school.

Source: KII, World Vision

3.3.2 Ability to read and write

This assessment also measured the ability to read and write. Amongst the adults interviewed, respondents from the urban host community were more likely to read and write compared to those in the rural areas. Refugees were the least likely to read and write at 56% and 54% respectively as illustrated in figure 7. This is verified by the fact that the refugees had lower education levels compared to the members of the host community as mentioned earlier in the report.

3.3.3 Written and spoken languages

The survey findings show that Nuer, Anuak and Amharic were the dominant written and spoken languages among the respondents who reported that they can read and write. Nuer is common in all refugee camps and host community apart from Pugnido host community which is predominantly Anuak. Pugnido refugee camp has a mix of both Nuer and Anuak speakers. Both read and written Amharic is also popular with the host community as illustrated in tables 12 and 13. The consultant observed that the actual figures may be lower since respondents were not asked to demonstrate their reading nor

writing skills but the responses are based on the respondents' evaluation of their ability to read and write. An analysis on the preferred languages for radio or TV, showed that the preferred language for refugees is Nuer (80%) and the preferred one by host communities is Anuak. Computation demonstrated that with a media initiative in Nuer and Anyuak a program could cover the needs of all refugees and the host communities. Only 9 respondents (1.4%) do not understand any of these two languages, 7 of them are from host communities.

3.4 Sources of information

3.4.1 Channels of communication

The survey sought to uncover the different sources of information that members of the refugee camps as well as the host communities are actively using. The sources of information mentioned were diverse amongst the respondents interviewed. Spontaneously, multiple sources of information were mentioned in both the refugee camps and host communities. In the refugee camps, UNHCR and ARRA were the main information sources at 70% while in the host community TV had the highest mentions at 36% in the urban communities and people as a source of information were reported to be most dominant in the rural host community as demonstrated in figure 8. 'People' also played a significant role in information dissemination in both the refugee camps and host communities.

Community leaders played a crucial role in the dissemination of information within the refugee camps at 33% but with minimal role amongst the rural host community. Notably, information from radio and mobile phones was less dominant in both the camps and host communities. Newspapers as a source of information was skewed towards the urban host dwellers at 17% as illustrated in figure 8 and could be attributed to the ease of accessing newspapers in the urban centres as well as a higher proportion of individuals who are able to read and write.

“ We have few channels of passing information to the refugees. They include; RCC chairman, religious leaders, women associations amongst others. The RCC members were selected by the refugees themselves. This is the main link between us and the refugees. We mostly use the RCC to convey information because we are sure the information will get to all members in the settlement

Source: KII, ARRA

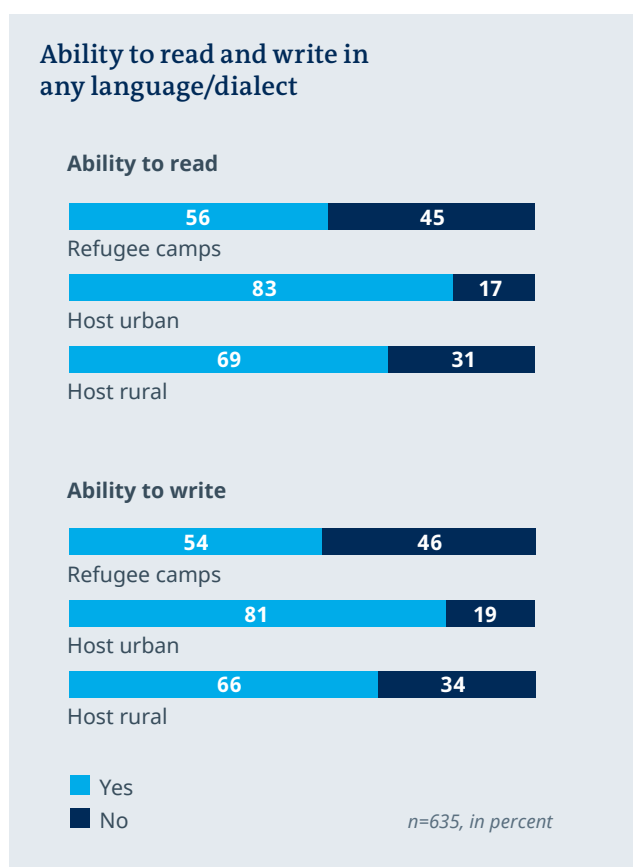


Figure 7

Literate respondents' ability to read languages/dialects

	KULE CAMP	TIERKIDI CAMP	PUGNIDO CAMP	PUGNIDO 2 CAMP	NGUENYYIEL CAMP	JEWI CAMP	ITANG	GOG
Base	28	31	29	11	34	37	178	60
Amharic	-	10%	3%	-	-	8%	63%	75%
English	39%	39%	62%	36%	29%	27%	23%	77%
Dinka	-	-	-	-	3%	-	-	-
Didinga	-	-	-	-	-	3%	1%	-
Lotuko	-	3%	-	-	-	-	-	-
Arabic	4%	16%	3%	9%	26%	5%	-	-
Nuer	96%	94%	45%	91%	97%	100%	85%	2%
Anuak	-	3%	31%	-	-	-	17%	88%
Arabic	11%	3%	-	-	-	3%	1%	-
Murle	-	-	-	-	3%	-	-	-
Oromo	-	-	-	-	-	-	-	2%

Table 12

Literate respondents' ability to write languages/dialects

	KULE CAMP	TIERKIDI CAMP	PUGNIDO CAMP	PUGNIDO 2 CAMP	NGUENYYIEL CAMP	JEWI CAMP	ITANG	GOG
Base	28	31	27	12	33	31	173	58
Amharic	-	10%	-	-	-	10%	43%	78%
Tigrinya	4%	-	-	-	-	-	-	-
English	39%	29%	48%	8%	15%	35%	19%	21%
Arabic	-	16%	4%	-	18%	16%	-	-
Nuer	96%	100%	44%	92%	94%	100%	86%	0%
Anuak	-	3%	30%	-	-	-	16%	88%
Arabic	11%	-	-	-	1%	-	1%	-
Oromo	-	-	-	-	-	-	-	2%
Dinga	-	-	-	-	-	-	2%	0%

Table 13

“As part of the information dissemination, we use the established structures. These are mainly the RCC, clan leaders, religious and traditional leaders. We usually capacitate them with the relevant information so that they can help us pass different information during campaigns.

Source: KII, International Medical Corps

“At times not everyone receives information on when food will be distributed in good time. This mostly affects the people in zones that are very far off.

Source: FGD, 35 years old and above, Female, Nguenyiel Refugee Camp

“The human understanding is varied, and the different agents usually have different understanding of a message conveyed to them. Sometimes the message disseminated would get distorted due to poor understanding or language barrier.

Source: KII, International Medical Corps

UNHCR/ARRA as well as community leaders being the key sources of information was corroborated qualitatively. The flow of information was from UNHCR/ARRA through the RCC structure and finally to the community members. This suggests that the information received within the camps was mainly in line with the mandate of UNHCR and ARRA. It also suggests that due to the limited channels of information, the refugees only receive information which revolves around the refugee camps since that is the mandate of the two institutions. The RCC was selected by members of the refugee camps and usually holds office for a period of two years.

The different NGOs that work within the camps also use the RCC and community leaders as part of their communication channels. They reported that the RCC was an important channel as the information conveyed usually gets to the relevant community members. The RCC also acts as a channel for feedback from the community.

However, there is a significant challenge in information dissemination through the RCC structure and other committees as reported by one of the NGOs interviewed. Even though they were reported as being the most effective channel, distortion of information was mentioned as a key challenge which was partly driven by the low literacy levels. Refugees also mentioned challenges encountered during information dissemination by the RCC. In instances where food distribution was delayed, communication was usually relayed through the RCC on the new dates for food delivery. However, some of the respondents who live in zones that are far off complained there were instances when the information did not reach them in good time and as a result they missed their food rations. Table 14 shows the current media consumption in the Ethiopian sample.

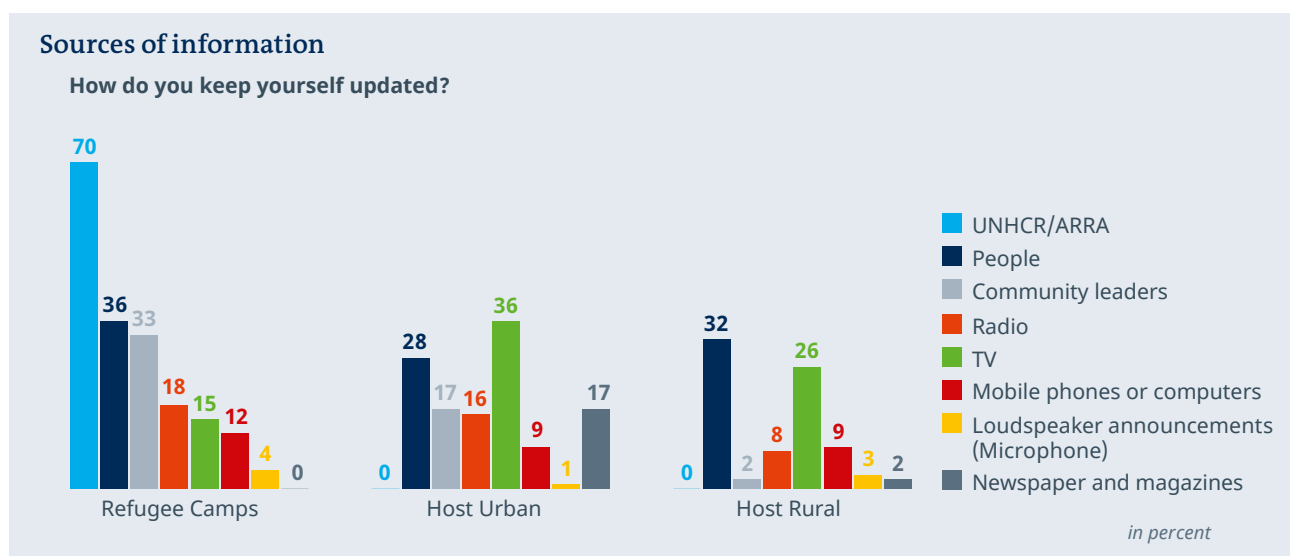


Figure 8

In the camps around Pugnido (and in Pugnido host rural) radio is used by around 45% of respondents, compared to only 21% on average. TV hardly plays a role in refugee camps. Only in Itang urban it has some importance (29%) and in Pugnido host rural. Reading newspapers and magazines hardly play a role, as expected.

“Here we have a structure. We have RCC, Zone leader, Block leader and a Community leader. The information usually flows through this structure.”

Source: FGD, 35 years old and above, Male, Nguenyiel Refugee Camp

Current media consumption in Ethiopia according to sites

	RADIO	TV	MAGAZINES	MOBILE PHONES	INTERNET	SOCIAL MEDIA
Kule Refugee Camp	14	8	0	9	6	4
	28%	16%	0%	18%	12%	8%
Tierkidi Camp	7	3	0	22	9	9
	11%	5%	0%	36%	15%	15%
Pugnido 1 Camp	14	8	2	16	8	10
	36%	22%	5%	10%	10%	10%
Pugnido 2	9	1	0	11	5	3
	45%	5%	0%	10%	10%	10%
Nguenyiel Camp	8	4	0	19	9	8
	9%	4%	0%	10%	10%	10%
Jewi Camp	13	7	7	31	10	9
	21%	12%	12%	10%	10%	10%
Itang Host Urban	21	40	5	90	54	56
	15%	29%	4%	10%	10%	10%
Itang Host Rural	19	0	2	56	0	14
	17%	0%	2%	10%	10%	10%
Pugnido Host Rural	28	15	7	32	16	18
	45%	24%	11%	10%	10%	10%
Total using	133	86	23	286	117	131
	21%	14%	4%	10%	10%	10%
Total N	635	635	635	635	635	635

Table 14

3.5 Radio access and consumption habits

3.5.1 Access to information from radio

Radio listenership was generally low in both the refugee camps and host communities at an average of 21%. There was no significant difference in listenership between the refugees and host communities at 20% and 21% respectively. The rural host community dwellers reported the lowest radio usage at 15% while those from the urban regions had the highest at 27% as illustrated in figure 9.

The low incidence of radio listenership is driven by the fact that there are very few radio sets within the households in both the refugee camps as well as the host communities. One FGD respondent painted the picture of how different life was as a refugee vis a vis a citizen of South Sudan. He mentioned that refugees had several challenges including lack of radios. Below is verbatim from a youth mixed group in Nguenyiel refugee camp.

“ This is a refugee camp. Unlike where we moved from, this place has several challenges. As youth, we need a lot of information, however, we don’t have radios within the camps. Only few people own personal radio sets.

Source: FGD, 18 to 35 year old, Male, Nguenyiel Refugee Camp

The lack of radio sets was also corroborated in the host communities as radio and TV sets are perceived as luxuries for the few who can afford them.

Further disaggregation of the data by gender reveals that a higher proportion of males listen to the radio compared to the females in both the refugee camps and the host communities. The consultants observed that division of labour partly drove the low number females listening to radio. During the day, as the females were busy conducting household chores including: collecting firewood, cleaning, baby-sitting, collecting food/material from the distribution centres (within the camps), the males were gathered in small groups within the towns/markets and RCC office. This placed men at a better advantage of sharing information as well as listening to radio in their small informal groups during the day compared to females who remained enclosed within their households.

Notably, a higher proportion of younger respondents had access to a radio compared to their older counterparts in both the host community and the refugee camps as illustrated in table 15. Out of the 635 respondents interviewed, 133 of them reported to be able to radio. More than half of respondents in both host and refugee communities listen to the radio with friends while at least above 30% listen to the radio with their family as illustrated in figure 10.

Out of the 635 respondents interviewed, 501 of them reported no access to radio. A number of different barriers were attributed to the low listenership levels amongst those who don’t have access to radio. The main barrier cited was the lack of a radio set in the refugee camps, host urban and host rural communities at 77%, 61% and 72% respectively as illustrated in figure 11. At least 16% of the respondents from the refugee camps reported that the main barrier was lack of programs in their local languages. Despite the fact that Nuer and Anuak are the main tribes in Gambella region, there are no local radio stations within the region. A significant proportion of refugees are not able to speak nor understand Amharic, therefore, they can only listen to radio stations from South Sudan that broadcast in a language they easily understand.

Current radio listenership by gender and age

		TOTAL	MALE	FEMALE	18-24	25-35	36-45	46-55	55 AND ABOVE
Refugee camps	Base	324	120	204	84	107	88	35	10
	Yes	20%	34%	12%	23%	22%	20%	18%	10%
	No	80%	65%	88%	76%	78%	80%	82%	90%
Host community	Base	311	161	150	68	161	43	29	10
	Yes	22%	28%	15%	26%	23%	21%	14%	0%
	No	78%	72%	85%	74%	77%	79%	86%	100%

Table 15

Affordability issues and lack of electricity are also obstacles to radio listenership in the rural host communities. The gender aspect is not relevant, except for the fact that more women (17%) than men (6%) said that there is no program in their language. All other reasons are more or less the same with regard

to gender. On average, 13% of respondents disagreed with the usefulness of radio, but refugees much more (21%).

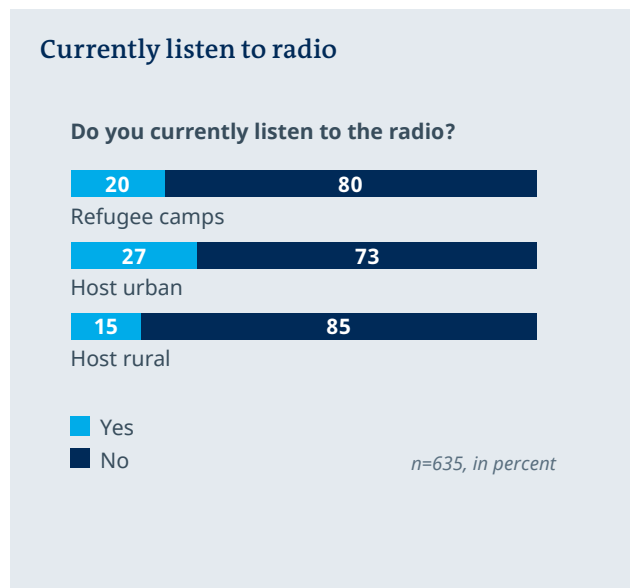


Figure 9

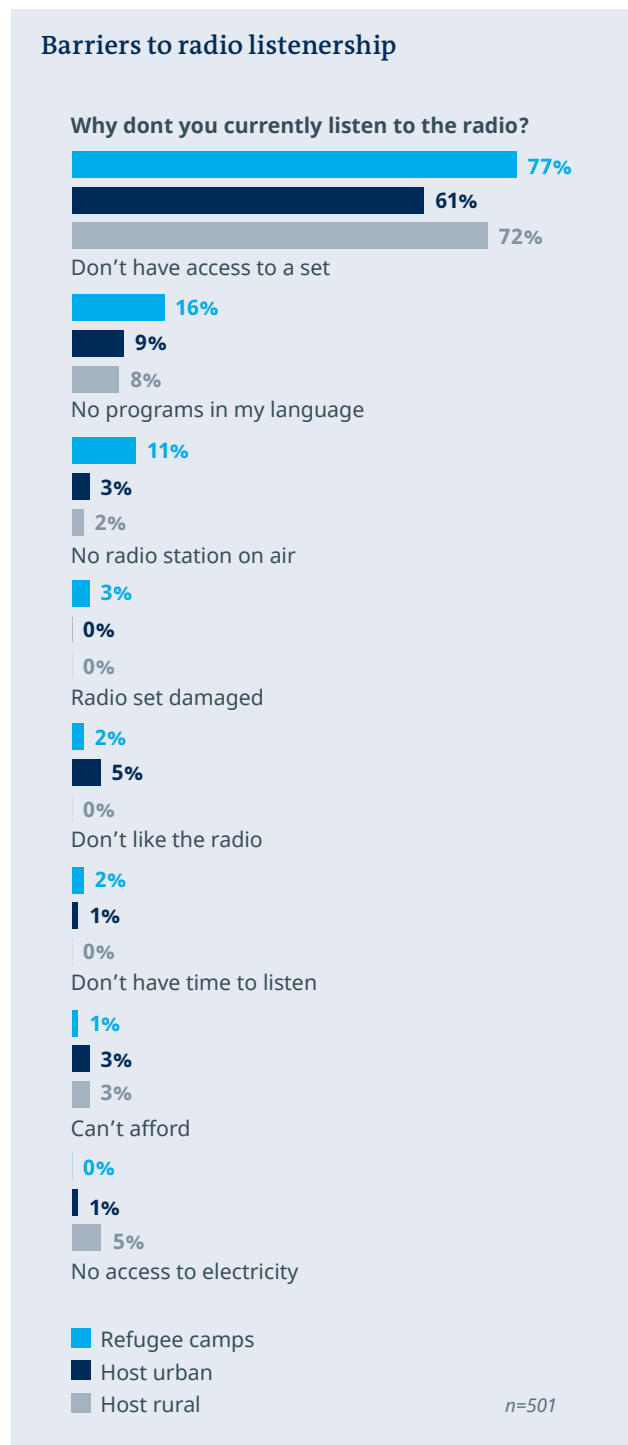


Figure 11

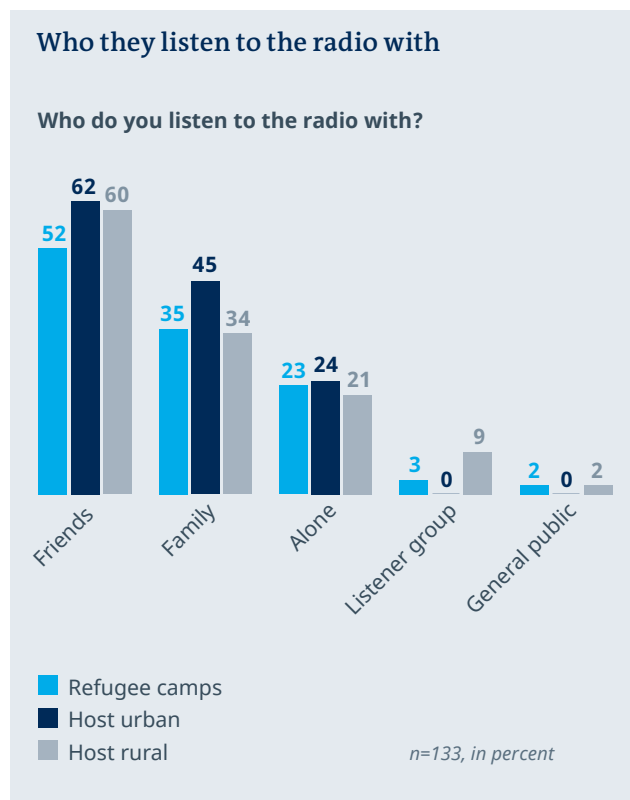


Figure 10

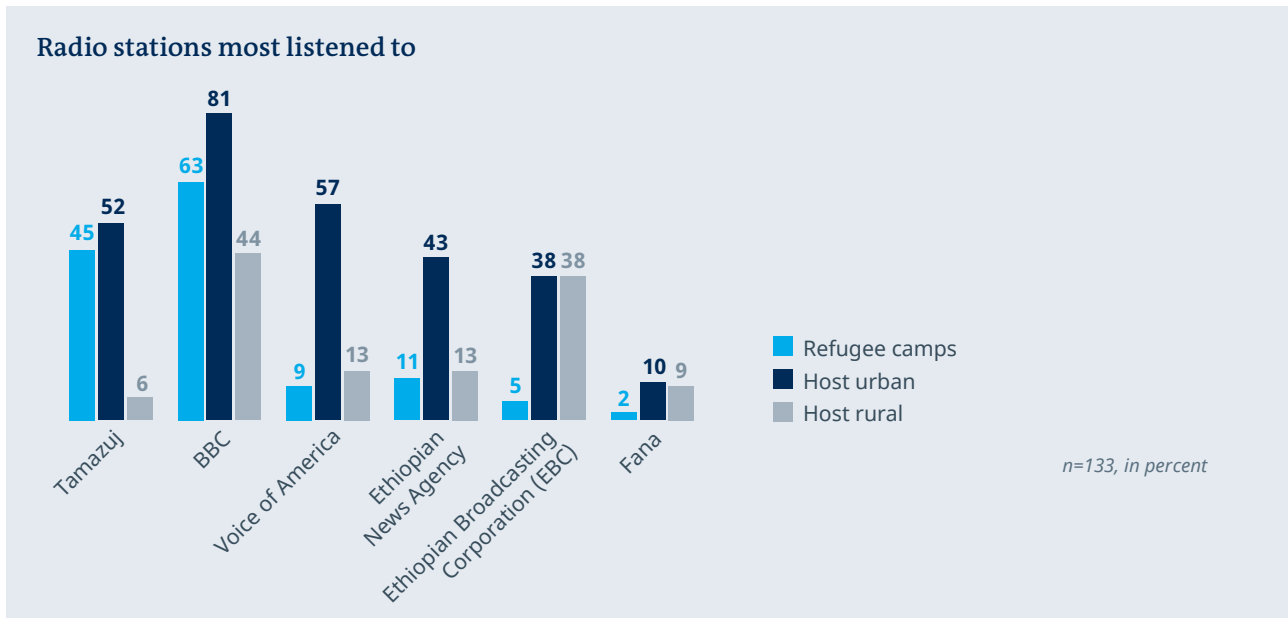


Figure 12

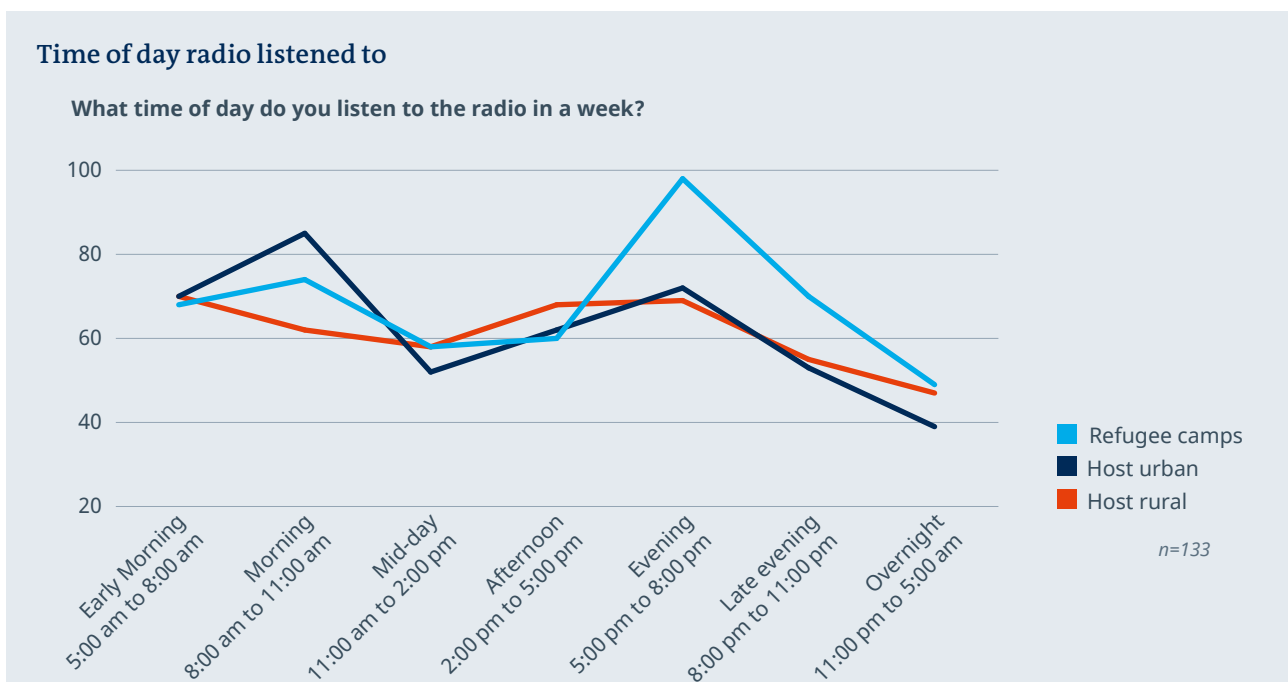


Figure 13

“TV’s and radio are only owned by a few people. Those who have the financial capacity to purchase them

Source: FGD, 18 to 35 year olds Male, Host Community, Gog Woreda

3.5.2 Radio stations accessed

Based on those who listened to radio, the most popular radio station accessed in both the refugee camps and host community was BBC. A significant inclination was visible amongst the urban dwellers within the host communities at 81%. Tamazuj was the second most popular radio station overall. Further disaggregation of the data revealed that the station is popular amongst the Nuer speakers in both the refugee camps and host communities. Tamazuj has a higher proportion of Nuer listenership as it broadcasts in Nuer language as reported by enumerators during training. The Amharic radio stations: Ethiopian News Agency and Ethiopian Broadcasting Corporation (EBC) were skewed towards the host community. Very few refugees listened to the Amharic speaking radio stations due to the language barrier. The data shows that only the host communities listen to the Amharic emissions by the Ethiopian public broadcasters (EHB and Ethiopian News Agency ENA). Those who speak Nuer can listen to Radio Tamazuj, which broadcasts in local Arabic (according to its website)⁹ but also in Nuer (according to main report). This means that there is a limited option for Nuer speakers and none for people speaking only Anuak, as there is no radio station that serves them in their language. These limitations may explain why the BBC is popular, at least for respondents speaking English or Amharic.

Though BBC has the highest listenership levels in both the refugee camps and host communities, the refugees complained that the station usually broadcasts in English, therefore, they usually get translations from their children or other people within the community who understand English. Respondents from the host community reported listening to BBC Amharic which usually gives information on Ethiopia in general as well as Gambella region and other regions within the country.

“ I prefer listening to BBC Amharic because the reporters use a language I can easily understand and the news is mainly about Ethiopia.

Source: FGD, 18 to 35 year old, Male, Host Community, Itang Woreda

Radio listenership varies based on the time of day among those who listen to the radio. Morning (8:00 am to 11:00 am) and evening (5:00 pm to 8:00 pm) were the most popular times. There was no significant variation between the refugees, urban and rural host communities on the listening times. Midday, afternoon and overnight had the lowest levels of listeners as demonstrated in figure 13.

3.5.3 Information currently received from radio

Generally, a low proportion of respondents named the radio an information source. For those with access, reliance on radio as a source of information on news from Ethiopia and Gambella was significantly higher in the host community from both the urban and rural areas as demonstrated in table 16. Amongst the refugees, information/news on South Sudan was more sought after at 83% compared to information on Ethiopia and Gambella region. The refugees therefore seemed more keener on information about their home country than that of the hosting country. International news attracted interest from the urban dwellers in the host community at 76%.

Notably, radio was not an important source of information on matters education, health, peace and security in both the host and refugee communities at 22%, 16%, 11% and 7% respectively as illustrated in table 16.

“ The information we usually listen to on BBC is on peace and security in South Sudan. The station broadcasts in English, so we have to translate to our friends or families what the presenter talks about. The children who go to school also help with the translations in the homes.

Source: FGD, 35 years old and above, Male, Nguenyiel Refugee Camp

Refugees need information on the immediate camp, and on their home country (here: South Sudan), whereas the host communities are much more interested in news from Gambella and Ethiopia, (their home region and country). Important to note, that refugees receive additionally information on civil and refugee rights. The topics like health and education (and international news) are mainly requested by the host urban and host rural community. There is hardly any difference on receiving information under the lens of being well or not well-informed.

“ We usually receive information on the current state of security in South Sudan from the radio.

Source: FGD, 35 years old and above, Female, Tierkidi Refugee Camp

⁹ The website says that listeners anywhere in Sudan or South Sudan can receive Radio Tamazuj through shortwave radio and that the stations broadcasts in local dialect Arabic from 6:30 am–7:30 am, and 5:30 pm–6:30 pm

Information currently received from radio

	TOTAL	REFUGEE CAMPS	HOST URBAN	HOST RURAL
Base	133	65	21	47
Information/news on Ethiopia	70%	23%	95%	91%
Information/news on Gambella region	67%	15%	95%	91%
International news	47%	29%	76%	36%
Information/news about South Sudan	38%	83%	14%	17%
Information/news on the camp/community	37%	45%	43%	23%
Education	22%	18%	29%	19%
Information/news about health	16%	11%	27%	11%
Information/news on peace	11%	14%	14%	4%
Information/news on security	7%	8%	10%	2%
Information/news about civil/refugee rights	6%	17%	1%	1%
Entertainment/music	3%	5%	5%	0%

Table 16

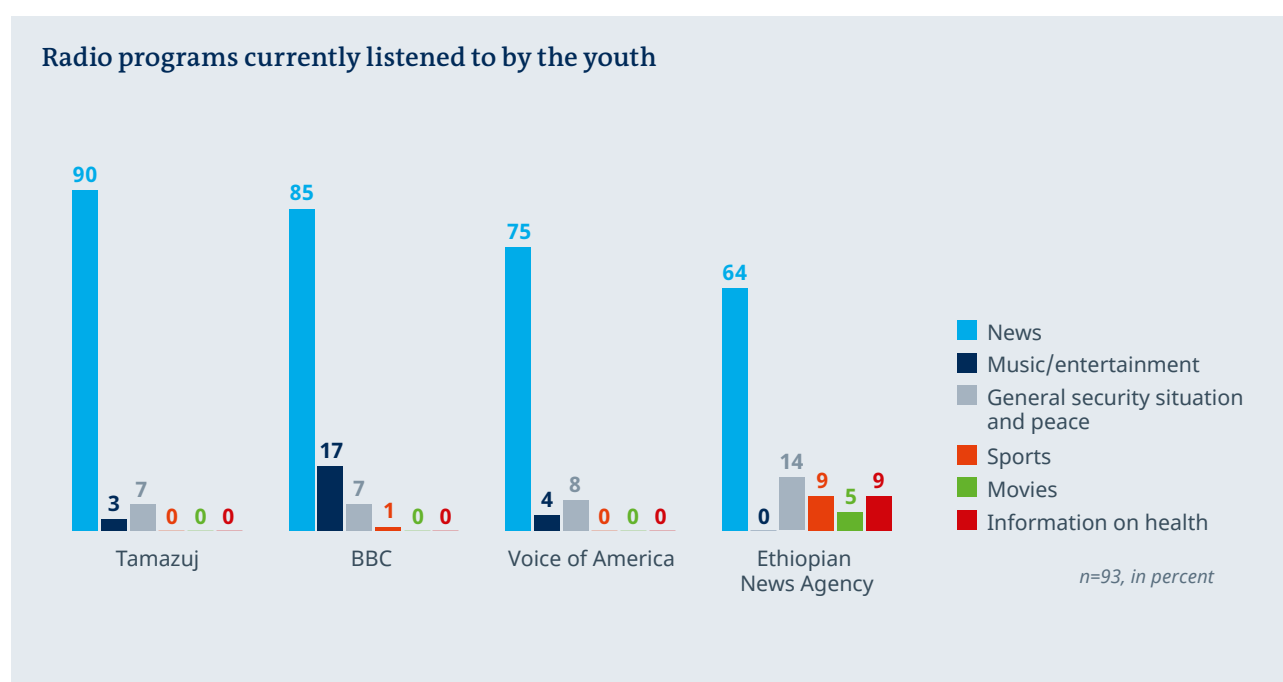


Figure 14

The radio as a source of information and news from South Sudan was corroborated qualitatively through the FGD's.

3.5.4 Programs currently listened by the youth (18–35 years)

Among the youth who listen to the radio, news was the most sought after information across all channels led by Tamazuj at 90%. Those who listen to Ethiopian News Agency, had a good mix of different content they could listen to. News, however had the highest proportion at 64% as illustrated in figure 14.

3.5.5 Children's programs

The number of children who currently listen to the radio was very low, a paltry 7%. This infers that out of the 90 children interviewed, only 6 could access information through the radio. There was no significant difference amongst the children from the host community and those from the refugee camps.

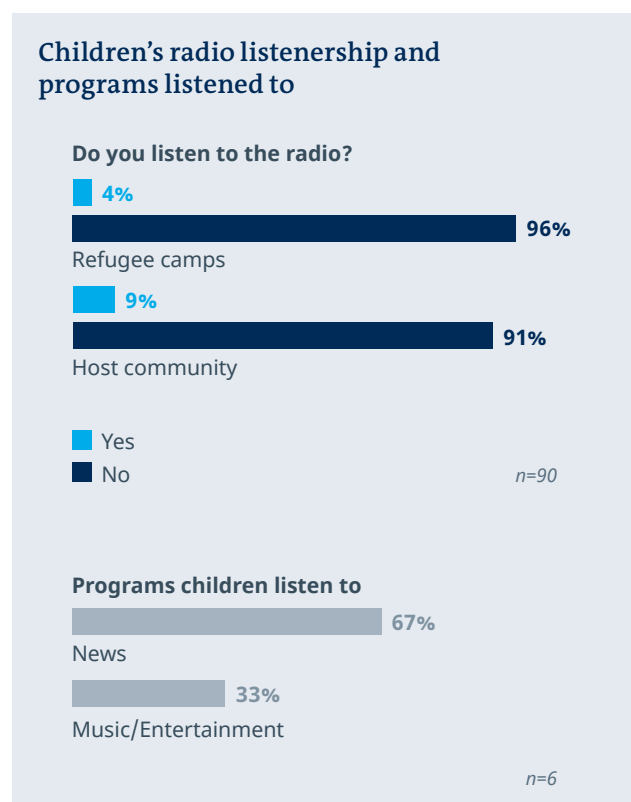


Figure 15

The survey also sought to find out the programs that the children (11–17 years) listen to. Notably, 67% (of the 7% who listen to radio) tuned into the news while only 33% listened to music/entertainment as illustrated in figure 15. The high news listenership amongst children corroborates with the finding that the adults who are not able to understand English during news broadcasts usually get translations done by the children.

3.5.6 Use of radio podcasts

The incidence of radio podcasts was very low with only 2% of the respondents reporting to have ever used a podcast as demonstrated in figure 16.

“We regularly disseminate any information we get from UNHCR, ARRA as well as other organisations.

Source: KII, Tierkidi Deputy RCC

“We have some traders who regularly come to the refugee camps who usually have TVs and show films and sports to the youth. They have to pay before gaining access to the premises. In the homes, we don't have TV sets as there is no electricity in the camps.

Source: KII, RCC Nguenyiel

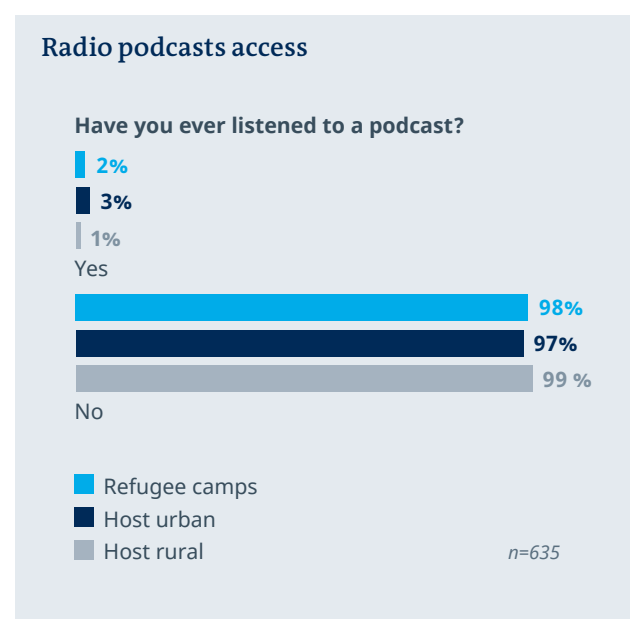


Figure 16

3.6 Television access and consumption habits

3.6.1 Access to information from TV

The survey also investigated the number of those with access to information from a TV either through satellite/cable or film shops. The members of the urban host community had the highest proportion of those watching TV through satellite/cable and film shops at 29% and 30% respectively as illustrated in table 17. Within the rural areas of host communities, TV access was mainly through the film shops at 25% while access through satellite/cable TV was significantly lower at 9%. The proportion of refugees with access to a TV was very low for both satellite/cable and film shops at 10% and 12% respectively.

The main reason for the low TV access was lack of TV sets as well as absence of electricity in the refugee camps and rural areas of the host communities. In the host communities, the consultant observed that a majority of the businesses including the Woreda administration offices used generators on a day-to-day basis.

The respondents who didn't watch TV mentioned the lack of a TV set at 69%, 36% and 46% amongst the refugee camps, host urban and host rural respectively as barriers. The absence of electricity in the rural areas of the host community was also notable at 9% as illustrated in figure 17.

Qualitatively, one RCC chairman reported that the low access to TV was driven by the lack of electricity. Instead, businessmen usually have film shops within the shopping centres/markets where they allow community members to watch films or sports events at a fee.

Access to information from TV

	REFUGEE CAMPS	HOST URBAN	HOST RURAL
Base	n=324	n=137	n=174
Watch TV from satellite/cable	10%	29%	9%
Watch TV from film shops	12%	30%	25%

Table 17

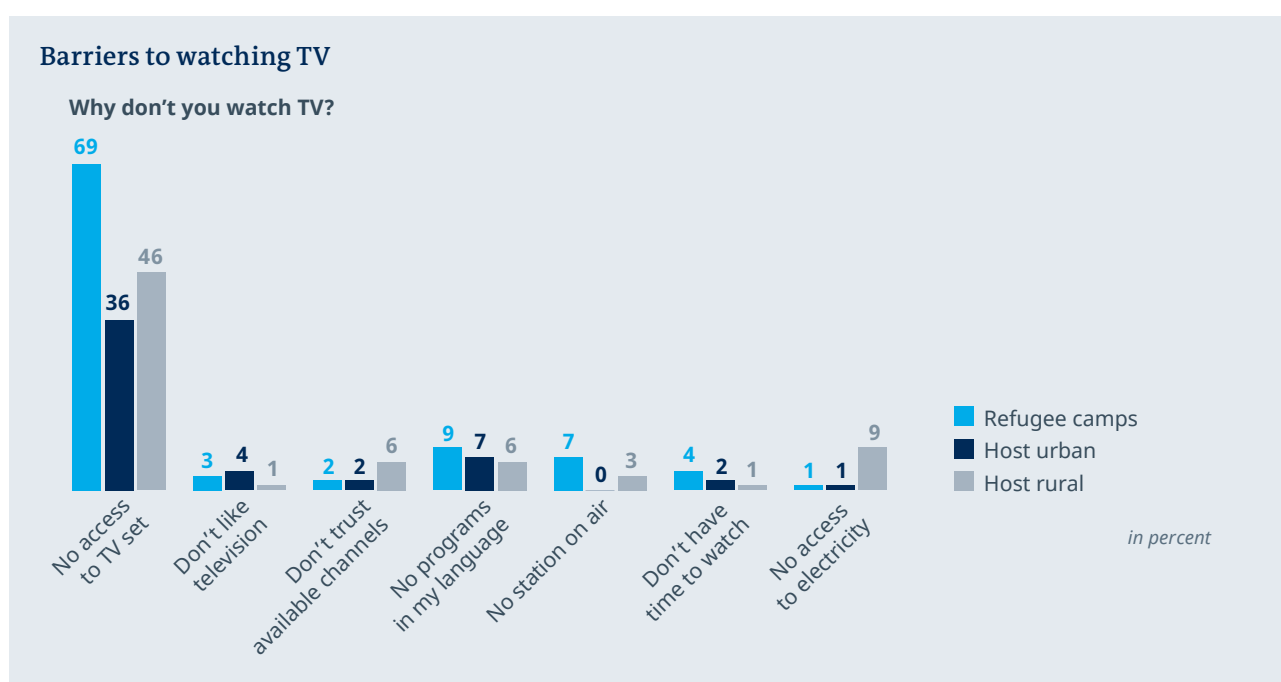


Figure 17

3.6.2 TV and film audience by demographics

Disaggregation of the data by gender and age based on those who have ever accessed TV reveals that male respondents had more access to TV's compared to women in both the refugee camps and host communities. However, the proportion of females who accessed TV from the refugee camps was significantly lower than those from the host community. Notably, the younger members of community (below 35 years) had better access to TV either through film shops or satellite/cable compared to the adults above 35 years of age as demonstrated in

table 18. This implies that the film shops present an opportunity for information dissemination amongst the male youths in both the refugee camps and host community.

A notable difference in the pattern of TV viewership was visible. In the refugee camps, viewership was highest from afternoon up to the evening while in the urban areas of the host community, viewership was highest in the morning (between 8:00 am to 11:00 am). The rural host community had generally a low viewership level across all the times of the day.

TV and film audience by demographics

LOCALITY	TOTAL	MALE	FEMALE	18-24	25-35	36-45	46-55	55 AND ABOVE
Refugee camps								
Base	324	120	204	84	107	88	35	10
Satellite/Cable	10%	18%	5%	14%	8%	11%	0%	0%
Film Shop	12%	23%	5%	16%	13%	10%	3%	0%
Host communities								
Base	311	161	150	68	161	43	29	10
Satellite/Cable	18%	18%	17%	21%	23%	17%	10%	0%
Film Shop	28%	32%	24%	35%	29%	23%	24%	0%

Table 18

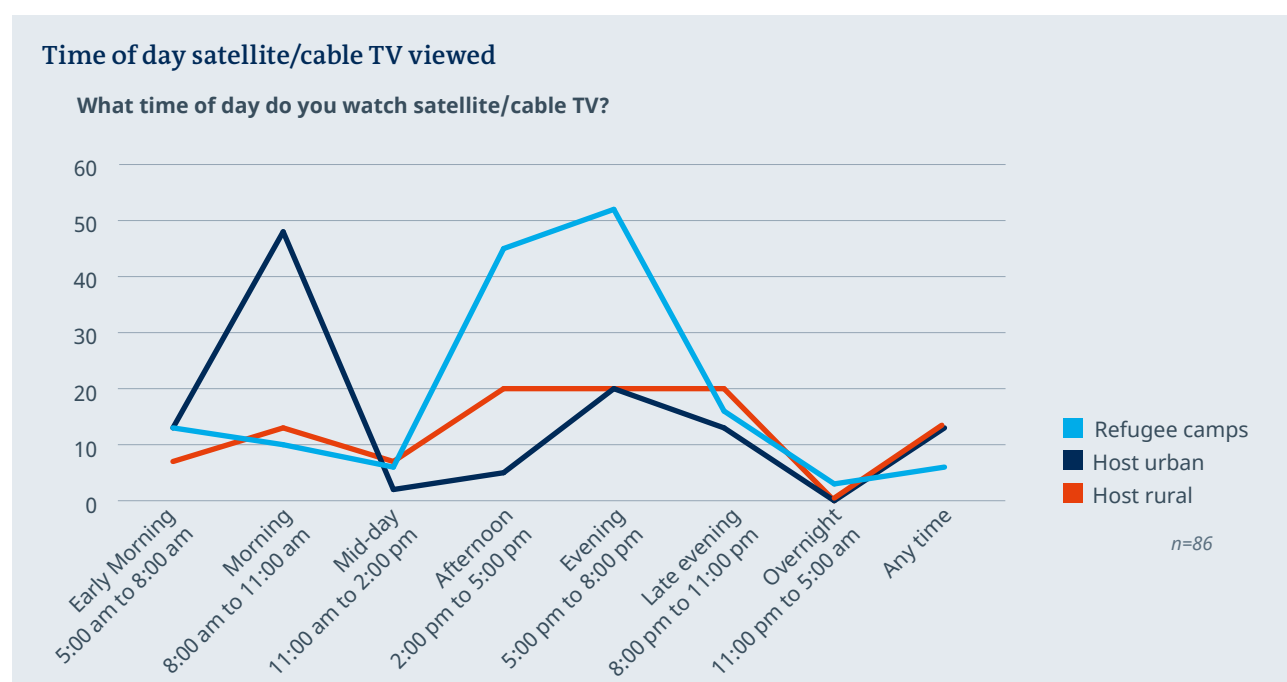


Figure 18

Interest in information shown on TV

	REFUGEE CAMP	HOST URBAN	HOST RURAL
Base	n=48	n=55	n=35
Information/news from South Sudan	60%	15%	15%
International news	33%	76%	29%
Education	27%	20%	55%
Information/news from the camp/community	25%	55%	11%
Information/news from Ethiopia	23%	93%	91%
Information/news from Gambella	17%	93%	85%
Information/news about health	17%	29%	13%
Information/news on peace	17%	15%	2%
Entertainment/music	13%	7%	5%
Information/news about civil/refugee rights	10%	4%	0%
Information/news on security	8%	15%	2%

Table 19

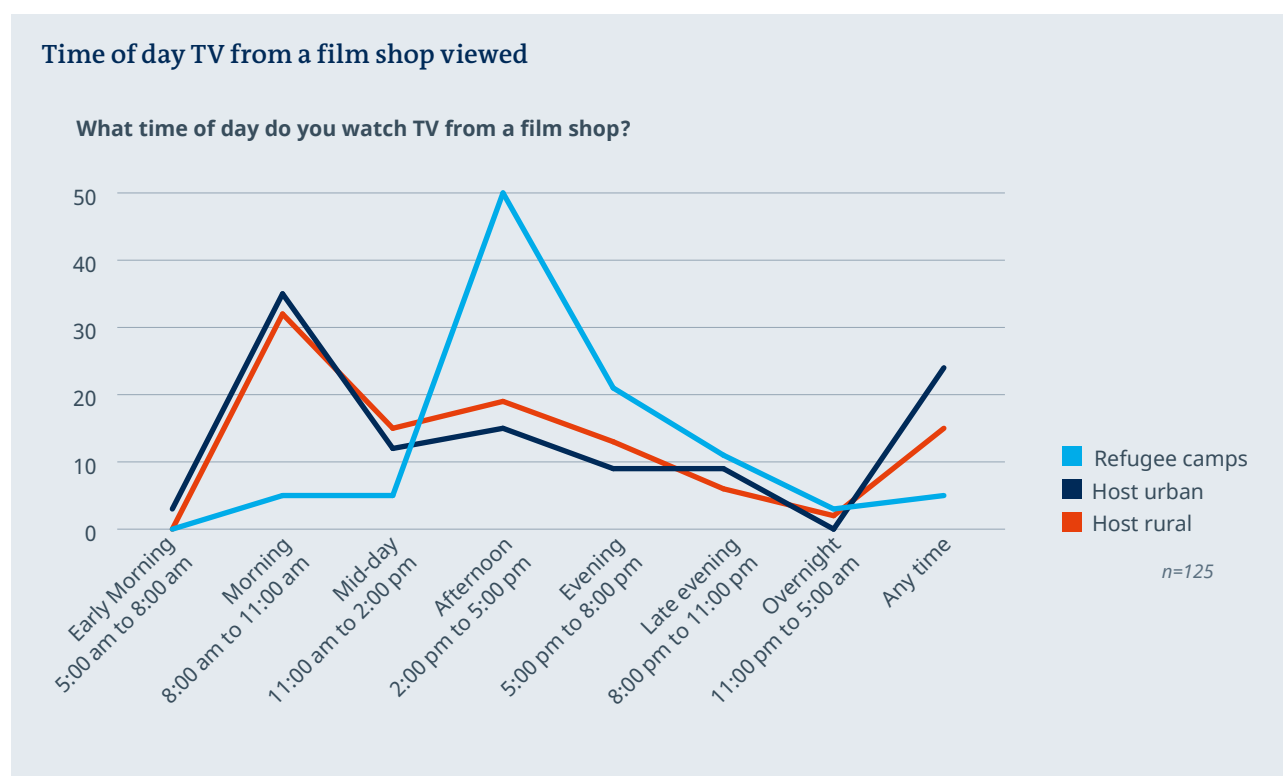


Figure 19

Time of TV viewership from a film shop was relatively consistent within the urban and rural areas of the host community. It was highest in the morning (between 8:00 am to 11:00 am) and lowest overnight (between 11:00 am to 5:00 pm). This was partly because businesses were closed during this time. In the refugee camps however, viewership was highest in the afternoon (between 2:00 pm to 5:00 pm) as illustrated in figure 19. The viewership then significantly declined throughout the remaining day. The consultant observed that individuals working in refugee camps including humanitarian workers and film shop owners exited the camps by 4:30 pm. As a result, viewership in refugee camps went down in the evening.

3.6.3 Information consumed from TV

Interestingly, the information sought on radio is also sought on TV. The host community followed up on Ethiopia and Gambella while the refugees showed more interest in information on South Sudan at 60%. Notably, the rural dwellers within the host community with access to TV also looked for information on education from the TVs at 55% while 76% of the urban dwellers in the host community accessed information on education from the TV. Information on civil/refugee rights and security on TV was low at 10% and 8% amongst the refugees as illustrated in

table 19. The information gap on security is still visible among those with access to television, just as it was amongst those who listen to the radio.

3.6.4 Channels currently accessed

The study also explored the TV channels the respondents watched the most. Overall, BBC was the most popular channel. The trends observed in the radio listenership are still dominant in TV viewership. Amongst the host community members in the urban centres, the Amharic TV stations were more popular—ETV at 60% and EBC at 40% while South Sudanese stations had more popularity amongst the refugees—SSTV at 29% as illustrated in figure 20. Bein Sport had relatively high popularity scores—more so amongst the refugees. Disaggregation of the data by gender reveals that, the channel was more popular with male respondents. Bein Sport is a global network of sports channels owned and operated by BeIn Media Group headquartered in Doha, Qatar¹⁰.

“We don’t see newspapers and magazines inside the camps.

Source: KII, RCC, Nguenyiel

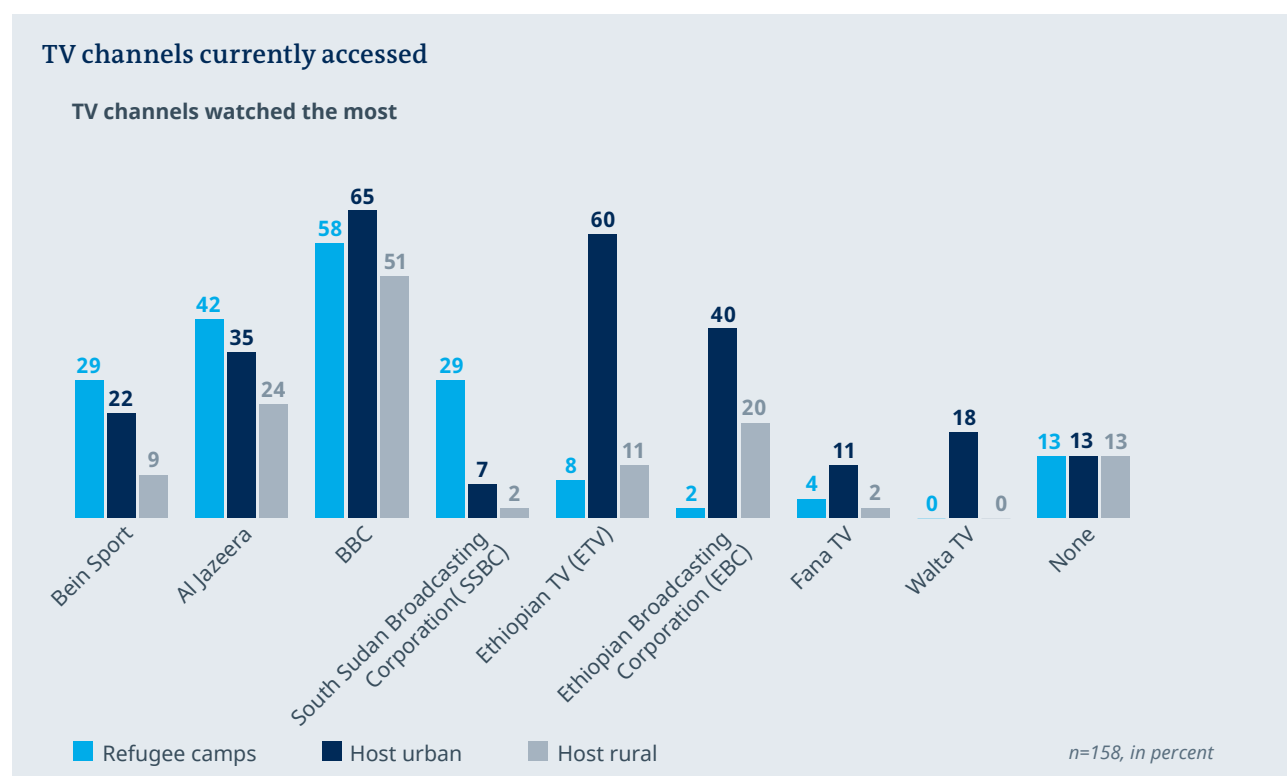


Figure 20

¹⁰ beinsports.com/en

3.6.5. Most trusted TV channels

Those respondents with access to TV were also asked which channels they trust most. BBC was the most trusted channel in the refugee camps and the urban host community at 42% and 22% respectively while EBC was most trusted in the rural host community at 18%. Notably, a significant proportion of respondents do not trust any TV channel, with respondents from the rural host community showing the highest distrust, as shown in figure 21.

3.7 Print media access and consumption

3.7.1 Access to information from newspapers and magazines

The incidence of newspapers and magazines readership was very low. In the refugee camps, only 2% read newspapers and 3% read magazines. The proportion of newspapers readership is significantly higher in the host community at 23% and 13% in the urban and rural areas respectively as illustrated in figure 22.

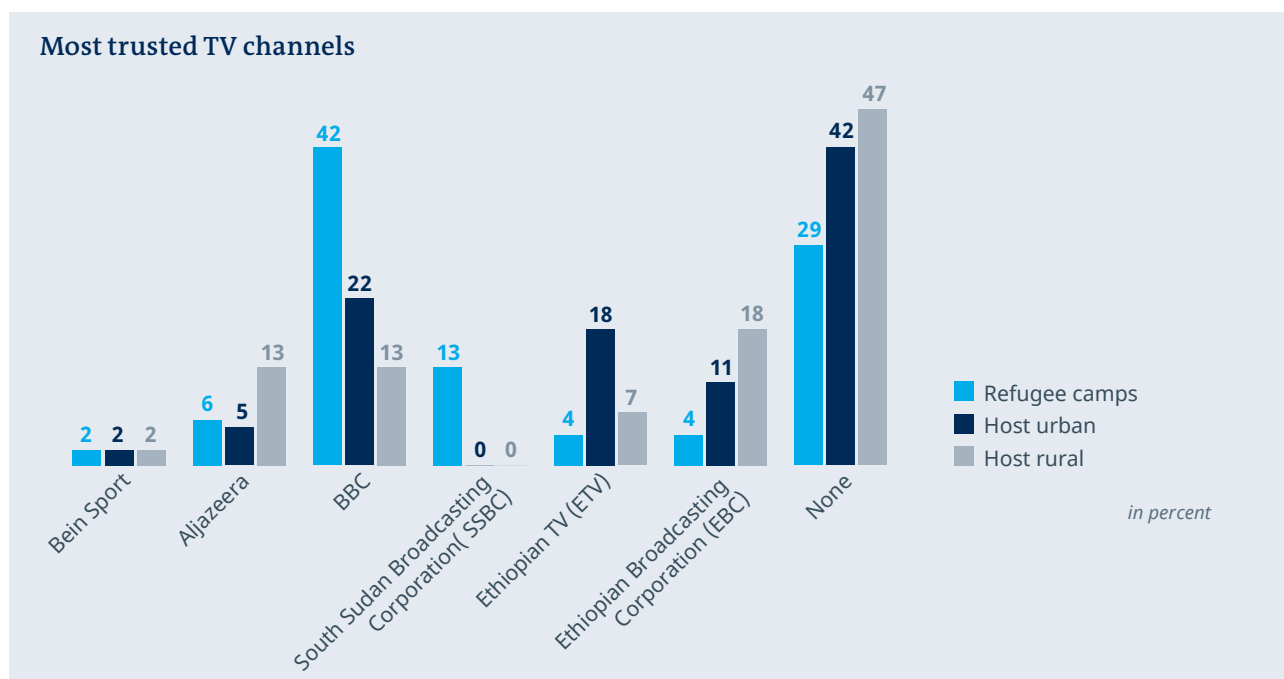


Figure 21

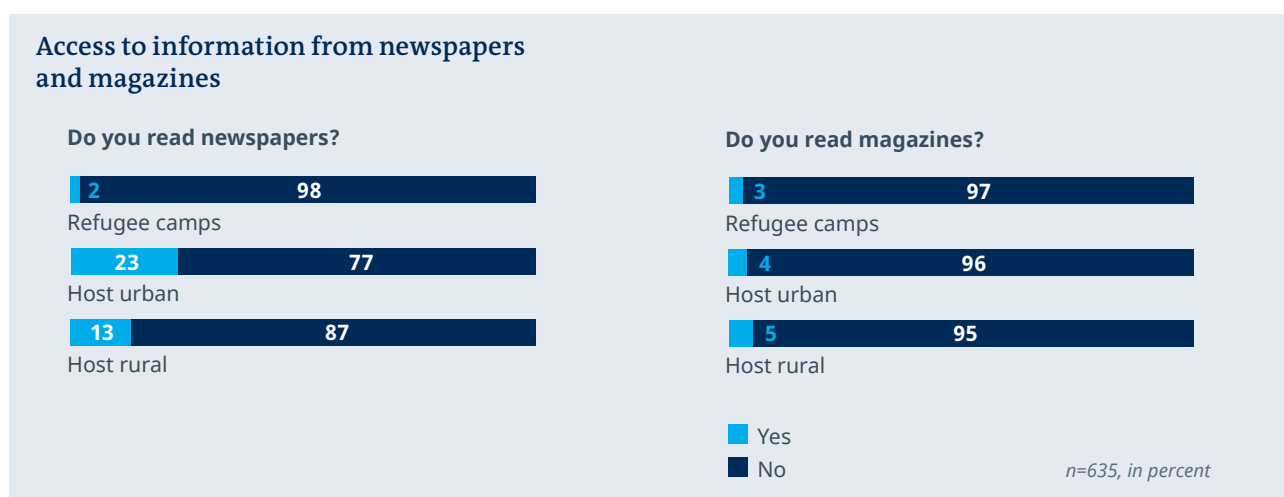


Figure 22

There were several barriers to getting information from newspapers, primarily lack of availability, which was mentioned by 52% of respondents in the refugee camps and 32% and 48% in the urban and rural host community respectively. Low literacy levels were also barriers to accessing information through newspapers and magazines, especially in the refugee camps. Within the host communities, access to newspapers and magazines was significantly lower in Gog Woreda compared to Itang Woreda. The consultant observed the poor roads in Gog which partly increased the unavailability of newspapers.

This information was corroborated by the qualitative findings which showed that there are availability issues regarding newspapers and magazines. In the Gambella region, only one newspaper (Anamako) was available. This implies that community members don't have much choice in the selection of newspapers to read as only one is available.

3.8 Mobile phone access and consumption habits

3.8.1 Mobile phone access

The incidence of mobile phone access is relatively high compared to access to TV and radio in both the refugee camps and host community. More than half of the members of host community had access to mobile phone with the proportion being higher in the urban areas at 66%. Amongst those who have access to mobile phones, at least 8 out of 10 respondents have their own mobile phones as illustrated in figure 23. This implies that information dissemination through mobile phones would have a bigger audience compared to TV and radio in both the refugee camps and host communities.

Barriers to accessing newspapers

	REFUGEE CAMPS	HOST URBAN	HOST RURAL
Base	n=319	n=106	n=151
I can't read	32%	25%	28%
None available in my language	22%	30%	21%
None available at all	52%	32%	48%
Can't afford to buy them	6%	15%	6%
Don't know	2%	2%	11%

Table 20

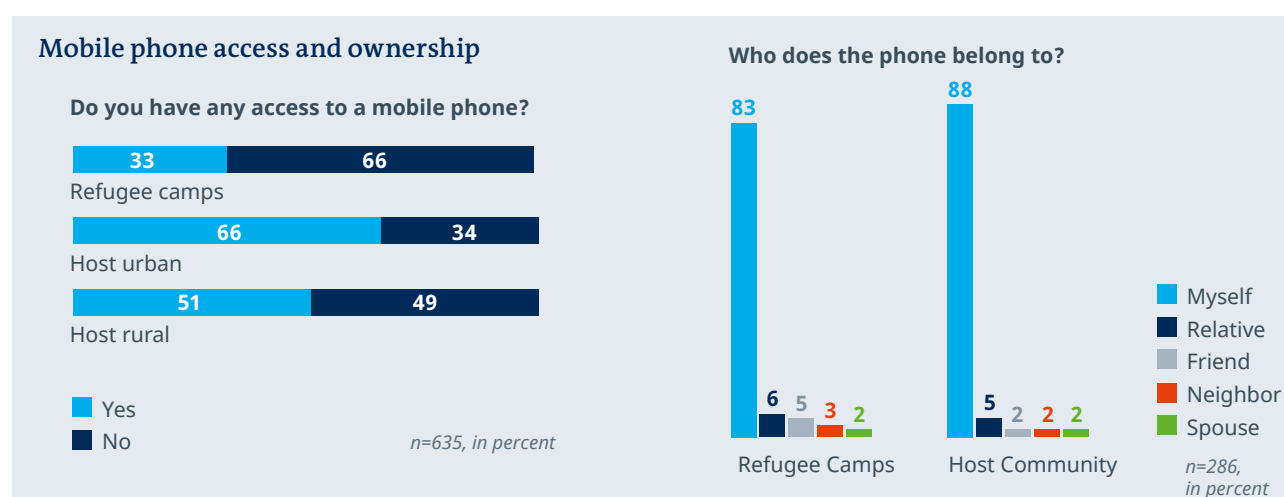


Figure 23

Disaggregation of the phone access data by gender reveals that access is more skewed towards the male respondents in both the host and refugee communities at 63% and 51% respectively. Notably, the younger respondents had better access to mobile phones compared to the older individuals (over 46 year olds) as demonstrated in table 21. Targeting the youth through mobile phones particularly those in the host community would be ideal.

“The big problem is Internet here. Even if you have a smart phone, you cannot access the Internet. We have very limited access to the Internet in this camp. Sometimes you have to go to Gambella to get Internet due to the poor network in the camps.

Source: KII, RCC Nguenyiel

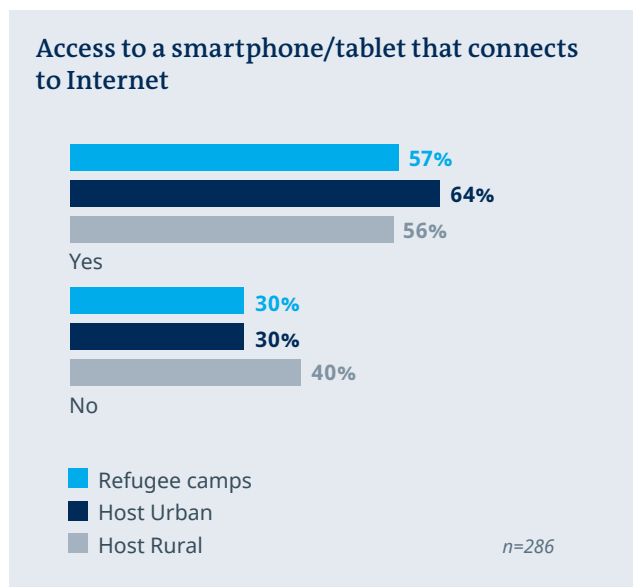


Figure 24

Mobile phone access

	TOTAL	MALE	FEMALE	18-24	25-35	36-45	46-55	55 AND ABOVE
Refugee camps	33%	51%	23%	48%	36%	28%	11%	0%
Host community	57%	63%	51%	46%	65%	60%	45%	40%

Table 21

3.8.2 Access to a smartphone/tablet that connects to Internet

Internet access is an important feature on any smart phone. The survey examined if the respondents had access to a smartphone/tablet with Internet access. More than half of the respondents with access to a mobile phone could connect to the Internet through mobile phones as illustrated in figure 24. The urban dwellers in the host community had the highest access to smart phones at 64% while those in rural host communities had the least access at 56%.

Internet access is also a challenge inside the camps due to the poor network. One RCC leader reported that having a smart phone doesn't help much in the camps due to the poor network.

“Whenever I receive an urgent message, I sometimes call the Zonal Leaders on their mobile phones and deliver the message to them. Not all of them have mobile phones, so we have to use different methods to get the information through to them.

Source: KII, RCC Jewi

“No newspapers here.

Source: FGD, 35 years old and above, Female, Tierkidi Refugee Camp

“There is Internet in the camps but it is very inconsistent. You can only get good Internet in the town.

Source: FGD, 18 to 35 year old, Mixed Gender, Nguenyiel Refugee Camp

3.8.3 Activities performed on phones

The respondents with mobile phones use them for different activities. However, the dominant activity was calling friends and family and receiving calls in both the host community and refugee camps. Notably, receiving news or alerts was rated higher in the refugee camps at 13% compared to the host community. This was corroborated in the qualitative phase as the RCC chairmen informed the consultants that they sometimes call the Zonal Leaders to convey information to them so that they can disseminate it to the community through the Block Leaders and Community Leaders.

Interestingly, despite the fact that more than half of the respondents with phones could connect to the Internet through their mobile phones, only 15%, 20% and 7% in the refugee camps, host urban and host rural communities respectively do so as shown in table 22. The information on low Internet access was corroborated in the focus group discussions as the respondents reported low penetration of smart phones as well as poor connectivity as key barriers to plugging into the Internet.

The average monthly income in the host urban community was significantly higher than that in the host rural and refugee camps. Even though the refugees purchased the least amount of airtime, they used the highest proportion based on their monthly income at 3% while the host urban community members use the least at 1% as illustrated in the table 23.

Monthly income and monthly expenditure on airtime

	REFUGEE CAMPS (BIRR)	HOST URBAN (BIRR)	HOST RURAL (BIRR)
Monthly income	402.9	1509.7	713.9
Monthly expenditure on airtime	11.5	20.5	15.8
Proportion of monthly income spent on airtime	3%	1%	1%

Table 23

Activities performed on mobile phones

	REFUGEE CAMPS	HOST URBAN	HOST RURAL
Base	108	90	88
Calling friends and family	100%	98%	98%
Receiving calls	65%	94%	86%
Sending text messages (SMS)	40%	36%	19%
Taking photos	20%	33%	17%
Sending photos	18%	9%	5%
Accessing Internet	15%	20%	7%
Receiving news/information alerts	13%	1%	2%
Accessing social media	9%	8%	1%
Money transfers	6%	1%	0%
Watch TV or videos	6%	1%	0%
Conducting business	4%	0%	0%
Sending and receiving emails	3%	3%	0%
Listening to radio	3%	1%	1%
Send messages/chat using WhatsApp	3%	8%	2%

Table 22

3.9 Internet access and consumption

3.9.1 Internet access

Of the 635 respondents interviewed only 18% used the Internet. This could be attributed to the fact that generally connectivity in Gambella region is quite poor more so in the rural areas as well as inside the refugee camps. Majority of the Internet users were drawn from urban host community at 39% as illustrated in figure 25. The challenge in Internet connectivity was also mentioned by ARRA and Oxfam officials who experienced the same challenge. The inconsistencies in Internet connection were therefore a barrier to accessing information online. The challenges in the network were also corroborated by the RCC in Nguenyiel who reported that the network was worst during the day.

Disaggregating the data by those with access to the Internet reveals that, men are more likely to have access to the Internet compared to women in both refugee and host communities at 29% and 27% respectively. Analysis of the data by age groups reveals that younger refugees have better access to Internet compared to the older respondents. In the host community, Internet access is higher for the 25 to 45 year olds. In most cases, this demographic were the ones working and have a higher disposable income, therefore, more likely to have money to enrol for mobile data services.

Those with Internet access, used mostly smart phones and tablets in both the refugee camps and host communities. Cyber cafés had the lowest access across all the demographics. In rural host communities, there was no respondent who accessed Internet in a cyber café as illustrated in table 25.

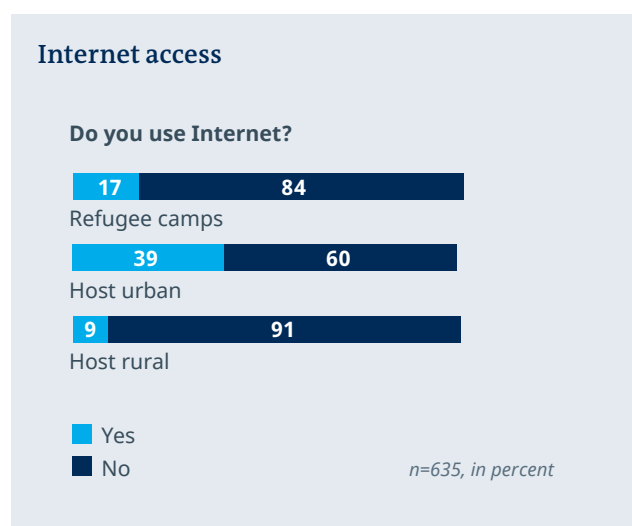


Figure 25

“Network is very poor, the network is only good during the night time. During the day it fluctuates. For example, if you try to call me right now, I will receive a message at night reading “I tried to call you before but your phone was not reachable.”

Source: KII, RCC, Nguenyiel

Internet access by gender and age

	REFUGEE CAMPS	HOST COMMUNITY
Base	n=324	n=311
Male	29%	27%
Gender		
Female	6%	17%
18-24	17%	22%
25-35	16%	25%
Age		
36-45	14%	30%
46-55	11%	7%
55 and Above	-	-

Table 24

Devices used to access Internet

	REFUGEES	HOST URBAN	HOST RURAL
Base	n=47	n=54	n=16
My smart/feature phone/tablet	84%	83%	75%
Computer/laptop	13%	20%	6%
Cyber café computer	4%	2%	0%
WAP	-	-	19%

Table 25

The assessment also investigated the frequency of Internet access. Overall, a large proportion of those with Internet access connected on a daily basis led by those in the host community at 66%. In the refugee community out of the 47 people who had Internet access, half of them (55%) accessed Internet daily while 34% reported being online several times a week. The higher proportion of Internet access in the host community is partly attributed to the fact that Internet outside the camps is relatively faster than inside the camps. Lack of electricity is also an impediment to using mobile phones as they may run out of charge. The daily Internet usage implies that the Internet users are frequent users therefore, targeting them through the Internet would be ideal.

“Internet and telephone connectivity is one of the major challenges we have in this region. Within the refugee camps, it is even worse. Most of the RCC chairmen have smart phones, but reaching them by phones is a big challenge. We always have to meet them one on one to convey a message as they are most times unreachable on their phones.

Source: KII, ARRA

“One of our feedback mechanisms is through an online system whereby the incentive workers input any issues or challenges that affect the beneficiaries on a portal so that the information is accessed easily by the program team. The challenge is that, the incentive workers have really to go out of their way to ensure they access Internet so that the information they have logged into the system can upload into the portal.

Source: KII, Oxfam

“We have incentive volunteers. We have sessions called tea talks. We also have different focus group discussions like with women, with children. We have various group discussions with the objective to disseminate information and also get information from the community.

Source: KII, Oxfam

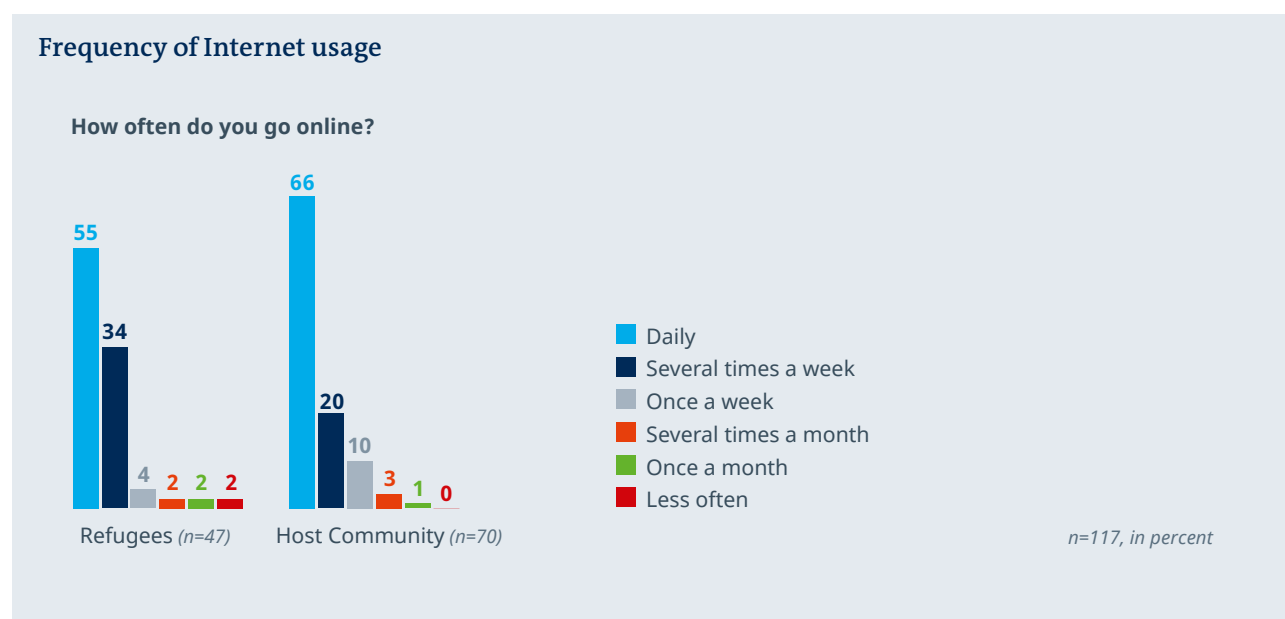


Figure 26

3.9.2 Information accessed on the Internet

Amongst those who accessed information from the Internet, news from Gambella, Ethiopia and South Sudan were the most prevalent. The trend in information seeking behaviours from TV and radio are once again replicated on the Internet. 77% of the refugees accessed information about South Sudan while 91% and 94% of the host community accessed information about Gambella and Ethiopia respectively. International news was also popular in the two communities.

The refugees corroborated the information that they seek information about South Sudan from the Internet.

“ I am on Facebook so that I can make friends. My friends can see my pictures when I upload them and I can also see their pictures

Source: FGD, 18 to 35 year, Male, Itang Host Community

3.10 Access and usage of social media

3.10.1 Access to social media

Social media access in the rural host community was very low at 3%, followed by refugees at 10%. The proportion of the urban hosts who access Internet was significantly higher at 38% as illustrated in figure 28. This implies that the use of social media could be an important channel of communication in the host urban community.

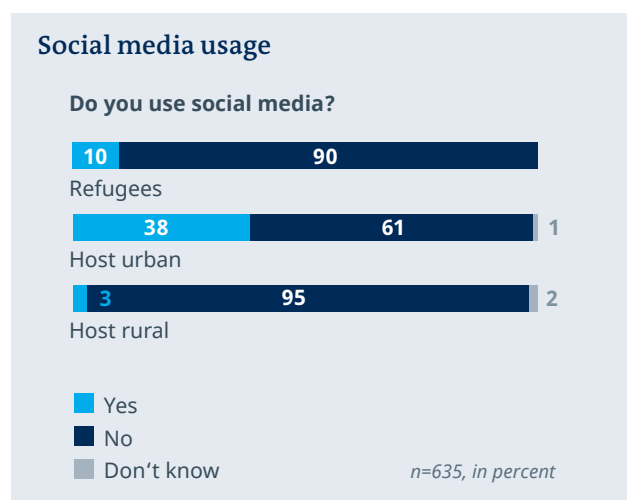


Figure 28

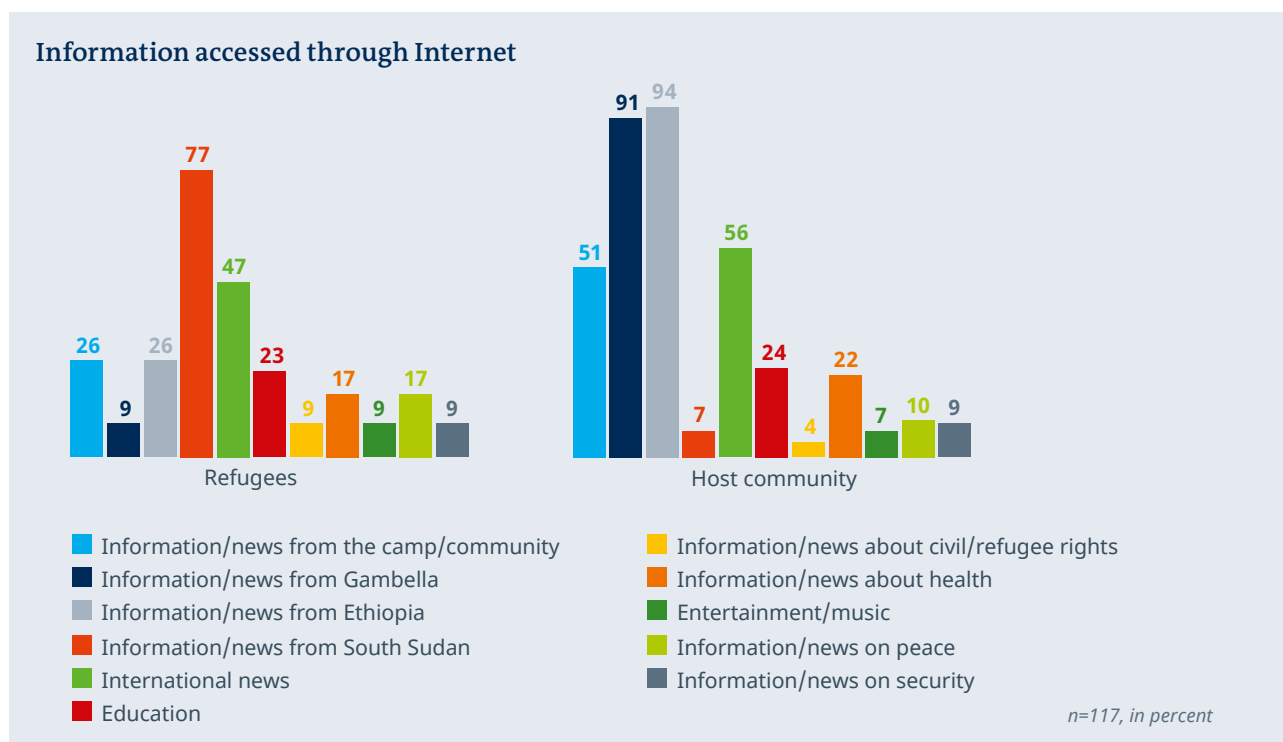


Figure 27

3.10.2 Social media accounts

Amongst those with access to social media, the survey sought to find out where they have accounts. The most popular social media platforms were Facebook and Facebook Messenger among both the host and refugee communities. Facebook's popularity was also corroborated during the FGD's. A few respondents reported to use Facebook mainly to make friends.

3.10.3 Information accessed on social media

Among those who used social media, information on South Sudan, Ethiopia and Gambella were the most sought after, same trend replicated from the TV, radio and newspapers. However, a higher proportion of host community members wanted information on health 33%, education 29% while 23% of the refugees were interested in peace and security. Across all thematic areas, a higher proportion of information was sought from the Internet compared to the other sources.

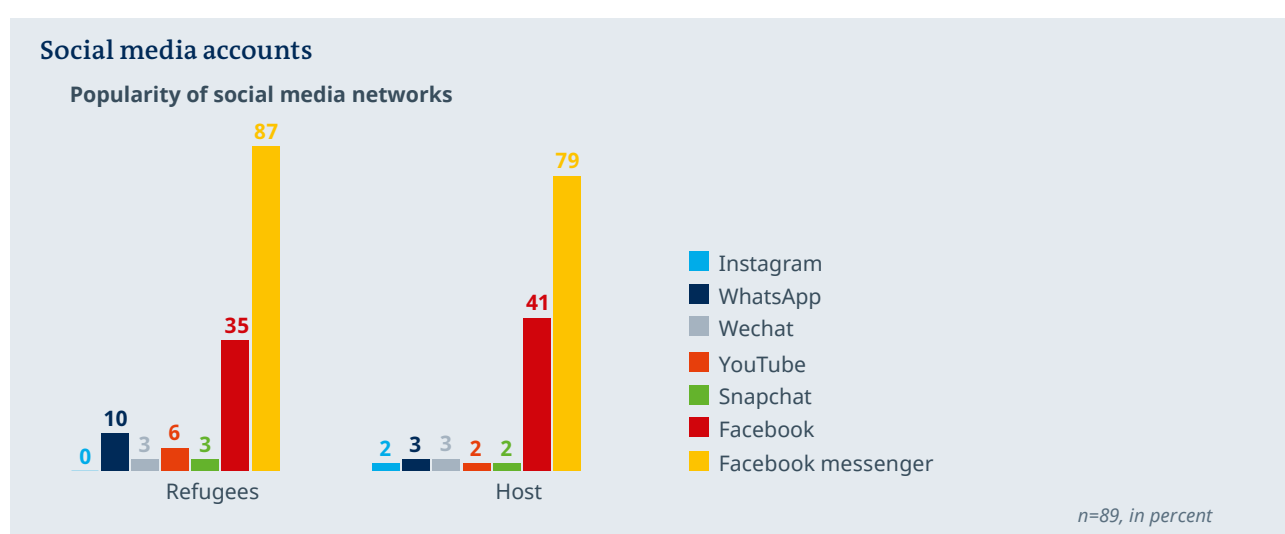


Figure 29

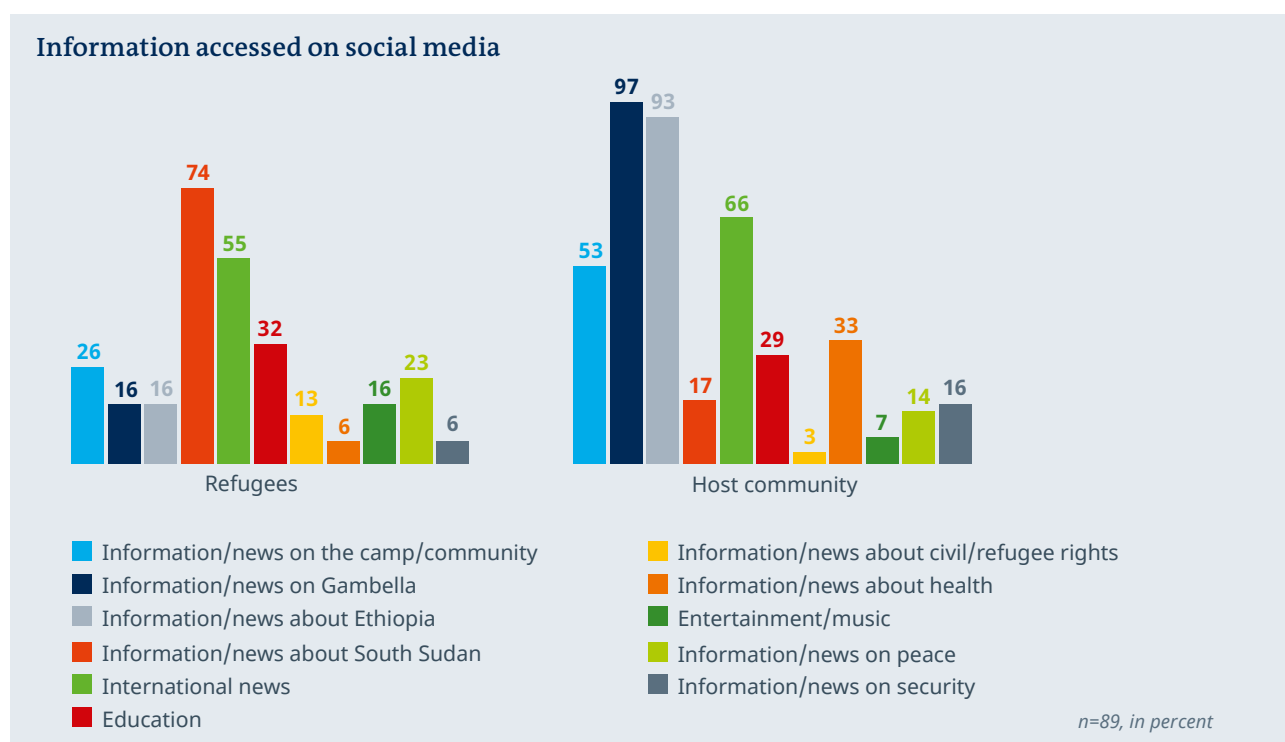


Figure 30

Facebook gives first-hand information as soon as it gets uploaded and was viewed as convenient in obtaining information on peace and security.

Of the 89 respondents with social media accounts, 17 refugees and 48 from host community belonged to a social media group. Facebook groups were the most popular amongst both refugees and host community. All of those from the host community were in Facebook groups while 76% of the refugees were in the groups too. The respondents from urban host were also in groups in other social media channels. When asked about the most ideal social media channel they would like to receive information from, Facebook Messenger and Facebook were dominant for both refugees and host community. WhatsApp was also mentioned amongst the refugees at 26% as illustrated in table 27.

“ This area is very flat and when it rains, it sometimes floods. When there is a flood, we are unable to access the camps and therefore are not able to disseminate information to RCC. As I mentioned, word of mouth through RCC is the most reliable channel of communication here

Source: KII, International Medical Corps

3.11 Most trusted source of information

The most trusted source of information varied across the different communities interviewed. At least half (50%) of the urban host community trusted TV the most, followed by people as a source of information at 24% while in the rural host community, people were the most trusted source at 33% followed by radio at 29%. In the refugee camps, the level of trust in UNHCR/RCC/ARRA was at 47% followed closely by people as a source of information at 18%. Compared to the host community, trust levels for the refugees were generally low.

“ I can get a lot of information on Facebook. For example, we can get information on where there are attacks if any on Facebook.

Source: FGD, 18 to 35 year, Female, Gog Host Community

“ I can always google the peace and security situation in South Sudan.

Source: KII, RCC, Tierkidi

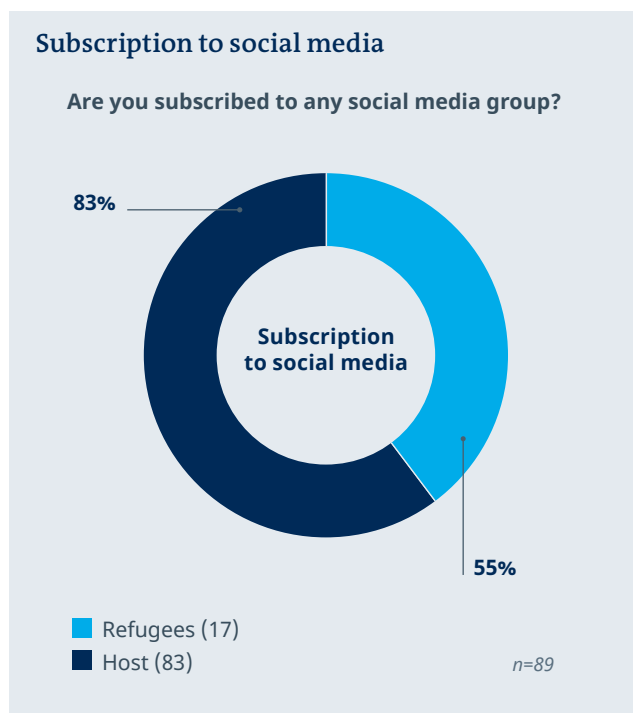


Figure 31

Social media groups

	HOST URBAN	HOST RURAL	REFUGEE CAMPS
Base	n=43	n=5	n=17
Facebook	100%	100%	76%
Twitter	2%	-	6%
YouTube	5%	-	-
Signal	2%	-	-
Viber	5%	-	-
WhatsApp	5%	-	29%
Telegram	2%	-	-

Table 26

As a result of poor network connectivity, information dissemination is mainly done through word of mouth. In the refugee camps communication from ARRA and UNHCR to the RCC is done through phone or word of mouth. To distribute information to the community, the RCC uses the zonal, block and community leaders to pass information through megaphones.

“The phone is usable because when you want to get the Kabele chairman, you will just phone him. We will tell him to gather our people and pass the information that is required. They use a microphone that will announce the date for a meeting. We only indicate the place where the meeting will take place, whether it is at a school, under a tree, church or wherever they will gather themselves to discuss the issue.

Source: KII, Itang Woreda Administrator

In the host community the same mechanism works with information flowing from the Woreda administrator to Kabele Leaders. The Kabele leaders mainly pass on the information to the other community members through megaphones. The channels of communication are very limited in both the host

community and refugee camps as there are no local radio stations, no electricity as well as lack of proper roads more so in Gog Woreda and the refugee camps.

Communication with communities was also prone to different challenges. Main challenges were related to language barrier especially with the refugee community. For organizations such as ARRA, meetings usually take much longer due to multiple translators. This also distorts the information being passed to the end user. Transport was also noted as a challenge since the refugee camps are vast and the road network is poor. In addition, passing information using megaphones involves walking around the camps which takes a lot of time. Floods were also mentioned as barriers to communication within the camps.

“If you are going to pass on information to the whole community within an hour you use RCC and they have their own messengers. They are given a vehicle through ARRA and they have a microphone so that they move in each zone and they announce to all that this is the communication that we have.

Source: KII, ARRA

Social media channels to receive information

	HOST URBAN	HOST RURAL	REFUGEES
Base	n=52	n=6	n=31
Facebook messenger	77%	100%	71%
Facebook	71%	-	61%
Twitter	2%	-	-
YouTube	6%	-	10%
Skype	2%	-	-
Viber	2%	-	-
WhatsApp	6%	-	26%
Signal	-	-	3%

Table 27

Most trusted source of information

	HOST URBAN	HOST RURAL	REFUGEES
Base	n=137	n=174	n=324
Radio	4%	29%	13%
TV	50%	14%	12%
Mobile phones or computers	12%	23%	8%
Loudspeaker announcements (microphone)	4%	1%	2%
People	24%	33%	18%
UNHCR/RCC/ARRA and Community leaders/Administrator	7%	1%	47%

Table 28

3.12 Least trusted source of information

Based on findings from Focus Group Discussions, youth participants in Pugnido indicated that they did not trust information from Facebook. This was attributed to instances where fake information was posted on Facebook which would cause incitement and lead to conflict. Information from the Internet was also mentioned as being untrustworthy because there was no means to verify that information. It was claimed that sometimes people created their own stories and put them on Internet

The Kabele leaders were also not trusted by some of the community members—more so amongst the women. This was influenced by low female participation in the Kabele meetings where only men took part in these meetings as well as lack of their involvement in decision making processes.

The South Sudanese government is also not trusted by some of the refugees due to the fact that they provoked the instability in the country forcing the refugees to seek refuge in Ethiopia.

““ On Facebook, some people may post fake information. For example, they may say that there is a conflict in a certain area whereas that is not true. They can even say that a Nuer person has killed an Anuak just to spread hate within the community.

Source: FGD, Gog Host community

““ I don't trust the South Sudanese government, they chased us out of our country. Sometimes they send agents here to tell us that there is peace in the country. I can never trust them again

Source: KII, RCC Tierkidi

““ I use the zonal leaders to pass information, but some of the zonal leaders have no cell phones so I go on foot to drop the letter/or pass information through word of mouth to them, the zonal leader will go to block leaders on foot. This is the way of sharing this information.

Source: KII, RCC Kule

3.13 How organizations are disseminating information

Organizations working with refugees and the host community mainly use community meetings, community leaders, community mobilizers/incentive workers and mass mobilization to provide information to refugees and host community. The incentive workers are also known as Community Outreach Agents who get paid around 700 Birr per month. IMC reported that the incentive workers were the most impactful in disseminating information.

To motivate the community members to attend the meetings some organisations organise tea talks/coffee ceremonies. Participants are invited through incentive workers to a meeting, and as they hold discussions, coffee or tea is served.

In the refugee camps, key community structures like the RCC, Zonal and block leaders, and religious leaders play a key role in disseminating information. Organisations use them as agents to pass information, there are also established groups such as GBVs groups, welfare committee who can be used to pass information to the community. In the host community information is passed through megaphone, tea/coffee ceremonies and mass mobilization by Kabele leaders.

““ For example, for sexual and reproductive health, there is a male network group, advanced mental self-help group are also there. In nutrition programs, mother to mother support groups are there. In SGBV, there are groups established to contribute to the country-based protection system. So, we have groups which we continuously capacitate and strengthen them so that they can work in the community and carry out awareness activity and risk reduction. We also have clubs in the school.

Source: KII, IMC

““ Of course, the information from the Internet cannot be trusted easily. Like Facebook, I cannot trust Facebook.

Source: KII, RCC Nguenyiel

Member of the refugee community during a focus group discussion (male 35+) sorting different topics according to his preference/perceived importance. Date: 28th of October 2019



4. Conclusion

How do the people at the different locations access information? Which language do they use? What is their level of reading and writing skills?

Both the refugees and host community are information poor, as they have limited access to sources of information. Refugees and rural host community are information 'poorer' than the urban host community who can access information from radio, TV and Internet more easily. Lack of electricity in rural areas and inside the refugee camps heavily prevents people from using technologies to access information and has made people reluctant to buy radio and TV sets. The few local radio channels coupled with the fact that, the existing ones did not broadcast in a language many refugees understand, has further inhibited radio usage in the refugee community.

The urban host community benefited from electric connection, and other established infrastructure such as roads, that eased access to technologies and the print media therefore a bigger audience compared to the other two communities. The availability of radio stations that broadcast in Amharic has partly influenced the higher listenership as most of the respondents within the community reported ability to speak and hear Amharic.

Left with few alternatives, the refugee community relies on information from UNHCR and ARRA, whereas the rural host community depends on word of mouth information. The major limitation is that the two options are limited in scope, as they would most often broadcast localized information. As such, refugees and the rural host community are limited in accessing information from outside the local area. In addition, information obtained from other people is not verifiable which further compounds the situation the rural host community find themselves in.

Ability to read and write in the refugee camps is very limited but is slightly higher in the host community. School-going children assist their parents in translations of newspapers due to their inability to read and write English. Nuer and Anuak are the most common languages spoken in the refugee camps while Anuak and Amharic are more prevalent in the host community.

Which means (written, audio and video etc.)/sources of information are available to them?

There is a huge gap in information dissemination — more so affecting the refugee camps and the host community. This is driven by the limiting infrastructure which in turn makes it impossible for the communities to invest in technology. Radio, TV, and newspaper access were reported as being very low in all the communities but slightly higher in the urban host community. Word of mouth was the most popular

source of information dissemination either through ARRA/UNHCR, Kabele administrators or other people within the community. Social media is also a viable channel of information dissemination amongst the members of the urban host community. This is driven by the fact that a significant proportion of them have access to a smart phone and are also subscribed to social media networks — mainly Facebook.

Mobile phone access was highest across all the communities with more than half of interviewees reporting to have access to a mobile phone.

Which source of information do they trust?

Despite the fact that the respondents reported having access to several sources of information, the RCC/ARRA/UNHCR were the most trusted source of information amongst the refugees. The RCC leaders were selected by the community members making them a very credible source of information. The fact that all communication within the camps comes from the RCC and UNHCR/ARRA makes them a believable source.

In the host community, people were the most trusted source of information.

Do people feel they have enough information to make informed decisions?

80% of respondents said that they lack of information to make informed decisions. The information currently received through the various channels is mainly on Ethiopia, Gambella and South Sudan. This is partly attributed to the limited channels of information. However, the respondents reported that more information on peace and security, health and education would be impactful in their lives. Peace and security are essential enablers of development in any community. During the FGDs, the respondents mentioned that peace and security is a key pillar in the development of a community, without it, the other factors are not vital.

What information do they require to make informed decisions?

Despite the fact that there are many gaps in the information possessed by the respondents, information on peace and security was priority to the refugees while livelihoods and health were priority to the host community. In particular, information on the security situation in South Sudan is very critical amongst the refugees. This was particularly important to them because they have relatives who still live in the country and whom they have lost touch with. Amongst the



About 80,000 people live in the refugee camp Nguennyiel. More than two thirds of them are under the age of 18.

host community members, the security situation in Ethiopia and Gambella region are more paramount at 60% and 52% respectively.

Overall, within the top ten information needs, issues on security made up half of the list. Specifically, security situation in South Sudan, Ethiopia and Gambella, staying safe to avoid harassment/attack as well as how to get help after a physical attack. The latter two were higher amongst the respondents from the host community.

Peace and security were themes that strongly came out throughout the assessment, more so, peace and security between the refugee and host communities. These aspects, should be key for DWA. Information that also helps deal with cultural practices for example child marriages are also necessary.

5. Recommendations

a) Localize all the communication material into relevant languages

The main languages that are spoken are Amharic, Nuer and Anuak with very few individuals being able to speak English. Any community outreach associations expected to work with the community members should be able to confidently converse in the local languages. This is important to avoid distortion of information as brought up by a few organizations working in Gambella. Ability to use sign language is also important as some of the community members are deaf.

b) Leverage on the existing community structures

It would be important to leverage the already established community structures which include: RCC, social committees, Woreda/Kabele amongst others. These are structures are already disseminating information to the community members and therefore have an understanding of the dynamics of their localities. They are also amongst the most trusted sources of information in both the camp and host community respectively. These individuals would be vital in getting a buy-in from other community members.

c) Come up with diverse channels for information sharing

The literacy levels are very low, particularly in the refugee communities. It would therefore be imperative to ensure that all communication developed is easy to understand across all demographics. The fact that access to TV, radio and newspaper is very low as well as lack of local radio stations calls for other communication channels. The lack of adequate infrastructure is also a barrier in using modern communication channels. Plays are usually very captivating—they are both audio and visual. Short engaging plays can convey key messages on issues or create imaginative calls to action to involve and engage the community. Plays can also be used to send messages on health, peace and security, education amongst other themes.

More members of the host community could read and write. As a result of this slightly higher literacy level, brochures could be translated into local languages as an alternative channel for information dissemination.

Mobile phones have relatively higher access compared to TV's, radios and newspapers. However, only a few community members access Internet. Conveying information through SMS in the local languages is also a viable channel of communication.

d) Information on peace and reconciliation

Information on peace and reconciliation is critical to both refugees and host communities as this will create harmony and good working environment. In addition to other information, the communities have established, it is important to transmit information on rights of refugees especially women and girls, to help curb SGBV.

