

Dadaab Information Needs Assessment

KEN2102-Kenya

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Objectives of the Assessment

Two general objectives:

1. Understand specific information needs of the refugee community and asylum seekers in the Dadaab refugee complex.
2. Identify the informal and formal information channels accessible to refugees and asylum seekers residing in Dadaab, determine community perceptions on their reliability, accuracy and trustworthiness, and to understand their preferred communication channels

Objectives of the Assessment

Specific Objectives:

- ❑ Determine the specific information needs of the refugee community in Dadaab, based on the population's perceptions of their information needs.
- ❑ Identify existing information dissemination networks among refugees, including minorities, in order to identify and bridge existing gaps.
- ❑ Identify the informal and formal information sources accessible to the community living in Dadaab, and perceptions of their accuracy and trustworthiness.
- ❑ Rank information sources and needs of the community so as to inform prioritization during programming.
- ❑ Map communication channels used by humanitarian actors to provide feedback to the community and identify those considered by the community as reliable and timely.

METHODOLOGY

Mixed methods used:

- **Quantitative:** Key informant interviews (KIIs)
- **Qualitative:** Focus group discussions (FGDs).
- **Average of 8** participants per FGD

Population:

Refugees and Asylum seekers in Dadaab refugee complex (Ifo, Hagadera, Dagahaley)

Data collection dates:

18 to 30 August 2021

21 FGDs with community members

- Boys below 18 years
- Girls below 18 years
- Elderly men (Above 70 years)
- Elderly women (Above 70 years)
- Adult men (18-60 years)
- Adult women (18-60 years)
- Persons living with disabilities

18 Community leaders KIIs

- Camp chairpersons (Male and Female)
- Section leaders (Male and Female)
- Refugee youth leaders (Male and Female)

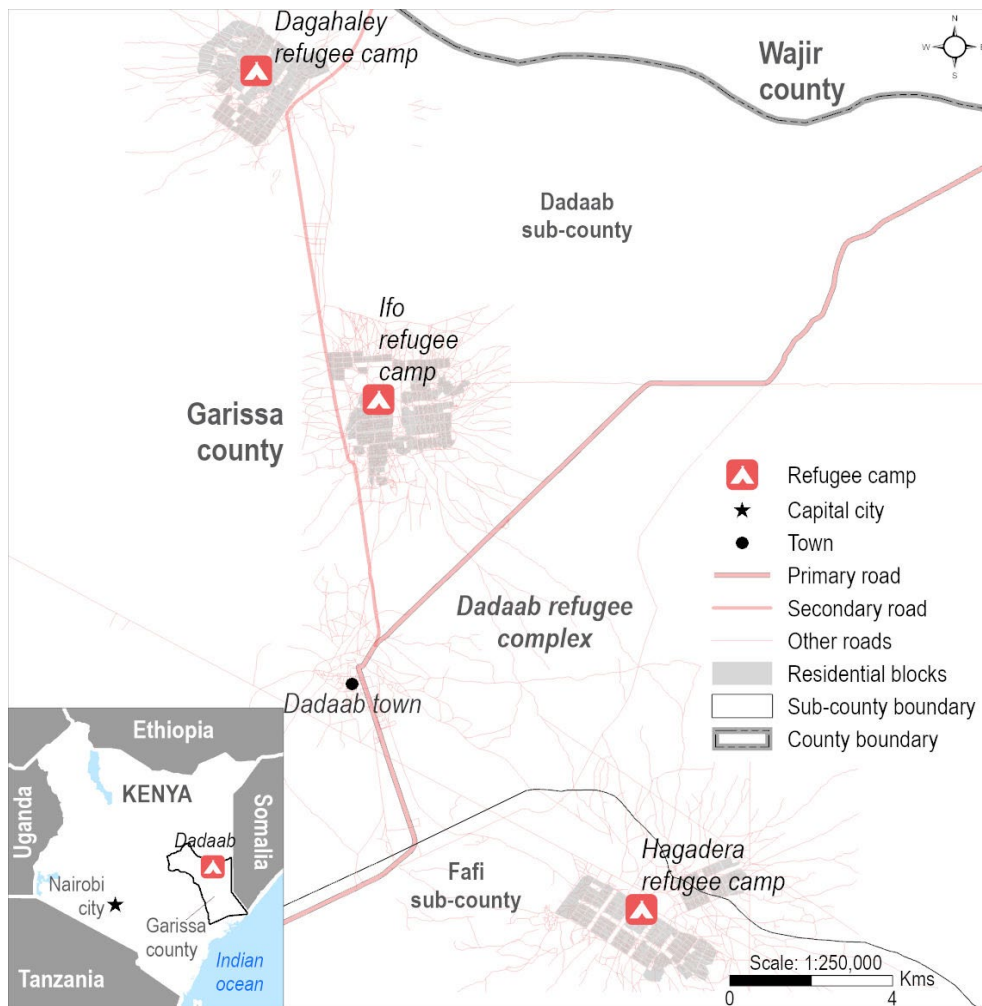
20 Humanitarian actors KIIs

- UNHCR
- NGOs
- Partners working Dadaab

LIST OF ASSESSED HUMANITARIAN ACTORS

HUMANITARIAN PARTNERS	SECTOR
FILM AID	COMMUNICATION
RCK	ADVOCACY, COMMUNITY SERVICE
HI	INCLUSION, COMMUNITY SERVICE
WTK	EDUCATION
DRC	LIVELIHOODS, EDUCATION, PROTECTION
UNHCR	EDUCATION, LIVELIHOODS, PROTECTION, WASH
IRC	HEALTH, WOMEN PROTECTION AND EMPOWERMENT
TDH	CHILD PROTECTION
SCI	CHILD PROTECTION
IOM	RESETTLEMENT
RAS	CCCM
NORMAD LINKS	EDUCATION
RRDO	ENERGY, ENVIRONMENT, LIVELIHOODS
AEC KENYA	LIVELIHOODS
UNICEF	EDUCATION, PROTECTION
KRCS	HEALTH, ENVIRONMENT
TUDO	LIVELIHOODS, HEALTH, WASH
LWF	EDUCATION, COMMUNITY SERVICE
AVSI	EDUCATION
NRC	LIVELIHOODS, PROTECTION, ICLA

