

Total camp population*: 29,992

This assessment was conducted in association with UNHCR, and aimed to provide information on the formal communication channels through which camp-related information is disseminated within Azraq camp. Data collection occurred between December 20-30, 2015, and comprised both quantitative and qualitative components¹. Interviews were conducted in 736 households randomly selected from UNHCR lists of inhabited households. 8 focus group discussions (FGDs) were also conducted, and interviews with 15 key informants (KIs) completed, to contextualise quantitative survey findings. The assessment included questions relating to current and future access to information and communication technology (ICT), aiming to identify current barriers to accessing ICTs and their use. UNHCR currently provides access to facilities for charging devices and designated sites for screening television news, and plans to implement a household electricity network and Wi-Fi hubs across the camp.

*Source UNHCR data portal (19th January 2016)

¹Data was collected only in inhabited villages (3 and 6)

Percentage of overall camp literacy:

80%

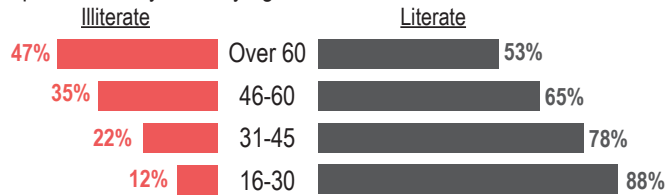
Percentage of households with access to a smart or non-smart phone:

87%

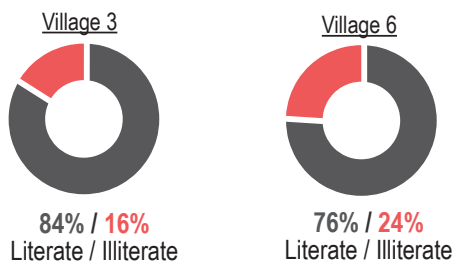
Literacy by Age and Village

Overall literacy rates of 80% were found, with 87% of males and 75% of females being literate.

Reported literacy rates by age:



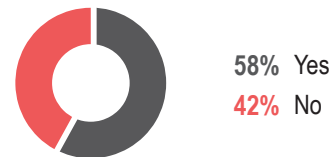
Literacy rate by village:



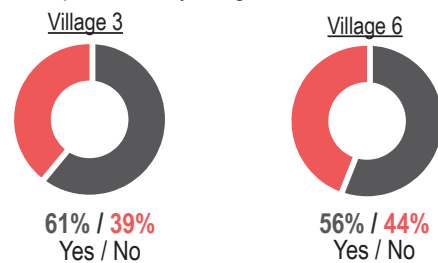
Individual Smartphone Possession

51% of females and 69% of males respondents reported owning a smartphone.

Proportion of reported individual smartphone possession:

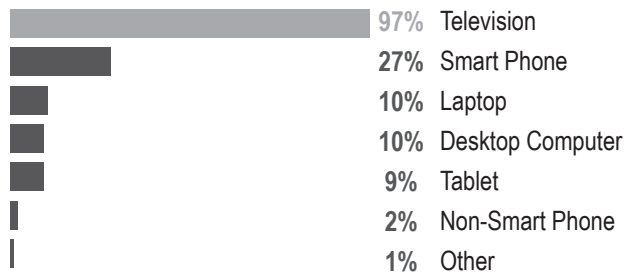


Smartphone possession by village:



Future Household ICT Acquisition

Information technology households intend to acquire after the introduction of electricity:



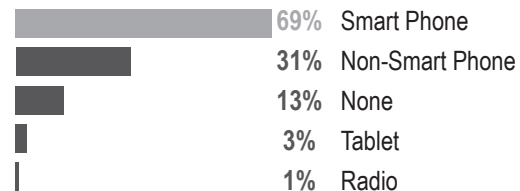
*Respondents could choose multiple options

FGDs and KIs Perspective

Refugees want televisions to be able to access news (about the Syrian conflict, Jordan and immigration to third countries) from more credible sources than social media. Reported trusted channels include Al Arabiya, Al Jazeera and Syrian outlet Orient News.

Household-Level ICT Access

Information technology reportedly currently accessible to households*:



*Respondents could choose multiple options

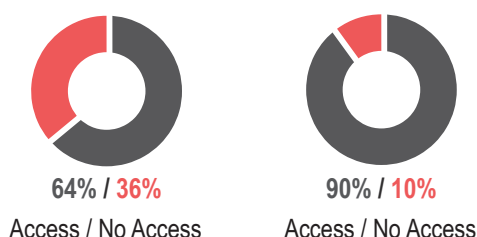
FGDs and KIs Perspective

Despite widespread mobile phone ownership, FGDs indicated that a lack of electricity in households makes charging, and therefore use, of mobile phones limited. This acts as a barrier to accessing information in this manner.

Internet Access

Internet access within homes was mostly through mobile phone data.

Proportion of respondents reported to have internet access in own household and outside of household within the previous 2 months:



Frequency of Internet Access

Reported frequency of internet access:

