Mass Communications in Azraq Refugee Camp

Jordan

Assessment Report

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UNHCR
The UN Refugee Agency

REACH
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REACH operates under ACTED in Jordan and is a joint initiative of ACTED, IMPACT Initiatives and the UN Operational Satellite Applications Programme (UNOSAT). REACH was established by ACTED in 2010 to strengthen evidence-based decision making by aid actors through efficient data collection, management and analysis before, during and after an emergency. This contributes to ensuring that communities affected by emergencies receive the support they need. All REACH activities are conducted in support of the Government of Jordan and UN partners, for the development of the Jordan Response Plan, and are within the framework of interagency aid coordination mechanisms.

EXECUTIVE SUMMARY

There are currently 635,324 Syrian refugees registered in Jordan, of which 29,992 are registered as living in Azraq camp.[1] The camp opened in April 2014 after the primary camp hosting Syrian refugees in the country, Al Zaatari, had reached its maximum capacity during the preceding year. Given a relatively short period of operation, Azraq camp continues to grow and evolve as it becomes more established. Currently only Villages 3 and 6 are inhabited, although four villages have been constructed out of an anticipated eight. Each village contains a primary health care clinic, informal education facilities, public WASH centres, community centres and playgrounds, as well as facilities for specific demographic groups such as child, adolescent, and family-friendly spaces and centres for women and girls. To accommodate a growing population, the camp is also in the process of improving access to technology, through the connection of all households to an electricity network.

To communicate up-to-date information regarding facilities, services, and aid distributions offered in the camp, as well as to continually improve upon service and aid provision, UNHCR and partners have put in place several formal communication channels to disseminate information to the refugee community and facilitate the exchange of feedback. In addition to establishing mechanisms for disseminating camp-related information, camp partners also strive to, when possible, offer access to media sources in public spaces. These could be used by refugees to stay informed of current affairs both within Jordan and externally. To guide initiatives conveying information to and from the refugee community, UNHCR identified a need to conduct an assessment of mass communication access and usage in the camp. To fill this information gap, REACH, in collaboration with UNHCR, implemented an assessment to identify the most frequently used and most trusted information sources in the camp, as well as the barriers to accessing information faced by Azraq camp residents. Further, the assessment aimed to gage levels of satisfaction with information dissemination channels, access to media sources, and available feedback and complaint mechanisms already in place in the camp, through both quantitative and qualitative assessment techniques. Based on a sample of 736 survey respondents, the quantitative findings are generalizable at the village level with a 95% level of confidence and a 5% margin of error. Eight focus group discussions (FGDs) complemented the quantitative component of the assessment, with participants selected from an array of demographic and spatial groups and data saturation reached at either the village, age, or sex level.

Overall, the Mass Communications assessment has shown that although refugees living in Azraq camp consider access to information regarding camp services to be adequate across many types of service provision, perceptions of available feedback and complaint mechanisms as well as the level of access to media sources is viewed as far less adequate. Dissatisfaction with media access is primarily attributed to a lack of electricity at the household level, which inhibits the use of widely owned ICTs like mobile phones to their fullest capabilities. This in turn limits the ability of camp residents to stay informed of the current situation in Syria and of developments in regional and international refugee resettlement policies. Reported illiteracy and limited financial means amongst segments of the camp population also indicate a need to develop alternative information dissemination channels that reach a wide scope of residents. Lastly, findings suggest a need to improve awareness of and perceptions towards formal feedback and complaint mechanisms amongst the refugee community.

[1] UNHCR, Inter-agency Information Sharing Portal, accessed 24 January 2016.

The main findings from the report are the following:

Access to information and communications technologies (ICTs)[2]

- **Assessment findings indicate that the overall literacy rate in the camp is 80%.**[3] A lower proportion of female respondents (75%) reported literacy in comparison to male respondents (87%). At the village level, the literacy rate in Village 3 is 84%, compared with 76% in Village 6. Respondents aged 16-30 years reported the highest rate of literacy at 88%, compared with only 53% of respondents aged over 60 reporting literacy.
- **Mobile phone usage is widespread across Azraq camp.** 78% of respondents reported access to a smart phone either through personal possession or through a household member, and 87% of respondents reported having access to either a smart or a non-smart phone. 58% of respondents reported personal possession of a smart phone. These findings show that a majority of refugees in the camp are capable of receiving information regarding camp services through SMS text messages and a majority of refugees are capable of accessing social media and other internet media sources.
- **Smart phones are a primary means through which internet is accessed at home.** 88% of respondents with smart phones reported accessing internet inside the home, compared with only 30% of respondents without a smart phone.
- In the two months preceding the assessment, 66% of respondents reported having access to the internet either inside or outside of the household, **whilst 34% had no access at any point during this period.** 64% of respondents reported having access inside their household during this time, compared with only 10% of respondents who had access to the internet from sources outside the household. Of the 66% who reported accessing the internet either inside or outside of the household in the two months prior, a large majority of respondents (80%) reported accessing the internet one or more times a day.
- FGD participants highlighted that **a lack of electricity at the household level is a key barrier to ICT usage**, as it inhibits the charging and operation of these items on a regular basis. 97% of respondents cited the television as an ICT they intend to acquire following the introduction of electricity to households in Azraq camp. FGDs confirmed that many refugees want televisions in order to access news regarding the conflict in Syria, as well as news about Jordan and resettlement in third countries.[4]

Access to media sources

- **The majority of Azraq camp residents have had access to media sources in the two months preceding the assessment, and many are able to access media on a consistent basis.** Of the 87% of respondents who reported access to media sources in this period, 64% reported accessing them one or more times a day.
- **Media is primarily accessed to obtain news and information regarding the current situation in Syria.** 92% of respondents used media sources to obtain information regarding the current situation in Syria, including conflict casualties, the status of a potential political resolution, changes in territory occupied by various factions, and the state of their areas of origin. Additionally, FGD participants noted that news regarding potential policy changes towards refugees in Jordan and resettlement in third countries is also sought through these mediums.

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[2] According to the United Nations ICT Task Force, ICTs are defined as "the full range of electronic technologies and techniques used to manage information and knowledge". These items include, but are not limited to, radios, televisions, telephones, computers, satellites, wireless technology, and the internet.
[3] For this assessment, literacy was defined as the ability to both read and write in Arabic and was self-reported by respondents.
[4] The data collection period for this assessment (December 20-30, 2015) coincided with the Canadian Humanitarian Admission Programme, and as such may have contributed to the emphasis on information needs regarding resettlement processes amongst assessment participants.

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- **Social media platforms such as Facebook and WhatsApp were reported as the first most frequently used source of media** in the two months preceding the assessment (45%), followed by television (14%),[5] which is reflective of Azraq camp residents' greater access to smart phones in comparison with other forms of ICTs. In interviews, KIs corroborated this finding, noting that the relatively widespread access to social media drives its use as an information source more so than its credibility.

- **The most trusted source of media amongst camp residents is the television**, as indicated by 54% of respondents citing this item as their first most trusted media source. Television is seen in this regard because it provides access to credible news sources reporting on the situation in Syria as well as local and world news. Televisions are also viewed as being secure information channels that are not subject to surveillance, as highlighted by FGD participants across all age and sex groups. Conversely, **social media is considered the least trusted form of media,** as evidenced by 26% of respondents citing it as their first least trusted source.

  Although the majority of respondents reported access to media sources on a daily basis, 71% of respondents consider the level of access as either inadequate or very inadequate. **As with ICT access, the lack of electricity at the household level is a key barrier to accessing media sources.** 96% of respondents cited the lack of electricity available at the household level as a reason for considering access to media sources as inadequate, and 70% of respondents cited a lack of financial means to purchase ICT items as a reason.

Camp services and assistance information

- **Friends, family, and neighbours are the most commonly used source of information for camp services and assistance**, as indicated by 36% of respondents. However, formal information channels such as SMS text messages and leaflets are the second and third most commonly reported source, with 24% and 23% of respondents, respectively indicating these responses.

- **Friends, family, and neighbours, text messages, and leaflets are also considered the most trusted information channels,** as indicated by 36%, 24% and 23% of respondents, respectively. This finding suggests that Azraq camp residents do not use these sources solely due to their availability, but also because they are considered reliable. Further, such social networks serve as a non-text based information source for illiterate segments of the camp population. FGD participants across all age and sex groups also highlighted that the delivery of text messages to all camp residents who have registered to receive them is a key information gap; friends, family, and neighbours can therefore be used to mitigate this gap.

- FGD participants further clarified that t**he use of formal versus informal channels often depends on the type of information sought after;** for example, participants frequently receive information regarding routine aid distributions through SMS texts and leaflets and then corroborate this information by consulting family, friends, and neighbours. Additionally, information perceived as difficult to obtain, such as the status of the electricity implementation scheme, the family reunification process, and UNHCR resettlement procedures, are often discussed amongst informal community networks.

- **Across many types of services provided to camp residents, access to information regarding these services is largely perceived as adequate.** For 12 of the 16 services assessed, a majority of respondents considered the level of access to information to be adequate or very adequate. In particular, food vouchers and e-cards (77%), bread distributions (76%), safety and security (76%), NFI distributions (69%), and shelter issues (67%) are the five sectors with the highest proportion of respondents rating access to information as adequate or very adequate.

[5] Respondents were asked to rank their first, second, and third most frequently used sources of media in the two months preceding the assessment.

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- **The sector perceived as being most inadequate with respect to information access is the incentive-based volunteering (IBV) scheme.** 55% of respondents considered the access to information regarding IBV opportunities as inadequate or very inadequate. Of those who considered access inadequate or very inadequate, 44% of respondents reported that the information was insufficiently detailed. According to FGD participants, specific information is needed regarding available opportunities to engage in IBV schemes, the selection criteria, and the application process.

Complaint and feedback channels

- Of the nearly half (49%) of respondents who needed to submit a question or complaint to a camp partner in the three months preceding the assessment, 25% reported that they did not. The most frequently cited reasons for this **were the perception that such actions would not have an effect (58%) and being unaware of the appropriate channel to use (33%).**

- Of the 75% of these respondents who did submit a question or complaint, the majority of respondents (56%) cited community centre case managers as the primary channel through which the feedback was reported, followed by complaint boxes (41%). **Shelter, IBV opportunities, and WASH are the three sectors about which camp residents most frequently have either a question or complaint to submit**, with 37%, 35%, and 22% of respondents, respectively, indicating these sectors.

- **A discrepancy exists between the most frequently used feedback and complaint channels in the camp (case managers and complaint boxes) and those perceived as the most trusted channels by camp residents.** 70% of respondents ranked community police as their most trusted channel. Conversely, complaint boxes, community centre case managers, and information sessions are perceived as the least trusted sources for submitting questions and complaints, with 39%, 21% and 16% of respondents, respectively, citing these channels as least trusted.

- **Overall awareness of available feedback and complaint mechanisms in the camp is low.** The three most frequently cited mechanisms that respondents reported awareness of—complaint boxes, case managers, and community police—were only reported by 56%, 56%, and 52% of respondents, respectively.

- **Over half of camp residents are dissatisfied with available feedback and complaint mechanisms**, with 38% of respondents reporting to be unsatisfied and 15% reporting to be very unsatisfied. Village 6 residents reported being very unsatisfied at a higher rate than Village 3 residents—18% versus 13%--and reported being satisfied with available channels at a lower rate—24% versus 30%.

- **Dissatisfaction with available mechanisms is attributed most frequently to a lack of feedback on complaints that have been lodged and a lack of solutions offered in the feedback that is provided**, as indicated by 71% and 67% of survey respondents, respectively. KI interviews confirmed that past experience with submitting feedback as well as not receiving a resolution to the issue propels this perception that reporting complaints is largely ineffective.

CONTENTS

EXECUTIVE SUMMARY 3
CONTENTS 7

List of Acronyms 8
Geographical Classifications 8
List of Tables and Figures 9

INTRODUCTION 10
METHODOLOGY 11

Challenges and Limitations 11

DEMOGRAPHICS 12
ACCESS TO INFORMATION AND COMMUNICATIONS TECHNOLOGY 14

Literacy rates 14
Possession and acquisition of ICTs 15
Access to internet sources 20
Frequency of internet access 21
Preferred locations for Wi-Fi hotspots 22

ACCESS TO MEDIA SOURCES 23

Frequently used media sources 23
Trusted media sources 25
Adequacy of access to media sources 26
Frequently used information sources within the camp 28
Trusted information sources 30
Adequacy of access to information sources 31
Information gaps and needs 37
Preferred locations for information dissemination 38

FEEDBACK AND COMPLAINT CHANNELS 39

Raising a question or complaint 39
Awareness of official feedback and complaint channels 41
Trusted feedback and complaint channels 41
Satisfaction with feedback and complaint channels 42

CONCLUSION 44

Recommendations 46

ANNEX 1 : MAP OF PREFERRED WI-FI HOTSPOT LOCATIONS 47
ANNEX 2: TYPES OF CAMP SERVICES AND ASSISTANCE ASSESSED 48
ANNEX 3: SURVEY FORM 49

List of Acronyms

FGD Focus Group Discussion
IBV Incentive-Based Volunteer
ICT Information and Communications Technology
IT Information Technology
KI Key Informant
NFI Non-Food Item
ODK Open Data Kit
SRAD Syrian Refugee Affairs Directorate
UNHCR United Nations High Commissioner for Refugees

Geographical Classifications

Azraq Camp Refugee camp located in Zarqa governorate in northern Jordan
Village Azraq camp is divided into villages, which are subdivided into blocks and plots

List of Tables and Figures

Table 1: Demographic breakdown of FGDs 11

Figure 1: Proportion of male and female respondents included in the assessment 12
Figure 2: Age of respondents included in the assessment 12
Figure 3: Month and year of respondents' arrival to Azraq camp 13
Figure 4: Month and year of respondents' arrival to Azraq camp by village of residence 13
Figure 5: Literacy rate by male and female respondents 14
Figure 6: Literacy rate by age group 15
Figure 7: Literacy rate by village of residence 15
Figure 8: Percentage of respondents in possession of a smart phone 16
Figure 9: Percentage of respondents in possession of a smart phone by age group 16
Figure 10: Percentage of respondents in possession of a smart phone by village of residence 17
Figure 11: Percentage of respondents in possession of a smart phone by sex 17
Figure 12: Percentage of respondents with access to a mobile phone 18
Figure 13: ICTs possessed by household members of respondents 19
Figure 14: ICTs which respondents intend to acquire following the introduction of electricity to Azraq camp 20
Figure 15: Percentage of respondents with access to the internet in the last two months 21
Figure 16: Frequency of respondents' access to internet over the last two months 21
Figure 17: Respondents' first most frequently used media source in the last two months 24
Figure 18: Frequency of media use, of those respondents who accessed media sources in the last two months 24
Figure 19: Types of information accessed with primary media sources 25
Figure 20: Respondents' primary most and least trusted media sources 26
Figure 21: Adequacy of access to media sources in Azraq camp, by village of residence 27
Figure 22: Reasons for perceived inadequacy of access to media sources 27
Figure 23: Respondents' most commonly used source of information regarding camp services and assistance . 29
Figure 24: Respondents' most commonly used source of information regarding camp services, by date of arrival to Azraq Camp 30
Figure 25: Sum of the first, second, and third most trusted information sources 30
Figure 26: Most frequently used vs. most trusted source of information regarding camp services & assistance .. 31
Figure 27: Adequacy of access to information regarding camp services and assistance 32
Figure 28: Reasons for perceived inadequacy of access to information about camp services 33
Figure 29: Reasons for perceived inadequacy of access to information regarding IBV opportunities 34
Figure 30: Reasons for inadequacy of access to information – health and water and sanitation services 35
Figure 31: Proportion of respondents who feel there are gaps in information access, by sex 37
Figure 32: Proportion of respondents needing to raise a complaint/question, and of those, proportion of respondents who submitted the complaint/question 39
Figure 33: Primary channel through which question or complaint was raised, of those respondents who raised a question or complaint in the last three months 40
Figure 34: Reasons why respondent was did not raise a question or complain, of those respondents needing to raise a question or complaint in the last three months 40
Figure 35: Feedback and complaint channels respondents report they are aware of 41
Figure 36: Feedback and complaint channels ranked as either first or second most trusted 41
Figure 37: Feedback and complaint channel ranked as first most trusted, by village 42
Figure 38: Respondents' satisfaction with available feedback and complaint channels 43
Figure 39: Reasons for why respondents perceive available feedback and complaint mechanisms as unsatisfactory or very unsatisfactory 43

INTRODUCTION

The current conflict in Syria is on the cusp of entering its sixth year, and with no signs of abating the 635,324 Syrian refugees currently registered in Jordan[6] remain in need of vital services and humanitarian assistance. To address these needs, Jordan hosts two refugee camps in the northern part of the country: Azraq and Zaatari camp. Azraq camp was established in April 2014 in Zarqa governorate after the country's largest refugee camp, Al Zaatari, reached its maximum capacity. The camp is managed by UNHCR and Jordan's Syrian Refugee Affairs Directorate (SRAD), who are supported by a range of humanitarian actors providing assistance to the 29,992 refugees living there.[7] In order to ensure that camp-wide assistance is distributed efficiently and that refugees have access to accurate information regarding available services and opportunities, a variety of formal information dissemination channels and media campaigns exist in the camp. These include informative posters, leaflet distributions, and SMS texts.[8] Moreover, to further facilitate refugees' access to information and communication between the refugee community and service provider, both general and service-specific feedback and complaint mechanisms have been established.

In addition to accessing camp-specific information channels, Syrians living in camp settings such as in Azraq are reliant upon available media sources to remain informed of developments in Syria, the Jordanian host community, and global news. Television, radio, internet news sources, and social media groups, amongst others, are all used to achieve this objective. In 2016, through the introduction of electricity at the household level, camp partners seek to provide increased access to information and communication technologies (ICTs). This infrastructural development will improve opportunities for Azraq camp residents to use items such as smart phones and televisions, and thus facilitate access to a larger variety of media sources on a more frequent basis.

In light of the large scope of information dissemination mechanisms in Azraq camp and anticipated changes to the level of communications technology access, REACH, in collaboration with UNHCR, conducted a mass communications assessment between December 20 and 30, 2015. The primary objectives of this assessment were to identify the current levels of access to information dissemination mechanisms and media sources in the camp, the primary information needs of the community, and the usage of feedback and complaint mechanisms. The assessment was designed in consultation with UNHCR and relevant sectoral working groups to address: current gaps in information surrounding formal and informal communications structures; the most frequently used and trusted information channels; and the barriers to accessing information through available sources. Further, as this is the first assessment of its kind in the camp, it serves to establish a baseline of data, while also contributing to the collection of data at the country level through building upon findings from the June 2014 REACH-UNHCR mass communications assessment in Zaatari camp and the Jordanian host community.

This report outlines findings obtained through both quantitative and qualitative methods, to ensure a comprehensive overview of the current mass communications networks and structures operating in Azraq camp. Where relevant, findings will be described in relation to demographic data such as the age, sex, village of residence, and date of arrival of survey respondents.

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[6] UNHCR, Inter-agency Information Sharing Portal, accessed 24 January 2016.methods. j
[7] Ibid.
[8] The use of screens in public spaces is another tool for disseminating information in the camp; however, at the time of data collection these screens were not operational, and as such were not included as an information dissemination mechanism in the assessment tool. It is important to note, though, that the lack of functioning screens in the camp likely had an effect on how these items were viewed at the time of data collection, and as such, may have influenced respondents' reported reliance on and/or trust in other information dissemination

METHODOLOGY

This assessment was conducted through both quantitative and qualitative data collection. Household surveys were administered in 736 households across the camp—368 in Village 3 and 368 in Village 6—through interviews with household members aged 16 or above. A random sample of households was selected from a list of inhabited households provided by UNHCR using Excel random selection generators. The individual interviewed from each household was then selected through a random number generator built into Open Data Kit (ODK) collect, an android smart-phone application which was used by enumerators to record survey responses. This function assigned numbers to all household members 16 years or older, then randomly selected one of these numbers to determine the household member who would participate in the interview. Results are generalizable at the village level with a 95% confidence level and a 5% margin of error and at the sex level with a 90% confidence level and a 5% margin of error. The assessment tool was designed based on key indicators that were developed in collaboration with UNHCR and relevant sectoral working groups. Data collection took place from 20-30 December 2015 by teams of mixed-sex Syrian IBVs[9] who were supervised by experienced REACH enumerators and a senior field coordinator.

For the qualitative component of the assessment, a team of senior REACH data collection officers conducted eight age and sex-specific focus group discussions (FGDs), each consisting of six to ten participants, across a diverse cross-section of the Azraq camp population. Data saturation was reached at the village, age, and sex levels (see Table 1 for a demographic breakdown of FGD participants). The purpose of these focus groups was to attain a more nuanced understanding of information needs and barriers experienced by the refugee community, as well as to source suggestions from the community for improving formal information dissemination channels, access to media sources, and the quality of feedback mechanisms.

Table 1: Demographic breakdown of FGDs

	Village 3	Village 6
Male 16-30 years	1	1
Male 30+ years	1	1
Female 16-30 years	1	1
Female 30+ years	1	1

In addition to the household survey and the FGDs, REACH data collection officers conducted 15 key informant (KI) interviews following a preliminary analysis of the quantitative data, which served to contextualise assessment findings.[10]

Challenges and Limitations

Given that data collection occurred during the daytime, enumerators were less likely to interview household members who at the time of data collection were outside of the camp or engaging in IBV activities. Consequently, assessment results may be biased by a sample population skewed towards female respondents, since females leave the camp and engage in IBV opportunities less frequently than males—of the 736 household survey respondents, 433 were female and 303 were male. However, it is important to note that the sex breakdown in the sample is fairly even, and this bias is unlikely to have had a large effect on the findings given: the sample size, measures taken to ensure random selection of participants from each household, and the even sex breakdown of the FGD participants.

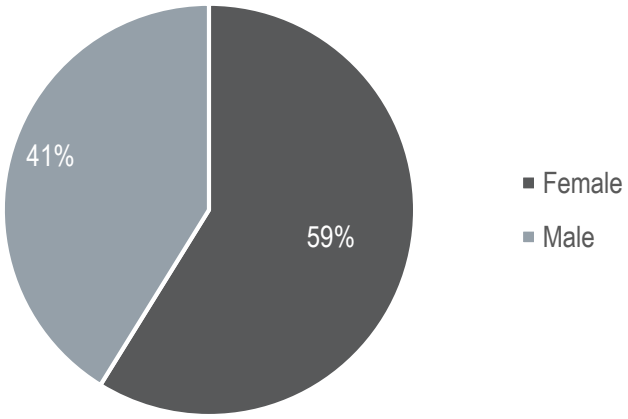
[9] The incentive-based volunteering (IBV) scheme established in Azraq camp by UNHCR and partners provides refugees living in the camp with the opportunity to engage in support roles across a variety of sectors in exchange for remuneration. To facilitate conducting household surveys, REACH engaged IBVs as data collectors, who were then supervised by REACH field staff.

[10] In this assessment, KI interviews were conducted with the Syrian IBVs engaged by REACH as data collectors for the quantitative portion of the assessment.

DEMOGRAPHICS

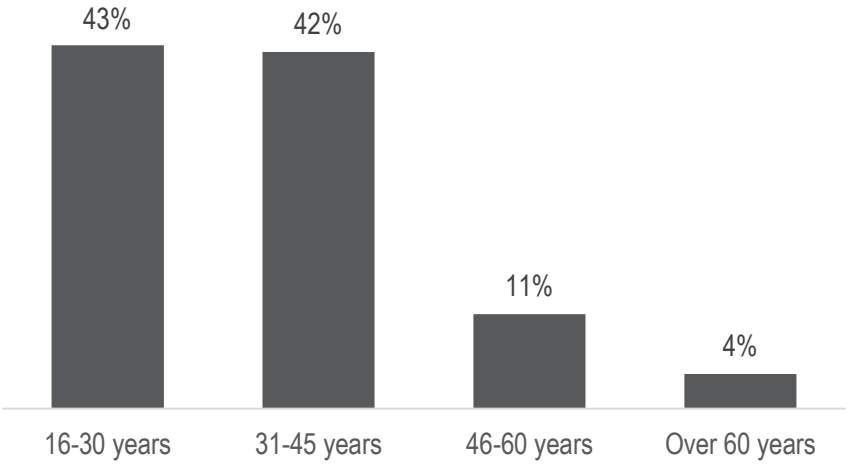
Female respondents comprised a slightly larger proportion of the 736 individuals interviewed, with 59% female respondents and 41% male. In comparison to UNHCR registration figures, which indicate that the overall Azraq camp population is 50.2% female and 49.8% male,[11] the sample population is slightly skewed towards female respondents. This is likely due to the fact that a higher proportion of females may have been present in the household during the day time, whilst men were absent due to sex differences in household responsibilities and income generating opportunities.

Figure 1: Proportion of male and female respondents included in the assessment



The highest proportion of respondents were between 16 and 30 years old (43%), followed by 42% of respondents aged 31-45 years, 11% aged 46-60 years, and 4% over the age of 60.

Figure 2: Age of respondents included in the assessment



The number of arrivals to Azraq camp has fluctuated continuously since its opening in 2014. The largest proportion of the 736 households interviewed reported arriving to the camp between October and December 2015 (24%), whereas the least (5%) reported arriving one year prior between October and December 2014. **Over one-third (35%) of respondents reported arriving to Azraq camp in the last six months, indicating that a significant**

[11] UNHCR Inter-agency Information Sharing Portal, accessed 17 January 2016.

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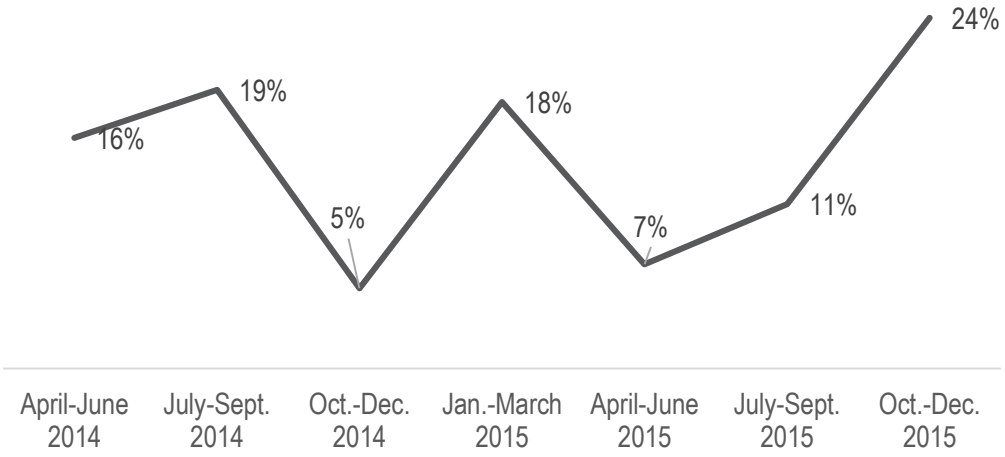
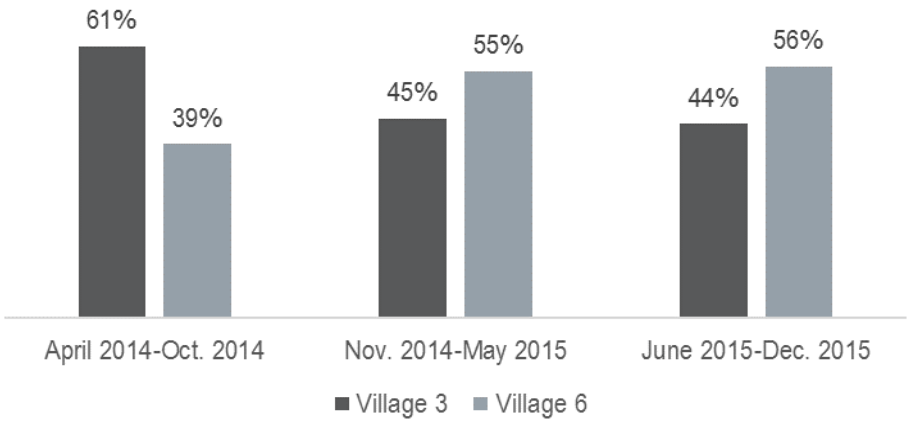
portion of households may be less familiar with formal information dissemination and feedback channels due to their comparatively limited time spent living in the camp.

Figure 3: Month and year of respondents' arrival to Azraq camp



Village 6 has a larger proportion of newer arrivals to the camp than Village 3. 61% of respondents who arrived to Azraq camp between April and October 2014 reside in Village 3, whilst 39% reside in Village 6. 44% of respondents who arrived between June and December 2015 reside in Village 3, compared with 56% of respondents who reside in Village 6**. The differences in time of arrival between the two villages suggest that households in Village 6 may be less likely than those in Village 3 to have acquired various ICTs over time, and may be less aware of available information dissemination and feedback mechanisms, due to a higher proportion of the village having spent less time in the camp.** One such example illustrating this point is the higher proportion of Village 3 respondents reporting smart phone possession (61%) compared to Village 6 respondents (56%), which is outlined in detail in the following sections of the report.

Figure 4: Month and year of respondents' arrival to Azraq camp by village of residence



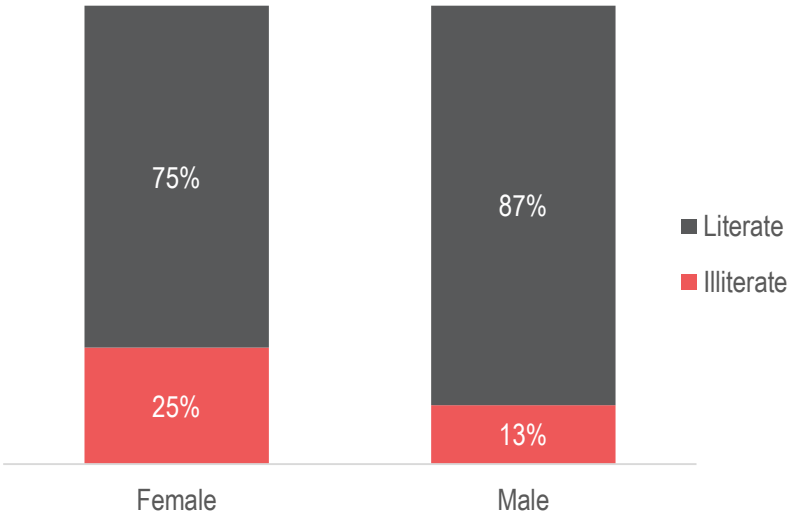
ACCESS TO INFORMATION AND COMMUNICATIONS TECHNOLOGY

Currently, UNHCR and camp partners facilitate Azraq camp residents' access to certain information and communications technologies (ICTs) and the use of personal technological items, through the provision of facilities for charging mobile phones and spaces available daily and designated to watching televised news. Further, UNHCR is in the process of implementing a scheme to connect all households to an electricity network. Humanitarian actors in the camp use a variety of information dissemination mechanisms that are dependent upon refugees' access to ICTs, such as SMS text messages that alert camp residents of upcoming aid distributions. Additionally, organisations distribute leaflets and posters in public spaces to communicate information regarding camp services, which in order to be effective are dependent on high rates of literacy amongst the camp population. This section will look at services already offered by UNHCR and camp partners and well as ways in which to mitigate current barriers to accessing ICTs as well as barriers to using these items at their full capacity.

Literacy rates

One-fifth of respondents reported that they were unable to both read and write in Arabic, indicating a camp-wide literacy rate of 80%. Male refugees in the camp have a higher literacy rate than females, with 87% of male respondents reporting literacy compared with 75% of female respondents.

Figure 5: Literacy rate by male and female respondents



Literacy rates are highest amongst refugees in the camp aged 16-30 years with 88% reporting to be able to read and write, compared with only 53% of respondents over 60 years old being able to read and write. Higher rates of literacy amongst younger age groups may be reflective of greater access to education in Syria prior to the onset of the conflict, as compared with older generations. In both focus group discussions (FGDs) and key informant (KI) interviews, participants highlighted the fact that a large portion of camp residents are illiterate, particularly the elderly. **This serves as a key barrier to accessing information disseminated in the camp through text messages, leaflets, and posters, and could be a factor contributing to the predominant use of word-of-mouth from friends, family and neighbours for transferring information. Based on these findings verbal information dissemination via NGO field staff is needed to ensure accurate information is received by all members of the camp population.**

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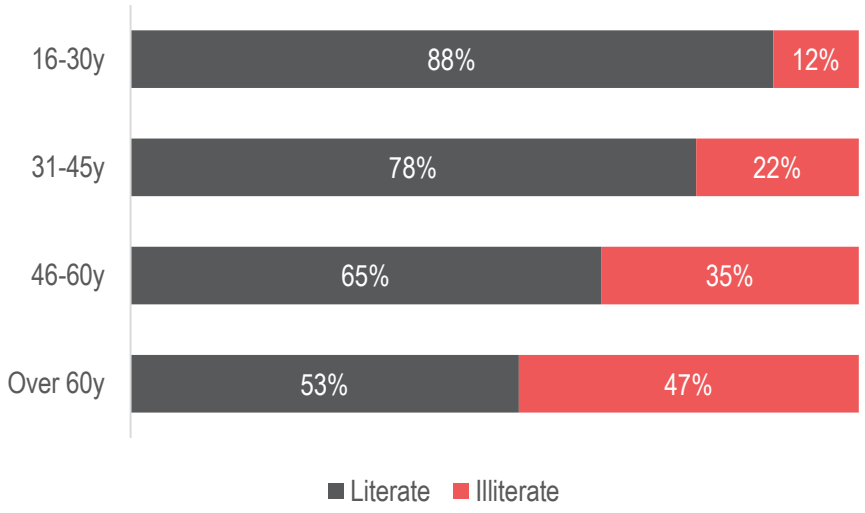
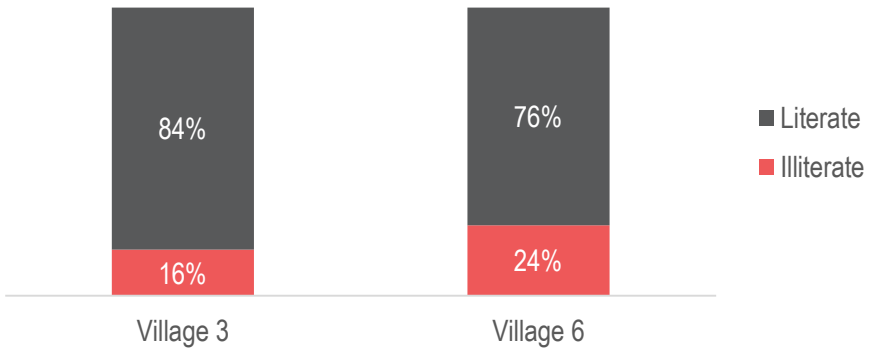
Figure 6: Literacy rate by age group



When disaggregated by village of residence, findings show that Village 3 respondents have a higher literacy rate (84%) than Village 6 respondents (76%).

Figure 7: Literacy rate by village of residence



Possession and acquisition of ICTs

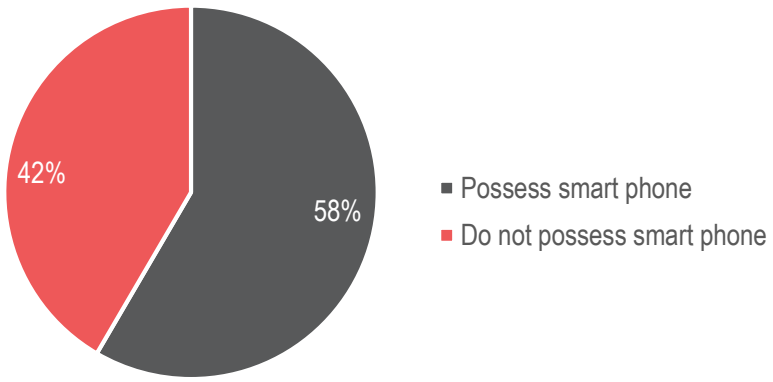
Respondents were asked to list what types of ICTs they had access to, including mobile phones, tablets, and radios, to gage the extent to which refugees can access information disseminated through SMS text messages, communicate through social media, and access internet news outlets. Additionally, respondents were then asked which ICTs they intended to acquire following implementation of the camp-wide electricity scheme, in order to assess the potential impact the introduction of electricity to households would have on information and technology access.

Individual smart phone possession and household-level access

A majority of households in the camp have access to smart phone devices and therefore are capable of accessing internet sources. Overall, 58% of respondents reported that they possessed a smart phone, and 42% reported that they did not. However of the 42% of respondents who reported not personally owning a smart phone, 47% reported that they had access to one through another household member. **As such, overall 78% of**

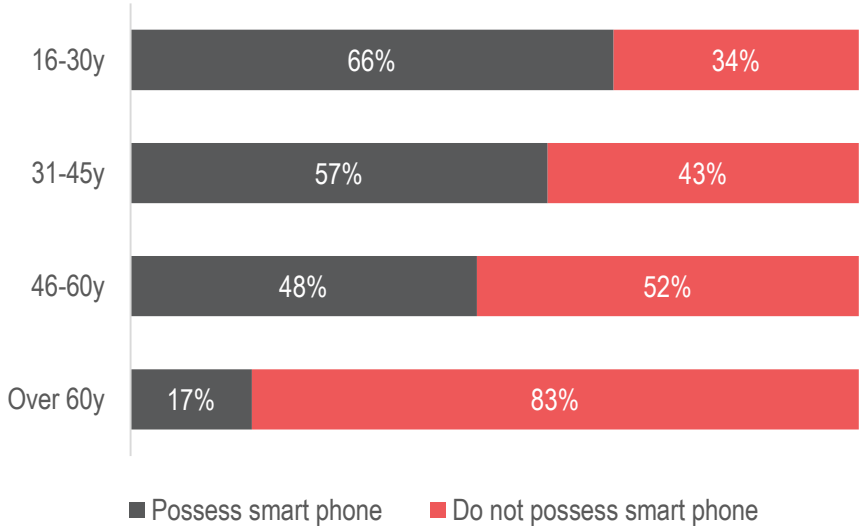
respondents reported having access to a smart phone, either through personal possession or through a household member.

Figure 8: Percentage of respondents in possession of a smart phone



Respondents between 16-30 years reported the highest rate of smart phone possession (66%). A smaller proportion of respondents aged 31-45 years and 46-60 years reported personal owning a smart phone — 57% and 48%, respectively — whilst only 17% of those aged over 60 reported owning a smart phone.

Figure 9: Percentage of respondents in possession of a smart phone by age group



At the village level, respondents from Village 3 (61%) reported smart phone possession at a slightly higher rate than Village 6 (56%). This may be explained in part by the higher rate of literacy in Village 3 than in Village 6 and by the dates of arrival to Azraq camp. As mentioned before more people had arrived recently to Village 6 than Village 3 and as noted by KIs, newer arrivals to the camp are less likely to possess ICTs, as they may have recently arrived from Syria, or have not been present in the camp for an adequate period of time to pursue the acquisition of such items.

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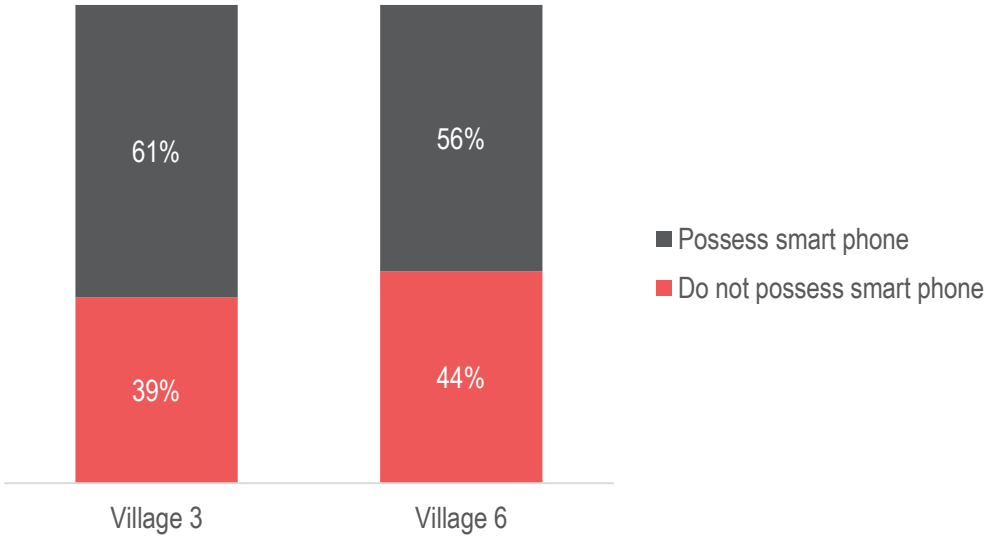
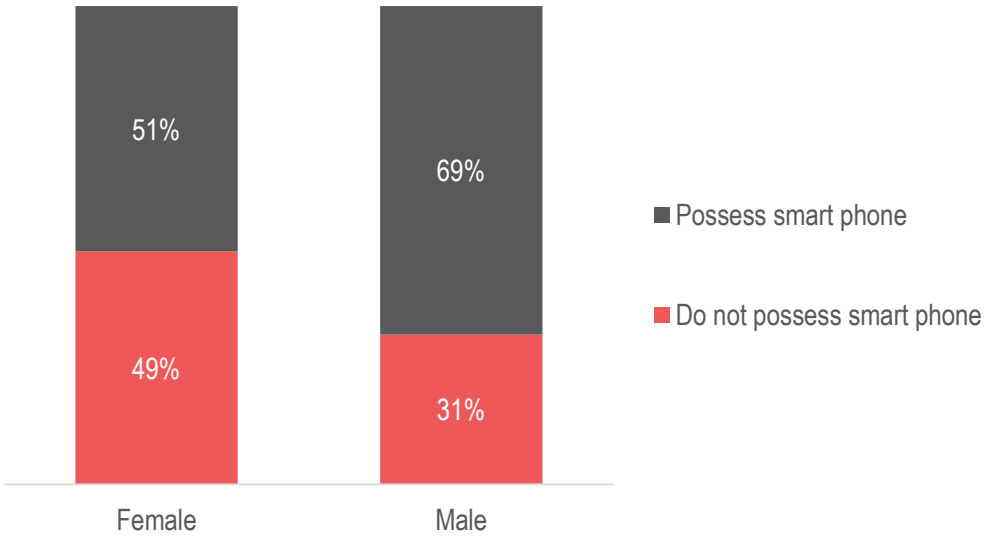
Figure 10: Percentage of respondents in possession of a smart phone by village of residence



The majority of both male and female respondents reported individual ownership of a smart phone. **However, males (69%) reported smart phone possession at a higher rate than females (51%), suggesting potential gender-based limitations in access to communications technology**. This may be due in part to lower literacy rates amongst females in the camp. However, 53% of female respondents who do not own a smart phone reported having access to a household member's smart phone, compared with 34% of male respondents without a smart phone indicating this response. The gender difference in household level access to smart phones may suggest that female refugees are more reliant on using a male household member's smart phone rather than possessing one themselves, potentially limiting the frequency of information access or the types of information accessed by females in the household. However, to better understand this relationship, there is a need for further exploration of the gender differences in access to technology.

Figure 11: Percentage of respondents in possession of a smart phone by sex



Household-level mobile phone access

Regarding mobile phones of any type, **87% of respondents report having access to either a smart or a non-smart phone. This finding indicates that in principle the majority of Azraq camp residents receiving camp**

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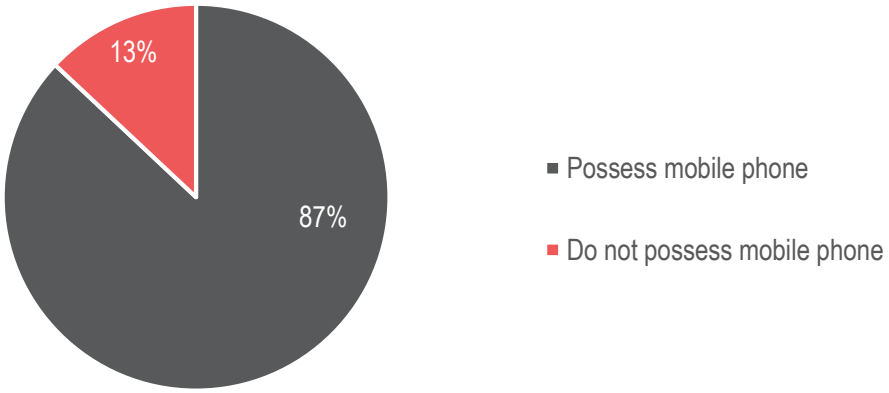
services and assistance are able to receive disseminated information through SMS text messages. FGDs confirmed that text messages from camp partners are a frequently used channel for accessing information regarding: bread distributions; food vouchers and e-cards; the distribution of NFIs such as gas cylinders; hygiene materials; and shelter materials. However, participants explained, not all refugees in the camp who have reportedly registered their mobile phone numbers actually receive information via SMS. According to the FGD participants, **earlier-established households are more likely to receive text message notifications from camp partners.** At the village level, these FGD findings suggest that Village 6 households are overall less likely to receive text message notifications than those of Village 6, given the higher proportion of new arrivals to the camp residing in Village 6.[12]

However, **a lack of awareness regarding the correct process for registering mobile phone numbers** may also contribute to SMS messages not being universally disseminated across the camp. This is evidenced by FGD participants noting that phone numbers are registered upon activation of refugees' e-cards; in actuality, mobile numbers are registered with CARE, who maintains a list of beneficiaries who have opted to receive camp services information via SMS. This confusion in the FGDs **indicates a need for greater information dissemination in the broader refugee community, in particular amongst new arrivals to the camp, regarding the appropriate steps for the mobile number registration process.**

Further, FGDs and KI interviews both stressed that the lack of electricity in households reduces opportunities to charge phones, thereby impacting the frequency with which they can be used. Therefore, although widespread possession of mobile phones in the camp indicates a potential capability to obtain information from camp partners in this manner, **the lack of universal dissemination of SMS messages to all phone-carrying individuals and a lack of consistent access to electricity serve as key barriers to information access through this means.**

Figure 12: Percentage of respondents with access to a mobile phone



Current household possession of ICTs and intended acquisition of ICTs

The most frequently cited ICTs that respondents reported having access to in their households were smart phones (69%), followed by non-smart phones (31%).[13] Only 3% of respondents reported possession of a tablet, 5% reported possession of a radio and 13% reported having access to no ICTs at all. These findings indicate that mobile phones are the primary form of ICT to which the majority of Azraq camp residents have access. At the

[12] As these discrepancies in the receipt of text messages between newer and older arrivals are self-reported by FGD participants, this finding needs further cross-checking with mobile number registration lists that are maintained by CARE in coordination with UNHCR.
[13] This finding differs from reported smart phone possession at the individual level (58%); here, respondents were reporting on whether *any* member of their household possessed a smart phone to which they had access.

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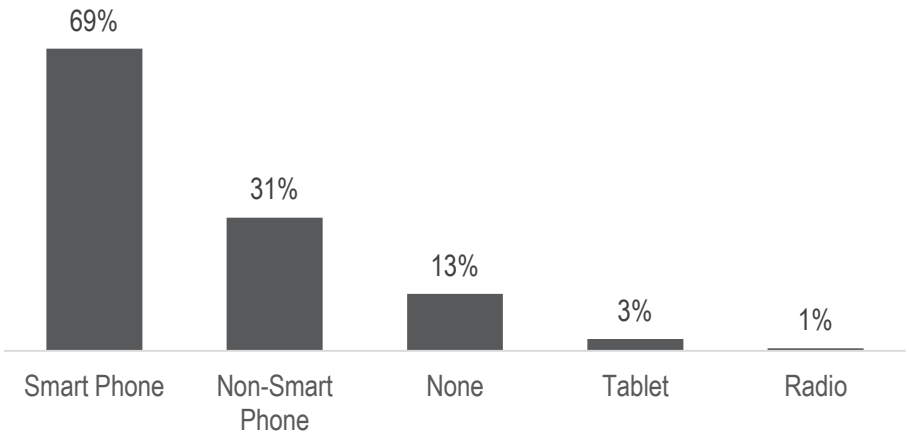
village level, **of the 13% of respondents who reported that they do not have access to any ICTs through a household member, 54% of respondents reside in Village 6 and 46% reside in Village 3.** This finding suggests that Village 6 residents are less likely to have acquired ICTs since arriving to the camp.

Figure 13: ICTs possessed by household members of respondents[14]



A lack of electricity at the household level is a key barrier to communication and to accessing information through ICTs. FGD participants explained that without electricity, refugees are unable to charge their mobile phones and tablets. As such they cannot consistently use them to communicate with relatives in Syria or elsewhere outside of the camp or to receive SMS text messages regarding camp services and assistance. Further, a lack of electricity prevents the operation of televisions within households, thereby prohibiting using them to access news outlets. However UNHCR's plan to provide every household in Azraq with electricity should minimise these access and communication barriers.[15] Under this electricity scheme, each shelter in the camp will be allotted 1kWh per day of electricity, with further plans to install a solar plant in the camp in early 2016. [16] These initiatives will improve the frequency and consistency with which communications technology can be used in the camp, thereby enhancing access to information through these items.

In anticipation of introducing electricity to the camp, respondents were asked to list the ICTs they intended to acquire following connection to the electrical network. **The vast majority (97%) of respondents cited televisions as the ICT that they would acquire, followed by smart phones (27%).** FGDs and KI interviews showed that Azraq residents want televisions primarily to stay informed about the conflict in Syria, with the ultimate aim of determining when a return to Syria may be possible. Another reason commonly cited in the FGDs was to obtain news about policy changes that may affect refugees in Jordan as well as Syrian refugees traveling to Europe and Canada for resettlement.[17] To a lesser extent, FGD participants also cited children's programming and entertainment.

[14] Respondents could choose multiple options.
[15] An exact date for introduction of electricity is not confirmed, although it has been indicated as imminent.
[16] UNHCR Jordan Factsheet: Field Office – Azraq Camp, 31 December 2015.
[17] The data collection period for this assessment (December 20-30, 2015) coincided with the Canadian Humanitarian Admission Programme, and as such may have contributed to the emphasis on information needs regarding resettlement processes amongst assessment participants.

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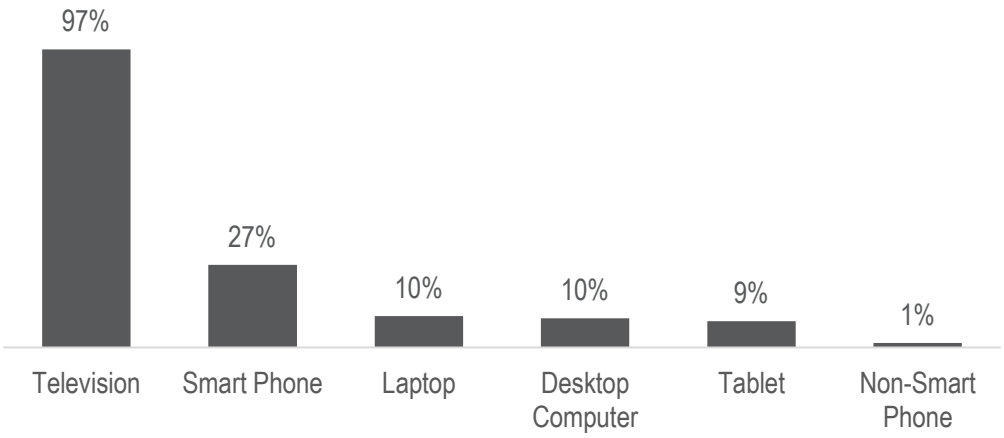
Figure 14: ICTs which respondents intend to acquire following the introduction of electricity to Azraq camp[18]



Access to internet sources

At the time of data collection, two sources of internet were available in Azraq camp: 3G data connections through smart phone devices or public Wi-Fi in CARE community centres located in both villages.[19] To better understand the extent to which refugees in Azraq camp are able to use online media sources and communicate with contacts through social media, respondents were asked to report their level of internet access in the two months prior to the assessment. **Over one-third (34%) of respondents reported that they had no access to the internet in the two months prior to the assessment, either inside or outside of the household**. **64% of respondents reported having accessed the internet inside their household** —in line with the proportion of respondents who reported possessing a smart phone—whereas only 10% of respondents reported that they had accessed the internet from sources outside of their household in the two months prior to the assessment. Of the respondents who own a smart phone, 12% reported that they did not have access to the internet during the two months prior to the assessment. Possible reasons for this may be a lack of mobile data credit, as well as an inability to charge phones due to a lack of electricity. These findings indicate that for the majority of respondents, their main source of internet is 3G data connections.[20]

[18] Respondents could choose multiple options.
[19] It is important to note that access to Wi-Fi in CARE community centres is only given to Ideas Box users for planned activities in the site, and is therefore not available to all camp beneficiaries.
[20] A handful of respondents—nine in total—reported that their households did not possess a smart phone or a tablet, yet they still reported having access to internet inside the home. One possible explanation for this finding may be that these respondents did not have ICTs consistently available in their household, but could have accessed the technology at some point in the preceding two months through friends or family visiting the household who possessed such items.

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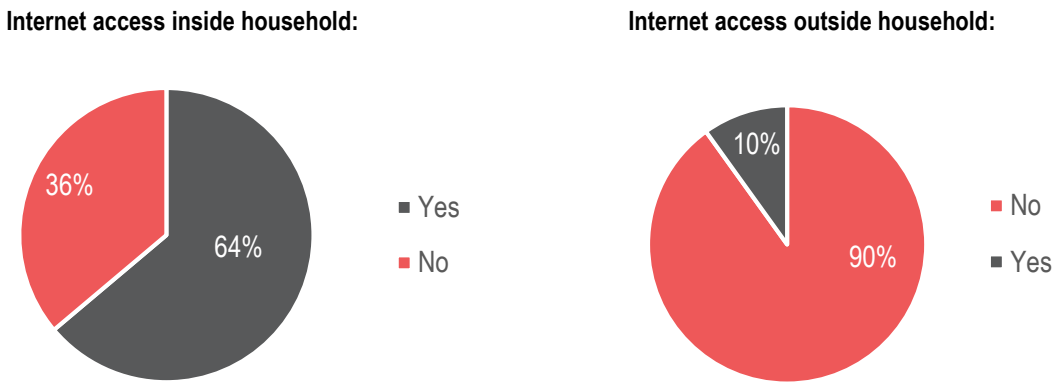
Figure 15: Percentage of respondents with access to the internet in the last two months



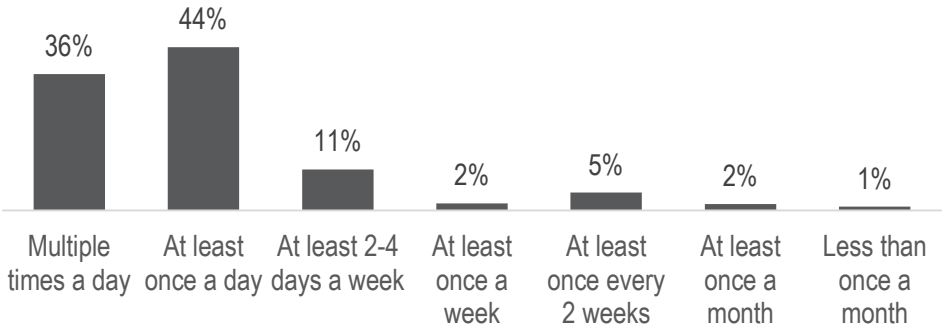
Only 6% of respondents who reported not having access to internet inside of the home reported accessing it externally, indicating a need for initiatives that increase the availability of internet in public facilities and spaces. The provision of wireless internet in public spaces was also highlighted in FGDs as a means to increase access to internet-based media sources. Of the 10% of respondents using the internet externally, the vast majority (96%) cited friends, neighbours, and family inside the camp as their primary source. In fact, 74% of these respondents cited friends, neighbours and family as their only external source of internet access over the last two months. **From this it is clear that individuals who have limited or no access to smart phones inside their households can to a certain extent obtain internet-based information, yet initiatives to enhance internet access in designated facilities and public spaces are still needed.**

Additionally, the vast majority of camp residents who reported not having access to an internet-capable device also reported that they did not access the internet outside of the home in the preceding two months: 95% of respondents who reported that they did not have access to a smart phone or tablet reported that they also did not access internet outside of the home. **This suggests that household level ownership of a smart phone or tablet device is a prerequisite for using publicly available Wi-Fi, and as such, camp residents without these items are unable to use these services.** To mitigate this technological barrier, camp partners offering Wi-Fi services should also consider providing internet-capable devices for public use within their facilities.

Frequency of internet access

Findings from the household survey reveal that individuals who are able to access the internet do so on a consistent basis. Of the 66% who reported accessing the internet either inside or outside of the household in the two months preceding the assessment, the majority of respondents (80%) reported accessing the internet one or more times a day—44% accessed the internet at least once a day and 36% accessed the internet multiple times a day. Additionally, 11% of respondents who had accessed the internet in the two months reported accessing the internet at least two to four times a week in the last two months.

Figure 16: Frequency of respondents' access to internet over the last two months



Preferred locations for Wi-Fi hotspots

To support the assessment that NetHope is conducting in collaboration with UNHCR to study internet connectivity needs in Azraq camp, FGD participants were asked to highlight optimal areas in the camp for public Wi-Fi access and the reasons why these areas were selected. The discussions were accompanied by a mapping component, which provides a visual representation of the most frequently suggested locations (see Annex 1 for the map of preferred Wi-Fi hotspots).

Overall findings indicate that equal access to Wi-Fi hotspot for people living in different areas of the camp and for males and females is a primary point of consideration of refugees when consulted about the optimal locations for Wi-Fi hotspots. **Points in the centre of villages or the camp were perceived to be best way to get equal access, as well as hotspots at locations frequently visited by everybody**. The key concerns regarding internet hotspots in the camp were disturbances to shelters in the close vicinity of hotspots due to gatherings of people using the internet, and the security of females who use the hotspots. **To alleviate these concerns, empty or open spaces and spaces next to NGO facilities were considered optimal for Wi-Fi hotspots.**

The majority of the suggested locations for installing Wi-Fi focused on maximising the number of Azraq camp residents in different areas who could access internet hotspots. Therefore centrally located areas were one of the most frequently cited optimal spaces to install Wi-Fi, as internet access in these areas could be reached with similar ease by all refugees within a village or across the camp.

- At the village level, the Village 3 CARE Community Services Centre was a commonly selected location for Wi-Fi by FGD participants from Village 3.
- IMC Adolescent Friendly Space and Mercy Corps Adolescent Friendly Space in Village 6 were cited locations for Wi-Fi by participants from Village 6.

Another frequently cited reason for selecting certain NGOs and public spaces as optimal for Wi-Fi was that they are well known landmarks and are already used by camp residents for other purposes, such as internet access, charging phones, general activities and check-ups on health issues. Notably female FGD participants also reported the presence of security personal as an additional advantage to having Wi-Fi hotspots located at or near NGO or health care facilities. Their presence would reduce the level of perceived risk of using this space alone for both females themselves and their family members.

- In addition to the NGO sites given above, the Save the Children Child Friendly Spaces were cited because they were well known landmarks and used by many camp residents.
- To a lesser extent the ICFP centre, health centres, and Sameh Mall were cited for these reasons.

Finally, in the case of the Wi-Fi initiative not being able to provide a Wi-Fi hotspot near the centre of each village, participants from both villages reported that the empty space between the two villages and the school would be optimal locations for Wi-Fi hotspots since it can be accessed to an equal extent by participants from both Villages. It was also suggested that empty and open spaces in the camp would be optimal spaces for people to receive internet connection since it would avoid the risk of any gatherings of people in areas that would disturb households. Some participants were concerned this could potentially cause conflict between camp residents if it did occur.

ACCESS TO MEDIA SOURCES

In Azraq camp, several media sources are made available to refugees, so that they can maintain communication with friends and family living outside of the camp, stay informed of developments in the ongoing conflict in Syria, and receive up-to-date news both from within Jordan and globally. However, technological and financial factors as well as illiteracy can limit their accessibility. Social media platforms such as Facebook and WhatsApp are vital communication and news sources, yet the ability to consume such media is largely dependent upon household possession of ICTs such as smart phones and a consistent source of electricity. Camp residents also have access to television news in the CARE community centre located in each village for one hour each day. To a lesser extent, print publications[21] are also available in the camp, but they are limited in quantity and are inaccessible by illiterate segments of the population. To gain a deeper understanding of the barriers to accessing media, this portion of the assessment examined the most frequently used and the most trusted media sources, the types of information sought most frequently, and the perceived adequacy of these sources by the refugee community. These findings will serve to guide initiatives aiming to enhance access to media sources in the camp and implement technological upgrades.

Frequently used media sources

Respondents were asked to rank their first, second, and third most frequently used sources of media over the last two months. **Social media platforms such as Facebook and WhatsApp were cited as the first most frequently used by 45% of respondents**, which is reflective of Azraq camp residents' greater access to smart phones in comparison with other forms of ICTs. In interviews, KIs corroborated this finding, noting that the relatively widespread access to social media drives its use as an information source more so than its credibility. Conversely, KIs clarified that very few newspapers and magazines are in circulation in the camp; often only a few copies are shared by individuals who have obtained them from the host community. This lack of availability is evidence as only 4% of respondents cited these mediums as their first most frequently used source. **Further, illiteracy amongst one-fifth of the camp population may be another factor contributing to the low consumption of text-based media.**

After social media, 14% of respondents cited television as their first most frequently used media source. As a lack of electricity prohibits the ability of camp residents to operate televisions inside their households, the primary source of television access is at the CARE community centre. **Therefore, although both survey respondents and focus group discussion (FGD) participants have indicated that television media is the preferred source for multiple types of information, accessing this source is greatly inhibited until electricity is introduced to the camp.**

Beyond television usage, a lack of electricity may also adversely impact the number and variety of sources which refugees in the camp access on a consistent basis: **12% of respondents indicated that they did not access any media sources during the two months prior, and 32% of respondents indicated accessing only one media source.** FGD participants reiterated that without electricity, items such as smart phones and tablets cannot be charged, thereby limiting their use in accessing internet media. In addition to the barrier posed by electricity, KIs highlighted the fact that there have been many new arrivals to Azraq camp in the two months preceding the assessment, and as such, these households have not had the opportunity to acquire ICTs or an internet connection. This further serves to explain the percentage of respondents citing only one frequently used source or no sources at all.

[21] KIs highlighted *Al Ghad* and *Al Rai* as two primary print newspapers that are read by Azraq camp residents. Both publications are based in Jordan.

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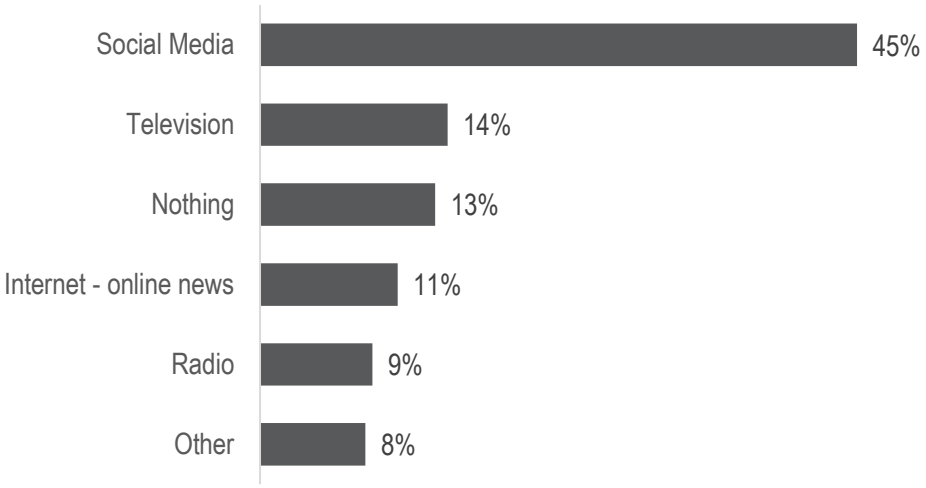
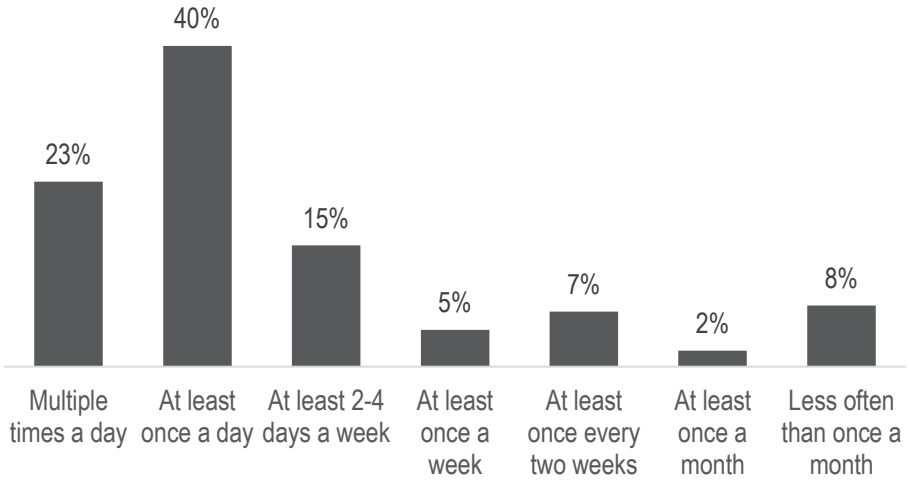
Figure 17: Respondents' first most frequently used media source in the last two months



Of those respondents who reported accessing media sources in the two months preceding the assessment, **63% used this media one or more times a day,** including 23% of respondents who accessed media multiple times a day. As with the high proportion of respondents who reported accessing the internet one or more times a day during this time period (80%), this finding indicates that for those refugees in Azraq camp who do have access to such sources, their access is relatively consistent.

Figure 18: Frequency of media use, of those respondents who accessed media sources in the last two months



Types of information accessed

In both the household survey and in FGDs, participants were asked to describe the types of information they sought to access. **Overwhelmingly, 92%, respondents reported using sources to access information about Syria.** The second most frequently cited type of information accessed was news services (22%). At the village level**, of the 12% of respondents who reported seeking access to host country information 62% were from Village 6 and 38% were from Village 3**, likely due in part to the fact that a higher proportion of Village 6 residents arrived in the six months preceding the assessment than Village 3 residents, and are therefore less familiar with Jordanian policies.

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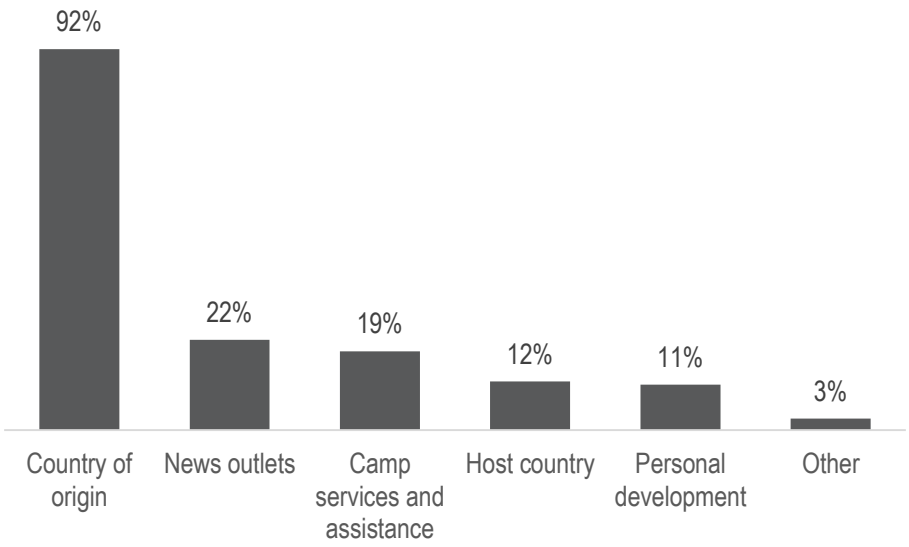
Figure 19: Types of information accessed with primary media sources[22]



FGDs revealed that Azraq camp residents use both social media and television to access information about Syria, as well as to stay informed of local news and perceptions towards refugees in the Jordanian host community. With respect to news about Syria, KIs elaborated that refugees in the camp seek information regarding broader issues at the country level, such as the status of a political solution, casualties resulting from air strikes, and shifts in territorial control between conflicting parties. To obtain this information, Al Arabiya, al Jazeera, and Syrian outlet Orient News were reported by KIs as trusted and credible channels. However, KIs note, they also seek community-level information, such as the safety of friends and family still in Syria, the state of their abandoned property and assets, whether any universities have reopened, the cost of living amidst the conflict, and general updates from the community such as marriages.

Additionally, FGDs indicated that resettlement and work opportunities are key areas where Azraq residents seek information through the internet and other media sources. FGD participants perceived the process for resettlement to third countries as opaque, explaining that refugees living in Azraq are unclear of the application process and selection criteria. Several FGD participants referred to resettlement in Canada in particular; this most likely is as a result of an announcement made by the Canadian government at the time of data collection stating that the country would be selecting cases to be resettled from Jordan to Canada.

Trusted media sources

In order to gage which media sources Azraq residents consider credible and how these compare with the most frequently used media sources, respondents were asked to rank their top three most and least trusted sources of media in the camp. **Television is the most trusted form of media reported, with 54% of respondents citing this as their first most trusted source, followed by 22% of respondents reporting social media, and 6% of respondents citing online news outlets. Social media was reported as either a first, second, or third most trusted source by 39% of respondents.** Village level findings are reflective of camp level figures: television was cited as the first most trusted media source by residents from both villages, although at a higher rate in Village 6—59% in Village 6 compared with 50% in Village 3.

Interestingly, social media was also reported as respondents' least trusted source, with 26% of respondents ranking it as first least trusted and 36% of respondents ranking social media as either a first, second, or third least trusted source. At the village level, both Village 3 and Village 6 residents reported social media to be their first least trusted media source. FGDs results support this finding, as the use of social media as

[22] Respondents could choose multiple options.

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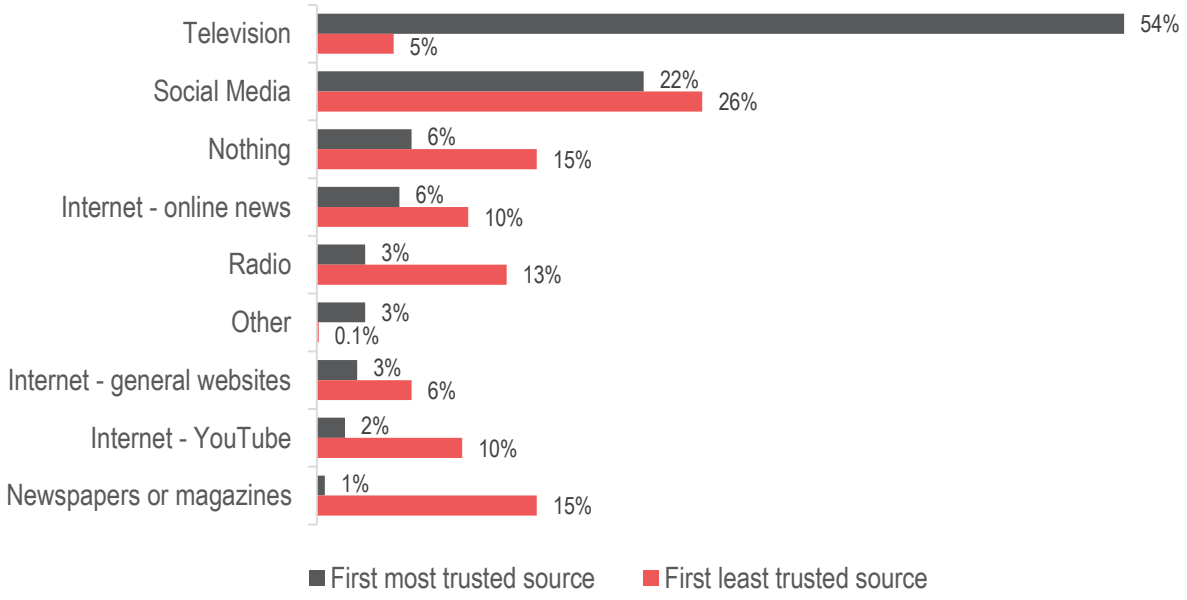
an information source was a frequently animated and contested topic, with participants debating the prevailing platform used, particularly the use of Facebook versus WhatsApp in the camp. **Regarding reasons for distrusting social media, FGD participants noted their open source nature—anyone can post information in a Facebook group, for example, without any verification of its accuracy.** These discussions also indicated a concern amongst the refugee community that their online and social media activities may be monitored, which may also contribute to a sense of apprehension and tendency towards self-censorship when using such sources. KI interviews further confirmed that social media is often the only source available rather than the most trustworthy, since refugees have few other means with which to access such information.

KIs and FGDs both confirmed that television is regarded as a credible media source but a lack of accessibility due to the absence of electricity in households prevents the use and ownership of televisions within the home. These findings indicate a need for greater access to televisions for camp residents, perhaps through increasing the number of hours per day that CARE provides television in its community centre, as suggested by FGD participants.

Figure 20: Respondents' primary most and least trusted media sources



Adequacy of access to media sources

The majority (71%) of respondents expressed dissatisfaction with the level of access to media sources in the camp, with 40% and 31% of respondents describing access as inadequate and very inadequate, respectively. At the Village level, **Village 6 residents are less satisfied with access to media than Village 3 respondents**: 36% of Village 6 respondents rated access as very inadequate, compared with 26% of respondents from Village 3, and only 9% of Village 6 respondents rated access to media as adequate, compared with 20% from Village 3.

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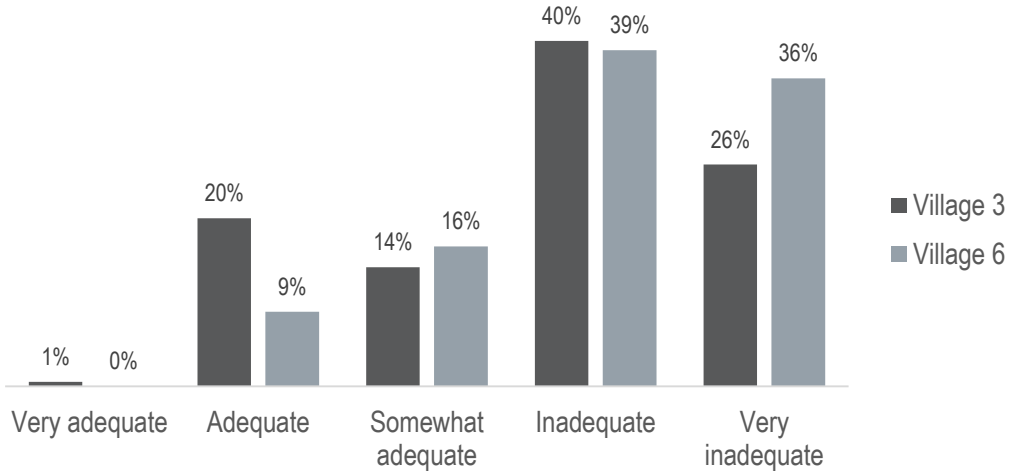
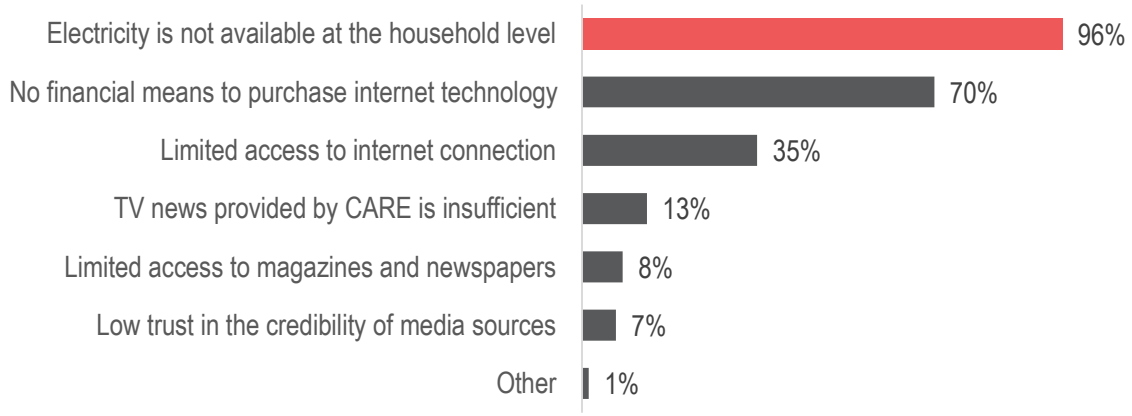
Figure 21: Adequacy of access to media sources in Azraq camp, by village of residence



The lack of electricity at the household level is a key driver of this perception of inadequacy, with 96% of respondents citing this reason, followed by 70% reporting that a lack of financial means to purchase internet technology. A higher proportion of Village 6 residents cited financial barriers than Village 3: 59% of respondents citing a lack of financial means are from Village 6, compared with 41% being from Village 3. **This difference at the village level may be partly attributed to the fact that a higher proportion of Village 6 residents are newer arrivals. As such, they have fewer financial resources than those residents who are more established in the camp and are potentially engaging in income generating activities**. Further, although CARE does provide daily access to television news in its centres, KIs noted that it is only available for one hour each day and only presents one channel (*Al Arabiya*), indicating a need to expand the daily provision of television news access and the variety of news outlets for consumption.

Figure 22: Reasons for perceived inadequacy of access to media sources[23]



[23] Respondents could choose multiple options.

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CAMP SERVICES AND ASSISTANCE INFORMATION

Presently, a range of humanitarian actors working in Azraq camp deliver services and assistance to beneficiaries, in coordination with UNHCR and the Syrian Refugee Affairs Directorate (SRAD). The timely and universal dissemination of information regarding available services, dates and locations of aid distributions, and opportunities for education, recreation, and income generation are all part of these coordination efforts. In consultation with UNHCR and relevant sector working groups, REACH identified 16 key services and assistance initiatives provided in Azraq camp to assess in this survey (see Annex 1 for the complete list of sectors). Respondents were asked to rate the adequacy of access to information regarding these services as well as to provide reasons for any perceived inadequacy. Further, respondents ranked their most and least trusted sources of camp services information. These indicators serve to guide camp actors in tailoring formal dissemination channels to address the sector-specific information needs of the refugee community as well as increase trust in the accuracy and veracity of these channels.

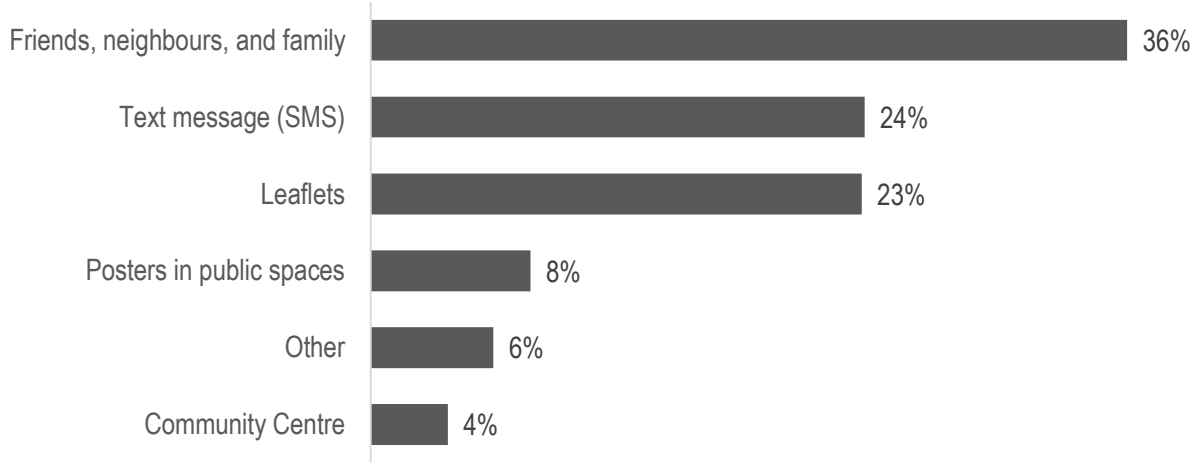
Frequently used information sources within the camp

Effective information dissemination requires the participation of specific camp actors including humanitarian organisation field staff, community centre case managers, community representatives, and community police[24]. These actors rely upon the use of various formal information channels such as SMS text messages, leaflets, posters, and to ensure that a wide scope of beneficiaries obtain key information regarding services and assistance. Informal channels developed amongst the refugee community are used in tandem with these formal mediums, particularly when perceived gaps in information are identified or access to certain information is seen as difficult to obtain.

36% of respondents reported friends, family, and neighbours as their most commonly used source of information in the camp, followed by 24% citing text messages and 23% citing leaflets. Reported usage of community centres and posters in public spaces was low across all camp residents. The most frequently used information sources at the village level are reflective of camp-level findings: friends, family, and neighbours, SMS messages, and leaflets were the three most commonly used sources in both villages. These findings indicate that although formal information dissemination mechanisms are in place in the camp, informal channels are utilised by a significant portion of camp residents. However, focus group discussions (FGDs) clarified that although word-of-mouth is a common method of obtaining general camp news and information, information regarding specific services and in particular aid distributions is also frequently accessed through formal channels such as posters in distribution centres, circulation of leaflets, and SMS messages**. KI interviews further clarified this point, noting that informal communication channels constructed between friends, relatives, and community members are used to triangulate and confirm information received through formal modes of information dissemination**. Participants also recognised that information obtained through informal channels may occasionally be based on rumours or incomplete information, and although still largely regarded as a trusted source, camp residents are aware of the limitations of relying on friends, family, and community networks alone. **Therefore, it remains important that organisations in Azraq camp aim to meet the information needs of the majority of the population through formal dissemination mechanisms.**

[24] Community police are a separate entity from the Jordanian police force and SRAD. They are comprised partially of Syrian refugees living in the camp, and they engage directly with the refugee community on a frequent basis, responding to day-to-day issues and community level disputes. Refugees can also report questions, concerns, or complaints to community police, who then report this information to the appropriate authority, be it UNHCR, camp partners, or SRAD.

Figure 23: Respondents' most commonly used source of information regarding camp services and assistance

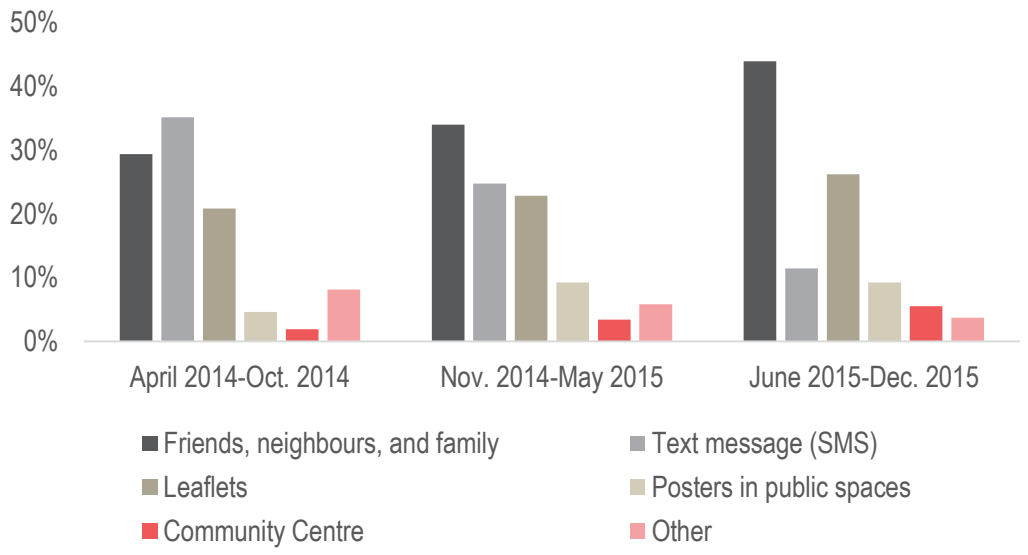


Findings were comparable when disaggregated by sex, with female respondents citing friends, families, and neighbours slightly more frequently than males—38% versus 33%—which may reflect gender differences in household responsibilities and cultural norms. **Male FGD participants noted that female household members are more likely to obtain information through informal channels as much of their day is spent within their local community, whereas male household members have fewer restrictions on their mobility and are therefore more present in public spaces**. To illustrate this point, FGDs noted that male refugees in the camp are more likely to obtain information from posters displayed in public spaces where women are less likely to go.

Across age groups, key differences can be seen between respondents 16-30 years and respondents over 60: 37% of respondents aged 16-30 cited friends, family, and neighbours as the most commonly used information sources, compared with 47% of respondents aged over 60. Relatedly, SMS text messages as a means of information access was relatively even across respondents aged 16-30 (23%), 31-45 (25%), and 46-60 (27%), but dropped significantly for the over 60 age group (7%). **These findings reflect higher rates of literacy amongst younger camp residents, and with the tendency for younger demographics to be more attuned with communications technology.**

When disaggregated by time of arrival to Azraq camp, important differences arise in the most commonly used information source. **SMS text messages are cited as the most commonly used source amongst the earliest arrivals to the camp—35% of respondents who arrived between April and October 2014—whereas only 11% of respondents who arrived between May and December 2015 cited this source.** Friends, family, and neighbours stand out as the primary source of information for those arriving between May and December 2015 at 44% of respondents, compared with 34% of respondents arriving between November 2014 and May 2015, and dropping further to 29% of respondents who arrived earliest citing this source. These findings are in line with the perceptions of FGD participants, who find that SMS text messages are not disseminated to all Azraq camp residents. Participants commonly reported that even after registering their numbers, newer arrivals to the camp are far less likely to receive information through SMS dissemination than individuals that arrived in the camp shortly after its establishment. Although CARE's list of beneficiaries' phone numbers for information dissemination is updated regularly**, these findings indicate a need for a comprehensive review of this list to ensure that information dissemination through SMS is reaching all intended beneficiaries.**

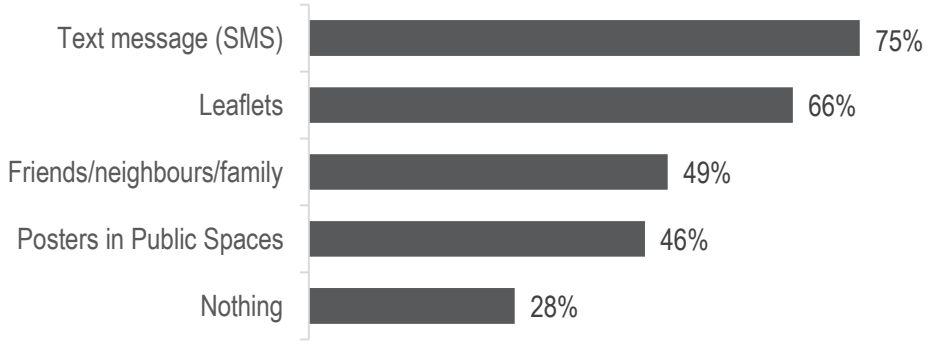
Figure 24: Respondents' most commonly used source of information regarding camp services, by date of arrival to Azraq Camp



Trusted information sources

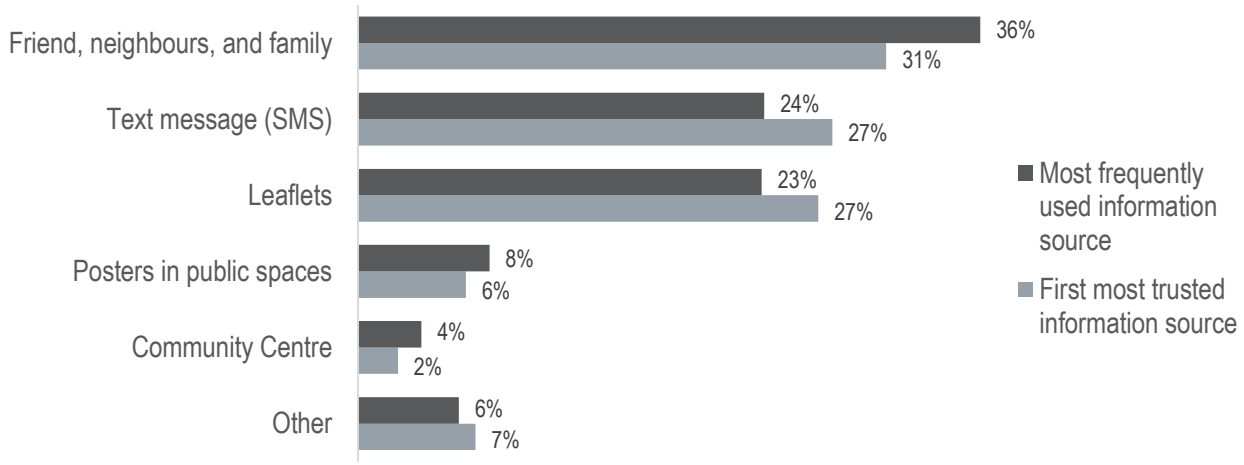
To gage whether commonly used information sources regarding camp services are utilised due to their availability, credibility, or both, respondents were asked to rank their first, second, and third most and least trusted sources for receiving information. **Overall, 75% of respondents ranked SMS text messages as either their first, second, or third most trusted information source, followed by leaflets (66%), and friends, family, and neighbours (49%). Information sources reported as most trusted were also cited as the most commonly used by respondents**. Looking specifically at the first most trusted source of information, friends, family, and neighbours was reported by the highest proportion of respondents (36%), compared with 31% of respondents who cited this as their most frequently used. After friends, family, and neighbours, 27% of respondents cited text messages as a first most trusted source, compared with 24% who cited this as a most frequently used source. 27% of respondents reported leaflets as a first most trusted source, and 23% cited it as a most frequently used source.

Figure 25: Sum of the first, second, and third most trusted information sources



FGD participants expressed widespread usage and trust in SMS text messages to communicate information regarding aid distributions and other services in the camp, but stressed that the reach of these messages must be expanded to cover the entire community. These findings indicate that the discrepancy between high levels of trust in SMS texts compared with their relatively low reporting as a most commonly used source can be explained in part by a lack in universal dissemination. Additionally, as with internet access, FGDs confirmed that the lack of electricity available in households and subsequent inability to keep mobile phones charged impacts the ability of SMS text to reach a significant segment of the camp population.

Figure 26: Most frequently used vs. first most trusted source of information regarding camp services and assistance

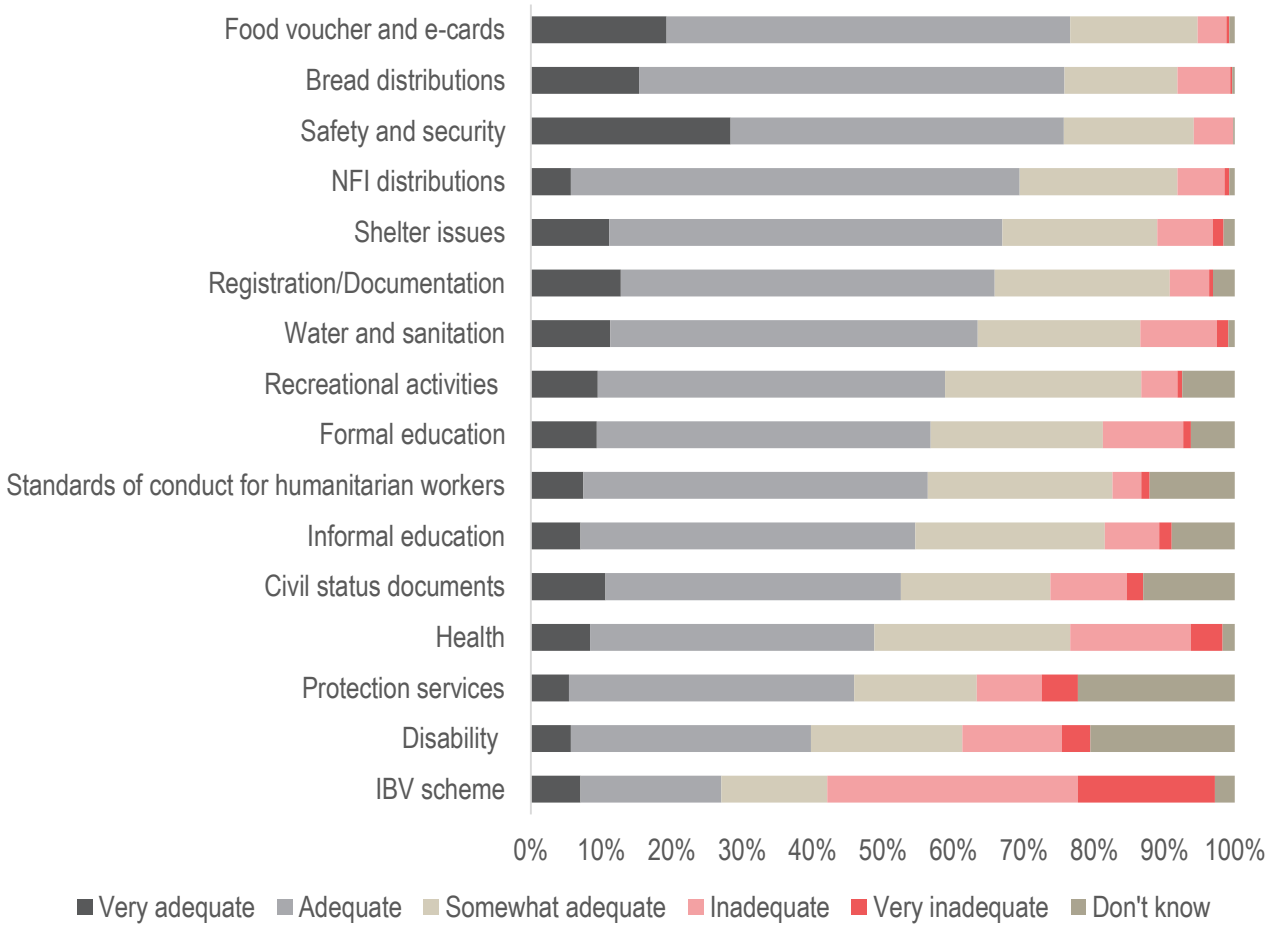


Adequacy of access to information sources

Respondents were asked to rate the adequacy of information provided about 16 key sectors of Azraq camp services and assistance, as well as to provide reasons for perceived inadequacy of specific sectors, in order to gage whether information gaps are greater in some sectors compared with others. This section of the report will first provide an overview of reported adequacy levels regarding access to service-specific information, followed by an analysis of reasons for perceived inadequacy of information access by groups of related sectors.

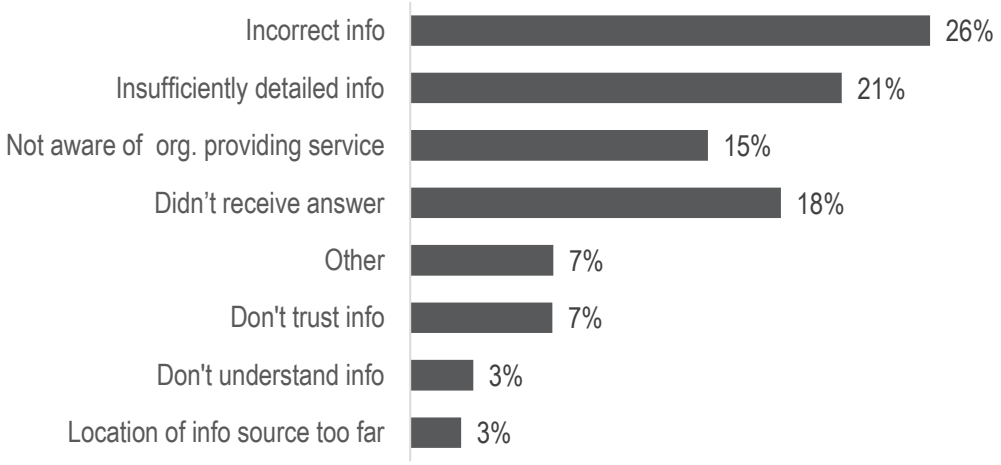
Overall, food vouchers and e-cards, bread distributions, and safety and security were the three services with the highest ratings of adequacy: 77% of respondents rated access to information about food vouchers and e-cards as either adequate or very adequate, followed by 76% for bread distributions. These services are two of the most regular and long-running distributions in the camp, which may in part be the reason behind this result. Further, 76% of respondents reported access to safety and security information to be either adequate or very adequate. Conversely, IBV opportunities, health services, and disability services were the three sectors with the lowest ratings of adequacy. 55% of respondents rated access to information regarding IBV opportunities as either inadequate or very inadequate, 22% for health services information, and 18% for disability services information.

Figure 27: Adequacy of access to information regarding camp services and assistance



Across all 16 sectors, the most frequently cited reason for inadequacy of access to information was that the available information was perceived as incorrect (26%). This perception of inaccuracy may be explained in part by conflicting information gleaned from multiple sources, including through word-of-mouth in the community. 21% of respondents reported that available information was not sufficiently detailed, and 15% of respondents reported that they were not aware of the organisation providing the service. In line with these findings, FGD participants reported receiving conflicting information from different humanitarian organisation field staff, and occasionally being referred to sources for more detailed information in response to their inquiries who were unable to provide any further assistance.