DADAAB REFUGEE COMPLEX MAP



Section A:

Key Findings from

Humanitarian agencies

INFORMATION DISSEMINATED TO THE COMMUNITY, AS REPORTED BY HUMANITARIAN ACTOR KIs

- ❑ All humanitarian actor KIs reported that humanitarian actors disseminated information to the community in the 12 months prior to data collection.
- ❑ The kinds of information that was reportedly disseminated include: Available services in the camp, COVID-19, refugees' countries of origin or how refugees and asylum seekers could contact humanitarian organizations.

Communities that the humanitarian actors disseminated information to, as reported by humanitarian actor KIs:



INFORMATION DISSEMINATED TO THE COMMUNITY, AS REPORTED BY HUMANITARIAN ACTOR KIs

- ❑ A majority (19) of humanitarian actor KIs reported having disseminated information about **the services available in the camp**. Moreover, 16 KIs reported having disseminated information about **COVID-19**.
- ❑ Only 3 humanitarian actor KIs reported having disseminated information about the refugees' **countries of origin**.
- ❑ Over half (11) of the humanitarian actor KIs reported that humanitarian organizations provided information on how community members could **contact the organizations** to provide feedback about service delivery in the camps or any other kind of information.
- ❑ The most commonly reported channels which humanitarian organizations gave the community were: Phone numbers for making voice calls (16), SMS numbers for sending text messages (12), email addresses (13), information helps desks (13), social media handles (7), suggestion boxes (2).

SECTOR SPECIFIC INFORMATION DISSEMINATED BY HUMANITARIAN ACTORS

- ❑ **Sector specific information:** Information about **protection services**, **education** and **access to birth certificates** were found to be the most commonly disseminated information.

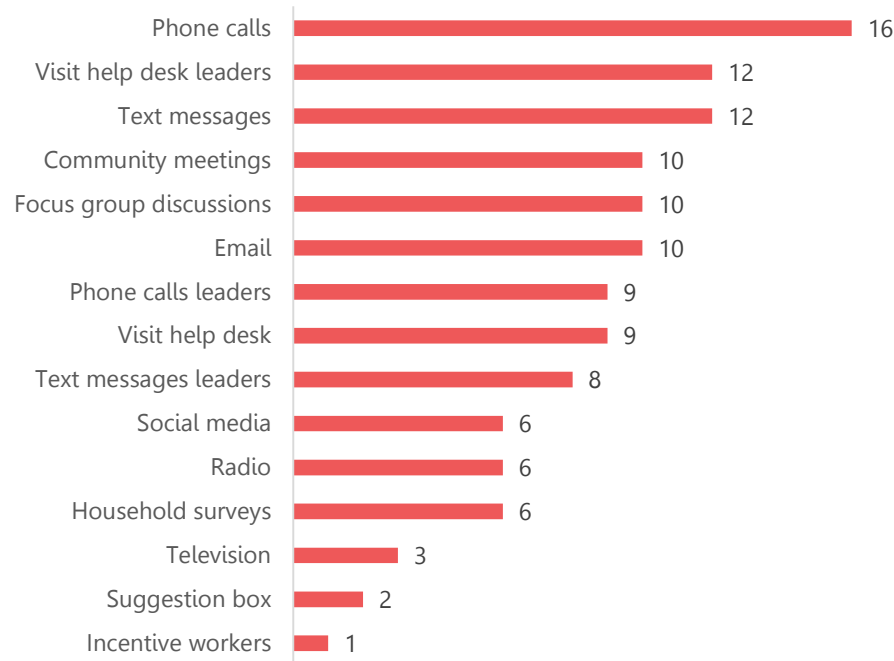
Kinds of services that humanitarian actors disseminated information about, as reported by majority of humanitarian actor KIs:



CHANNELS THAT COMMUNITIES USED TO GIVE FEEDBACK TO HUMANITARIAN ACTORS

- ❑ **How organizations received feedback:** Majority of humanitarian actors reportedly received feedback via phone calls, community leaders, physically visiting help desks or via text messages.

