

Research Terms of Reference

Communication with refugee and asylum-seeking communities

LBY2006

Libya

November 2020
V1

REACH Informing
more effective
humanitarian action

1. Executive Summary

Country of intervention	Libya				
Type of Emergency	<input type="checkbox"/>	Natural disaster	<input checked="" type="checkbox"/>	Conflict	
Type of Crisis	<input type="checkbox"/>	Sudden onset	<input type="checkbox"/>	Slow onset	<input checked="" type="checkbox"/> Protracted
Mandating Body/ Agency	UNHCR				
Project Code	14ALT				
Overall Research Timeframe	10/08/2020 to 31/12/2020 (output completion and presentation may take place early January)				
Research Timeframe	1. Start collect data: Data collection will be conducted in two phases : Phase one ¹ : 9/11/2020 Phase two ² : 23/11/2020		5. Preliminary presentation: N/A		
	2. Data collected: Phase one : 22/11/2020 Phase two : 04/12/2020		6. Outputs sent for validation: Report One: December Report two: December		
	3. Data analysed: Phase one : 30/11/2020 Phase two : 11/12/2020		7. Outputs published: __/__/____ Report one : December / Early January Report two : December / Early January		
	4. Data sent for validation: Phase one : 1/12/2020 Phase two : 11/12/2020		8. Final presentation: Early January 2021		
Number of assessments	<input checked="" type="checkbox"/>	Single assessment (one cycle)			
	<input type="checkbox"/>	Multi assessment (more than one cycle) [Describe here the frequency of the cycle]			
Humanitarian milestones	Milestone		Deadline		
	<input checked="" type="checkbox"/>	Donor plan/strategy	31/12/2020		
	<input type="checkbox"/>	Inter-cluster plan/strategy	__/__/____		
	<input type="checkbox"/>	Cluster plan/strategy	__/__/____		
	<input type="checkbox"/>	NGO platform plan/strategy	__/__/____		
	<input type="checkbox"/>	Other (Specify):	__/__/____		

¹ Individual and key informant interviews will be carried out in phase one of data collection.

² Phase two of data collection involves focus group discussions.

Audience Type & Dissemination	Audience type		Dissemination
	<input checked="" type="checkbox"/> Strategic <input checked="" type="checkbox"/> Programmatic <input checked="" type="checkbox"/> Operational <input type="checkbox"/> [Other, Specify]		<input checked="" type="checkbox"/> General Product Mailing (e.g. mail to NGO consortium; HCT participants; Donors) <input type="checkbox"/> Cluster Mailing (Education, Shelter and WASH) and presentation of findings at next cluster meeting <input type="checkbox"/> Presentation of findings (e.g. at HCT meeting; Cluster meeting) <input checked="" type="checkbox"/> Website Dissemination (Relief Web & REACH Resource Centre) <input type="checkbox"/> [Other, Specify]
Detailed dissemination plan required	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/> No
General Objective	<p>Firstly, to explore the means and sources³ used by refugees and asylum seekers in Libya to obtain and communicate information on opportunities in urban areas such as access to accommodation, livelihoods/income and basic services available (health and education), including assistance and services offered by UNHCR and other humanitarian actors, while identifying the main access barriers and informational needs.</p> <p>Secondly, to assess how refugees and asylum seekers access information regarding UNHCR, its partners and its activities in Libya, how useful they perceive this information to be and their expectations from UNHCR in regards to communication (on what issues, through what means and with what frequency). This will help inform a more solid strategy of communication with refugee and asylum seeking communities in the urban context of Libya. Respondents will be asked to cover a recall period of the past 6 months in this assessment.</p>		
Specific Objective(s)	<ol style="list-style-type: none"> 1) With a focus on refugees living in Tripoli, central and western regions, to explore how refugees and asylum seekers obtain and communicate information regarding opportunities in the urban environment, such as access to accommodation, livelihoods/income and basic services, including those offered by the humanitarian community. <ol style="list-style-type: none"> a) Most used means of communication <ol style="list-style-type: none"> i. Most used means to obtain and communicate information; ii. Preferred means of communication; b) Main sources of information <ol style="list-style-type: none"> i. Most used information sources; ii. Most trusted sources of information and what makes them trustworthy; 2) To identify the most prominent informational needs of refugees and asylum seekers regarding opportunities in urban areas 3) To explore the main barriers faced by refugees and asylum seekers while accessing information regarding opportunities in urban areas 4) To assess <i>how refugees and asylum seekers access information regarding UNHCR, its partners and its activities in Libya</i> 		

³ This assessment will adopt the following definitions of communication means and sources of information. Means of communication are the channels and tools used to carry a message, e.g. face-to-face communication, conversations over the telephone, print or the internet (containing the different social media platforms, search engines, etc.). Channels refer to how the message is transmitted and the tools refer to the equipment or packaging that is used to facilitate the transmission. An information source can be defined as the actual carrier of the message, for example, a specific news outlet, a friend or family member, a community leader or a TV channel.

	<ul style="list-style-type: none"> a) Modalities/means of access to information regarding UNHCR, its partners and its activities in Libya/tools used; b) Main challenges in accessing UNHCR information; 5) To identify main information needs related to UNHCR, its partners and its activities in Libya 6) To understand how useful refugees and asylum seekers perceive UNHCR information to be and their expectations from UNHCR in regards to communication. <ul style="list-style-type: none"> a) The extent to which refugees and asylum seekers perceive UNHCR information as useful; b) Refugees and asylum seekers's expectations and suggestions from UNHCR in regards to communication, particularly concerning: <ul style="list-style-type: none"> i. issues and topics communicated on; ii. modalities/tools of communication; iii. frequency of communication.
Research Questions	<ul style="list-style-type: none"> 1) How do refugees and asylum seekers obtain and communicate information regarding opportunities to live in the urban environment, such as access to accommodation, livelihoods/income and basic services (health, education), including assistance and services offered by the humanitarian community? <ul style="list-style-type: none"> a) What communication channels do they often use? <ul style="list-style-type: none"> i. What channels do they mostly use to obtain and communicate information? ii. What are their preferred channels of communication? b) What communication tools do they resort to to access information? c) What are the main sources of information they rely on? <ul style="list-style-type: none"> i. What are the most used sources of information? ii. Which sources of information are trusted the most and why? 2) What are the most prominent informational needs of refugees and asylum seekers regarding the overall situation in urban settings, access to livelihoods/ income, and basic services, including those offered by the humanitarian? 3) What are the main barriers faced by refugees and asylum seekers while seeking information regarding the overall situation in urban settings, access to livelihoods /income, and basic services, including those offered by the humanitarian community? 4) How do refugees and asylum seekers access information regarding UNHCR, its partners and its activities in Libya? <ul style="list-style-type: none"> a) What modalities/tools are being used to access information regarding UNHCR, its partners and its activities in Libya? b) What are the main challenges in accessing UNHCR information? 5) What are the main information needs on UNHCR, its partners and its activities in Libya? 6) How useful do refugees and asylum seekers perceive UNHCR information to be and what are their expectations from UNHCR in regards to communication? How accessible do they consider the information to be? <ul style="list-style-type: none"> a) How useful/ do refugees and asylum seekers perceive UNHCR information to be? How accessible do they perceive the information to be? b) What are refugees and asylum seekers's expectations from and suggestions for UNHCR in regards to communication, particularly concerning:

	<i>i.</i> issues and topics tackled through UNHCR communication; <i>ii.</i> modalities/tools of communication ; <i>iii.</i> and frequency of communication?		
Geographic Coverage	Tripoli, Misrata, al Jfara and Azzawya ⁴		
Secondary data sources	<ul style="list-style-type: none"> - IOM Displacement Tracking Matrix (DTM) Libya, Migrant Report 32 (July to August 2020) - Internews, Libya Information Ecosystem, (November 2017) - UNHCR, Mapping and evaluation of CwC Activities along the Central Mediterranean Route, (2020). - CDAC, Communication and Community Engagement Tools and Resources, (2020) - REACH, Migrant and refugee Multi-Sector Needs Assessment (MSNA) in Libya 2019, (April 2020). - UNHCR Operational Portal, Statistical Dashboard Libya, (September 2020) 		
Population(s)	<input type="checkbox"/> IDPs in camp <input type="checkbox"/> IDPs in host communities <input type="checkbox"/> Refugees in camp <input type="checkbox"/> Refugees in host communities <input type="checkbox"/> Host communities	<input type="checkbox"/> IDPs in informal sites <input type="checkbox"/> IDPs [Other, Specify] <input type="checkbox"/> Refugees in informal sites <input type="checkbox"/> Refugees [Other, Specify] <input checked="" type="checkbox"/> Refugees and asylum seekers in urban settings	
Stratification⁵	<input checked="" type="checkbox"/> Geographical #: 4 1. Tripoli 2. Misrata 3. al Jfara 4. Aazawiya Population size per strata is known? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (UNHCR Data)	<input checked="" type="checkbox"/> Origin #: 3 1. Eritrea, Somalia and Ethiopia in East Africa; 2. Palestine, Syria and Iraq in MENA; 3. Sudan ⁶ . Population size per strata is known? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (UNHCR Data)	<input checked="" type="checkbox"/> Age #: 2 1. Adults (18 years old and up) 2. Minors (aged between 15 and 17 years old) Population size per strata is known? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (UNHCR Data)
Data collection tool(s)	<input checked="" type="checkbox"/> Structured (Quantitative)	<input checked="" type="checkbox"/> Semi-structured (Qualitative)	
	Sampling method	Data collection method	
Structured data collection tool # 1	<input checked="" type="checkbox"/> Purposive	<input type="checkbox"/> Key informant interview (Target #): _____ <input type="checkbox"/> Group discussion (Target #): _____ <input type="checkbox"/> Household interview (Target #): _____ <input checked="" type="checkbox"/> Individual interview with adult refugees and asylum seekers (Target #): 50 IIs x 4 locations (20 for East Africa; 20 for ME and 10 for Sudan) <input type="checkbox"/> Direct observations (Target #): _____	

⁴ According to UNHCR, western and central regions host approximately 75% of the refugee population in Libya.

⁵ Please note that stratification refers to comparison between non-representative data in this case.

⁶ Refugees and asylum seekers from Sudan will be assessed separately as they share sociocultural traits with both refugees and asylum seekers from East Africa and from the MENA region, making their migratory experience in Libya unique and distinctive.

		<input type="checkbox"/> [Other, Specify] (Target #):_ _ _ _ _		
Semi-structured data collection tool (s) # 1	<input checked="" type="checkbox"/> Purposive <input checked="" type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]	<input checked="" type="checkbox"/> Key informant interview with community leaders representing populations from the selected regions/countries (Target #): 7 KIIs x 4 locations (1 community representative for each country of origin) <input type="checkbox"/> Individual interview (Target #):_ _ _ _ _ <input type="checkbox"/> Focus group discussion (Target #):_ _ _ _ _ <input type="checkbox"/> [Other, Specify] (Target #):_ _ _ _ _		
Semi-structured data collection tool (s) # 2	<input checked="" type="checkbox"/> Purposive <input checked="" type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]	<input checked="" type="checkbox"/> Key informant interview with NGO, Civil Society Organisations (CSO) and UN Agencies staff (Target #): 4 KIIs x 4 locations <input type="checkbox"/> Individual interview (Target #):_ _ _ _ _ <input type="checkbox"/> Focus group discussion (Target #):_ _ _ _ _ <input type="checkbox"/> [Other, Specify] (Target #):_ _ _ _ _		
Semi-structured data collection tool (s) # 3	<input checked="" type="checkbox"/> Purposive <input checked="" type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]	<input type="checkbox"/> Key informant interview (Target #):_ _ _ _ _ <input type="checkbox"/> Individual interview (Target #):_ _ _ _ _ <input checked="" type="checkbox"/> Focus group discussion with adult refugees and asylum seekers (Target #): 6 FGDs x 4 locations <input type="checkbox"/> [Other, Specify] (Target #):_ _ _ _ _		
Semi-structured data collection tool (s) # 4	<input checked="" type="checkbox"/> Purposive <input checked="" type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]	<input type="checkbox"/> Key informant interview (Target #):_ _ _ _ _ <input type="checkbox"/> Individual interview (Target #):_ _ _ _ _ <input checked="" type="checkbox"/> Focus group discussion with children refugees and asylum seekers (Target #): 6 FGDs x 4 locations <input type="checkbox"/> [Other, Specify] (Target #):_ _ _ _ _		
Data management platform(s)	<input checked="" type="checkbox"/> IMPACT <input type="checkbox"/> [Other, Specify]	<input type="checkbox"/> UNHCR		
Expected output type(s)	<input type="checkbox"/> Situation overview #: _ _ <input type="checkbox"/> Presentation (Preliminary findings) #: _ _ <input type="checkbox"/> Interactive dashboard #: _	<input checked="" type="checkbox"/> Report #: 2 One to be shared internally with UNHCR (covering RQ 4 and 5) and one externally (covering the remaining RQs). <input checked="" type="checkbox"/> Presentation (Final) #: Jan 2021 <input type="checkbox"/> Webmap #: _ _	<input type="checkbox"/> Profile #: _ _ <input type="checkbox"/> Factsheet #: _ _ <input type="checkbox"/> Map #: _ _	

Access	X	Report 1 : Public (available on REACH resource center and other humanitarian platforms)
	X	Report 2 : (bilateral dissemination only upon agreed dissemination list, no publication on REACH or other platforms)
Visibility Specify which logos should be on outputs	REACH	
	Donor: UNHCR	
	Coordination Framework: N/A	
	Partners: N/A	

2. Rationale

2.1. Rationale

In contexts of cross-border migration, communication plays an integral role in shaping one's migratory experience and, in some instances, can be rudimentary to the survival of people in mixed migration movements.⁷ Refugees and asylum seekers, often embarking in uncertain and perilous journeys and finding themselves in new and unfamiliar environments,⁸ rely on timely information sharing to make decisions about the next steps to take, be conscious of the potential risks and dangers associated with the journey, as well as to be aware of how and where to go to access the available services and assistance.⁹

On the other hand, communication with displaced populations has proven to be essential for an efficient humanitarian response.¹⁰ Constantly engaging in participatory dialogues with the disserved communities enhances understanding of their needs and the information they lack, allows for a continuous refinement of the response based on the feedback they provide, and strengthens accountability to the affected populations.¹¹ Communication with communities, as a principle and practice, has been endorsed and strongly referenced by multiple key international policies and guidelines governing humanitarian actions, such as the Transformative Agenda, the Grand Bargain and the Core Humanitarian Standard.¹²

As of 1st of September 2020, more than 45,000 refugees and asylum seekers residing in Libya were registered with UNHCR.¹³ Coming from different regions of the world and representing diverse demographic and socio-cultural backgrounds, most of them reside in urban settings in western and central regions of the country.¹⁴ The prolonged conflict and instability in Libya severely affected the lives of refugee and asylum seeking populations and their ability to access and convey information. The acute protection risks limiting the freedom of movement,¹⁵ the recurring power outages, the loss of internet and satellite communication systems,¹⁶ and the deliberate spread of misinformation,¹⁷ among other factors, limit the use of basic means of communication and the access to reliable and trustworthy information.

In November 2019, UNHCR Libya announced that it will be extending its assistance to refugees and asylum seekers living in urban settings and, since then, has been working on strengthening its urban response programme.¹⁸ This decision followed the closure of several detention centres in the country and the release or escape of several detained refugees and asylum seekers from other centres, further increasing the size of the population living in urban environments.¹⁹ Several

⁷ Theo Hannides, Nicola Bailey and Dwan Kaoukji, [Voices of refugees: information and communication needs of refugees in Greece and Germany](#), Humanitarian Practice Network, September 2016.

⁸ UNHCR, [DESPERATE JOURNEYS - Refugees and migrants arriving in Europe and at Europe's borders](#), January 2019.

⁹ Migrants in Countries in Crisis (MICIC) Initiative, [Guidelines to protect migrants in countries experiencing conflict or natural disaster, GUIDELINE 6: Communicate effectively with migrants](#), June 2016.

¹⁰ Jacqueline Dalton, [Why communication needs to be at the heart of humanitarian response](#), Internews, September 2018.

¹¹ UNHCR, [Communicating with Communities](#).

¹² Jacqueline Dalton, [Why communication needs to be at the heart of humanitarian response](#), Internews, September 2018.

¹³ UNHCR, [Libya: Registration - Fact sheet August 2020](#), September 2020.

¹⁴ Ibid.

¹⁵ Amnesty International, [Libya 2019](#).

¹⁶ Internews in collaboration with Mercy Corps, Libya information ecosystem assessment, November 2017, not released publicly.

¹⁷ France 24, [Fake news war: in Libya, battles also rage on social media](#), April, 2019.

¹⁸ UNHCR, UNHCR expands help to refugees in urban areas in Libya, reassesses role of Gathering and Departure Facility, November 2019.

¹⁹ MSF, [Closure of detention centre exposes migrants and refugees to even worse conditions](#), October 2019.

assessments have been conducted to examine the vulnerabilities and the needs of refugees and asylum seekers in urban settings in Libya.²⁰ However, the dynamics surrounding communication within and with the refugee and asylum seeking communities remain severely underexplored, undermining the efficacy of the response.

For the aforementioned reasons, and feeding into UNHCR's efforts to build a solid communication strategy with refugee and asylum seeking communities in the urban context in Libya, REACH is conducting an assessment in partnership with the UN refugee agency that aims to explore refugees and asylum seekers' communication from two different angles. Firstly, it will investigate how refugees and asylum seekers in urban settings obtain and communicate information regarding access to accommodation, livelihoods/income and basic services²¹, including those provided by humanitarian actors. Secondly, it will assess how refugees and asylum seekers access information regarding UNHCR, its partners and its activities in Libya, how useful they perceive this information to be and their expectations from UNHCR in regards to communication.

3. Methodology

2.1. Methodology overview

To respond to the research questions, this assessment will adopt a mixed methods approach, relying on both quantitative and qualitative data collection, conducted in two phases.

Phase one includes quantitative data collection through **1) structured individual interviews (IIs)** with adult refugees and asylum seekers from three different regions of origin residing in urban localities within four selected mantikas in west and central Libya. This will allow for an understanding how communication channels, tools and sources vary among refugee and asylum-seeking communities in different locations, from different areas of origin and among different demographic profiles. This data will be complemented by **2) semi-structured key informant interviews (KIIs)** with community leaders representing refugees and asylum seekers from the assessed regions of origin who can provide expert knowledge on their community's experience and needs and **3) semi-structured KIIs** with humanitarian workers, to provide a different perspective on communications among refugee and asylum seeking communities from those working to provide assistance.

Findings from the first phase will directly feed into the design of tools for **the second phase**, which will involve **4) focus group discussions (FGDs)** with both adult and child refugees and asylum seekers, the latter aged between 15 and 17 years old, in the chosen locations.

Key definitions

This assessment will adopt the following refugee and asylum seeker definitions provided by UNHCR:

A refugee "is a person who has fled war, violence, conflict or persecution and has crossed an international border to find safety in another country."²²

An asylum-seeker "is someone who says he or she is a refugee and seeks international protection from persecution or serious harm in their home country. Every refugee is initially an asylum-seeker, but not every asylum-seeker will ultimately be recognized as a refugee. While they are waiting for their claim to be accepted or rejected, they are called asylum-seekers."²³

It is important to note that Libya is not a signatory to the 1951 Refugee Convention and does not hold a national asylum system. Currently, registration, documentation activities and refugee status determination procedures are carried out by UNHCR.²⁴

²⁰ REACH, [Migrant and refugee Multi-Sector Needs Assessment \(MSNA\) in Libya 2019](#), April 2020.

²¹ This assessment will focus on communication around healthcare and education.

²² UNHCR, [what is a refugee?](#)

²³ UNHCR, [Asylum-seekers | Seeking international protection](#), December 2016.

²⁴ UNHCR, [UNHCR signs agreement aimed at ensuring refugee protection in Libya](#), July 2008.

The choice of indicators and questions for the tools designed for this assessment draws on the following communication related definitions:

Means of communication are the channels and tools (channels refer to how the message is transmitted and tools refer to the equipment/technology/packaging that are used to facilitate the transmission) used to carry a message, e.g. face-to-face communication, conversations over the telephone, print media or the internet (including the different social media platforms, search engines, etc.).

An **information source** can be defined as the actual carrier of the message, for example, a specific news outlet, a friend or family member, a community leader, or a TV channel.

Information needs are generally the desire of individuals or groups to obtain information to satisfy needs that are conscious or otherwise. More specifically within the context of this assessment, it refers to the urgent need for specific kinds of information on finding food, shelter, water, healthcare, security etc by crises affected populations/persons.²⁵

Information barriers refer to difficulties or impediments that prevent the effective flow of information or make it inaccessible to those in need of it. Examples of these include barriers such as lack of internet or mobile connection, inability to afford communication equipment, language and literacy barriers, misinformation etc.

2.2. Population of interest

This assessment will focus on both adult and child refugees and asylum seekers that share the following characteristics:

Age: respondents will be selected based on the age range they fall within – adults aged **18 and older** and children aged **between 15 and 17 years old**. This will help capture the perspectives and specific experiences of refugee and asylum seeker children in regards to accessing and communicating information about opportunities to live in Libyan urban settings and in regards to UNHCR, its partners and its activities in Libya

Region of origin: This assessment will target refugees and asylum seekers from three regions of origin, representing the nationalities most present in Libya, according to UNHCR data.²⁶ The countries that fall under each region of origin were grouped based on their geographical proximity, shared sociocultural traits and the similarities in their migratory experiences. The three regions are **East Africa, the Middle East** and **Sudan**. East African countries to be assessed are Eritrea, Ethiopia and Somalia which border each other in the horn of Africa region and share similar cultural and linguistic backgrounds, especially in the case of Eritrea and Ethiopia. Refugees from all 3 countries travel along similar routes into Libya. From the Middle East, the assessment will focus on refugees and asylum seekers originating from Syria, Palestine and Iraq, who mostly share a common language (Arabic) and other cultural similarities. Their shared cultural and linguistic features with the host state also accounts for a different migratory experience when compared to other regional groups. Refugees and asylum seekers from Sudan will be assessed separately, as they share sociocultural traits with both refugees and asylum seekers from East Africa and from the MENA region, making their migratory experience in Libya unique and distinctive.

Location in Libya: Four locations in western and central Libya were selected based on the size of the refugee and asylum seeking populations they host and also because they represent the urban areas within the region where UNHCR has its greatest operational presence and programming priorities. The locations and number of persons of interest per location (in brackets) are Tripoli (24,446), Al Jfara (6,573), Misrata (3,310), and Azzawya (1,712) which altogether represent approximately 78% of the total number of UNHCR documented refugees and asylum seekers in Libya.²⁷

Gender: Data from the Individual interviews will be disaggregated by gender to allow for identification of any differences or specific trends in communication along gender lines. Specific data on the communication characteristics of vulnerable/disadvantaged groups including women within the communities studied will also be collected through responses

²⁵ Internews, Libya Information Ecosystem, November 2017 (not disseminated publicly)

²⁶ The countries of origin selected (total number of individuals in brackets); Sudan (15,409), Syria (15,061), Eritrea (5,706), Palestine (4,565), Somalia (2,573), Ethiopia (1,196) and Iraq (1,179) are also the largest refugee and asylum seeker communities by country of origin recorded by UNHCR in Libya and altogether represent 98% of the refugee and asylum seeker population hence their selection for this assessment. UNHCR Operational Portal, [Statistical Dashboard Libya](#), (September 2020).

²⁷ Ibid.

from key informants and focus group discussions. The focus group discussions will involve focus groups made up entirely of male or female adults and male or female minors respectively to allow for differences even within a specific gender at age group level. In a 2017 Information ecosystem study on Libya²⁸, women and children in particular were identified as having distinct unmet information needs as a result of physical restrictions and cultural norms. This was also found to be true for ethnically marginalised groups.

2.3. Secondary data review

There is a dearth of data available on the specific information needs of Refugees and Asylum Seekers within Libya. The IOM Displacement Tracking Matrix (DTM)²⁹ and UNHCR Operational Portal³⁰ will be used to support sampling of data collection locations in the research design phase which will primarily involve Secondary Data Review (SDR). Alongside this, pre-existing REACH data will be also relied on to aid understanding of the context.

This will be supplemented with contextual information and key definitions around Communication with Communities (CwC) gaps from reports by Internews on the Information Ecosystem in Libya³¹ and the UNHCR CwC Report on Mapping and evaluation of CwC Activities along the Central Mediterranean Route³². To aid with questionnaire design and other methodological issues, this study draws on the CDAC (Communicating with Disaster Affected Communities)'s Communications Need Assessment Guides³³ and previous REACH assessments on Refugee and Migrant communities³⁴.

2.4. Primary Data Collection

Phase One Overview

For phase one, primary data will be collected through structured individual interviews with Refugees and Asylum Seekers, as well as semi-structured Key Informant Interviews (KIIs) with Community Leaders and NGO, CSO or UN staff, conducted in each assessed location.

Data collectors will be part of the REACH Field Teams, including field managers and enumerators, who will have been selected on the basis of their experience in carrying out data collection (DC) and their network in each assessment location. Once recruited to work on the assessment, enumerators will receive a thorough training using the software Moodle. Given restrictions implemented to help combat the ongoing COVID-19 pandemic, this will be conducted in line with REACH standard operating procedures (SOPs) for data collection during COVID-19³⁵. It will also be conducted remotely as it is not currently safe to bring people together in person. Moodle is an online learning platform that allows trainees to read materials, listen to audio, and watch videos. It can also be moderated to check that people have viewed/watched/listened to each resource and has chat functions that allow trainees to ask questions and interact with each other. Given that there are continuous internet connectivity issues and power outages in Libya, this software is particularly appropriate, as it also allows people to sign in and complete the course in their own time, whenever they are able to. The trainees will be given one working week to complete the training and each day moderators will be online to monitor progress and answer questions. All data collectors will be trained on the ethics, practicalities and standards for data collection (including specific training on data collection involving minors) and protection of respondents' data privacy.

The IIs with Refugees and Asylum seekers will be used to understand how individuals communicate and obtain information on access to accommodation, livelihoods and basic services within their urban communities, and how they access information about and interact with UNHCR, its partners and activities including their expectations of communication with

²⁸ Internews, Libya Information Ecosystem, November 2017 (not disseminated publicly)

²⁹ IOM Displacement Tracking Matrix (DTM) Libya, [Migrant Report 32 \(July to August 2020\)](#)

³⁰ UNHCR Operational Portal, [Statistical Dashboard Libya](#), (September 2020)

³¹ Internews, Libya Information Ecosystem, November 2017 (not disseminated publicly)

³² UNHCR, [Mapping and evaluation of CwC Activities along the Central Mediterranean Route](#), 2020.

³³ CDAC, [Communication and Community Engagement Tools and Resources](#), 2020

³⁴ REACH, [Migrant and refugee Multi-Sector Needs Assessment \(MSNA\) in Libya 2019](#), April 2020.

³⁵ https://www.impact-repository.org/wp-content/uploads/2020/05/IMPACT_COVID-Data-Collection-SOPs_FINAL_TO-SHARE.pdf

UNHCR. In addition, Focus Group discussions for R&As adults (aged 18+) and minors (aged 15–17) respectively in each location will be used to delve further into age group specific information means, sources and needs as well as understanding preferences and trust for particular sources, means or modalities of accessing information.³⁶ Similarly to the IIs, demographics information collected through FGDs will serve as a variable in data analysis to capture potential variations in refugee and asylum seeker children's experiences in accessing and communicating information, as well as to track achieved demographic targets against sampling strata.

The KIIs will be used to capture an overall macro picture of the means and sources of obtaining and communicating information on access to accommodation, livelihoods and basic services within refugee and asylum seekers communities in the urban environment in the respective locations in Libya, serve as a reference point for verification of the data received from the Individual Interviews, as well as to increase understanding of information needs and interactions with UNHCR and its partners.

Sampling:

Locations are sampled on the basis of their hosting of big proportions of the urban dwelling refugee and asylum seeker populations in Libya, and also representing the areas of major operational presence of UNHCR in Libya. UNHCR reports that over 75% of refugee and asylum seekers in Libya are based in the western and central regions.³⁷

2.4.1 Individual Interviews

Refugees & Asylum seekers for IIs will be selected in the locations purposively based on their country of origin. In each location, 50 interviews will be administered remotely by telephone interviews with respondents selected. Respondents will be adult refugees and asylum seekers from East Africa, the Middle East and Sudan currently resident in either Al Jfara, Azzawya, Misrata or Tripoli. Respondents will be selected with the support of REACH's network of local partners and the networks of the enumerators.

2.4.2 KIIs with Community Leaders and with NGO/CSO/UN staff

KIs will be selected using purposive and snowballing techniques on the basis of their knowledge of, and/or status within, and/or access to R&As communities. The group of KIs include community leaders from Refugee & Asylum seeker communities (from aforementioned 7 nationalities, 1 from each nationality per location) as well as NGO, CSO and UN Agencies staff particularly those involved in information dissemination or CwC activities in those locations (4 per location). For each location, the REACH Project Officer, under guidance of the REACH Officer responsible, will liaise directly with REACH Field Managers to jointly identify appropriate KIs in advance. A total of 11 KIIs per location will be interviewed remotely by telephone.

Table 1: Individual and Key informant interview stratification

	East Africa (Somalia, Eritrea, Ethiopia)	Middle East (Syria, Palestine, Iraq)	Sudan	KIs (1x7)	KIs (Staff)	Total
Al Jfara	20	20	10	7	4	61
Azzawya	10	20	20	7	4	61
Misrata	5	30	15	7	4	61
Tripoli	20	20	10	7	4	61
Total	55	90	55	28	16	244

³⁶ Please see Annex 2 for further details on tools involving minors in this assessment.

³⁷ UNHCR Operational Portal, [Statistical Dashboard Libya](#), (January 2020)

Phase 2 overview

Focus Group discussions for R&As adults (aged 18+) and minors (aged 15–17) respectively in each location will be used to delve further into age group specific information means, sources and needs as well as understanding preferences and trust for particular sources, means or modalities of accessing information. The tools for the FGD will be prepared based on the analysis of the data from phase one with particular focus on themes or issues that emerge through the initial data collection. The methodology note and tools, and child protection SOPs will be put together and attached as an annex closer to the time of data collection for phase 2 of this assessment. Considering covid restrictions, FGDs are likely to be conducted using a remote online platform that has been developed by REACH.

Table 2: FGD stratification

	Refugees and Asylum Seekers		Total
	Adult	Children	
Al Jfara	6	6	12
Azzawya	6	6	12
Misrata	6	6	12
Tripoli	6	6	12
Total	24	24	48

Tools:

Four tools will be developed: (1) individual structured questionnaires to be conducted with Refugees and Asylum seekers (R&As); (2) KI semi-structured interviews with Refugee and Asylum Seekers community leaders on; (3) KI semi-structured interviews with NGO, CSO and UN Agencies staff on Information means and sources and communication access and barriers with Refugee and Asylum seekers communities (4) Focus group discussions with adults (18+) and minors(15-17) refugees and Asylum seekers as a qualitative assessment built on results from phase one.

All interview tools will be built on a pre-determined data analysis plan (see indicators and questionnaires in Data Analysis Plan below).

Triangulation, Briefing and Debriefing of Field Staff:

Regular briefing and debriefing activities will be conducted with field staff over Skype. Before the start of the data collection, all field staff will be taken through the data collection training on Moodle and briefed remotely, and will also be asked to share a preliminary work plan; thereafter, regular briefing and debriefing sessions over Skype will be organised. Based on previous REACH experience, there will not be daily briefs/debriefs, due to the unreliable internet connection and enumerator fatigue in the face of too many briefing/debriefing sessions. Rather, field staff will be asked to share a completed questionnaire as soon as they are completed, for the REACH officer responsible to provide feedback first via email, but then to also discuss over Skype. Given the limited number of KI interviews per field staff, this process will be deemed to be the most reliable to ensure the gathering of quality information.

Data will be compared with secondary data available and any incongruences will be followed up upon during debrief sessions.

2.5. Data Processing & Analysis

2.5.1 Phase one

Data entry will be conducted according to the KoBo data collection process. Survey data will be collected online or offline using smartphone and/or tablet devices through the OpenDataKit app. Once survey data is collected, it will be uploaded to the KoBo server where the data cleaning team will download it directly in Excel for a smooth data cleaning process.

Data cleaning will be conducted by the Tunis AO in consultation with enumerators on a daily basis to produce a consolidated and cleaned dataset for analysis and in line with [IMPACT Data cleaning minimum standards](#). For free text entry, enumerators will be asked to write in Arabic/the language of the respondent, to minimise the risk of missing information in the translation process. Text entries will then be translated by the Tunis PO during the cleaning phase. These qualitative entries will be processed in line with [IMPACT minimum standards for semi-structured data processing and analysis](#).

Quantitative data will after cleaning be formatted in a form that allows for easy reading and pivot tables and graphs will be generated in excel to allow for inferences to be made across different aggregations (geography, country of origin, age and gender). Additionally, qualitative aspects of the semi-structured KII tool will be entered into a data saturation and analysis grid throughout data collection until its completion. Once data saturation is achieved, responses for each issue point will be tallied and a summary of findings produced. A method report detailing the process will also be attached to the grid in line with the standards. Should there be a need for further analysis of the qualitative data set, this will be completed using Nvivo.

As much as possible, data will be corroborated and/or crosschecked with eventual secondary data.

2.5.2 Phase two³⁸

Qualitative data obtained via the FGD will be collected using a REACH online FGD platform. Respondents will be required to log in with the guidance of the enumerators and enter contributions/replies based on probes from the moderator and other respondents. The data collected will then be transferred into NVivo (a qualitative data processing application) for processing and analysis.

Digital or scanned files will be stored in password protected folders with access rights determined by designated staff for data cleaning. Scanned copies will be kept and can be used later to verify accuracy of data received.

4. Roles and responsibilities

Table 3: Description of roles and responsibilities

Task Description	Responsible	Accountable	Consulted	Informed
<i>Research design</i>	<i>Assessment Officer</i>	<i>Senior Assessment Officer</i>	<i>Impact HQ – Research Design and Data Unit (RDDU), UNHCR</i>	<i>UNHCR, Protection Sector</i>
<i>Supervising data collection</i>	<i>Project Officer</i>	<i>Assessment Officer</i>	<i>Impact HQ – Research Design and Data Unit (RDDU) UNICEF</i>	
<i>Data processing (checking, cleaning)</i>	<i>Project Officer</i>		<i>RDDU</i>	

³⁸ Further details will be provided in the methodology note and tools which will be attached to this TOR at the start of phase II of the assessment.

Data analysis	Assessment Officer	Senior Assessment Officer	RDDU	
Output production	Assessment Officer	Senior Assessment Officer	IMPACT HQ – Research Reporting Unit, UNHCR	Protection Sector
Dissemination	Assessment Officer	Senior Assessment Officer	RRU	UNHCR, Protection Sector
Monitoring & Evaluation	Assessment Officer	Senior Assessment Officer	RDDU	
Lessons learned	Assessment Officer	Senior Assessment Officer	RDDU	

Responsible: the person(s) who executes the task

Accountable: the person who validates the completion of the task and is accountable of the final output or milestone

Consulted: the person(s) who must be consulted when the task is implemented

Informed: the person(s) who need to be informed when the task is completed

NB: Only one person can be Accountable; the only scenario when the same person is listed twice for a task is when the same person is both Responsible and Accountable.

