

Research Terms of Reference

Dadaab Information Needs Assessment

KEN2102

Kenya

May 2021

Version 1



1. Executive Summary

Country of intervention	Kenya				
Type of Emergency	<input type="checkbox"/> Natural disaster	x	Conflict	<input type="checkbox"/>	Other(specify)
Type of Crisis	<input type="checkbox"/> Sudden onset	<input type="checkbox"/>	Slow onset	x	Protracted
Mandating Body/ Agency	United Nation High Commissioner for Refugees (UNHCR), Norwegian Refugee Council (NRC)				
IMPACT Project Code	TBD				
Overall Research Timeframe	01/07/2021 to 30/11/2021				
Research Timeframe	1. Pilot/ training: 16/08/2021		5. Data sent for validation: 17/09/2021		
	2. Start collect data: 18/08/2021		6. Preliminary presentation: 1/10/2021		
	3. Data collected: 27/08/2021		7. Outputs sent for validation: 05/11/2021		
	4. Data analyzed: 10/09/2021		8. Final presentation: 26/11/2021		
Number of assessments	X	Single assessment (one cycle)			
	<input type="checkbox"/>	Multi assessment (more than one cycle)			
	Milestone		Deadline		

Humanitarian milestones Specify what will the assessment inform and when e.g. The shelter cluster will use this data to draft its Revised Flash Appeal;	X	Donor plan/strategy	30/11/2021
	x	Inter-cluster plan/strategy	--/ /----
	x	Cluster plan/strategy	--/ /----
	x	NGO platform plan/strategy	30/11/2021
	x	Communicating with Communities (CWC) working group plans	30/11/2021
Audience Type & Dissemination Specify who will the assessment inform and how you will disseminate to inform the audience	Audience type		Dissemination
	x Strategic x Programmatic x Operational <input type="checkbox"/> [Other, Specify]		x General Product Mailing (e.g. mail to NGO consortium; HCT participants; Donors) <input type="checkbox"/> Cluster Mailing (Education, Shelter and WASH) and presentation of findings at next cluster meeting x Presentation of findings (e.g. at HCT meeting; Cluster meeting) x Website Dissemination (Relief Web & REACH Resource Centre) <input type="checkbox"/> [Other, Specify]
Detailed dissemination plan required	x	Yes	<input type="checkbox"/> No
General Objective	This assessment has two general objectives: 1. Understand specific information needs of the refugee community and asylum seekers in the Dadaab complex. 2. Identify the informal and formal information sources accessible to refugees ¹ residing in Dadaab, and perceptions of their accessibility, accuracy and trustworthiness, as well as identifying gaps in knowledge of feedback channels. Findings will inform humanitarian communication among stakeholders and persons of concern and influence programming to enhance humanitarian response to refugee needs in the camps.		

¹ The target refugee population is disaggregated in groups namely; men, women, children, persons living with disabilities, minority groups/clans

Specific Objective(s)	<ul style="list-style-type: none"> ● Determine the specific information needs of the refugee community ² in Dadaab, based on the population's perceptions of their information needs. ● Identify existing information dissemination networks among refugees, including minorities, in order to identify and bridge existing gaps ● Identify the informal and formal information sources accessible to the community living in Dadaab, and perceptions of their accuracy and trustworthiness. ● To rank information sources and needs of the community so as to inform prioritization during programming. ● To map communication channels used by humanitarian actors to provide feedback to the community and identify those considered by the community as reliable and timely.
Research Questions	<ol style="list-style-type: none"> 1. What are the specific information needs of the refugee community in Dadaab? <ol style="list-style-type: none"> a. Which types of information do the refugee community (<i>men/women/Persons with Disabilities/minority clans, youth/elderly, children</i>) and asylum seekers need from humanitarian actors? b. Which information would humanitarian actors need from community members to ensure enhanced effective humanitarian coordination and assistance? c. What types of communication channels do communities prefer to be used? d. What barriers do communities face while giving feedback to humanitarian actors? 2. What are the existing information dissemination networks among refugees and asylum seekers? <ol style="list-style-type: none"> e. What are the existing channels and/or networks that refugees and asylum seekers use to communicate among themselves? f. Which community structures do the humanitarian organizations use to communicate with communities? 3. What are the formal and informal sources of information³ that are accessible to the communities in the Dadaab refugee complex? <ol style="list-style-type: none"> g. What are the sources of information⁴ accessible to refugees and asylum seekers in Dadaab? h. What kind of information is provided by different sources of information? i. How trustworthy are these sources of information perceived to be? 4. Which information sources and needs should be given priority by the humanitarian actors?

² The survey targets the following refugee groups; men, women, children, persons living with disabilities, minority groups/clans, youth, and the elderly.

³ The target kind of information is humanitarian in nature. For instance, information about refugees' access to essential basic services including food, water, sanitation and hygiene (WASH), registration, resettlement, reintegration, repatriation etc. Any other type information that impacts the lives of refugees in and outside the camps is also relevant, including general news and COVID-19 news.

⁴ Sources of information cover both **who** is providing the information and **how** that information comes through.

	<ul style="list-style-type: none"> j. Which type of communication channels do communities prefer humanitarian actors to use? k. Which types of information would communities be willing to provide to humanitarian actors? l. What information types does the community feel does not reach humanitarian actors? <p>5. What kind of information dissemination mechanisms/channels are used by humanitarian actors in the Dadaab refugee complex?</p> <ul style="list-style-type: none"> m. Which channels do humanitarian organizations use in disseminating information to their beneficiaries? n. Are the information dissemination mechanisms considered appropriate⁵ and reliable? o. Do the information dissemination mechanisms consider the different community needs? p. Which communication channels do the community use to provide feedback to humanitarian actors in Dadaab and which are the most preferred?
Geographic Coverage	Dadaab Refugee camps (Dagahaley, Hagadera, Ifo)
Secondary data sources	<ul style="list-style-type: none"> 1. Multi-sectoral needs assessment conducted by REACH Initiative in Dadaab, October 2020 - This assessment will provide background information for the information needs identified in Dadaab in 2020. 2. Rapid information needs assessment conducted by REACH Initiative in Afghanistan, March 2021 - This will be used as a guidance for the methodology. 3. Information needs assessment conducted by REACH Initiative in Brazil, November 2018 -This will be used as a guidance for the methodology. 4. UNHCR Monthly operational updates- This provides an overview of activities and service delivery carried out in the camps including WASH activities, education interventions, Health services as well as protection and security. The resource will help triangulate primary data collected on needs and access to services in Dadaab as perceived by the community. 5. Rapid participatory assessment report 2020, conducted in Dadaab by UNCHR. This report will also provide background information for the information needs in Dadaab in 2020. 6. NRC Information Mapping Assessment conducted in 2020.

⁵ Appropriate information dissemination mechanisms cover the right geographical scope and are in a form the target population can easily understand.

Population(s)	<input type="checkbox"/>	IDPs in camp	<input type="checkbox"/>	IDPs in informal sites
<i>Select all that apply</i>	<input type="checkbox"/>	IDPs in host communities	<input type="checkbox"/>	IDPs [Other, Specify]
	<input checked="" type="checkbox"/>	Refugees and asylum seekers in camp	<input type="checkbox"/>	Refugees in informal sites
	<input type="checkbox"/>	Refugees in host communities	<input checked="" type="checkbox"/>	Undocumented asylum seekers Other, Specify]
		Host communities		
Stratification <i>Select type(s) and enter number of strata</i>	<input type="checkbox"/>	Geographical #: _ _ _ Population size per strata is known? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Group #: 3 Population size per strata is known? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> [Other Specify] #: _ _ Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No
Data collection tool(s)	<input checked="" type="checkbox"/>	Structured (Quantitative)		<input checked="" type="checkbox"/> Semi-structured (Qualitative)
	Sampling method		Data collection method	
Structured data collection tool # 1 Key informant interviews (KIIs) with humanitarian actors	<input checked="" type="checkbox"/> Purposive <input type="checkbox"/> Probability / Simple random <input type="checkbox"/> Probability / Stratified simple random <input type="checkbox"/> Probability / Cluster sampling <input type="checkbox"/> Probability / Stratified cluster sampling <input type="checkbox"/> [Other, Specify]		<input checked="" type="checkbox"/> Key informant interview (Target #): Approximately 20 ⁶ Group discussion (Target #): _ _ _ _ <input type="checkbox"/> Household interview (Target #): _ _ _ _ _ <input type="checkbox"/> Individual interview (Target #): _ _ _ _ _ <input type="checkbox"/> Direct observations (Target #): _ _ _ _ _ <input type="checkbox"/> [Other, Specify] (Target #): _ _ _ _ _	

⁶ Refugee Affairs Secretariat (1), UNHCR (1), partners (18).