Messages of peace and security within the Gambella region are only communicated to members of both the host and refugee communities when the region is experiencing insecurity issues. A consistent flow of information on the importance of peace and security as well as living together in harmony is important in minimizing insecurity incidences in the region.

e) Mentorship programs in the refugee camps

It was reported that the youth lack motivation to complete their education. This may suggest that the youth devalue education and their status as refugees reduces the chance of meeting a mentor/influencer who would encourage them. Therefore, it is imperative to ensure that the youth have information on 'success stories' from the refugee community who have prospered due to their relentless efforts towards achieving education. There is need for information that stresses the benefits of education to members of the refugee communities.



The main road in Kalobyei integrated settlement.

Final Report

Information needs assessment in Kakuma Refugee Camp, Kalobeyei Integrated Settlement and Turkana Host Community

Submitted on September 7, 2019

Exploratory phase June 10 – 15, 2019

Table of Contents

Final Report

Information needs assessment in Kakuma Refugee Camp, Kalobeyei

Integrated Settlement and Turkana Host Community _____ 67

List of figures _____ 70

List of tables _____ 71

Acronyms _____ 71

Glossary of terms _____ 71

Executive summary _____ 72

1. Introduction and background _____ 76

1.1 About the assessment _____ 77

1.2 Focus area of the assignment _____ 77

2. Methodology _____ 80

2.1 Exploratory phase _____ 81

2.2 Data collection phase _____ 81

3. Main findings _____ 86

3.1 Respondent profile/demographics _____ 87

3.2 Education and language _____ 87

3.3 Sources of information _____ 88

3.4 Radio access and consumption habits _____ 91

3.5 Television access and consumption habits _____ 98

3.7 Print media access and consumption _____ 106

3.8 Mobile phone access and consumption habits _____ 108

3.9 Internet access and consumption _____ 110

3.10 Most trusted source of information _____ 113

3.11 Least trusted source of information _____ 114

3.12 How other organizations are disseminating information _____ 115

3.13 Information needs _____ 116

4. Conclusion _____ 122

5. Recommendations _____ 124

List of figures

Figure 1	Education level _____	87	Figure 27	Access to a phone by children _____	108
Figure 2	Ability to read and write _____	88	Figure 28	Accessing a smartphone connected to the Internet _____	109
Figure 3	Languages spoken by the refugees _____	89	Figure 29	Activities performed on the phone _____	111
Figure 4	Sources of information _____	90	Figure 30	Newspapers accessed _____	111
Figure 5	Radio use _____	91	Figure 31	Frequency of Internet usage _____	112
Figure 6	Which radio station do you listen? _____	92	Figure 32	Types of content accessed on the Internet _____	112
Figure 7	Radio listenership by time of day _____	93	Figure 33	Trusted source of information _____	113
Figure 8	Information from radio _____	93	Figure 34	Radio listeners with enough information _____	116
Figure 9	Programs youth (18–35 year) listen to _____	95	Figure 35	Enough information for decision making _____	116
Figure 10	Frequency of watching television _____	96	Figure 36	Important information to the host community _____	117
Figure 11	Information from special programs _____	96	Figure 37	Important information to the refugees _____	119
Figure 12	Listening to podcasts _____	98	Figure 38	Important information for children _____	120
Figure 13	Children watching TV and films by NGOs _____	98			
Figure 14	Frequency of listening to radio _____	99			
Figure 15	Information from TV _____	100			
Figure 16	Children and TV programs _____	101			
Figure 17	TV channels viewed _____	102			
Figure 18	Most trusted TV channel _____	103			
Figure 19	Access to information from FAK _____	104			
Figure 20	How information from FAK is delivered and accessed _____	104			
Figure 21	Information from FAK _____	105			
Figure 22	Trust in information from FilmAid _____	106			
Figure 23	Access to magazines and newspaper _____	106			
Figure 24	Newspapers accessed _____	107			
Figure 25	Barriers of access to newspapers _____	107			
Figure 26	Access to and ownership of mobile phones _____	108			

List of tables

Table 1	Population of nationalities in Kakuma Camp _____	77	Table 11	Radio use by gender _____	92
Table 2	Proportion of nationalities in Kalobeyei Integrated Settlement _____	78	Table 12	Assessment of radio _____	95
Table 3	KIIs at initial phase _____	81	Table 13	Important missing topics _____	97
Table 4	Composition of enumerators by nationality _____	81	Table 14	TV and films viewers _____	99
Table 5	Quantitative survey sample targeted _____	82	Table 15	TV viewing by gender _____	99
Table 6	Quantitative survey sample _____	83	Table 16	How information from FAK is received _____	105
Table 7	FGDs distribution _____	84	Table 17	Communities' access to a mobile phone _____	109
Table 8	Key Informant Interviews achieved _____	85	Table 18	Activities done on phone _____	110
Table 9	Respondent profile _____	87	Table 19	Expenditure on airtime _____	110
Table 10	Media consumption according to sites _____	90	Table 20	Access to Internet across gender and age _____	111

Acronyms

BBC	British Broadcasting Corporation	LOKADO	Lotus Kenya for Development Action
CDF	County Development Fund	LWF	Lutheran World Federation
CHVs	Community Health Volunteers	MCA	Member of County Assembly
DWA	DW Akademie	NGO	Non-Governmental Organization
FAK	FilmAid Kenya	NRC	Norwegian Refugee Council
FGDs	Focus Group Discussions	NTV	Nation TV
FGM	Female Genital Mutilation	PWDs	People living with disability
Fig	Figure	RAS	Refugee Affairs Secretariat
FM	Frequency Modulation	SGBV	Sexual Gender Based Violence
HI	Humanity Inclusion	UNHCR	United Nations High Commissioner for Refugees
ID	Identification Number	VOA	Voice of America
IRC	International Rescue Committee		
KES	Kenya shillings		
KII	Key Informant Interviews		

Glossary of terms

Mulika mwizi: A basic phone with a torch

Baraza: Meetings held with communities at a place that includes hall or an open space. They are commonly held at chief's camp.

Bamba chakula: Literary translated from Swahili to mean "Get your food" is an e-voucher program started by World Food Programme in 2015

Boda boda: Motorbike in transport business

Executive summary

DW Akademie (DWA) and FilmAid Kenya (FAK) are collaborating to develop a project to improve access to information for refugees and host communities in north-western Kenya, and help foster dialogue between the two groups. In order to understand current information needs of the community, DWA and FAK rolled out an information needs assessment to answer relevant questions related to access to information. This assessment was carried out in May 2019 and targeted the host community in Turkana West living within a 25 kms radius and refugees in Kakuma Refugee Camp and Kalobeyei Integrated Settlement. The survey was intended to answer the following questions:

- How do people at the different locations access information? Which language do they use? What is their level of reading and writing skills?
- Which means (written, audio and video etc.)/sources of information are available to them?
- Do people feel they have enough information to take informed decisions?
- Which information do they require to take informed decisions?
- Which source of information do they trust?

Mixed survey methods were used to undertake the assignment. There was a quantitative survey with people above 18 years at the household level, a separate survey with children aged 11–17 years, focus groups discussions and key informant interviews.

Data collection process was rolled out in two phases. There was an exploratory phase intended to improve the quantitative questionnaire after understanding underlying communities' needs. Once the questionnaire was improved, full data collection process followed. A representative sample of host community and refugees living in Kakuma and Kalobeyei had been established, and reflected different nationalities. Overall, 614 household interviews with adult members, 70 interviews with children, 11 focus groups discussions and 10 key informant interviews were conducted.

The results of the assessment were profound, echoing the need for information by the target communities. The survey findings showed that only 28% of the communities had enough information to make decisions.

The study found that inadequate information had a negative impact on the lives of refugee and host communities. For example, based on findings from focus groups discussions, skilled youth failed to take advantage of available job opportunities as they did not receive jobs adverts. Refugees contract-

ed diseases caused by poor hygiene conditions because of inadequate information on cleanliness for example handling of open defecation. Insufficient information on how to obtain documents such as business permits inhibited the refugees and the hosts from setting up legal businesses and thus affecting their ability to engage in productive livelihoods. Moreover, based on key informants, conflicts occurred between the refugees and host communities—and sometimes within the refugee community. These conflicts emanated from different reasons such as sharing of resources and open hostilities among ethnic groups and nationalities.

Insufficient information could be attributed to different factors, among them low literacy levels which created a language barrier in the usage of certain information sources for example newspapers and the Internet. In the refugee community, 51% of the adults interviewed had no formal schooling compared to 49% in the host community. The situation was worse in the rural areas where almost two thirds (66%) of adults above 18 years had no formal education in both refugees and host communities, less than a half could communicate in English and thus limiting their ability to access information from newspapers and Internet. Kalobeyei Settlement is heavily affected when it comes to language barrier as no spoken language is dominant—Arabic which comes close is only spoken by 40% of the whole population. In other communities, Kiswahili is popular, with more than half of the population speaking it.

People living in Kakuma Town and Kakuma Camp had more access to technologies that disseminate information than the rural community and refugees living in Kalobeyei. As a result, rural residents relied more on information from other people. Based on survey findings, nearly 80% of those living in rural areas were getting information from other people.

Overall, 29% of both refugees and host communities accessed information from radio. Radio audiences mainly came from the host community living in Kakuma Town where 54% had access to a radio. Radio listeners were comparatively low in Kalobeyei (12%) compared to other communities.

Use of satellite/cable TV was low; only 22% reported watching cable/satellite TVs. Kakuma Camp had the largest satellite/cable TV audience at 37%, followed by Kakuma Town (32%) and rural hosts (15%). Kalobeyei had the lowest proportion with only 3% watched satellite/cable TV. Although satellite/cable TV did not have a large audience, films facilitated by NGOs had a significant audience of 40%. The viewership of films facilitated by NGOs was largest in Kakuma Camp (49%), followed by Kakuma Town (47%), Kalobeyei (36%), and lastly the rural areas at 20%.

Overall, Internet as a source of information had a reach of only 20%. Most Internet users were from the urban community, and the least came from rural community.

FAK disseminated information through loudspeakers, text messaging and through films. Refugees were more familiar with information from loudspeakers than other channels. Inside the camps, information brought by FAK through loudspeakers was translated into different languages and was therefore accessible to a larger number of the refugees. FAK was mentioned by refugees as the most trusted source of information. In general, the host community mostly trusted information from people.

Conclusion

I. How do the people at the different locations access information? Which language do they use? What is their level of reading and writing skills?

In general refugees and host communities get information by listening and watching. Rural hosts and refugees in Kalobeyei are severely limited in accessing information through existing technologies due to lack of electricity, and they thus tend to rely on information passed through word of mouth. On the other hand, urban host community and refugees in Kakuma Camp have an established audience accessing information from existing technologies.

Unlike the residents of rural host and Kalobeyei Settlement, electricity is not a pervasive problem for those living in Kakuma Camp and Kakuma Town. However, electricity notwithstanding, language barrier is a major denominator across all communities. This is closely linked to low literacy levels that inhibit people's ability to not only read and write, but also to communicate effectively in English. As a result, it is a challenge gaining knowledge from newspapers, and Internet. Kalobeyei Settlement struggles with language barrier as no spoken language is dominant. Arabic which comes close is spoken by only 40% of the whole population. In other communities, Kiswahili was popular with more than half of the population speaking it.

II. Which means (written, audio and video etc.)/ sources of information are available to them?

Refugees and host communities utilize different sources of information. Technologies such as radio, cable TVs and Internet are common in Kakuma Town and Kakuma Camp. In fact, Kakuma Town has the highest number of radio and Internet users, while Kakuma Camp has the highest proportion of cable TV viewers.

In Kalobeyei and to some extent in the rural host community, the information gap created by lack of access to technologies disseminating information is somewhat closed by loudspeakers from FAK and other NGOs. In addition, FAK films have a substantial number of viewers inside the refugee camps, and are more popular with the youth.

III. Which source of information do they trust?

FAK is the most trusted source of information by refugees. FilmAid disseminates information from UNHCR and other organizations, which has an impact on people's daily lives. For the host community, those living in rural areas mostly trust information received from people. This is attributed to the fact that most information they receive is from their leaders and other people they trust. On the other hand, urban host community trusts information from TV, people and radio.

IV. Do people feel they have enough information to make informed decisions?

Very few people said they have enough information to make decisions. Only 28% admitted they have enough information to make a decision. Acute lack of information is more prevalent in rural host and Kalobeyei than in urban host and Kakuma Camp. This could be attributed to limited sources of information in the two communities, and to some extent language barrier.

V. Which information do they require to take informed decisions?

In the host community, those in Kakuma Town need information on education and jobs opportunities, whereas in rural areas, people need information on health and security. In the refugee community, those in Kakuma expressed their need for information on education and security while those in Kalobeyei asked for information on health and how to access food. Although refugees could map their information needs, based on views of an expert, the two communities require information on peace and reconciliation to enable them live harmoniously, as well on their rights and on SGBV which was common in the two communities.

Recommendations

a) Use audio and video as key communication channels to counter the low literacy levels.

As a result of low literacy, the most effective way to reach a large proportion of the population with relevant information, is to make use of audio and video. This could be achieved by setting up programs with Ata Nayeche radio station. The programs should consider language needs of the host community and at the same time the different nationalities within the camps.

New films could be developed to convey information relevant to the target group. For example, young people showed interest in films, so messages on education or job opportunities would be welcome. For women, films can be used to learn skills such as baking.

b) Develop a feedback mechanism

It would be important to develop a feedback mechanism with the community to provide information, critique and give suggestions. These will enhance monitoring of the program to ensure it stays relevant based on the realities on the ground.

If information is transmitted through film, there is need to have a feedback mechanism with a small group of participants to critique and give suggestions on how the message has been understood.

c) Provide radio to those communities far from town

Radios could be given to groups for listening especially in centers. Bringing people together to listen to radio is beneficial because of the ease with which information is delivered to a large group at once.

d) Harness relationship between FAK, DWA and others

For any progress, FAK is important because of experience working with the communities and lessons learnt over the years. FAK is also better suited because of its knowledge on potential areas of conflict and conflict resolution. FAK will be critical during mass awareness

e) Information on peace and reconciliation

Information on peace and reconciliation is critical to both refugees and host communities in creating harmony and a good working environment. The communities have also established it is important to empower refugees on their rights especially women and girls, to help curb SGBV.

f) DWA could create content-based films/documentaries that will be broadcasted to the community.

If the target group is the host community living in Kakuma Town, audio documentaries can be broadcasted on Ata Nayeche radio. To capture attention of youth, jobs can be advertised during the broadcasts. Although films can be shown to both communities, the reception will be better among the refugees especially those in Kalobeyei. The session should be interactive, e.g. with some background music, and instant feedback using WhatsApp groups chats, SMS and phone calls. In fact, after the screening event, a quick dialogue session can take place to get feedback.

The rural community can be targeted through a different mix.

- As the community relies heavily on people, participatory community dialogues make more sense. Local leaders need to be involved to ensure that there are no distractions.
- Film screening events could be arranged for this group. To draw large numbers of people, local leaders can be asked to mobilize the community. In addition, community dialogues would market the idea of films and relevance.

- Information centers be established. These centers would also serve as film halls. When films screening is not possible and as training centers. In case they are established in Kakuma Town, Wi-Fi hotspots should be an add-on so that youth could apply for scholarships positions if any.

NB: It's advised that local leaders such as area chiefs are contacted to help in identifying sites.



A woman of the Turkana host community bringing home firewood. Traditionally Turkana men are responsible for the cattle and goats. They spend their days away from the villages while the women tend to everything around the houses including heavy physical work.

1. Introduction and background

Information is an important resource for individual growth and survival. Refugees in acute crisis leave their homelands suddenly with little prior planning and with no choice about their destination. It has been recognized that they are generally perceived to be information poor as they face challenges with finding and using needed everyday information¹.

In a study carried out among Syrian refugees in Egypt, it was noted that they need information about the situation in their home country, child protection, access to jobs, shelter and aid, as well as rights and obligations related to their status. A very large number of Syrian refugees revealed that friends and families were the most popular sources of information.²

In local context, previous research has shown that refugees living in Kakuma Camp together with the host community are in need of information that promotes peaceful coexistence between the two communities³, information on health and financial literacy⁴.

1.1 About the assessment

DW Akademie (DWA) and FilmAid Kenya (FAK), collaborated providing journalism trainings in Kakuma refugee camp in 2016 and 2017. As a follow-up to this project, DWA and FAK are collaborating to develop a project to improve access to information for refugees and host communities in North-Western Kenya and foster dialogue between the two groups.

To help in designing the project, it is important to understand the information needs of the targeted communities. DWA and FAK therefore rolled out an information needs assessment that would answer the following questions:

- I. How do the people at the different locations access information?
- II. Which means (written, audio and video etc.)/sources of information are available to them?
- III. Do people feel they have enough information to take informed decisions?
- IV. What information do they require to take informed decisions?
- V. Which source of information do they trust?

¹ unhcr.org/5909af4d4.pdf

² emerald.com/insight/content/doi/10.1108/ILS-08-2017-0088/full/html

³ jirfp.com/journals/jirfp/Vol_5_No_2_December_2017/4.pdf

⁴ IFC, Kakuma as a market place, 2018.

⁵ unhcr.org/ke/wp-content/uploads/sites/2/2018/12/KISED.PDF

⁶ data2.unhcr.org/en/documents/download/69597

1.2 Focus area of the assignment

The target communities were the host communities living in Turkana West within 25 kms radius, and the refugee communities living in Kakuma Refugee Camp and Kalobeyi Integrated Settlement.

Turkana West Population is comprised of approximately 186,000 refugees, and 320,000 host community population. The Turkana County's average population growth rate is 3.35 percent. The population increase in Turkana West when considering both refugees and host communities has been estimated at approximately 49% in the last five years. Refugees constitute approximately 40% of Turkana West population and reside within the 15 kms radius from Kakuma Town.⁵

1.2.1 Kakuma Refugee Camp and Kalobeyi Integrated Settlement

Population of nationalities in Kakuma Camp

NATIONALITY	POPULATION	PERCENTAGE
South Sudanese	108,532	58%
Somalis	34,129	18%
Congolese	12,440	7%
Sudanese	10,026	5%
Burundians	10,314	5%
Ethiopians	10,432	6%
Ugandans	1,433	1%
Rwandese	612	0%
Others	112	0%
Total	188,135	100%

Table 1 Source: UNHCR (April 2019 population estimates)⁶

Kakuma Refugee Camp was established in 1992 following the arrival of the “Lost Boys of Sudan”⁷. The camp was initially established to accommodate 23,000 Sudanese refugees⁸. Nowadays, it accommodates refugees from countries all over sub-Saharan Africa, including Somalia, Ethiopia, and the Democratic Republic of the Congo. Arrival of refugees from Ethiopia, Somalia and other countries was as a result of collapse of governments and the resulting civil strife. The camp is located on the outskirts of Kakuma Town, which is the headquarters for Turkana West District of Turkana County.

Various nationalities are found within Kakuma Camp with the largest being South Sudanese followed by Somalis and Congolese (see table 1 for population of each of the nationalities).

With an influx of new arrivals in 2014, Kakuma surpassed its capacity by over 58,000 individuals, leading to congestion in various sections. Following negotiations between UNHCR, the National Government, the County Government of Turkana and the host community, land for a new settlement was identified in Kalobeyei, 20 km from Kakuma Town.

Below is a table showing the populations of different nationalities in Kalobeyei Integrated Settlement. The sample in Kalobeyei Camp shows an overrepresentation of Somalis (19% in sample, compared to 0.2% share in camp).

Proportion of nationalities in Kalobeyei Integrated Settlement

SOUTH SUDANESE	26,726	73.80%
Ethiopians	4,606	12.40%
Burundians	2,585	7.40%
Congolese	1,345	3.80%
Ugandans	307	1.20%
Sudanese	363	1.00%
Somalis	23	0.20%
Rwandese	46	0.20%
Others	24	0.10%
Total	36,025	100%

Table 2 UNHCR (February 2018⁹)

⁷ unhcr.org/ke/kakuma-refugee-camp

⁸ kakumagirls.org/projects

⁹ data2.unhcr.org/en/documents/download/68589



Focus group discussion with female members of the urban host community in Kakuma Town.

2. Methodology

The study employed mixed methods through combining qualitative and quantitative research methods. The field work was undertaken in two phases as agreed during an inception workshop held on May 8–9, 2019.

2.1 Exploratory phase

The first phase was exploratory geared towards understanding community issues so that data collection tools would be fine-tuned. During this preliminary phase, data was collected through key informant interviews and focus groups discussions. Analysis was done, short notes prepared and shared with DWA. Changes to the quantitative tools were done and also shared for approval. Table 3 shows FGDs and KIIs done during the exploratory phase done between June 10–15, 2019.

KIIs at initial phase

KII	
1	Ata Nayeche FM
2	UNHCR
3	RAS (Camp management)
4	IRC (Health and SGBV)
5	Lokado (Livelihood Host Community)
6	HI (Minorities and PWDs)
7	NRC (Livelihood and SGBV)
FGDS	
1	Women in Kakuma Refugee Camp
2	Men in Kakuma Refugee Camp
3	Female youth Kakuma Refugee Camp

Table 3

2.2 Data collection phase

2.2.1 Training and Briefing

Upon approval of revised data collection tools, training of the data collection team followed. The team comprised 15 local enumerators that had been recruited by FAK through a

predetermined criterion. The recruitment process ensured the enumerators reflected different nationalities within the camp, and those from the host community. (See annexed advertisement and questionnaire).

Training and briefing took two days—June 17–18, 2019.

Composition of enumerators by nationality

NATIONALITY	NO. OF ENUMERATORS
South Sudanese	4
Host community (Turkana)	4
Burundian /Congoese	2
Somali	4
Ethiopian	1

Table 4

The enumerators were trained on the following:

- Basic interviewing skills
- Project background
- Purpose and objectives of the study
- Sampling techniques

Enumerators were then taken through paper questionnaires and mock interview drills (where they interviewed each other) to familiarize themselves with the flow of the questionnaire. The scripting of the ODK electronic questionnaire was completed and tested through dummy interviews on 18 June, 2019.

2.2.2 Pilot test

Pilot test interviews were conducted in Kakuma Refugee Camp on June 19, 2019. Thereafter a debrief session was done where enumerator concerns and challenges were addressed.

2.2.3 Quantitative survey

The study was undertaken in Kakuma Refugee Camp, Kalobeyei Integrated Settlement and in the host community (Turkana west)—living within a radius of 25 km. Structured questionnaires were administered at the household level with both refugee and host community using tablets. The platform used was ODK.

The target population were adults aged 18 years and above, as well as children aged 11–17 years of age. Respondents in-

interviewed reflected different nationalities inside the camp, whereas the host community were Turkana residents living in Kakuma. People living with disabilities were included in the survey.

Allowing a non-response rate of 10%, the overall sample size comes to an estimated 600 interviews. An additional 70 interviews conducted with boys and girls will bring the overall sample to 670.

2.2.4 Sampling

Overall sample size determination was arrived at using Cochran's formula. A confidence interval of 95% and a margin of error of +/-5% was used.

$$ss = \frac{z^2 * (p) * (1-p)}{e^2}$$

Where:

- Z = Z value (e.g. 1.96 for 95% confidence level)
- p = percentage picking a choice, expressed as decimal (0.5 used for sample size needed)
- e = margin of error, expressed as decimal, e.g., .04 = ±4. In this case proposed to be 0.042

Substituting the equations, we have:

$$ss = \frac{1.96^2 * (0.5) * (1-0.5)}{0.042^2} = 544$$

2.2.5 Sample allocation

Table 5 summarizes the quota allocation plan. From the 600 households' interviews', each community was allocated an equal sample size of 200. For children, the plan was to survey 40 from refugees' communities and 35 from host communities and thus ensuring that the statistical threshold of 30 was met. An overall gender split of at least 50/50 was put into consideration in the original plan. To ensure inclusiveness of other minority groups, people living with disability would be purposively identified and interviewed in those households identified through a random systematic criterion.

2.2.6 Sampling technique

(i) Refugees:

Kakuma Refugee Camp is composed of Kakuma 1, Kakuma 2, Kakuma 3 and Kakuma 4 whereas Kalobeyei Integrated Settlement has Village 1, Village 2 and Village 3.

Quantitative survey sample targeted

Communities	Nationality	SAMPLE TARGETED		SAMPLE TARGETED	
		Male	Female	Male	Female
Kakuma	South Sudanese	65	65	10	10
	Somali	20	20		
	Ethiopian				
	From Great Lakes	15	15		
Kalobeyei	South Sudanese	65	65	10	10
	Somali	20	20		
	Ethiopian				
	From Great Lakes	15	15		
Host community	Urban	70	70	15	15
	Rural	30	30		
	Total	300	300	35	35

Table 5

To ensure distribution of the sample size, in Kakuma Refugee Camp K1 and K4 were selected, whereas in Kalobeyei Integrated Settlement Village 1 and Village 2 were selected. In Kakuma, K1 and K4 were selected to ensure that the sample size was well spread, and also because all nationalities targeted were found inside the two camps. Similar to Kakuma Refugee Camp, Village 1 and Village 2 were selected because all targeted nationalities were reflected in the two villages.

Inside the camp/village, enumerators were guided to blocks/neighborhood where nationalities targeted were concentrated. Having selected blocks/neighborhoods, households were chosen using a random route walk. The skip interval used was established using the estimated number of households in the enumeration area and quota allocated to each interviewer.

$$k = N/n$$

Where N = Estimated population in the enumeration area

n = Sample size

k = skip value

(ii) Host community:

The sample for host community was split into two, urban and rural community with the urban sample done in Kakuma Town. A rural sample was taken from rural villages located within a 25 km radius from Kakuma Town. FilmAid shared a list of existing villages located within the 25 km radius and based on the list, there was a random selection of villages where the survey would take place. Once the villages were identified, enumerators were required to use random route walk to identify the households to interview. At the household level, quota sampling was done based on gender. Purposive sampling of people living with disability was done at the household level. Since respondents—apart from those living with disability—were sampled in a random manner, distribution of age across different age group was thus ensured. Table 6 summarises the sample achieved per enumeration area/per community.

Quantitative survey sample

Communities	Nationality	HOUSEHOLDS		CHILDREN	
		Male	Female	Male	Female
Kakuma	South Sudanese	55	64	10	10
	Somali	20	26		
	Ethiopian	5	4		
	From Great Lakes	28	23		
Kalobeyei	South Sudanese	42	68	10	10
	Somali	14	20		
	Ethiopian	10	10		
	From Great Lakes	6	13		
Host Community	Urban	47	55	15	15
	Rural	51	53		
	Total	278	336	35	35

Table 6

2.2.7 Qualitative research

Qualitative research was done through focus group discussions and key informant interviews.

a) Focus Group Discussions

The target groups for focus group discussions were purposively selected based on nationality and ability to communicate in either English or Kiswahili. A total of 11 focus groups were held as indicated in table 7.

FGDs distribution

AREA	FGDS ACHIEVED	NATIONALITY	NUMBER PER NATIONALITY
Kakuma Refugee Camp	Female Above 35 Years	South Sudanese	4
		From Great Lakes region	3
		Ethiopian	2
		Somali	2
	Male Above 35 Years	South Sudanese	5
		Ethiopian	2
		Somali	2
		From Great Lakes region	3
	Female youth 18–34 years	South Sudanese	5
		Somali	5
		From Great Lakes	2
		Ethiopian	1
Male youth 18–34 years	From Great Lakes	2	
	South Sudanese	7	
Kalobeyei Settlement	Female Above 35 Years	From Great Lakes region	1
		Somali	3
		South Sudanese	5
	Male Above 35 Years	South Sudanese	12
	Mixed youth 18–34 years	South Sudanese	12
Host community	Male youth	Turkana	6
		Somali	7
	Male Above 35 Years	Turkana	10
		Somali	2
	Female Above 35 Years	Turkana	10
		Somali	2
		Kikuyu	1
	Female (Mixed ages)	Turkana	12

Table 7

b) Key Informant Interviews

KII participants were drawn from the government, NGOs and UNHCR. For the NGOs, they were purposively selected based on the thematic area.

2.3 Survey limitation

- Language barrier in some FGDs was experienced. The challenge was overcome by using local translators.
- Some FGDs took long because of multiple translators due to the mix of nationalities in the groups. This is a lesson for future research.
- Ensuring that FGDs had all nationalities sometimes was a challenge.
- Flash floods during exploratory data collection phase slowed the exercise in the first week, as it was difficult to meet with key informants or hold focus groups discussions,
- Achieving the 50/50 male/female quota for the house hold questionnaire was a challenge. Due to pastoral nature of the host community, it was difficult to find men during daytime. In Kalobeyei, most refugees are females and they featured prominently during respondent selection.
- Since FilmAid assisted in mobilizing participants of FGDs, this could have influenced their responses.
- An important question was not asked to all respondents in the quantitative questionnaire but to radio users. During analysis several questions on access and usage of different sources of information were combined.

Key Informant Interviews achieved

KII	NO. ACHIEVED
UNHCR (Community Services and Protection)	1
Local radio station (Ata Nayeche)	1
Camp leaders (Kakuma Refugee Camp)	2 (1 zonal leader, 1 block leader)
NRC (Livelihood and SGBV)	1
IRC (Health and SGBV)	1
LWF (Education and Shelter)	1
Lokado (Host community)	1
Area Camp Manager (RAS) I	1
Humanity and Inclusion (Minorities and PWDs)	1
Director Communication Lodwar County	1
Total	11

Table 8

3. Main findings

3.1 Respondent profile/demographics

Demographics of respondents who participated in the assessment is shown in table 9. A total of 648 respondents participated in the survey across the three communities targeted by the project. The sample comprised of 70 children below 18 years and 614 adults above 18 years. Out of the 648 respondents interviewed, 55% were females and the remaining 45% were males. The spread of the sample across the age and the gender of the respondents is fairly representative to allow for a close examination of variables that would offer insights about the information needs of the target communities. By including 35 people living with disabilities (5% of the sample size), their opinions were taken into account. For respondents living with disability, 48% had physical disability, 45% were visually impaired while 7% had a hearing problem.

3.2 Education and language

3.2.1 Education level

In general, education level of the target communities was low. Many had no formal schooling in both refugees and host communities. As figure 1 shows, the host community in rural areas had the highest proportion of individuals with no schooling. As it emerged during focus groups discussion, while opinions about taking children to school has shifted over the years, this was not the case. Social practices such as looking after livestock by boys, and child marriage of girls who have dropped out from school were common. In town, there was a large number of school aged street children.

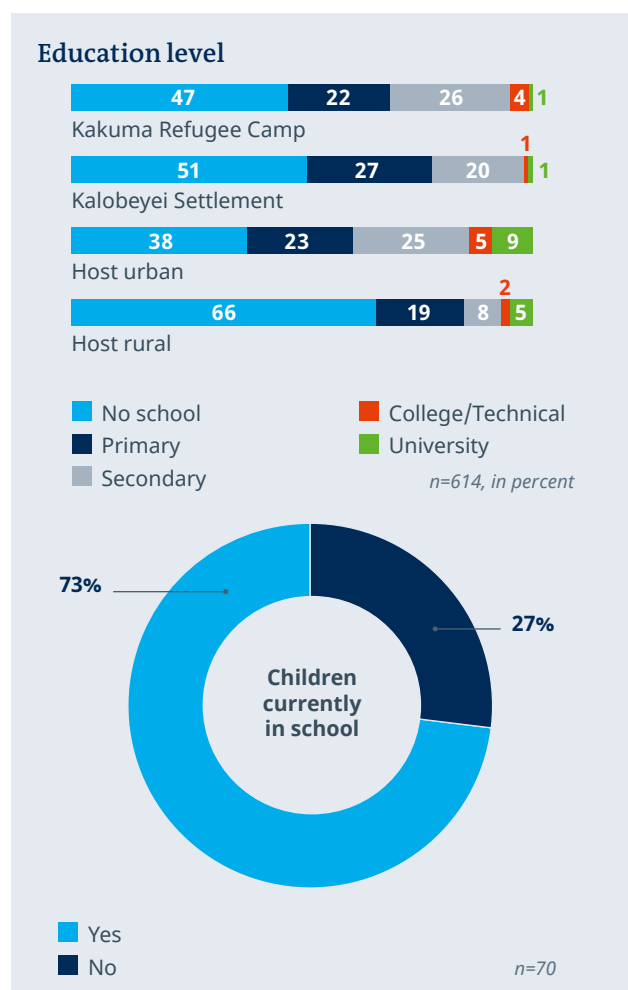


Figure 1

Respondent profile

		KAKUMA REFUGEE CAMP (N=245)	KALOBEYEI SETTLEMENT (N=203)	HOST COMMUNITY (N=236)
Age	11-17	8%	10%	13%
	18-25	22%	23%	14%
	26-35	42%	31%	43%
	36-45	20%	26%	21%
	Above 45	8%	10%	9%
Gender	Male	48%	40%	48%
	Female	52%	60%	52%
With Disability	Yes	6%	5%	4%
	No	94%	95%	96%

Table 9

3.2.2 Ability to read and write

Measured by the ability to read and write, literacy levels of the host community in rural areas were lower than other communities.

3.2.3 Languages spoken

Refugee camps are a mixture of different nationalities and ethnic groups. As a result, different languages are spoken within the camp. The survey findings show that Kiswahili was dominant in Kakuma Refugee Camp, and was spoken by 67% of the respondents interviewed. An overwhelming majority of the host community were able to communicate in Turkana which is the local language.

With Kiswahili being popular in the host community and Kakuma Refugee Camp, language barrier might not be a major problem when Kiswahili is used. However, in Kalobeyei, the situation is different as no language is dominant. The one

that comes close is Arabic, but it is just a few points ahead of Kiswahili and English, and is shared by less than a half of the population. A media initiative would at least need to use English, Kiswahili, and Arabic to serve the main refugee communities, plus Turkana to serve the Kenyan host communities, although 75% of them also speak Kiswahili.

3.3 Sources of information

3.3.1 Channels of communication

Refugees and the host community received information from multiple channels. Spontaneous responses on current source of information demonstrate that the host community mainly rely on personal connection with people to get information. Further comparison between the host community in urban and rural areas indicates that those in urban areas, were more likely to receive information through FilmAid, mobile phones, TV and radio.

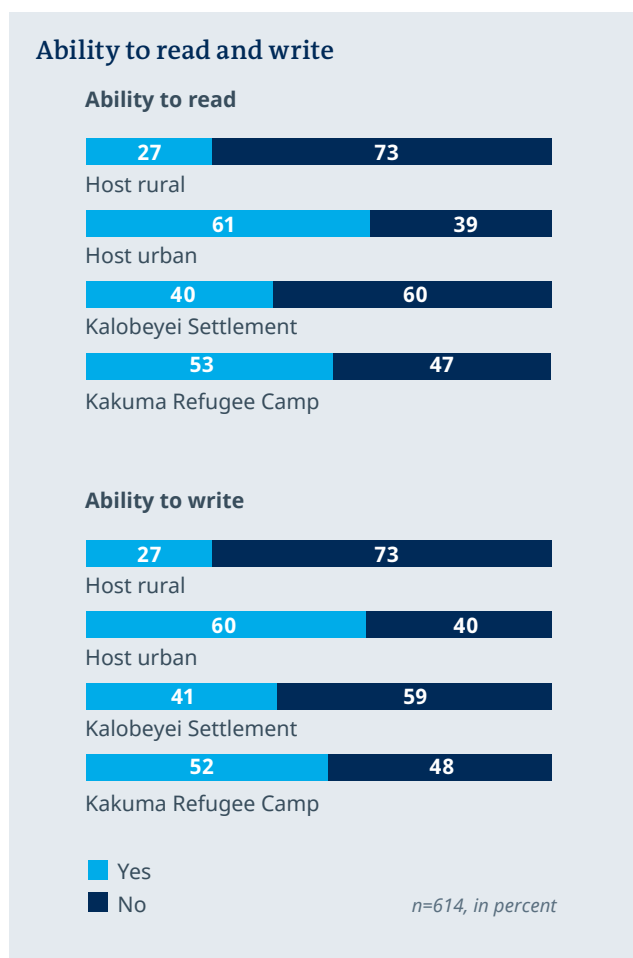


Figure 2

“ In terms of communication we do through the leaders, that is through the government structure so that they can be able to cascade the information through the CHVs.

Source: KII IRC

The refugee community relies more on information provided by FilmAid and from people. More refugees in Kakuma Refugee Camp receive information through the TV, radio and mobile phone than those in Kalobeyei. Notably, in Kalobeyei, access information through people was predominant than through technology.

“ We mainly use public barazas or the local FMs-Ata Nayeche.

Source: KII Sub County Administrator

The analysis of media consumption shows strong differences between the four sites, but also surprising similarities, for example between Kakuma Host Urban and Kakuma refugee camp on watching TV (37% and 32%, much more than Kalobeyei with 3% or host rural with 15%). Watching Films brought by NGOs is quite popular, both in refugee and host communities.

Radio use is quite different, low on average with 29%, similar to Ethiopia, and in the refugee camps it is even lower

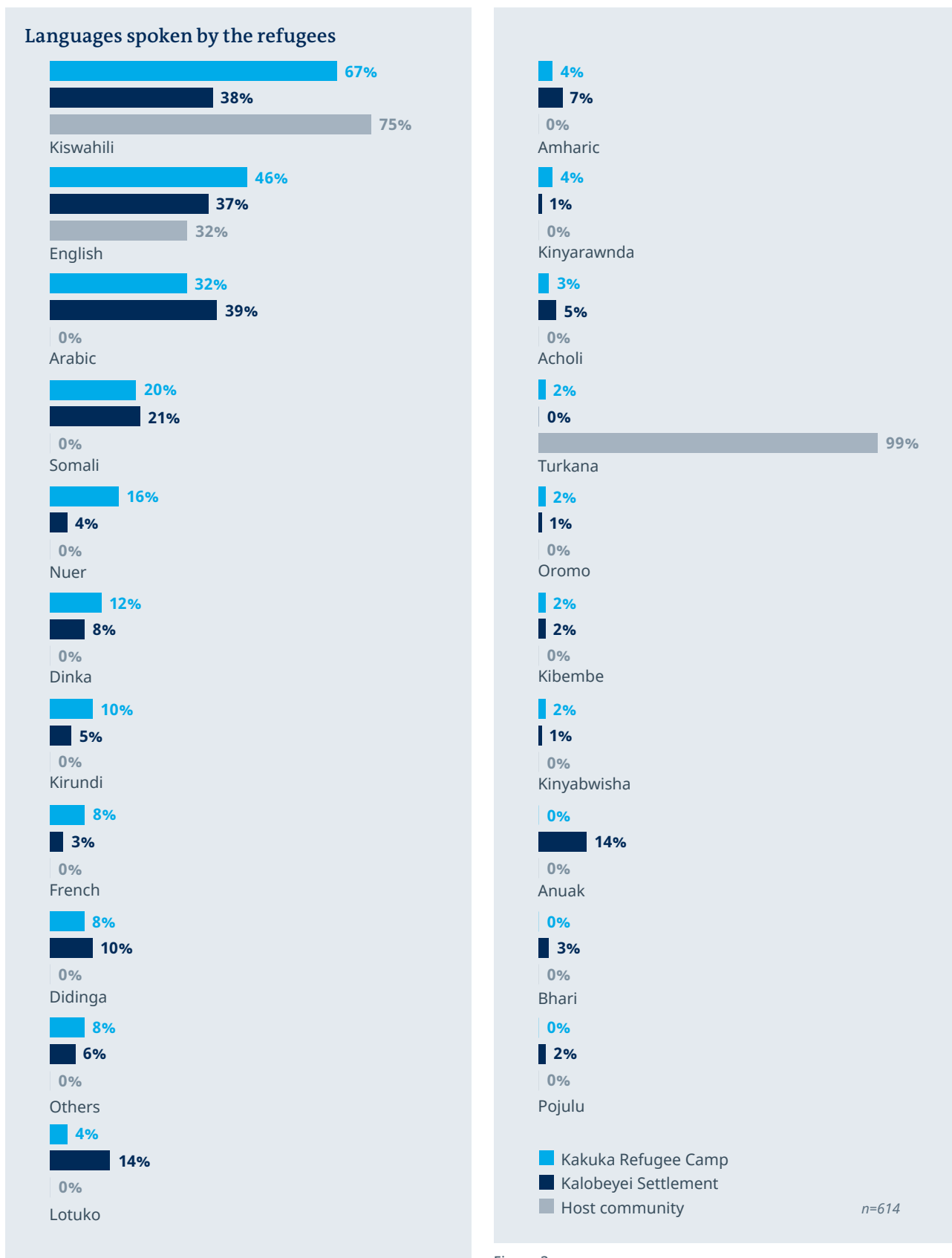


Figure 3

Sources of information

How do you keep yourself updated?

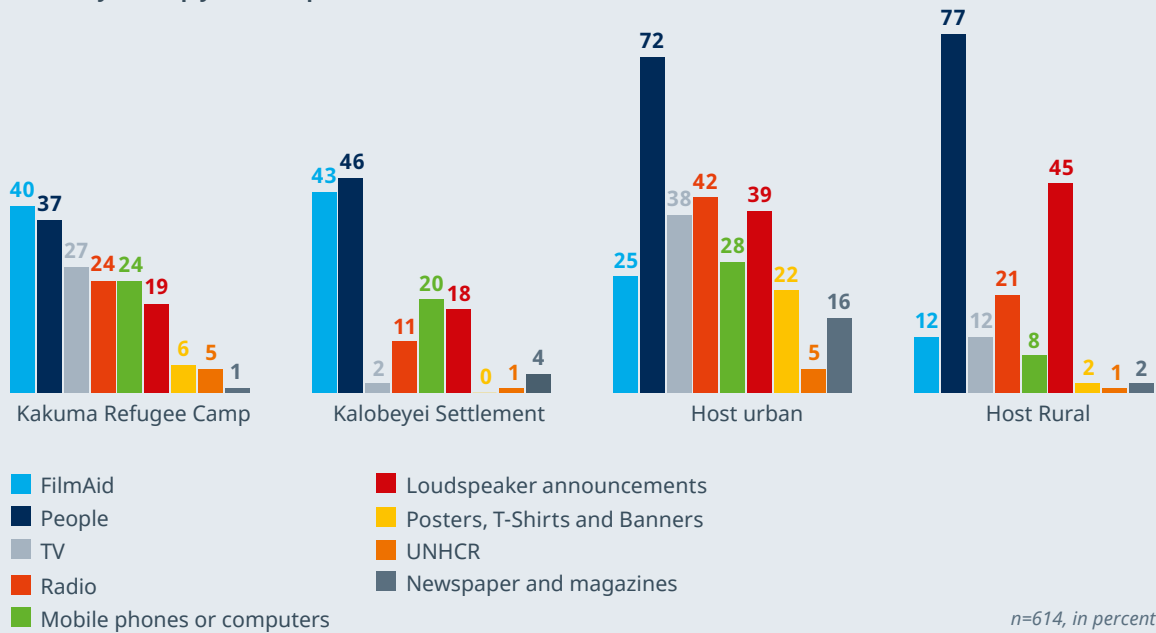


Figure 4

Media consumption according to sites

	RADIO	TV	FILMS BY NGOS	NEWSPAPERS	MOBILE PHONE	INTERNET
Kakuma Camp (n=225)	56	83	110	29	171	50
%	25%	37%	49%	13%	76%	22%
Kalobeyei Camp (n=183)	22	5	66	7	128	27
%	12%	3%	36%	4%	70%	15%
Host urban (n=102)	62	33	48	21	89	34
%	61%	32%	47%	21%	87%	33%
Host rural (n=104)	38	16	21	5	56	11
%	37%	15%	20%	5%	54%	11%
Total (n=614)	178	137	245	62	444	122
%	29%	22%	40%	10%	72%	20%

Table 10

(Kalobeyei with 12%), but very high in Host urban (61%). In both refugee camps radio is less important for many respondents, than film (36% in Kalobeyei). Mobile phone access is quite high as well, the two refugee communities have more access than the surrounding host rural community.

3.4 Radio access and consumption habits

3.4.1 Access to information from radio

For radio listeners, survey findings show a stark variation of radio audience between the host community and the refugees. Most radio listeners came from Kakuma Town (54%) whereas the least came from Kalobeyei Integrated Settlement (12%). Comparing the refugees across the two settlements the findings indicate that Kakuma Refugee Camp had twice the number of listeners than Kalobeyei Integrated Settlement.

“The language they use on the radio is mostly Turkana and sometimes Kiswahili which we don’t understand so we are not interested in listening to the radio.”

Source: FGD Female Kalobeyei

Respondents interviewed had multiple reasons on why they were not accessing information from radio. The main impediment was lack of radio sets. In Kalobeyei, there was no electricity and thus limiting people from accessing information through radio and other technologies. In addition, the population in Kalobeyei—unlike Kakuma Camp is mainly made up of newly arrived refugees hence lagging behind Kakuma in terms of radio ownership and other technological devices.

Overall, out of 614 people, 37% of males accessed information from a radio compared to 22% females. As shown in table 11, females above 35 years were the least users of radio while most users were men aged 26–35 years. Based on qualitative information, the main issue was ownership of radio by females. Language barrier also played a role, as mentioned by youth and women refugees.

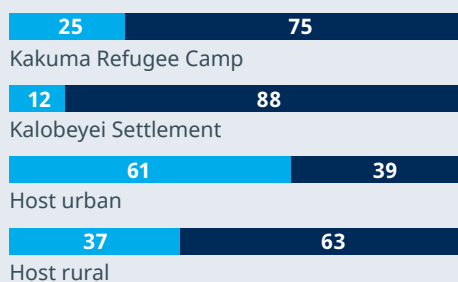
The main reason for not listening to radio is the lack of access to a set, mentioned by the refugee communities in 76% of respondents not using radio, but even more by the host communities who mentioned the same reason by almost 90%. The lack of electricity was also mentioned but by 10%.

“We don’t have radio sets.”

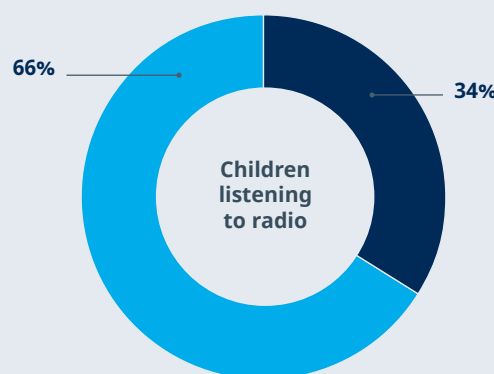
Source: FGD Women rural host community

Radio use

Do you listen to the radio?



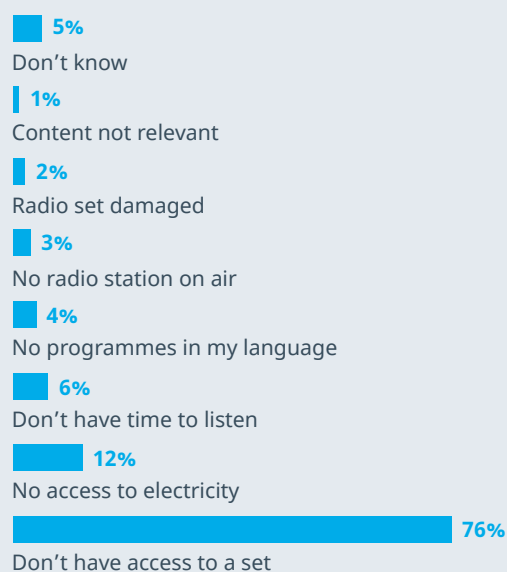
n=614, in percent



■ Yes
■ No

n=70

Why don't you listen to radio?



n=436

Figure 5

Radio use by gender and age

	MALE	FEMALE	18-25	26-35	36-45	ABOVE 45
Base	278	336	133	267	151	63
Yes	37%	22%	23%	36%	25%	21%
No	63%	78%	77%	64%	75%	79%

Table 11

Corroborating quantitative findings, the quotes below capture why communities were not accessing information from radio.

“ I don’t listen to the radio mostly because mostly those guys who are here, they either speak in Kiswahili or Turkana and Arabic, which I don’t understand.

Source: FGD Youth Kalobeyei

“ Languages we use for broadcasting are not sufficient. Refugees from Congolese complain that broadcasting should be done in French.

Source: KII Radio Ata Nayeche

“ We don’t get information in the morning because we don’t have radios and newspapers.

Source: FGD Women Kakuma Camp

3.4.2 Radio stations accessed

Ata Nayeche radio station mainly drew its audience from the host community. As figure 6 show, in the host community, 98% of radio listeners listened to Ata Nayeche radio. The proportion of Ata Nayeche listeners from the refugees was 59%. Although Ata Nayeche seems dominant amongst the refugees, other stations were found to have an audience. BBC drew 38% of radio listeners from the refugee community, with only 2% coming from the host community. Biblia Husema came third with an audience mainly from the host community.

According to a key informant from Ata Nayeche FM, their language of broadcasting was predominantly Turkana, and sometimes Kiswahili and English. When organizations wanted to disseminate information to refugees, they would record

Which radio station do you listen?

Name the radio that you listen to

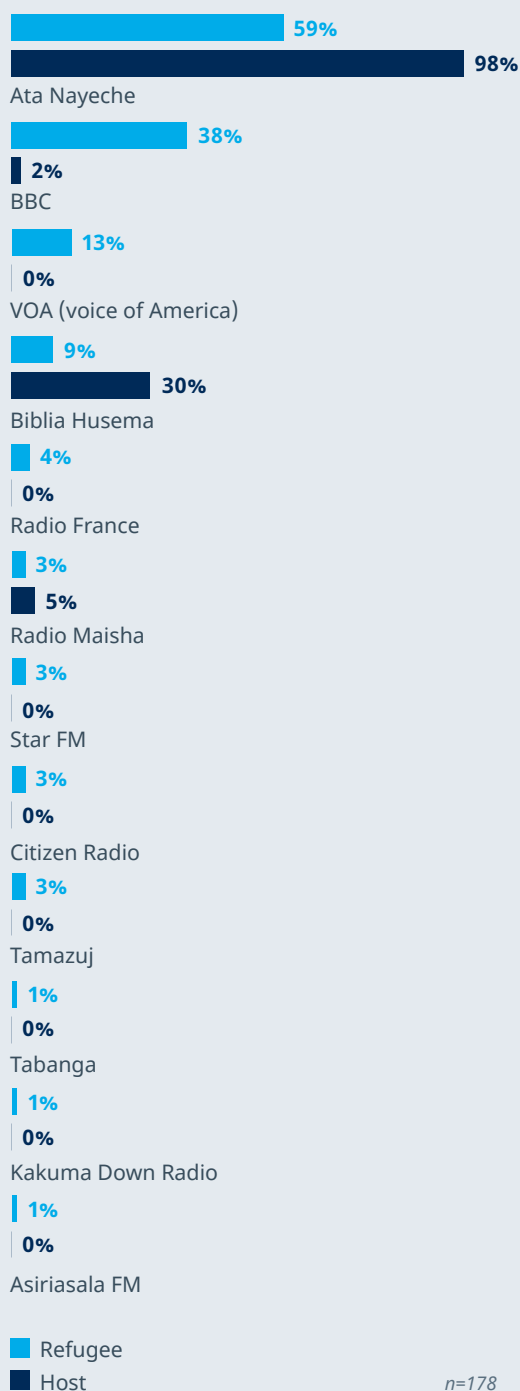


Figure 6

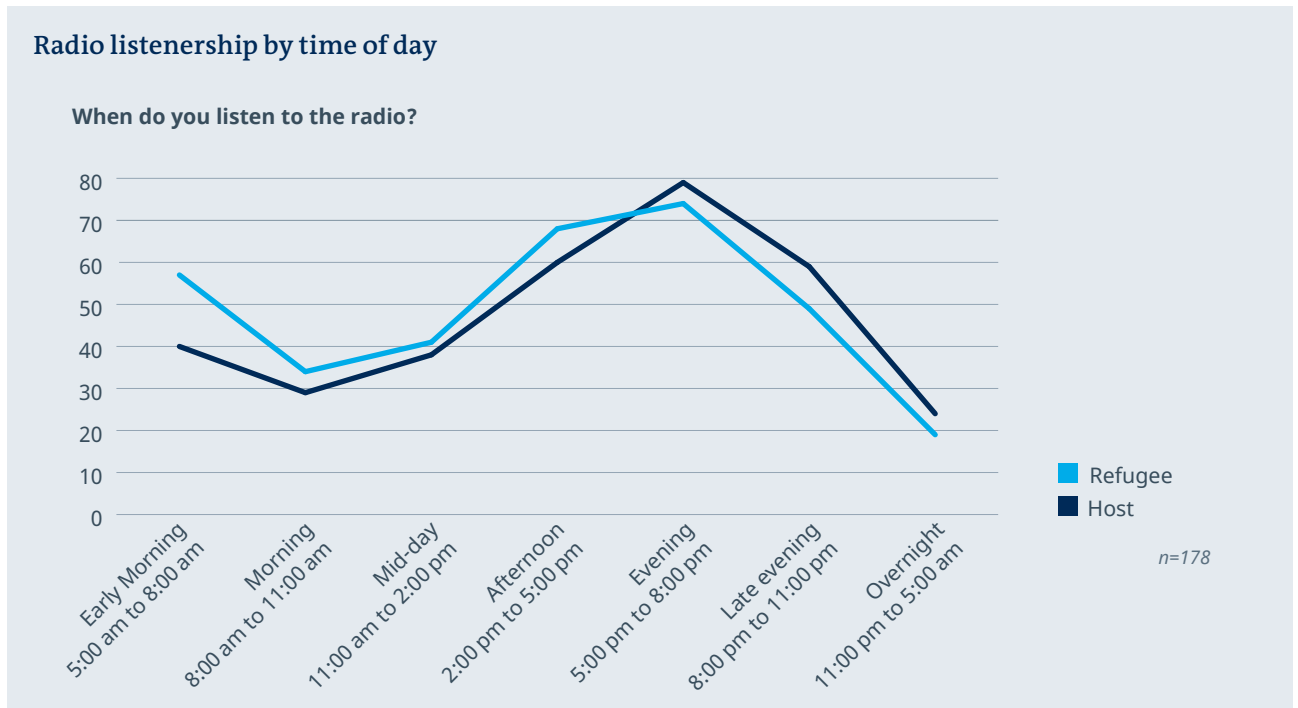


Figure 7

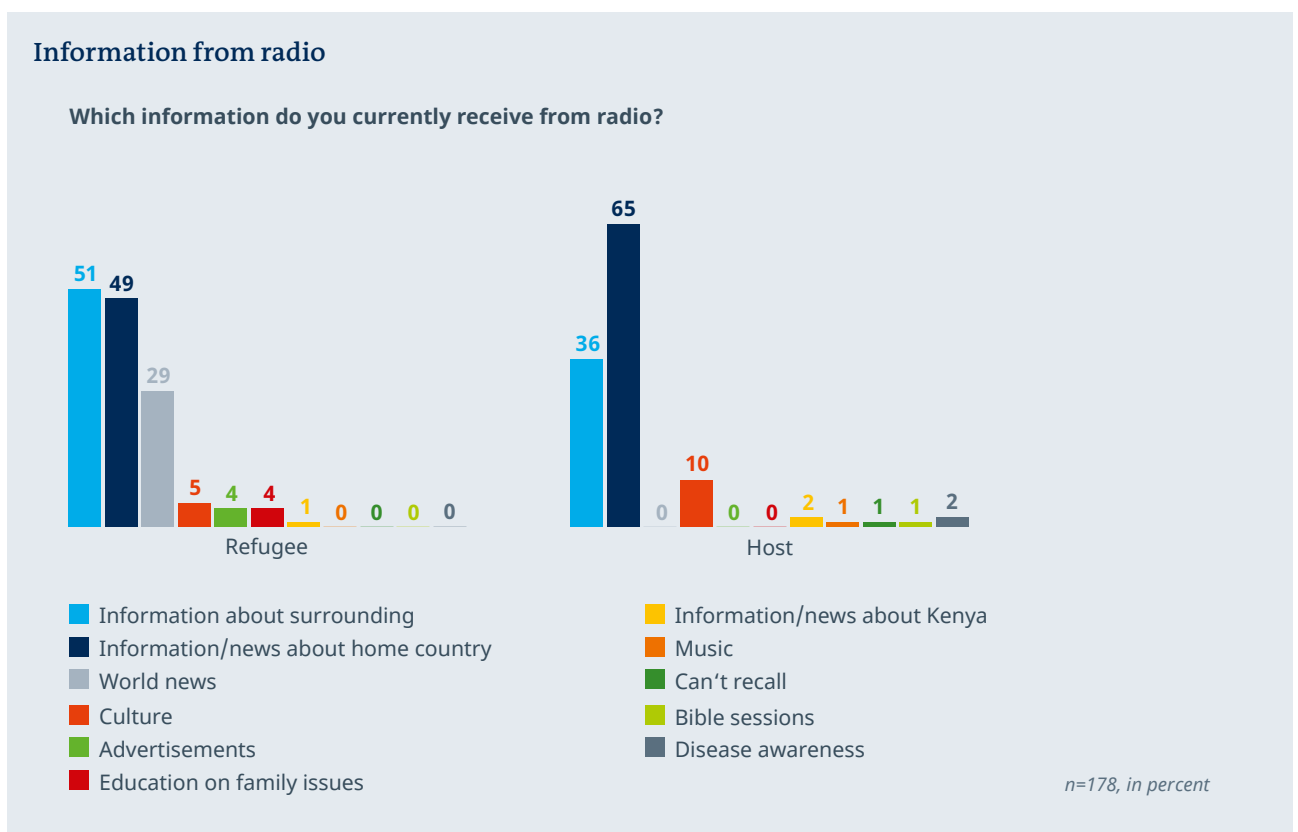


Figure 8

messages into multiple languages used in the camp and then transmit messages through Ata Nayeche radio station. However, during focus groups discussions with refugees, language barrier was cited as a barrier to accessing information from Ata Nayeche.

In sum, Ata Nayeche and BBC are listened to by almost every radio user. Only 5.6% (= 10 respondents) do not use anyone of those. Regarding gender, women listen a bit more to Ata Nayeche than men (85% for women vs. 78% for men) and less to BBC (13% for women, 22% for men).

Most radio listeners listen to the radio in the evening hours (5:00 pm – 8:00 pm). There were no major overlaps between the host community and the refugees. Nevertheless, the difference in radio listenership between the refugees and the host is during early morning hours (5:00 am – 8:00 am).

“ I get information about changes in Kenya for instances you will hear Kenya’s economy has gone down or up, medical updates for example the recent news we heard that of an Ebola case in Kericho. We also get information about other countries through the radio.

Source: FGD Youth host community

3.4.3 Information currently received from radio

For refugees and host communities listening to radio, figure 8 shows that host community were inclined to listen to news about Kenya than the refugees, but less inclined to news about surrounding areas than the refugees. In addition, the graph shows a sizable number of refugees (29%) with access to radio, who received information about their home country through the radio.

According to survey findings from FGDs and KIIs, information received about Kenya was mainly current news and events. However, this information was sometimes too broad and did not directly meet their needs. On the other hand, information about the surroundings was more focused and geared towards issues that had direct impact on their lives.

“ What I can say is that, they hide us information about resettlement because you cannot hear it anywhere even from the radio.

Source: FGD Youth Male Kakuma Camp

NGOs and government authorities were using radio to disseminate information to both refugees and host community.

As figure 8 has shown, radio listeners did not rely heavily on radio to receive information about their surroundings. In fact, despite a large radio audience from the host community, the proportion of host community who got information about surrounding areas is less than that of the refugees. Qualitative survey results indicate dissatisfaction with current content and programming. The youth felt left out, and pointed out that important information like locally available jobs was missing. A participant from the refugee community expressed frustration of not receiving news on issues such as resettlement.

There is some quantitative data that underscores these findings.

Most radio listeners were rather critical towards radio, a majority complained that the radio did not enable them to make decisions that affect their lives, but also to other questions.

“ Recently I read a speech in Kiswahili and there is a time I read in English because we are in a cosmopolitan area.

Source: KII Sub-County Administrator

“ What I get from the radio is when there is announcement of a lost child, ID or ATM. They do announcements when community development fund is out, disease outbreak and floods so that people are not swept by water.

Source: FGD Female group host

“ If say there is donor money for the mothers to start their business, you should advertise in the radio because we don’t get that information. We normally hear that some people have been given and or others were employed.

Source: FGD Female Urban host community

3.4.4 Programs currently listened to by the youth (18–35)

Youth aged between 18–35 years, with access to a radio mainly listened to music/entertainment programs, followed by news. Although this could be attributed to their interest, it also has to do with the current radio program, whereby music/entertainment feature predominantly. Figure 9 displays radio programs listened to by youth, in stations with an analysable number of 30 and above.

“ There is child abuse here and there are many street children. Organizations here should share ideas or educate these children to remove them out of the streets. There is no radio reporting about it and thus they end up frustrated.

Source: Female group host community urban

Assessment of radio

	KAKUMA	KALOBYEI	HOST URBAN	HOST RURAL
Disagreement with “radio enabling decisions that affect my life”	77%	77%	65%	74%
Disagreement with “news are easy to understand”	54%	72%	31%	55%
Agreement with “news are relevant”	80%	59%	69%	84%

Table 12

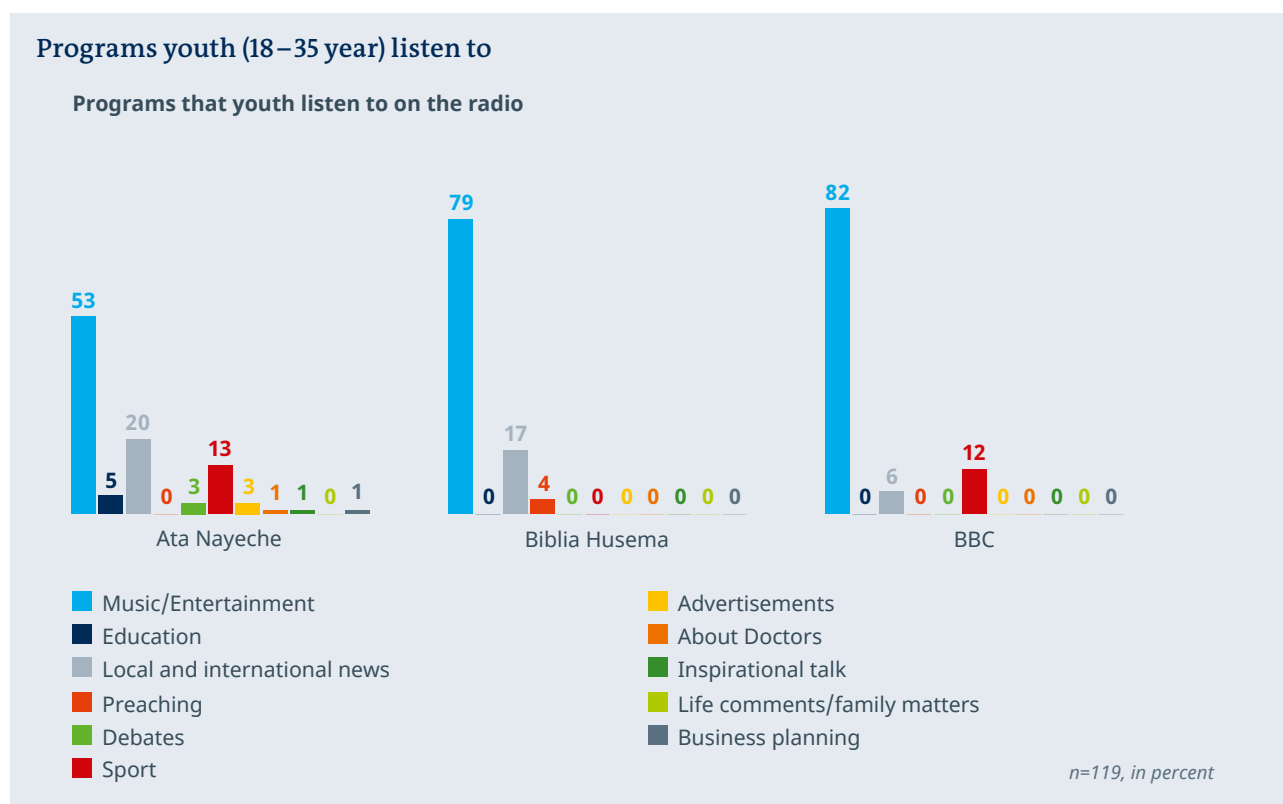


Figure 9

Frequency of watching television

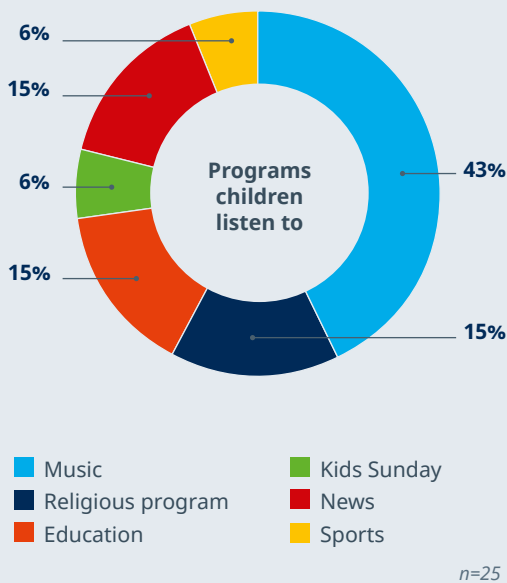


Figure 10

Information from special programs

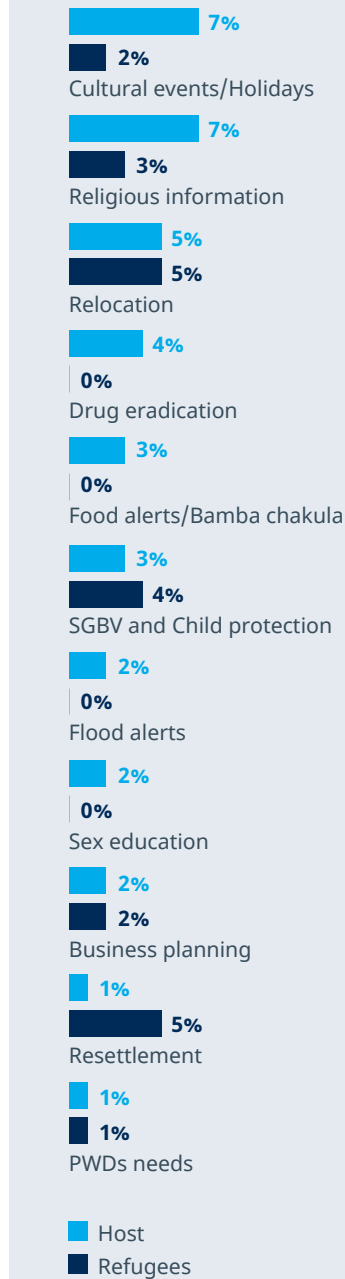
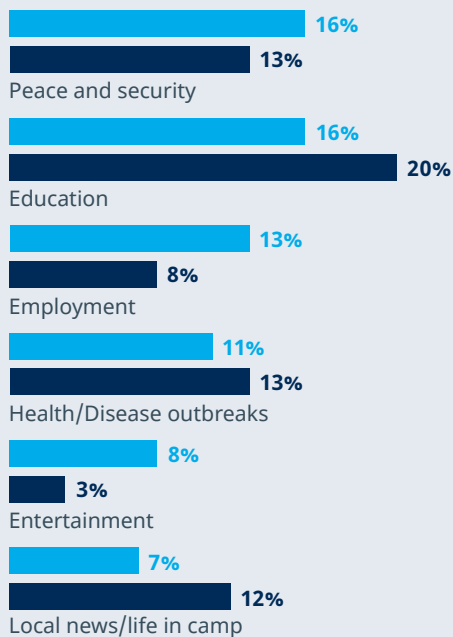


Figure 11

“The radios don't have meaningful information, what they talk about is maybe a child who has gotten lost or someone who has died.”

Source: FGD Youth urban

3.4.5 Children's programs

Children aged between 11 – 17 years with access to a radio mainly listened to music more than any other program. They had little interest in news compared to adults. Short messages can be designed to fit into music sessions listened to by children.

“Radio Ata Nayeche can have special programs, they can select Tuesday as a day for the youth, they will then broadcast information that will empower the youth and give them encouragement.

Source: FGD Youth host community

3.4.6 Special programs

Radio listeners conveyed their need for special radio programs. Based on the underlying statistics, 93% of listeners from the host community and 86% from the refugee community mentioned that they would welcome a special radio program.

Information they would like to receive from such programs was diverse. Nevertheless, peace and security, education and em-

ployment were prioritized by the host community, whereas the refugees prioritized education, peace and security and health.

When comparing the four sites, these were some topics which were of *almost equal importance* in all four:

- Security in this area
- Job opportunities
- How to get money
- Flood alerts

There are some minor differences on

- Health advice (more in need in Kalobeyei and host rural, the poorer areas)
- Scholarships (more in need in Kakuma Camp and Host urban, the richer areas)
- Formal education (more in need in Kakuma Camp and Host urban, the richer areas)

Important missing topics

	KAKUMA CAMP	KALOBEYEI CAMP	HOST URBAN	HOST RURAL
Security “in this area”	73%	60%	60%	73%
Security in home country	68%	63%	59%	47%
Health advice and treatment	65%	74%	66%	71%
Job opportunities	67%	65%	71%	64%
How to get money	68%	63%	60%	63%
Scholarships	68%	63%	72%	65%
Vocational training	68%	59%	77%	69%
Finding missing family	51%	61%	15%	7%
Reunion with family	52%	62%	15%	8%
Flood alerts	67%	67%	66%	62%
Formal education	72%	60%	75%	66%
Reporting GBV	19%	15%	23%	35%

Table 13

There are some strong differences on

- Security at home country (more in refugee camps)
- Finding missing family members (much more in refugee camps)
- Reunion (ditto)

Gender aspect

There are gender differences as well with regard to those topics. Women were more interested in Health (75% women vs. 62% men), in family planning (30% vs. 13%), and formal education (84% women vs. 48% men). This last topic looks very interesting, pointing to the fact that women want to get or finish formal education. In contrast, scholarships are mostly preferred by men (49% women vs. 88% men) maybe reflecting the fact that women in those settings are not “allowed” to go for scholarships and prefer therefore to get the formal education.

3.4.7 Listening to radio podcasts

Of the 614 individuals interviewed, only 10 people were found to have ever listened to a podcasts. This number is very low as it represents an overall proportion of just 2% of podcast usage. The low usage of podcast could be attributed to lack of awareness about podcasts. However, if information about podcasts is provided this could tilt their interest towards listening to podcasts. In addition, as the number of smartphone users continues to grow in Kenya. The number of podcast users is likely to rise in future.

“ We would like our children to know how to operate a TV so that they can teach us ... We cannot afford to buy TVs and radios.

Source: FGD, Women host rural

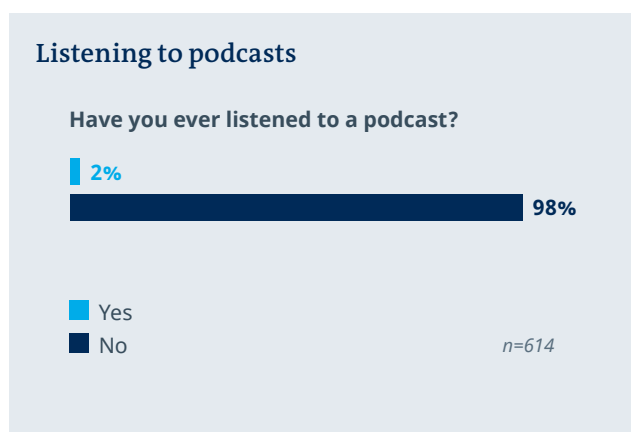


Figure 12

3.5 Television access and consumption habits

3.5.1 Access to information from TV

Table 14 illustrate TV and film audience in refugee and host communities. Based on the figures, NGOs films attracted a larger audience than cable TVs and video kiosks TVs. In Kakuma Refugee Camp, 37% of the respondents interviewed watched cable TV. This proportion is higher than that of other communities, and was closely followed by that of the host community in Kakuma Town. The host community in rural areas and refugee from Kalobeyei had low numbers for cable TV viewers. A major reason was low penetration of electricity/power. Although Kalobeyei Settlement lagged behind other areas in accessing cable TV and video kiosks TVs, when it came to NGOs films, the proportion increased substantially and even outpaced that of the host community living in rural areas. Beside power connection, affordability of TVs and not knowing how to operate a TV restrained individuals from using TVs.

3.5.2 TVs and films audience by demographics

Table 15 shows disaggregation of TV viewers by demographics of adults who participated in the survey. Based on the figures, more males than females watched TV and films. The largest audience of NGOs’ films were males aged 18–25 years. This indicates that films drew attention of young people and thus would be integral for disseminating of information them.

Fig 13 shows the proportion of children watching cable TV and films. Although the graph displays almost a similar consumption habit with that of the adult. What is more evident is increased interest in watching films from the children. Refugees and host community members were found to have similar patterns in watching satellite/cable TV. There were very few people who watched TV early in the morning (5:00 am – 8:00 am).

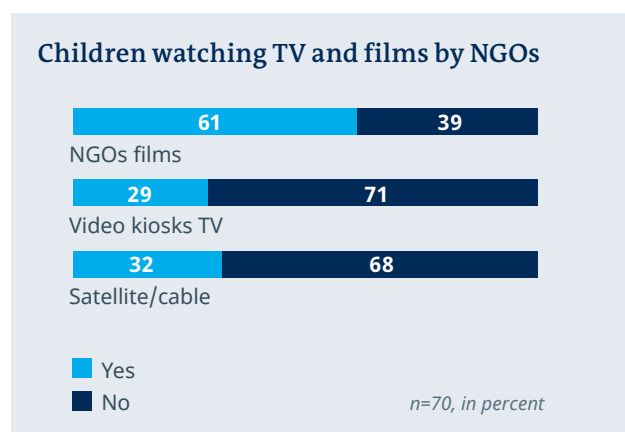


Figure 13

TV and films viewers

	KAKUMA REFUGEE CAMP (N=225)	KALOBEYEI SETTLEMENT (N=183)	HOST URBAN (N=102)	HOST RURAL (N=104)
Satellite/cable TV	37%	3%	32%	15%
Video kiosks TV	20%	3%	21%	14%
NGOs TV/Films	49%	36%	47%	20%

Table 14

TV viewing by gender

	MALE (N=278)	FEMALE (N=336)	18-25 (N=133)	26-35 (N=267)	36-45 (N=151)	ABOVE 45 (N=63)
Satellite/cable TV	30%	16%	22%	28%	19%	6%
Video kiosks TV	24%	6%	24%	16%	5%	6%
NGO TV/Films	45%	35%	52%	42%	32%	25%

Table 15

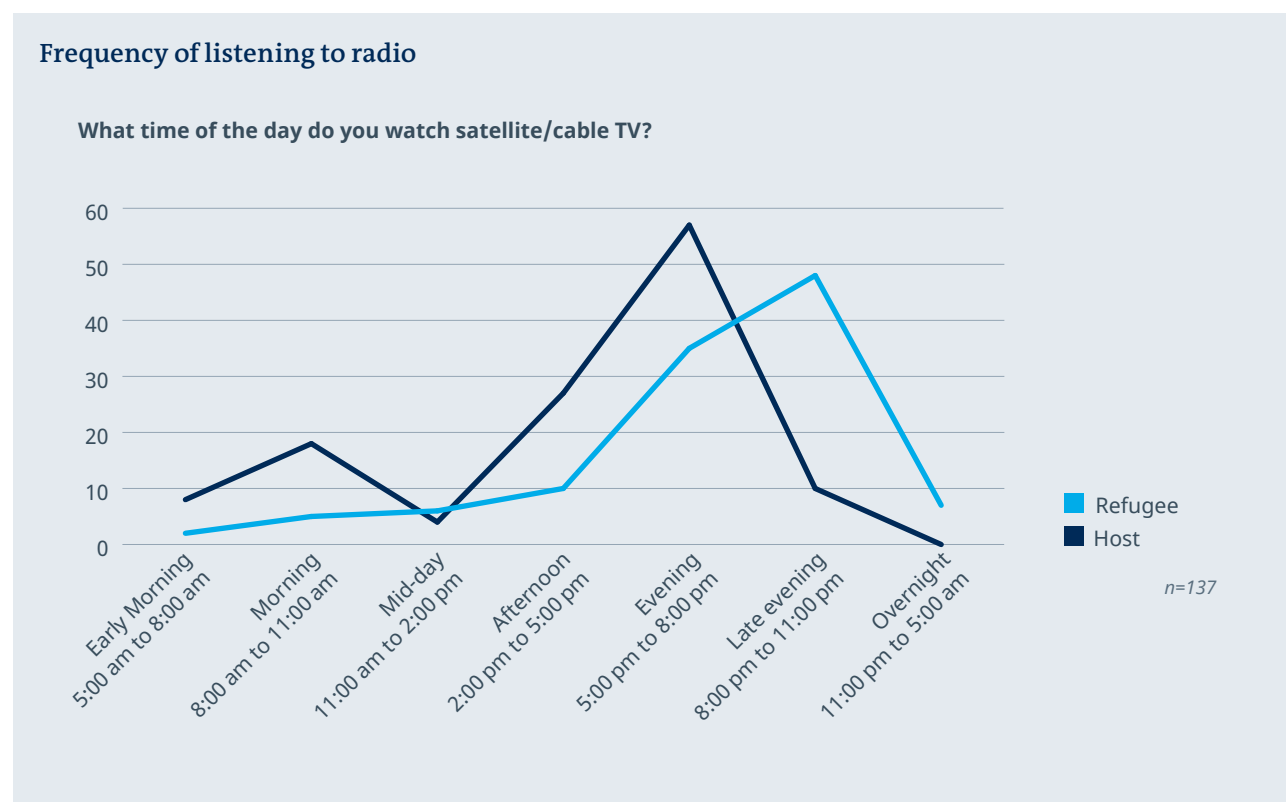


Figure 14

The trend consistently rose from midday (11:00 am – 2:00 pm) and was highest at 5:00 pm – 8:00–pm for hosts and 8:00 pm – 11:00 pm for refugees.

Corroborating findings from FGDs, it emerged that refugees accessed information on peace and security in their home country on TV. Even among the host community, it was clear that security was one of the dominant topics followed on TV.

3.5.3 Information consumed from TV

Figure 15 displays information consumed by those who watched TV. According to survey findings, out of 108 refugees who watched TV, 44% got information about their home country indicating a major interest in following up on events and occurrences in their home countries. For the host community, out of 63 respondents who watched TV, 86% received news about Kenya.

Refugees and the host community did not get enough information about their surroundings from TV.

“ I want to watch the television I have to come here in town, when I am in the village I don’t because I do not have television or power connection.

Source: FGD, Youth host

“ I receive information about peace and security through television, like in my home country Congo we received information there is peace somehow because we have a new president.

Source: FGD Youth Kakuma Refugee Camp

“ Sometimes on the television such as Citizen TV or even KTN, the only thing that you can hear is about insecurity. Some places such as Garissa or Mandera, you can hear there was insecurity, fighting that is happening there.

Source: FGD Youth Male Kakuma Host

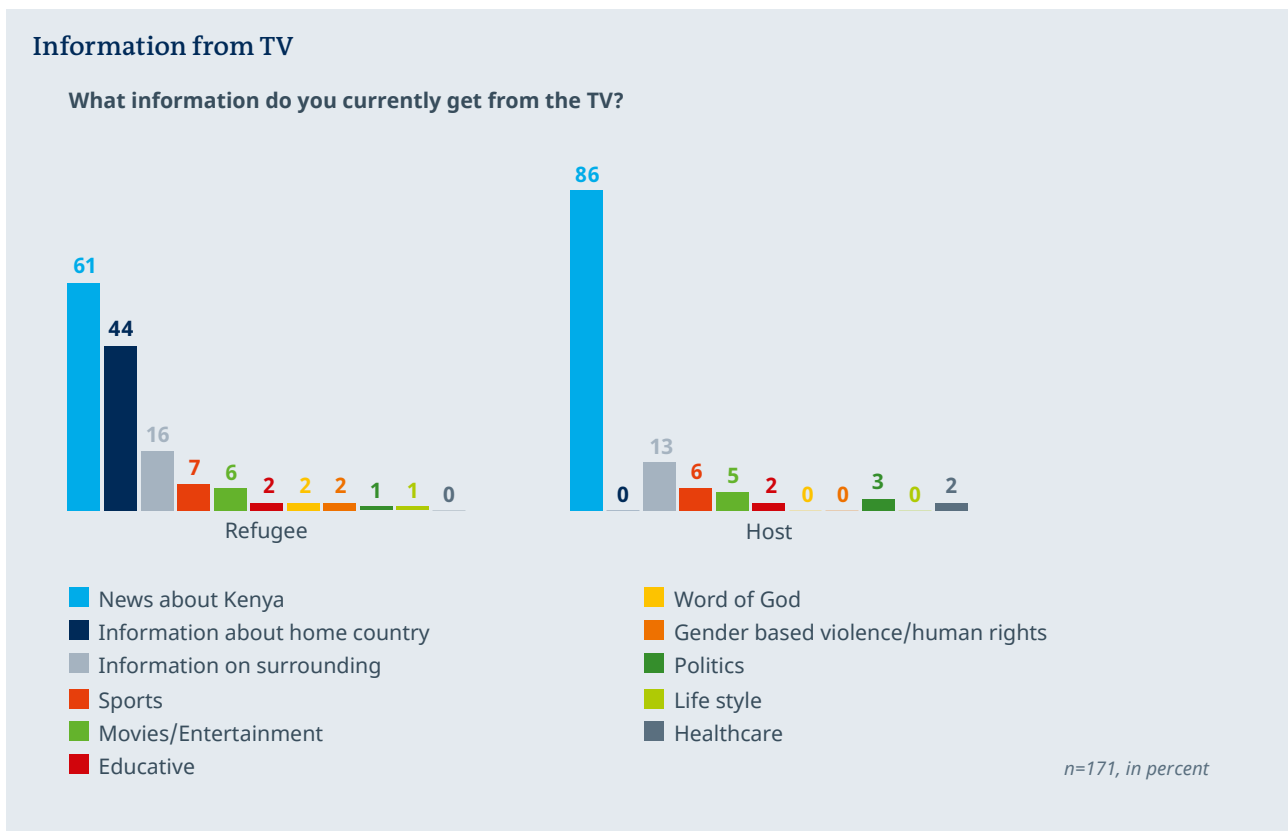


Figure 15

Although fewer children (17), were interviewed, figure 16 indicates that children were interested in watching local dramas.

3.5.4 Channels currently accessed

According to survey findings, refugees accessed more TV channels than the host community. This could be attributed to better access to cable TVs in Kakuma Refugee Camp.

In the host community, the most viewed TV channels were Citizen TV, followed by NTV and KTN. Citizen TV was the most watched by 64% of the respondents interviewed from the host community. In the refugee community, Citizen TV was the most viewed TV channel, closely followed by Universal TV.

Consistent with most accessed channels by refugees and the host community, figure 18 shows that Citizen TV was the most trusted TV channel by both the refugee and the host community.

Generally, it was pointed out that trust in TV content is high since it was possible to watch an event besides listening. This is backed up by findings from qualitative survey as shown by the quotes. In addition to being visual, TVs were

cited to broadcast up-to-date news about events that have occurred from other areas outside Kakuma.

3.6 Access to information from FilmAid

Overall, out of 614 respondents interviewed, 371 mentioned that they received information from FilmAid Kenya. This represents a proportion of 60% based of the sample size. Comparing refugees and members of the host community, survey findings shows that more people in Kakuma Refugee Camp received information from FAK than those from other communities. Host community living in rural areas received less information from FAK than the rest.

“News on TV. Because when things happen for example in Nairobi, it will say this and this happened and it is true.

Source: FGD Female host community

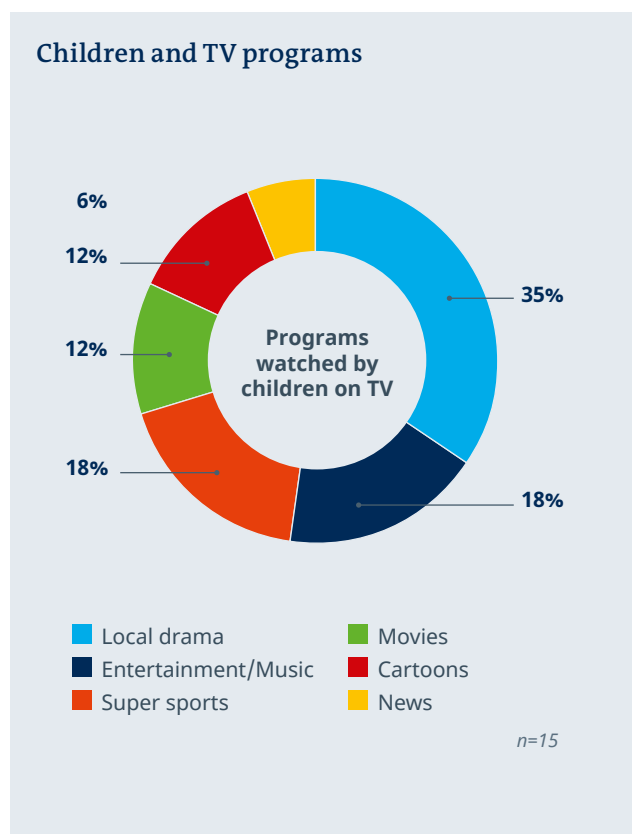


Figure 16

“On TV, you see with your eyes who is speaking. So you will tend to believe more what you hear as compared to listening. On TV for example, you will see maybe it is the president talking.

Source: FGD Male host community

“On TV, we see the announcers, but radio it’s only the voice, so we see TV and believe.

Source: FGD Men host community

TV channels viewed

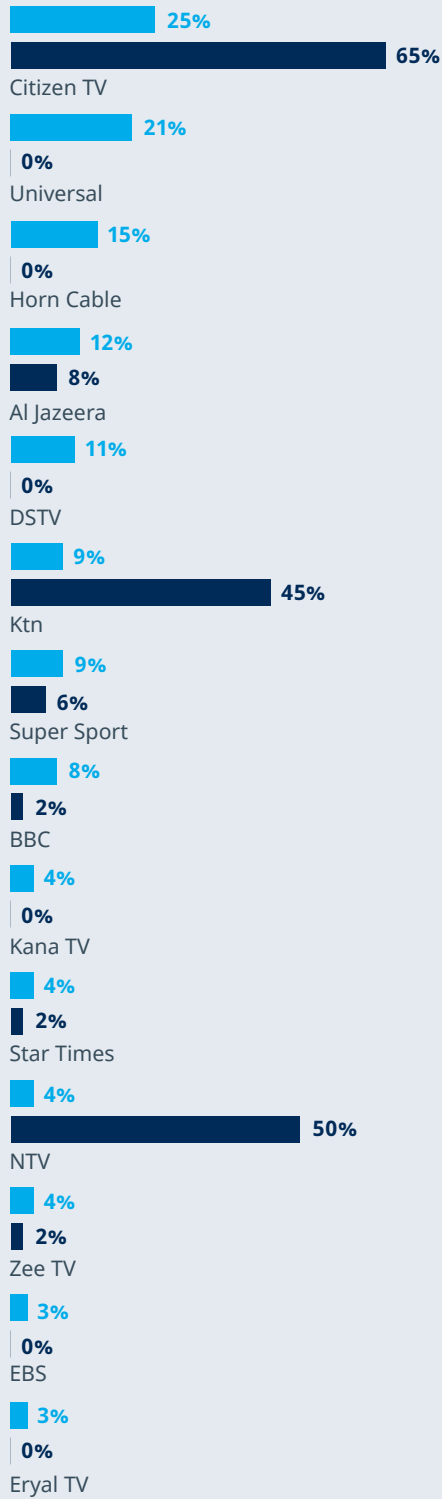


Figure 17

n=171

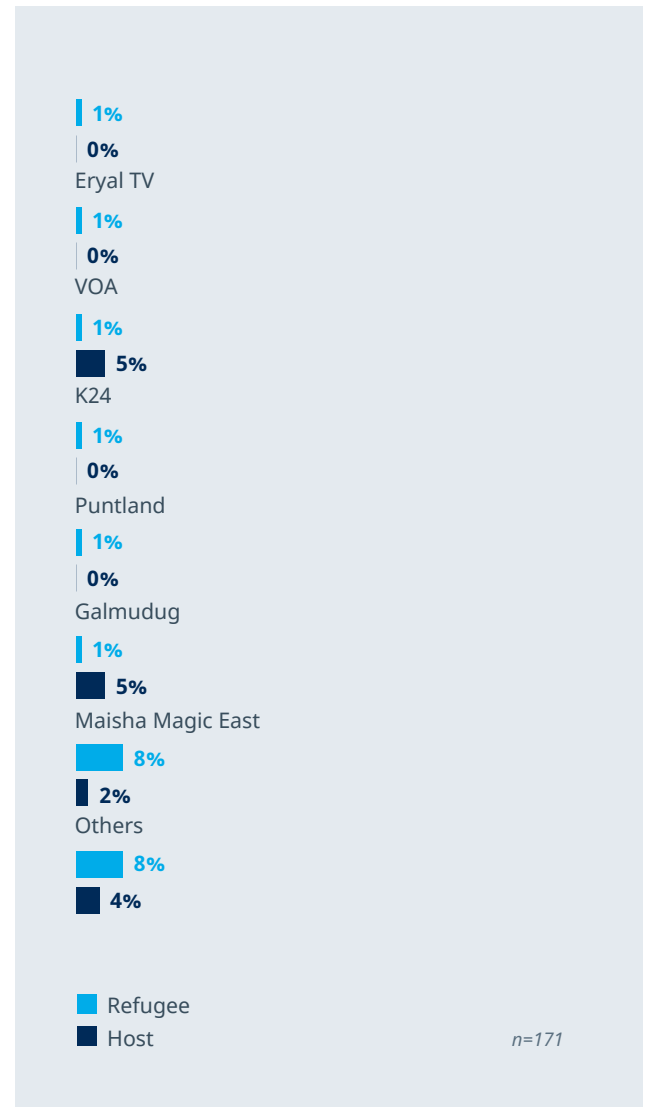
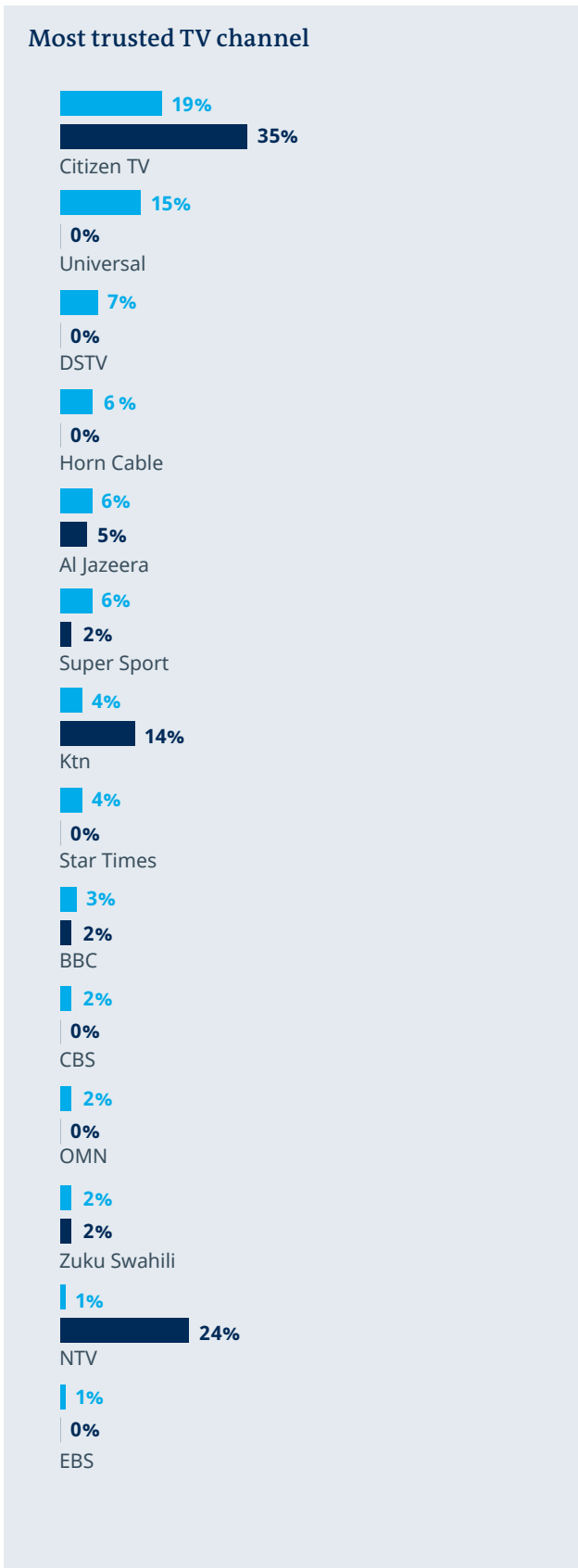


Figure 18

“ I would like to receive information through television, when people see something it is easier for them to believe, and those parents who can't read their children can explain to them.

Source: FGD Men Kakuma Refugee Camp

3.6.1 Access to information from FilmAid

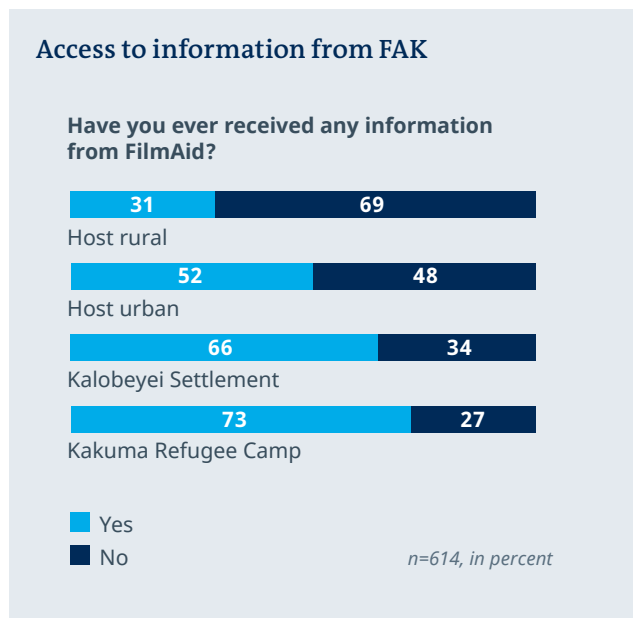


Figure 19

“From FAK I have received information on food, holidays, outbreak of a certain disease.

Source: FGD Women Kakuma Refugee Camp

3.6.2 How FAK information reaches the community

For those who received information from FAK, the majority in both communities mentioned receiving it through loudspeakers than through any other channels of communication used by FAK. As figure 20 shows, use of films from FAK was more pronounced in Kalobeyei Settlement than in other areas.

For those who received information from FAK, further investigation revealed that more females than males got information through loudspeakers, but were exceeded slightly by males in terms of receiving information through films. More young people attended films screening events than other age group categories.

“Through FAK, they have given us information about children education and how to live peacefully.

Source: FGD Men host community

“FilmAid goes round announcing and they use different languages so we can easily understand.

Source: FGD Female Kalobeyei

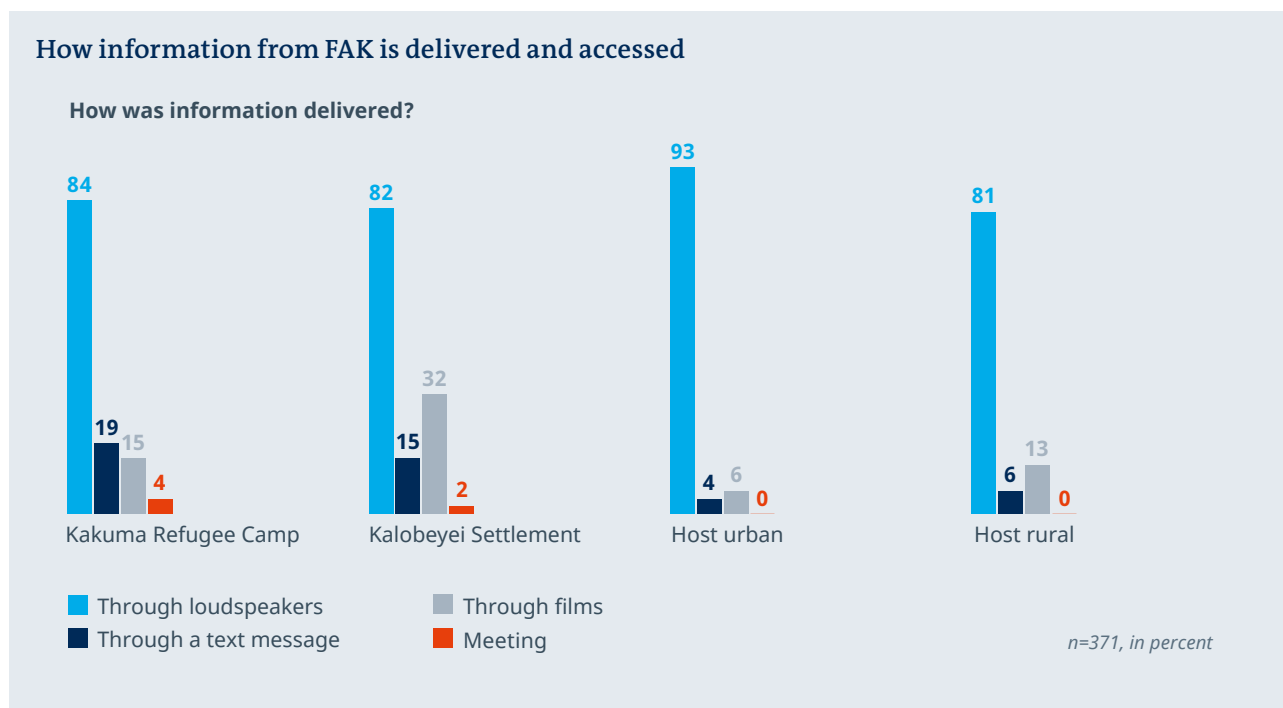


Figure 20

3.6.3 Information received from FilmAid

Refugees and the host communities received different information from FilmAid. For the refugee community, they mainly received information on food rations locally referred to as ‘Bamba Chakula’. The host community on the other hand mainly received information on health.

Through films, FAK was effectively bringing messages such as girl child empowerment in the host and refugee communities.

“ I trust FAK because they receive information from the source — UNHCR and whatever they communicate happens.

Source: FGD Youth Kakuma Refugee Camp

“ People may listen to radio and not understand what is said but for FilmAid they go round announcing and they use different languages so we can easily understand.

Source: FGD Female Kalobeyei

“ We don’t get information in the morning because we don’t have radios, we don’t have newspapers. All information through FilmAid on our side.