Data Analysis Plan

TOOL 1: REFUGEE & ASYLUM SEEKERS- INDIVIDUAL INTERVIEWS

Research Questions	IN #	Data collection method	Indicator group / sector	Indicator / Variable	Questionnaire Question	Instructions	Questionnaire Responses	Data collection level	Sampling	Maps planned ?
N/A	A.1.1	Individual Interview	Key characteristics	Enumerator information	Enumerator ID	Enter ID	ID	Individual	Purposive	No
N/A	B.1.1	Individual Interview	Key characteristics	Individual nationality	What is your country of origin?	N/A	1. Somalia 2. Eritrea 3. Ethiopia 4. Syria 5. Palestine 6. Iraq 7. Sudan	Individual	Purposive	Yes
	B.1.2	Individual Interview	Key characteristics	Individual gender	What is the gender of the individual?	N/A	1. Male 2. Female	Individual	Purposive	No
	B.1.3	Individual Interview	Key characteristics	Individual location	What is your city/district of actual residence?	N/A	1. Al Jfara 2. Azzawya 3. Misrata 4. Tripoli	Individual	Purposive	Yes
	B.1.4	Individual Interview	Key characteristics	Individual literacy	What is your highest level of formal educational attainment?	N/A	1. None 2. Primary school 3. High/Secondary school 4. University drop-out/graduate 5. Vocational training 6. Other	Individual	Purposive	No
	B.1.5	Individual Interview	Key characteristics	Individual literacy	Which languages are you literate in?	N/A	1. Arabic 2. English 3. Amharic 4. Kurdish 5. Tigrinya 6. Somali	Individual	Purposive	No

							7. Other			
	B.1.6	<i>Individual Interview</i>	<i>Key characteristics</i>	Individual arrival Libya date	<i>When did you arrive in Libya?</i>	N/A	1. 0- less than 6 months 2. 6 months- less than 1 year 3. 1- less than 2years 4. 2 years or more	<i>Individual</i>	<i>Purposive</i>	<i>No</i>
	B.1.7	<i>Individual Interview</i>	<i>Key characteristics</i>	Individual arrival location date	<i>When did you arrive in your present City/district?</i>	N/A	1. 0- less than 6 months 2. 6 months- less than 1 year 3. 1- less than 2years 4. 2 years or more	<i>Individual</i>	<i>Purposive</i>	<i>No</i>
How do refugees and asylum seekers obtain and communicate information regarding opportunities to live in the urban environment, such as access to accommodation, livelihoods/income and basic services (health, education), including assistance and services offered by the humanitarian community?	C.1.1	<i>Individual Interview</i>	<i>Means and Sources of Information</i>	Reported channels through which R&As access information	<i>How do you share information with others in your community about opportunities in this area?</i>	Select as many as apply <i>Opportunities definition: accommodation, livelihoods/income, basic services, and assistance.</i>	1. Through Community/Religious Leaders 2. Through Government officials 3. Through Humanitarian staff 4. Through Smugglers/travel guides 5. Through service providers 6. Internet 7. Twitter 8. Facebook 9. WhatsApp 10. Instagram 11. Radio 12. TV 13. Mobile phone calls 14. Word of mouth 15. SMS 16. Posters	<i>Individual</i>	<i>Purposive</i>	<i>No</i>

							17. Other			
	C.1.2	<i>Individual Interview</i>	<i>Means and Sources of Information</i>	Reported channels through which R&As access information	<i>How do you obtain information about opportunities in this area?</i>	<p>Select as many as apply</p> <p><i>Opportunities definition: accommodation, livelihoods/income basic services, and assistance.</i></p>	<p>1. Through Community/Religious Leaders</p> <p>2. Through Government officials</p> <p>3. Through Humanitarian staff</p> <p>4. Through Smugglers/travel guides</p> <p>5. Through service providers</p> <p>6. Internet</p> <p>7. Twitter</p> <p>8. Facebook</p> <p>9. WhatsApp</p> <p>10. Instagram</p> <p>11. Radio</p> <p>12. TV</p> <p>13. Mobile phone calls</p> <p>14. Word of mouth</p> <p>15. SMS</p> <p>16. Posters</p> <p>17. Other</p>	<i>Individual</i>	<i>Purposive</i>	<i>No</i>

	C.1.3	<i>Individual Interview</i>	<i>Means and Sources of Information</i>	Reported channels through which R&As access information	<i>What are your preferred ways of sharing information?</i>	<i>Select any 3. Rank from 1-3 with 1 for most preferred</i>	<ol style="list-style-type: none"> 1. Through Community/Religious Leaders 2. Through Government officials 3. Through Humanitarian staff 4. Through Smugglers/travel guides 5. Through service providers 6. Internet 7. Twitter 8. Facebook 9. WhatsApp 10. Instagram 11. Radio 12. TV 13. Mobile phone calls 14. Word of mouth 15. SMS 16. Posters 17. Other 	<i>Individual</i>	<i>Purposive</i>	<i>No</i>
	C.1.4	<i>Individual Interview</i>	<i>Means and Sources of Information</i>	Reported channels through which R&As access information	<i>What are your preferred ways of obtaining information?</i>	<i>Select any 3. Rank from 1-3 with 1 for most preferred</i>	<ol style="list-style-type: none"> 1. Government Officials 2. Community/Religious Leaders 3. Humanitarian staff 4. Smugglers/Travel guides 5. Service providers 6. Internet 7. Twitter 8. Facebook 9. WhatsApp 	<i>Individual</i>	<i>Purposive</i>	<i>No</i>

						10. Instagram 11. Radio 12. TV 13. Friends & family 14. Mobile phone calls 15. Word of mouth 16. SMS 17. Print media 18. Billboards 19. Posters 20. Other			
C.1.5	<i>Individual Interview</i>	<i>Means and Sources of Information</i>	Reported communication tools/devices used by R&As to access information	<i>What communication tools do you use to access this information?</i>	<i>Select as many as apply</i>	1. Mobile phone 2. TV 3. Radio 4. Internet on phone 5. Internet on laptop/computer 6. Written material 7. Other (please specify) 9. I do not use any information tools 8. Don't want to answer	<i>Individual</i>	<i>Purposive</i>	<i>No</i>
C.1.6	<i>Individual Interview</i>	<i>Means and Sources of Information</i>	Reported sources of information for R&As	<i>What source would you use to find information about housing and accommodation related issues?</i>	<i>Select as many as apply</i>	1. Television (specify station) 2. Radio (specify channel) 3. Print media (specify) 4. Internet (specify site) 5. Other members of the community 6. Religious leaders 7. Community leaders 8. Aid/NGO worker 9. UN staff 10. Smugglers	<i>Individual</i>	<i>Purposive</i>	<i>No</i>

						11. Service providers 12. Armed forces 13. Police 14. Government 15. Other (specify) 16. Don't want to answer			
C.1.7	<i>Individual Interview</i>	<i>Means and Sources of Information</i>	Reported sources of information for R&As	<i>What source would you use to find information about basic services, such as health and education?</i>	<i>Select as many as apply</i>	1. Television (specify station) 2. Radio (specify channel) 3. Print media (specify) 4. Internet (specify site) 5. Other members of the community 6. Religious leaders 7. Community leaders 8. Aid/NGO worker 9. UN staff 10. Smugglers 11. Service providers 12. Armed forces 13. Police 14. Government 15. Other (specify) 16. Don't want to answer	<i>Individual</i>	<i>Purposive</i>	<i>No</i>
C.1.8	<i>Individual Interview</i>	<i>Means and Sources of Information</i>	Reported sources of information for R&As	<i>What source would you use to find information about jobs and financial assistance?</i>	<i>Select as many as apply</i>	1. Television (specify station) 2. Radio (specify channel) 3. Print media (specify) 4. Internet (specify site)	<i>Individual</i>	<i>Purposive</i>	<i>No</i>

						5. Other members of the community 6. Religious leaders 7. Community leaders 8. Aid/NGO worker 9. UN staff 10. Smugglers 11. Service providers 12. Armed forces 13. Police 14. Government 15. Other (specify) 16. Don't want to answer			
C.1.9	<i>Individual Interview</i>	<i>Means and Sources of Information</i>	Reported sources of information that are most trusted by R&As	<i>Which sources of information do you trust the most?</i>	<i>Rank top 3 only with 1 being the most trusted</i>	1. Television (specify station) 2. Radio (specify channel) 3. Print media (specify) 4. Internet (specify site) 5. Other members of the community 6. Religious leaders 7. Community leaders 8. Aid/NGO worker 9. UN staff 10. Smugglers 11. Service providers 12. Armed forces 13. Police 14. Government 15. Other (specify) 16. Don't want to answer	<i>Individual</i>	<i>Purposive</i>	<i>No</i>

	C.1.1 0	<i>Individual Interview</i>	<i>Means and Sources of Information</i>	Reported reasons why selected sources are trusted by R&As	<i>Why do you trust these sources the most?</i>	<i>Select as many as apply</i>	1. Accuracy 2. Timeliness 3. Regularity 4. Proximity/Ease of access 5. Language 6. Popularity 7. Public reputation 8. Other 9. Do not want to answer 10. Do not know	<i>Individual</i>	<i>Purposive</i>	<i>No</i>
	C.1.1 1	<i>Individual Interview</i>	<i>Means and Sources of Information</i>	Reported sources of information that are least trusted by R&As	<i>Which sources of information do you trust the least?</i>	<i>Rank top 3 only with 1 being the least trusted</i>	1. Television (specify station) 2. Radio (specify channel) 3. Print media (specify) 4. Internet (specify site) 5. Other members of the community 6. Religious leaders 7. Community leaders 8. Aid/NGO worker 9. UN staff 10. Smugglers 11. Service providers 12. Armed forces 13. Police 14. Government 15. Other (specify) 16. Don't want to answer	<i>Individual</i>	<i>Purposive</i>	<i>No</i>
	C.1.1 2	<i>Individual Interview</i>	<i>Means and Sources of Information</i>	Reported reasons why selected sources are least trusted by R&As	<i>Why do you trust these sources the least?</i>	<i>Select as many as apply</i>	1. Inaccurate/ Misleading 2. Information is not timely	<i>Individual</i>	<i>Purposive</i>	<i>No</i>

							3. Information is not regular 4. Difficult access 5. Unfamiliar language 6. Unpopular source 7. Poor public reputation 8. Other 9. Do not want to answer 10. Do not know			
What are the most prominent informational needs of refugees and asylum seekers regarding the overall situation in urban settings, access to livelihoods/ income, and basic services, including those offered by the humanitarian?	D.1.1	<i>Individual Interview</i>	<i>Information Needs</i>	Reported types of information received over the last 6 months	Over the last 6 months have you received sufficient information on the following?	Select each option that applies	1. News on security situation in Libya 2. How to get food 3. How to get drinking water 4. How to get building materials 5. Information on housing for rent 6. Information about jobs/how to get jobs 7. How to get financial aid 8. How to obtain or replace personal documentation (ID, certificates etc) 9. How to get help after attack/harassment 10. Information from country of origin 11. Information on return to country/place of origin 12. Information on relocation/ resettlement 13. Information on travel	<i>Individual</i>	<i>Purposive</i>	<i>No</i>

						14. How to register for or access humanitarian aid 15. finding items in markets and their prices 16. Information on accessing healthcare 17. Information on accessing education 18. Information on nutrition 19. Other (specify) 20. Don't want to answer			
	D.1.2	<i>Individual Interview</i>	<i>Information Needs</i>	Reported types of information that are considered the most important by R&As	<i>If received multiple types of information during the last 6 months, which were the three most useful for you?</i>	<i>Three most useful types of information received. Rank from 1-3 with 1 being the most preferred.</i> <ol style="list-style-type: none"> 1. News on security situation in Libya 2. How to get food 3. How to get drinking water 4. How to get building materials 5. Information on housing for rent 6. Information about jobs/how to get jobs 7. How to get financial aid 8. How to obtain or replace personal documentation (ID, certificates etc) 9. How to get hep after attack/harassment 10. Information from country of origin 11. Information on return to country/place of origin 	<i>Individual</i>	<i>Purposive</i>	<i>No</i>