Structured data collection tool # 1 KIIs with refugee community leaders	<input checked="" type="checkbox"/> Purposive <input type="checkbox"/> Probability / Simple random <input type="checkbox"/> Probability / Stratified simple random <input type="checkbox"/> Probability / Cluster sampling <input type="checkbox"/> Probability / Stratified cluster sampling <input type="checkbox"/> [Other, Specify]	<input checked="" type="checkbox"/> Key informant interview (Target #): Approximately 18 ⁷ <input type="checkbox"/> Group discussion (Target #): _____ <input type="checkbox"/> Household interview (Target #): _____ <input type="checkbox"/> Individual interview (Target #): _____ <input type="checkbox"/> Direct observations (Target #): _____ <input type="checkbox"/> [Other, Specify] (Target #): _____	
Semi-structured data collection tool (s) # Focus group discussions (FGDs) with community members	<input checked="" type="checkbox"/> Purposive <input type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]	<input type="checkbox"/> Key informant interview (Target #): _____ <input type="checkbox"/> Individual interview (Target #): _____ <input checked="" type="checkbox"/> Focus group discussion (Target #): 12 ⁸ <input type="checkbox"/> [Other, Specify] (Target #): _____	
Target level of precision if probability sampling	__ % level of confidence – N/A	__ +/- % margin of error – N/A	
Data management platform(s)	<input checked="" type="checkbox"/> IMPACT	<input type="checkbox"/> UNHCR	
	<input type="checkbox"/> [Other, Specify]		
Expected output type(s)	<input type="checkbox"/> Situation overview #: __	<input checked="" type="checkbox"/> Report #: __	<input type="checkbox"/> Profile #: __
	<input checked="" type="checkbox"/> Presentation (Preliminary findings) #: 1	<input checked="" type="checkbox"/> Presentation (Final) #: 1	<input checked="" type="checkbox"/> Factsheet #: 1
	<input type="checkbox"/> Interactive dashboard #: __	<input type="checkbox"/> Web map #: __	<input checked="" type="checkbox"/> Map #: 1 in the factsheet
	<input type="checkbox"/> [Other, Specify] #: __		
Access	<input checked="" type="checkbox"/> Public (available on REACH resource center and other humanitarian platforms)		
	<input type="checkbox"/> Restricted (bilateral dissemination only upon agreed dissemination list, no publication on REACH or other platforms)		

⁷ Refugee camp chairpersons (6), Camp section leaders (6), refugee youth leaders (6)

⁸ Women in refugee camps above 18 years (3), men in refugee camps above 18 years (3), Children below 18 years (3), Persons with special needs/Persons living with disabilities (3).

Visibility <i>Specify which logos should be on outputs</i>	REACH
	Donor: NRC

2. Rationale

2.1 Background

As of 30 April 2021, a total of [225,675](#) refugees mostly of Somali origin, resided in Dadaab camps. A majority of these refugees fled their countries of origin due to conflict and are currently under pressure to return to their countries of origin. Moreover, the [intentions assessment conducted in Dadaab in July 2019](#) conducted by REACH, found out that half of the sampled households reported not having access to information about their potential areas of return. From the [multi-sectoral needs assessment conducted in Dadaab in October 2020](#) and in the previous years since 2017, by REACH Initiative in close coordination with NRC, some households (HHs) reported not having adequate information on how to access some essential services such as how to apply for birth certificates, where to receive nutrition services when needed and how to access hygiene promotion messages among other essential services. Without access to sufficient and relevant information, some refugees and vulnerable host community members may miss out on access to services. Without the relevant information on legal rights and registration processes, these processes can be extremely challenging. In addition to existing information needs by the refugee population in Dadaab, various agencies implementing programs in the camps use a mix of mechanisms to disseminate information and collect feedback from the community. Through the UNHCR-led Communication with Communities (CWC) working group in Dadaab, agencies aim to interrogate and harmonize the different channels used to avoid duplication of efforts and ensure coordinated implementation around communication with communities.

2.2 Intended impact

The findings from this assessment will inform humanitarian actors within Dadaab about the existing information gaps in relation to communication with communities. Equipped with more accurate information on the community information needs and priorities, humanitarian actors will be able to ensure that refugee households, even the minority groups receive essential basic services in a timely and well-coordinated manner. Furthermore, actors within the Dadaab refugee complex will be able to understand the information needs of refugees and design appropriate humanitarian interventions. On the other hand, the refugee community will also be able to communicate their needs effectively and identify the best channels to provide feedback to actors, regarding access to essential services and other humanitarian needs. Finally, the findings from this assessment could also inform strategic decision making processes by humanitarian agencies operating within Dadaab, who could streamline humanitarian funding decisions with the identified priority needs of the refugee community.

3. Methodology

3.1 Methodology overview

This assessment will use a qualitative mixed methods approach comprising of the following:

- **Secondary data review:** A secondary data review will be carried out using existing reports generated in the last three years, particularly from non-governmental organizations (NGOs), United Nations (UN) agencies, past REACH assessments, and other organizations to inform the research design and triangulate primary data findings. A secondary data review matrix will also be developed, that will clearly highlight the secondary data sources, hyperlinks to the published sources, methodologies used and key findings of interest to this assessment.
- **KI Interviews:** Eighteen (18) KIs will be conducted with camp chairpersons, section leaders and refugee youth leaders. Two chairpersons (1 male and 1 female), two section leaders (1 male and 1 female) and two youth leaders (1 male and 1 female) will be purposively selected from each camp. A further twenty (20) KIs will be purposively selected from key stakeholders such as UNHCR, members of relevant Working Groups, NGOs and other partners, with the aim of identifying any communication gaps that exist within the camps.
- **FGDs:** Twenty-one (21) Focus Group Discussions will also be conducted across the three camps, with different refugee groups comprising of the elderly men and women, youth, adult men, adult women, boys and girls below 18 years and persons with special needs, including persons with disabilities and minority clans/groups. Information gathered from FGDs will complement that got from the KIs. A total of 59 KIs and FGD interviews will be conducted between 18th and 27th August 2021.

3.2 Population of interest

- i. Refugees and asylum seekers in the Dadaab refugee complex ((Dagahaley, Ifo and Hagadera). The target KIs to be interviewed will include section leaders, camp chairpersons, and refugee youth leaders.
- ii. Humanitarian actors and other partners. These will include UNHCR officials, officials from the Refugee Affairs Secretariat (RAS), partners including the CwC working group leaders, communication focal persons from the NGOs.

3.3 Secondary data review

Several secondary data sources will be reviewed and the information will be triangulated with this assessment's findings. The review will target past assessment reports on sector specific needs in Dadaab, particularly those focusing on information gaps and needs of communities and humanitarian actors in Dadaab. The findings from the secondary data sources will help identify information gaps, adapt best practices from past research exercises and determine the most appropriate method to access the information. In addition, findings from the secondary data sources will provide REACH with a clear background of the

population of interest and will enable this assessment's findings to be contextualized. Some of the secondary data sources to be reviewed include:

1. [Multi-sectoral needs assessment conducted by REACH Initiative in Dadaab, October 2020](#) - This assessment will provide background information for the information needs identified in Dadaab in 2020.
2. [Rapid information needs assessment](#) conducted by REACH Initiative in Afghanistan, March 2021 - This will be used as a guidance for the methodology.
3. [Information needs assessment](#) conducted by REACH Initiative in Brazil, November 2018 - This will be used as a guidance for the methodology.
4. [UNHCR Monthly operational updates](#)- This provides an overview of activities and service delivery carried out in the camps including WASH activities, education interventions, Health services as well as protection and security. The resource will help triangulate primary data collected on needs and access to services in Dadaab as perceived by the community.
5. **Rapid participatory assessment report 2020, conducted in Dadaab by UNCHR**, provides an overview of the impact of COVID-19 pandemic in the lives of refugees in the camps. This report will also provide background information for the information needs in Dadaab in 2020.
6. **NRC Information Mapping Assessment conducted in 2020.**

3.4 Primary Data Collection

3.4.1 Key informant Interviews with humanitarian actors

The KIIs with humanitarian actors will be conducted through a structured questionnaire. Approximately a total of 20 KIIs will be conducted. The KIIs will be identified using a mix of purposive and convenience sampling strategies by the REACH field officers in coordination with the NRC Dadaab office. First, REACH initiative will present the objectives of the assessment and methodology to the CWC working group in August 2021 to introduce the assessment to the humanitarian actors in Dadaab. Thereafter, the field officers in Dadaab will identify focal persons of the humanitarian agencies and write an email to them seeking for appointments to conduct the survey. The humanitarian actors will have an option of taking the survey through a phone interview or face to face. When a decision to take the survey face to face will be made, all health protocols to prevent contracting or spreading COVID-19 will be followed (both interviewer and interviewee must wear face masks and must maintain a minimum of 1.5 metres apart, preferably outdoors or in a well ventilated room). [IMPACT Initiatives SOPs for collecting data during COVID-19](#) will also be adhered to.

3.4.2 Key informant Interviews with Refugee camp leaders

A total of 18 KIIs will also be conducted with camp chairpersons, section leaders and refugee youth leaders. In each camp, one male and one female chairperson, section leader and youth leader will be purposively selected by REACH field officers, with close coordination with other administrative leaders within the camps. A structured questionnaire will be used. The KIIs will be contacted and the purpose of the assessment will be explained to them and then they will be requested to offer REACH an appointment for the data collection. The KIIs will have an option of taking the survey through a phone interview or face to face. When a decision to take the survey face to face will be made, all health protocols to prevent contracting or spreading COVID-19 will be followed (both interviewer and interviewee must wear face masks and must maintain a minimum of 1.5 metres apart, preferably outdoors or in a well ventilated room). [IMPACT Initiatives SOPs for collecting data during COVID-19](#) will also be adhered to.

3.4.3 Focus Group Discussions (FGDs).

REACH will conduct a total of 21 FGDs, seven in each of the camps. (IFO, Hagadera and Dagahaley). The seven selected FGDs in each camp will include: Elderly men (60 years and above), elderly women (60 years and above), males (18-60 years old), females (18-60 years old), boys below 18 years, girls below 18 years, minority clans/groups or persons with disabilities. FGD participants will be purposively sampled and a semi-structured questionnaire will be used to guide the discussion. Enumerators who will be trained to conduct KIIs in the refugee complex with support from camp leaders, will assist REACH field officers in identifying FGD participants and also making arrangements for the appropriate venues of the FGDs. The FGD participants, through their camp leaders, should agree and inform the REACH field officers on the appropriate time for starting and ending the FGD sessions, to ensure that all participants arrive in good time for the FGD session. Each FGD will consist of six to eight participants and the FGDs will be conducted in a spacious place, taking the shortest time possible, participants will maintain social distance, they will wash their hands and wear face masks in order to reduce the risk of contracting or spreading COVID-19. In addition, [IMPACT Initiatives SOPs for collecting data during COVID-19](#) will be adhered to. The FGD sessions will be recorded both through audio and detailed notes taken during the session. In case FGD participants do not consent to having the audio recording, the discussion will be facilitated in a pace which will allow the note taker to capture detailed notes. A discussion summary report will be compiled and reviewed within 24 hours of the event.

3.5 Data Processing & Analysis

Notes taken from the FGDs, KIIs with humanitarian actors and KIIs with refugee leaders will be typed for ease of digital storage and use at the analysis stage. A simple debrief form will be filled out by the facilitation team immediately after every FGD, which will then be triangulated with the data in the FGD transcripts. Data analysis will be conducted on mutually established (between NRC and REACH) indicators from the KIIs and the FGDs following the [IMPACT minimum standards checklist for semi-structured data processing and analysis](#) by filling in the [Data Saturation and Analysis Grid](#) (DSAG) in MS Excel. Once initial data analysis has been done, the findings will be discussed with relevant partners during a joint analysis workshop and one factsheet will be prepared. Findings from this assessment will be indicative of the information received from KIIs and FGD participants.

4. Key ethical considerations and related risks

The proposed research design meets / does not meet the following criteria:

<i>The proposed research design...</i>	<i>Yes/ No</i>	<i>Details if no (including mitigation)</i>
... Has been coordinated with relevant stakeholders to avoid unnecessary duplication of data collection efforts?	Yes	
... Respects respondents, their rights and dignity (<i>specifically by: seeking informed consent, designing length of survey/ discussion while being considerate of participants' time, ensuring accurate reporting of information provided</i>)?	Yes	
... Does not expose data collectors to any risks as a direct result of participation in data collection?	No	To minimize the risk of spreading and/or contracting COVID-19, all health protocols to prevent contracting or spreading COVID-19 will be followed (both interviewer and interviewee must wear face masks and must stand a minimum of 1.5 metres apart, preferably outdoors or in a well ventilated room). IMPACT Initiatives SOPs for collecting data during COVID-19 will also be adhered to.

... Does not expose respondents / their communities to any risks as a direct result of participation in data collection?	No	To minimize the risk of spreading and/or contracting COVID-19, all health protocols to prevent contracting or spreading COVID-19 will be followed (both interviewer and interviewee must wear face masks and must stand a minimum of 1.5 metres apart, preferably outdoors or in a well ventilated room). IMPACT Initiatives SOPs for collecting data during COVID-19 will also be adhered to.
... Does not involve collecting information on specific topics which may be stressful and/ or re-traumatising for research participants (both respondents and data collectors)?	Yes	
... Does not involve data collection with minors i.e. anyone less than 18 years old?	NO.	The survey also targets FGDs with boys and girls below 18 years. The objective is to get diverse perceptions regarding information needs of the refugee community. FGD facilitators will be trained to adapt a discussion environment that takes care of the interests of minors.
... Does not involve data collection with other vulnerable groups e.g. persons with disabilities, victims/ survivors of protection incidents, etc.?	No	The survey also targets FGDs with persons with special needs/persons living disabilities. The objective is to get diverse perceptions regarding information needs of the refugee community. FGD facilitators will be trained to adapt a discussion environment that considers the needs of this special groups.
... Follows IMPACT SOPs for management of personally identifiable information ?	Yes	

5. Roles and responsibilities

Table 3: Description of roles and responsibilities

<i>Task Description</i>	<i>Responsible</i>	<i>Accountable</i>	<i>Consulted</i>	<i>Informed</i>
<i>Research design</i>	Assessment assistant	Senior assessment officer	Research Manager, GIS specialist, Field team, data team, HQ Research Design and Data Unit (RDDU), Country coordinator	HQ RDDU, Country coordinator, NRC
<i>Supervising data collection</i>	Senior field Officer	Assessment assistant	Research Manager, GIS specialist, data team, HQ RDDU, Country coordinator	HQ RDDU, Country coordinator, NRC
<i>Data processing (checking, cleaning)</i>	Database officer	GIS specialist	Research Manager, Assessment assistant, Field team, HQ RDDU, Country coordinator	HQ RDDU, Country coordinator
<i>Data analysis</i>	Database officer	GIS specialist	Research Manager, Assessment assistant, Field team, HQ RDDU, Country coordinator	Country coordinator, NRC, HQ RDDU,
<i>Output production</i>	GIS specialist, Assessment assistant	Senior assessment officer	Research Manager, data team, field team, HQ Research reporting Unit (RRU) Country coordinator	Country coordinator, NRC, HQ RRU
<i>Dissemination</i>	Assessment assistant, Senior assessment officer	Research manager	Country Coordinator, HQ communication unit	Country coordinator, NRC, HQ communication unit

Monitoring & Evaluation

Assessment
assistant, Senior
assessment officer

Research
manager

Research Manager, GIS specialist, data
team, HQ RDDU, Country coordinator

Country
coordinator,
NRC, HQ
RDDU,

Lessons learned

Assessment
assistant, Senior
assessment officer

Research
manager

Research Manager, GIS specialist, data
team, HQ RDDU, Country coordinator

Country
coordinator,
NRC, HQ
RDDU,

Responsible: the person(s) who executes the task

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

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

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

6. Data Analysis Plan

Humanitarian actors Key Informant Interview (KII) DAP

Research questions	IN #	Data collection method	Indicator / Variable	Questionnaire Question	Questionnaire Responses	Data collection level	Instructions
	1.1	KII	Consent of the key informant	My name is [[name]]. We are conducting an information needs assessment on behalf of REACH Initiative with humanitarian actors so that the humanitarian community can better communicate with, and disseminate information to the refugees in Dadaab. Any information that you provide will be confidential and anonymous. Participation is voluntary and you can choose not to answer any or all of the questions; however, we hope that you will participate since your views are important. Do you have any questions? Are you willing to be interviewed?	1. Yes 2. No	Individual	select one
	1.2	KII	Sex of the KI	What is the sex of the key informant?	1. Male 2. Female 3. Other 4. Not willing to say	Individual	select one
	1.3	KII	Name of the organization where the KI works	In which organization do you work?	1. UNHCR 2. NRC 3. RCK 4. DRC 5. WFP 6. FAO 7. IOM 8. ILO 9. UNFPA	Individual	select one

					10. NCKK 11. Film Aid Kenya 12. World Vision Kenya 13. Windle International 14. Peace winds Japan 15. LWF 16. IRC 17. KRCS 18. Oxfam Britain 19. GIZ 20. JRS 21. SNV 22. FCA 23. DCA 24. AAHI 25. AECF 26. AICHM 27. IsraAid 28. Worldhorf 29. Wealth hunger Life 30. Victims of Torture 31. Humanity and Inclusion 32. Other (specify)		
	1.4	KII	Top reported services provided by humanitarian and government actors in the last 12 months	Which services has the organization you work for provided to the refugees in Dadaab in the last 12 months?	1. Protection 2. Health and nutrition 3. Food security 4. Education 5. WASH (Water, Sanitation and Hygiene) 6. Shelter 7. Communication 8. ICLA (Information, counselling and legal assistance) 9. CCCM (Camp coordination and camp management) 10. Logistics 11. Livelihoods 12. Advocacy 13. Inclusion 14. Energy 15. Peace building 16. Other (specify) 17. None	Comm unity	select multiple (cannot select option 17 with any other)
Which types of informati on sources and needs	2.1	KII	Proportion of organizations reporting having disseminated information to the community in the last 12 months	In the last 12 months, has your organization disseminated any information to the refugees in Dadaab?	1. Yes 2. No 3. I do not know	commu nity	Select one

should be given priority by the humanitarian actors?	2.2	KII	Top reported kind of information disseminated to the community in the last 12 months	Which kind of information has your organization disseminated to the refugees and/or host community in the last 12 months?	<ol style="list-style-type: none"> 1. How the community would contact the organization to provide any feedback or complaint 2. Information on available services and how to access the different kind of services in the community 3. Information on current situation of COVID-19 4. Information about the country of origin. 5. Other(specify) 6. Do not know 	community	Ask if 2.1=1 select multiple (cannot select option 6 with any other)
	2.3	KII		If your organization disseminated information to the refugees on how to access different kinds of services, which services did your organization disseminate information about, in the last 12 months?	<ol style="list-style-type: none"> 1. Access to registration and collection of birth certificates 2. Access to counselling and legal justice 3. Access to Protection assistance 4. Access to health and nutrition services 5. Access to food rations 6. Access to education services 7. Access to WASH (Water, Sanitation and Hygiene) services 8. Access to shelter services 9. Access to income generating activities 10. Access to business permits 11. Access to formal employment 12. Access to financial institutions 13. Access to security services 14. Access to repatriation services 15. Access to resettlement services 16. Other (specify) 17. I do not know 	community	Ask if 2.2=option 2, select multiple, (cannot select option 17 with any other)
	2.5	KII	Top reported camp provided with information in the last 12 months	To which camp did your organization disseminate information to in the last 12 months?	<ol style="list-style-type: none"> 1) Refugees/Asylum seekers in Dagahaley 2) Refugees/ Asylum seekers in Hagadera 3) Refugees/ Asylum seekers in Ifo 4) Host community 5) Other 	community	ask if 2.1=option 1, select multiple

	2.6	KII	Top reported group of the community provided with information in the last 12 months	To which group of the community did your organization disseminate information to in the last 12 months?	<ol style="list-style-type: none"> 1. Elderly men and women 2. Boys and girls below 18 years 3. Minority clan/groups 4. Persons with disabilities 5. General population 6. Other group (Please specify) 	organization	ask if 2.1=option 1, select multiple
	2.7	KII	Frequency in which information is disseminated by humanitarian and government actors to the community in the last 12 months	How often did your organization provide the information/feedback to the community?	<ol style="list-style-type: none"> 7. Everyday 8. At least once a week 9. At least once in every two weeks 10. At least once in a month 11. At least once in three months 12. At least once in six months 13. At least once in 12 months 	organization	ask if 2.1=option 1, select one
What kind of information dissemination mechanisms/channels are used by humanitarian actors in the Dadaab refugee complex?	3.1	KII	Top reported channels of disseminating information to the community by humanitarian and government actors in the last 12 months	How did your organization disseminate the information/feedback to the community?	<ol style="list-style-type: none"> 1. Face to face through Community group discussions 2. Television 3. Radio 4. Voice call phone Communications 5. SMS/text message phone Communications 6. Recorded voice message phone Communications 7. Social Media /Online media (Facebook, twitter, WhatsApp, etc.) 8. Newspaper or magazine 9. Community visit through loudspeakers 10. Notice board or posters 11. Through emails 12. Printed leaflet 13. Government officials 14. Army/Police officers 15. Friends 16. Family members 17. Community leaders 18. Religious leaders 19. Aid workers 20. Humanitarian workers 21. Other(specify) 22. Do not know 23. Do not want to answer 	organization	ask if 2.1 is option 1, select multiple (cannot select option 14 or 15 with any other)

3.2	KII	Proportion of KIIs who reporting having faced dissemination barriers in the organizations in the last 12 months.	Did your organization face any barriers while disseminating information to communities in the last 12 months?	<ol style="list-style-type: none"> 1. Yes 2. No 3. I do not know 4. Not willing to answer 	organization	
3.3	KII	Top reported barriers by humanitarian actors in disseminating information to community members in the last 12 months	What barriers did your organization face while disseminating information to the communities in the last 12 months?	<ol style="list-style-type: none"> 5. Language barrier between the community and the organization 6. Illiteracy among the community members 7. Lack of funds to carry out the dissemination 8. COVID-19 related challenges 9. The community is not cooperative with humanitarian or government actors 10. Lack of coordination and cooperation with other humanitarian and government actors working in the communities 11. Other(specify) 12. Do not know 	organization	Ask if 3.2=1 select multiple (cannot select option 8 with any other)
3.4	KII	Proportion of humanitarian actors reporting providing information about channels for receiving community information in the last 12 months	In the last 12 months, did your organization provide a channel to the community in which refugees would use to contact your organization?	<ol style="list-style-type: none"> 1. Yes 2. No 3. I do not know 	community	select one (cannot select option 1 in 2.3 and option 2 or 3 in 3.2)
3.5	KII	Top reported channels for receiving community feedback by humanitarian actors in the last 12 months	Which channels did your organization provide to the communities for them to use in contacting your organization in the last 12 months?	<ol style="list-style-type: none"> 1. provided a phone number that they would use to call the organization 2. provided a phone number that they would send a text message to the organization 3. Provided an email address 4. Allowed them to visit the organization's help desk 5. provided them with social media platform that they would reach the organization (Facebook, twitter, WhatsApp accounts) 6. Other (specify) 7. Do not know 	community	select multiple (cannot select option 7 with any other)