Source: FGD Female Kakuma Refugee Camp

How information from FAK is received

	MALE (N=177)	FEMALE (N=194)	18-25 (N=91)	26-35 (N=158)	36-45 (N=89)	ABOVE 45 (N=33)
Loud speakers	79%	88%	82%	85%	82%	85%
Through a text message	19%	10%	16%	15%	11%	15%
Through films	21%	18%	26%	16%	21%	9%

Table 16

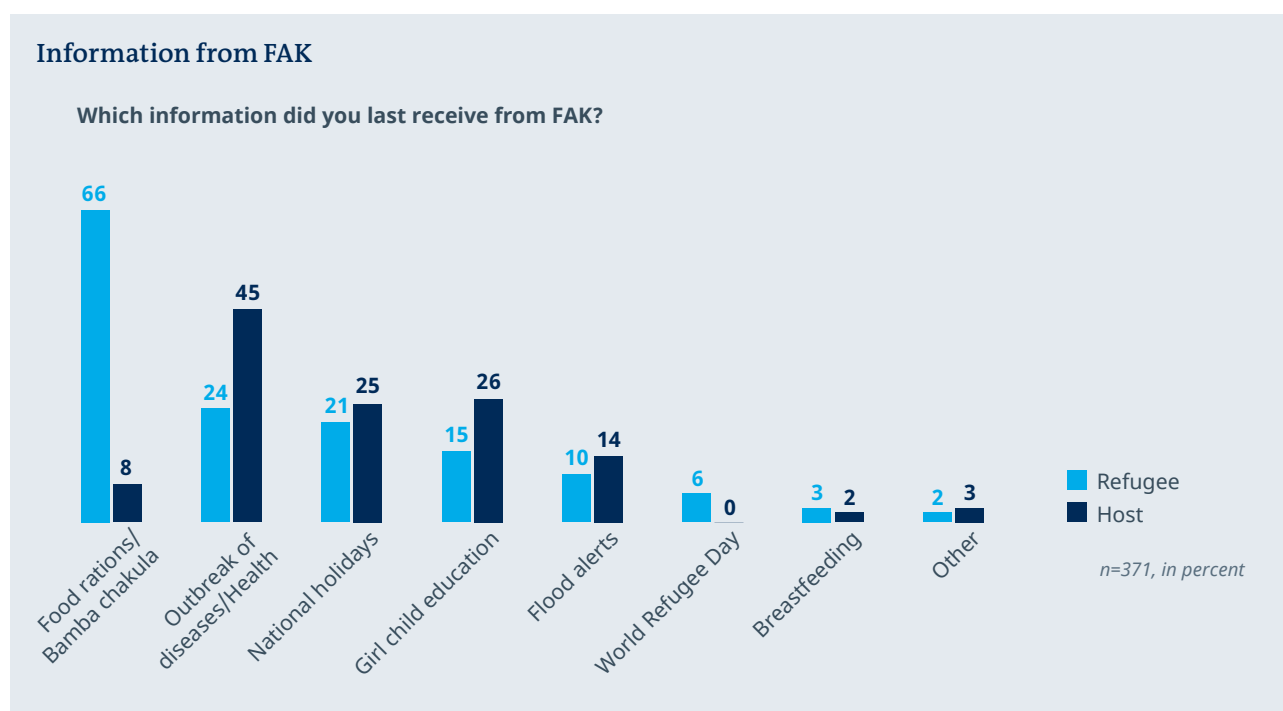


Figure 21

3.6.4 Trust in information from FilmAid

Generally, the survey found that trust in FilmAid was high. The host community trusted FilmAid more than the refugees did.

The focus group discussions confirmed FilmAid was trusted because of different reasons. In the camp, it was cited that since FAK translated information into different languages, they reached a large audience who may have been left out by other sources of information. Beside translation, in Kalobeyei, access to radio and TVs was limited due to lack of electricity and ownership. As such, FAK became a source out of necessity. Other reasons were that FAK disseminated vital information from UNHCR, for example on food rations, and that FAK topics were of direct concern to the communities and surrounding events.

“Getting a newspaper is hard and when you go to town, you get the ones that have been used. Newspapers are very expensive that is why you will see people ignoring them.

Source: FGD Female urban host community

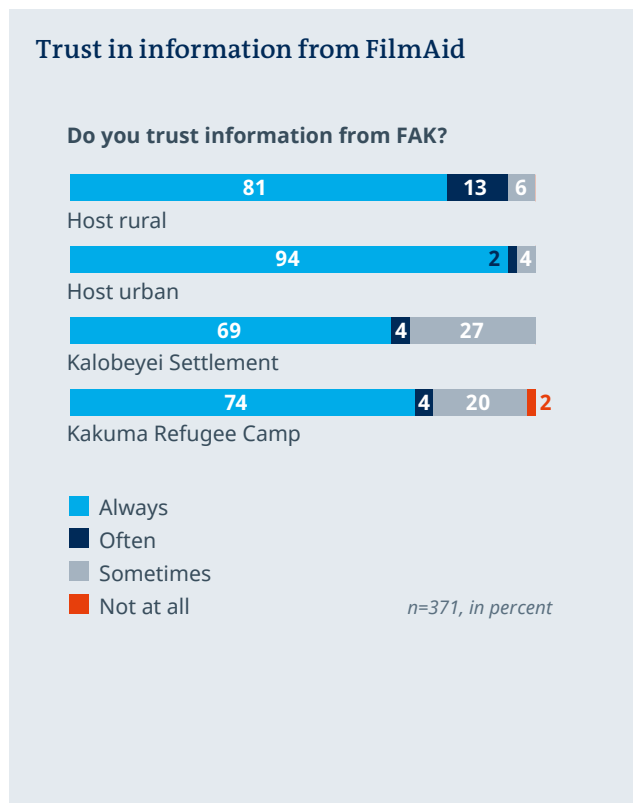


Figure 22

3.7 Print media access and consumption

3.7.1 Access to information from newspapers and magazines

Access to information through newspapers was generally low, although it was higher than that of magazines. Nevertheless, host community living in Kakuma Town was identified as the largest consumers of newspaper than other communities. For the refugees, proportion of newspaper users in Kakuma Camp was more than twice than that of Kalobeyei Settlement.

“FAK is very beneficial, others announce information from other places but FAK give us practical information about hygiene, raising children. We believe it more.

Source: FGD Men host community

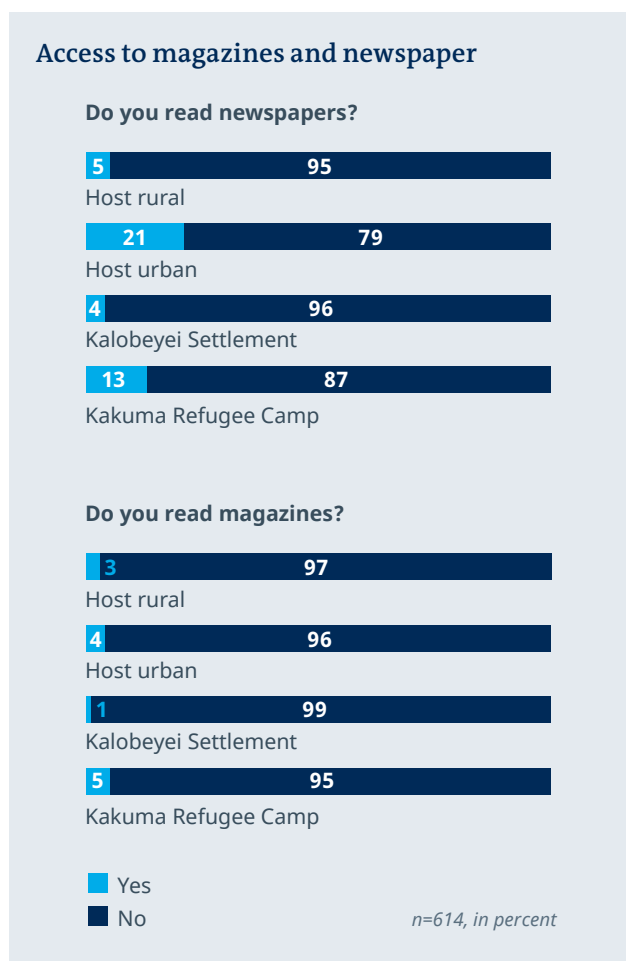


Figure 23

Among the newspaper readers, Daily Nation newspaper had evidently the largest consumer base. It was followed by Standard newspaper which had a proportion of 22%.

On magazine usage, survey findings indicate that, the proportion of magazine users was small as only 19 individuals out of 614 people interviewed read magazines.

Out of 552 people interviewed several reasons were given for not accessing newspapers. Based on survey findings in figure 25, inability to read existing newspapers/magazines was the main reason cited by 42%, followed by unavailability of newspapers as mentioned by 27%.

Corroborating the findings with those from the focus group discussion, it is clear that access to print media is a challenge. For example, newspapers were received three days after publication. Low literacy levels were expected to have an impact on newspaper usage.

“Newspapers are expensive. One newspaper goes for around 100 and that 100 shillings is what you have hustled for to buy milk with.

Source: FGD Youth host community

“You know, even if an elderly cannot read. For example, I don't know how to read. I normally call someone to read for me. A child can read for the elderly if the newspapers are available.

Source: FGD Male host community

“The newspapers arrive here three days later.

Source: FGD Youth host community

“You will get the information either morning or afternoon through a smartphone, a radio or through FilmAid. If you don't have access to the 3, you just stay at home. You are just there. You will hear rumors from neighbors which might be true or not.

Source: FGD Female Kakuma Refugee Camp

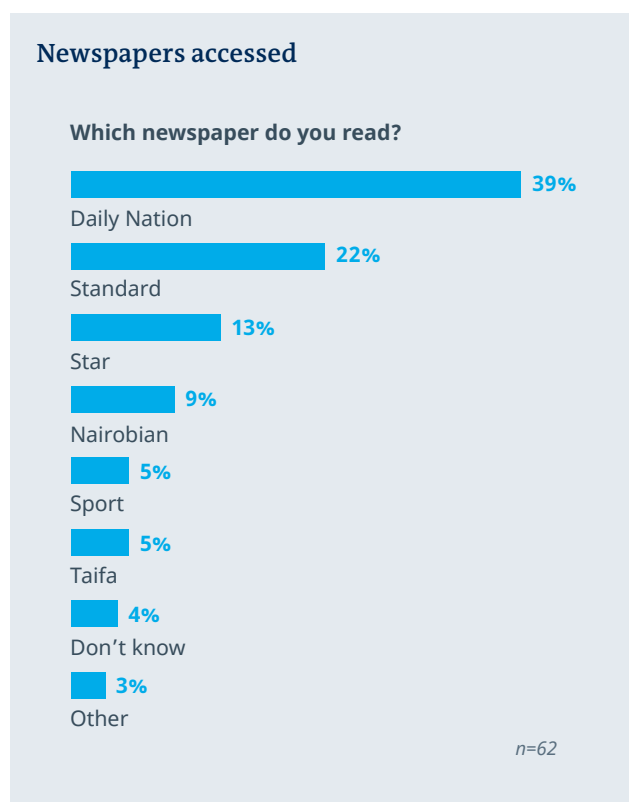


Figure 24

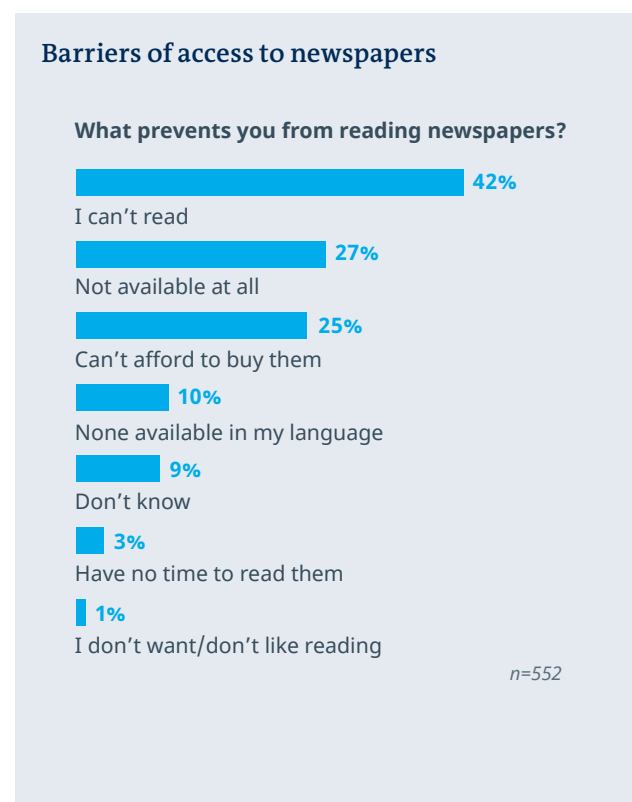


Figure 25

3.8 Mobile phone access and consumption habits

3.8.1 Mobile phone access

Access to a mobile phone was found to be high in the refugee community and in Kakuma Town, with Kakuma Town having the highest users of mobile phone. The host community living in rural areas had the least access to a mobile phone. Majority of the respondents interviewed owned mobile phones they had access to.

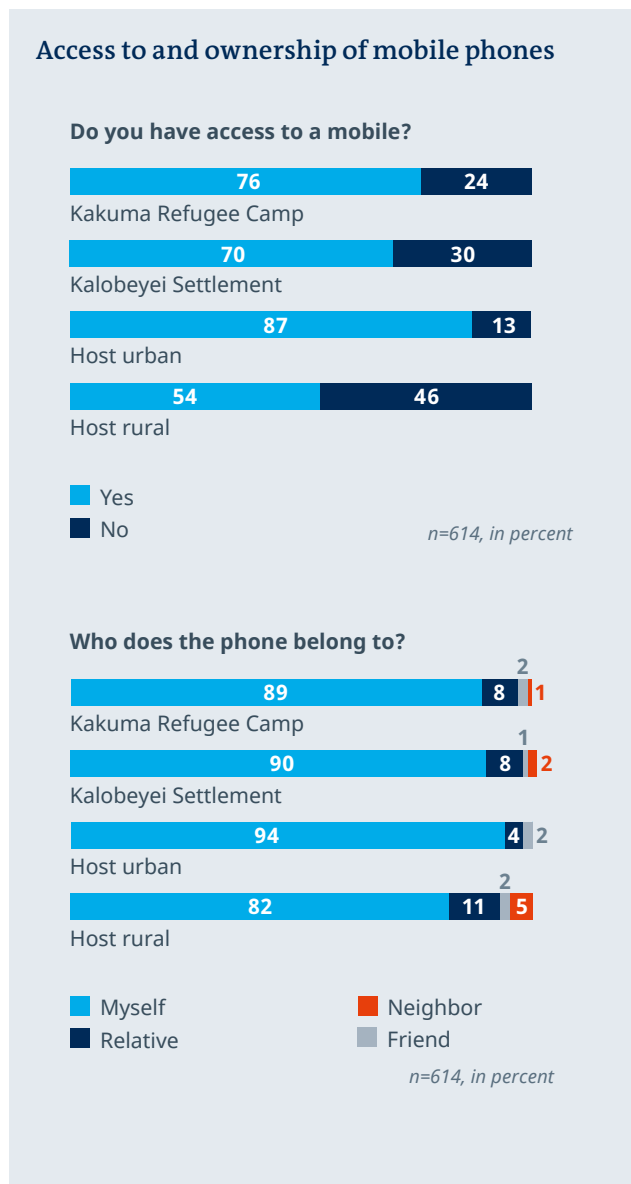


Figure 26

Table 17 and figure 27 show access to a mobile phone by the community and children below 18 years. Based on the findings, adult males had more access to a mobile phone than females. However, the situation was different for children i.e. below 18 years as girls seems to have more access to a mobile phone than boys.

3.8.2 Access to a smartphone/tablet that connects to Internet

Figure 28 shows respondents that had access to a smartphone connected to the Internet. According to chart on the left, only 19% accessed smartphones/tablets connected to the Internet. Comparing refugees and the host community, survey findings indicate that the host community had more access to smartphones/tablets than the refugees.

3.8.3 Activities performed on phones

Overall, those with access to a mobile phone mainly used them to make and receive calls. Host community members living in Kakuma Town used their phones to perform multiple activities—including those related to access to information—more than other communities. Internet use, social media, information alerts were common with urban residents.

Overall 24 children aged (11–18 years) had access to a mobile phone. For those with access, they mainly used the phones to call and receive calls. Use of phones to access the Internet and social media was very low.

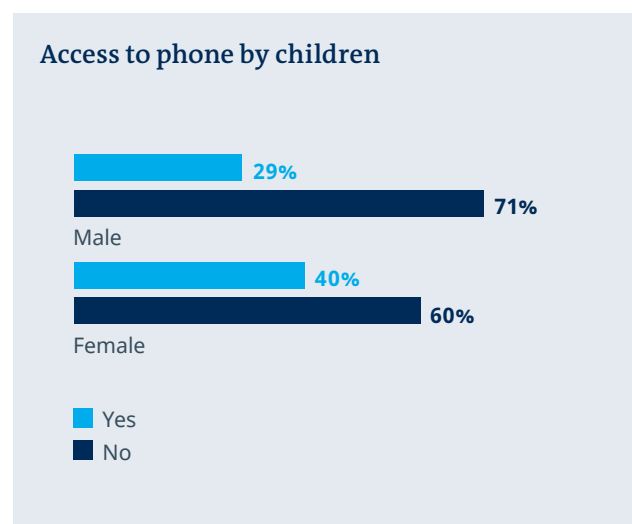


Figure 27

Communities' access to a mobile phone

	MALE	FEMALE	18-25	26-35	36-45	ABOVE 45
Kakuma Refugee Camp	76%	76%	60%	78%	86%	85%
Kalobeyei Settlement	81%	63%	80%	70%	68%	52%
Host urban	96%	80%	80%	89%	96%	78%
Host rural	63%	45%	22%	64%	54%	31%

Table 17

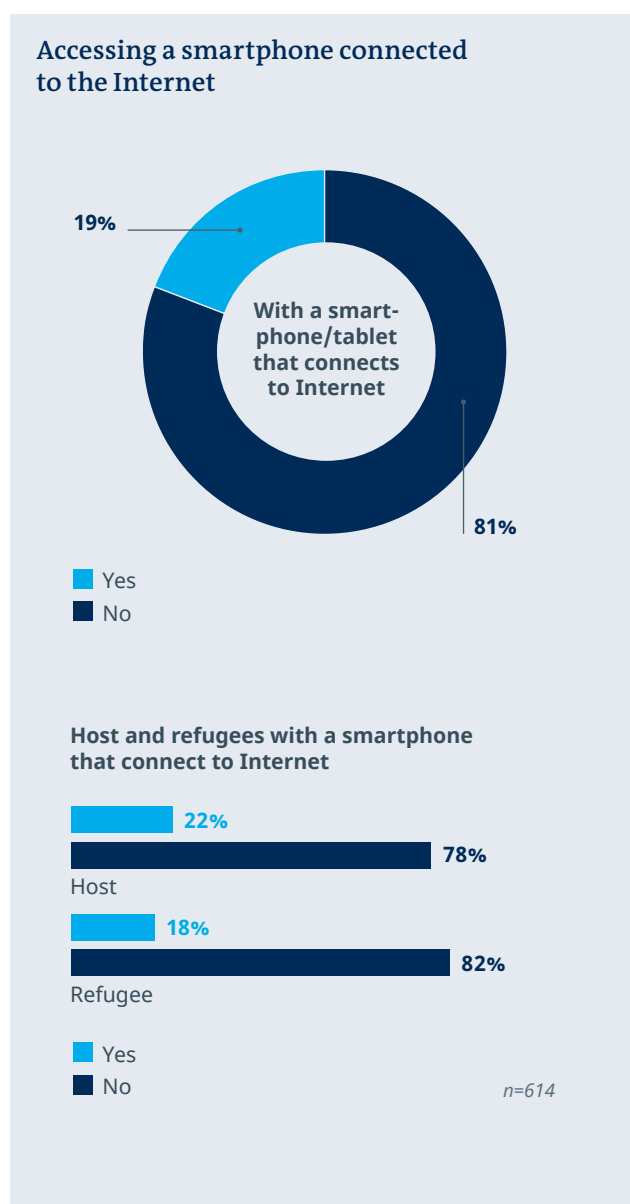


Figure 28

“ Then the other thing is, not many people have smartphones. Even those with one, are unable to read.

Source: FGD Male Kakuma Refugee Camp

“ You see, not everyone has a smartphone to access that information.

Source: FGD Youth host community

“ We don't have the ability to buy phones that can access the Internet.

Source: FGD Men host community

“ Not everyone has a big phone here, there are those who have 'Mulika Mwizi', if you post online, how will they access?

Source: FGD Youth Kakuma Refugee Camp

“ We read the newspaper through phone.

Source: FGD Youth host community

The findings show that those in Kakuma Town had an average income of Kenyan shillings 8,112. With higher income than other communities, Kakuma Town residents had a higher disposable income to spend on phone credit. Nevertheless, the proportion of income that went to phone credit was not different across the various communities. This was further statistically confirmed (p-value=0.476).

From the focus group discussions, almost all the participants had their own mobile phones apart from participants in the rural host community.

3.9 Internet access and consumption

3.9.1 Internet access

Out of 614 respondents interviewed, only 20% used the Internet. Internet users mainly came from Kakuma Town as compared to other communities. In contrast, the host community from rural areas had the least access to Internet.

Activities done on phone

	KAKUMA REFUGEE CAMP (N=225)	KALOBEYEI SETTLEMENT (N=183)	HOST URBAN (N=102)	HOST RURAL (N=104)
Calling friends and family	96%	91%	100%	100%
Receiving calls	85%	89%	97%	96%
Sending text messages (SMS)	39%	20%	53%	20%
Money transfers	33%	23%	82%	77%
Accessing Internet	29%	20%	30%	20%
Social media including WhatsApp	27%	20%	35%	20%
Receiving news/information alerts	12%	8%	35%	13%
Watch TV or videos	12%	11%	21%	5%
Taking/sending photos	11%	22%	10%	18%
Listening to radio	4%	2%	17%	21%
Conducting business	1%	4%	12%	9%
Sending and receiving emails	1%	0%	3%	0%
Others	4%	2%	0%	0%

*Blue colour shows that the host community in Kakuma Town use their phones to perform more activities than other communities.

Table 18

Expenditure on airtime

	KAKUMA REFUGEE CAMP (KES)	KALOBEYEI SETTLEMENT (KES)	HOST URBAN (KES)	HOST RURAL (KES)
Monthly income	5,122.75	4,587.04	8,112.36	5,798.18
Monthly expenditure on airtime	626.92	601.7	899.28	742.71
Proportion of airtime	12%	13%	11%	13%

Base of those who purchase airtime: n=419

Table 19

Overall 29% of all males above 18 years stated having access to Internet as compared to 11% of the females.

Those between 18–35 years, had more access to Internet as compared with the rest. Internet was least accessed by those above 45 years.

“ I use Facebook to chat with family.

Source: FGD Female Kalobeyei

In the host community, out of 45 people with access to Internet, over two thirds (71%) used Internet on a daily basis. In the refugee community, out of 77 people who accessed Internet, 54% used it on a daily basis. Comparing the two communities, the findings show that people from the host community used Internet more often than the refugees. This could be attributed to slow connection inside the camp, absence of electricity to charge devices and challenges in buying data bundles. As reported earlier, refugee’s average

income was generally lower than that of the community. The refugees were therefore less likely than the host community to spend money on phone and bundles.

Access to Internet across gender and age

	REFUGEE (N=408)	HOST (N=206)
Gender	Male	28%
	Female	11%
Age	18–25	28%
	26–35	17%
	36–45	12%
	Above 45	15%
		5%

Table 20

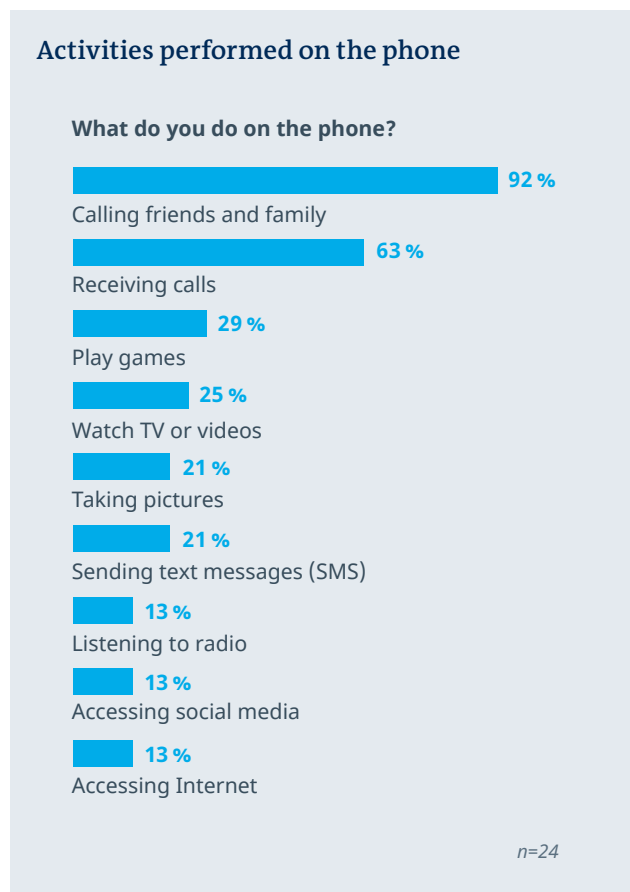


Figure 29

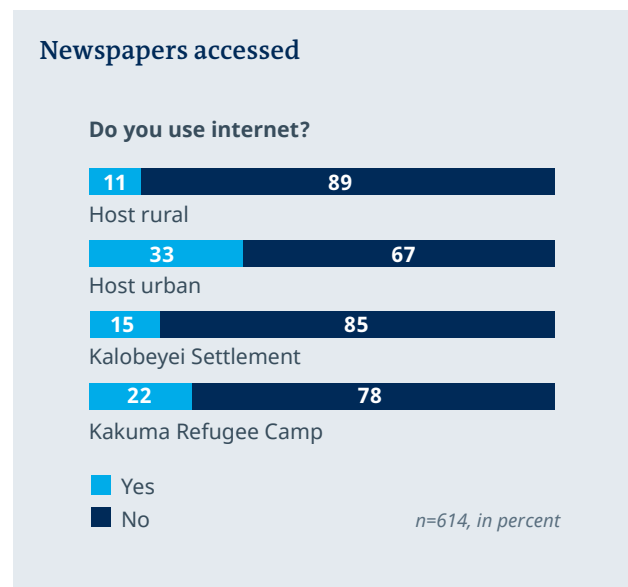
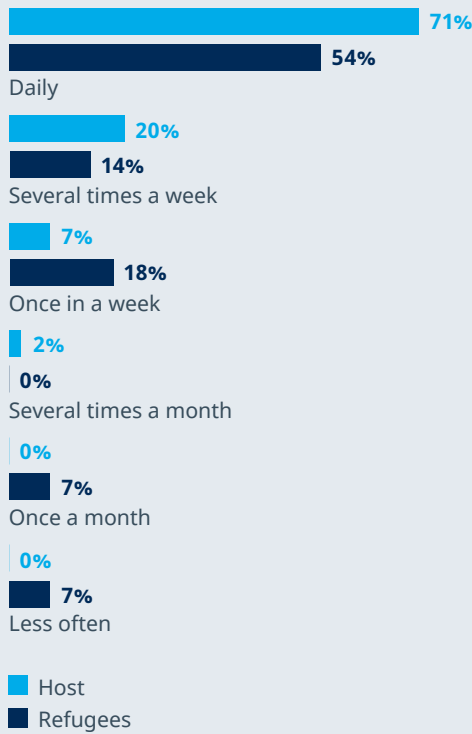


Figure 30

Frequency of Internet usage

How often do you go online?



n=122

“Most of us use WhatsApp, so we exchange information on any upcoming news and any other issue. I use Internet to look for job advertisements.

Source: FGD Female host community

“Not everyone has a smartphone phone here, there are those who only have ‘Mulika Mwizi’ (Basic phone with a torch), if you post online, how will they access?

Source: FGD Male host community

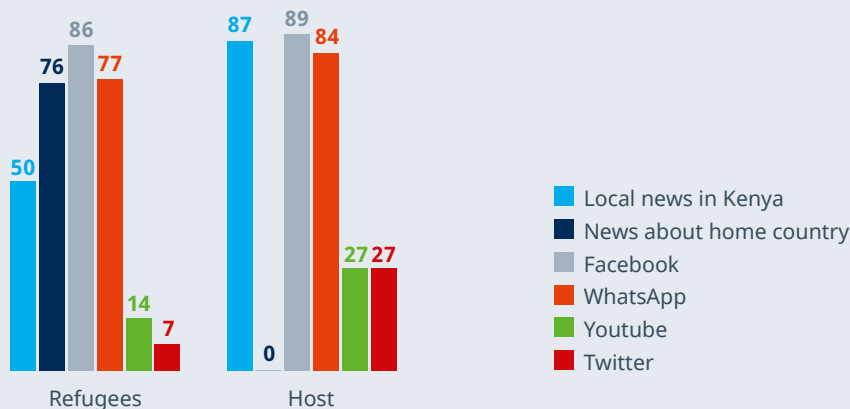
“I am only using Messenger to call someone who is far because you don’t have to recharge. That is my only use.

Source: FGD Female Kalobeyei

Figure 31

Types of content accessed on the Internet

Which content do you normally access on the Internet?



n=122, in percent

Figure 32

3.9.2 Activities performed on the Internet

Based on figure 32, those with Internet access, used it for different activities. Facebook was the main social media site accessed by both refugees and the host community. WhatsApp was common in both communities, but was pronounced in the host community. Notably, more people from the host community than refugees used the Internet to get local news in Kenya. In contrast, three quarters (76%) of the refugees followed up online on news about their home country.

“ We don't have the ability to buy phones that can access the Internet.

Source: FGD Male host community

Findings from FGDs illustrate the Internet was used to socialize, check news and search for online jobs. It also emerged that some used chatting applications to make calls so that they could reduce the amount spent on phone credit.

The FGDs, highlighted the factors limiting people to access Internet were poor Internet connection, price of data bundles and lack of access to smartphones. Youth without Internet access were left out when jobs were advertised online.

3.10 Most trusted source of information

Comparisons of the urban and rural host community reveal strong differences on the most trusted source of information. According to the findings, the most trusted source of information by host community living in Kakuma Town was TV followed by radio. As previously reported, trust in TV was mainly related to the audio-visual effect, as well as breaking news from other areas. For the rural community, the most trusted source of information was people. A major reason why TV is less trusted by rural communities is perhaps related to lack of access to TV-It is nearly impossible to trust something that one does not use.

The most trusted source of information for the refugee community was FilmAid. In Kalobeyei, same as with the host community, there is more trust in word of mouth from people, but low trust in technologies such as TV. Linking this with previous findings, it is clear that low access to technologies such as TV and radio has an implication on trust in information from these technologies.

“ We use YouTube to watch videos.

Source: FGD Youth Kakuma Refugee Camp

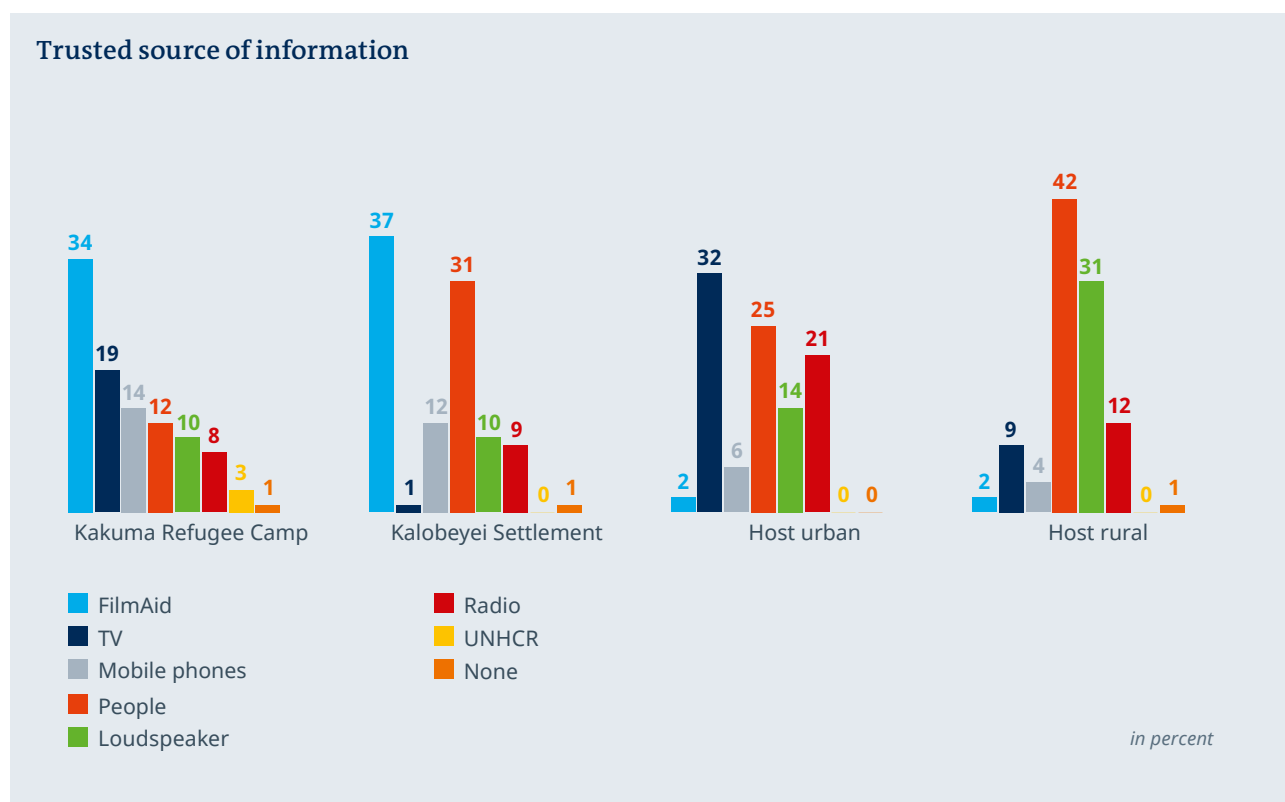


Figure 33

For the rural host community, communication was mainly oral from other people and from leaders—both elected and government representatives. According to experts from government and donor funded organizations, communication with the host community was through their leaders. Since the rural communities had limited access to other channels of communication especially radio and TVs, they in turn had few alternatives and mainly relied on information passed orally. The more distant the host community lived (away from Kakuma Town), the less they interacted with technologies. Nevertheless, based on citation from FGDs with women in rural host, it was clear that if they had access to a radio, they would switch loyalty from people to radio, as it was felt that information from people was subject to distortion.

The urban host community are exposed to a variety of information sources. In the focus group discussions they reported they trusted TV because it was audio-visual.

“ If we get access to a radio, we would trust information from it since when we get information from people, they sometimes dilute the information.

Source: FGD, Rural women host

“ On TV we see the announcers, but radio it's only the voice, so we trust TV more.

Source: FGD Men host community

“ For me, I guess FilmAid is better because they translate information into different languages and many people can understand.

Source: FGD mixed youth group Kalobeyei

“ Here we follow the rule of law, we use elected officials such as MCA, government representative like the chiefs and opinion leaders.

Source: KII RAS

3.11 Least trusted source of information

Least trusted source of information is based on views of those who have ever received information from the source. Where possible, it has been linked with information that users might deem not trustworthy from the source. Based on survey findings from focus group discussions, youth participants in Kakuma Town cited lack of trust in information from community leaders. It was cited that Community leaders disseminated incorrect information on available jobs opportunities and food handouts. Nepotism was rife and thus information was passed selectively.

“ We don't trust community leaders because they pass information selectively, for example, information on jobs, payment or maize handouts, such information goes to a select few.

Source: FGD Youth host community

In rural areas it was noted earlier that some community members reserved information received orally from leaders.

“ People can make up their own fake stories then post them on the Internet.

Source: FGD Youth Kakuma Refugee Camp

Contrary to quantitative findings, some FGD participants from the refugee community explained they mistrust information from leaders such as block leaders, and information from ordinary people. Distrust in leaders was mostly observed in minority groups inside the camps. It was closely related to camp politics. As leaders are elected yearly by way of popular votes, they tend to come from the dominant groups. Left with few or no representatives, minority groups felt marginalized, and are likely to question elected leaders. In addition, when leaders communicate with refugees, during campaigns or when disseminating official information, they might choose to do so in their local dialects. This is expected because there is no single language that all communities speak and understand fluently. When local dialects are used, minority groups feel

“ I don't trust information from block leaders, as they do not come from my community. Block leaders are elected and they would likely come from communities with high population.

Source: FGD Female Kakuma Refugee camp

completely disenfranchised. It is also anticipated that group rivalries e.g. between Anuak and Dinkas will be a source of friction between leaders from both sides.

Away from elected leaders, some participants mentioned that they mistrust information from ordinary people. An example, was pointed out that during the mandatory government registration exercise for huduma number, there was a widespread rumour that people were registered to the biblical mark of the beast' which caused fear and led some to relocate.

3.12 How other organizations are disseminating information

Organizations working with refugees and the host community mainly used community meetings, community leaders, community mobilizers and mass mobilization to spread information to refugees and host community. Community engagement was preferred because of instant feedback. In addition, organizations dealing with the host community expressed the need to involve community leaders when communicating with the residents.

“ We had sessions that reached out to the youth on alcohol and drug abuse or related issues that is marked and is meant to improve their livelihoods, we used the radio Ata Nayeche.

Source: KII LWF

Other methods of providing information to refugees and host community included door-to-door outreach, loudspeakers, information desk where refugees can enquire and get information on services like registration, and technologies such as mass text messaging and WhatsApp.

However, it was noted that for effective and maximum reach using multiple channels is advisable. Communication with communities was also prone to different challenges. The main challenges were related to language barrier especially with the refugee community. For organizations such as FAK who used loudspeakers, there were complaints that in the camps, not all refugees received messages from loudspeakers. It was alleged that vehicles carrying the speakers did not travel into all points. At a time, they moved so fast that the message was lost before it was received.

Based on information provided by a key informant, the background music played by vehicles carrying loudspeakers distracted the target group from receiving information.

“ I've tried the loudspeakers, I have tried the community dialogue, I have tried the structure where we have a booklet. They all work apart from the loudspeaker. Since it is a short memory and the background music distracts the information you are passing, people will remember the music not the information. But it can be used to bring masses together then you organize small dialogue sessions with the information packs written in various languages, simple information packs.

Source: KII HI

There were also other specific challenges. Despite some organizations spending time and resources to disseminate information through mass campaigns, they did not reflect on the impact of their campaigns. This was attributed to lack of clarity in the message and poor feedback system. In the end, the targeted communities had a lot of questions, and could not even explain what they understood from the message.

“ Like in mass campaigns you will reach out many people but the impact is not big, that's something we've learned. And this because you leave people with so many questions you raised but can't answer and people can't explain themselves.

Source: KII IRC

Although some organizations opted to disseminate information through the radio. There were other challenges besides language barrier. First, the local community radio Ata Nayeche broadcasts within a 90 km radius. This limitation is felt more by the host community, than the refugees, as both Kalobeyei Settlement and Kakuma Refugee Camp are within 90 km. Moreover, some organizations using radio to communicate, did not use it as frequently because it was expensive. Failure to repeat the message could easily lead the message to be forgotten.

“ Radio sessions that we have do not happen often in terms of frequency. The sessions we have, happen once a month. So, you can imagine that one session in a month and we only use Ata Nayeche radio, it is expensive and cannot be sustained for long.

Source: KII LWF

3.13 Information needs

3.13.1 Information and decision making

Figure 34 shows radio listeners with enough information to make decision. Survey findings show that more refugees than host community felt that they had enough information to make a decision.

The refugee communities felt slightly less well-informed, but the picture is quite uniform. It is the highest figure on “not well-informed” among the three countries. There is also an important gender aspect. More women (77%) felt not well-informed, compared to men (68%), but this difference is statistically not significant ($p=0.17$)

To cater for those who did not receive information through radio, different variables on access and usage of other sources of information were combined. The sources used were FilmAid, TV and Internet. Individuals who qualified as having enough information were combined together with those identified from radio to one column. The rest were assumed to have insufficient information. To make a decision based on survey findings shown in figure 35, on average, only 28% of the community interviewed had access to information that would help them make an informed decision. Kalobeyei community and the host rural community displayed the most need for more information.

3.13.2 Information currently needed

Host community

Host community living in Kakuma Town expressed their needs for different information. Information that they regarded as most important was related to education, job and health. In contrast, those in rural areas identified health and security as most important.

On education, priority issues identified by the host community were information on how to get school bursary, and how youth could apply for available scholarships. For some living in rural areas, they felt that government policy advocating for households to take children to school while others were left out to do casual work was not the best option. They expressed the need to sensitize the community to take all children to school. In addition, advocacy should be geared towards increasing the enrollment of girls to schools as they were being left out of the education system and thus increasing chances of child marriages.

Women in both rural and urban settings were enthusiastic about being empowered through trainings on entrepreneurial and other soft skills. Those in the rural community practicing small scale agriculture, want information on crop farming, money management and how to access credit. On the other hand, those in urban areas conveyed their interest in learning new skills such as baking.

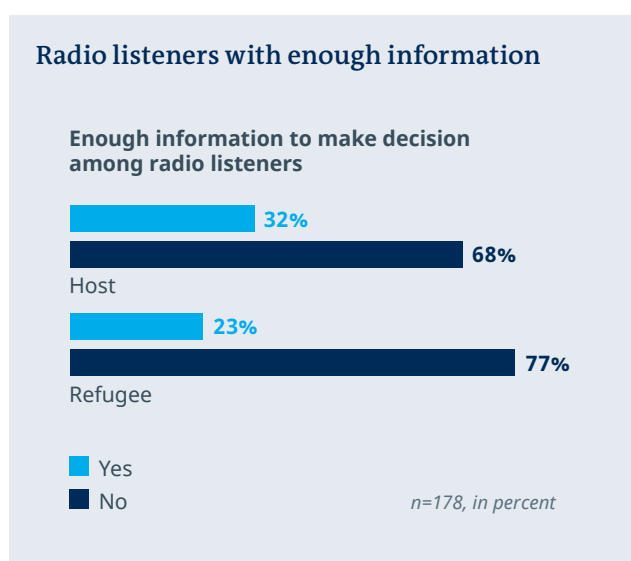


Figure 34

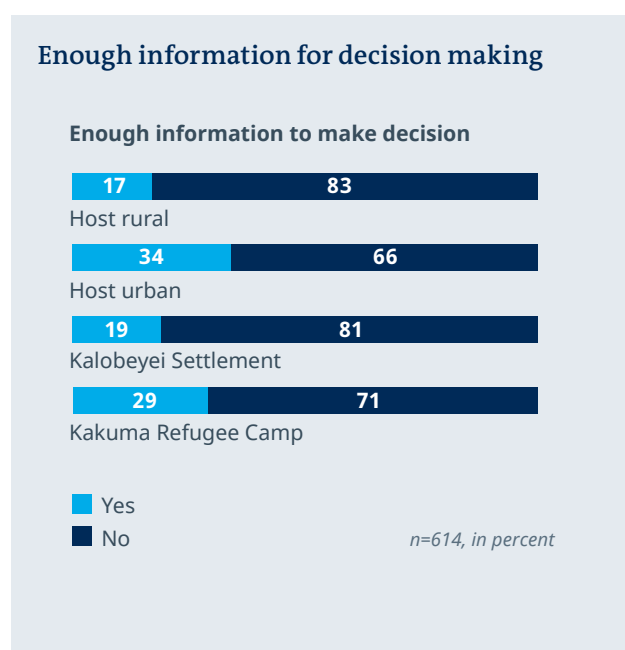


Figure 35

Important information to the host community

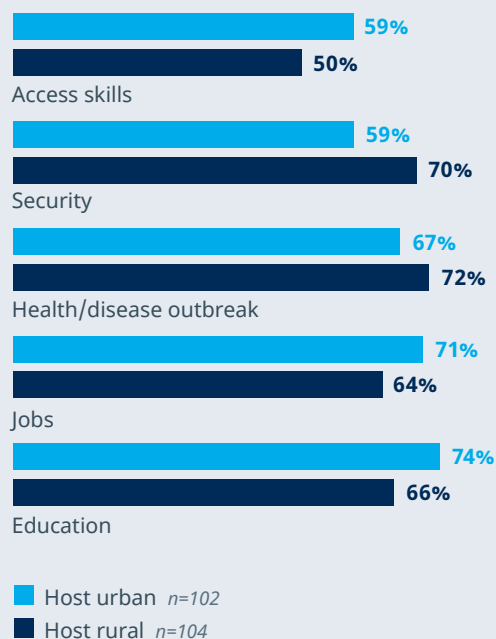
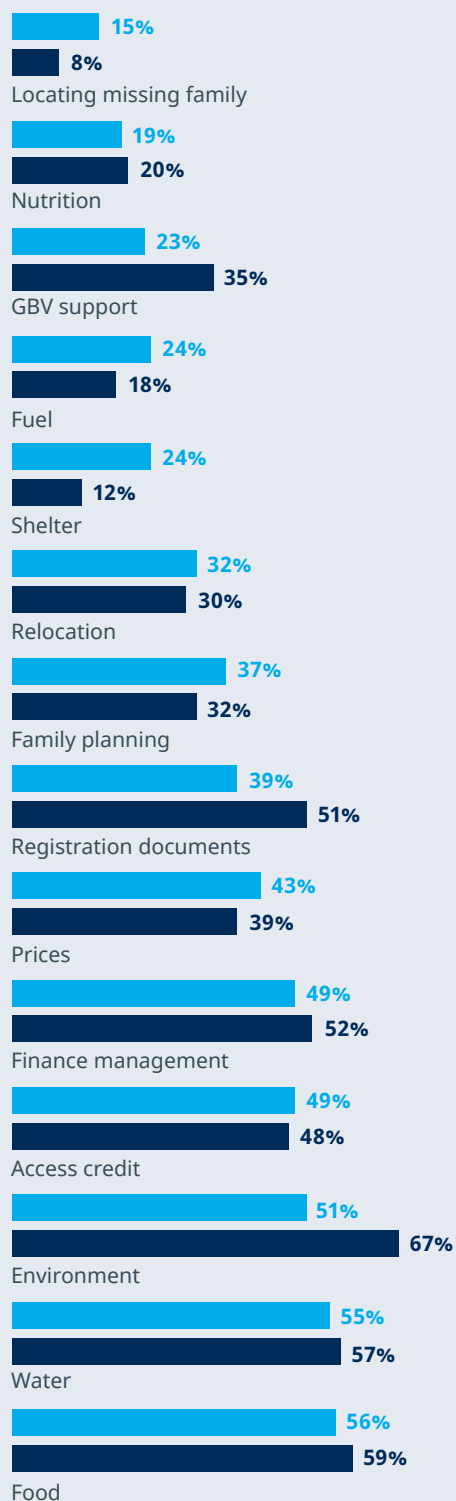


Figure 36

“Information about health is very important to us; to be taught how to handle the small kids. This is because most of the times the kids become sick, we also have diarrhea and typhoid and diseases like the meningitis which is now a threat here in Turkana county and also how to keep these small children from pneumonia because this environment is very cold at night.

Source: FGD Women rural host community

The health information these women need is on antenatal and postnatal care, childhood immunization, nutrition and family planning services. Disease alerts were also necessary because of malaria outbreaks in the area as well as meningitis and pneumonia. While carrying out this study, adults below 29 years were being immunized against meningitis.

The host community pointed out the importance of sensitizing the community to practice family planning, like child spacing so that they could afford better health care services for their children.

Conflicts between the host community and refugees were occasionally experienced. Based on the findings from FGDs and key informant interviews, these conflicts arose due to resource sharing. For example, it was reported that during water shortages, the host community demanded water provided to the refugees by NGOs, saying that the water was sourced from their rivers. Livestock of refugees would encroach into refugees' vegetable garden and destroy their crops. According to key informant interview with county government, there is an outcry from youth that the 70% to 30% employment ratio for host community and refugees was not fair to the large number of unemployed youth from the host community. Following the establishment of Kalobeyei Integrated Settlement, some host community members were relocated to make space for the refugees. The host community felt shortchanged and did not like the outcome. These among other reasons led to conflicts between the hosts and the refugees. In this regard, information on peace and reconciliation is important for refugees and the host community.

According to findings from qualitative interviews, rape cases were reported in the host community living in urban and rural areas. In rural areas residents lived in fear of snakes and scorpion bites. The situation worsened during floods as snakes would seek shelter inside their houses

The most common information need among the youth in Kakuma Town was for job vacancies. This information was so important to them that they recommended a radio program advertising for available vacancies. Current mode of advertising for available jobs was not satisfactory. It was claimed that when jobs were advertised through posters, those who saw the poster first would tear them down to limit the number of applicants. When applications were done online those with no access to Internet did not receive information. The youths were critical that some organizations were not transparently employing youth for even temporal jobs. They would instead use existing individuals whom they had worked with before.

As with the refugee community, skilled people who had undergone training were not getting employment because of a mismatch in the skills they offered vis-à-vis the skills on

demand. As such, there was a need to enlighten the youths to identify skills high on demand.

The host community needed sensitization on self—reliance so that they do not rely on handouts and donor aid. It was noted that although the refugees received food rations, they were doing better than the host communities by establishing small businesses such as barber shops, electronic shops, tailoring and boda boda businesses.

“ Information on drugs, things like HIV, TB, we get [...] Employment information is what I think we don't get yet, it is important.

Source: FGD Youth host community

Refugee community

Based on the findings shown by the graph in figure 37, the refugee community members living in Kakuma Refugee Camp were more interested in information regarding security and education. In Kalobeyei, information on health and food was considered important.

In Kakuma Refugee Camp, information on security was considered vital because of rape cases, burglary, inter and intra community conflicts. Cases of burglary were experienced at night thus limiting freedom of movement. The situation was exacerbated by the low number of police officers. It was cited that each block had at most one police officer.

Intercommunity conflicts arose from issues such as unplanned pregnancies and political differences between the refugees from the same community.

Health information was important for the refugees in both camps. In Kalobeyei there was need to raise awareness against open defecation, and how to handle children's stool in order to prevent diseases such as cholera. In Kakuma, poor sanitation led to more disease outbreaks especially when there were floods. As such, disease alerts would sensitize these communities to stay vigilant and limit chances of contracting diseases. Moreover, it was noted that a major problem related to health was not getting the right medication from hospitals.

On education, it was reported that children lacked quality education due to overcrowding in the refugee camps. In class, children who sat in front benefitted whereas those sitting at the back did not. Some even ran away from class without the teacher noticing. In the host community the schools were located far from the homes, and thus limiting school enrollment for children living in the host community, especially in rural areas.