Figure 28: Reasons for perceived inadequacy of access to information about camp services[25]



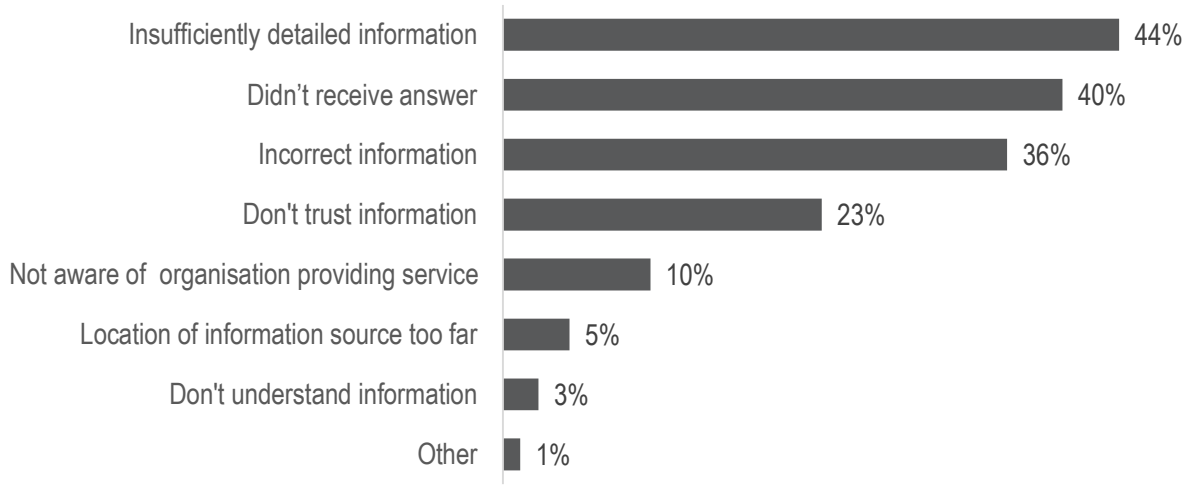
Incentive-based volunteer (IBV) scheme

In Azraq camp UNHCR and partners have established an IBV scheme, in which refugees engage in support functions in a variety of sectors across the camp in exchange for remuneration.[26] Opportunities to engage in IBV activities was the sector with the highest proportion of respondents expressing dissatisfaction with access to information, with 55% of respondents indicating that access was either inadequate or very inadequate. The primary reasons driving this perception of inadequacy was that the information available was insufficiently detailed, as reported by 44% of those respondents who perceived information access as either inadequate or very inadequate, followed by not receiving a response after asking for more information (40%). It is important to note, however, that the IBV scheme is very popular in the camp, as the remuneration it offers can reduce the vulnerability of families. Therefore, a higher demand for IBV opportunities exists in comparison to the number of positions available, which may also contribute to overall perceptions of inadequacy in the refugee community regarding the amount of information available for this scheme.

FGDs confirmed that additional information regarding opportunities to engage in IBV opportunities is a key need amongst Azraq refugees. Across all sex and age groups, FGD participants highlighted the need to know which organisations are engaging refugees in IBV work, when IBV positions become available, application procedures, and the selection criteria for applicants. Some participants suggested that they would prefer to receive this information through CARE when they visited CARE facilities**. However some participants who noted that they could submit inquiries at CARE centres, felt that the resulting follow-up was insufficient to meet their information needs regarding IBV opportunities.** An inter-agency task force has been established in the camp, consisting of all recruiting agencies, to institute measures to reduce potential nepotism in IBV selection. However, potential inconsistencies in the implementation of guidelines and standards set forth by the task force may contribute to a lack of trust in the selection process, which was expressed by both male and female participants who highlighted a perception of nepotism with respect to the selection of IBVs. **Improved communication of IBV opportunities accompanied by the dissemination of detailed application and selection criteria therefore can combat the mistrust that is developing with the current levels of specific procedural information.**

[25] Respondents could choose multiple options. Percentages reflect the proportion of respondents who reported that the level of access to information regarding the service was either inadequate or very inadequate, rather than the proportion of all survey respondents.
[26] UNHCR Jordan Factsheet: Field Office – Azraq Camp, 31 December 2015.

Figure 29: Reasons for perceived inadequacy of access to information regarding IBV opportunities[27]



Security, protection, and disability services

UNHCR and camp partners provide psychosocial support to adults and children in the camp, and offer targeted assistance to vulnerable groups such as persons with disabilities. Camp partners also have programming in place to address child protection issues and sexual and gender-based violence (SGVB) cases, including clinical care, protection, and legal services.[28]

For all three of these sectors, the most frequently cited reason for perceived inadequacy of access to information was that the respondent was not aware of the organisation providing the service. Although overall perceptions of inadequacy regarding safety and security services was low, with only 6% of respondents considering access to be inadequate, of this 6%,[29] the majority cited not being aware of the service provider as the reason. 14% of respondents reported that they considered access to information regarding protection services as either inadequate or very inadequate, and 18% of respondents considered access to information regarding disability services to be inadequate or very inadequate. These findings indicate that these sectors, particularly protection and disability services, can benefit from awareness messaging campaigns around the camp. Further, given high levels of trust in community police members in the camp, they could be used to spread the awareness of security and protection services and channel the appropriate information to camp residents.

Educational and recreational services

Camp partners provide formal kindergarten, primary, and secondary school education services for children in Azraq camp, as well as informal education opportunities for children aged 6-18 and for adults. For formal education services, 13% of respondents considered information access to be inadequate or very inadequate, and of those respondents, the primary reason cited was that the information available was viewed to be incorrect. With respect to informal education services, 10% of respondents reported access to information to be inadequate or very inadequate. Of this 10%,[30] the main reason for inadequacy cited was not being aware of the organisation providing the service. Regarding recreational activities, 6% of respondents considered information access to be inadequate or very inadequate, and of this 6%[31], the most frequently reported reason for was that the information available

[27] Respondents could choose multiple options. Percentages reflect the proportion of respondents who reported that the level of access to information regarding the service was either inadequate or very inadequate, rather than the proportion of all survey respondents.
[28] UNHCR Jordan Factsheet: Field Office – Azraq Camp, 31 December 2015.
[29] It is important to note that here 6% represents 41 respondents, and therefore the findings are not generalisable to the target population, but are instead indicative of potential reasons for low perceptions of adequacy.
[30] Represents 70 respondents; therefore the findings are not generalisable to the target population, but are instead indicative of potential reasons for low perceptions of adequacy.
[31] Represents 43 respondents

was perceived to be incorrect. Additionally, FGD participants reported that recreational activities for youth, such as sports and theatre spaces, were an area where more information was needed.

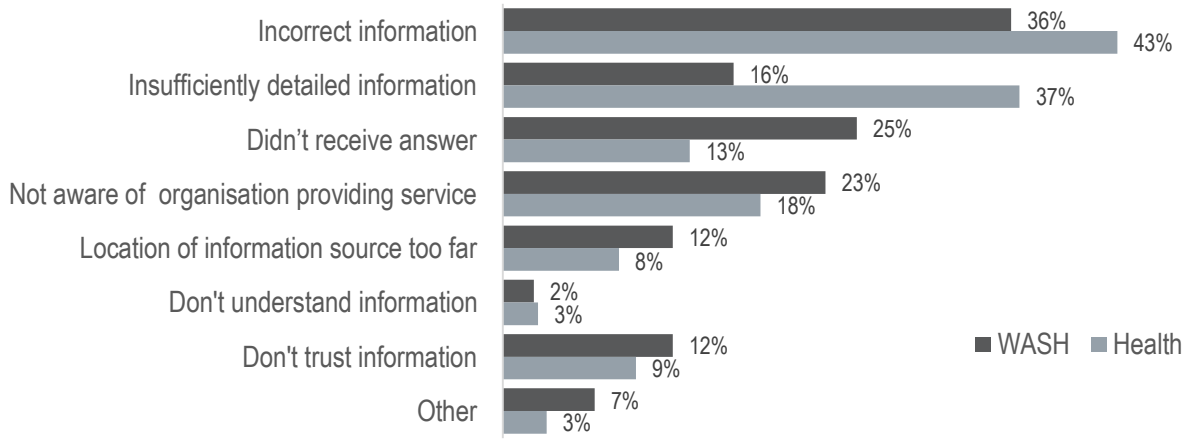
Health and water and sanitation services

At the time of data collection, the primary health clinics located in Villages 3 and 6 were operational; however, the field hospital was closed until December 28, 2015. To cover any gaps in medical service provision during this period of closure, the Village 6 clinic remained open 24 hours a day.[32] With respect to WASH services, public WASH centres offered water and sanitation facilities at the block level in the camp, and the implementation of a waste water plant in the camp was near completion at the time of data collection.[33]

For both health and water and sanitation services, the primary reason for why respondents consider access to information to be inadequate is the perception that the information available is often incorrect. Of the 22% of respondents who perceived access to information regarding health services to be inadequate or very inadequate, the most frequently cited reasons for this was a perception that the information was not accurate, followed by the information not being considered sufficiently detailed. Of the 13% of respondents who considered access to information regarding sanitation services as inadequate or very inadequate, the primary reason cited was that the information available was perceived as often not being correct. Both male and female FGD participants explained that information regarding available medical facilities and hospitals, and their hours of operation, was not sufficiently disseminated, and consequently some refugees were compelled to visit the facilities directly to acquire information. Additionally, FGD participants felt that in past experiences, they had received contradictory information from WASH partner field staff. **These perceptions of inaccuracy and insufficient detail may be reflective of changes in the services that were occurring at the time of data collection**, particularly IMC assuming management of the hospital from the Finnish Red Cross, and ACF assuming management of hygiene promotion and WASH block maintenance programs from ACTED and World Vision. In these cases the information refugees previously had may have become outdated rather than inaccurate or contradictory.

More broadly, FGDs expressed a lack of consistency in information provided by humanitarian organisation field staff, due largely to high turnover in these organisations. According to the participants, high turnover disrupts relationship building between the refugees and service providers, meaning that many established information dissemination channels between certain field staff and communities are not long lasting; therefore, requiring refugees to continuously adapt and learn how new staff members intend to provide information.

Figure 30: Reasons for inadequacy of access to information – health and water and sanitation services[34]



[32] UNHCR Jordan Factsheet: Field Office – Azraq Camp, 31 December 2015.
[33] Ibid.
[34] Respondents could choose multiple options. Percentages reflect the proportion of respondents who reported that the level of access to information regarding the service was either inadequate or very inadequate, rather than the proportion of all survey respondents.

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Food and Non-Food Item (NFI) Assistance

WFP distributes 20 JOD per person to Azraq camp households each month, through their e-cards. These food vouchers can be used to buy items from the Sameh Mall supermarket located in the camp. In addition to this cash assistance, WFP also distributes four pieces of bread to each refugee in the camp per day.[35]

Overall, bread distributions, NFI distributions, food vouchers and e-cards, and shelter were the sectors where relatively high proportions of respondents reported perceptions of adequate or very adequate access to information. Bread and food voucher distributions in particular are two of most regular and long-running distributions in the camp, which may in part explain this result, as camp residents are more familiar with these programmes and their distribution patterns. With respect to bread distributions, only 8% of respondents considered information access to be inadequate or very inadequate. For this minority of respondents (8%),[36] the most frequently cited reason for this inadequacy was that the information available was perceived to often be incorrect. This was also the main reason cited by the 4%[37] who found access to information regarding food vouchers and e-cards to be inadequate.

With respect to NFI distributions, of the 7%[38] who found access to information to be inadequate or very inadequate, the most frequently cited reason for this perceived inadequacy was that the information was found to be insufficiently detailed. 9% of respondents considered access to information regarding shelter issues to be inadequate or very inadequate; for this 9%,[39] the two most frequently cited reasons were that the information available was perceived as incorrect, and that a response was not received when additional information was requested. FGD participants also noted that information regarding shelter issues is often discussed through informal channels. **These findings show that overall, information dissemination for these services is regarded as adequate or very adequate by a majority of camp residents, and for a minority of camp residents, accuracy and detail are areas where information dissemination can be improved.**

FGD participants indicated that when they go to distribution centres to collect regularly distributed assistance such as bread, gas, or diapers, they ask staff working at the centres about when the next distribution will be. Female FGD participants explained that they receive their information about distributions primarily in this way, and that they have learned the "routine" or distribution schedule at this point. **This shows that for Azraq residents who have been established in the camp for longer periods of time, informal channels are more utilised for obtaining information about camp services and assistance.** However, newer arrivals who may not have developed these information networks or learned who to ask for assistance information, are more reliant on formal channels such as leaflets and SMS text messages. **Reliance on formal channels amongst newer arrivals may contribute to larger information gaps, as FGDs revealed that it is often these newer residents who are not receiving text messages, potentially due to refugees not having access to ICT devices or not sharing their newly acquired phone number.**

Documentation Services and Standards of Conduct

Perceived inadequacy of access to information regarding standards of conduct, rights, and obligations of humanitarian workers in the camp was comparatively low, with only 5% of respondents rating access as inadequate or very inadequate. For this minority of respondents (5%),[40] the main reason cited for this inadequacy was that the information was perceived to often be incorrect. This was also the most frequently cited reason for the 6% of respondents[41] who rated access to information regarding registration documentation services to be inadequate or very inadequate. With respect to obtaining civil status documents, such as birth certificates and marriage

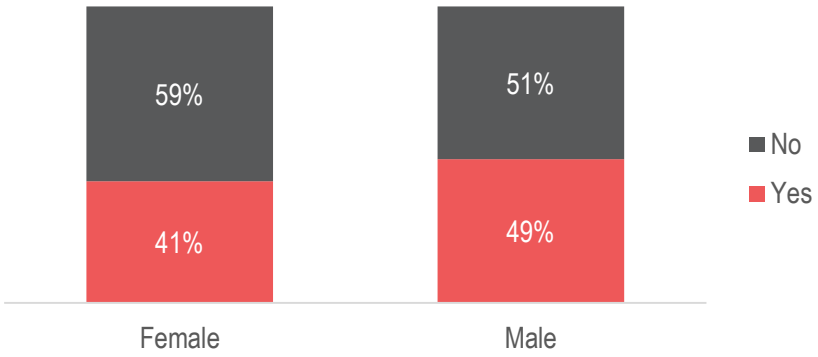
[35] UNHCR Jordan Factsheet: Field Office - Azraq Camp (December 2015), accessed 20 January 2016.
[36] Represents 57 respondents, and therefore the findings are not generalisable to the target population, but are instead indicative of potential reasons for low perceptions of adequacy.
[37] Represents 33 respondents.
[38] Represents 54 respondents
[39] Represents 69 respondents.
[40] Represents 39 respondents
[41] Represents 45 respondents

certificates, 13% of respondents reported access to information as inadequate or very inadequate; of those, the most frequently cited reason for perceived inadequacy was not knowing the organisation providing the service. q

Information gaps and needs

Respondents were asked to report if there had been any information that they were unable to access in the three months preceding the assessment that they deemed important to have access to**. 44% reporting that there had been information they were unable to access and 56% reporting that there had not.** Findings were similar when broken down by sex, with 41% of female respondents reporting that there was important information that they were unable to access, compared to 49% of males. As with the findings regarding most frequently used sources of information, gender differences may be explained by a lower rate of mobile phone possession by females in the camp, as well as mobility limitations in public spaces due to household roles and cultural norms.

Figure 31: Proportion of respondents who feel there are gaps in information access, by sex



Of the 44% who reported being unable to access information, 22% of respondents cited services for children, 17% reported family reunification with family living in Zaatari camp or the Jordanian host community, and 15% cited news about Syria as the types of information they were seeking. The need for information regarding the family reunification process was also highlighted during FGDs as an area where additional and more in depth information is needed KIs also highlighted that refugees in Azraq camp seek information about life in the Jordanian host community, such as housing options and rent prices, the cost of living, and potential work opportunities; female FGD participants expressed the need to seek health services outside of the camp, in particular medical specialists and dentists. Additionally, FGD participants reported a need for updated news on the humanitarian concerns facing Syrians attempting to flee the country.

Formal resettlement processes to third countries was another commonly cited information gap amongst FGD participants.[42] Perceptions amongst refugees in the camp are that information regarding these services are not disseminated through formal channels; as a result, FGD participants report the need to rely on rumours and word-of-mouth to obtain information such as the number of refugees who will be selected for resettlement, eligibility criteria, and selection criteria. FGD participants further explained that when contacting humanitarian organisations' staff in efforts to obtain more information regarding resettlement processes, these staff have not been able to provide them with sufficient levels of detail to meet their information needs.

Another key information gap, which was highlighted across all sex and age groups in the FGDs, was the status of the camp-wide electricity scheme. Participants expressed a need for more information regarding the status of the implementation process and an estimated timeframe for when implementation will be completed. Specific logistical details, such as the amount of electricity to be allotted per household and any restrictions in daily

[42] The data collection period for this assessment (December 20-30, 2015) coincided with the Canadian Humanitarian Admission Programme, and as such may have contributed to the emphasis on information needs regarding resettlement processes amongst assessment participants.

use, were also cited as areas in which camp residents would need more information. Participants in the male 30+ FGD were the only group to report that they accessed information regarding electricity in the camp through formal information channels. This group cited UNHCR meetings and CARE community gatherings as their sources of information, indicating that perhaps only older males can access certain information regarding camp services due to gender differences in household roles, and social norms allowing males greater ability to attend public events in the camp.

Preferred locations for information dissemination

Compared with routine assistance distributions, FGD participants felt that they do not receive sufficient information with respect to ad hoc distributions, suggesting that this information be disseminated through leaflets distributed to each individual when they collect their bread distributions. WASH centres were also highlighted as an effective location overall to display information regarding distributions, as well as other camp services. In addition to WASH centres, FGD participants suggested displaying information in or near high traffic public facilities, such as Sameh Mall and mosques. However, participants noted, this strategy should also take into account the difficulty of accessing posters in especially crowded places, as some noted was a challenge in Sameh Mall. Further, illiteracy and physical disability were also noted as obstacles to accessing information for certain segments of camp population in widely accessed public spaces. To overcome this obstacle, FGD participants suggested verbal information dissemination methods, such as loud speakers and television screens installed in Sameh Mall, which can display information visually and verbally.

Differences in access to information based on sex were also considered during the FGDs. Some female participants debated information access for women, arguing that there is a perception that males have more access to information in the camp than females due to fewer restrictions in mobility, allowing males to go out and seek information. **Female FGD participants suggested that community mobilisation teams be used to disseminate information, to overcome mobility barriers faced by females in the camp. Male FGDs also suggested that social mobilization teams have a stronger role in information dissemination.**

Given the high level of trust in the community police force amongst the refugee community living in Azraq, as indicated in the household survey, KIs suggested using the community police as an intermediary between refugees and organisations in the camp to communicate information regarding topics that refugees are either uncomfortable asking about directly or perceive as not being given sufficient information when previously attempting to ask directly. Further a commonly cited suggestion by FGD participant for information dissemination regarding these topics was posters displaying the information outside of the SRAD police station. To a lesser extent it was suggested that the information be provided to community leaders who would then be responsible for disseminating it across the refugee community.

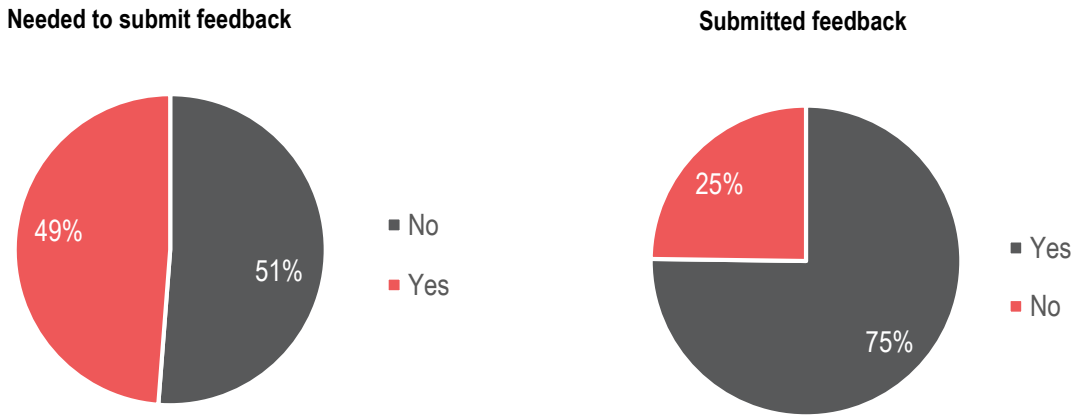
FEEDBACK AND COMPLAINT CHANNELS

Azraq camp has several formal mechanisms through which refugees can file complaints or submit inquiries regarding camp services and assistance: community centre case managers, information sessions, complaint boxes, and helplines. CARE is the camp partner coordinating feedback and complaint submissions through these channels; once CARE receives a complaint or inquiry, the organisation then identifies the appropriate partner who can respond to the submission and forwards it on accordingly. Respondents were asked to report on their awareness and usage of feedback and complaint channels in the camp, and to rate both their most trusted channels and overall level of satisfaction with available feedback mechanisms. The indicators outlined in this section aim to inform UNHCR and camp partners on how existing feedback and complaint channels can be strengthened to foster a stronger dialogue between camp partners and residents.

Raising a question or complaint

Nearly half of respondents (49%) reported needing to ask a question or report a complaint to a humanitarian or government organisation in the camp in the last three months.[43] Of those, 75% reported that they submitted the question/feedback and 25% reported that they did not. The top three sectors which respondents had questions regarding were shelter (37%), incentive-based volunteering (IBV) opportunities (35%), and WASH (22%).

Figure 32: Proportion of respondents needing to raise a complaint/question, and of those, proportion of respondents who submitted the complaint/question



The majority (56%) of respondents cited community centre case managers as the primary channel through which their question or complaint was raised, and 41% of respondents reported using designated complaint boxes in the camp as the means through which their question/complaint was submitted.

[43] Village level findings are reflective of camp level figures, with 53% of Village 3 residents reporting that they needed to raise a complaint or question in this time period, and 50% of Village 6 residents reporting this.

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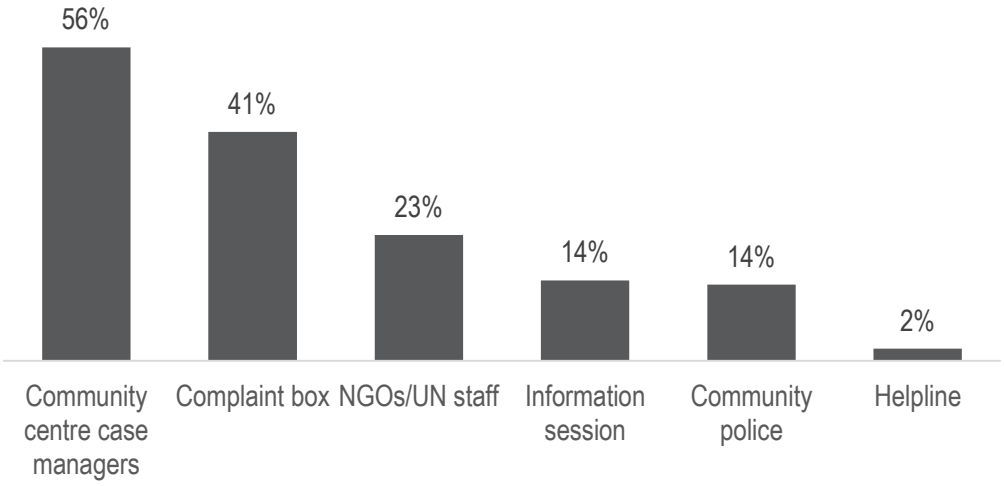
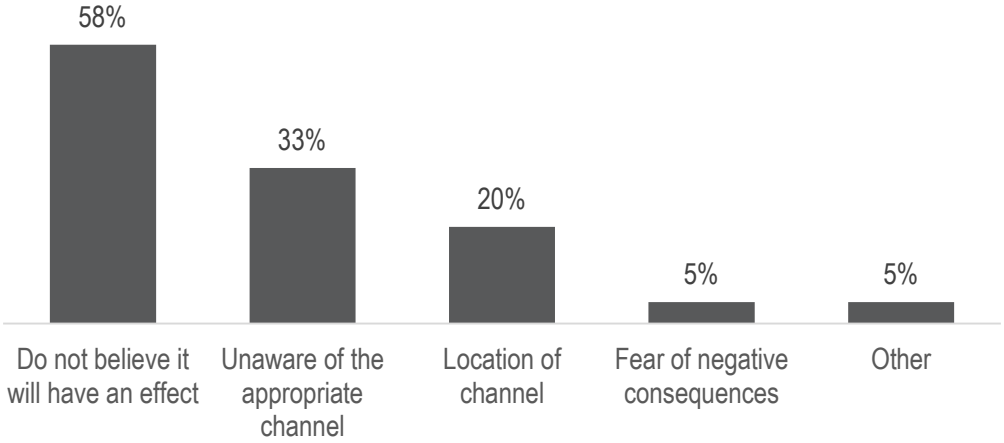
Figure 33: Primary channel through which question or complaint was raised, of those respondents who raised a question or complaint in the last three months[44]



Of those respondents who did not submit their question/complaint, 58% cited that they did not believe such action would have an effect, and 33% reported being unaware of the appropriate channel by which to do so. KI interviews revealed that the perception that official feedback and complaint mechanisms in the camp were ineffective is driven largely from either a negative past experience, or from word-of-mouth in the community—friends, family, and neighbours who have expressed their own negative experience with raising complaints and discouraged others from taking this course of action. KIs further explained that the process through which to submit a complaint is often seen as complicated and difficult but often does not yield a favourable result.

Figure 34: Reasons why respondent was did not raise a question or complain, of those respondents needing to raise a question or complaint in the last three months[45]



[44] Respondents could choose multiple options.
[45] Respondents could choose multiple options.

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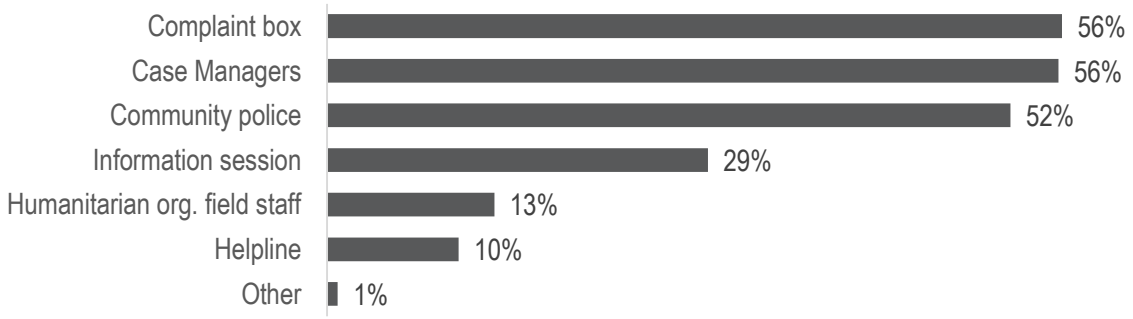
Awareness of official feedback and complaint channels

Respondents reported similar levels of awareness of designated complaint boxes in the camp, case managers, and community police as available feedback and complaint channels, with 56%, 56%, and 52% respectively. Conversely, only 10% of respondents reported being aware of the camp's helpline as an available channel. KI interviews confirmed this lack of awareness, as participants reported that many Azraq residents do not have the necessary phone number to call, while others are not aware of the helpline's existence altogether. These findings show that nearly half of the camp population is not aware of the primary channels for submitting questions, feedback, and complaints. **This underlines the need for improved dissemination of information regarding available channels when refugees arrive to the camp, as well as awareness campaigns through both verbal and text-based mechanisms to ensure widespread knowledge.**

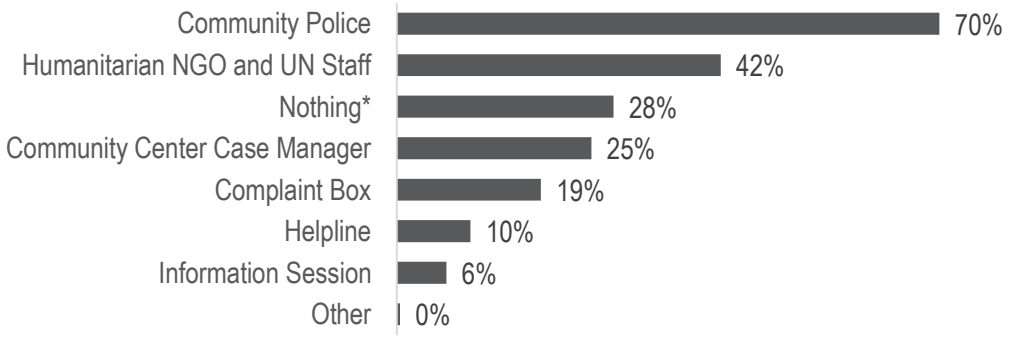
Figure 35: Feedback and complaint channels respondents report they are aware of[46]



Trusted feedback and complaint channels

Respondents were asked to rank their first and second most and least trusted feedback and complain channels. **Overall, community police were cited as the most trusted feedback and complaint channel, with 70% of respondents ranking this source as their first most trusted, followed by Humanitarian NGO and UN staff with 42%.** Additionally, half of respondents cited community police as their only trusted feedback channel, ranking no sources as their second and third most trusted. KI interviews reinforced these perceptions regarding the community police, highlighting that they frequently engage with the refugee community, listen to their concerns, and support their needs when communicating with camp partners. KIs also highlighted that community police can serve as an intermediary between Azraq residents and the SRAD, channeling questions to the appropriate authorities when refugees do not feel able or comfortable doing so themselves.

Figure 36: Feedback and complaint channels ranked as either first or second most trusted[47]



[46] Respondents could choose multiple options.
[47] 5.6% of respondents reported 'nothing' as their first most trusted channel, indicating that 94.4% of respondents cited a first most trusted source. Therefore, that 28% ranked 'nothing' as either first or second is based primarily on having no second most trusted source.

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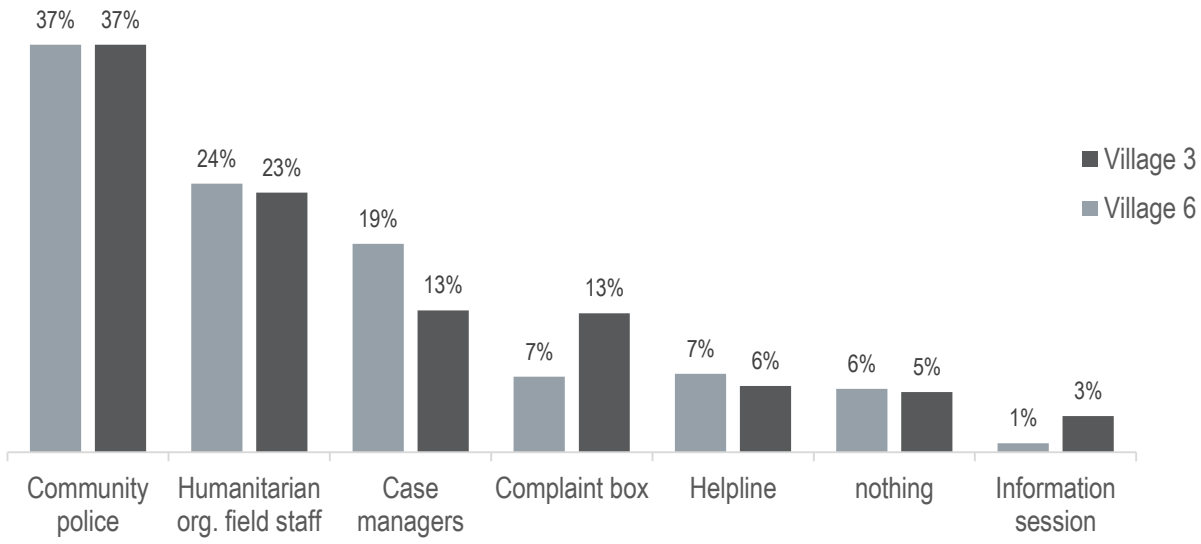
Overall, village level findings are reflective of camp level figures, with community police and humanitarian field staff as the two channels ranked as first most trusted in both villages. However, village level differences can be found with respect to complaint boxes, with 13% of Village 3 respondents, compared with 7% of Village 6 respondents, citing this channel as a first most trusted source; additionally, 13% of Village 3 respondents ranked case managers as a first most trusted source, compared 19% of Village 6 respondents.

Figure 37: Feedback and complaint channel ranked as first most trusted, by village



Although community police garner a high level of trust amongst the camp population, only 14% of respondents needing to submit feedback indicated using this source in the three months prior to the assessment. Conversely, complaint boxes and case managers are perceived as the least trustworthy sources for submitting questions and complaints, with 39% and 21%, respectively, ranking these channels as their least trusted—yet they were also reported as the two most frequently used sources by respondents. This discrepancy in the frequency of using these mechanisms compared with the reported lack of trust in them indicates that refugees are reliant upon communicating questions and complaints through channels viewed as most easily accessed rather than those seen as most effective.

One possible alternative or addition to existing formal channels suggested in the focus group discussions (FGDs) was the use of social media. Participants discussed the potential use of social media in addressing feedback in the camp. One reason highlighted in both the FGDs and in KI interviews for the perception that social media sources were not credible or trustworthy was because of their open source nature—anyone can post information in a Facebook group, for example, without any verification of its accuracy. **Therefore, FGDs noted, if humanitarian organisations in the camp established official Facebook pages through which refugees could ask questions or register complaints, this would legitimise the platform as a credible media source and facilitate more efficient and immediate exchange of feedback.**

Satisfaction with feedback and complaint channels

Overall, **over half (53%) of respondents indicated dissatisfaction with available feedback and complaint channels,** with 38% reporting being unsatisfied and 15% reporting being very unsatisfied. Just over one quarter (27%) of respondents indicated being satisfied with these channels, and only 1% indicated they were very satisfied. At the village level, Village 6 respondents reported being very unsatisfied with available channels at a higher rate than Village 3 respondents—18% versus 13%. Further, Village 6 respondents reported being satisfied with

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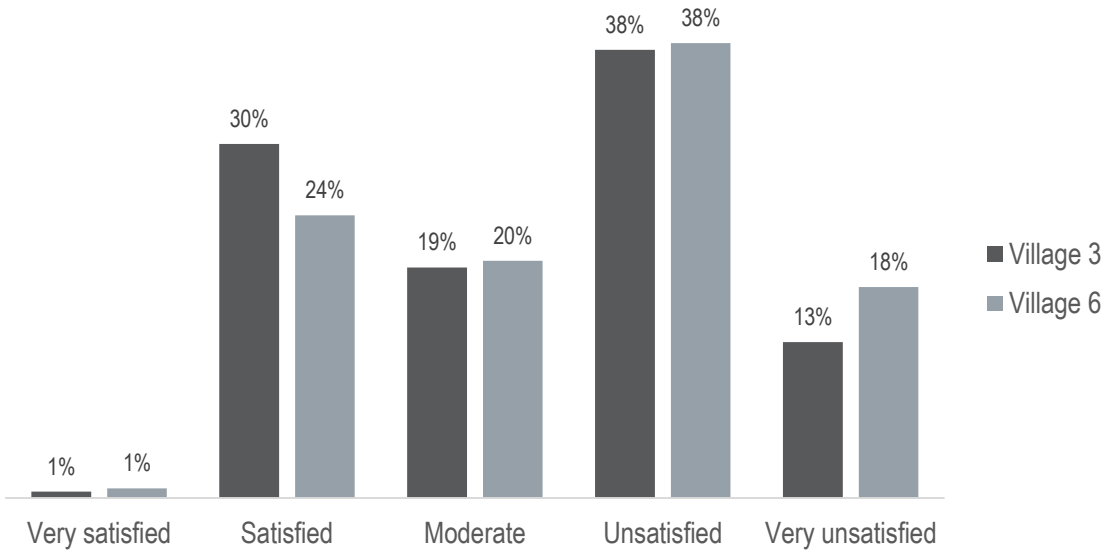
available channels at a lower rate than Village 3 respondents, with 24% and 30%, respectively, indicating this response.

Figure 38: Respondents' satisfaction with available feedback and complaint channels



The most frequently cited reason for this reported dissatisfaction is a lack of feedback on the complaints that have been logged, as indicated by 71% of respondents. Further, 67% of respondents **indicated a lack of solutions provided in the feedback to the complaint**. KIs also noted that in some cases, they have been told to come back several months after filing the initial complaint, reflecting the lack of solutions-oriented feedback highlighted by survey respondents. Further, these negative experiences are shared anecdotally within the community, including to new arrivals, thereby propelling the perception that feedback and complaint channels are ineffective. **Therefore these findings show that awareness of available channels and having access to them are not the only indicators of effective feedback mechanisms; rather, measures to improve feedback channels should also strive to improve follow-up process once questions or complaints have been submitted.**

Figure 39: Reasons for why respondents perceive available feedback and complaint mechanisms as unsatisfactory or very unsatisfactory[48]

[48] Respondents could choose multiple options.

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CONCLUSION

Through this assessment, UNHCR has addressed key gaps in information regarding access to, usage of, and satisfaction with available mass communications structures in Azraq camp. The assessment identified technological, financial, and social barriers that may impact levels of engagement with ICTs, media, camp services information, and complaint and feedback mechanisms in the camp, as well as community-sourced strategies and recommendations to mitigate these barriers. Assessment findings therefore can guide initiatives developed by camp partners to convey information to and from the refugee community, and also inform the implementation of technological upgrades planned for the camp.

Mobile phones are the primary form of ICT to which the majority of Azraq camp residents have access. Possession of mobile phones at the household level is widespread across the camp, and although to a lesser extent, smart phones are also accessible by a majority of camp households. **Reported household possession of these items therefore indicates that most refugees in the camp have the technological means to access the internet in order to communicate with friends and family and stay informed of local, regional, and global news, primarily through the use of social media applications**. Further, most Azraq camp residents are likely accessing the internet and related media sources through 3G data connections: with the vast majority of survey respondents who reported using the internet in the two month period prior to the assessment also reporting either personal smart phone possession or access through a household member.

Widespread mobile phone possession also suggests that the use of SMS text messages by organisations in the camp to notify refugees about available services and upcoming aid distributions can serve as an effective information dissemination strategy. SMS texts can be instrumental in informing residents of ad hoc distributions, such as winter NFIs or shelter repair materials, and can be particularly helpful in acclimating new arrivals to the camp with respect to regularly occurring distributions such as bread, diapers, and food vouchers. **As survey findings show that a higher proportion of Village 6 respondents are new arrivals to the camp compared with Village 3 residents, these refugees in particular can benefit from such information.** SMS messages are also suitable for disseminating short and direct messages about camp services, such as temporary facilities closures, or the hours of operation for medical facilities and community centres. **However, it is important to highlight that universal dissemination of messages to all registered phone numbers in the camp, especially those of newly arrived refugees, is essential to ensuring that this is an effective medium for sharing camp services information.**

For those camp residents in possession of various internet-capable ICTs, the key information access barrier is a lack of electricity at the household level, as highlighted by household interviews and focus group discussions (FGDs). Without the availability of electricity on a daily basis, refugees in the camp are unable to keep their ICTs charged, rendering these items ineffective for receiving SMS text messages, using communications platforms, and visiting internet news outlets. Further, a lack of electricity prohibits the operation of televisions, which are considered the most trusted media source, particularly when seeking information regarding the conflict and humanitarian situation in Syria. Televisions were also cited by the vast majority of survey respondents as the ICT households intend to inquire following the implementation of the camp-wide electricity scheme. Until then, however, residents are reliant on social media as a primary information source, due to its availability more so than its credibility.