3.6	KII	proportion of humanitarian and government actors that received feedback from the community in the last 12 months	Did your organization receive any feedback from communities in the last 12 months?	<ol style="list-style-type: none"> 1. Yes 2. No 3. I do not know 	community	select one
3.7		Top reported group of the community that provided feedback to humanitarian actors in the last 12 months	From which group of the community did your organization receive feedback in the last 12 months	<ol style="list-style-type: none"> 1. Elderly men and women 2. Boys and girls below 18 years 3. Minority clan/groups 4. Persons living with disabilities 5. Other group (Please specify) 	community	Ask if 3.6=1 Select multiple
3.8	KII	Top reported camp that provided feedback to humanitarian actors in the last 12 months	From which camp did your organization receive feedback in the last 12 months	<ol style="list-style-type: none"> 1. Refugees in Dagahaley 2. Refugees in Hagadera 3. Refugees in Ifo 	community	Ask if 3.6 is option 1 (select multiple)
3.9		Frequency of receiving feedback from the community	How often did your organization receive feedback from the community in the last 12 months?	<ol style="list-style-type: none"> 1. Everyday 2. At least once a week 3. At least once in every two weeks 4. At least once in a month 5. At least once in three months 6. At least once in six months 7. At least once in 12 months 	community	Ask if 3.6=1 Select one
4.0	KII	Frequency in which feedback was provided by the community to humanitarian actors in the last 12 months	How did your organization receive feedback from the community in the last 12 months?	<ol style="list-style-type: none"> 1. Through phone calls from the community members 2. Through text messages from the community members 3. Physical visits to the help desk from the community members 4. Through email address 5. Through phone calls from the community leaders 6. Through text messages from the community leaders 7. Physical visits to the help desk from the community leaders 8. Through household surveys 9. Through focus group discussions with the community 10. Through community meetings 	community	select multiple (cannot select option 15 with any other)

					11. Through letters sent to the suggestion boxes 12. Through the television 13. Through the radio 14. Through social media platforms (Facebook, twitter, WhatsApp, etc.) 15. Do not know 16. Other (specify)		
	4.1		Number of KIs who reported that community members faced barriers while providing feedback to humanitarian actors in the last 12 months?	Did community members face any barriers while providing feedback to humanitarian actors in the last 12 months?	1. Yes 2. No 3. I do not know 4. Not willing to answer	community	
	4.2	KII	Top reported barriers by community members when providing feedback to humanitarian actors in the last 12 months	What barriers do you think the community members face while providing feedback to humanitarian actors in the last 12 months?	1. Language barrier between the community and the organization 2. Illiteracy among the community members 3. Lack of funds to enable community members to provide information to the humanitarian actors 4. Lack of clear channels or mechanisms that enable the community to provide information 5. Fear of victimization or attack by fellow community members 6. Lack of knowledge of the channels or mechanisms for providing feedback to the community 7. COVID-19 related challenges 8. Other(specify) 9. Do not know	community	If 4.1=1 select multiple (cannot select option 7 with any other)
What specific information needs exist in the Dadaab refugee complex ?	5.1	KII	Top reported type of information that humanitarian actors would like to disseminate to the community	What information would your organization like to disseminate to the community currently?	1. Information about the refugees' Country of origin 2. How the community would contact the organization to provide any feedback or complaint 3. Information on available services and how to access the different kind of services in the community 4. Information on how the community can raise questions and concerns about their registration status.	community	select multiple(cannot select option 8 with any other)

				5. Information on how the community can raise questions and concerns about repatriation, resettlement and reintegration possibilities 6. Information on how the community can raise questions and concerns about the future of the camp 7. Information on current situation of COVID-19 8. None 9. Other (specify) 10. Do not know		
5.2	KII	Top reported dissemination channels that humanitarian actors would prefer	Which dissemination channels do humanitarian actors prefer to use to disseminate information to the communities?	1. Face to face through community group discussions 2. Television 3. Radio 4. Voice call phone Communications 5. SMS/text message phone Communications 6. Recorded voice message phone Communications 7. Social Media /Online media (Facebook, twitter, WhatsApp, etc.) 8. Newspaper or magazine 9. Community visit through loudspeakers 10. Notice board or posters 11. Through emails 12. Printed leaflet 13. Government officials 14. Army/Police officers 15. Friends 16. Family members 17. Community leaders 18. Religious leaders 19. Aid workers 20. Humanitarian workers 21. Do not know 22. Do not want to answer 23. Others (specify)	commu nity	select multiple(ca nnot select option 21 or 22 with any other)
5.3	KII	Number of KIs who reported having considered different community needs when disseminating information	Does your organization consider different community needs(<i>Children, women, minority clans, persons with disabilities</i>) when disseminating information to those communities?	1. Yes 2. No 3. I do not know		Select one

5.4	KII	Top reported method of communication used to communicate with community members with special needs.	If your organization considered different community needs, which methods did you use to communicate with those members of the community with special needs?	<ol style="list-style-type: none"> 1. We used visual aids (braille machines) for the visually impaired 2. We used audial aids for the community members with hearing impairment. 3. We used language interpreters for those with speech impairment 4. Others (Please specify) 5. Do not know 	community	Ask if 5.3=1 select multiple (cannot select option 5 with any other)
5.5	KII	Top reported type of feedback that humanitarian actors would like to receive from the community	Which type of feedback would your organization like to receive from the community members currently?	<ol style="list-style-type: none"> 6. Questions and concerns about their country of origin 7. Questions and concerns about their registration status. 8. Questions and concerns about repatriation, resettlement and reintegration possibilities 9. Questions and concerns about the future of the camp 10. Humanitarian needs and challenges in the community 11. Feedback about the delivery of aid and services 12. Questions and concerns about COVID-19 situation 13. Other (please specify) 14. Do not know 	community	select multiple (cannot select option 9 with any other)
5.6	KII	Top reported communication channels that humanitarian actors would prefer the community to use.	Which channels would your organization prefer the communities to use to communicate with you?	<ol style="list-style-type: none"> 1. Face to face through community group discussions 2. Television 3. Radio 4. Voice call phone Communications 5. SMS/text message phone communications 6. Recorded voice message phone Communications 7. Social Media /Online media (Facebook, twitter, WhatsApp, etc.) 8. Newspaper or magazine 9. Community visit through loudspeakers 10. Notice board or posters 11. Through emails 12. Printed leaflet 13. Government officials 14. Army/Police officers 15. Friends 16. Family members 17. Community leaders 	Individual	select multiple (cannot select option 22 or 23 with any other)

				18. Religious leaders 19. Aid workers 20. Humanitarian workers 21. Do not know 22. Do not want to answer 23. Others (specify)		
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Refugee leaders Key Informant Interview (KII) DAP

Research questions	IN #	Data collection method	Indicator / Variable	Questionnaire Question	Questionnaire Responses	Data collection level	Instructions
	1.1	KII	Number of KIs who are aware of humanitarian actors implementing humanitarian programs in this community	Do you know of any humanitarian actors who implemented humanitarian programs in this community in the last 12 months?	1. Yes 2. No 3. I do not know 4. Not willing to answer	Community	select one
	1.2	KII	Number of KIs who reported that humanitarian actors communicate with community members	Did humanitarian actors communicate with community members in the last 12 months?	1. Yes 2. No 3. I do not know 4. Not willing to answer	Community	select one, ask if 1.1=1
	1.3	KII	Top reported Formal/ informal information sources	How did the humanitarian actors mainly communicate with the community members in the last 12 months?	1. Face to face through community group discussions 2. Television 3. Radio 4. Voice call phone Communications 5. SMS/text message phone Communications 6. Recorded voice message phone Communications 7. Social Media /Online media (Facebook, twitter, WhatsApp, etc.) 8. Newspaper or magazine	Community	select multiple cannot select 14 & 15 with any other.