Important information to the refugees

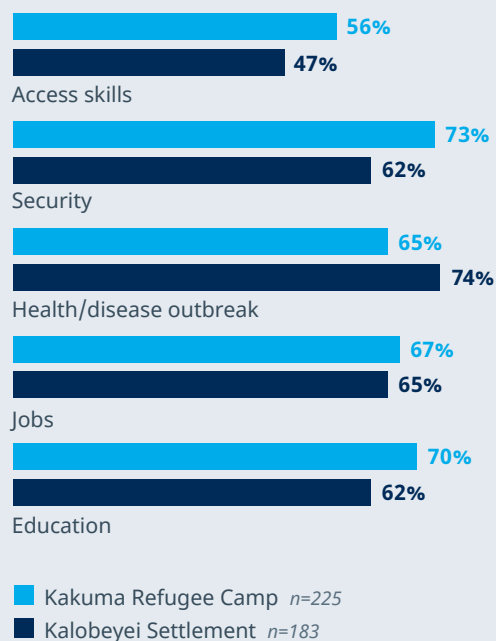
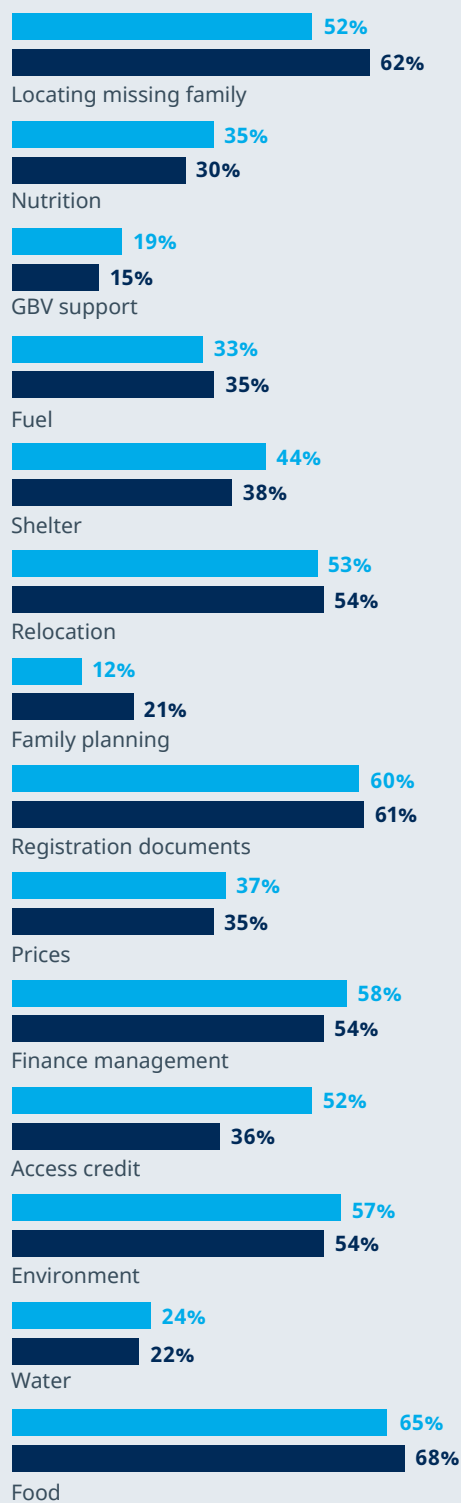


Figure 37

“We need information on family planning to reduce the number of children because the number of children is very high and bringing them up becomes a problem as we fail to offer basic things.

Source: FGD Rural

“In the education sector I would say things like CDF and similar arrangements should be announced when they are giving the children CDF and those kinds of funds so that we know.

Source: FGD, Female urban host

From the youth focus groups, access to information on scholarship and skills training were mentioned severally.

During key informant interviews, it was mentioned that cases of SGBV were common in the camp. Within the Somali community, it was reported that child marriages and FGM were rampant. This was linked to low awareness levels about existing forms of violence against girls and women. Another close issue related to SGBV manifested itself in the form of family abandonment within the host community. It was reported that since most refugees from Kalobeyei Integrated Settlement were female, men from the host community were leaving their wives to go and settle down with the refugees, with whom they could share food rations provided by UNHCR.

Awareness by refugees on how to access documents so that they could start a business legally was low. As a result, this stifled their entrepreneurial drive. As mentioned by a key informant, low level of awareness on obtaining legal documents was not only relegated to the refugees as it was also a problem with the host community.

“ I want information on how to get scholarships. There are times they are advertised and other times they are not.

Source: FGD Youth Kalobeyei

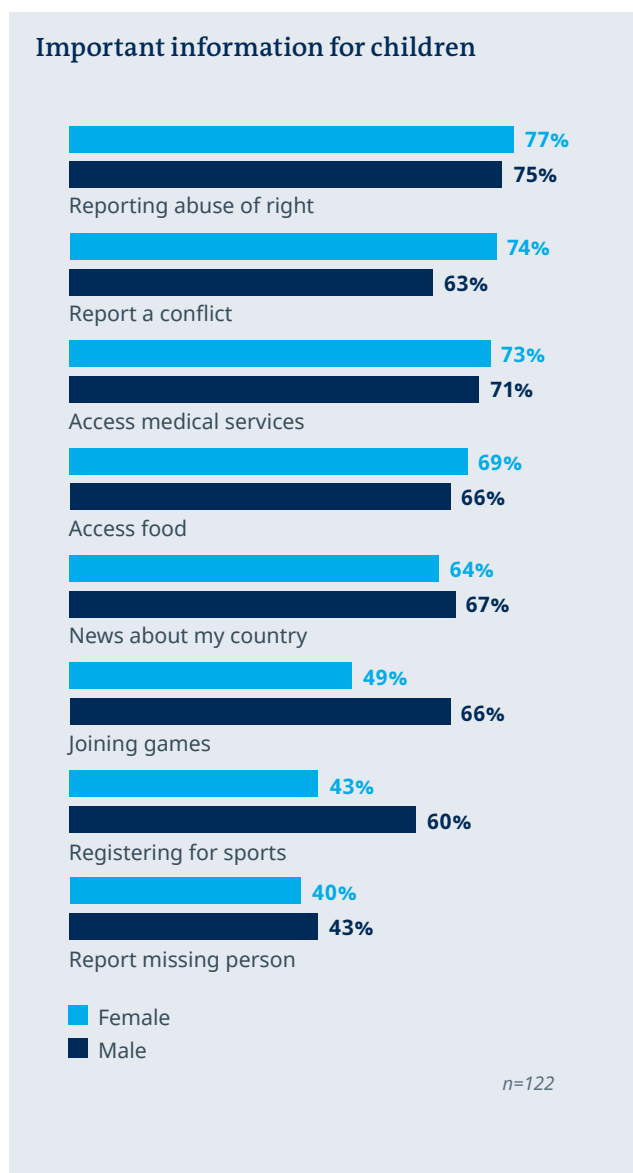


Figure 38

Children’s information needs

Boys and girls expressed their need for information on where and how to report cases of abuse. For the girls, other important needs identified were reporting of conflicts, access to medical services and how they could access food. For the boys, other needs identified as important were on access to medical services and news about Kenya.



An enumerator of the study during an interview with a male member of the host community in a rural setting close to Kalobeyei integrated settlement.

4. Conclusion

How do the people at the different locations access information? Which language do they use? What is their level of reading and writing skills?

In general, refugees and host communities access information by listening and watching. Rural hosts and refugees in Kalobeyei are severely limited in accessing information using existing technologies due to lack of electricity, and they thus tend to rely on information passed through word of mouth. On the other hand, the urban host community and refugees in Kakuma Camp are more likely to have access to information by means of existing technology.

Unlike for the residents of rural areas and Kalobeyei Settlement, access to electricity is not a pervasive problem for those living in Kakuma Camp and Kakuma Town. However, electricity notwithstanding, language barrier is a major denominator across all communities. This is closely linked with low literacy levels that inhibit the ability to not only read and write, but also to communicate effectively in English. As a result, this negatively impacts gaining knowledge from newspapers, and perhaps Internet. Kalobeyei Settlement is heavily affected when it comes to language barrier because there is no dominant language. Arabic which comes close is only spoken by 40% of the whole population. In other communities, Kiswahili is popular with more than half of the population speaking it.

Which means (written, audio and video etc.)/sources of information are available to them?

Refugees and host communities utilize different sources of information. Technologies such as radio, cable TV and Internet are common in Kakuma Town and Kakuma Camp. In fact, Kakuma Town has the highest number of radio and Internet users, while Kakuma Camp has the highest viewers of cable TV.

In Kalobeyei and to some extent in the rural host community, loudspeakers from FAK and other NGOs seem to close the information gap created by lack of access to technologies that disseminate information. In addition, films from FAK have a substantial number of viewers inside the refugee camps, and are popular with the young people.

Which source of information do they trust?

FAK is the most trusted source of information by refugees. FilmAid disseminates information from UNHCR and other organizations which has an impact on people's daily lives. The host community and those living in rural areas mostly trust information received from people. This is information from leaders and from other people they trust. On the other hand, urban host community trusts information from TV, people and radio.

Do people feel they have enough information to take informed decisions?

Very few people feel they have enough information to make decisions. In terms of proportion, only 28% have enough information to make a decision. Acute lack of information is more prevalent in rural host and Kalobeyei than in urban host and Kakuma Camp. This could be attributed to few sources of information in the two communities, and to some extent language barrier.

Which information do they require to make informed decisions?

In the host community, those in Kakuma Town need of information on education and jobs opportunities, whereas in rural areas, people asked for information on health and security. In the refugee community, those in Kakuma expressed their need for information on education and security while those in Kalobeyei would like information on health and how to get food. Although refugees could map their information needs, based on views from experts, the two communities need information on peace and reconciliation to enable them live harmoniously, as well on their rights more so on SGBV which was common in the two communities.

5. Recommendations

a) Use audio and video as key communication channels to counter the low literacy levels

Since the level of literacy is low, the most effective way to reach large numbers of the population with relevant information, is through audio and video. This could be achieved by setting up programs with Ata Nayeche radio station. The programs should take into account language needs of the host community and at the same time the different nationalities within the camps.

New films could be developed to convey information relevant to the target group. For example, young people showed interest in films, so messages related to education or job opportunities would be welcome. For women, films can be utilized to convey lessons on soft skills such as baking.

b) Develop a feedback mechanism

It would be important to develop a feedback mechanism with the community to provide information, critique and give suggestions. These will enhance monitoring of the program to ensure that it stays relevant based on the realities on the ground.

If information is channeled through film, there is need to have a feedback mechanism with a small group of participants so that they critique and give suggestions on how the message has been received or interpreted.

c) Provide radio gadgets to those communities far from town

Radios could be provided to listening groups in remote areas. Drawing a group to listen has the benefit of providing information to a relatively large audience at once rather than to an individual.

d) Harness relationship between FAK, DWA and others

For any progress, FAK is important as it has experience working with the communities and has gathered lessons over the years. FAK is better suited as it understands potential areas of conflict and conflict resolution. FAK will also be critical in mass awareness

e) Information on peace and reconciliation

Information on peace and reconciliation is critical to both refugees and host communities as this will create harmony

and a good working environment. In addition to other information the communities have established, it is important to disseminate information on rights of refugees especially women and girls, to help curb SGBV.

f) DWA could create content-based films/documentaries that will be broadcasted to the community

If the target is host community living in Kakuma Town, audio documentaries can be prepared and be broadcasted on Ata Nayeche radio. To capture/retain attention of youths, adverts of jobs can be aired during time of broadcasting. Although films can be shown to both communities, they would definitely work among the refugees especially those in Kalobeyi. The session should be interactive, for example with some background music, and with instant feedback systems like WhatsApp groups chats, SMS and phone calls. In fact, after the screening event, a quick dialogue session can take place to provide feedback.

The rural community can be targeted through a different mix.

- As the community relies heavily on people, participatory community dialogues can be used-leaders will need to be involved to ensure that there are no distractions.
- Film screening events could be arranged to target them. To draw a large number of people, local leaders can be used to mobilize the community. Community dialogues can be used to market the idea behind films and relevance.
- Information centers where people get information can be established. These centers would qualify as film halls when open film screenings is not possible and as training centers. In case they are established in Kakuma Town, Wi-Fi hotspot should be an add-on so that youths could apply for scholarships positions if any. It's advised that local leaders such as area chiefs need to be contacted to help in identifying sites.



Refugees who fled Burundi's violence and political tension arrive in Kigoma, Tanzania, after making the journey on Lake Tanganyika.

Final Report

Information needs assessment in Kigoma and Kagera regions, Tanzania

Submitted on January 22, 2020

Exploratory phase December 12 – 20, 2019

Table of Contents

Final Report

Information needs assessment in Kigoma and Kagera regions, Tanzania	127
List of figures	130
List of tables	131
Acronyms	131
Executive summary	132
1. Introduction and background	136
1.1 About the information needs assessment	137
1.2 Focus area of the information needs assessment	137
2. Methodology	140
2.1 Data collection	141
2.2 Survey limitation	144
3. Main findings	146
3.1 Respondent profile/demographics	147
3.2 Education and language	147
3.3 Sources of information	150
3.4 Radio access and consumption habits	151
3.5 Television access and consumption habits	161
3.6 Print media access and consumption	162
3.7 Mobile phone access and usage	163
3.8 Internet access and consumption	165
3.9 Most trusted source of information	168
3.10 Least trusted source of information	169
3.11 Information needs	170
4. Conclusion	174
5. Recommendations	176

List of figures

Figure 1	Refugee settlement location and numbers with each settlement/camp _____	138	Figure 24	Access to newspapers _____	163
Figure 2	Education levels (18 years and above) _____	148	Figure 25	Access to magazines _____	163
Figure 3	Education status for children (11 – 17 years) _____	148	Figure 26	Access to mobile phones _____	163
Figure 4	Literacy levels _____	149	Figure 27	Activities conducted on the mobile phone _____	164
Figure 5	Languages spoken (multiple languages selected) _____	149	Figure 28	Internet usage _____	165
Figure 6	Channels of communication _____	150	Figure 29	Devices used to access the Internet _____	165
Figure 7	Radio listenership among adults (18+ years) _____	151	Figure 30	Information accessed on the Internet _____	166
Figure 8	Radio listenership among children (18 years and above) _____	151	Figure 31	Access to social media _____	166
Figure 9	Reasons for not listening to radio _____	152	Figure 32	Trustworthiness of media _____	168
Figure 10	How people in the area listen to radio _____	152	Figure 33	Trustworthiness of radio stations _____	169
Figure 11	Where people are when listening to the radio _____	153	Figure 34	Information and decision Making _____	170
Figure 12	Who do you listen to the radio with? _____	153	Figure 35	Information needed to make better decisions _____	171
Figure 13	Radio stations accessed in the area _____	154	Figure 36	Types of information needed to make better decisions _____	172
Figure 14	Favorite radio stations _____	155			
Figure 15	Information accessed on radio stations _____	156			
Figure 16	Radio programs listened to in the area _____	158			
Figure 17	Education level of children (11 – 17 years) _____	158			
Figure 18	Access to podcasts _____	159			
Figure 19	Frequency of podcast listenership _____	160			
Figure 20	Access to televisions _____	160			
Figure 21	Frequency of watching TV _____	160			
Figure 22	Information currently received from TVs _____	161			
Figure 23	TV channels accessed in the area _____	162			

List of tables

Table 1	Quantitative survey sample targeted _____	142	Table 11	Information accessed on social media _____	167
Table 2	Quantitative survey sample achieved _____	142	Table 12	Satisfaction with information received from radio _____	170
Table 3	FGDs conducted _____	143	Table 13	Feeling well-informed or not in Tanzania _____	170
Table 4	Socio-demographics _____	147	Table 14	Radio use pattern of those not feeling well-informed _____	171
Table 5	Types of information received from radio by site/group _____	156	Table 15	Desired but lacking information _____	172
Table 6	Content received from radio in relation to feeling well-informed or not _____	157			
Table 7	What would you like to get from the radio? _____	157			
Table 8	Frequency of radio listenership _____	159			
Table 9	Time periods where TVs are most watched _____	160			
Table 10	Social media platforms accessed _____	167			

Acronyms

BBC	British Broadcasting Corporation	PARS	Pan African Research Services
DRC	Danish Refugee Council	PWDs	People living with disability
DRC (Congo)	Democratic Republic of Congo	RPA	Radio Publique Africaine
DWA	DW Akademie	SPSS	Statistical Package for the Social Sciences
EATV	East African Television	TBC	Tanzania Broadcasting Corporation
FGDs	Focus Group Discussions	TOR	Terms of Reference
Fig	Figure	TV	Television
FM	Frequency Modulation	UNESCO	The United Nations Educational, Scientific and Cultural Organization
GPS	Global Positioning System	UNHCR	United Nations High Commissioner for Refugees
IGA	Income Generating Activities		
ITV	Independent Television		
KES	Kenya shillings		
KII	Key Informant Interviews		
MS	Microsoft		
NGO	Non-Governmental Organization		
NRC	Norwegian Refugee Council		
ODK	Open Data Kit		

Executive summary

DW Akademie (DWA) is part of Deutsche Welle, and as a strategic partner of the German Ministry of Economic Cooperation and Development, DWA carries out media development projects to strengthen the human right to freedom of opinion and promote access to information. Given the access to information challenges that come with forced migration, DWA is implementing a three year project known as the “Refugees and Migration in Africa” Project. The project aims to improve the access of people affected by forced migration to reliable information. With this aim, DWA engaged PARS to conduct an information needs assessment among refugees and the host community in Kigoma and Kagera Regional State of Tanzania.

The information needs assessment aimed at understanding the information needs of people affected by forced migration in Kigoma and Kagera Region. It assessed knowledge, attitudes and practices of the respondents concerning their access to information taking into account the diversity of the population. The assessment which targeted refugees from Nyarugusu, Mtendeli and Nduta Camps as well as host community surrounding the camps, was conducted in December 2019. The assessment intended to answer the following key questions:

- What kind of information do people require?
- How do people access information?
- Which means of information are available to them?
- What is the most trusted way of accessing information?
- What are the information gaps?

Given the context of the refugees and host community, the assessment design employed mixed methods through combining qualitative and quantitative research methods. The key methods used included literature review, face to face quantitative survey, focus group discussions, key informant interviews and observation. The quantitative survey was done with people above 18 years at the household level, and with children aged 11–17 years at the household level. Overall, 545 household interviews with adult members, 97 interviews with children, 9 focus groups discussions and 1 key informant interview were conducted. Below is a summary of the findings.

Education levels

Generally, education levels were low among both refugees and host community with majority (76%) of adults (18 years and above) having primary school and below as the highest level. In comparison, the education levels among the host community was higher compared to the refugees as 57% had primary school and below as their highest education level against to 87% of the refugees. The case was similar for

children (0–17 years) as 77% were still in primary school. Notably, 15% of children had never attended school. Children's level of education was also higher among the host community, as 28% had completed secondary school compared to 12% among refugees.

Education levels for DRC refugees were higher compared to Burundi refugees. In terms of completing secondary education as the highest level, 38% of the refugees from DRC had achieved this level compared to 8% of those from Burundi. In terms of completing primary education as the highest level, the trend was similar with 47% of refugees from DRC having achieved this level compared to 25% of those from Burundi. Most (41%) of the Burundian refugees had incomplete primary education as the highest level. In terms of camp comparison, Nduta Camp had the lowest education levels as 55% had incomplete primary education as their highest level.

Literacy levels

Measured in terms of ability to read and write, the literacy levels were above average as 64% of adults (18 years and above) were able to read and 60% able to write. In terms of the ability to both read and write, 51% of all the respondents were able to and literacy comparisons showed that 47% of refugees were able to read and write compared to 57% of host community. There was minimal gender parity as 51% of male respondents were able to both read and write compared to 50% of the female.

In terms of nationalities within the camps, literacy levels among refugees from DRC were higher compared to refugees from Burundi. Overall, 76% of the adults (18 years and above) from DRC were able to both read and write compared to 65% of refugees from Burundi. There was minimal literacy levels disparity among the three camps.

Languages spoken

Kiswahili was the main language spoken by 68% of the respondents. Other key languages spoken included Kirundi, spoken by 59% and French spoken by 16%. The minor languages spoken were Kiha, English and Lingala which were spoken by 3%, 4% and 4% respectively. Kiswahili was common among the both the refugees and the host community but Kirundi was still the main language for refugees and Kiswahili for the host community. However, comparison in terms of nationalities revealed refugees from DRC mainly spoke Kiswahili (71%), French (55%) and Lingala (43%). Refugees from Burundi mainly spoke Kirundi (97%), Kiswahili (47%) and French (20%). Noteworthy, the only languages spoken by both refugees' communities were Kiswahili and French. Further analysis within the camps showed DRC refugees were only settled in Nyarugusu Camp and hence Lingala was only spoken in that camp while the occupation of Mtendeli and Nduta Camps by

Burundi refugees meant Kirundi was universally spoken in the two camps.

Sources of information

The most frequently used channel to access information was the radio, through which 58% in the area accessed information. This case was similar for both refugees and host community. Access to TV was more common (48%) among host community compared to refugees (16%). Communication from humanitarian agencies was accessed mainly by refugees (UNHCR 16%, DRC 8%) and only 9% received information through Internet (mobile phones/computers). Radio was also the most popular source among refugees from DRC and Burundi. However, accessing information from mobile phones or computers was higher among refugees from DRC (27%) compared to those from Burundi (4%). Obtaining information from community leaders was also more used by Burundian refugees (21%) compared to DRC refugees (2%).

Radio access and consumption habits

Overall, radio listenership among adults (18 years and above) was at 58% and the host community had better access to radio compared to the refugees. The trend was similar to that of children (11 – 17 years) where overall 37% listened to radio, 38% being those from the host community and 35% being refugees. The statistics for these children are however based on a small sample of 96 whose data was analyzed as a unit and assumed as representative.

More male respondents (65%) listened to radio compared to female respondents (51%) and this was more significant among the refugees compared to the host community. Radio listenership was slightly higher among refugees from Burundi (52%) compared to DRC (45%). Access to radio within the camps was highest in Nyarugusu (66%), followed by Nduta (42%) and lowest in Mtendeli (38%). Access to radio was affected by cost of sets, language barriers and access to electricity. Those who listened to radio mainly used self, family or friend owned sets (97%) and did so in their homes (92%). This case was similar to the refugees as 98% of those who listened to radio they owned or those which belonged to family or friends. Qualitative data shows the listenership groups in the camps were more common compared to the host community. These groups involved sharing of one radio by several people in a group within the camp.

The most listened to radio stations were Radio Kwizera (70%) and TBC Taifa (41%). These were the only radio stations listened to by both the refugees (all three camps) and the host community. Radio Kwizera was described the most popular among both refugees and host community as well as the

youth. Radio Kwizera was also the most accessed by Burundian refugees (72%) and DRC refugees (68%). The case was similar within the camps except in Mtendeli where radio Kwizera (78%) came second to TBC Taifa (89%).

Most accessed information from radio stations was news from the camp (46%), news from home country (41%), news from Kigoma and Kagera (34%) and news from Tanzania (33%) among others. The host community mainly received news from Tanzania (51%), information from their community in Kigoma/Kagera (48%) and interestingly news from the camps (37%). Qualitative interviews revealed that the host community had a lot of interest in what happened in the camps and thus tuned in to news from the camps on the radio. Information accessed by refugees from Burundi and DRC did not show any major difference. In terms of programming schedule, the majority (57%) listened to radio early in the morning (5:00 am to 8:00 am) and the least accessed period was overnight (11:00 pm to 5:00 am). Peak listening periods were early morning (5:00 am to 8:00 am) and evening (5:00 pm to 8:00 pm) while off-peak period was overnight (11:00 pm to 5:00 am). Podcast listenership was low (12%) and most of those who listened were from the host community. More than half of those who listened to podcasts listened only once a month.

Television access and consumption

Access to information through TVs was low (24%) in the area due to hindering factors such as affordability of TV sets and electricity as indicated by qualitative information. More host community members (44%) accessed information from TVs compared to only 10% of the refugees. The trend was similar in terms of gender as only 27% of the male had access to TVs compared to 20% of females. Notably, more refugees from DRC (18%) accessed TVs compared to refugees from Burundi (8%). Additionally, Nyarugusu had the highest access to TV at 17% compared to Nduta and Mtendeli at 4% respectively. Out of those who accessed TVs, the majority (90%) watched it daily and several times a week. The peak period for most was in the evening between 5:00 pm to 8:00 pm and the off-peak hours for watching televisions were similar to those of the radio thus, overnight (11:00 pm to 5:00 am).

Information consumed from TVs was similar to that consumed from radios. Overall, the main information received from TVs included news from Kigoma/Kagera (48%), news from the camp/community (44%), news from Tanzania (38%) and news from home country (31%). In comparison, most refugees (60%) viewed news from the camp on TVs while most of the host community (47%) consumed news from Kigoma and Kagera areas. The most viewed channels by the respondents included Independent Television (ITV) (32%), BBC (21%), TBC (13%), Azam TV (11%) and Clouds TV (9%).

Print media access and consumption

In terms of print media's popularity in the area of study, only 12% read newspapers and these were mainly from the host community. Only 1% of the refugees read newspapers. In Mtendeli Camp particularly, none of the refugees read newspapers. The main reasons why majority did not read newspapers were unavailability of newspapers (65%), the available ones were not in 20% of the respondents' language, and other respondents (32%) could not afford to buy them while others (18%) claimed to be unable to read.

Mobile phone access and usage

Overall, 49% of the respondents had access to mobile phones and the access was higher among host community (58%) compared to refugees (38%). More refugees from DRC (59%) had access to mobile phones compared to refugees from Burundi (37%). Low access was mainly associated with the lack of reliable income which made mobile phones unaffordable to refugees. In terms of gender, more males had access to mobile phones compared to females. Qualitative data revealed the disparity was mainly due to financial challenges the women faced especially in accessing work.

Internet access and consumption

Overall, 23% of all respondents had Internet access. Internet access among the host community was higher than among the refugees as well as among the male against the female population. Qualitative data revealed that the main challenges in accessing Internet included limited access to devices such as smart phones and computers especially within the refugee camps. Out of the 12% of the refugees who accessed Internet, 56% were Burundians while 44% were from the DRC.

Social media access and usage

Social media in the area was accessible to only 19%. The host community had more people accessing social media compared to the refugees and the most used platforms were Facebook and WhatsApp. Only 11% of refugees had access to social media and majority (89%) lived in Nyarugusu Camp. The least used social media platform was Telegram and was only used by male refugees. The main information accessed on social media was news from the camp and the surroundings, news from Tanzania, education and news about civil rights and rights of refugees.

Trustworthiness of sources of information

Overall, radio (65%), which was also the main source of infor-

mation, was the most trusted followed by UNHCR Personnel (11%) and loudspeaker announcements (7%). Trustworthiness of the radio was mainly associated with the perception of conveying official information. Its high accessibility compared to TV made also aided in its trustworthiness. However, those with access to TV trusted TV more due to its visual element. Notably, in Nduta Camp, UNHCR personnel (47%) were most trusted followed by radio. Since radio stations were most trusted sources of information, further analysis was conducted to determine which radio stations were trusted the most. The analysis revealed that Radio Kwizera was the most trusted by both the refugees and host community.

Information needs

Generally, 67% felt that they were able to make informed decisions based on the information they possessed. More of the host community members were in a position to make such decisions compared to the refugees. The main reasons given by those who felt they had sufficient information to make informed decisions were: the source of information (veracity and accuracy) (48%), the information helped them understand various topics e.g. health/education (39%), and others (13%). Those who felt they lacked sufficient information for decision making gave the following reasons; they did not trust the source (23%), their voice could not be heard as they were perceived to be less fortunate/refugees (33%), the information received caused moral decline (18%), there were limited media stations (12%) among others (14%).

Despite 67% feeling they could make responsible decisions for themselves and their families, an overall of 68% felt there was still information they needed to make better decisions themselves and their families. The information required was mainly news, information on peace and unity/human rights/security, education and health information. The other information which was desired but lacking at the time of the assessment was on security within the camp and within the community, getting help after physical attacks and finding missing people or family members.

Conclusion

I. How do the people at the different locations access information? Which language do they use? What is their level of reading and writing skills?

The main way to access information used by both refugees and host community in Kigoma and Kagera regions was the radio. Other channels used were face-to-face communication through humanitarian agencies' personnel, community/refugee leaders, televisions, loudspeakers, print media and mobile phones or computers. The main language spoken by majority of both refugees and host community was

Kiswahili. Other languages spoken included Kirundi which was spoken by most of the refugees due to the high number of Burundian refugees. French was the third most spoken language in the area, and was spoken mainly by refugees from both DRC and Burundi. In terms of the literacy levels in the area, about half (51%) of the respondents were able to both read and write. Many in the host community members were able to both read and write compared to the refugees. This was influenced by the education levels of the refugees which were very low compared to the host community.

II. Which means (written, audio and video etc.)/ sources of information are available to them?

Information delivered via audio was available to both refugees and host community and was accessed through radios and loudspeakers. Availability of video as form of communication was highly affected by unaffordability of sets among both refugees and the host community members. Print media's accessibility was affected by the fact that newspapers and magazines were unavailable in the area, low literacy levels, the perception that they were only bought by the rich and the availability of alternative sources of vital information such as through the radio.

III. Which source of information do they trust?

Radio was the most trusted source of information. This was attributed to the perception that radios communicated official and verified information. The most trusted radio station was Radio Kwizera whose mandate catered for the needs of the refugees and the host community. Radio Kwizera was established in 1995 by the Jesuit Refugee Council in collaboration with UNHCR and the Catholic Diocese of Rulenge. Its main aim was to accompany refugees in the locality by providing a bridge between them and the local communities, government of Tanzania and agencies working with them. Televisions' audio-visual nature made it also trustworthy but regretfully, the costs of TV sets affected their access and usage.

IV. Do people feel they have enough information to make informed decisions?

Overall, more than half of the respondents felt that they were able to make informed decisions based on the information they possessed. Despite this, an overall of 68% felt there was still information they needed to make better decisions for themselves and their families. The information required was mainly news, information on peace and unity/human rights/security, education and health. In comparison, the host community members were in a better position to make informed decisions than the refugees.

V. Which information do they require to make informed decisions?

The information required was mainly news, information on peace and unity/human rights/security, education and health information. News was a key information need as it

informed on the uncertainty of the refugees' stay which had impact on both the refugees and the host community. Additionally, the assessment established that the main type of information desired by the respondents was on security within the camp and within the community, getting help after physical attacks and finding missing people or family members.

Recommendations

In order to improve the access of people in Tanzania affected by forced migration to reliable information, DW Akademie should:

- a. Develop programs that provide credible and reliable information on peace and unity/human rights/security, education, health, security within the camp and within the community, news from refugees' home countries, precautions and action after physical attacks, trauma counselling and finding missing people or family members. For children (11 – 17 years), develop programs that feature education, entertainment and sports.
- b. Train and mentor youth from both the refugees and host community to be reporters or to contribute content for the programs. This will ensure content from the area is collected on time while also providing employment to the youth.
- c. Partner with Radio Kwizera and TBC Taifa to air the programs since radios are most accessible. Radio Kwizera and TBC Taifa are not only the two most listened to but also the two most trusted radio stations in the area. This will also ensure Radio Kwizera has a strong economic base to continue offering quality services to the area. Air children's (11 – 17 years) programs on Radio Kwizera as it's their favorite.
- d. Build capacity of staff from Radio Kwizera, TBC Taifa and other radios operating within the area. This will improve the quality of information available to the people.
- e. Package the program content in the three main languages: Kiswahili, Kirundi and French.
- f. Air the programs within the periods of early morning (5:00 am to 8:00 am), afternoon (2:00 pm to 5:00 pm) and early evening (5:00 pm to 8:00 pm). This will ensure a bigger audience is exposed to content.
- g. Support listenership groups by offering solar powered radio sets to reach a bigger audience.
- h. Develop feedback mechanisms to ensure the programs are up to date and tackling relevant issues in the area.

1. Introduction and background

Information is key for any decision-making and problem-solving process. The unique situation of refugees and how their migration affects the host community significantly elevates their need for information. Refugees need critical information about their current and future situation as well as information to make decisions about their next steps, to remain safe and meet their minimum survival needs ¹. Given the needs and challenges in access to information among refugees and the host communities, the “Refugees and Migration in Africa” Project of DW Akademie was developed. The Refugee and Migration Africa Project of DW Akademie is a three-year endeavor (2019–2021) aiming to improve the access of people affected by forced migration to reliable information. DW Akademie (DWA) is Deutsche Welle’s center for international media development and as a strategic partner of the German Ministry of Economic Cooperation and Development, DW Akademie carries out media development projects that strengthen the human right to freedom of opinion and promote free access to information.

1.1 About the information needs assessment

With the aim of improving the access of people affected by forced migration to reliable information as stated above, DWA commissioned PARS to conduct an information needs assessment among refugees and the host community in Kigoma and Kagera Regional State of Tanzania. The information needs assessment is aimed at understanding the information needs of people affected by forced migration in Kigoma and Kagera Region. The study sought to assess knowledge, attitudes and practices of the respondents concerning their access to information and taking into account the diversity of the population (gender, age, ethnicity, language and residence status as refugee or citizen), according to a quota plan. Specifically, the needs assessment aimed to:

- I. Review relevant literature such as project documents and population statistics, including past studies of information needs relevant to the target respondents.
- II. Develop study tools in close cooperation with DWA.
- III. Provide in writing a criteria for recruiting research assistants and enumerators.
- IV. Conduct training for enumerators and supervisors involved in the study.
- V. Supervise data collection and track the collection by GPS.
- VI. Transcribe and translate all material recorded in local dialects during data collection into English.

- VII. Analyse behaviours, attitudes and practices of the respondents including information needs and gaps of the Kigoma and Kagera region residents, particularly refugees.
- VIII. Present an initial draft report and a final written report after consultation with DWA.
- IX. Provide printed and soft guide/tools to DWA, as well as the raw material.
- X. Provide a digital map with GPS tracking of the data collection.

The assessment aimed to answer the following key questions:

- a) What kind of information do people require?
- b) How do people access information?
- c) Which means of information are available to them?
- d) What is the most trusted way of accessing information?
- e) Do people get enough information to make informed decisions?
- f) What are the information gaps?

1.2 Focus area of the information needs assessment

The assessment targeted refugees from the three camps of Nyarugusu, Nduta and Mtendeli and the host communities (approximately 25 km radius around the camps) within Kigoma region. Kigoma is located in north western Tanzania, on the north eastern shores of Lake Tanganyika and close to the border with Burundi and The Democratic Republic of the Congo (DRC). According to the 2012 national census, Kigoma Region had a population of 2,127,930. Refugee camps in Tanzania are mainly situated within the Kigoma and Kagera Regions. As of September 2019, Tanzania hosted about 278,767 refugees (89%) and asylum seekers (11%), with majority (84.7%) living in the three camps, 8.3% in villages, 5.6% in settlements and 0.1% in urban areas.

Nyarugusu Refugee Camp was opened in 1996 to host refugees fleeing conflicts in DRC, mostly Congolese. From April 2015 onwards new refugees from Burundi arrived and were being hosted in Nyarugusu before relocation of some refugees to Nduta and Mtendeli Refugee Camps.

¹ odihpn.org/magazine/voices-refugees-information-communication-needs-refugees-greece-germany

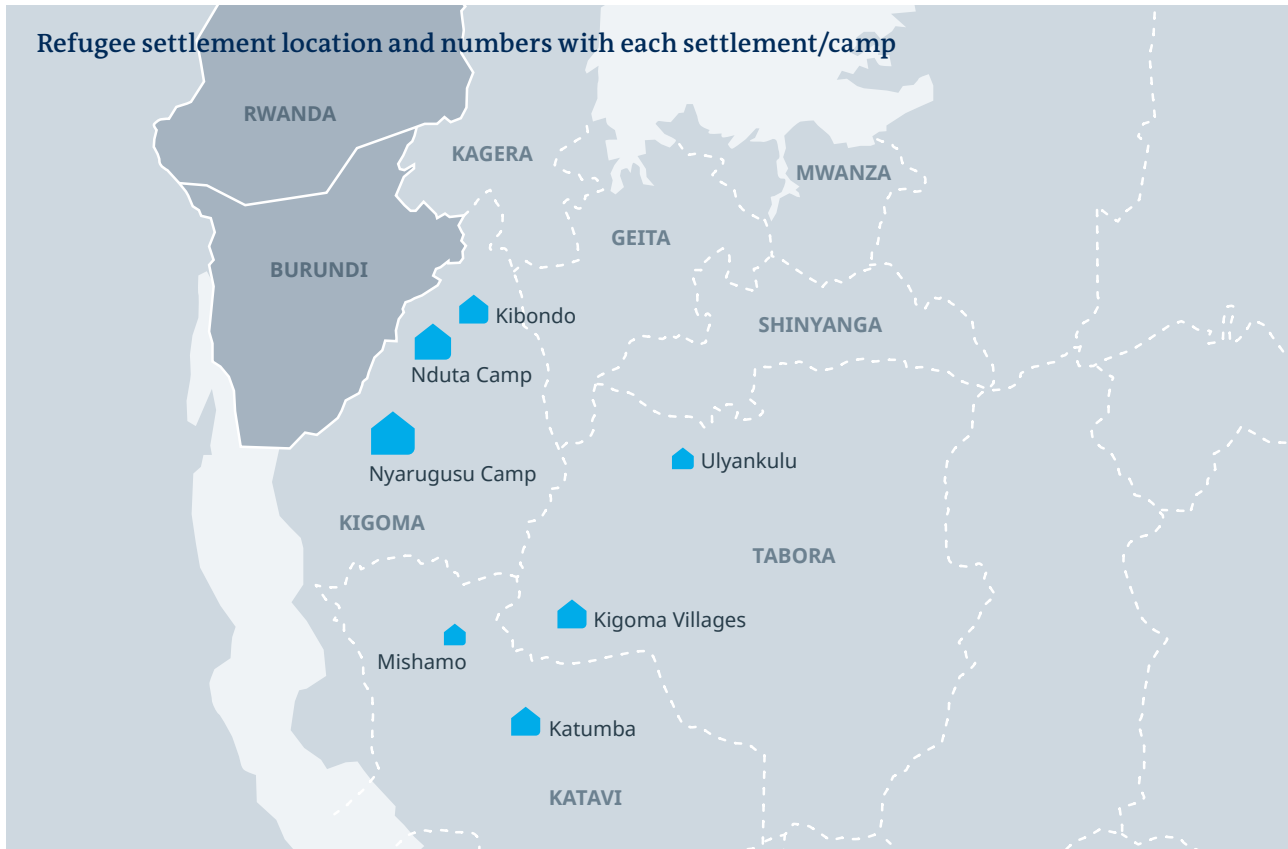


Figure 1 Source: UNHCR Tanzania Refugee Population Update 30th September 2019

Nduta Refugee Camp opened in October 2015, as an emergency measure to relocate 40,000 Burundian refugees from Nyarugusu Camp. Later the camp also received more newly arriving Burundians.

Mtendeli Refugee Camp was opened January 2016, as an emergency response to receive 40,000 Burundian refugees relocated from Nyarugusu refugee camp. The camp ceased to receiving new arrivals from Burundi in October 2016 when the population reached 50,000 individuals.

So, Mtendeli and Nduta as the “newer” camps host only Burundians, whereas Nyarugusu as the “older” camp hosts both Congolese and Burundians.

The refugee camps were established to host refugees who were forced to flee their homes due to conflict and widespread violence in the neighboring countries of DRC and Burundi. Thus, majority of the refugees in the camps are from Burundi (78,3%), DRC (26%) and others (0,2%). In terms of age of the refugees, 57% are children aged (0 – 17 years), 41% are aged 18 to 89 years and only 2% are aged 90 years and above. Gender balance was also observed with 50% male and 50% female.



Refugees who fled Burundi's violence and political tension watch others leave on a ship freighted by the UN , at Kagunga on Lake Tanganyika, Tanzania, to be taken to the port city of Kigoma.

2. Methodology

The approach of this assessment was founded upon the principles of: systematic inquiry; competency; integrity and honesty; participation; and respecting the interests of participants. Given the context of the refugees and host community, the assessment design employed mixed methods by combining qualitative and quantitative research methods. The key methods used were literature review, a face to face quantitative survey, focus group discussions, key informant interviews and observation. The field work was undertaken from December 12–20, 2019. This included training of enumerators, pilot survey and data collection.

2.1 Data collection

2.1.1 Training and Briefing

The assessment tools were developed by PARS in collaboration with DWA and after approval, briefing and training of enumerators was conducted in Kibondo, Kigoma region on December 12, 2019. A total of 16 enumerators and three supervisors were trained. All enumerators were Tanzanians living in the communities around the three camps. Engaging refugees as enumerators was deemed unmanageable due to camp restrictions². Enumerators and supervisors were thoroughly briefed and trained on:

1. Introduction to research
2. Basic interviewing skills
3. Introduction to the needs assessment exercise
4. Purpose and objectives of the study
5. Sampling techniques and respondent section
6. The questionnaire and data collection using ODK

After the training, enumerators conducted mock interview drills among them to help them understand the questionnaire better, prepare them in interviewing, and identify any challenges with the flow of the questionnaire.

2.1.2 Pilot test

Pilot test interviews were conducted on December 13, 2019 and afterwards the enumerators were debriefed and appropriate changes made to the questionnaire on ODK platform.

2.1.3 Quantitative survey

The study was undertaken in Nduta, Mtendeli and Nyarugusu Camps and in the host community surrounding the camps. Structured questionnaires were administered at the household level and to children in both refugee and host community using the ODK platform installed on mobile phones. This survey targeted adults aged 18 years and above as well as children aged 11 to 17 years old. Gender equality was observed and persons living with disabilities included in the survey.

2.1.4 Sampling

Overall sample size determination had been arrived at using Cochran's formula. A confidence interval of 95% and a margin of error of +/-5% was used.

$$ss = \frac{z^2 * (p) * (1-p)}{e^2}$$

Where:

- Z = Z value (e.g. 1.96 for 95% confidence level)
- p = percentage picking a choice, expressed as decimal (0.5 used for sample size needed)
- e = margin of error, expressed as decimal, e.g., .04 = ±4. In this case proposed to be 0.042

Substituting the equations, we have:

$$ss = \frac{1.96^2 * (0.5) * (1-0.5)}{0.042^2} = 544$$

Allowing a non-response rate of 10%, the overall sample size was an estimated 600 interviews. This sample size was distributed among refugees, host community and children as shown in table 1. Proportion of sample sizes for refugees was guided by population data from UNHCR³ while that of host community was guided by area population.

² nrc.no/perspectives/2019/6-things-you-should-know-about-refugees-in-tanzania

³ UNHCR Tanzania Refugee Population Update 31st March 2019

2.1.5 Sampling technique

(i) Refugees:

Refugees were randomly selected to participate in the assessment. Inside the camps, enumerators were guided to blocks where targeted nationalities were concentrated. Having selected blocks/neighborhoods, households were selected using a random route walk. The skip interval used was established using the estimated number of households in the enumeration area and quota allocated to each interviewer. Refugees outside the camps were also randomly targeted. Screener questions were applied to ensure respondents were

not interviewed twice. Quantitative interviews with refugees were biased towards those who could express themselves in Kiswahili or English. In the minimal cases where the respondents could not express themselves in Kiswahili or English, a translator within the community was engaged. $k = N/n$

Where N = Estimated population in the enumeration area

n = sample size

k = skip value

(ii) Host community:

Quantitative survey sample targeted

		OVERALL	MALES	FEMALES	GIRLS	BOYS
Host community	Rural	83%	70	70	10	10
	Urban	17%	30	30	10	
Mtendeli Camp		13%	30	30	10	
Nduta Camp		33%	60	60	10	
Nyarugusu Camp		54%	80	80	10	
Total			270	270	60	

Table 1

Quantitative survey sample achieved

		OVERALL	MALES	FEMALES	GIRLS	BOYS
Host community	Neighboring Mtendeli Camp	36%	41	36		
	Neighboring Nyarugusu Camp	31%	39	29	30	33
	Neighboring Nduta Camp	33%	39	33		
Total		100%	119	98	63	
Refugees	Mtendeli Camp	17%	27	28		
	Nyarugusu Camp	49%	94	67	19	15
	Nduta Camp	34%	56	56		
Total		100%	177	151	34	

Table 2

A rural sample was taken from rural villages located within a 25 km radius from of the refugee camps and the villages randomly selected. Enumerators were required to walk a random route to identify the households to interview. At the household level, quota sampling was done based on gender and purposive sampling of people living with disability done at the household level.

2.1.6 Sample size achieved

The survey achieved a total of 642 respondents compared to the targeted 600. Out of these, 545 were adults (aged 18 years and above) and 97 were children (aged 11 to 17 years old) as shown in table 2.

2.1.7 Qualitative research

Qualitative research was done through Focus Group Discussions and key informant interviews.

a) Focus Group Discussions

The target groups for Focus Group Discussions were purposively selected based on nationality and the FGDs were conducted mainly in Kiswahili language. A translator was used in cases where respondents expressed themselves in French, Lingala and Kirundi languages. However, these cases were minimal. A total of 9 focus groups were held as indicated in table 3.

b) Key Informant Interviews

The assessment targeted key informants from the camp officials to radio stations. However, due to government re-

striction of operations within the camps and closure of radio stations operating within the camps, only 1 key informant with Nduta Camp staff was reached. Interviews planned with NGOs did not materialise as most were unavailable due to the December holidays and other engagements.

Data entry and analysis

Data from the assessment was analysed using SPSS and MS Excel. PARS summarized the qualitative information collected from KIIs and focus groups. Most of the information collected has been incorporated in the main report, especially in generating the findings and recommendations.

Justification of methods and techniques used

PARS determined the methodology based on information provided by the TOR and DWA. The tools adopted are universally accepted in the needs assessment data collection. The development of the guidelines was discussed and agreed with DWA prior to the field study to ensure data collected was relevant to the needs assessment.

Ethical Considerations

The research team members in the assessment were professional researchers. The respondents and participants were assured of confidentiality of the data collected and informed consents were sought prior to interviews, taking of photographs and audio recording. The 'Do No Harm'⁴ principle was employed at all times during the study to protect respondents and participants. Data collected will be the property of DWA and will be submitted along with the final assessment report.

FGDs conducted

RESPONDENT CATEGORY	MTENDELI CAMP	NDUTA CAMP	NYARUGUSU CAMP	HOST COMMUNITY
Men (35 and above)	1 (Burundi)	1 (Burundi)	1 (DRC)	
Women (35 and above)	1 (Burundi)	1 (Burundi)	1 (DRC)	1 (mixed, men, women and youth)
Youth (18–35 years)	–	1 (Burundi)	1 Burundi (mixed men, women and youth)	
Total			9	

Table 3

⁴ 'Do No Harm' principles state that aid is not neutral. Aid—and how it is administered—can cause harm or can strengthen capacities for peace in the midst of conflict-affected communities.

2.2 Survey limitations

- Heavy rainfalls during the time of the study caused challenges in accessibility of refugees and recording of interviews and discussions. The survey, however, ensured Focus Group Discussions were held in shelters and note takers involved to ensure all details were captured.
- Government restrictions especially at a time when the government was encouraging voluntary return of refugees limited the research team's access and activities in the camps as well as caused delays in undertaking the assessment. However, snowballing was used to access refugees where possible.
- Government restrictions also affected involvement of NGOs and radio station as some of them were not available and others had been closed down. The December holidays also affected scheduled interviews with NGOs as some had closed for the holidays and others were engaged.
- Language barrier in some FGDs was experienced. The challenge was overcome with the help of translators.
- Quantitative interviews mainly targeted refugees who could express themselves in Kiswahili or English. The effect was minimal as most could express themselves in Kiswahili and in cases where the sampled respondent couldn't express themselves, a community member who had not been interviewed was used as a translator. These cases were rare.



Scenery in Nduta Refugee camp,
Kigoma Region

3. Main findings

3.1 Respondent profile/demographics

Table 4 summarizes the socio-demographic characteristics of the sample population. The camps Mtendeli and Nduta mainly host refugees from Burundi, while Nyarugusu, the largest camp hosts refugees from both DRC and Burundi.

3.2 Education and language

3.2.1 Education levels

Education is vital in access to information as it provides us with knowledge on the world around us, gives us a perspective of looking at life, and helps us build opinions on issues in life⁵. From this angle, education is one of the key attributes that influence access and dissemination of information and thus this study sought to find out the levels of education in the study's target area. Overall, education levels were low among both refugees and host community, with the majority

(76%) of adults (18 years and above) having primary school level and below as the highest level. However, the level of education among the host community was higher compared to the refugees, as 57% had attended primary school and below as their highest education compared to 87% of the refugees. Children's level of education was also higher among the host community, as 28% had completed secondary school compared to 12% among refugees, as shown in figure 3.

3.2.2 Ability to read and write

In this assessment, literacy was measured as the ability to read and write. Overall, 64% of adults (18 years and above) were able to read and 60% able to write. In terms of gender, 65% of the male respondents were able to read compared 62% of the females. This was similar in terms of ability to write as 62% of male respondents were able to write compared to 59% of the female respondents. Children's level of education was also higher among the host community, as 28% had completed secondary school compared to 12% among refugees, as shown in figure 4.

Socio-demographics

	MTENDELI REFUGEE CAMP (N=63)	NYARUGUSU REFUGEE CAMP (N=174)	NDUTA REFUGEE CAMP (N=119)	HOST COMMUNITY (N=286)	
Age	11–17	24%	6%	7%	22%
	18–25	6%	13%	8%	12%
	26–35	33%	41%	29%	25%
	36–45	24%	25%	33%	21%
	Above 45	13%	16%	24%	20%
Gender	Male	51%	57%	50%	54%
	Female	49%	43%	50%	46%
Nationality	Tanzania	-	-	-	88%
	Burundi	100%	70%	100%	12%
	DRC Congo	-	30%	-	-
With Disability	Yes	-	4%	8%	5%
	No	100%	96%	92%	95%
Household headship	Yes	54%	82%	80%	75%
	No	46%	18%	20%	25%

Table 4

⁵ edlab.tc.columbia.edu/blog/9886-Why-is-Education-So-Important-in-Our-Life

Education levels (18 years and above)

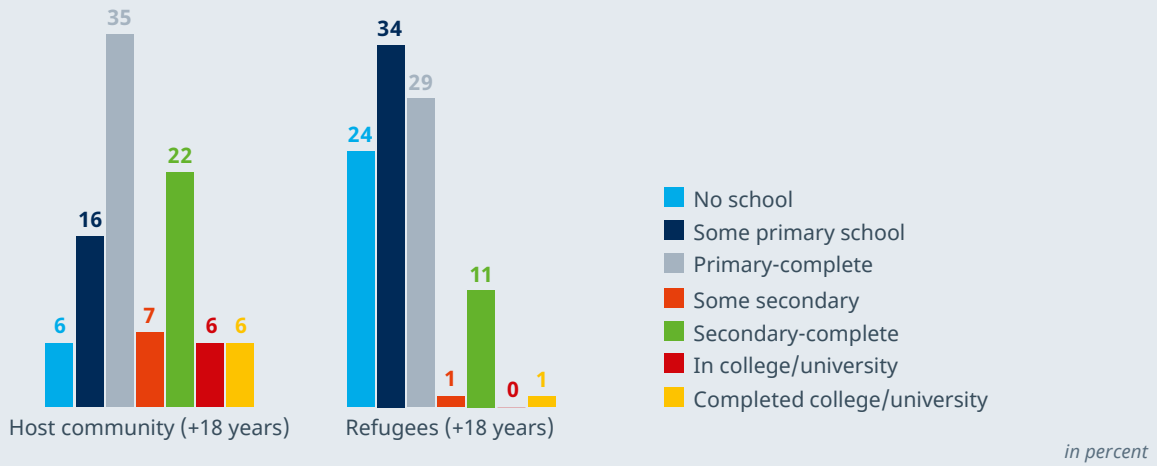
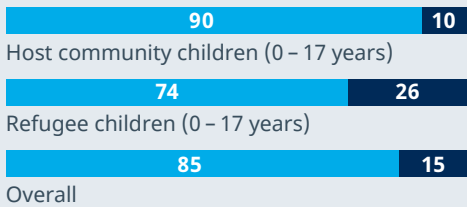


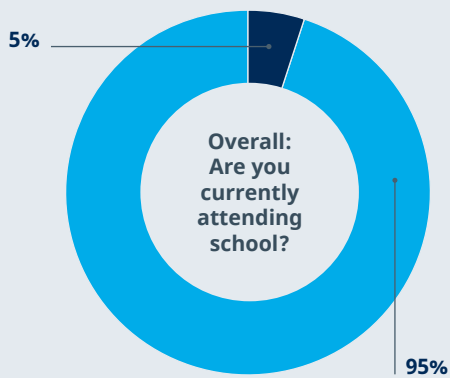
Figure 2

Education status for children (11–17 years)

Have you ever attended school?

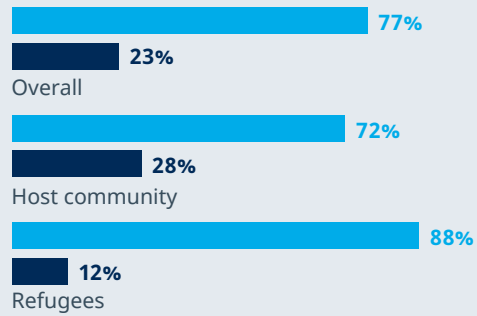


in percent



■ Yes
■ No

Education levels for children (11 – 17 years)



■ Primary
■ Secondary

Figure 3

Noteworthy, 51% of all the respondents were able to both read and write. Literacy comparisons showed that 47% of refugees were able to read and write compared to 57% of host community. The host community literacy rate was lower than UNESCO's 77.89% literacy rate for Tanzania recorded in 2015⁶. This was attributed to the survey being conducted in rural areas. Comparison in terms of gender showed that 51% of the male respondents could both read and write against 50% of the female.

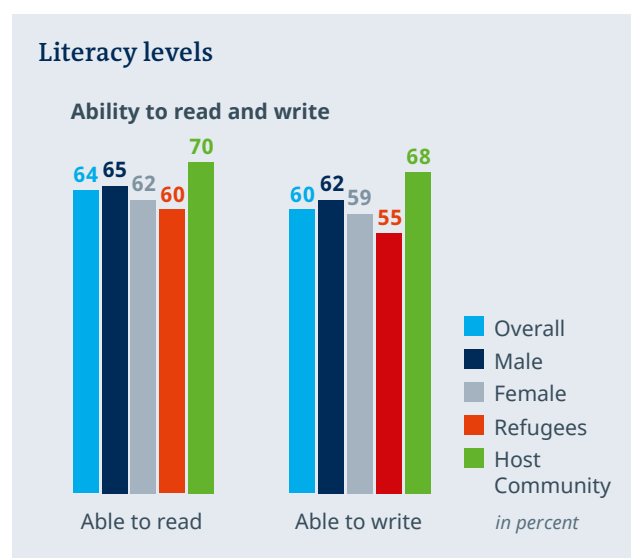


Figure 4

3.2.2 Languages spoken

The main languages spoken in the area were Kiswahili, spoken by 68% of the respondents, Kirundi, spoken by 59%, and French spoken by 16%. Other languages included Kiha which was spoken by 3%, plus English and Lingala which were spoken by 4% respectively. The key languages spoken by the refugees included Kirundi, spoken by 86% of the refugees; Kiswahili, spoken by half of the refugees; French, spoken by 27%; Lingala, spoken by 7% and English which was spoken by 2%. Notably, Kiswahili, Kirundi and French were spoken in all the three camps while English was only spoken in Nduta and Mtendeli, and Lingala was only spoken in Nyarugusu. Among the host community, the main language was Kiswahili (93%). However, other languages spoken include Kirundi (18%), Kiha (7%) and English (6%). The use of Kirundi language in the host community may be attributed to the refugee naturalization process where Tanzania granted citizenship to former Burundi refugees⁷. When looking at the languages spoken, the refugee and host communities would be reachable with Kirundi and Kiswahili only, as many refugees speak and understand Kiswahili, the lingua franca of East Africa. In the sample, there were just eleven (11) respondents (= 2% of total) who spoke neither of the two languages (9 from Nyarugusu, speaking only French and Lingala, and 2 from host community, speaking only Kiha). Figure 5 shows languages spoken in the region. *Note: respondents could name more than one language.*

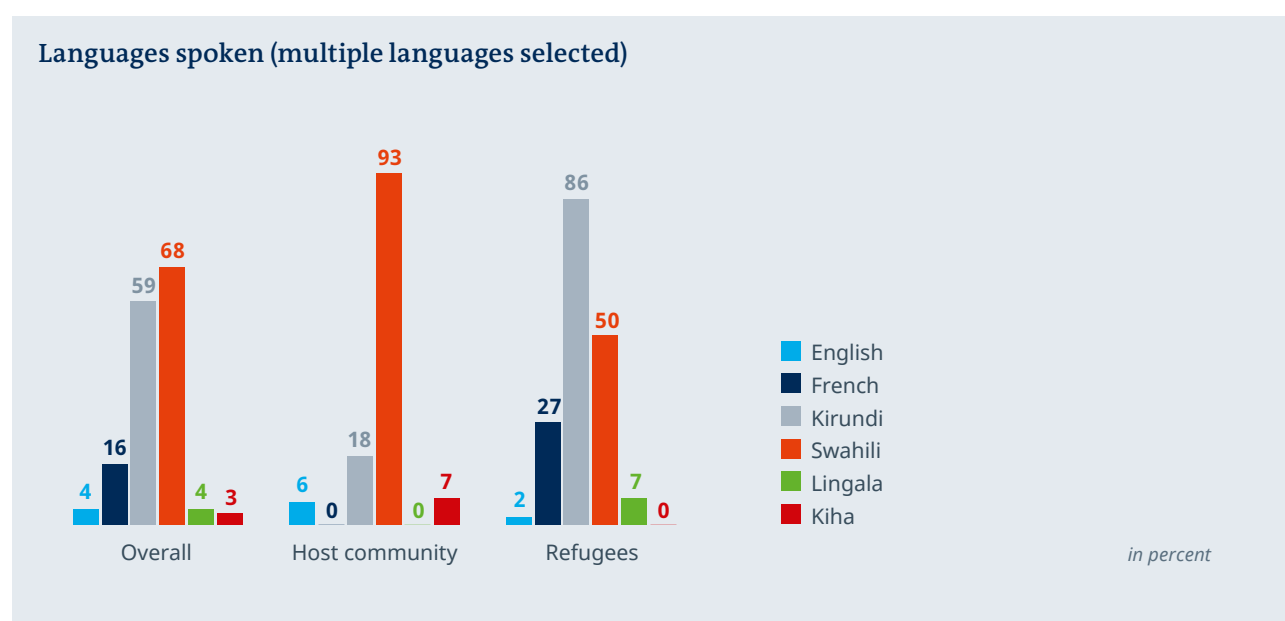


Figure 5

⁶ uis.unesco.org/en/country/tz

⁷ unhcr.org/news/latest/2014/10/5441246f6/tanzania-grants-citizenship-162000-burundian-refugees-historic-decision.html

3.3 Sources of information

3.3.1 Channels of communication

Refugees and the host community receive information from different channels, ranging from face-to-face communication, broadcast media, mobile channels, electronic communication to written communication. As shown in figure 6, the most frequently used channel to access information was the radio (58%). This was the case for both refugees and host community. Access to TV was more common (48%) among host community compared to refugees (16%). Communication through humanitarian agencies was accessed mainly by refugees (UNHCR 16%, DRC 8%). Noteworthy, 9% received information via Internet (mobile phones/computers). Note: respondents could name more than one channel of communication.

“ A lot of signposts have been installed at the camps to communicate health and sanitation information. They are key to avoid disease outbreaks in the camps.

Source: KII, Camp Staff, Nduta

“ Humanitarian agencies use loudspeakers and community leaders to communicate information on food and aid within the camp zones.

Source: FGD, Mtendeli Camp

Qualitative data suggested posters, loudspeakers, and community leaders were the main ways of disseminating information in the camps. Posters and signposts were mainly used to convey key health and sanitation information while loudspeakers were used to transmit information on the distribution of food and aid.

This assessment clarifies that Nyarugusu Camp has a similar pattern of media consumption as the host community, but a lot different from the other refugee camps: higher radio and TV usage, and a considerable extent of using the Internet and social media (both close to 20%, compared to 4% in the other refugee camps). Mtendeli is the lowest in all media consumption types and as well in having mobile phones. TV is mostly used in the host community, and just a bit in Nyarugusu Camp. Gender is hardly relevant, but yet fewer women watch TV.

Nevertheless, radio is the most used mass media in camps and host communities. Almost all radio users listen to at least one of the following stations: Radio Kwizera as the biggest local radio

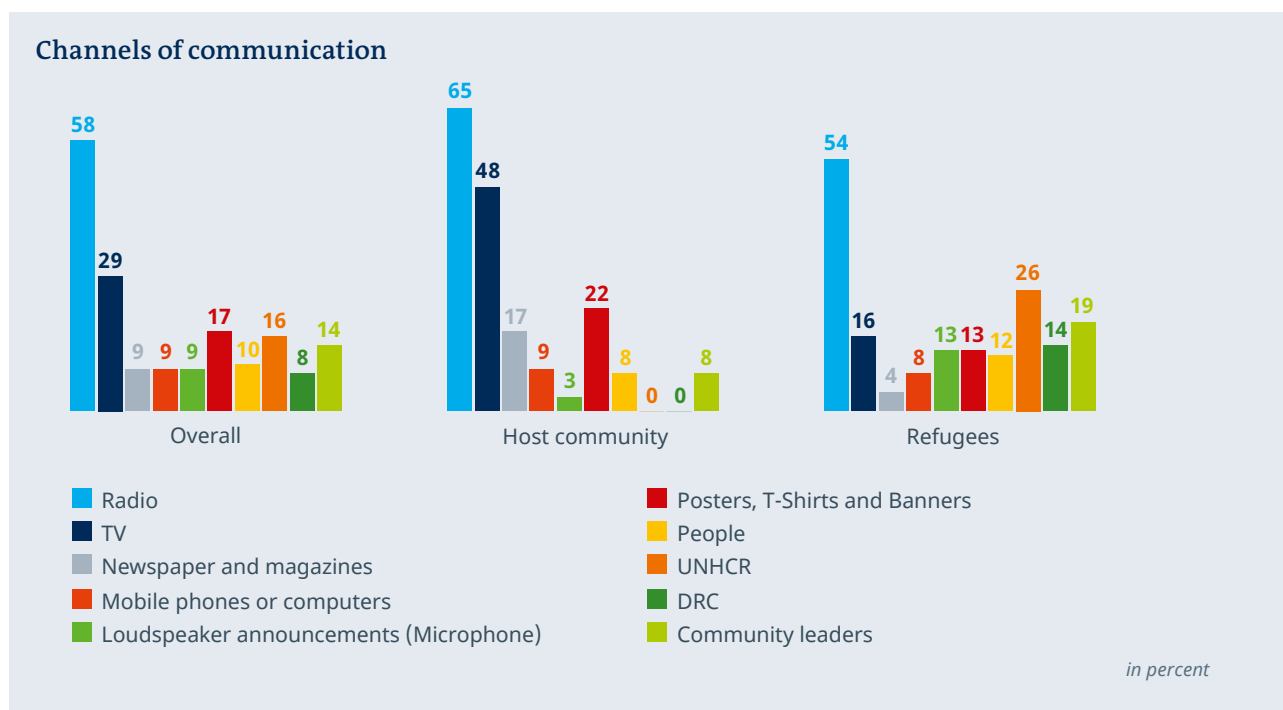


Figure 6

station in the region, TBC Taifa, Tanzanians public broadcaster and former state radio, and Isanganiro FM, a local radio station broadcasting from Burundi. Only 8% of all respondents listen to neither of those stations. There is hardly any gender difference in listening to radio, except in Nyagurusu.

3.4 Radio access and consumption habits

3.4.1 Access of information from radio

Overall, 58% of respondents listened to radio. However, the host community had better access to radio compared to the refugees. When it came to refugees, those in Nyarugusu (66%) had the highest number of radio listeners followed by Nduta (42%) and then Mtendeli (38%) as shown in figure 7.

The trend was similar to that of children (11–17 years), where overall 37% listened to radio, 38% being those from the host community and 35% being refugees.

“We are not in any position to own radios, if we were working then we would, but now we are just refugees who are not allowed to work.”

Source: FGD with refugees, Nduta

Notably, more male respondents (65%) listened to radio compared to female respondents (51%). This case was significant among the refugees compared to the host community. Qualitatively, this was attributed to lack of radio sets and security concerns for women while listening in other areas apart from their homes. Others cited they preferred to stay indoors while doing chores as men looked for small jobs within the camps.

“Sometimes we are busy with chores and hence we don't have the time to listen to radio away from home ... most single mothers here don't own radio sets because we don't make any income ... others go to listen with their friends but security is not that good in the camps so we don't need to risk

Source: FGD with women refugees Nduta

Radio listenership was affected by cost/ownership of sets, language barriers and access to electricity as shown in figure 9. Noteworthy, most refugees did not listen to radio because they did not have access to a set. Others listened to radio through their neighbours' sets. These challenges were affirmed further by qualitative interviews. *Note: respondents could name more than one reason why they didn't listen to radio.*

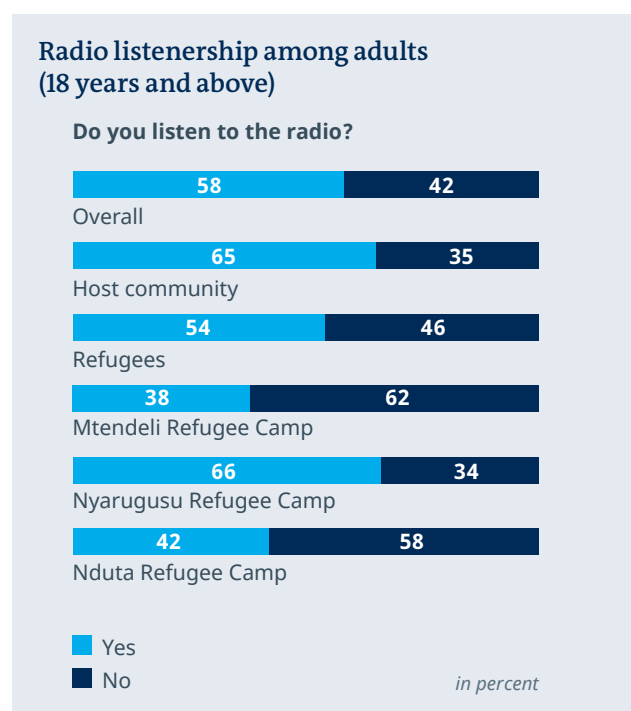


Figure 7

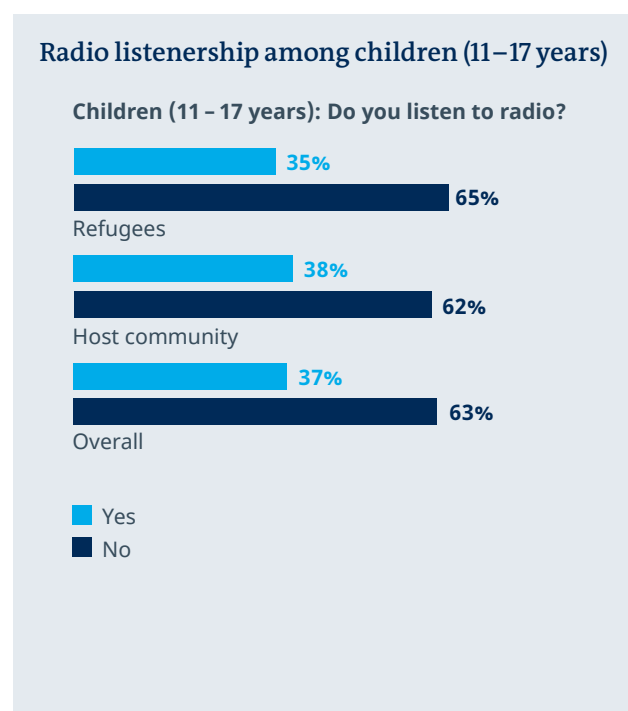


Figure 8

Out of those who listened to radio, 97% relied on sets they owned or owned by family or friends. Only 16% of those who listened to radio accessed it through mobile phones or tablets and 1% through vehicles or public transport. More refugees (19%) accessed radio through tablets and mobile phones compared to host community (12%). There was no gender disparity in how the respondents accessed radio. Most (86%) children (11–17 years) accessed radios owned by their families and friends, at school (19%) and only 8% accessed through tablets/mobile phones owned by themselves or friends. *Note: respondents could name more than one way they listen to radio.*

Generally, out of those who listened to radio, 92% listened in their residences, others at relatives' and friends' homes (17%), and at collective centres such as food distribution centres (8%) among others. Qualitative data showed that refugees with access to radios listened to them while at home/camp and while doing small jobs and chores within the camp. Others carried their radios to the distribution centres to catch up with news and entertainment as their awaited food. Interestingly, more refugees listened to radio at their friends' and relatives compared to the host community. This alluded to the challenge of radio ownership among the refugees. *Note: respondents could name more than one place where they listen to radio.*

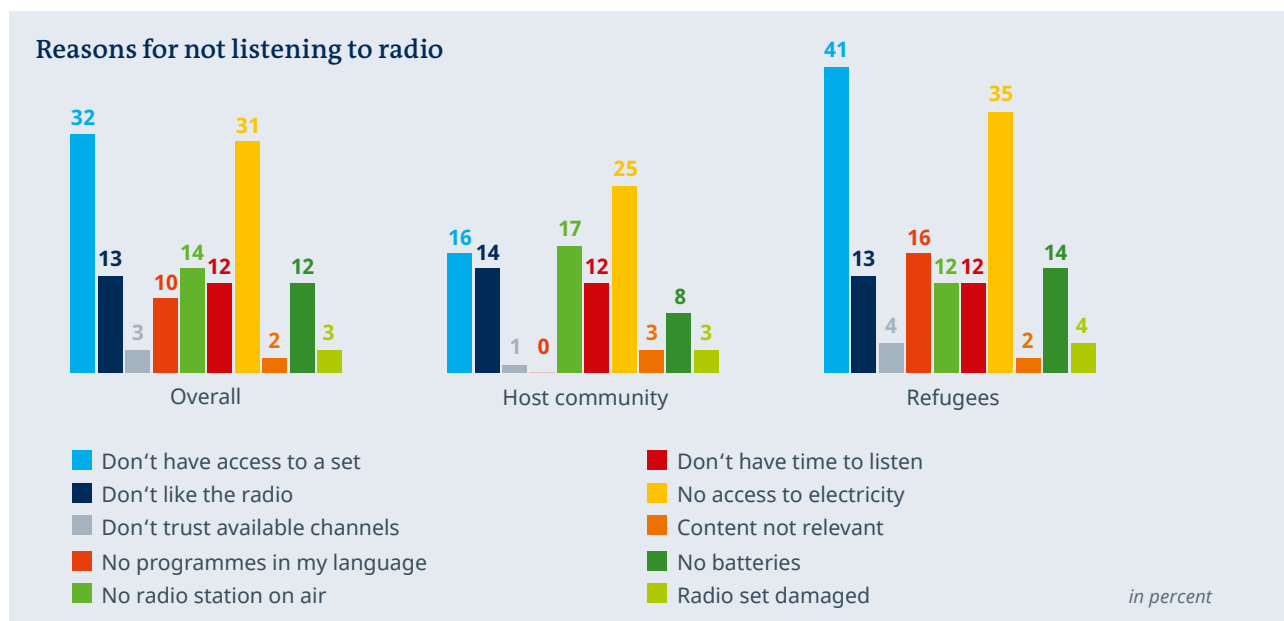


Figure 9

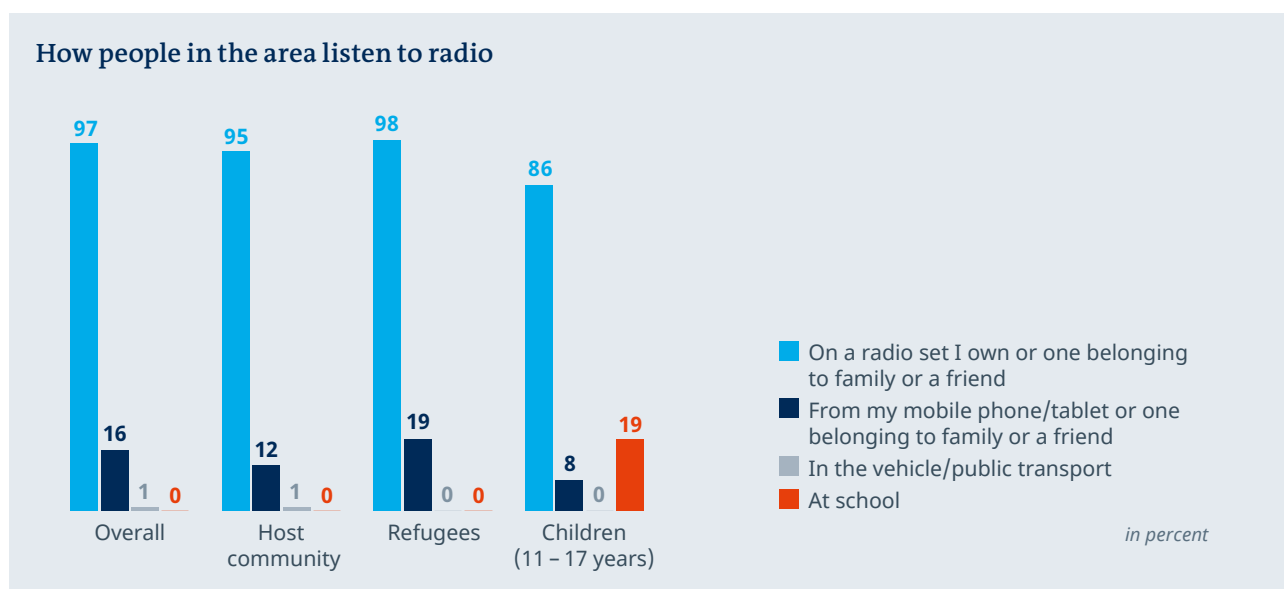


Figure 10

“ I used to have a radio but since we don't have electricity, the batteries were expensive for me so I just kept it. I later found out that it got spoilt.

Source: FGD with host community, Nduta

The assessment further found out that slightly more than two thirds of the respondents (68%) listened to radio in the company of their families, 47% alone, 29% with friends, 8% with listening groups and 5% in public gatherings. This trend

was similar for both refugees and host community as shown in figure 12. *Note: respondents could name more than one person or group with whom they listen to radio.*

“ Mostly we listen to radio in our homes within the camps and when we are doing small jobs and duties within the camps. News from Burundi and about our refugee status is what we look forward to.

Source: FGD with refugees in Mtendeli

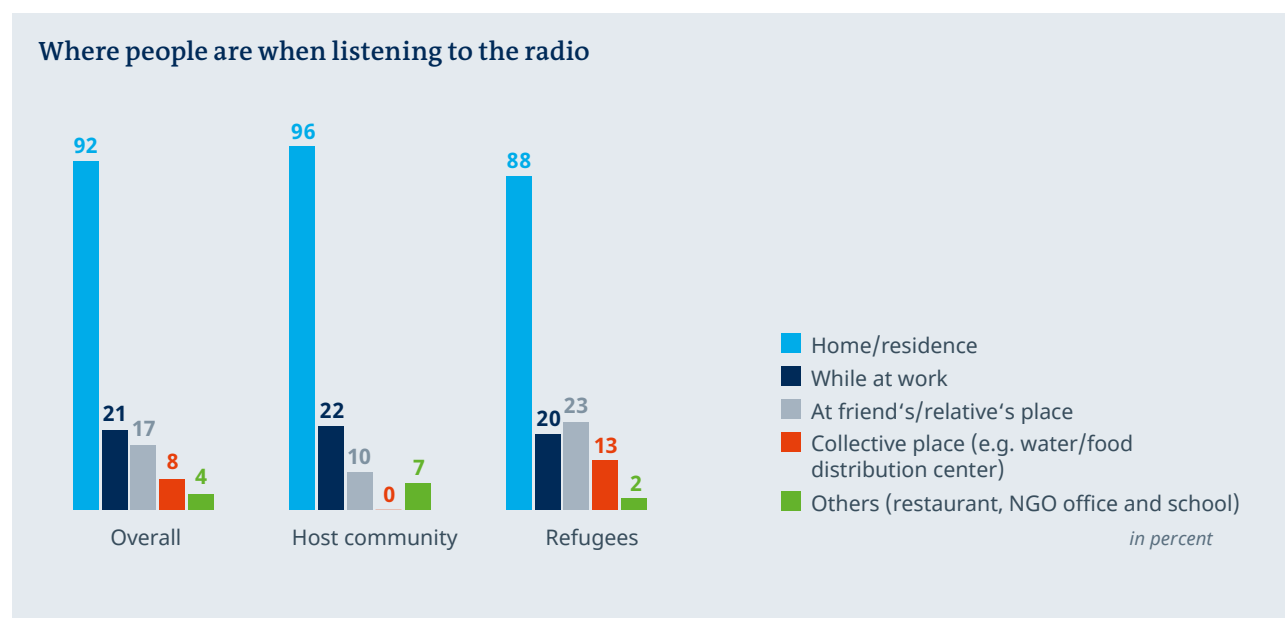


Figure 11

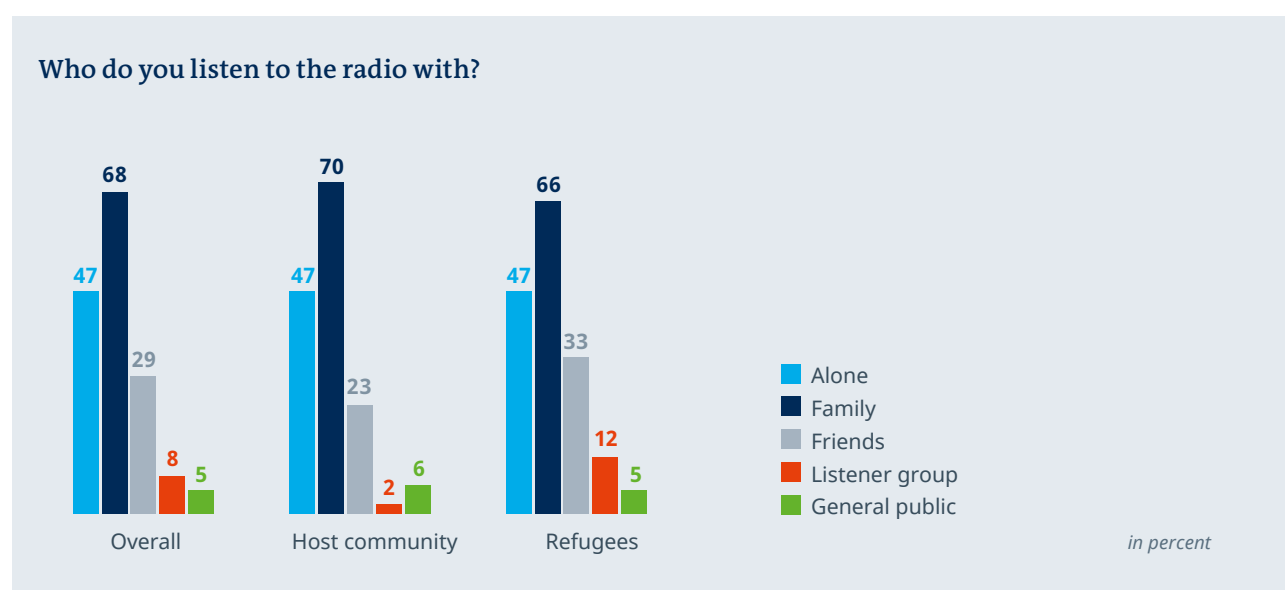


Figure 12

3.4.2 Radio stations accessed

The most popular radio stations were Radio Kwizera (70%) and TBC Taifa (41%). These were the only radio stations listened to by both the refugees (all three camps) and the host community as shown in figure 13. Radio Isanganiro⁸ which is located in Burundi was also a popular radio station in both Nduta and Nyarugusu Refugee Camps as it was listened to by 11% of the refugees. *Note: respondents could name more than one radio station.*

Radio Kwizera also stood out as favourite radio station for Children (11 – 17 years) compared to others as shown in figure 13.

The profiles of these three main radio stations in the area are as follows.

“ We listen to Radio Kwizera, Isanganiro and Ntenisi. Radio Amani and Umoja were closed and we would like them to be restored.

Source: FGD with men from DRC Congo

“ We listen to Radio Kwizera and Kavondo FM.

Source: FGD with men and women from Burundi, Nyarugusu

Radio Kwizera is a regional non-profit radio for community service established to enable integration and interaction of refugees, host community, the Tanzanian government and humanitarian agencies. It is also engaged in developing and building community-based organizations engaged in education, Income Generating Activities (IGA), health and sanitation, agriculture and environmental conservation through campaigns, contests, and other social services. Its coverage areas include North-West Tanzania, Eastern parts of Rwanda and Burundi as well as parts of the Democratic Republic of Congo (DRC)⁹. Radio Kwizera broadcasts in Kiswahili and is located in Kagera. Its coverage, language of broadcast and programming influenced its high listenership in the area. This was affirmed by qualitative interviews as follows.

TBC Taifa is the original national service radio station of Tanzania. Its main mandate is to inform, educate, and entertain. However, currently it focuses 75% of its programs on information and education and only 25% is entertainment¹⁰. Respondents relied on it because of its focus on disseminating official news mostly from the government.

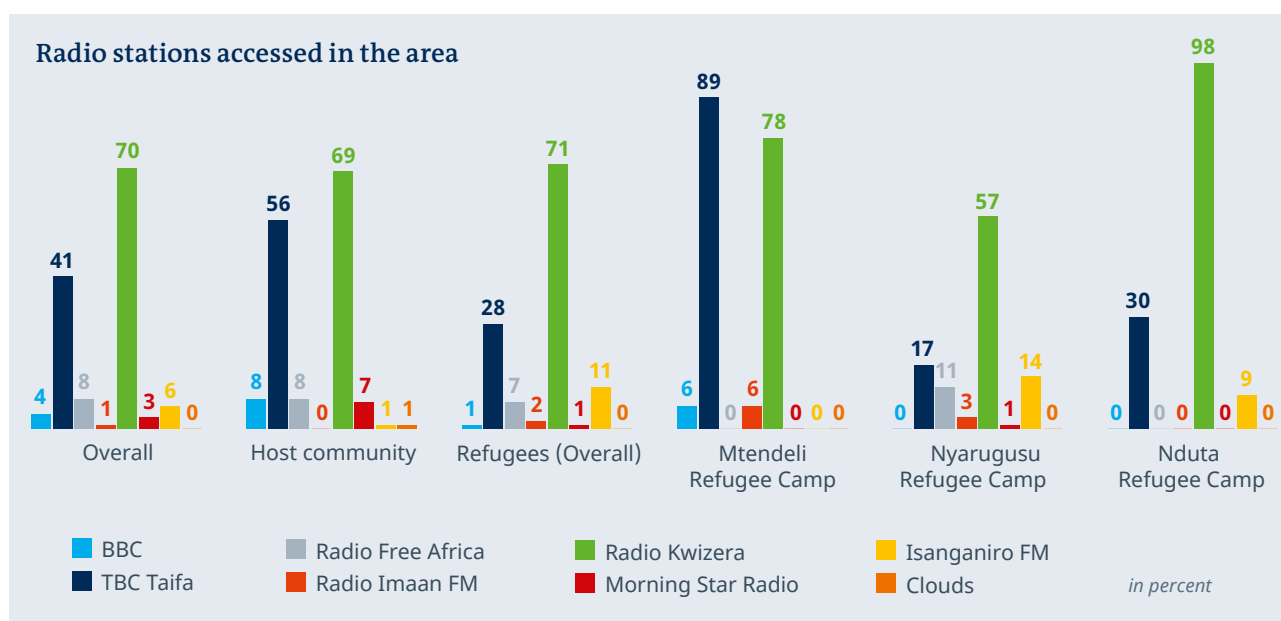


Figure 13

⁸ isanganiro.org

⁹ radiokwizera.com

¹⁰ tanzania.mom-rsf.org/en/media/detail/outlet/tbc-taifa-1

“ We listen to Radio TBC which broadcasts in Kiswahili and also Radio Kwizera which broadcast in English and Kiswahili.

Source: FGD with men, Mtendeli

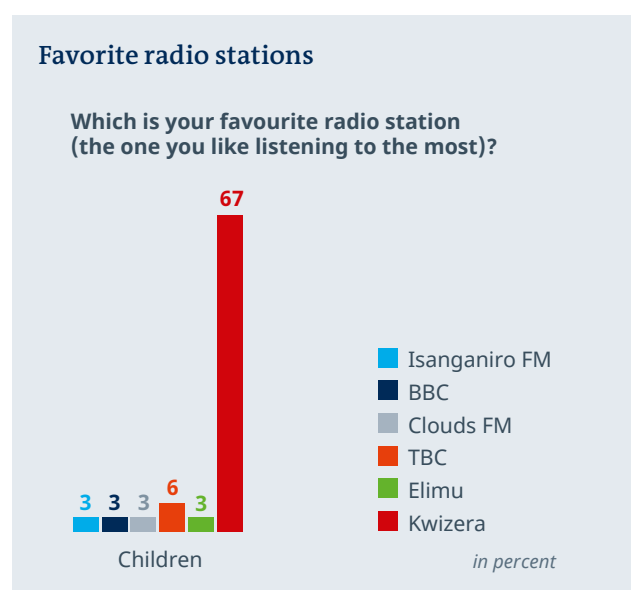


Figure 14

Despite the fact that Radio Isanganiro is located in Bujumbura/Burundi, it is the third most listened to radio station and its main audience are the refugees from Burundi. Its ability to broadcast in Kirundi, Kiswahili and French makes it accessible to the refugees. Most of the refugees want to keep up to date with the current situation in their home nation of Burundi.

3.4.3 Information currently received from radio

The most listened to information from radio stations was news on the camp (46%), news on home country (41%), news on Kigoma and Kagera (34%) and news on Tanzania (33%), among others. Notably, the host community received news about Tanzania (51%), information from their community in Kigoma/Kagera (48%) and interestingly also news about the camps (37%). Qualitative interviews revealed that the host community had a lot of interest on events in the camps and thus frequently listened to such news through the radio. On the other hand, refugees also followed news about the camp (54%) and their home country (53%). Noteworthy, refugees kept up to date on civil rights (32%) and international news (29%) through the radio more than the host community. *Note: respondents could name multiple types of information they received from radio stations.*

“ We have a lot of interest regarding what happens to the refugees. If they leave, most businesses in Kibondo will close, ruining the economy here...we buy some things from the refugees and I feel if they leave, we will miss out ... we are interested because some people believe there are thieves from the camp who come out and steal from us.

Source: FGD with host community members, Nduta

Radio listeners and TV viewers were asked what kind of information they currently receive from radio or TV, based on the same list of items. Indirectly, the answers tell us what people look for because they usually (“uses and gratifications model”) expose themselves to (and remember) information they need.

The data shows that Mtendeli and Nduta refugees are highly interested in two topics: Information on the camp and their immediate surroundings, and information on their home countries. The host community is less interested in the camp, but more on the local district of Kagera and Tanzania as a nation. The Nyarugusu Camp respondents have a lot of interest in topics like education and health, at least much more than the other groups. In all refugee camps, the topic of civil and refugee rights is relevant.

Those who do not feel well-informed, listened more to information on the camps and their home country (table 6), and much less to topics like education or civil rights. There are no gender differences here.

Note: A second option to discover information needs in the survey is when respondents were asked in the radio and TV section what they “would like to get from radio/TV?”

Information accessed on radio stations

What information do you currently receive from radio station?

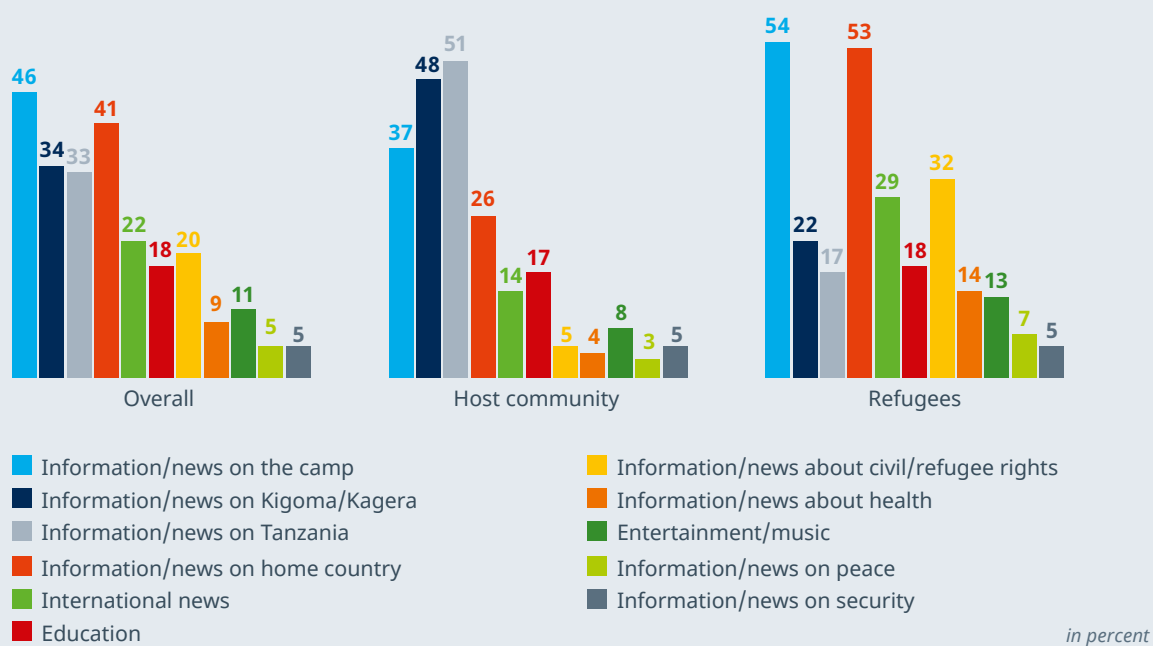


Figure 15

Types of information received from radio by site/group

	MTENDELI	NYARUGUSU	NDUTA	HOST	TOTAL
Information on camp	100%	29%	96%	37%	147
Information on Kigoma/Kagera	28%	11%	45%	48%	108
Information on Tanzania	28%	13%	23%	51%	104
Information about home country	72%	40%	77%	26%	130
International news	0%	30%	38%	15%	71
Education	6%	28%	2%	17%	56
Information about civil/refugee rights	11%	30%	47%	5%	63
Information about health	0%	19%	6%	4%	30
Entertainment/music	0%	17%	9%	8%	34
Information on peace	0%	10%	2%	3%	17
Information on security	0%	1%	17%	5%	16

318

Table 5

Content received from radio in relation to feeling well-informed or not

	YES, WELL-INFORMED	NO, NOT WELL-INFORMED	TOTAL
Information on camp	42%	83%	136
Information on Kigoma/Kagera	31%	45%	96
Information on Tanzania	32%	48%	101
Information about home country	37%	69%	121
International news	24%	0%	64
Education	19%	3%	52
Information about civil/refugee rights	21%	7%	58
Information about health	10%	0%	26
Information about health	11%	0%	29
Information on peace	5%	0%	14
Information on security	6%	0%	16
	270	29	299

Table 6

What would you like to get from the radio?

	MTENDELI	NYARUGUSU	NDUTA	HOST	TOTAL
Information on camp	100%	15%	92%	38%	112
Information on Kigoma/Kagera	13%	13%	37%	44%	84
Information on Tanzania	13%	13%	26%	52%	89
Information about home country	87%	33%	74%	32%	113
International news	0%	38%	58%	16%	80
Education	13%	32%	3%	16%	55
Information about civil/refugee rights	11%	42%	53%	10%	77
Information about health	0%	27%	11%	8%	41
Entertainment/music	0%	17%	11%	11%	34
					278

Table 7

These data show a very similar pattern of information needs as before: refugees in two camps (Mtendeli and Nduta) want information about the camp and home country. Whereas the Nyarugusu Camp requires less of this, but wants instead information on health and education, and refugee rights.

Looking at those “like to get” information needs, those who are not well-informed prefer information on the camp (91% vs 36%) and on home country (83% vs 37%), whereas the rates of information from Tanzania are the same (around 32% for both). Those not feeling well-informed do not wish to be informed on education, or health, and less on refugee rights.

Assessing the same question on TV, shows the same pattern as for radio. Mtendeli and Nduta need information about the camp and home country. But there is one exception, the wish

for information on civic and refugee rights stands out in all camps. The pattern between those who are well-informed and those who are not, is the same as with radio.

3.4.4 Children’s programs

The main programs listened to by children (11–17 years) were on music/entertainment (44%) and sports (28%). Despite this, 22% of them also watched news as shown in figure 16. Noteworthy, 3% listened to Deutsche Welle and other children programs (8%). *Note: respondents could name multiple programs they listened to.*

Out of these programs, music and entertainment programs were the most popular with 36% citing them as favourites, followed by sports (34%), and others (30%) as shown below.



Figure 16

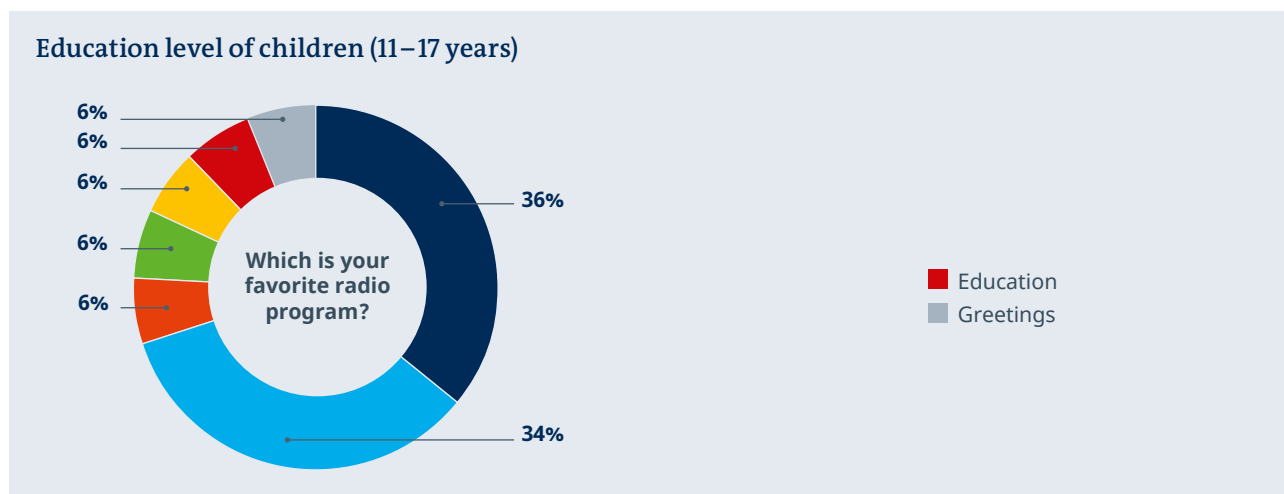


Figure 17

3.4.5 Frequency of radio listenership at different times of a day

Generally, most people listened to radio daily, but at different times of the day as shown in table 8. The majority (57%) listened to radio early in the morning (5:00 am to 8:00 am), and the least popular timeslot for radio was overnight (11:00 pm to 5:00 am). Peak listening periods were early morning (5:00 am to 8:00 am) and evening (5:00 pm to 8:00 pm), while off-peak period was overnight (11:00 pm to 5:00 am). Peak hours were popular due to news, entertainment and family programs aired at those specific times.

“Listening to radio early in the morning is good because it gives you news about where you want to go. For example, if a bridge is damaged or roads are blocked due to rain ... my family and I have set an alarm on our radio to wake us at 6:00 am. This helps us to prepare the children for school and ourselves for work.

Source: FGD with host community, Nduta

“We love listening to sports and music but we would also love to get education from the radio ... I send greetings over to my friends at home and also listen if they send back greetings through the radio.

Source: FGD with youth, Nduta Refugee Camp

3.4.6 Use of radio podcasts

The use of podcasts in the region was very low for both refugees and host community, with only 12% having ever listened to a podcast. Most of those who listened to podcasts were part of the host community compared to the refugees as shown in figure 18.

“Prime time news is usually reported in the morning and in the evening. This is the best time for us to listen to radio. Also, during the day, we might be too busy.

Source: FGD with men, Mtendeli Refugee Camp

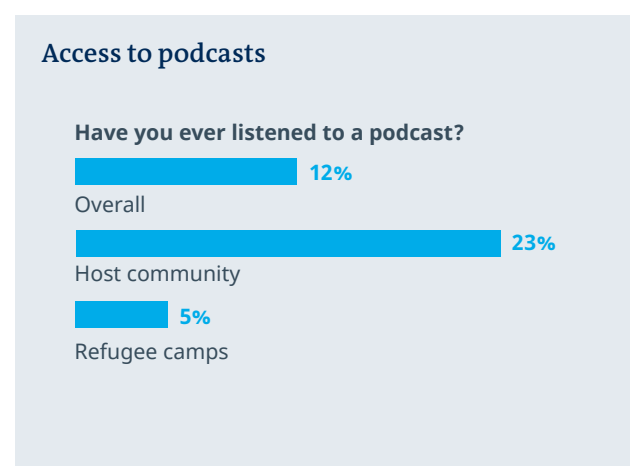


Figure 18

Frequency of radio listenership

	DAILY	MORE THAN ONCE A WEEK	MORE THAN ONCE A MONTH	NEVER
Early morning (5:00 am to 8:00 am)	57%	31%	6%	6%
Morning (8:00 am to 11: 00am)	42%	36%	5%	17%
Mid-day (11:00 am to 2:00 pm)	34%	39%	7%	20%
Afternoon (2:00 pm to 5:00 pm)	43%	34%	5%	18%
Evening (5:00 pm to 8:00 pm)	44%	32%	4%	20%
Late evening (8:00 pm to 11:00 pm)	41%	30%	5%	24%
Overnight (11:00 pm to 5:00 am)	29%	29%	5%	37%

Table 8

Frequency of podcast listenership

How many podcasts have you listened to in the last one month (refer to)?

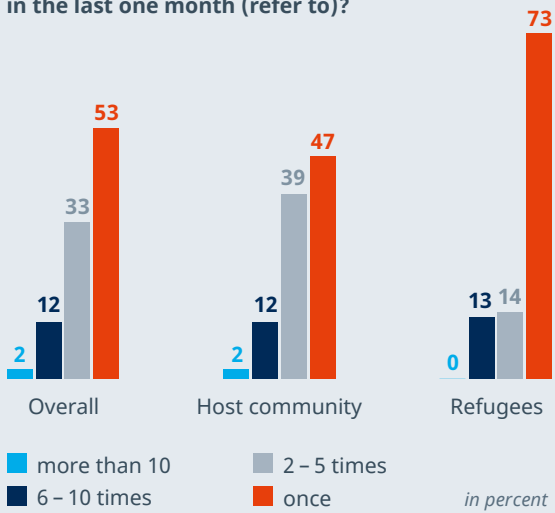


Figure 19

Frequency of watching TV

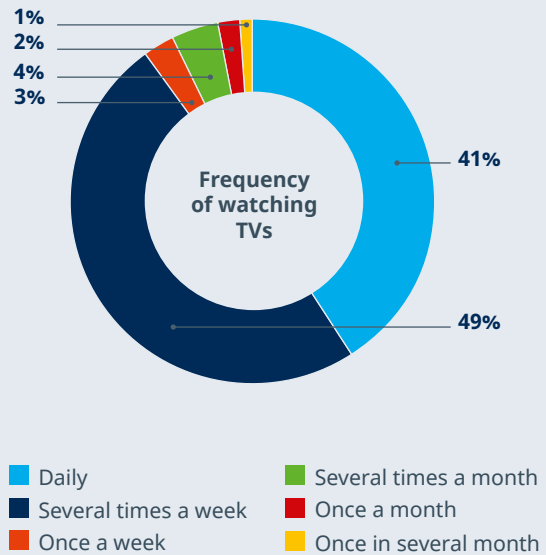


Figure 21

Access to televisions

Do you watch TV from satellite/cable?