						12. Information on relocation/ resettlement 13. Information on travel 14. How to register for or access humanitarian aid 15. finding items in markets and their prices 16. Information on accessing healthcare 17. Information on accessing education 18. Information on nutrition 19. Other (specify) 20. Don't want to answer			
	D.1.3	<i>Individual Interview</i>	<i>Information Needs</i>	Reported types of information received from humanitarian organisations	<i>Over the last 6 months what information have you received from humanitarian organisations?.</i>	<i>Please select as many options as apply</i> 1. News on security situation in Libya 2. How to get food 3. How to get water 4. How to get shelter/accommodation/building materials 5. Information about jobs/how to get jobs 6. How to get financial aid 7. How to obtain or replace personal documentation (ID, certificates etc) 8. How to get help after attack/harassment 9. Information from country of origin 10. Information on	<i>Individual</i>	<i>Purposive</i>	<i>No</i>

						return to country/place of origin 11. Information on relocation/ resettlement 12. Information on travel 13. How to register for or access humanitarian aid 14. finding items in markets and their prices 15.Information on accessing healthcare 16. Information on accessing education 17. Information on nutrition 18. Other (specify) 19. None of the above 20. Don't know 21. Don't want to answer			
	D.1.4	Individual Interview	Information Needs	Reported types of information R&As prefer to receive from humanitarian organisations.	What are the top 3 kinds of information you would like to receive from humanitarian organisations?	Information preferences from humanitarian organisations. Rank from 1-3 with 1 being the most important 1. News on security situation in Libya 2. How to get food 3. How to get water 4. How to get shelter/accommodation/building materials 5. Information about jobs/how to get jobs 6. How to get financial aid 7. How to obtain or replace personal documentation (ID, certificates etc) 8. How to get help after	Individual	Purposive	No

							attack/harassment 9. Information from country of origin 10. Information on return to country/place of origin 11. Information on relocation/ resettlement 12. Information on travel 13. How to register for or access aid 14. finding items in markets and their prices 15.Information on accessing healthcare 16. Information on accessing education 17. Information on nutrition 18. Other (specify) 19. Don't know 20. Don't want to answer			
What are the main barriers faced by refugees and asylum seekers while seeking information regarding the overall situation in urban settings, access to livelihoods /income, and basic services.	E.1.1	Individual Interview	Barriers to accessing informaton	% of R&As who experience difficulty obtaining information.	Do you face any difficulty obtaining information on opportunites for accomodation and housing?	Difficulties relating to source, tools, channels, living circumstances etc that affect capacity to obtain needed information.	1. Yes 2. No 3. Do not know 4. Do not want to answer	Individual	Purposive	No
		Individual Interview	Barriers to accessing informaton	% of R&As who experience difficulty obtaining information.	Do you face any difficulty obtaining information on opportunites for work/job opportunities?	Difficulties relating to source, tools, channels, living circumstances etc that affect capacity to obtain needed information.	1. Yes 2. No 3. Do not know 4. Do not want to answer	Individual	Purposive	No

including those offered by the humanitarian community?		Individual Interview	Barriers to accessing informaton	% of R&As who experience difficulty obtaining information.	Do you face any difficulty obtaining information on basic services such as health and education?	Difficulties relating to source, tools, channels, living circumstances etc that affect capacity to obtain needed information.	1. Yes 2. No 3. Do not know 4. Do not want to answer	Individual	Purposive	No
	E.1.2	Individual Interview	Barriers to accessing Information	Reported difficulties experienced by R&As in accessing information	If Yes, what are the main difficulties in obtaining information about obtaining information on basic services such as health and education in your community?	Select as many as apply	1. Lack of access to electricity/power cuts 2. Lost or damaged devices (TV, Radio, computer, phone) 3. Do not understand language information is in 4. Cannot read written information 5. Mobile networks not working 6. No internet connectivity 7. Do not trust source of information 8. TV/Radio stations are no longer running (specify why) 9. Inability to afford tools/other inputs (eg. Mobile phone credits) 10. Other 11. Do not know 12. Do not want to answer	Individual	Purposive	No
		Individual Interview	Barriers to accessing Information	Reported difficulties experienced by R&As in accessing information	If Yes, what are the main difficulties in obtaining information on housing and	Select as many as apply	1. Lack of access to electricity/power cuts 2. Lost or damaged devices (TV, Radio, computer, phone)	Individual	Purposive	No

						accommodation related issues?		3.Do not understand language information is in 4.Cannot read written information 5. Mobile networks not working 6. No internet connectivity 7. Do not trust source of information 8. TV/Radio stations are no longer running (specify why) 9. Inability to afford tools/other inputs (eg. Mobile phone credits) 10. Other 11. Do not know 12. Do not want to answer			
		Individual Interview	Barriers to accessing Information	Reported difficulties experienced by R&As in accessing information	If Yes, what are the main difficulties in obtaining information about work/job opportunities and financial assistance?	Select as many as apply	1. Lack of access to electricity/power cuts 2. Lost or damaged devices (TV, Radio, computer, phone) 3.Do not understand language information is in 4.Cannot read written information 5. Mobile networks not working 6. No internet connectivity 7. Do not trust source of information 8. TV/Radio stations are no longer running (specify why)	Individual	Purposive	No	

						9. Inability to afford tools/other inputs (eg. Mobile phone credits) 10. Other 11. Do not know 12. Do not want to answer			
E.1.3	<i>Individual Interview</i>	<i>Barriers to accessing Information</i>	% of R&As who experience difficulty in obtaining information from humanitarian organisations.	<i>Do you experience any difficulties in obtaining information about aid or services offered by humanitarian organisations?</i>	<i>Difficulties relating to source, tools, channels, living circumstances etc that affect capacity to obtain needed information.</i>	1. Yes 2. No 3. Don't know 4. Don't want to answer	<i>Individual</i>	<i>Purposive</i>	<i>No</i>
E.1.4	<i>Individual Interview</i>	<i>Barriers to accessing Information</i>	Reported barriers R&As face in obtaining information from humanitarian organisations	<i>If yes to above...What are the main barriers to obtaining information on aid or services offered by humanitarian organisations?</i>	<i>Select as many as apply</i>	1. Lack of access to electricity/power cuts 2. Lost or damaged devices (TV, Radio, computer, phone) 3. Do not understand language information is in 4. Cannot read written information 5. Mobile networks not working 6. No internet connectivity 7. Do not trust source of information 8. TV/Radio stations are no longer running (specify why) 9. Inability to afford tools/other inputs (eg. Mobile phone credits) 10. Unresponsive staff	<i>Individual</i>	<i>Purposive</i>	<i>No</i>

							11. Distance to information point too long/inaccessible 12. Other 13. Do not know 14. Do not want to answer			
	E.1.5	<i>Individual Interview</i>	<i>Barriers to accessing Information</i>	% of R&As whose capacity to obtain humanitarian aid is affected by barriers to accessing information	<i>To what extent do these difficulties in accessing information affect your ability to access humanitarian aid?</i>	<i>On a scale of 1-5</i>	1. Always able to access aid/No effect 2. Able to access aid most of the time 3. Unable to access some of the time 4. Unable to access aid most of the time 5. Unable to access aid at all	<i>Individual</i>	<i>Purposive</i>	<i>No</i>
How do refugees and asylum seekers access information on UNHCR, its partners and its activities in Libya?	F.1.1.	<i>Individual Interview</i>	<i>Means and Sources of UNHCR information</i>	% of R&As who have received information from UNHCR or its partners.	<i>Have you received any information on UNHCR, its partners and/or activities in the past 6 months?</i>	<i>Had any direct interaction with UNHCR or a partner organisation</i>	1. Yes 2. No 3. Do not know 4. Do not want to answer	<i>Individual</i>	<i>Purposive</i>	<i>No</i>
	F.1.2	<i>Individual Interview</i>	<i>Means and Sources of UNHCR information</i>	Reported means through which R&As received information on or from UNHCR and its partners	<i>If yes, how did you access/receive this information?</i>	<i>Please select as many options as apply</i>	1. Face to face interaction (at home) 2. Face to face interaction (UNHCR office/information point) 3. Suggestion box 4. SMS 5. Email 6. Internet (specify site) 7. Social media (specify) 8. Radio/TV show	<i>Individual</i>	<i>Purposive</i>	<i>No</i>

							9. Printed material 10. Billboards/Posters 11. Other (specify) 12. Don't know			
	F.1.3	<i>Individual Interview</i>	<i>Means and Sources of UNHCR information</i>	Reported frequency with which R&As are able to access information from UNHCR and its partners.	<i>How regularly have you accessed/received this information over the past 6 months?</i>	<i>Frequency with which new information is received</i>	1. Daily 2. Bi-weekly 3. Weekly 4. Monthly 5. Don't know 6. Don't want to answer	<i>Individual</i>	<i>Purposive</i>	<i>No</i>
	F.1.4	<i>Individual Interview</i>	<i>Means and Sources of UNHCR information</i>	% of R&As who experience difficulty accessing information on or from UNHCR and its partners	<i>Do you experience any difficulties accessing/receiving information on or from UNHCR, its partners and or activities?</i>	<i>Difficulties relating to source, tools, channels, living circumstances etc that affect capacity to obtain needed information.</i>	1. Yes 2. No 3. Do not know 4. Do not want to answer	<i>Individual</i>	<i>Purposive</i>	<i>No</i>
	F.1.5	<i>Individual Interview</i>	<i>Means and Sources of UNHCR information</i>	Reported barriers R&As face in obtaining information from UNHCR and its partners	<i>If yes, what are these difficulties?</i>	<i>Please select as many options as apply</i>	1. Lack of access to electricity/power cuts 2. Lost or damaged devices (TV, Radio, computer, phone) 3. Do not understand language information is in 4. Cannot read written information 5. Mobile networks not working	<i>Individual</i>	<i>Purposive</i>	<i>No</i>

							6. No internet connectivity 7. Do not trust source of information 8. TV/Radio stations are no longer running (specify why) 9. Inability to afford tools/other inputs (eg. Mobile phone credits) 10. Unresponsive staff 11. Distance to information point too long/inaccessible 12. Other 13. Do not know 14. Do not want to answer			
What are the main information needs on UNHCR, its partners and its activities in Libya	G.1.1	<i>Individual Interview</i>	<i>Information needs on UNHCR</i>	Reported types of information received from UNHCR and its partners.	<i>Over the last 6 months what 3 kinds of information received from UNHCR did you find most useful?</i>	<i>(if responded yes to F1.1 above) Please select as many options as apply</i>	1. News on security situation in Libya 2. How to get food 3. How to get water 4. How to get shelter/accommodation/building materials 5. Information about jobs/how to get jobs 6. How to get financial aid 7. How to obtain or replace personal documentation (ID, certificates etc) 8. How to get help after attack/harassment 9. Information from country of origin 10. Information on return to country/place of origin	<i>Individual</i>	<i>Purposive</i>	<i>No</i>

How useful do refugees and asylum seekers perceive UNHCR information to be and what are their expectations from UNHCR with regards to information? How accessible do they consider the							11. Information on relocation/ resettlement 12. Information on travel 13. How to register for aid 14. finding items in markets and their prices 15. Information on accessing healthcare 16. Information on accessing education 17. How to register for or access aid 18. Information on nutrition 19. Other (specify) 20. Don't know 21. Don't want to answer			
	H.1.1	<i>Individual Interview</i>	<i>Usefulness and accessibility of UNHCR information</i>	% of R&As who find information from the UNHCR useful	<i>How useful is the information you receive from UNHCR?</i>	<i>Select one</i>	1. Always useful 2. Mostly useful 3. Somewhat useful 4. Rarely useful 5. Never useful	<i>Individual</i>	<i>Purposive</i>	<i>No</i>
	H.1.2	<i>Individual Interview</i>	<i>Usefulness and accessibility of UNHCR information</i>	% of R&As who find it difficult to access information from the UNHCR	<i>How accessible is information from UNHCR?</i>	<i>Select one</i>	1. Always accessible 2. Mostly accessible 3. Somewhat accessible 4. Rarely accessible 5. Never accessible	<i>Individual</i>	<i>Purposive</i>	<i>No</i>

information to be?	H.1.3	<i>Individual Interview</i>	<i>Usefulness and accessibility of UNHCR information</i>	Reported types of information R&As prefer to receive from the UNHCR and its partners	<i>Which issues/topics would you like UNHCR to communicate to you?</i>	<i>Select as many as apply</i>	1. News on security situation in Libya 2. How to get food 3. How to get water 4. How to get shelter/accommodation/building materials 5. Information about jobs/how to get jobs 6. How to get financial aid 7. How to obtain or replace personal documentation (ID, certificates etc) 8. How to get help after attack/harassment 9. Information from country of origin 10. Information on return to country/place of origin 11. Information on relocation/resettlement 12. Information on travel 13. How to register for aid 14. finding items in markets and their prices 15. Information on accessing healthcare 16. Information on accessing education 17. How to register for or access aid 18. Information on nutrition	<i>Individual</i>	<i>Purposive</i>	<i>No</i>
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							19. Other (specify) 20. Don't know 21. Don't want to answer			
	H.1.4	<i>Individual Interview</i>	<i>Usefulness and accessibility of UNHCR information</i>	Reported channels R&As prefer to use in communicating with UNHCR	<i>How would you prefer UNHCR to communicate information to you?</i>	<i>Select as many as apply</i>	1. Face to face interaction (at home) 2. Face to face interaction (UNHCR office/information point) 3. Suggestion box 4. SMS 5. Email 6. Internet (specify site) 7. Social media (specify) 8. Radio/TV show 9. Printed material 10. Billboards/Posters 11. Other (specify) 12. Don't know	<i>Individual</i>	<i>Purposive</i>	<i>No</i>
	H.1.5	<i>Individual Interview</i>	<i>Usefulness and accessibility of UNHCR information</i>	Reported frequency with which R&As prefer to receive UNHCR information	<i>How frequently would you like UNHCR to communicate information to you?</i>	<i>Select one</i>	1. Daily 2. Bi-weekly 3. Weekly 4. Monthly 5. Don't know 6. Don't want to answer	<i>Individual</i>	<i>Purposive</i>	<i>No</i>

N/A	I.1.1	Individual Interview	Other information	N/A	Is there anything else you would like to add?	Additional comments	Free text	Individual	Purposive	
	I.1.2	Individual Interview	Other information	N/A	Is there anyone else you think we should speak to?		Free text	Individual	Purposive	
	I.1.3	Individual Interview	Other Information	N/A	Will you be willing to participate in a focus group discussion that focuses on results from this assessment and related issues?	Consent to be contacted for participation in FGD	1. Yes 2. No 3. Maybe	Individual	Purposive	No

TOOL 2; KIs COMMUNITY LEADERS

Research questions	SUBQ#	Sub-question	Questionnaire QUESTION	Responses/ Probes	Data collection method	Key disaggregation (Group types)
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1.	1.1	Enumerator Information	Enumerator ID	ID	KII	N/A
2.	2.1	KI nationality	What is your country of origin?	1.Somalia 2.Eritrea 3. Ethiopia 4. Syria 5. Palestine 6. Iraq 7. Sudan	KII	N/A
	2.2	KI gender	What is the gender of the individual?	1.Male 2.Female	KII	N/A
	2.3	KI Location	What is your city/district of actual residence?	1.Al Jfara 2.Azzawya 3.Misrata 4.Tripoli	KII	N/A
	2.4	KI arrival in Libya date	When did you arrive in Libya?	1. 0- less than 6 months 2. 6 months- less than 1 year 3. 1- less than 2years 4. 2 years or more	KII	N/A
	2.5	KI arrival at present city/district date	When did you arrive in your present location?	1. 0- less than 6 months 2. 6 months- less than 1 year 3. 1- less than 2years 4. 2 years or more	KII	N/A
3. How do refugees and asylum seekers obtain and communicate information	3.1	What communication channels do refugees and asylum seekers often use and which are their most preferred ones?	What are the main ways people in your community share information?	1. Through Community/Religious Leaders 2. Through Government officials	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay

<p>regarding opportunities to live in the urban environment, such as access to accommodation, livelihoods/income and basic services (health, education), including assistance and services offered by the humanitarian community?</p>			<ol style="list-style-type: none"> 3. Through Humanitarian staff 4. Through Smugglers/travel guides 5. Through service providers 6. Internet 7. Twitter 8. Facebook 9. WhatsApp 10. Instagram 11. Radio 12. TV 13. Mobile phone calls 14. Word of mouth 15. SMS 16. Posters 17. Other 		
		<p>What are the main ways people in your community receive information?</p>	<ol style="list-style-type: none"> 1. Government Officials 2. Community/Religious Leaders 3. Humanitarian staff 4. Smugglers/Travel guides 5. Service providers 6. Internet 7. Twitter 8. Facebook 9. WhatsApp 10. Instagram 11. Radio 12. TV 13. Friends & family 14. Mobile phone calls 15. Word of mouth 16. SMS 17. Print media 18. Billboards 19. Posters Other 	KII	

	3.2	What communication tools are used to access information?	What communication tools/devices are commonly used to access information in this community?	1. Mobile phone 2. TV 3. Radio 4. Internet on phone 5. Internet on laptop/computer 6. Written material 7. Other (please specify) 8. Don't want to answer	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay
	3.3	What are the most used sources of information?	Which sources of information do people rely on the most in this community for information on housing and accommodation related issues?	1. Television (specify station) 2. Radio (specify channel) 3. Print media (specify) 4. Internet (specify site) 5. Other members of the community 6. Religious leaders 7. Community leaders 8. Aid/NGO worker 9. UN staff 10. Smugglers 11. Service providers 12. Armed forces 13. Police 14. Government 15. Other (specify) 16. Don't want to answer	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay
			Which sources of information do people rely on the most in this community for information on jobs and financial assistance?	1. Television (specify station) 2. Radio (specify channel) 3. Print media (specify) 4. Internet (specify site) 5. Other members of the community 6. Religious leaders 7. Community leaders 8. Aid/NGO worker 9. UN staff 10. Smugglers 11. Service providers 12. Armed forces 13. Police	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay

			14. Government 15. Other (specify) 16. Don't want to answer		
		Which sources of information do people rely on the most in this community for information on basic services such as health and education?	1. Television (specify station) 2. Radio (specify channel) 3. Print media (specify) 4. Internet (specify site) 5. Other members of the community 6. Religious leaders 7. Community leaders 8. Aid/NGO worker 9. UN staff 10. Smugglers 11. Service providers 12. Armed forces 13. Police 14. Government 15. Other (specify) 16. Don't want to answer	Kil	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay
		Which sources of information do people rely on the most in this community for information on access to humanitarian aid and services?	1. Television (specify station) 2. Radio (specify channel) 3. Print media (specify) 4. Internet (specify site) 5. Other members of the community 6. Religious leaders 7. Community leaders 8. Aid/NGO worker 9. UN staff 10. Smugglers 11. Service providers 12. Armed forces 13. Police 14. Government 15. Other (specify) 16. Don't want to answer	Kil	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay

		Do certain groups (women, children, disabled etc) rely on sources other than those commonly used?	Free text	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay - Age (minor/adult)
3.4	Which sources of information are trusted the most/least and why?	Which sources of information do R&As in your community trust the most?	1. Television (specify station) 2. Radio (specify channel) 3. Print media (specify) 4. Internet (specify site) 5. Other members of the community 6. Religious leaders 7. Community leaders 8. Aid/NGO worker 9. UN staff 10. Smugglers 11. Service providers 12. Armed forces 13. Police 14. Government 15. Other (specify) 16. Don't want to answer	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay
		Why are these the most trusted?	Accuracy, honesty, relatedness, convenience etc	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay
		Which sources of information do R&As in your community trust the least	1. Television (specify station) 2. Radio (specify channel) 3. Print media (specify) 4. Internet (specify site) 5. Other members of the community 6. Religious leaders	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay

				7. Community leaders 8. Aid/NGO worker 9. UN staff 10. Smugglers 11. Service providers 12. Armed forces 13. Police 14. Government 15. Other (specify) 16. Don't want to answer		
			Why are these the least trusted	Accuracy, honesty, relatedness, convenience etc	KII	- Gender - Region of origin - Length of stay
			Are there any population groups (men, women, minors, disabled persons etc) whose most/least trusted sources differ from the above?	Identify differences, if any, that exist in trusted sources for particular groups e.g. Women, men, teens, disabled persons, ethnic minorities, other vulnerable persons.	KII	- Gender - Region of origin - Length of stay
			Why is this the case?	Free text	KII	- Gender - Region of origin - Length of stay
4. What are the most prominent informational needs of refugees and asylum seekers regarding the overall situation in urban settings, access to livelihoods/	4.1	What are the most important information needs of refugee and asylum seekers?	What information would refugees and asylum seekers in this community like to receive?	1. News on security situation in Libya 2. How to get food 3. How to get water 4. How to get shelter/accommodation/building materials 5. Information about jobs/how to get jobs 6. How to get financial aid	KII	- Gender - Region of origin - Length of stay

income, and basic services, including those offered by the humanitarian?				7. How to obtain or replace personal documentation (ID, certificates etc) 8. How to get help after attack/harassment 9. Information from country of origin 10. Information on return to country/place of origin 11. Information on relocation/resettlement 12. Information on travel 13. How to register for or access aid 14. finding items in markets and their prices 15. Information on accessing healthcare 16. Information on accessing education 17. Information on nutrition 18. Other (specify) 19. Don't know 20. Don't want to answer		
			What do they need to know more about?	Free text	KII	- Gender - Region of origin - Length of stay
5. What are the main barriers faced by refugees and asylum seekers while seeking information regarding the overall situation in urban settings,	5.1	What difficulties do refugees and asylum seekers experience in obtaining and communicating information on access to livelihoods /income, and basic services, including those offered by the humanitarian community?	What difficulties affect the ability of refugees and asylum seekers in your community to access information on housing and	1. Lack of access to electricity/power cuts 2. Lost or damaged devices (TV, Radio, computer, phone) 3. Do not understand language information is in 4. Cannot read written information 5. Mobile networks not working	KII	- Gender - Region of origin - Length of stay

access to livelihoods /income, and basic services, including those offered by the humanitarian community?			accommodation related issues?	6. No internet connectivity 7. Do not trust source of information 8. TV/Radio stations are no longer running (specify why) 9. Inability to afford tools/other inputs (e.g. Mobile phone credits) 10. Other 11. Do not know 12. Do not want to answer		
			Are there groups within the community that have greater difficulty in accessing this kind of information?	Women, disabled persons, ethnic minorities, young/older people, those who have no formal education etc.		
			What difficulties affect the ability of refugees and asylum seekers in your community to access information on basic services such as health and education?	1. Lack of access to electricity/power cuts 2. Lost or damaged devices (TV, Radio, computer, phone) 3. Do not understand language information is in 4. Cannot read written information 5. Mobile networks not working 6. No internet connectivity 7. Do not trust source of information 8. TV/Radio stations are no longer running (specify why) 9. Inability to afford tools/other inputs (e.g. Mobile phone credits) 10. Other 11. Do not know 12. Do not want to answer	Kil	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay

Are there groups within the community that have greater difficulty in accessing this kind of information?	Women, disabled persons, ethnic minorities, young/older people, those who have no formal education etc.	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay
What difficulties affect the ability of refugees and asylum seekers in your community to access information on jobs and financial assistance?	1. Lack of access to electricity/power cuts 2. Lost or damaged devices (TV, Radio, computer, phone) 3. Do not understand language information is in 4. Cannot read written information 5. Mobile networks not working 6. No internet connectivity 7. Do not trust source of information 8. TV/Radio stations are no longer running (specify why) 9. Inability to afford tools/other inputs (e.g. Mobile phone credits) 10. Other 11. Do not know 12. Do not want to answer	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay
Are there groups within the community that have greater difficulty in accessing this kind of information?	Women, disabled persons, ethnic minorities, young/older people, those who have no formal education etc.	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay

			<p>What difficulties affect the ability of refugees and asylum seekers in your community to access information on humanitarian aid and services?</p>	<p>1. Lack of access to electricity/power cuts 2. Lost or damaged devices (TV, Radio, computer, phone) 3. Do not understand language information is in 4. Cannot read written information 5. Mobile networks not working 6. No internet connectivity 7. Do not trust source of information 8. TV/Radio stations are no longer running (specify why) 9. Inability to afford tools/other inputs (e.g. Mobile phone credits) 10. Other 11. Do not know 12. Do not want to answer</p>	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay
			<p>Are there groups within the community that have greater difficulty in accessing this kind of information?</p>	<p>Women, disabled persons, ethnic minorities, young/older people, those who have no formal education etc.</p>	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay
6. How do refugees and asylum seekers access information regarding UNHCR, its partners and its activities in Libya?	6.1	What modalities/tools are being used to access information regarding UNHCR, its partners and its activities in Libya?	<p>How do members of your community receive information from/on the UNHCR and its partners?</p>	<p>1. Face to face interaction (at home) 2. Face to face interaction (UNHCR office/information point) 3. Suggestion box 4. SMS 5. Email 6. Internet (specify site) 7. Social media (specify) 8. Radio/TV show</p>	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay

				9. Printed material 10. Billboards/Posters 11. Other (specify) 12. Don't know		
	6.2	What are the main challenges in accessing UNHCR information?	What are the difficulties experienced by members of the community in accessing information from UNHCR??	1. Lack of access to electricity/power cuts 2. Lost or damaged devices (TV, Radio, computer, phone) 3. Do not understand language information is in 4. Cannot read written information 5. Mobile networks not working 6. No internet connectivity 7. Do not trust source of information 8. TV/Radio stations are no longer running (specify why) 9. Inability to afford tools/other inputs (e.g. Mobile phone credits) 10. Unresponsive staff 11. Distance to information point too long/inaccessible 12. Other 13. Do not know 14. Do not want to answer	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay
			Which population groups, if any, is this more difficult for within your community?	Women, disabled persons, minors, elderly persons etc	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay - Age (Minor/Adult)
7. What are the main information needs on UNHCR, its partners and its activities in Libya?	7.1	What information do refugees and asylum seekers need from/on UNHCR and its partners and their activities?	What are the most important information needs for men from/on the UNHCR?	1. News on security situation in Libya 2. How to get food 3. How to get water	KII	<ul style="list-style-type: none"> - Age (Minor/Adult) - Region of origin - Length of stay

				<p>4. How to get shelter/accommodation/building materials</p> <p>5. Information about jobs/how to get jobs</p> <p>6. How to get financial aid</p> <p>7. How to obtain or replace personal documentation (ID, certificates etc)</p> <p>8. How to get help after attack/harassment</p> <p>9. Information from country of origin</p> <p>10. Information on return to country/place of origin</p> <p>11. Information on relocation/resettlement</p> <p>12. Information on travel</p> <p>13. How to register for aid</p> <p>14. finding items in markets and their prices</p> <p>15. Information on accessing healthcare</p> <p>16. Information on accessing education</p> <p>17. How to register for or access aid</p> <p>18. Information on nutrition</p> <p>19. Other (specify)</p> <p>20. Don't know</p> <p>21. Don't want to answer</p>		
			What are the most important information needs from/on the UNHCR for women?	<p>1. News on security situation in Libya</p> <p>2. How to get food</p> <p>3. How to get water</p> <p>4. How to get shelter/accommodation/building materials</p> <p>5. Information about jobs/how to get jobs</p>	KII	<ul style="list-style-type: none"> - Age (Minor/Adult) - Region of origin - Length of stay

				6. How to get financial aid 7. How to obtain or replace personal documentation (ID, certificates etc) 8. How to get help after attack/harassment 9. Information from country of origin 10. Information on return to country/place of origin 11. Information on relocation/resettlement 12. Information on travel 13. How to register for aid 14. finding items in markets and their prices 15. Information on accessing healthcare 16. Information on accessing education 17. How to register for or access aid 18. Information on nutrition 19. Other (specify) 20. Don't know 21. Don't want to answer		
8. How useful do refugees and asylum seekers perceive UNHCR information to be and what are their expectations from UNHCR in regard to communication? How accessible do they consider the information to be?	8.1	How useful/ do refugees and asylum seekers perceive UNHCR information to be? How accessible do they perceive the information to be?	How useful do members of this community find information received from the UNHCR?	1. Always useful 2. Mostly useful 3. Somewhat useful 4. Rarely useful 5. Never useful	KII	- Gender - Region of origin - Length of stay
	8.2	What are refugees and asylum seekers' expectations from and suggestions for UNHCR in regard to communication, particularly concerning issues and topics tackled through UNHCR communication?	What issues/topics do members of your community want to receive information on/from the UNHCR?	1. News on security situation in Libya 2. How to get food 3. How to get water 4. How to get shelter/accommodation/building materials	KII	- Gender - Region of origin - Length of stay

			5. Information about jobs/how to get jobs 6. How to get financial aid 7. How to obtain or replace personal documentation (ID, certificates etc) 8. How to get help after attack/harassment 9. Information from country of origin 10. Information on return to country/place of origin 11. Information on relocation/resettlement 12. Information on travel 13. How to register for aid 14. finding items in markets and their prices 15. Information on accessing healthcare 16. Information on accessing education 17. How to register for or access aid 18. Information on nutrition 19. Other (specify) 20. Don't know 21. Don't want to answer		
	8.3	What are refugees and asylum seekers' expectations from and suggestions for UNHCR in regard to communication concerning modalities/tools and the frequency of communication?	How would refugees and asylum seekers in your community like to receive information from UNHCR?	1. Face to face interaction (at home) 2. Face to face interaction (UNHCR office/information point) 3. Suggestion box 4. SMS 5. Email 6. Internet (specify site) 7. Social media (specify) 8. Radio/TV show 9. Printed material	KII - Gender - Region of origin - Length of stay

				10. Billboards/Posters 11. Other (specify) 12. Don't know		
9.	9.1	N/A	Is there anything else you would like to add?	Free text	KII	- N/A
	9.2		Is there anyone else you think we should speak to?	Free text	KII	
	9.3		<i>Will you be willing to participate in a focus group discussion that focuses on results from this assessment and related issues?</i>	1. Yes 2. No 3. Maybe	KII	

TOOL 3; KIIs (NGO, CSO, UN AGENCIES STAFF)

Research questions	SUBQ#	Sub-question	Questionnaire QUESTION	Responses/ Probes	Data collection method	Key disaggregation (Group types)
1.	1.1	Enumerator Information	Enumerator ID	ID	KII	N/A

2.	2.1	KI organisation	Which kind of organisation do you work for?	1. UN 2. CSO 3. NGO 4. Other	KII	N/A
	2.2	KI gender	What is the gender of the KI?	1.Male 2.Female	KII	N/A
	2.3	KI Location	What is your city/district of operation?	1.Al Jfara 2.Azzawya 3.Misrata 4.Tripoli	KII	N/A
	2.4	KI confidence level	How long have you worked with Refugees and Asylum seekers in Libya?	1. 0- less than 6 months 2. 6 months- less than 1 year 3. 1- less than 2years 4. 2 years or more	KII	N/A
	2.5	KI arrival at present city/district date	When did you arrive in your present location?	1. 0- less than 6 months 2. 6 months- less than 1 year 3. 1- less than 2years 4. 2 years or more	KII	N/A
3. How do refugees and asylum seekers obtain and communicate information regarding opportunities to live in the urban environment, such as access to accommodation, livelihoods/income and basic	3.1	What communication channels do CSO and humanitarian staff often use in communicating with refugee and asylum-seeking communities and which are the most efficient channels?	What are the main channels you use to communicate with refugees and asylum seekers in this area?	1.Face to face interactions 2.Print media 3.Through community representatives 4.Internet 5.Twitter 6.Facebook 7.WhatsApp 8.Instagram 9.Radio 10.TV 11.Mobile phone calls 12.SMS	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay

services (health, education), including assistance and services offered by the humanitarian community?			13. Posters 14. Billboards 15. Other		
		Which 3 of these channels are the most effective/efficient in communicating with refugees and asylum seekers in this area?	1. Face to face interactions 2. Print media 3. Through community representatives 4. Internet 5. Twitter 6. Facebook 7. WhatsApp 8. Instagram 9. Radio 10. TV 11. Mobile phone calls 12. SMS 13. Posters 14. Billboards 15. Other	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay
	3.2	What communication tools are used to access information?	What communication tools/devices are commonly used by refugees and asylum seekers in this area to access information you communicate?	1. Mobile phone 2. TV 3. Radio 4. Internet on phone 5. Internet on laptop/computer 6. Written material 7. Other (please specify) 8. Don't want to answer	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay
	3.3	What are the most used sources of information?	Which sources of information do refugees and asylum seekers in this area rely on the most for information on housing and accommodation related issues?	1. Television (specify station) 2. Radio (specify channel) 3. Print media (specify) 4. Internet (specify site) 5. Other members of the community 6. Religious leaders 7. Community leaders 8. Aid/NGO worker 9. UN staff 10. Armed forces 11. Police	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay

			12. Government 13. Smugglers 14. Service providers 15. Don't know 16. Don't want to answer 17. Other (specify)		
		Which sources of information do refugees and asylum seekers in this area rely on for information on jobs and financial assistance?	1. Television (specify station) 2. Radio (specify channel) 3. Print media (specify) 4. Internet (specify site) 5. Other members of the community 6. Religious leaders 7. Community leaders 8. Aid/NGO worker 9. UN staff 10. Armed forces 11. Police 12. Government 13. Smugglers 14. Service providers 15. Don't know 16. Don't want to answer 17. Other (specify)	KII	
		Which sources of information do refugees and asylum seekers in this area rely on for information on basic services such as health and education?	1. Television (specify station) 2. Radio (specify channel) 3. Print media (specify) 4. Internet (specify site) 5. Other members of the community 6. Religious leaders 7. Community leaders 8. Aid/NGO worker 9. UN staff 10. Armed forces 11. Police 12. Government 13. Smugglers 14. Service providers 15. Don't know	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay

			16. Don't want to answer 17. Other (specify)		
		Which sources of information do refugees and asylum seekers in this area rely on for information on access to humanitarian aid and services?	1. Television (specify station) 2. Radio (specify channel) 3. Print media (specify) 4. Internet (specify site) 5. Other members of the community 6. Religious leaders 7. Community leaders 8. Aid/NGO worker 9. UN staff 10. Armed forces 11. Police 12. Government 13. Smugglers 14. Service providers 15. Don't know 16. Don't want to answer 17. Other (specify)	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay
		Do certain groups (women, children, disabled etc) rely on sources other than those commonly used?	Free text	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay - Age (minor/adult)
3.4	What strategies/measures do CSO/humanitarian staff use to establish themselves with the R&A community as a trusted and or preferred source?	Which measures/strategies do you use to present yourselves as a trusted and preferred source of information for R&As in this area?	1. Face to face encounters 2. Community engagement activities 3. Providing information access points 4. Providing translation services 5. Using local languages of information recipients	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay

			6. Communicating information through community representatives/neighbours 7. Providing a feedback loop/mechanism for outgoing information 8. Counter messaging/fact checking 9. Using known trusted sources/channels 10. Ensuring a positive institutional reputation 11. Other (please specify)		
		Which sources of information in this area used by refugees and asylum seekers undermine your communication efforts/information sharing as a result of misinformation?	1. Television (specify station) 2. Radio (specify channel) 3. Print media (specify) 4. Internet (specify site) 5. Other members of the community 6. Religious leaders 7. Community leaders 8. Aid/NGO worker 9. UN staff 10. Armed forces 11. Police 12. Government 13. Smugglers 14. Service providers 15. Don't know 16. Don't want to answer 17. Other (specify)	KII	
		What kind of content/misinformation most undermines information you provide to R&As the most?	1. News on security situation in Libya 2. How to get food 3. How to get water 4. How to get shelter/accommodation/building materials	KII	

	<ul style="list-style-type: none"> 5. Information about jobs/how to get jobs 6. How to get financial aid 7. How to obtain or replace personal documentation (ID, certificates etc) 8. How to get help after attack/harassment 9. Information from country of origin 10. Information on return to country/place of origin 11. Information on relocation/resettlement 12. Information on travel 13. How to register for or access aid 14. finding items in markets and their prices 15. Information on accessing healthcare 16. Information on accessing education 17. Information on nutrition 18. Other (specify) 19. Don't know 20. Don't want to answer 	
What best practices or strategies have you devised for countering misinformation/fake news in your communication with R&As in this area?	<ul style="list-style-type: none"> 1. Face to face encounters 2. Community engagement events 3. Providing information access points 4. Providing translation services 5. Using local languages of information recipients 6. Communicating information through community representatives/neighbours 	KII

				7. Providing a feedback loop/mechanism on the information channel utilised 8. Counter messaging/fact checking 9. Other (please specify)		
			Which population groups, if any, are most at risk of being affected by misinformation in this area? (men, women, minors, disabled persons etc)?	Free text (Identify any vulnerable groups that may be affected more than usual by misinformation/fake news)	KII	
			Why is this the case?	Free text	KII	
4. What are the most prominent informational needs of refugees and asylum seekers regarding the overall situation in urban settings, access to livelihoods/ income, and basic services, including those offered by the humanitarian?	4.1	What are the most important information needs of refugee and asylum seekers?	What information would refugee and asylum seekers in this area like to receive?	1. News on security situation in Libya 2. How to get food 3. How to get water 4. How to get shelter/accommodation/building materials 5. Information about jobs/how to get jobs 6. How to get financial aid 7. How to obtain or replace personal documentation (ID, certificates etc) 8. How to get help after attack/harassment 9. Information from country of origin 10. Information on return to country/place of origin 11. Information on relocation/ resettlement 12. Information on travel	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay

				13. How to register for or access aid 14. finding items in markets and their prices 15. Information on accessing healthcare 16. Information on accessing education 17. Information on nutrition 18. Other (specify) 19. Don't know 20. Don't want to answer		
			What do they need to know more about?	Free text		
5. What are the main barriers faced by refugees and asylum seekers while seeking information regarding the overall situation in urban settings, access to livelihoods /income, and basic services, including those offered by the humanitarian community?	5.1	What difficulties do CSO and humanitarian staff in this area experience in sharing and communicating information on access to livelihoods /income, and basic services, including those offered by the humanitarian community to R&As?	What difficulties/barriers affect your ability to communicate information on housing and accommodation related issues to refugees and asylum seekers in this area?	1. Lack of access to electricity/power cuts 2. Recipients have lost or damaged required devices (TV, Radio, computer, phone) 3. Recipients do not understand language information is in 4. Recipients cannot read written information 5. Mobile networks not working 6. No internet connectivity 7. Lack of trust 8. TV/Radio stations are no longer running (specify why) 9. Inability to afford tools/other inputs (e.g. Mobile phone credits) 10. Lack of access to community 11. Lack of funds/resources 12. Do not know	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay

				13. Do not want to answer 14. Other (specify)		
			Which population groups among refugees and asylum seekers in this area are difficult to reach with information on housing and accommodation related issues?	Women, disabled persons, ethnic minorities, young/older people, those who have no formal education etc.	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay
			What difficulties/barriers affect your ability to communicate information on basic services such as education and health to refugees and asylum seekers in this area?	1. Lack of access to electricity/power cuts 2. Recipients have lost or damaged required devices (TV, Radio, computer, phone) 3. Recipients do not understand language information is in 4. Recipients cannot read written information 5. Mobile networks not working 6. No internet connectivity 7. Lack of trust 8. TV/Radio stations are no longer running (specify why) 9. Inability to afford tools/other inputs (e.g. Mobile phone credits) 10. Lack of access to community 11. Lack of funds/resources 12. Do not know 13. Do not want to answer	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay

	14. Other (specify)		
Which population groups among refugees and asylum seekers in this area are difficult to reach with information on basic services such as education and health?	Women, disabled persons, ethnic minorities, young/older people, those who have no formal education etc.	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay
What difficulties/barriers affect your ability to communicate information on jobs and financial assistance to refugees and asylum seekers in this area?	1. Lack of access to electricity/power cuts 2. Recipients have lost or damaged required devices (TV, Radio, computer, phone) 3. Recipients do not understand language information is in 4. Recipients cannot read written information 5. Mobile networks not working 6. No internet connectivity 7. Lack of trust 8. TV/Radio stations are no longer running (specify why) 9. Inability to afford tools/other inputs (e.g. Mobile phone credits) 10. Lack of access to community 11. Lack of funds/resources 12. Do not know 13. Do not want to answer	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay

				14. Other (specify)		
			Which population groups among refugees and asylum seekers in this area are difficult to reach with information on jobs and financial assistance?	Women, disabled persons, ethnic minorities, young/older people, those who have no formal education etc.	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay
			What difficulties/barriers affect your ability to communicate information on humanitarian aid and services to refugees and asylum seekers in this area?	1. Lack of access to electricity/power cuts 2. Recipients have lost or damaged required devices (TV, Radio, computer, phone) 3. Recipients do not understand language information is in 4. Recipients cannot read written information 5. Mobile networks not working 6. No internet connectivity 7. Lack of trust 8. TV/Radio stations are no longer running (specify why) 9. Inability to afford tools/other inputs (e.g. Mobile phone credits) 10. Lack of access to community 11. Lack of funds/resources 12. Do not know 13. Do not want to answer	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay

				14. Other (specify)		
			Which population groups among refugees and asylum seekers in this area are difficult to reach with information on humanitarian aid and services?	Women, disabled persons, ethnic minorities, young/older people, those who have no formal education etc.		
6. How do refugees and asylum seekers access information regarding UNHCR, its partners and its activities in Libya?	6.1	What modalities/tools are being used to access information regarding UNHCR, its partners and its activities in Libya?	How do refugees and asylum seekers in this area receive information from/on the UNHCR and its partners?	1. Face to face interaction (at home) 2. Face to face interaction (UNHCR office/information point) 3. Suggestion box 4. SMS 5. Email 6. Internet (specify site) 7. Social media (specify) 8. Radio/TV show 9. Printed material 10. Billboards/Posters 11. Other (specify) 12. Don't know	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay
	6.2	What are the main challenges in accessing UNHCR information?	What are the difficulties experienced by refugees and asylum seekers in this area in accessing information from UNHCR??	1. Lack of access to electricity/power cuts 2. Lost or damaged devices (TV, Radio, computer, phone) 3. Do not understand language information is in	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay

				4. Cannot read written information 5. Mobile networks not working 6. No internet connectivity 7. Do not trust source of information 8. TV/Radio stations are no longer running (specify why) 9. Inability to afford tools/other inputs (e.g. Mobile phone credits) 10. Unresponsive staff 11. Distance to information point too long/inaccessible 12. Other 13. Do not know 14. Do not want to answer		
			Which population groups among the refugees and asylum seekers in this area experience the most difficulty, if any, in accessing UNHCR information?	Free text (Ethnic groups, Linguistic groups, women, children, the aged, persons with disability, etc.)	KII	<ul style="list-style-type: none"> - Gender - Region of origin - Length of stay
7. What are the main information needs on UNHCR, its partners and its activities in Libya?	7.1	What information do refugees and asylum seekers need from/on UNHCR and its partners and their activities?	What are the most important information needs from/on the UNHCR for male refugees and asylum seekers in this area?	1. News on security situation in Libya 2. How to get food 3. How to get water 4. How to get shelter/accommodation/building materials 5. Information about jobs/how to get jobs 6. How to get financial aid 7. How to obtain or replace personal documentation (ID, certificates etc) 8. How to get help after attack/harassment	KII	<ul style="list-style-type: none"> - Age (Minor/Adult) - Region of origin - Length of stay

				9. Information from country of origin 10. Information on return to country/place of origin 11. Information on relocation/ resettlement 12. Information on travel 13. How to register for aid 14. finding items in markets and their prices 15. Information on accessing healthcare 16. Information on accessing education 17. How to register for or access aid 18. Information on nutrition 19. Other (specify) 20. Don't know 21. Don't want to answer		
			What are the most important information needs from/on the UNHCR for female refugees and asylum seekers in this area?	1. News on security situation in Libya 2. How to get food 3. How to get water 4. How to get shelter/accommodation/building materials 5. Information about jobs/how to get jobs 6. How to get financial aid 7. How to obtain or replace personal documentation (ID, certificates etc) 8. How to get help after attack/harassment 9. Information from country of origin 10. Information on return to country/place of origin	KII	<ul style="list-style-type: none"> - Age (Minor/Adult) - Region of origin - Length of stay

				11. Information on relocation/ resettlement 12. Information on travel 13. How to register for aid 14. finding items in markets and their prices 15. Information on accessing healthcare 16. Information on accessing education 17. How to register for or access aid 18. Information on nutrition 19. Other (specify) 20. Don't know 21. Don't want to answer		
8. How useful do refugees and asylum seekers perceive UNHCR information to be and what are their expectations from UNHCR in regard to communication? How accessible do they consider the information to be?	8.1	How useful/ do refugees and asylum seekers perceive UNHCR information to be? How accessible do they perceive the information to be?	How useful do refugees and asylum seekers in this area find information received from the UNHCR?	1. Always useful 2. Mostly useful 3. Somewhat useful 4. Rarely useful 5. Never useful	KII	- Gender - Region of origin - Length of stay
	8.2	What are refugees and asylum seekers' expectations from and suggestions for UNHCR in regard to communication, particularly concerning issues and topics tackled through UNHCR communication?	What issues/topics do refugees and asylum seekers in this area want to receive information on/from the UNHCR?	1. News on security situation in Libya 2. How to get food 3. How to get water 4. How to get shelter/accommodation/building materials 5. Information about jobs/how to get jobs 6. How to get financial aid 7. How to obtain or replace personal documentation (ID, certificates etc) 8. How to get help after attack/harassment 9. Information from country of origin	KII	- Gender - Region of origin - Length of stay

				10. Information on return to country/place of origin 11. Information on relocation/ resettlement 12. Information on travel 13. How to register for aid 14. finding items in markets and their prices 15. Information on accessing healthcare 16. Information on accessing education 17. How to register for or access aid 18. Information on nutrition 19. Other (specify) 20. Don't know 21. Don't want to answer		
	8.3	What are refugees and asylum seekers' expectations from and suggestions for UNHCR in regard to communication concerning modalities/tools and the frequency of communication?	How would refugees and asylum seekers in this area like to receive information from UNHCR?	1. Face to face interaction (at home) 2. Face to face interaction (UNHCR office/information point) 3. Suggestion box 4. SMS 5. Email 6. Internet (specify site) 7. Social media (specify) 8. Radio/TV show 9. Printed material 10. Billboards/Posters 11. Other (specify) 12. Don't know	KII	- Gender - Region of origin - Length of stay
9.	9.1	N/A	Is there anything else you would like to add?	Free text	KII	N/A
	9.2		Is there anyone else you think we should speak to?	Free text	KII	

Monitoring & Evaluation Plan

IMPACT Objective	External M&E Indicator	Internal M&E Indicator	Focal point	Tool	Will indicator be tracked?
Humanitarian stakeholders are accessing IMPACT products	Number of humanitarian organisations accessing IMPACT services/products Number of individuals accessing IMPACT services/products	# of downloads of x product from Resource Center	Country request to HQ	User_log	X Yes
		# of downloads of x product from Relief Web	Country request to HQ		X Yes
		# of downloads of x product from Country level platforms	Country team		No
		# of page clicks on x product from REACH global newsletter	Country request to HQ		No
		# of page clicks on x product from country newsletter, sendingBlue, bit.ly	Country team		X Yes
		# of visits to x webmap/x dashboard	Country request to HQ		No
IMPACT activities contribute to better program implementation and coordination of the humanitarian response	Number of humanitarian organisations utilizing IMPACT services/products	# references in HPC documents (HNO, SRP, Flash appeals, Cluster/sector strategies)	Country team	Reference_log	X Yes
		# references in single agency documents			X Yes UNHCR Communication Strategy
Humanitarian stakeholders are using IMPACT products	Humanitarian actors use IMPACT evidence/products as a basis for decision making, aid planning and delivery Number of humanitarian documents (HNO, HRP,	Perceived relevance of IMPACT country-programs	Country team	Usage_Feed back and Usage_Survey template	X Yes (through debriefing session with UNHCR at the end of the project) X Yes (through debriefing session with UNHCR at the end of the project)
		Perceived usefulness and influence of IMPACT outputs			
		Recommendations to strengthen IMPACT programs			
		Perceived capacity of IMPACT staff			
		Perceived quality of outputs/programs			

	cluster/agency strategic plans, etc.) directly informed by IMPACT products	Recommendations to strengthen IMPACT programs			X Yes(through debriefing session with UNHCR at the end of the project)
Humanitarian stakeholders are engaged in IMPACT programs throughout the research cycle	Number and/or percentage of humanitarian organizations directly contributing to IMPACT programs (<i>providing resources, participating to presentations, etc.</i>)	# of organisations providing resources (i.e.staff, vehicles, meeting space, budget, etc.) for activity implementation	Country team	Engagement_log	No
		# of organisations/clusters inputting in research design and joint analysis			No
		# of organisations/clusters attending briefings on findings;			No

ANNEX 1: METHODOLOGY NOTES (IF RELEVANT)

ANNEX 2: [FGDs WITH MINORS]

REACH will aim to outsource the data collection aspects of this assessment to specialised and vetted protection actors. Should this option be unavailable, trained enumerators will coordinate and facilitate the FGDs. Information from minors that may be obtained include but may not be limited to gender, age, date of arrival in Libya, level of education, source of income, whether they are unaccompanied or separated or neither, country of origin and location in Libya (at Muhalla level).

Minors participating in the FGD will be identified using UNHCR's existing network. No names or personal IDs of any minors will be collected at any stage of the data collection. Data collection will be outsourced to specialist protection staff provided by UNHCR who are well versed in dealing with minors and vulnerable groups within the refugee and asylum seeker context.

Additionally REACH child protection SOPs will be prepared in line with the context of this assessment and attached as an annex to this TOR along with the methodology note and tools for Phase II. These will guide the conduct of the FGDs with minors in Phase II.