What are the primary informal and formal sources of information accessed by communities in the Dadaab refugee complex?				9. Community visit through loudspeakers 10. Notice board or posters 11. Through emails 12. Printed leaflet 13. Other(specify) 14. Do not know 15. Do not want to answer		
	1.4		Top reported community members with special needs.	Did humanitarian actors consider the community groups with special needs while communicating with them in the last 12 months?	1. Yes 2. No 3. I do not know 4. Not willing to answer	select one ask if 1.2=1
	1.5		Top reported community groups that humanitarian actors communicated with	Which community groups with special needs did the humanitarian actors communicate with in the last 12 months	1. Elderly men and women 2. Boys and girls below 18 years 3. Minority clan/groups 4. Persons living with disabilities 5. Other group (Please specify)	ask if 1.4=option 1, select multiple
	1.6		Top reported method of communication used to communicate with community members with special needs.	Which methods did humanitarian actors use to communicate with community groups who have special needs in the last 12 months?	1. Humanitarian actors used visual aids (braille machines) for the visually impaired 2. Humanitarian actors used audial aids for the community members with hearing impairment. 3. Humanitarian actors used language interpreters for those with speech impairment 4. Others (Please specify) 5. Do not know	Ask if 2.1=1 Select multiple
	1.7	KII	Number of KIs with access to information sources	Did any member of this community receive any kind of information from humanitarian actors in the last 12 months?	1. Yes 2. No 3. I do not know 4. Not willing to answer	Community select one

1.8	KII	Top reported sources of information received by the community members	Which was the source of the information that was received from humanitarian actors?	<ol style="list-style-type: none"> 1. National government 2. County government 3. Refugee Affairs secretariat (RAS) 4. UNHCR 5. NGOs 6. Others(specify) 7. I do not know 	Community	select multiple cannot select 7 with any other
1.9	KII	Top reported Formal/ informal information sources	Who relayed the information from the humanitarian actors to the community members, in the last 12 months?	<ol style="list-style-type: none"> 1. National government officials 2. County government officials 3. Army/Police officers 4. Friends 5. Family members 6. Community leaders 7. Religious leaders 8. Aid workers 9. UNHCR officials 10. NGO officials 11. Others (specify) 	Community	Ask if 1.1=1, select multiple
1.10	KII	Top reported information types received by the community	Which types of information did the community members receive from humanitarian actors in the last 12 months?	<ol style="list-style-type: none"> 1. Information about their Country of origin 2. How the community would contact the organization to provide any feedback or complain 3. Information about the status of the camps, including reintegration, repatriation or resettlement. 4. Information on available services and how to access the different kind of services in the community 5. Information on current situation of COVID-19 6. other(specify) 7. Do not know 	community	Ask if 1.4=1,select multiple (cannot select option 7 with any other)
1.11	KII		If the community received information on how to access different kinds of services, which services did they receive information about, in the last 12 months?	<ol style="list-style-type: none"> 1. Access to registration and collection of birth certificates 2. Access to counselling and legal justice 3. Access to Protection assistance 4. Access to health and nutrition services 5. Access to food rations 6. Access to education services 7. Access to WASH (Water, Sanitation and Hygiene) services 8. Access to shelter services 	community	Ask if 1.4=option 4, select multiple (cannot select option 18 with any other)

				9. Access to income generating activities 10. Access to business permits 11. Access to formal employment 12. Access to financial institutions 13. Access to security services 14. Access to repatriation services 15. Access to resettlement services 16. Access to information about areas of origin 17. Other (specify) 18. I do not know		
1.12	KII	Number of KIs who reported that the community listens to radio	Did any members of this community have access to radios in the last 12 months?	1.Yes 2.No 3. Do not know 3.Not willing to answer	Community	select one
1.13	KII	Number of KIs who reported that the community reads newspapers	Did any members of this community have access to newspapers in the last 12 months?	1.Yes 2.No 3. Do not know 4.Not willing to answer	Community	select one
1.14	KII	Number of KIs who reported that the community has access to internet	Did any members of this community have access to the internet in the last 12 months??	1.Yes 2.No 3.Do not know 4.Not willing to answer	Community	select one
1.15	KII	Number of KIs who reported that the community has access to smartphone	Did any members of this community have access to smartphones in the last 12 months?	1.Yes 2.No 3.Do not know 4.Not willing to answer	Community	select one
1.16	KII	Number of KIs who reported that the community has access to mobile phones to call/text	Did any members of the community have access to mobile phones to call or send text messages in the last 12 months?	1.Yes 2.No 3.Do not know 4.Not willing to answer	Community	select one
1.17	KII	Top three preferred channels of receiving information by the community	Of the following information sources, name the top three channels that you believe the community prefers to get information from?	1. Face to face through community group discussions 2. Television 3. Radio 4. Voice call phone Communications 5. SMS/text message phone Communications 6. Recorded voice message phone Communications	Community	select multiple (cannot select option 22 or 23 with any other)

				7. Social Media /Online media (Facebook, twitter, WhatsApp, etc.) 8. Newspaper or magazine 9. Community visit through loudspeakers 10. Notice board or posters 11. Through emails 12. Printed leaflet 13. Government officials 14. Army/Police officers 15. Friends 16. Family members 17. Community leaders 18. Religious leaders 19. Aid workers 20. Humanitarian workers 21. Do not know 22. Do not want to answer 23. Others (specify)		
1.18	KII	Top reported reasons for the preferences of particular information sources	Why does the community prefer these particular chosen mediums of information?	1. Because the community perceives that it provides the most accurate information 2. Because it is the most trusted by the community 3. Because it uses the language which the community is familiar with 4. Because it is easily accessible to community members. 5. Because it is used frequently 6. Because it is passed on to the community at the appropriate time. 7. Other (specify)	Community	Repeat for all options selected in 1.11, select multiple

What kind of information dissemination mechanisms and feedback channels are used by humanitarian and government actors in the Dadaab refugee complex?	2.1	KI	Top reported channels used by humanitarian actors to provide information to the community	How did humanitarian actors most commonly provide information to the community in the last 12 months?	<ol style="list-style-type: none"> 1. Face to face through Community group discussions 2. Television 3. Radio 4. Voice call phone Communications 5. SMS/text message phone Communications 6. Recorded voice message phone Communications 7. Social Media /Online media (Facebook, twitter, WhatsApp, etc) 8. Newspaper or magazine 9. Community visit through loudspeakers 10. Notice board or posters 11. Through emails 12. Printed leaflets 13. They did not provide any information to the community 14. Government officials 15. Army/Police officers 16. Friends 17. Family members 18. Community leaders 19. Religious leaders 20. Aid workers 21. Humanitarian workers 22. Other (specify) 23. They did not provide info 24. Do not know 25. Do not want to answer 	Community	Select multiple (cannot select option 16 or 17 with any other)
	2.2	KII	Number of KIs who reported that the community was able to raise concerns with humanitarian actors	Was the community able to ask questions or raise concerns with humanitarian actors about their needs, in the last 12 months?	<ol style="list-style-type: none"> 1. Yes, frequently 2. Yes, but only sometimes (At least 3 times in a year) 3. Yes, but rarely (Once or twice in a year) 4. No 	Community	select one
	2.3	KII	Top reported channels used by the community to give information or provide feedback to humanitarian and government actors	How did humanitarian actors collect information or get feedback from the community in the last 12 months?	<ol style="list-style-type: none"> 1. Through phone calls from the community members 2. Through text messages from the community members 3. Physical visits to the help desk from the community members 4. Through email address 5. Through phone calls from the community leaders 	Community	Select multiple (Do not ask if 2.2=option 4, (cannot select option 15 with any other)