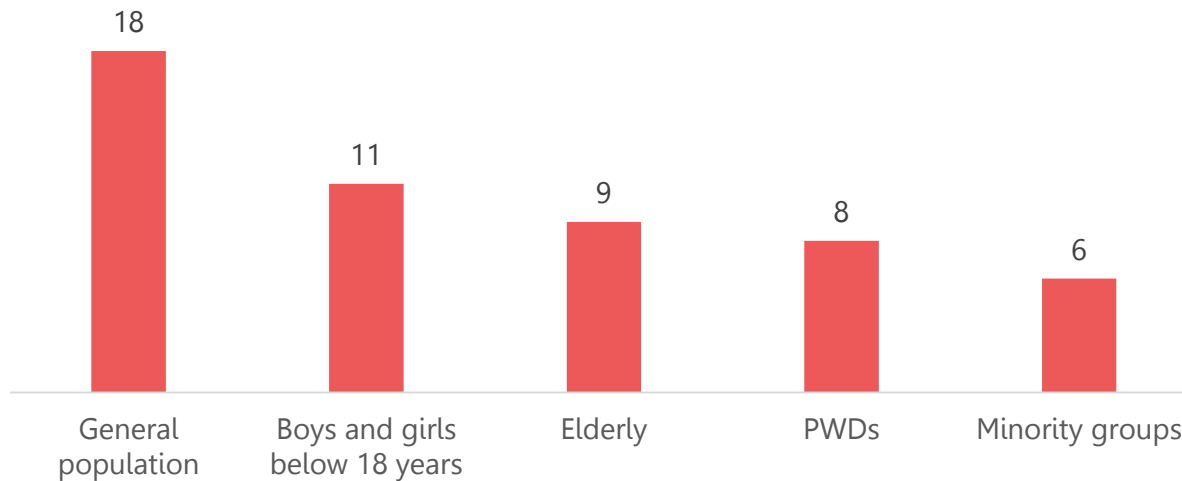
Channels by which humanitarian actors received feedback from the community, as reported by humanitarian KIs:



FEEDBACK THAT SPECIAL COMMUNITY GROUPS GAVE HUMANITARIAN ACTORS

- A lot of feedback that the community gave to humanitarian agencies came from **the general population**.

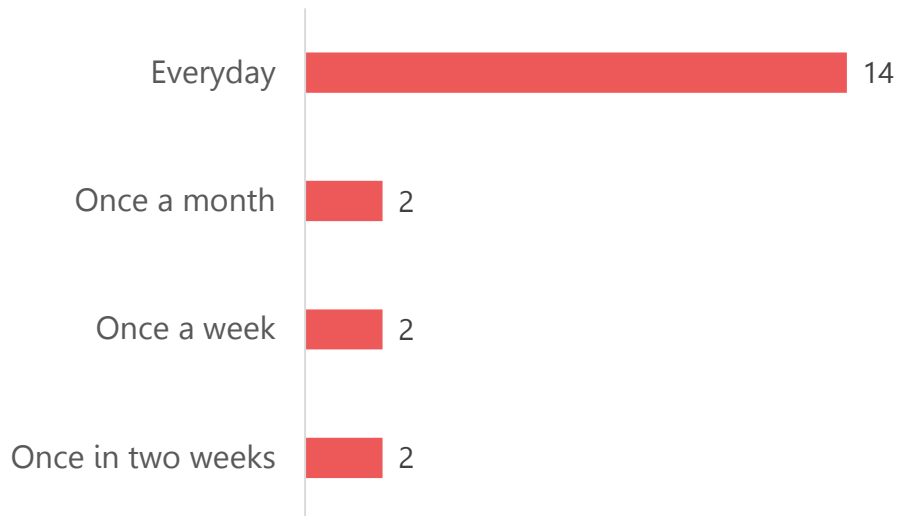
Special community groups that gave feedback to humanitarian organizations, as reported by humanitarian KIs:



FREQUENCY BY WHICH HUMANITARIAN ACTORS PROVIDED FEEDBACK TO THE COMMUNITY

- Fourteen (14) humanitarian actor KIs reportedly provided information and/or feedback to the community on a **daily basis**.

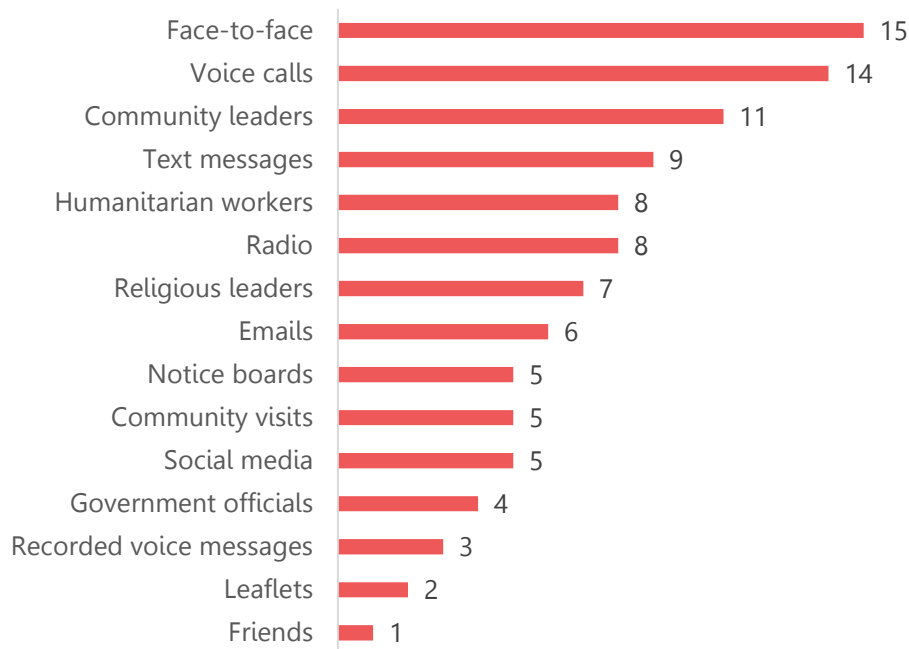
The frequency at which humanitarian actors provided information to the community, as reported by humanitarian KIs:



COMMUNICATION CHANNELS THAT HUMANITARIAN AGENCIES PREFER TO RECEIVE INFORMATION FROM THE COMMUNITY

- ❑ A relatively high number of humanitarian actors were found to prefer using **face-to-face communication** with the community members, **voice calls** and **community leaders** to receive feedback from the community.

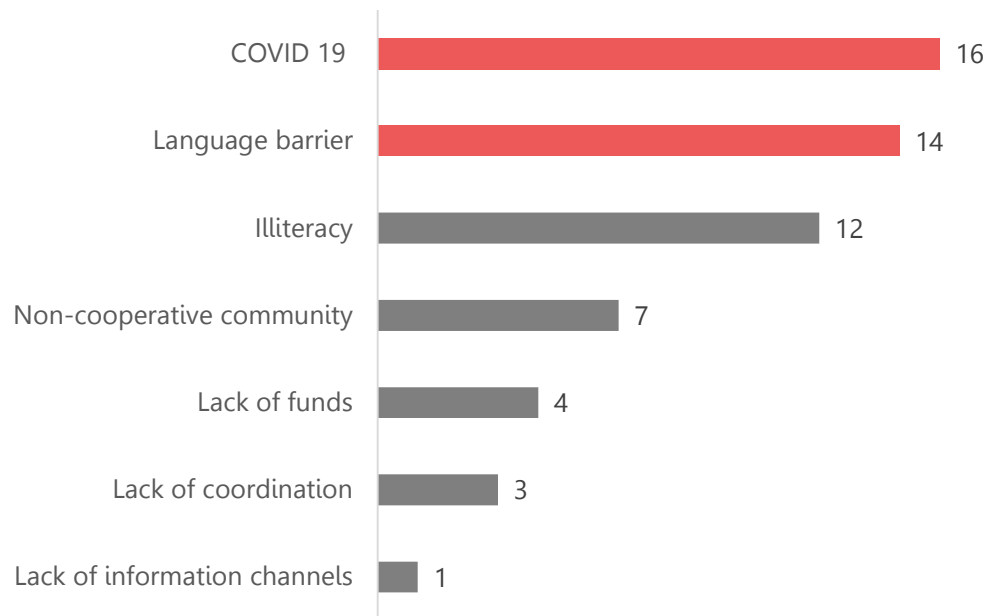
Communication channels that humanitarian organizations prefer to receive information from the community as reported by humanitarian KIs:



BARRIERS THAT HUMANITARIAN ORGANIZATIONS FACED WHILE DISSEMINATING INFORMATION TO THE COMMUNITY

- ❑ Majority of humanitarian actors reportedly faced challenges disseminating information due to the **COVID 19 pandemic**.

Barriers that humanitarian organizations faced while disseminating information to communities, as reported by humanitarian organizations KIs:



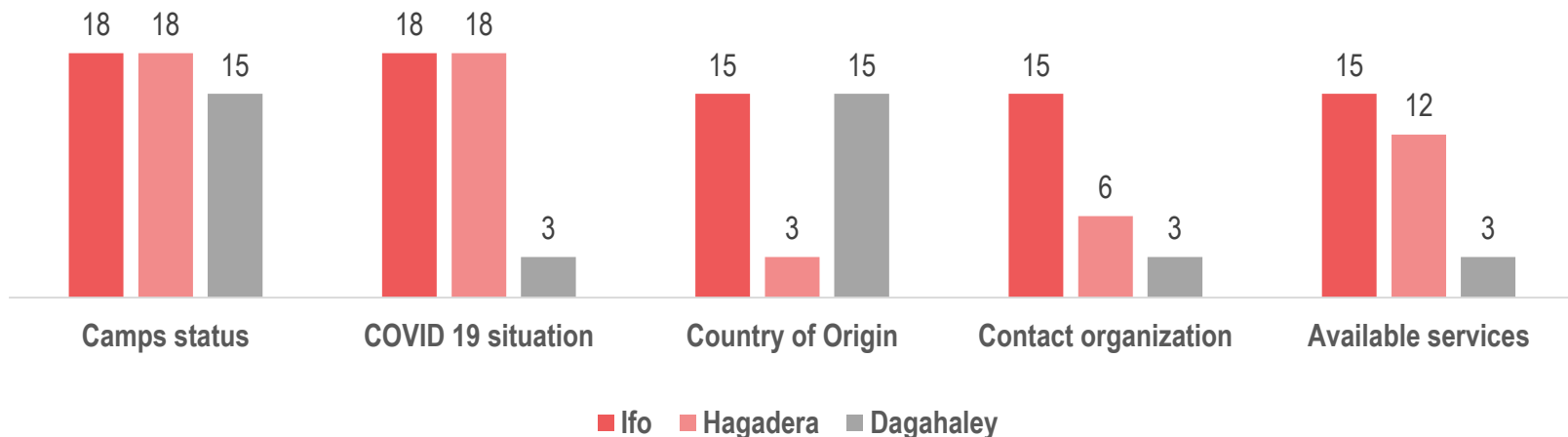
Section B:

Key Findings from community leader KIs & FGDs

TYPES OF INFORMATION RECEIVED, AS REPORTED BY COMMUNITY LEADER KIs AND FGDS, BY LOCATION

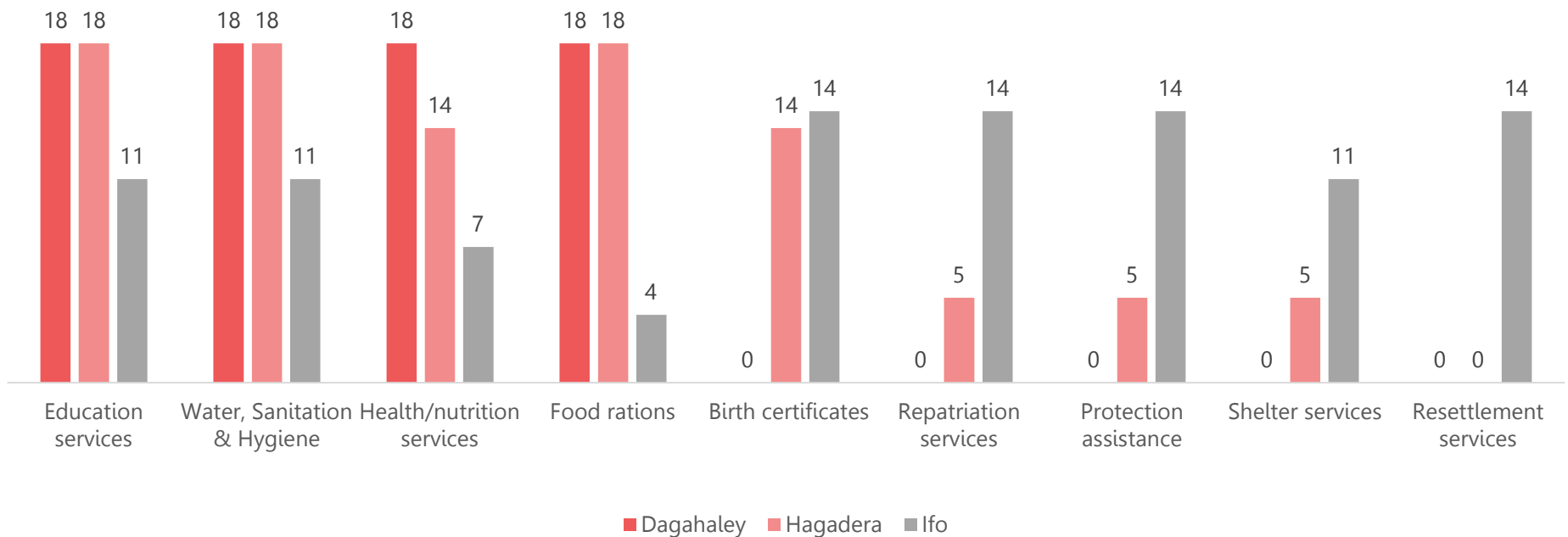
- ❑ All community leader KIs reported that community members received information about: **COVID 19**, the **status of camps**, including information about potential closure of the camps, how communities could **contact humanitarian agencies** to give feedback, information about refugees' country of origin and services available in the camps, from humanitarian actors in the last 12 months prior to data collection.
- ❑ Some FGDs participants in Hagadera camp reported to have received information on vaccination of children. Furthermore, those in Ifo reported to have received information on water, hygiene and sanitation.

Types of information received by the community, as reported by community leader KIs:



SERVICES THAT HUMANITARIAN AGENCIES DISSEMINATED INFORMATION ABOUT, AS REPORTED BY COMMUNITY LEADER KIS

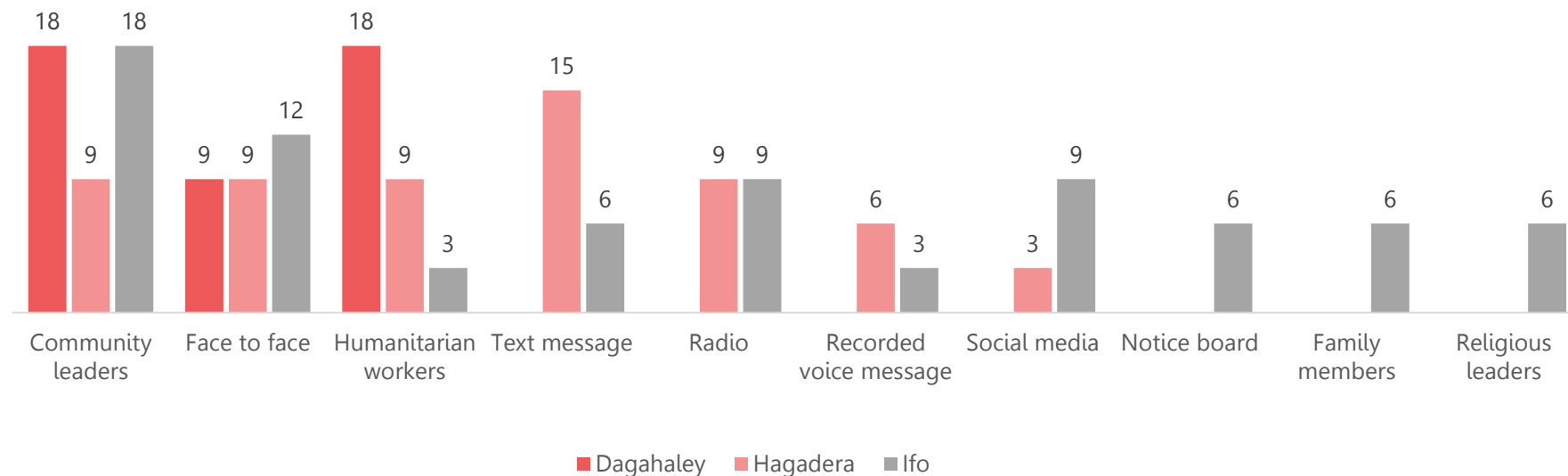
Most commonly reported services that humanitarian agencies disseminated information about , as reported by community leader KIs:



CHANNELS USED BY HUMANITARIAN AGENCIES TO DISSEMINATE INFORMATION TO THE COMMUNITY

- Majority of community leader KIs reported that humanitarian actors used **community leaders** to disseminate information to the community. Other commonly reported channels were **face-to-face** communication, use of **humanitarian workers** use of **text messages** and **radio** messages, as reported by community leader KIs.