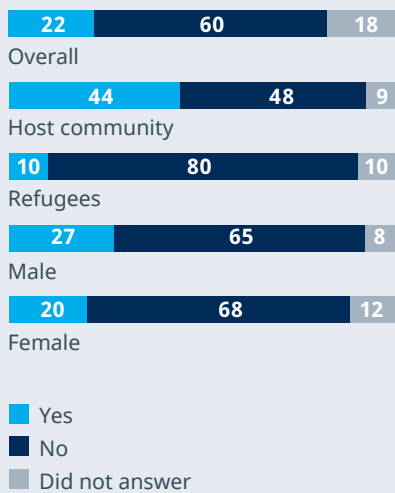


Figure 20

Time periods where TVs are most watched

	OVERALL	HOST COMMUNITY	REFUGEES
Early morning (5:00 am to 8:00 am)	26%	26%	27%
Morning (8:00 am to 11:00 am)	21%	19%	24%
Mid-day (11:00 am to 2:00 pm)	13%	11%	18%
Afternoon (2:00 pm to 5:00 pm)	21%	15%	36%
Evening (5:00 pm to 8:00 pm)	31%	29%	39%
Late evening (8:00 pm to 11:00 pm)	15%	18%	3%
Overnight (11:00 pm to 5:00 am)	1%	-	3%
Any time	5%	6%	3%

Table 9

More than half (53%) of those who listened to podcasts did so only once in a month. Most of the refugees (79%) who listened to podcasts, listened to them only once in a month compared to 47% of the host community.

Further analysis showed that out of those who accessed TVs, the majority watched it daily and several times a week as shown in figure 21. Noteworthy, 15% watch TV from video kiosks (local cinema halls that showed movies for a fee).

3.5 Television access and consumption habits

3.5.1 Access to information on TV

Access to information from TVs was low (24%) amongst the target respondents due to hindering factors such as affordability of TV sets and access to electricity as indicated by qualitative information. In comparison, more host community members (44%) accessed information from TVs compared to only 10% of the refugees. The trend was similar in terms of gender as only 27% of males had access to TVs compared to 20% of females as shown in figure 20.

In terms of the prime hours of watching televisions, the peak period for most was in the evening between 5:00pm to 8:00am. Off-peak hours were similar to those of the radio, overnight (11:00pm to 5:00am) as shown in table 9. *Note: respondents could name multiple periods when they watched TVs.*

3.5.2 Information consumed from TV

Information consumed from TV was similar to that consumed from the radio. Overall, the main information received from TV included news from Kigoma/Kagera (48%), news from the camp/community (44%), news from Tanzania (38%) and news from home country (31%). In comparison, most refugees (60%) watched news from the camp on TVs while most of the host community (47%) consumed news from Kigoma and Kagera areas. Other types of information consumed by the respondents included international news, education, information on refugee and civil rights, health information and entertainment as depicted in figure 22. *Note: respondents could name multiple types of information.* 3.5.3 Channels currently accessed

“Yes, we watch; Christian music, news though it’s difficult to pay for it because we don’t have a source of income.”

Source: FGD with women from DRC, Nyarugusu

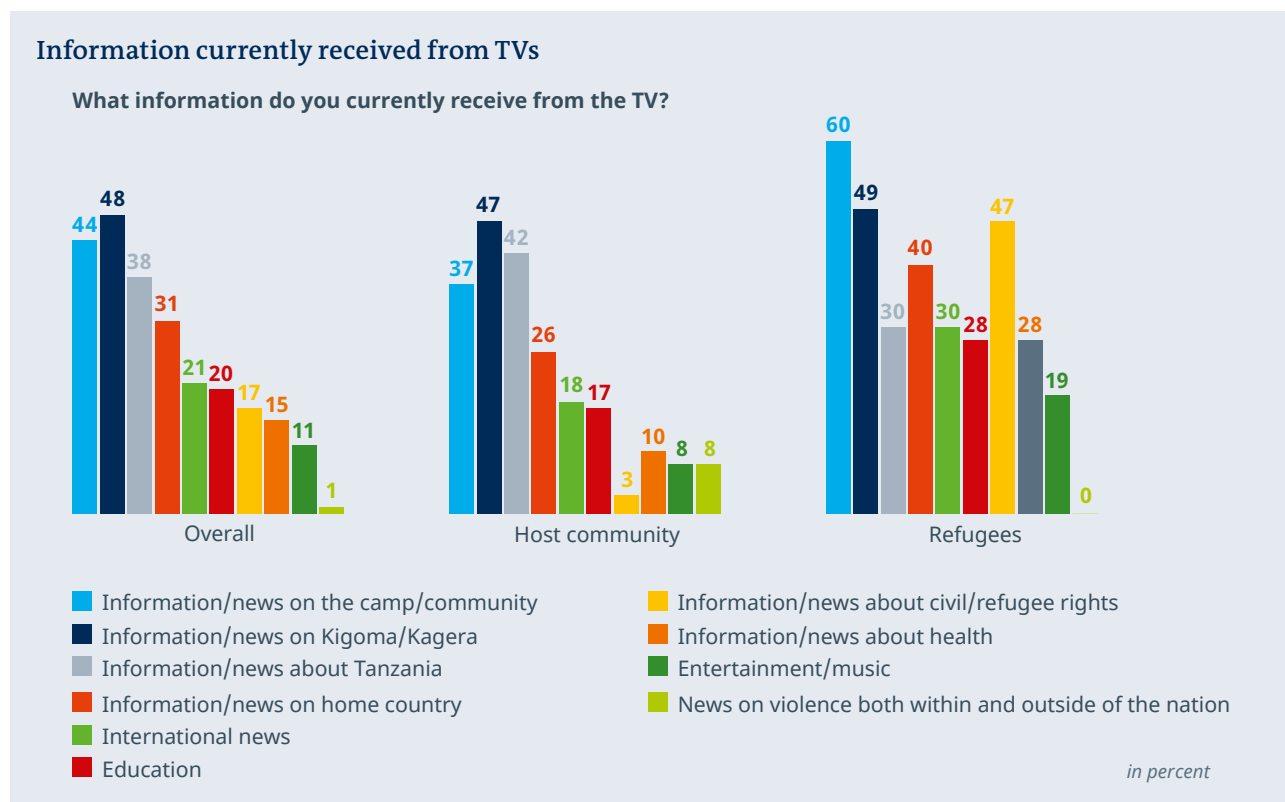


Figure 22

The most viewed channels by the respondents included Independent Television (ITV) (32%), BBC (21%), TBC (13%), Azam TV (11%) and Clouds TV (9%). Both the host community and refugees had similar viewing trends. However, more refugees (23%) watched Azam TV compared to 5% of the host community and on the other hand, more host community members (17%) watched TBC compared to 6% of the refugees. *Note: respondents could name more than one TV channel they accessed.*

The main content watched from ITV was sport and entertainment while that watched on BBC it was daily news, sport and music/entertainment. Azam TV which is the second most accessed by refugees is a digital satellite service provider located in Dar-es-Salaam, Tanzania and was founded in 2013 with the intention to expand across Africa. Out of those who accessed Azam TV, the main information consumed was daily news, sports and movies/cinema.

“ We have a few magazines which we get from UNHCR and DRC but they are mainly on health and protection against diseases.

Source: FGD with DRC women in Nyarugusu

3.6 Print media access and consumption

3.6.1 Access to information from newspapers and magazines

Circulation of print media has been on the decline worldwide. Tanzania is no exception and over the years it has faced its fair share of challenges. The Media Service Act 2016 required all print media in Tanzania to reregister. The deadline to reregister was set at October 31, 2017 and any company that had not complied was forced to close business.¹¹ In terms of its popularity in the area of study, only 12% read newspapers and these were mainly from the host community. Only 1% of the refugees read newspapers.

The majority did not read newspapers because of unavailability of newspapers (65%), the available ones were not in 20% of the respondents' language, and, other respondents (32%) could not afford to buy them while others (18%) claimed they couldn't read. These claims were later supported by qualitative surveys as follows.

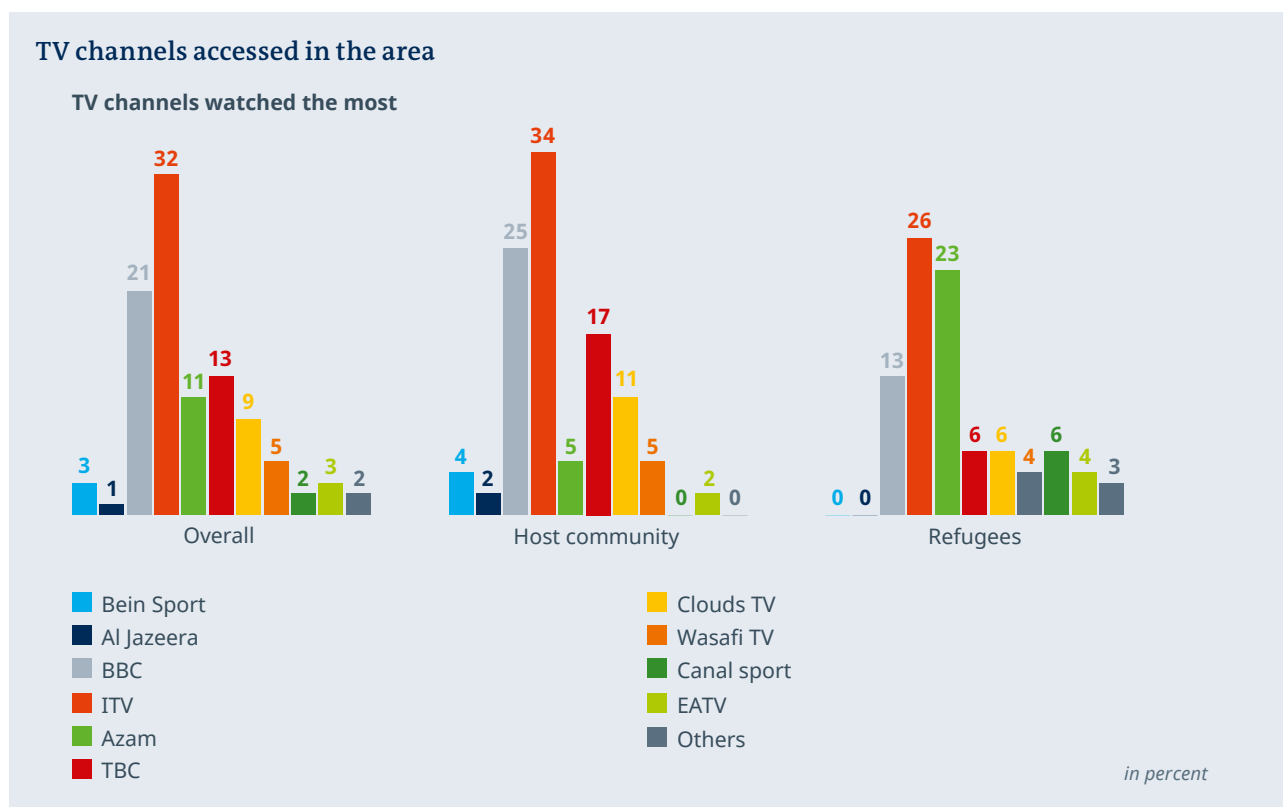


Figure 23

¹¹ mct.or.tz/wp-content/uploads/2019/05/State-Of-the-Media-2017-2018.pdf

Access to magazines was lower than newspapers due to similar challenges. Overall, only 10% read magazines as shown in figure 25. Magazines read by refugees were mostly gifts from humanitarian organizations and not purchased.

3.7 Mobile phone access and usage

3.7.1 Mobile phone access

Overall, 49% of the respondents had access to mobile phones and the access was higher in the host community compared to refugees. This was mainly because of unreliable income which made mobile phone unaffordable. In terms of gender, more males had access to mobile phones compared to females. Qualitative data revealed the disparity was mainly due to financial challenges the women faced especially in finding jobs.

“Newspapers are not available in this area and I don’t think most people buy them. Buying a newspaper, you will be seen as a rich man in this area. You can also get that information from the radio or TV.”

Source: FGD with host community members, Nduta

Access to magazines

Do you read magazines?

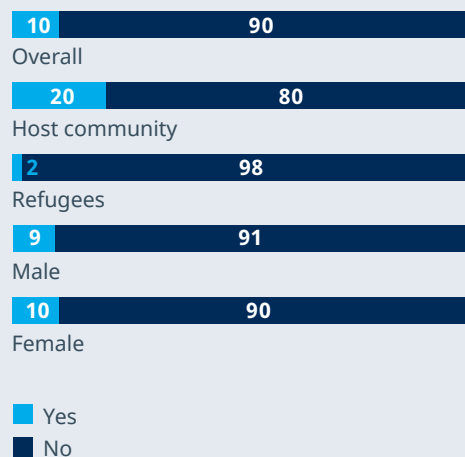


Figure 25

Access to newspapers

Do you read newspapers?

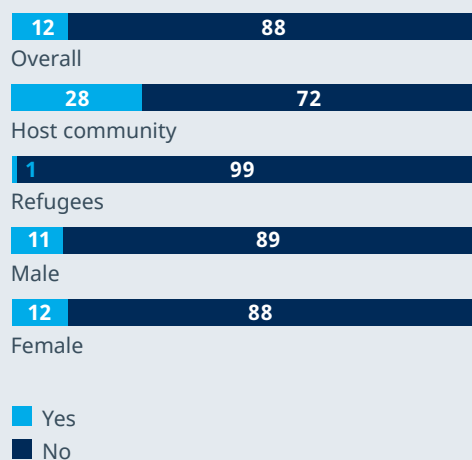


Figure 24

Access to mobile phones

Do you have access to a mobile phone?

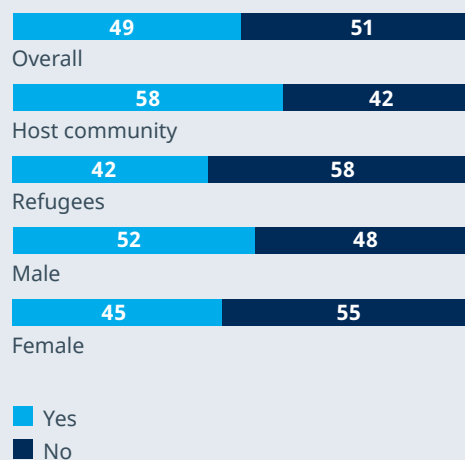


Figure 26

3.7.2 Activities performed on phones

The phones were mostly used to make calls and receive calls with family and friends, sending text messages, money transfer and listening to radio. These activities were similar among refugees and the host community as shown in figure 27. *Note: respondents could name more than one activity done using mobile phones.*

Further analysis showed that 74% of those with mobile phones listened to radio because their phones were equipped with radio receiver.

“As women refugees we have many challenges, and the fact that jobs available within the camps sometimes involve building tents and manual labour, we are unlucky. Also, since we can’t work outside, getting an income to buy phones is impossible.

Source: FGD, Congolese women in Nyarugusu

“I use my phone to call and also to listen to radio since I don’t have a radio set. I bought the phone instead of a radio because I thought it was more economical.

Source: FGD with men, Nduta

“We have smartphones which we use to get news online, for instance Facebook and WhatsApp.

Source: FGD Nyarugusu

“I use my phone to call my son in Dar es Salaam to send me money. When he sends, I can at least receive the money.

Source: FGD, host community Nduta

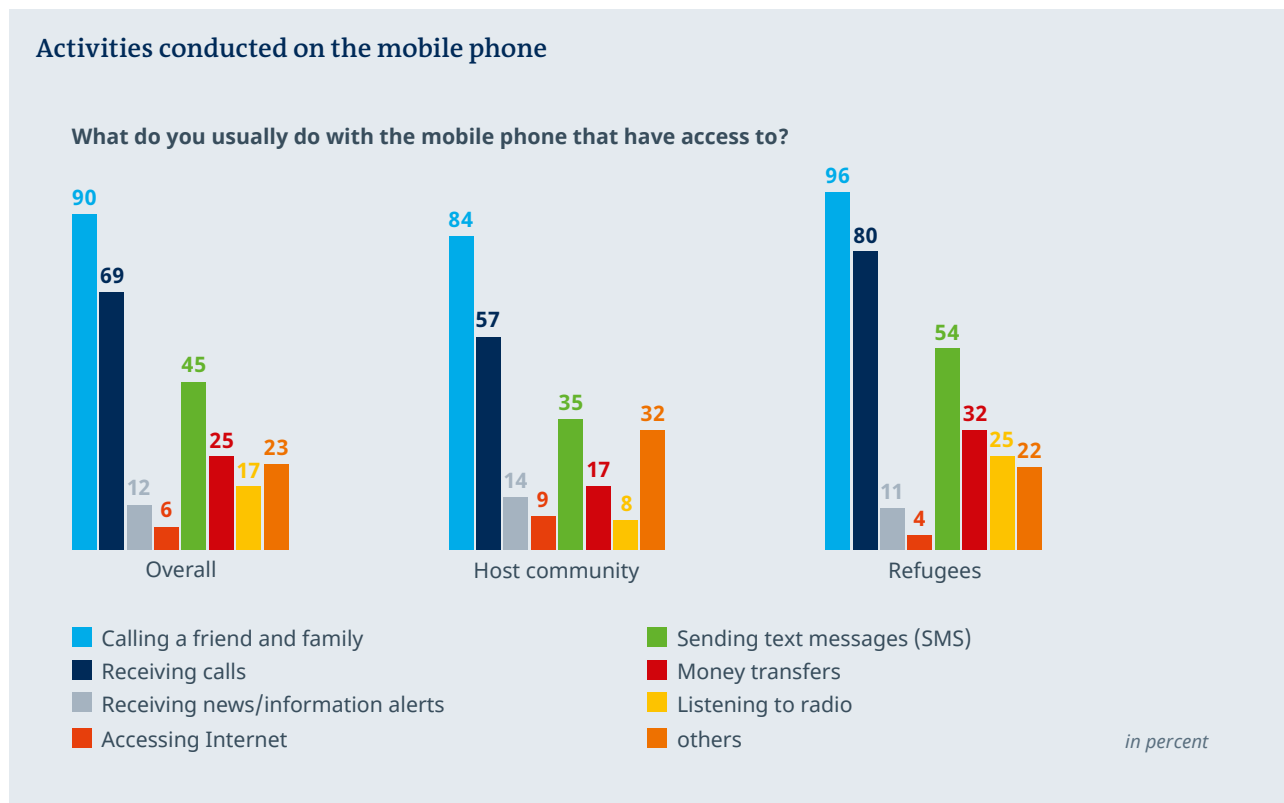


Figure 27

3.8 Internet access and consumption

3.8.1 Internet access

In total, 23% of all respondents had Internet access. The host community, compared to the refugees, had better access to the Internet as well as the male refugees compared to women. Qualitative data revealed that the main challenges in accessing Internet included low numbers of people owning smartphones and computers, especially within the refugee camps.

Devices used to access the Internet

Out of those who accessed Internet, 97% accessed using their own smartphones/tablets, 6% on computer/laptops, 1% in cyber cafés, and 1% in youth/community centres. The host community mainly accessed on smartphones/tablets and computers/laptops. Cyber cafés and youth centres were frequented by refugees as shown in figure 29.

3.8.2 Information accessed on the Internet

The Internet was useful in getting news on the camp and community, news from Tanzania and news about refugees' home countries. The host community mainly sought updates

on Tanzania (38%), news about Kigoma/Kagera (38%) and information/news on the camp/community. On the other hand, refugees were interested in civil/refugee rights (53%), news on the camp and community (49%), education (36%) and news on Kagera/Kigoma. *Note: respondents could name more than one type of information.*

“Most people don’t access Internet here because we lack the necessary gadgets. Those who have the gadgets, they are just donated.

Source: FGD with the youth, Nduta

“Currently we can’t afford phones with Internet access due to poverty but my son says he uses computers in Kibondo.

Source: FGD with host community in Nduta

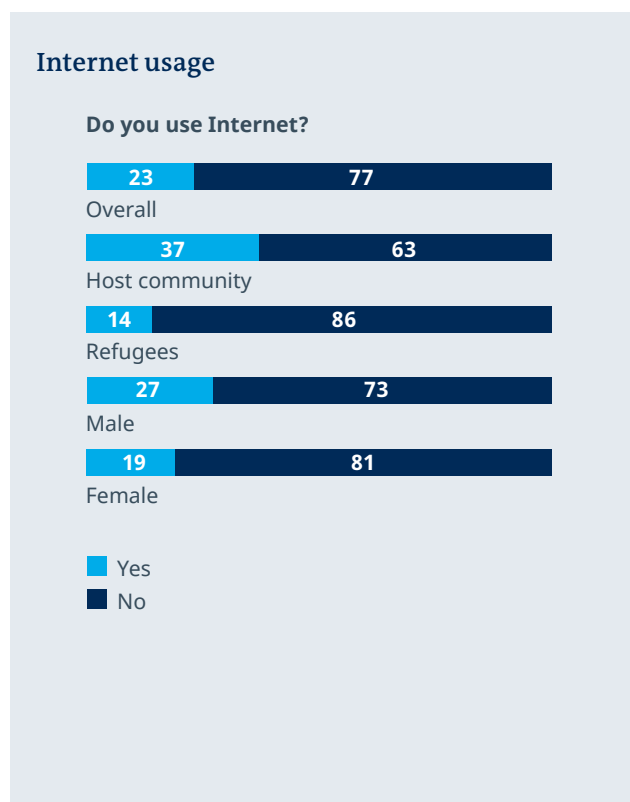


Figure 28

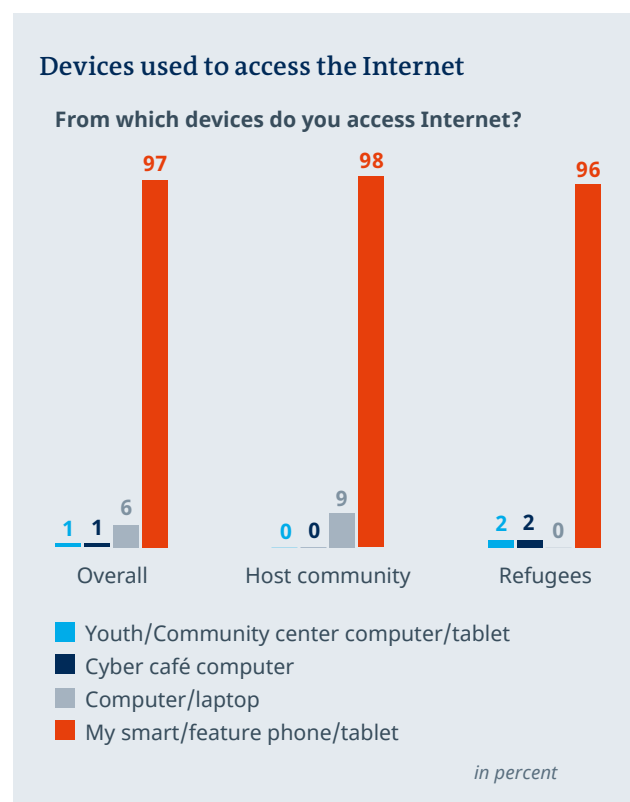


Figure 29

Information accessed on the Internet

What information do you currently receive from the internet?

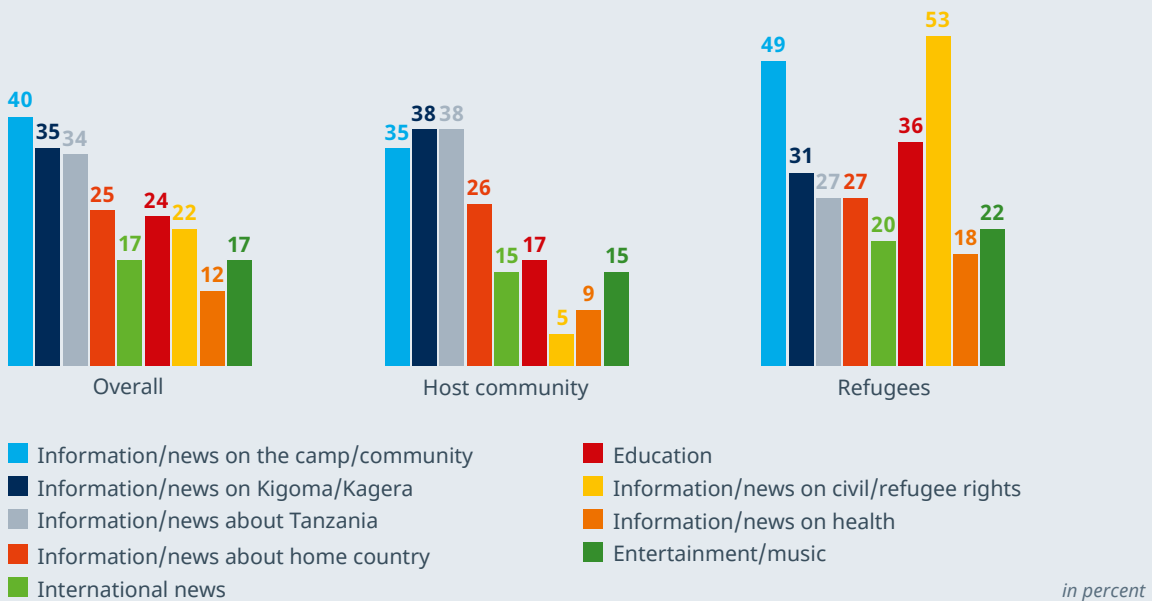
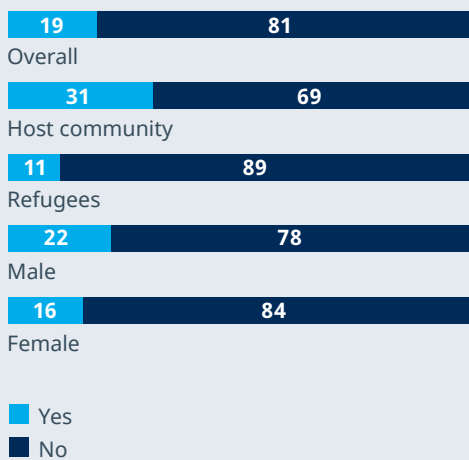


Figure 30

Access to social media

Do you access social media?



“Yes, we have access to Internet, we are able to go online, learn or access Facebook and WhatsApp. Here we can meet our friends from back home who will tell us how things are over there.”

Source: FGD Congolese men in Nyarugusu

Figure 31

3.8.3 Access to social media

Access to social media in the area was low, as it was available to only 19%. In the host community, more people accessed social media compared to refugees as shown in figure 31.

The most popular social media platforms were Facebook and WhatsApp. This trend was similar for both refugees and the host community. The least used social media platform was

Telegram and was only used by male refugees as shown in Table 10. *Note: respondents could name more than one social media platforms they accessed.*

The main information sought after from social media was news from the camp and the surroundings, news from Tanzania, education and news on civil rights and rights of refugees as shown in table 11. *Note: respondents could name multiple types of information accessed.*

Social media platforms accessed

	OVERALL	HOST COMMUNITY	REFUGEES	MALE	FEMALE
	19%	31%	11%	22%	16%
Facebook messenger	41%	43%	36%	38%	45%
Facebook	68%	65%	72%	62%	78%
Twitter	14%	14%	14%	14%	15%
Instagram	34%	39%	25%	31%	40%
Snapchat	6%	4%	8%	8%	3%
YouTube	19%	14%	22%	14%	28%
WhatsApp	64%	59%	72%	66%	60%
Telegram	2%	0%	6%	3%	0%

Table 10

Information accessed on social media

	OVERALL	HOST COMMUNITY	REFUGEES
Information/news on the camp/community	35%	29%	47%
Information/news on Kigoma/Kagera	44%	51%	31%
Information/news on Tanzania	37%	46%	19%
Information/news about home country	19%	17%	22%
International news	17%	16%	19%
Education	26%	23%	31%
Information/news on civil/refugee rights	24%	6%	58%
Information/news about health	15%	10%	25%
Entertainment/music	18%	14%	25%
Information/news on peace	1%	0%	3%

Table 11

3.9 Most trusted source of information

Overall, radio (65%), which was also the main source of information, was the most trusted source followed by UNHCR personnel (11%) and loudspeaker announcements (7%).

Trustworthiness of the radio was rooted in the perception that radio delivers official information. Its high accessibility compared to TV, also aided in its trustworthiness. However, those with a TV trusted TV more due to its visual component. The host community trusted the radio to update them on news in the country while the refugees felt that during periods of uncertainty over their stay in the camps, radio was the most trusted source of information. Refugees also trusted notices and banners displayed in the camps, especially by UNHCR.

“When the government wants to communicate or warn us of anything, they do it on the radio news ... I don't think they can read something in the news if it is not confirmed.

Source: FGD, host community

“I trust TV because you can see the real thing unlike radio. For instance, we watched the oil tanker accident and saw it with our own eyes...we also trust notices and banners put up at the camp.

Source: FGD Mtendeli men

“Right now, we don't know whether we will be taken back forcefully or not, so we have to listen to the radio because the information will come from both governments. The news is the only confirmed kind of information.

Source: FGD, Nyarugusu Camp

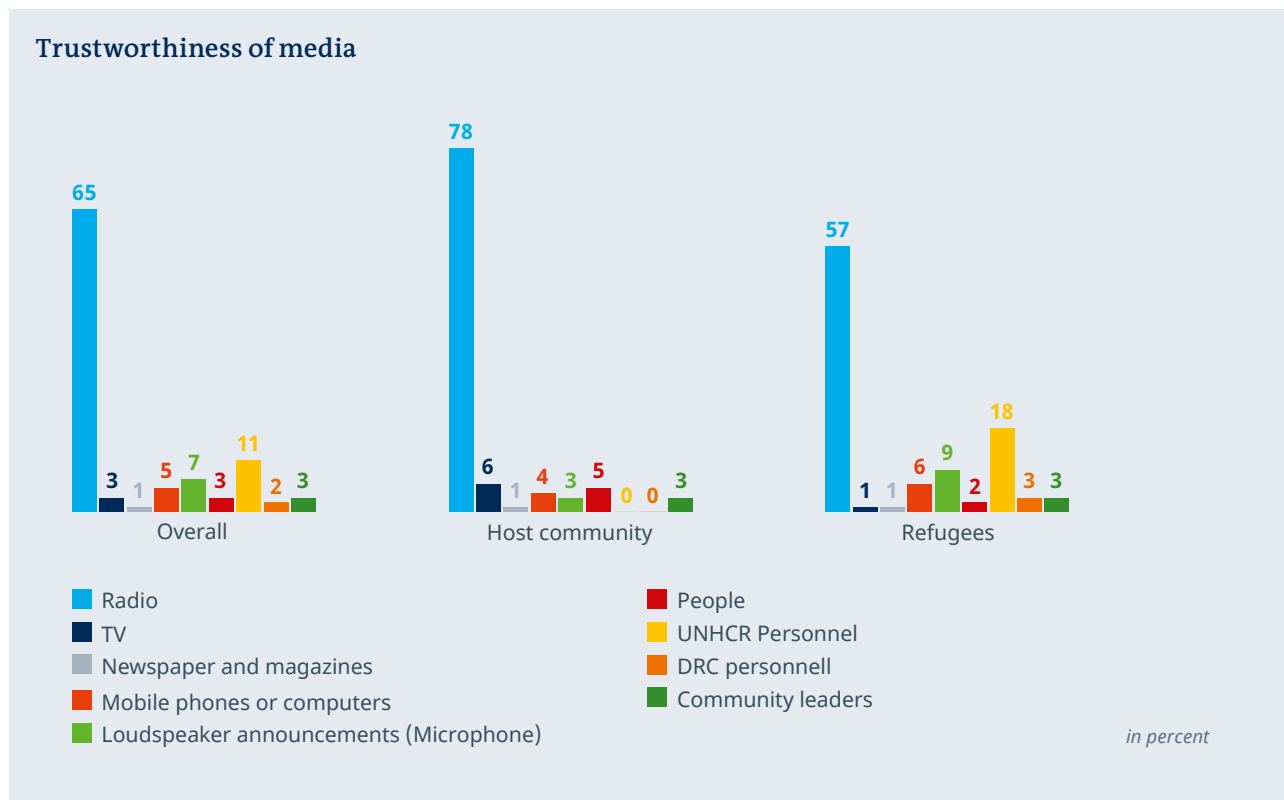


Figure 32

Trusted radio stations

Since radio stations were the most trusted sources of information, further analysis was conducted to determine which radio stations was trusted the most. The analysis revealed Radio Kwizera drew the most confidence from both the refugees and host community as shown in figure 33.

3.10 Least trusted source of information

The least trusted sources were newspapers and magazines (trusted by 1%), people (3%) and community leaders (3%). However, qualitative data also showed several radio stations that were not trusted, mostly by the refugees. These radios included RPA and BBC as illustrated below. Notably, BBC was only trusted by 2% as shown in the chart above.

“ RPA once said there is peace in Burundi but it wasn't true.

Source: FGD Nyarugusu

“ Yes, BBC once said that many refugees had registered to return to Burundi but it was not true. We would like to have a radio at the camp broadcasting in Kiswahili and Kirundi.

Source: Mixed FGD with Burundians in Nyarugusu Camp

“ Yes, for instance RPA said that peace had been restored in Burundi and later people who returned to Burundi came back stating otherwise.

Source: FGD with men in Mtendeli Camp

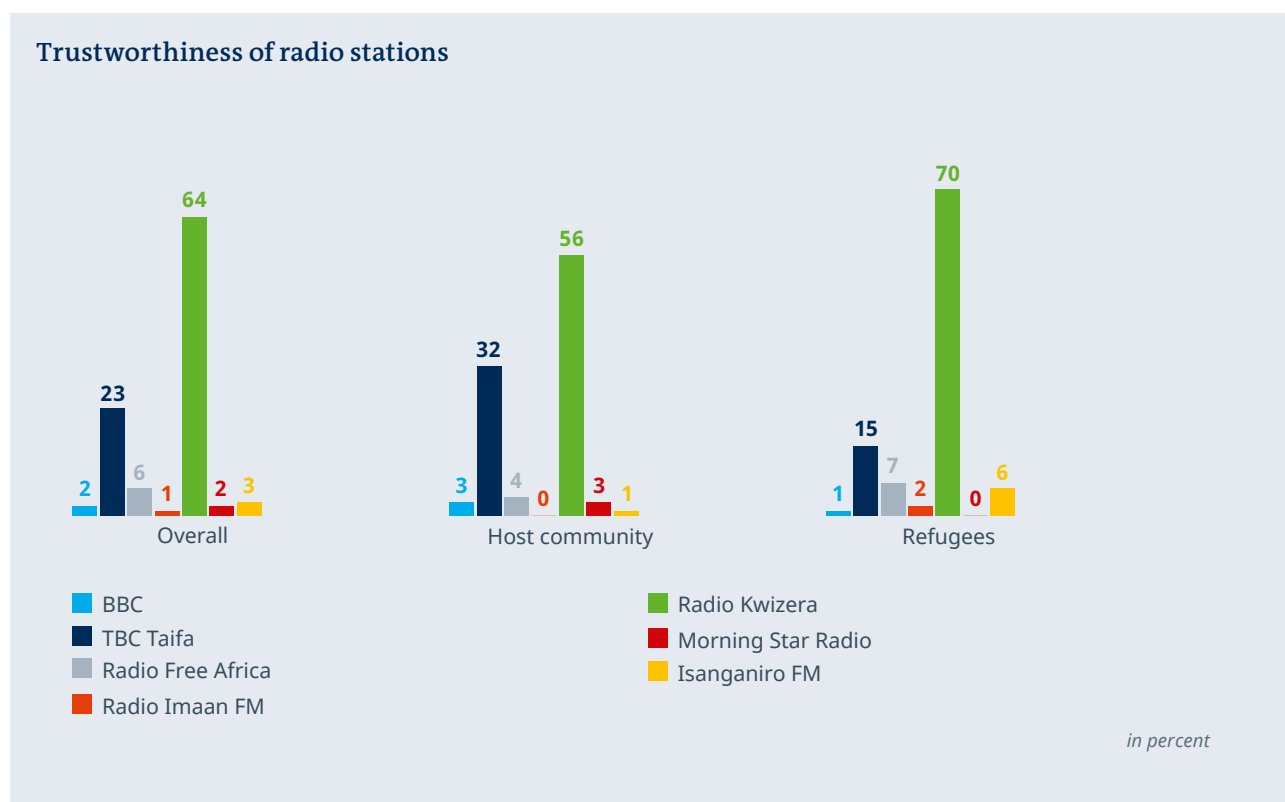


Figure 33

3.11 Information needs

3.11.1 Information and decision making

To understand the information needs of the respondents, the assessment evaluated their satisfaction with the information they were already receiving from radio which was the main channel used. On a scale of 1 to 5 where 1 was very dissatisfied and 5 was very satisfied, the respondents rated them at 3.8 which was neither satisfied nor dissatisfied as shown in table 12.

Satisfaction with information received from radio

	AVERAGE SATISFACTION LEVEL
Overall	3.8
Host community	3.9
Refugees	3.8

Table 12

This means that despite radio being the most accessed and most trusted source of information in the area, there was still a gap in terms of satisfaction. Qualitative data supplemented that respondents expected more content from radio stations and also in a variety of languages or at least commonly spoken languages within the area.

“ If I don’t understand the language, I just switch the radio off. I think they should have multiple languages for the information they are providing ... we expect entertaining programs such as plays and competition shows.

Source: FGD Congolese men in Nyarugusu Camp

Information for decision making

In addition to the levels of satisfaction, the assessment sought to find out if the information the respondents held at the time was sufficient to make responsible decisions for themselves and their families. Overall, 67% felt that they were able to make informed decisions based on the information they possessed. Many in the host community were in a position to make such decisions compared to the refugees as shown in figure 34.

The main reasons given by those who felt they had sufficient information to make informed decisions for themselves and their families were; the source of information is true and accurate (48%), the information helped them understand various topics e.g. health/education (39%), and others (13%).

On the other hand, those who felt they lacked information for decision making gave the following reasons: they did not trust the source (23%), their voice could not be heard as they were perceived to be less fortunate/refugees (33%),

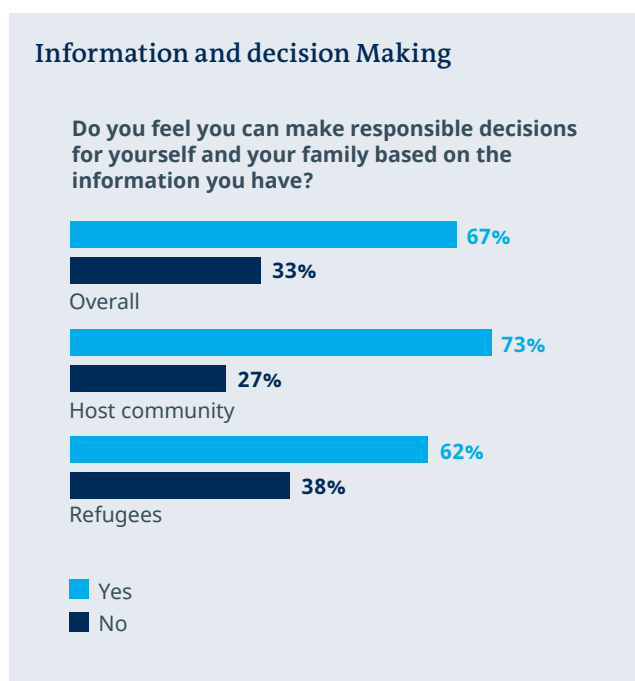


Figure 34

Feeling well-informed or not in Tanzania

	YES, WELL INFORMED	NO, NOT WELL-INFORMED	TOTAL
Mtendeli	8	40	48
%	17%	83%	100%
Nyarugusu	121	10	131
%	92%	8%	100%
Nduta	66	12	78
%	85%	15%	100%
Host	166	39	205
%	81%	19%	100%
Total	361	101	462
%	78%	22%	100%

Table 13

the information received caused moral decline (18%), there were limited media stations (12%) among others (14%).

Feeling well-informed or not?

In addition to site and gender, the data was analysed with a third focus, i.e. whether respondents said that they feel well enough informed to make responsible decisions or they don't feel well-informed to do so. The data show huge differences between the sites. In total, 22% do not feel well-informed, but in Mtendeli Camp, where radio listenership is lowest, that figure is extremely high, at 83%. In addition, more women (25% of all women) than men (19%) don't feel well-informed, but the difference is not significant.

The importance of radio and TV

This group of the "not well-informed" listens *significantly less to radio* (see table 14) and watches less TV. All those in Nyarugusu Camp who do not feel well-informed, do not listen to radio, and 75% of those in Nduta Camp do not listen to radio, and even 72% in the host community.

3.11.2 Information needed to make informed decisions

Despite 67% stating they could make responsible decisions for themselves and their families, an overall of 68% expressed they needed more information to make better decisions for themselves and their families. The information required was mainly news, information on peace and unity/human rights/security, education and health information as shown in figure 36.

Radio use pattern of those not feeling well-informed

	YES, LISTENING TO RADIO	NO, NOT LISTENING TO RADIO*
Well-informed	270	91
%	75%	25%
Not well-informed	29	72
%	29%	71%
Total	299	163
%	65%	35%

Table 14

*or refusal to answer

“ We would like to know how our country is faring on.

Source: FGD with men from DRC in Nyarugusu Camp

“ We would like to listen to international news, news concerning us and news about our country Burundi.

Source: Men's FGD in Mtendeli Camp

“ We would love to get news concerning our country, how far we are at achieving a peaceful country.

Source: FGD with women from DRC in Nyarugusu Camp

In addition to the information they required to make informed decisions, the assessment examined the current information gap. This meant the information they desired but did not have at the time of the assessment. As shown in table 15, the main type of information desired but the respondents lacked was on security within the camp and within the community, getting help after physical attacks and finding missing people or family members.

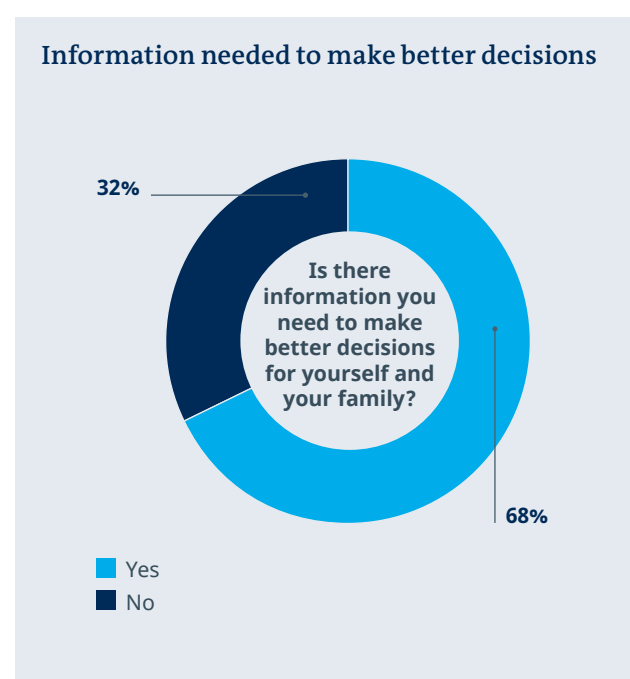
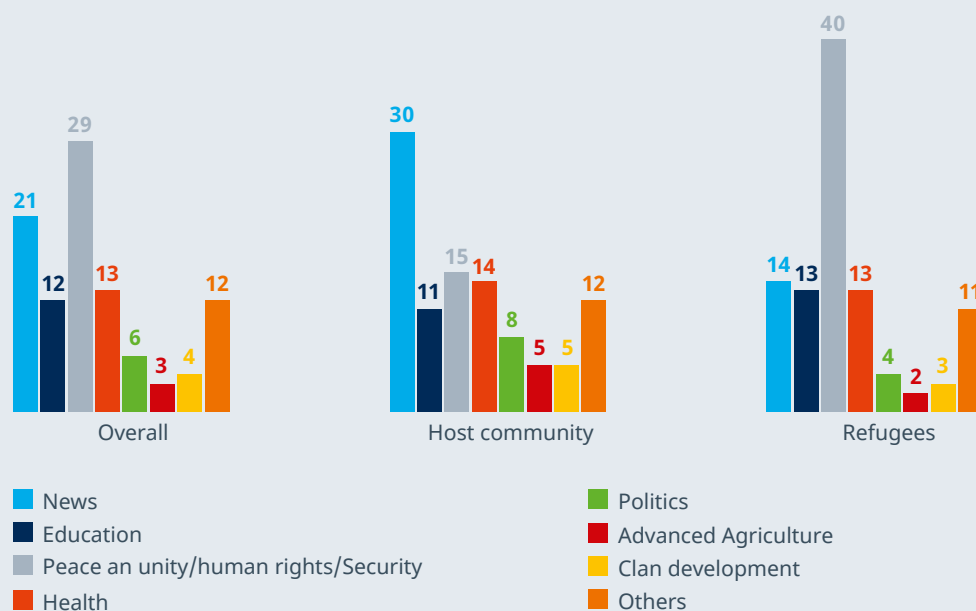


Figure 35

Types of information needed to make better decisions



in percent

Figure 36

Desired but lacking information

TYPE OF INFORMATION DESIRED BUT THEY LACK	OVERALL	HOST COMMUNITY	REFUGEES
Security in the camp/community	53%	39%	64%
Security in the surrounding	43%	39%	45%
How to get help after physical attack	13%	12%	13%
How to stay safe to prevent attacks/harassment	8%	9%	8%
Finding missing people/family members	14%	10%	16%
Where to access gender services	6%	7%	5%
Information about nutrition	8%	9%	7%
Disease outbreak alerts in the area	6%	7%	6%
How to access health advice and treatment	3%	4%	3%
How to access safe water	3%	3%	3%
Information on family planning	5%	5%	4%
How to get food	3%	4%	2%

Table 15



© picture alliance / AP Photo

Refugees who fled Burundi's violence and political tension wait to board a UN ship, at Kagunga on Lake Tanganyika, Tanzania, to be taken to the port city of Kigoma.

4. Conclusion

How do people at the different locations access information? Which language do they use? What is their level of reading and writing skills?

The main channel used by both refugees and host community in Kigoma and Kagera regions was the radio. Other channels to access information were face-to-face communication through humanitarian agencies' personnel, community/refugee leaders, televisions, loudspeakers, print media and mobile phones or computers.

The main language spoken by the majority of both refugees and host community was Kiswahili. Other languages spoken included Kirundi which was spoken by most of the refugees due to the high number of Burundian refugees. French was the third most spoken language in the area, and was spoken mainly by refugees from both DRC and Burundi. The main language spoken by the host community was Kiswahili. Kirundi was also spoken by members of the host community and this was most likely attributed to the refugees who had been given citizenship by Tanzania.

In terms of the literacy levels in the area, half of the respondents were able to both read and write. Many in the host community could read and write compared to the refugees. The education levels of the refugees were very low compared to that of the host community.

Which means (written, audio and video etc.)/sources of information are available to them?

Information in the form of audio was available to both refugees and host community and was accessed through radios and loudspeakers. Availability of video as a form of communication was affected by unaffordability of sets among both refugees and the host community. Print media's reach was limited by unavailability of newspapers and magazines in the area, the perception that they were only for the rich, and availability of alternative sources of information such as radio.

Which source of information do they trust?

Radio was the most trusted source of information as a result of the perception that they communicated official and verified information. The most trusted radio station was Radio Kwizera whose mandate catered for the needs of both the refugees and the host community. Radio Kwizera was established to accompany refugees in the locality by providing a bridge between them and the local communities, the government of Tanzania and agencies working with them. Televisions' audio-visual nature made it also trustworthy but regrettably, the costs of TV sets affected their access and usage. Newspapers and magazines, people and community leaders were least

trusted by both refugees and host community. The low accessibility of newspapers and magazines equaled to their trustworthiness while uncertainty and security concerns especially within the camps created a distrust among people and also community leaders.

Do people feel they have enough information to make informed decisions?

Overall, more than half of the respondents felt that they were able to make informed decisions based on the information they possessed. Despite this, an overall of 68% felt they needed more information to make better decisions for themselves and their families. The information required was mainly news, information on peace and unity/human rights/security, education and health. In comparison, the host community members were in a better position to make informed decisions compared to the refugees.

Which information do they require to take informed decisions?

The information required was mainly news, information on peace and unity/human rights/security, education and health information. News was a key information need because of the direct link to the uncertainty of the refugees' stay which had impact on both the refugees and the host community. Additionally, the assessment established that the information desired most by the respondents was on security within the camp and within the community, getting help after physical attacks and finding missing people or family members.

5. Recommendations

In order to improve the access of people affected by forced migration to reliable information, DW Akademie should:

- a) Develop programs that provide credible and reliable information on peace and unity/human rights/security, education, health, security within the camp and within the community, news from refugees' home countries, precautions and action after physical attacks, trauma counselling and finding missing people or family members. For children (11–17 years), develop programs on education, entertainment and sports.
- b) Train and mentor youth from both the refugees and host community to be reporters or to contribute content to the programs. This will ensure content from the area is collected on time while also providing employment to the youth.
- c) Partner with Radio Kwizera and TBC Taifa to air the programs since radios are most accessible and Radio Kwizera and TBC Taifa are not only the two most listened to, but also the most trusted radio stations in the area. This will also contribute to ensuring Radio Kwizera has a strong economic base to continue offering quality services to the area. Air children's (11–17 years) programs on Radio Kwizera as it's their favorite.
- d) Offer capacity building for staff from Radio Kwizera, TBC Taifa and other radios operating within the area. This will improve the quality of information available to the people.
- e) Package the program content in the three main languages of Kiswahili, Kirundi and French.
- f) Air the programs within the periods of early morning (5:00 am to 8:00 am), afternoon (2:00 pm to 5:00 pm) and early evening (5:00 pm to 8:00 pm). This will ensure a bigger audience accesses the information.
- g) Support listenership groups by offering solar powered radio sets to reach a bigger audience.
- h) Develop feedback mechanisms to ensure the programs are up to date and tackling relevant issues in the area

Foreseeable challenges

- Uncertainty over the future of Burundian refugees in Tanzania. This may affect the implementation of the project but the key advice would be to monitor the situation as the implementation goes on and to be flexible regarding any developments.
- Government restrictions within the camps. The content of the programs as well as the trainings may be under scrutiny, causing fear among training participants and affect dissemination of information. This can be solved through frequent multi-stakeholder meetings where stakeholders can express their views and come to a common ground on the project.

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