				6. Through text messages from the community leaders 7. Physical visits to the help desk from the community leaders 8. Through household surveys 9. Through focus group discussions with the community 10. Through community meetings 11. Through letters sent to the suggestion boxes 12. Through the television 13. Through the radio 14. Through social media platforms (Facebook, twitter, WhatsApp, etc.) 15. Do not know 16. Other (specify).		
2.4	KII	Number of KIs that reported that the community received feedback about the questions and concerns that they raised	Did the community members receive any feedback or responses concerning the questions and concerns that they raised?	1. Yes 2. No 3. Do not know	Community	Do not ask if 2.2=4, select one
2.5	KII	Number of KIs that reported that the community received feedback using the same channel	If yes, did the community receive feedback using the same channels that they used to ask questions or raise the concerns?	1. Yes 2. No 3. Do not know	Community	Do not ask if 2.2=4, select one
2.6	KII	Number of KIs that reported that the community received feedback in good time	If yes, did the community members receive feedback in good time?	1. Yes 2. No 3. Do not know	Community	Do not ask if 2.2=4, select one
2.7	KII	Number of KIs that reported that the community was satisfied with the responses that they received from humanitarian and government actors	If yes, were the community members satisfied with the responses that they received from the humanitarian and government actors?	1. Very satisfied 2. A little bit satisfied 3. Not Satisfied 4. Do not know	Community	Do not ask if 2.2=4, select one
2.8	KII	Top reported channels that the community would prefer to use to provide feedback	Currently, what would the members of the community prefer to use to provide	1. Face to face through community group discussions 2. Television Radio	Community	select multiple, (cannot select option 22 or

			to humanitarian and government actors	feedback to humanitarian and government actors?	3. Voice call phone Communications 4. SMS/text message phone Communications 5. Recorded voice message phone Communications 6. Social Media /Online media (Facebook, twitter, WhatsApp, etc.) 7. Newspaper or magazine 8. Community visit through loudspeakers 9. Notice board or posters 10. Through emails 11. Printed leaflet 12. Government officials 13. Army/Police officers 14. Friends 15. Family members 16. Community leaders 17. Religious leaders 18. Aid workers 19. Humanitarian workers 20. Do not know 21. Do not want to answer 22. Others (specify)		23 with any other)
	2.9	KII	Top reported channels that community members use to provide feedback to humanitarian actors	Why would community members prefer these channels to provide feedback to the humanitarian actors?	1. Because it is the most trusted by the humanitarian and government actors 2. Because it is the cheapest channel of communication 3. Because the information is delivered in a secure manner 4. It can be used to reach more humanitarian actors 5. Because it is used frequently in my area 6. Because the information is delivered in a timely manner 7. Other (specify) 8. Do not know	Community	Repeat for all selected preferred sources of information, select multiple, (cannot select option 8 with any other)
	2.10	KII	Top reported barriers by community members when providing feedback to humanitarian and government actors in the last 12 months	What barriers do you think the community members face while providing feedback to humanitarian actors in the last 12 months?	1. Too many administrative procedures before accessing humanitarian organizations. 2. Language barrier between the community and the humanitarian organizations 3. Illiteracy among the community members 4. Lack of funds to enable community members to provide information to the humanitarian actors	community	select multiple (cannot select option 10 with any other)

					5. Lack of clear channels or mechanisms that enable the community to provide information 6. Fear of victimization or attack by fellow community members 7. Lack of knowledge of the channels or mechanisms for providing feedback to the community 8. COVID-19 related challenges 9. Other(specify) 10. Do not know		
What are the existing information dissemination networks among refugees and asylum seekers?	3.0		Number of KIs who reported existing networks of information dissemination amongst community members	Currently, do community members have networks of information dissemination amongst them?	1. Yes 2. No 3. Do not know		Select one
	3.1		Top reported networks of information dissemination amongst community members	Which networks of information dissemination do communities most commonly use amongst them?	1. Face to face through community group discussions 2. SMS/text message phone Communications 3. Social Media /Online media (Facebook, twitter, WhatsApp, etc.) 4. Community visit through loudspeakers 5. Notice board or posters 6. Through emails 7. Printed leaflets 8. Family members 9. Community leaders 10. Religious leaders 11. Do not know 12. Do not want to answer Others (specify)		Ask if 3.1=1 cannot select option 11 or 12 with any other)
What specific information needs exist in the Dadaab refugee complex?	4.1	KII	Top reported type of information that the community would like humanitarian actors to provide to them	Currently which information would the community like the humanitarian actors to provide to them?	1. Information about the country of origin. 2. How the community would contact the organization to provide any feedback or complaint 3. Information on available services and how to access the different kind of services in the community 4. Information on how the community can raise questions and concerns	community	select multiple (cannot select option 9 with any other)

				<p>about their registration status.</p> <p>5. Information about repatriation, resettlement and reintegration possibilities</p> <p>6. Information on about the current status of the camp and future plans for the camp.</p> <p>7. Information on current situation of COVID-19</p> <p>8. other(specify)</p> <p>9. Do not know</p>		
4.2	KII	Top reported type of information the community would like to provide to humanitarian actors	Currently which information would the community members like to provide to the humanitarian actors?	<p>1. Questions and concerns about their registration status.</p> <p>2. Questions and concerns about repatriation, resettlement and reintegration possibilities</p> <p>3. Questions and concerns about the future of the camp</p> <p>4. Inform the humanitarian actors of humanitarian needs and challenges in their community</p> <p>5. Provide feedback about the delivery of aid and services</p> <p>6. Other (please specify)</p> <p>7. Do not know</p>	community	select multiple (cannot select option 7 with any other)
4.3	KII	Top reported groups in the community that reportedly have difficulty accessing information from humanitarian actors	Are there groups within your community who have more difficulty accessing information from humanitarian or government actors?	<p>1. Men (18-35years)</p> <p>2. Women (18-35years)</p> <p>3. Men (35-70 years)</p> <p>4. Women (35-70 years)</p> <p>5. Boys below 18 years</p> <p>6. Girls below 18 years</p> <p>7. Persons living with specific needs</p> <p>8. Minority clans/groups</p> <p>9. Elderly men (above 70 years)</p> <p>10. Elderly women (70 years)</p>	community	select multiple

Focus group discussion (FGD).