For those households in the camp without ICTs, assessment findings show that financial barriers limit access to media and information sources. Village 6 residents reported a lower rate of personal smart phone possession, as well as a higher rate of dissatisfaction with access to media sources. Village 6 respondents also comprised a higher proportion of respondents reporting dissatisfaction with media access due to financial limitations. With respect to internet access, most survey respondents who reported only using the internet outside of the home did so through friends, family, and neighbours, with comparatively few respondents reporting they used NGO facilities that provide Wi-Fi access. **Increasing the number of Wi-Fi hotspots in public spaces can therefore facilitate greater internet access; Wi-Fi should potentially be offered in tandem with access to internet-capable devices inside camp facilities.** Across the 16 sectors of services identified by UNHCR and

REACH for this assessment, Azraq camp residents largely found access to available information adequate or very adequate, with the highest perceptions of adequacy regarding routine assistance where refugees are able to learn distribution patterns and schedules. **The availability of information about IBV opportunities stood out as the sector in which camp residents expressed the greatest dissatisfaction, due mainly to the lack of sufficient detail regarding available opportunities, the application process, and selection criteria.** Although this dissatisfaction can be attributed partly to high demand and comparatively low supply of IBV opportunities, which adds to the perception of nepotism in the selection process voiced by FGD participants, **efforts to better advertise open positions, with clearly outlined procedural information, can help to counter this perception.**

Whilst formal information dissemination mechanisms are frequently used and trusted, word-of-mouth through friends, family, and neighbours is still the primary method for obtaining camp-related information as well as the most trusted method. FGDs clarified that refugees in the camp often compare and corroborate information received through official sources to verify its accuracy, suggesting that efforts to bolster the perception of credibility of information provided through leaflets, posters, and humanitarian staff are needed. In doing so, camp partners can counter misinformation and rumours, particularly about refugee resettlement and family reunification processes, that are spread through informal channels**. Further, enhancing non-text based information dissemination methods can also serve to minimise the spread of misinformation amongst illiterate members of the camp population, of which a higher proportion were reported in Village 6.**

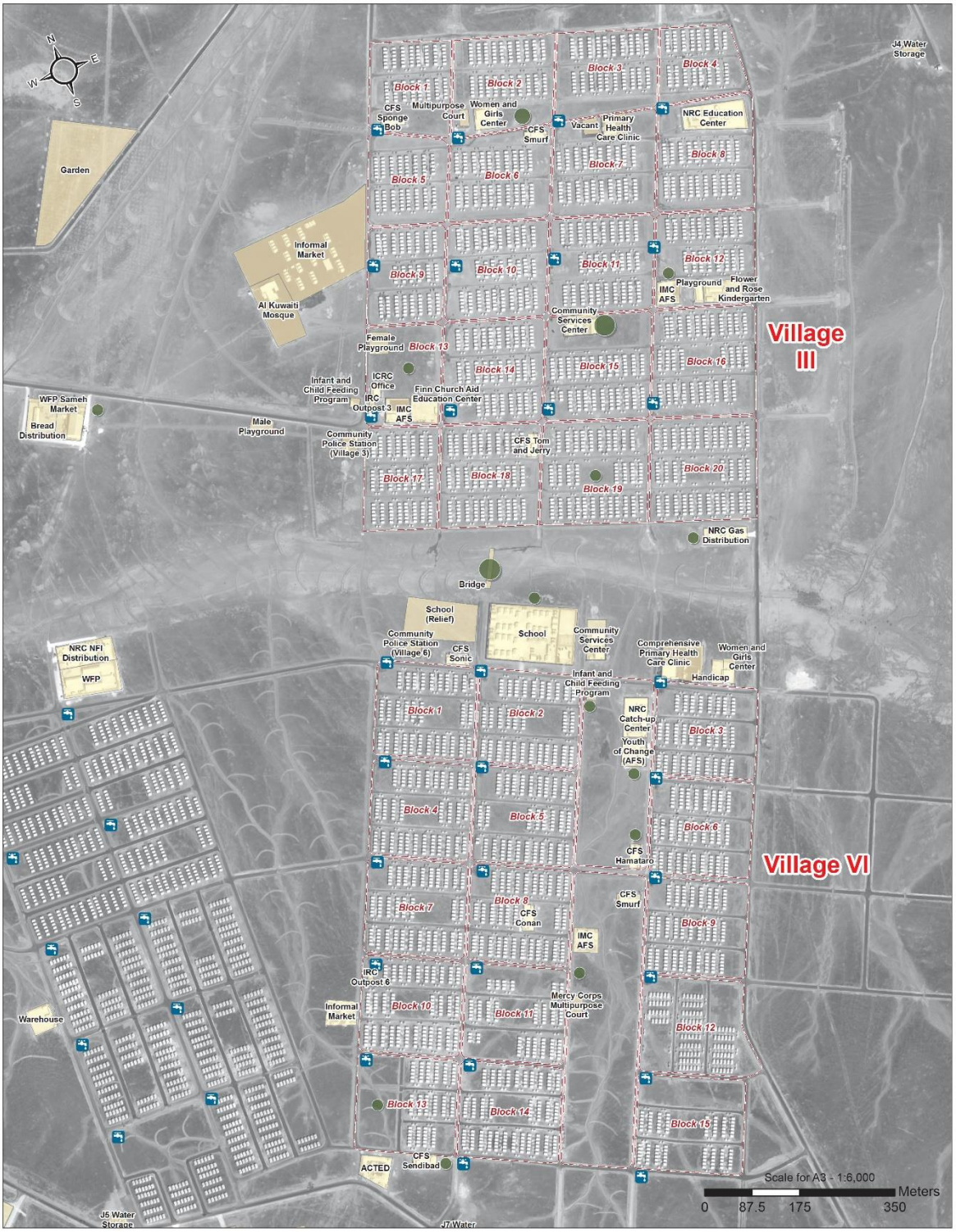
Especially when compared with the relatively high levels of adequacy reported for access to camp services information, a large portion of camp residents expressed dissatisfaction with available feedback and complaint mechanisms. **The most frequently cited reasons for this dissatisfaction, which were also voiced by FGD participants, were a lack of feedback on submitted complaints and a lack of solutions offered in feedback when it was provided.** Of those survey respondents who reported that they had needed to submit a question or complaint in the three months prior to the assessment, almost one-quarter did not submit anything, primarily because they did not believe such action would have an effect, but also because they were unaware of the appropriate channel. Indeed, overall reported awareness of available feedback channels in the camp is low, as shown by the three most frequently reported channels—complaint boxes, case managers, and community police—being cited by just over half of all respondents. To mitigate these perceptions of inefficacy, camp partners can work to improve follow-up processes on complaints and promote awareness of available mechanisms. Of those respondents who reported that they did submit feedback in the preceding three months, case managers and complaint boxes were the two most frequently cited mechanisms used; however, community police were cited by a majority of respondents as their first most trusted feedback channel. This discrepancy between feedback channels perceived as most trusted and those that are actually used to submit a complaint or question is likely due to the accessibility of the later in comparison to the former.

Recommendations

The following recommendations have been developed based on quantitative findings from the household survey, the feedback provided by Azraq camp residents who participated in the focus group discussions, and the KI interviews:

- Given the level of illiteracy (20%) amongst camp residents, the dissemination of information regarding services, activities, distributions and other opportunities in the camp should include non-texted based mechanisms in order to reach a wider demographic of beneficiaries. Non-text based complaint and feedback channels should also be utilised with greater frequency. These methods of information dissemination and feedback exchange can be especially useful for new arrivals to the camp who are both illiterate and who also have not formed social networks through which to obtain information about assistance and services. As Village 6 has a higher proportion of residents who arrived in the six months preceding the assessment and a higher rate of illiteracy, these methods should especially target Village 6 residents.
- Until the electricity network is extended to the household level, access to charging stations for mobile phones and other ICT items should be expanded in public spaces. Further, the provision of public access to television in community centres should be extended beyond only one hour a day, and if possible multiple channels should be provided for viewing.
- Wi-Fi hotspots should be installed in central locations in each village, so that they can be accessed by a maximum number of residents. Further these spaces should be near well-known landmarks so that they are easy to locate, and in areas that female internet users perceive as safe to visit on their own.
- The primary reasons cited for perceived inadequacy of access to information regarding camp services were that the information was seen as incorrect (26%) and insufficiently detailed (21%). Given these reasons, efforts should be made by camp partners to strengthen both the quality and the quantity of information that is disseminated. One potential strategy, as suggested by refugees participating in the FGDs, is the exchange of information through official Facebook pages operated by camp partner staff. Through this medium, organisations can provide direct, relevant responses to inquiries from members of the refugee community.
- Given the high level of respondents indicating that access to information about IBV opportunities is inadequate or very inadequate (55%), efforts should be made to improve information dissemination in this sector. In addition to enhancing communication of available opportunities for IBV engagement, it is also important to address perceptions of bias in selection processes by emphasizing the high demand for these opportunities and the mechanisms that are currently in place to prevent nepotism.
- As FGD findings highlighted a lack of universal SMS text message dissemination to all camp residents, with a greater lack of dissemination amongst newer arrivals to the camp, new procedures facilitating registration of mobile phone numbers should be put in place as well as outreach to new arrivals stressing the need to keep this information updated at the community centre.
- Given that the majority (53%) of respondents indicated being either unsatisfied or very unsatisfied with available feedback and complaint channels, efforts should be made to strengthen these mechanisms, in turn improving trust and communication between the refugee community and humanitarian actors. Responses to questions and complaints submitted by Azraq residents should include sufficiently detailed information that is easy to understand and that includes potential solutions to the issue raised. Further, improving follow-up procedures once questions and complaints are submitted is important to change perceptions of unresponsiveness amongst the refugee community.

ANNEX 1 : MAP OF PREFERRED WI-FI HOTSPOT LOCATIONS



Identified wi-fi hot-spot locations

- 1
- 2
- 3 - 4

- Camp facility
- Block Boundary
- 1 Block Number
- Tapstands

Note: Data, designations and boundaries contained on this map are not warranted to be error-free and do not imply acceptance by the partners, associates or donors mentioned on this map.

Data Sources: UNHCR, ACTED/REACH

Satellite Acquisition Date: 11/11/14

Provided by UNOSAT

Projection: WGS 1984 UTM Zone 37N

ANNEX 2: TYPES OF CAMP SERVICES AND ASSISTANCE ASSESSED

The following 16 services and humanitarian assistance initiatives offered in Azraq camp were identified through collaboration with UNHCR and relevant sectoral working groups. These sectors were assessed to determine refugees' perceptions of the adequacy of access to information regarding them:

- Health services
- Water and sanitation
- Safety and security
- Disability services
- Protection services
- Food voucher and e-card distributions
- Bread distributions
- NFI distributions
- Shelter issues
- Incentive-based volunteering (IBV) opportunities
- Formal education services
- Informal education services
- Recreational activities
- Registration and documentation
- Civil status documents
- Humanitarian organisation staff standards of conduct, rights, and obligations

ANNEX 3: SURVEY FORM

Demographics

1. UNHCR Case Number
2. Village Number
3. Block Number
4. Plot Number
5. Sex of respondent
   - Male
   - Female
6. How old are you? (years)
7. How many persons are you in your household[49]?
8. When did you arrive in the camp? (Months/Year) (Dropdown menu)
9. Has a member of your family worked as Incentive Based Volunteer in the last 3 months?
   - Yes
   - No
   - Don't know

Access to Technology

10. Are you able to read Arabic?
    - Yes
    - No
11. Are you able to write Arabic?
    - Yes
    - No
12. Do you possess a smart phone?
    - Yes
    - No
13. What items of information technology possessed by members of your household do you have access to? (Multiple Choice)
    - Laptop
    - Tablet
    - Smart-phone
    - (non-smart) phone
    - E-readers
    - Radio
    - Other (specify)
14. What items of information technology will your household acquire following the introduction of electricity into the camp? (Multiple Choice)
    - Computer (desktop)
    - Television
    - Laptop
    - Tablet
    - Smart-phone
    - (non-smart) phone
    - E-readers
    - Other (specify)
15. Did you have access to internet inside the home through technology with mobile data in the last 2 months?
    - Yes
    - No
16. Have you accessed internet from any source external to your household in the last 2 months? (Hint: This can include neighbours as well as public facilities in the camp)
    - Yes
    - No
17. If yes question 18, what were your 2 primary sources of internet outside of your household in the last 2 months? (Ranked)
    - Friends, neighbours and family in the camp
    - NGOs facilities
    - Other (Specify)
18. If yes to 17 or 18, how often did you access the internet in the last 2 months?
    - Multiple times a day
    - At least once a day
    - At least 2-4 days a week
    - At least once a week
    - At least once every two weeks
    - At least once a month
    - Less often than once a month
    - Once every two months

Service and Assistance Information – See Annex 1 for list of services and assistance to be assessed

19. What is your most commonly used source of information?
    - Helpline
    - Friends, neighbours and family

[49] A household is made up of one or more cases in a single shelter or spread across multiple shelters. If multiple cases are in a single shelter, this will be counted as a household even if the cases are not relatives. Alternatively, if a case or several related cases are spread across multiple neighboring shelters, the multiple shelters are counted as a single household.

- Info-sessions
- Leaflets
- Community representatives
- Imams
- Community centre
- Community Police
- Humanitarian organisation field staff
- Text message/SMS
- Posters in public spaces
- Internet - Facebook
- Internet – other sites
- WhatsApp
- Other (specify)

20. At what level would you rate the adequacy of the accessibility of information about **X**?
    - Very adequate
    - Adequate
    - Somewhat adequate
    - Inadequate
    - Very inadequate
21. If very inadequate or inadequate to question 22, what are the reasons why? (Hint: related specifically to service/assistance **X**) (Multiple Choice)
    - I don't know where to look for information for this service or assistance
    - I don't understand the messages/leaflets
    - The information available is often incorrect
    - The information available is not sufficiently detailed
    - I asked for more information but I didn't receive an answer/feedback to my inquiry
    - I am not aware of the organisation in charge of the provision of this service or assistance
    - The location where information is disseminated regarding this service or assistance is too far to visit regularly
    - Other (specify)
22. What are your top 3 most trusted sources of information about service and assistance in the camp? (Multiple Choice – Maximum 3)
    - Helpline
    - Friends, neighbours and Family
    - Info-sessions
    - Leaflets
    - Community representatives
    - Imams
    - Community Centre
    - Community Police
    - Humanitarian organisation field staff
    - Text message/SMS
    - Posters in public spaces
    - Internet - Facebook
    - Internet – other sites
    - WhatsApp
    - Other (specify)
23. What are your top 3 least trusted sources of information about service and assistance in the camp? (Multiple Choice – Maximum 3)
    - Helpline
    - Friends, neighbours and family
    - Info-sessions
    - Leaflets
    - Community representatives
    - Imams
    - Community Centre
    - Community Police
    - Humanitarian organizations' field staff
    - Text message/SMS
    - Posters in public spaces
    - Internet - Facebook
    - Internet – other sites
    - WhatsApp
    - Other (specify)
24. Is there information that you are currently not able to access but think that it is important to have access to?
    - Yes
    - No
25. If yes to 39, what information? (Multiple Choice)
    - Locations of distributions
    - Dates and frequency of distributions
    - The feedback/complaint channels available

- How to receive shelter maintenance
- Where to access health advice and treatment
- The transport times within the camp
- How to access information regarding the Incentive Based Volunteer opportunities in the camp
- Services for children (Child-friendly spaces, or other activities)
- Education
- How to issue civil status documents in Jordan (Birth Certificates, Marriage Certificates, etc.)
- Services for persons with disabilities
- Recreational activities
- Training programmes
- News on your country of origin
- Other (Specify)

Media Sources

26. What are the three sources of media that you have most frequently used in the past 2 months? (ranked)
    - Television
    - Radio
    - Social Media – (Facebook, Twitter…)
    - Internet – online news
    - Internet - You Tube
    - Internet - general websites
    - Newspapers or magazines
    - Other (specify)
27. What types of information do you access with your 3 primary media sources? (Multiple Choice)
    - Info on country of origin
    - Info on host country
    - News services
    - Information related to personal development (education…)
    - Info about the services and assistance in the camp
28. How often do you use the most frequently used media sources in the last 2 months?
    - Multiple times a day
    - At least once a day
    - At least 2-4 days a week
    - At least once a week
    - At least once every two weeks
    - At least once a month
    - Less often than once a month
    - Once every two months
29. At what level of adequacy do you rate the accessibility of media sources within the camp?
    - Very adequate
    - Adequate
    - Somewhat adequate
    - Inadequate
    - Very inadequate
30. If very inadequate or inadequate, to question 29 what are the reasons why? (Multiple Choice)What are your 3 <u>most</u> trusted sources of media? (Multiple Choice – Maximum 3)
    - Television
    - Radio
    - Social Media – (Facebook, Twitter…)
    - Internet – online news
    - Internet - You Tube
    - Internet - general websites
    - Newspapers or magazines
    - Other (specify)
31. What are your 3 <u>least</u> trusted sources of media? (Multiple Choice – Maximum 3)
    - Television
    - Radio
    - Social Media – (Facebook, Twitter…)
    - Internet – online news
    - Internet - You Tube
    - Internet - general websites
    - Newspapers or magazines
    - Other (specify)

    - Internet – online news
    -)

Feedback and complaint channels

32. Did you need to ask a question or raise a complaint to a humanitarian agency in the last 3 months?
    - Yes
    - No
33. If yes to 40, in what sector(s) did you need to raise ask a question or raise a complaint to a humanitarian agency in the last 6 months? (Multiple Choice)
    - WASH
    - NFI Distributions
    - Health
    - Shelter
    - Registration/documentation
    - Security and Safety
    - Incentive Based Volunteering opportunities
    - Training Programmes
    - Education
    - Disability Services
    - Leisure Activities
    - Camp Cleaning
    - Food voucher / e-card
    - Bread Distributions
    - Protection services (legal, counselling, psycho-social counselling and support, GBV and CP)
34. If yes to 40, did you manage to ask your question or raise your complaint to a humanitarian or government agency?
    - Yes
    - No
35. If yes to 42, which feedback or complaint channel(s) did you use to raise your complaint or ask your question? (Multiple Choice)
    - Community Center Case Managers
    - Helpline
    - Complaint Box
    - Info session
    - NGOs/UN staff
    - Community Police
36. If no to 25, why did you not ask your question or raise your complaint to a humanitarian or governmental organisation in the camp? (Multiple Choice)
    - Unaware of the appropriate feedback/complaint channel
    - Location of feedback/complaint channel
    - Does not believe that it will have an effect
    - Fear of negative consequences on me or my family
    - Other (specify)
37. What official feedback or complaint channels are you aware of in the camp? (Multiple Choice)
    - Case Managers
    - Helpline
    - Complaint Box
    - Info session
    - Humanitarian Organizations Field staff
    - Community Police
38. How satisfied are you with the feedback and complaint channels in the camp?
    - Very satisfied
    - Satisfied
    - Moderate
    - Unsatisfied
    - Very Unsatisfied
39. If unsatisfied / very unsatisfied, what are the reasons for this?
    - Lack of feedback on the complaints
    - The feedback does not include solutions to the complaints raised
    - The complaint or requests are not referred to the relevant authorities/organizations who can provide solutions
    - The level of explanation is inadequate in the feedback given
    - Other (Specify)
40. What are your 2 <u>most</u> trusted feedback and complaint channels in Azraq camp? (Multiple Choice – Maximum 2)
    - Community Center Case Managers
    - Helpline
    - Complaint Box
    - Info session
    - Humanitarian org (NGO and UN) staff
    - Community Police

- Other (Specify)

41. What are your 2 least trusted feedback and complaint channels in Azraq camp? (Multiple Choice – Maximum 2)
    - Community Center Case Managers
    - Helpline
    - Complaint Box
    - Info session
    - Humanitarian org (NGO and UN) staff
    - Community Police
    - Other (Specify)