Channels used by humanitarian actors to pass information to the community, as reported by community leader KIs.



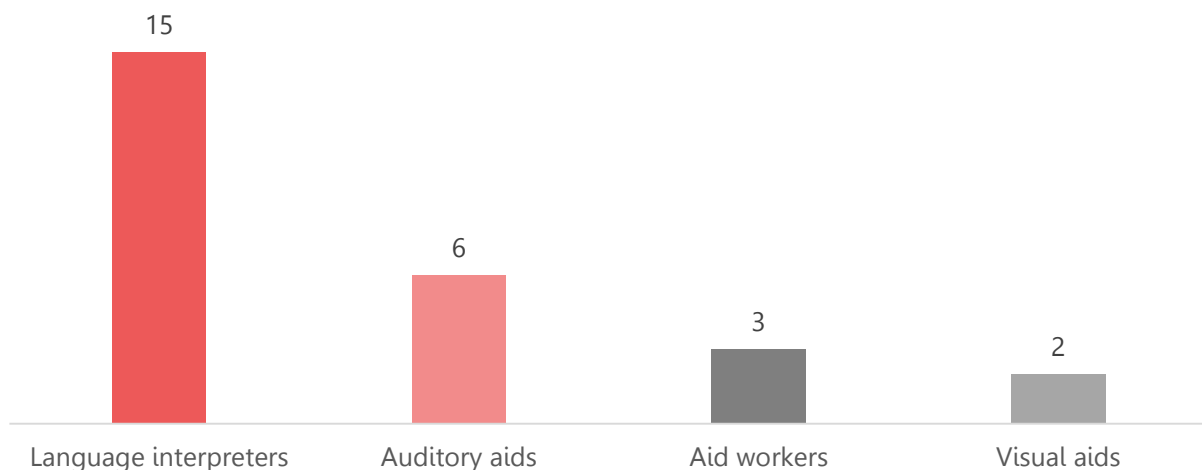
CHANNELS USED BY HUMANITARIAN AGENCIES TO DISSEMINATE INFORMATION TO THE COMMUNITY, AS REPORTED BY FGDs

- ❑ FGD participants pointed out that **discussion forums** (specific to different community groups e.g. **youth forums**) were identified as some of the existing unique communication networks among communities in Dadaab refugee camps. Other communication networks included **social media** (Facebook pages, WhatsApp groups and TikTok).
- ❑ FGD participants also identified **posters/notice boards** to be the most common channels used in disseminating information on **resettlement and repatriation** and in some cases Covid-19 awareness.
- ❑ FGD participants identified use of **text messages** as the most commonly used communication channel by humanitarian actors to provide information to refugees in Dadaab. This was followed by **radio** and **community/block leaders** communication channels respectively. Some FGD participants in Hagadera camp reported to have accessed information through **email**.
- ❑ Except for a few FGD participants in Dagahaley camp who reported about language challenges that minority people experience, the majority reported that the community **found no difficulty in understanding the information** passed to them by humanitarian actors. Majority of FGD participants reported that the community **trusted the information they received** from humanitarian actors.

CHANNELS USED TO DISSIMINATE INFORMATION TO SPECIAL COMMUNITY GROUPS, AS REPORTED BY COMMUNITY LEADER KIs

- All community leader KIs reported that humanitarian actors were sensitive about community groups with special needs while communicating with communities.
- Majority of community leader KIs reported that humanitarian agencies used **language interpreters** while communicating with community members who had challenges understanding local (Somali) language.

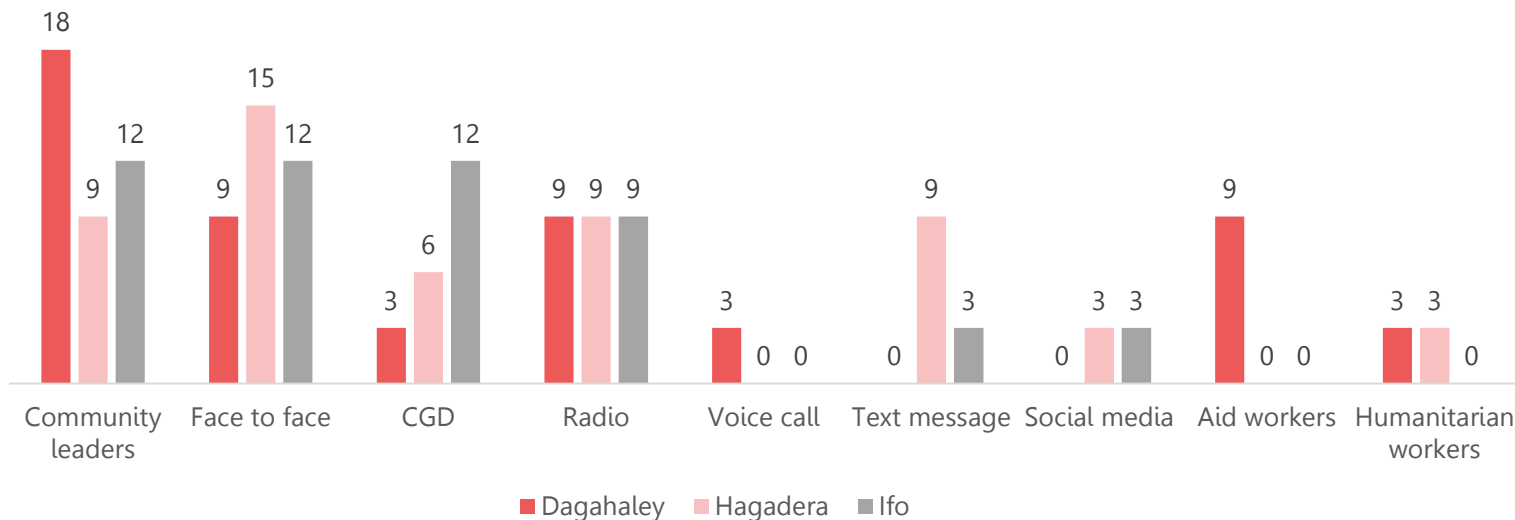
Methods used by humanitarian actors to communicate with special community groups, as reported by community leader KIs:



PREFERRED COMMUNICATION CHANNELS

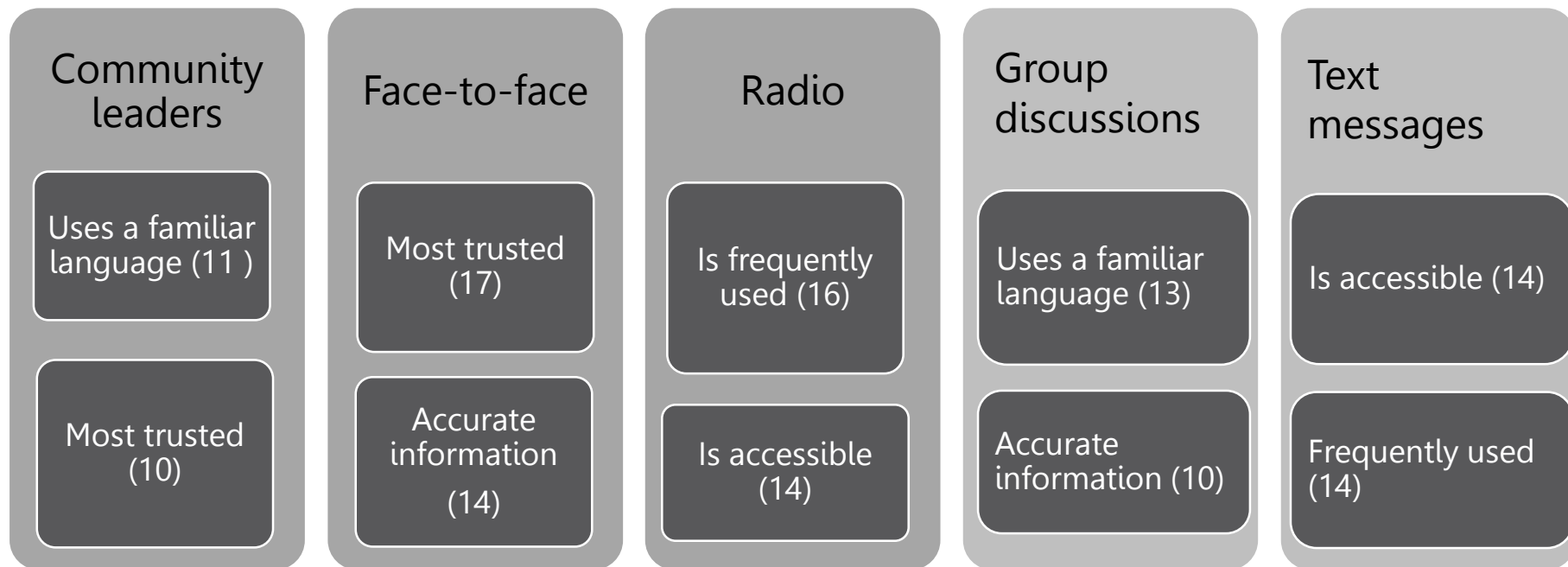
- FGD participants pointed out that humanitarian actors most commonly preferred to use **community leaders** in order to effectively communicate with different community groups. They identified **older persons**, **persons living with disabilities** and **minority groups** as those who commonly preferred information to be passed to them through their leaders.

Channels that the community prefers to receive information, as reported by community leader KIs:



PREFERRED COMMUNICATION CHANNELS AS REPORTED BY COMMUNITY LEADER KIS

Why some communication channels were preferred as reported by the number of community leader KIs:

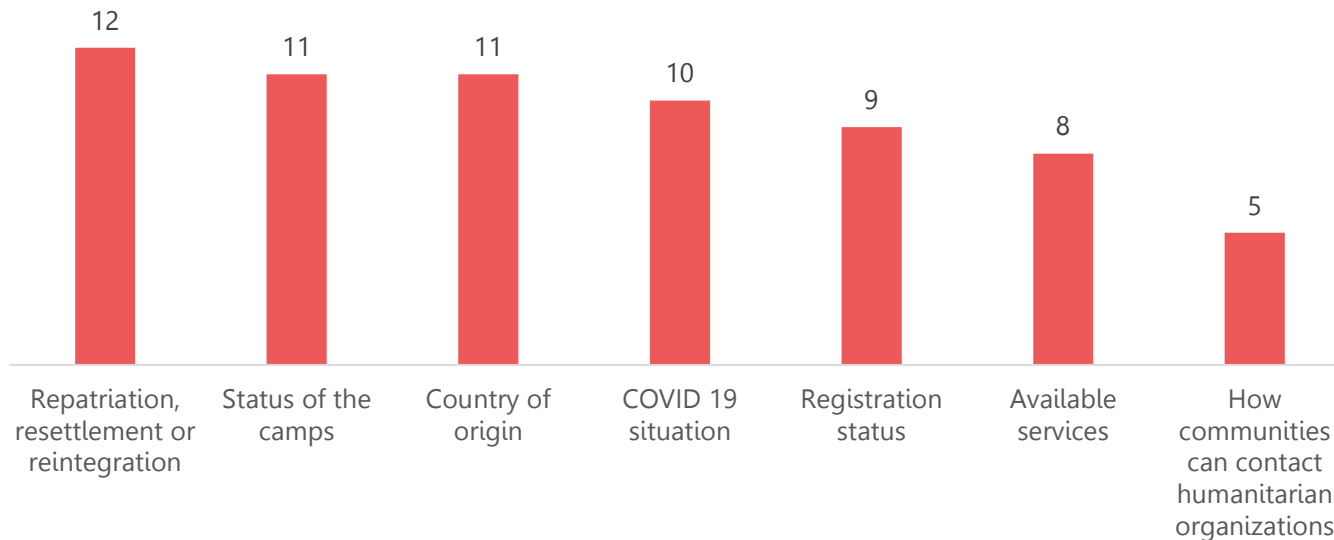


- ❑ From the FGD findings, use of **community leaders, social media, radios and text messages** were the most preferred communication channels. In addition, social media and use of text messages were reportedly preferred by the **youth** while **radio** was reported to be a preference of the **older people**.

INFORMATION NEEDS AS REPORTED BY COMMUNITY LEADER KIS

At the time of data collection, a relatively high number of community leader KIs reported that their community members needed to receive information concerning **repatriation, resettlement or reintegration**, the future **status of the camp** and information about their **countries of origin**.

Information that community members would like to be provided with by humanitarian actors, at the time of data collection, as reported by community leader KIs:



INFORMATION NEEDS AS REPORTED BY COMMUNITY LEADER KIS

- ❑ The majority of assessed community leader KIs reported that community members prefer **face-to-face** communication with humanitarian actors, in order to provide feedback about services available in the camps. The community reportedly perceived this channel to be secure and the most trusted. In addition, humanitarian actors were also found to prefer this channel to disseminate information to the community.
- ❑ Whereas majority of humanitarian agencies were found having disseminated very frequently, information about available **protection services**, a majority of community leader KIs most commonly reported that communities received information about **water, sanitation and hygiene** services.
- ❑ Findings indicate that majority of humanitarian actor KIs reported **education services** as the second most commonly disseminated information. These services were also most commonly reported by community leader KIs.

INFORMATION NEEDS AS REPORTED BY FGD PARTICIPANTS

- ❑ FGD participants most commonly reported that they would like to receive information about **resettlement, repatriation, reintegration**, and **verification exercise**, from humanitarian actors.
- ❑ FGD participants reported that the community required humanitarian actors to provide information about **water, sanitation, hygiene, health services** and COVID-19 updates on a **daily basis**.
- ❑ FGD participants also reported that the youth required information about **job opportunities** from humanitarian actors .It was found that the youth and children would want to be provided with information about opportunities for **education, vocational training opportunities** and **scholarships**
- ❑ FGD participants also mentioned that the community required information regarding registration of refugees, sports, emergency response services, birth certificates, supportive devices for persons living with disabilities, shelter, security, ICLA(Information, counselling and legal assistance) and child protection, regularly.
- ❑ Moreover, FGDs participants reported that the community needed information about **food distribution, non-food items, livelihood support**, and services on **resettlement and repatriation**.

The background image shows a person from behind, wearing a dark vest with the word 'REACH' and some smaller text on the back. They are in a crowded outdoor setting, possibly a market or a public square, with other people and a car visible in the background. The image is dark and serves as a backdrop for the title.

COMMUNICATION CHALLENGES

- ❑ Ten community leader KIs reported that **language barrier**, **illiteracy** and lack of **clear communication channels** were the most commonly reported challenges encountered by humanitarian actors while providing information to the community.
- ❑ FGD participants also identified **inaccessibility of humanitarian actors offices** as the most commonly experienced communication barrier to the community. Security concerns and Covid-19 restrictions were found to be some of the reasons why different community groups were denied access to some of the humanitarian actors offices.
- ❑ FGDs participants also cited **language barrier** as a commonly reported communication barrier, particularly among the minority groups. They pointed out that some information was passed on radio and through loudspeakers in a language that persons from minority groups could not understand.
- ❑ FGD participants reported that humanitarian workers, especially **security guards manning humanitarian actors gates**, were **disrespectful** to them and denied them entry to the offices to pass on information and/or feedback to the relevant officials.
- ❑ FGD participants reported that refugees who wanted their **alien cards** activated or those who were looking to be registered were unable to do so because they were not aware of the process to be followed or they were denied access to humanitarian actors offices to seek clarification or both.

DIFFICULTY IN ACCESSING INFORMATION FOR SPECIFIC COMMUNITY GROUPS

- ❑ Majority of elderly men and women above 70 years were found to experience some challenges while trying to access information, as reported by community leader KIs. This could be as a result of **high illiteracy levels** among the elderly.

Difficulty in accessing information for specific community groups, as reported by community KIs:



PERSONS LIVING WITH DISABILITIES' COMMUNICATION CHALLENGES, AS REPORTED BY FGDs.



Hearing impairment

- Community members were reportedly not considered when information was disseminated through **loudspeakers**.



Mobility challenges

- Community members reportedly faced **mobility challenges** and were unable to attend different forums/meetings where information was passed.



Sight impairment

- Community members were reportedly not considered when information was passed through **text messages**.



Questions?



**THANK YOU
FOR YOUR
ATTENTION**