Research questions	SUB Q#	Sub-question	Questionnaire QUESTION	Probes	Data collection method
What are the informal and formal sources of information accessed by different communities groups in the Dadaab refugee complex?	1.1	What type of information was received by specific community groups? (<i>Elderly, youth, children below 18 years, persons with disabilities, minority groups</i>)	Have you received any information from humanitarian actors in the last 12 months?	<ol style="list-style-type: none"> 1. What kind of information have you received from humanitarian actors in the last 12 months? (<i>Information on how to access basic services, COVID 19, resettlement, repatriation or reintegration</i>) 2. Was the information passed on to you in a manner that you could easily understand? 3. How did you access this information? (<i>Community meetings, posters, community leaders, text messages etc</i>) 4. Did you trust the information received? 	FGD
What kind of information dissemination mechanisms and feedback channels are used by humanitarian actors in the Dadaab refugee complex?	2.1	Which communication channels/networks are used by humanitarian actors to provide information to the specific community groups? (<i>Elderly, youth, children below 18 years, persons with disabilities, minority groups</i>)	Which communication channels/networks have humanitarian actors used to provide information to different community groups in the last 12 months?	<ol style="list-style-type: none"> 1. Are there any existing communication networks specific to this community group? 2. Which specific channels/networks did the humanitarian actors adopt in order to effectively communicate with <i>elderly, youth, children below 18 years, persons with disabilities, minority groups</i>? 3. Which communication channels exist that are specific to the <i>elderly, youth, children below 18 years, persons with disabilities, minority groups</i>? 4. Which channels are specific to different kinds of information? (<i>Security, COVID 19, registration, repatriation, resettlement etc</i>) 	FGD
	2.2	What barriers do the specific community groups face when providing feedback to humanitarian and government actors?	Did the <i>elderly, youth, children below 18 years, persons with disabilities, or minority groups</i> face any communication barriers/challenges when providing feedback to humanitarian actors in the last 12 months?	<ol style="list-style-type: none"> 1. If yes, which communication challenges did you experience? 2. Do the communication channels consider persons with hearing, speech or sight impairment? 3. Were any of the challenges specific to different groups of the people in the community? 4. Are any of these challenges specific to the type of information to be communicated to the community? 	FGD
What specific information needs exist in the	4.1	What information would the <i>elderly, youth, children below 18 years, persons with disabilities and minority groups</i> like to	What information would the <i>elderly, youth, children below 18 years, persons with disabilities, minority groups</i> like	<ol style="list-style-type: none"> 1. Which information would you like to get regularly from humanitarian actors? (<i>For specific community groups</i>) 2. Which information do you find most relevant to your wellbeing in the camp currently? 	FGD

Dadaab refugee complex?		receive from humanitarian actors currently?	to receive from humanitarian actors currently?	3. Which essential services do you need to know about and how often do you need this information passed to you? 4. What are some of the things that humanitarian actors can do to make information easily available to you?	
	4.2	Which information would the <i>elderly, youth, children below 18 years, persons with disabilities and minority groups</i> like to provide to the humanitarian actors currently?	Currently which information would the specific community groups like to provide to the humanitarian actors?	1. Which information would the <i>elderly, youth, children below 18 years, persons with disabilities and minority groups</i> like to provide to humanitarian actors? 2. Which communication channels/networks would the <i>elderly, youth, children below 18 years, persons with disabilities and minority groups</i> prefer to use to provide information to humanitarian and government actors?	FGD

7. Monitoring & Evaluation Plan

IMPACT Objective	External M&E Indicator	Internal M&E Indicator	Focal point	Tool	Will indicator be tracked?
Humanitarian stakeholders are accessing IMPACT products	Number of humanitarian organisations accessing IMPACT services/products	# of downloads of x product from Resource Center	Country request to HQ	User_log	<input checked="" type="checkbox"/> Yes
		# of downloads of x product from Relief Web	Country request to HQ		<input checked="" type="checkbox"/> Yes
	Number of individuals accessing IMPACT services/products	# of downloads of x product from Country level platforms	Country team		<input checked="" type="checkbox"/> Yes
		# of page clicks on x product from REACH global newsletter	Country request to HQ		<input checked="" type="checkbox"/> Yes
		# of page clicks on x product from country newsletter, sendingBlue, bit.ly	Country team		<input checked="" type="checkbox"/> Yes
		# of visits to x webmap/x dashboard	Country request to HQ		<input type="checkbox"/> Yes

IMPACT activities contribute to better program implementation and coordination of the humanitarian response	Number of humanitarian organisations utilizing IMPACT services/products	# references in HPC documents (HNO, SRP, Flash appeals, Cluster/sector strategies)	Country team	Reference_log	Somalia HNO 2021 Norwegian Refugee Council (NRC) regional advocacy strategy.
		# references in single agency documents			Comprehensive Refugee Response Framework - Kenya
Humanitarian stakeholders are using IMPACT products	Humanitarian actors use IMPACT evidence/products as a basis for decision making, aid planning and delivery	Perceived relevance of IMPACT country-programs	Country team	Usage_Feedback and Usage_Survey template	Decisions made and implemented on the basis of the assessment – to be checked with operational and donor partners to ask what actions they took on the basis of the findings and recommendations
		Perceived usefulness and influence of IMPACT outputs			This assessment may also be included in a usage survey of partners if one is conducted in the future.
	Number of humanitarian documents (HNO, HRP, cluster/agency strategic plans, etc.) directly informed by IMPACT products	Recommendations to strengthen IMPACT programs			
		Perceived capacity of IMPACT staff			
		Perceived quality of outputs/programs			
		Recommendations to strengthen IMPACT programs			
Humanitarian stakeholders are engaged in IMPACT programs throughout the research cycle	Number and/or percentage of humanitarian organizations directly contributing to IMPACT programs	# of organisations providing resources (i.e. Staff, vehicles, meeting space, budget, etc.) for activity implementation	Country team	Engagement_log	x Yes
		# of organisations/clusters inputting in research design and joint analysis			x Yes

	(providing resources, participating to presentations, etc.)	# of organisations/clusters attending briefings on findings;			x Yes
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Annex 1: Dissemination plan

In order to develop a comprehensive ToR, the dissemination plan needs to be filled during the ToR development stages and refined throughout the implementation of the research. Don't be discouraged if at first you cannot fill-out every component of this planning tool, as this tool and related questions should be considered as a working document to help you develop and modify your strategy, as your dissemination efforts and priorities evolve. For example, it will be rather straight forward to identify your stakeholders at ToR design phases, but you will be able to provide a precise message only once the findings of the assessments have been finalised. This is why you may want to work back and forth between questions as your thinking develops, as the context changes and as findings from your work are finalised.

A. Key events and planning dates of the broader humanitarian community, which should be taken into consideration when developing the dissemination plan:

	Internal Planning dates	External Milestones
January		
February		
March		
April		
May	Designing of the research	
June		
July	Field work preparation and testing of tools	Presentation of the research design to CWC working group
August	Start and completion of data collection	
September	Data analysed	
October	Preliminary findings of the assessment released and discussed in a joint analysis workshop to inform the development of the factsheets	
November	Assessment factsheet published to IMPACT repository and relief web, Final presentation of the assessment findings	Presentation of the assessment findings to CWC working group and implementing partners in Dadaab
December		

B. Dissemination plan:

#	Products	Message	Stakeholders	Means of dissemination	Purpose	Responsible	Timeframe
Information needs assessment, Dadaab							
Program goal: This research aims to identify the primary informal and formal information sources accessible to refugees, and perceptions of their accuracy and trustworthiness, as well as identifying gaps in knowledge of feedback channels and understanding specific information needs in Dadaab in order to inform programming.							
1.	Dadaab Information needs assessment factsheet	The primary informal and formal information sources accessible to the community living in Dadaab, and perceptions of their accuracy and trustworthiness.	UN agencies, NGOs, government actors in Dadaab	Joint analysis workshops Sharing findings via emails In person presentations	To inform stakeholders in their planning of dissemination of information	Assessment team Coordination	November 2021
		The effectiveness of particular information dissemination mechanisms used by humanitarian and government actors in Dadaab.	UN agencies, NGOs, government actors in Dadaab	Joint analysis workshops Sharing findings via emails In person presentations	To inform stakeholders in their planning of dissemination of information		November 2021
		How information disseminated is used in decision making by the community living in Dadaab at different levels.	UN agencies, NGOs, government actors in Dadaab	Joint analysis workshops Sharing findings via emails In person presentations	To inform stakeholders in their planning of dissemination of information	Assessment team Coordination	November 2021

	The specific information needs of the community living in Dadaab.	UN agencies, NGOs, government actors in Dadaab	Joint analysis workshops Sharing findings via emails In person presentations	To inform stakeholders in their planning of dissemination of information	Assessment team Coordination	October 2021
	Feedback channels used by humanitarian and government actors in Dadaab.	UN agencies, NGOs, government actors in Dadaab	Joint analysis workshops Sharing findings via emails In person presentations	To inform stakeholders in their planning of dissemination of information	Assessment team Coordination	October 2021