



## No newspapers here

Information needs assessments  
among refugees and host communities  
in Ethiopia



Kule Refugee Camp in Gambella, Ethiopia was established in 2014 after clashes in South Sudan displaced tens of thousands of people

# Final Report

## Information needs assessment in Gambella Regional state, Ethiopia

Submitted on March 3, 2020

Exploratory phase October 24 – November 9, 2019

Supported by the



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Main road Kakuma refugee camp.  
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## Acronyms

<b>ARRA</b>	Agency for Refugee and Returnee Affairs	<b>RCC</b>	Refugee Central Committee
<b>BBC</b>	British Broadcasting Corporation	<b>SGBV</b>	Sexual and Gender Based Violence
<b>COA</b>	Community Outreach Association	<b>UNHCR</b>	United Nations High Commissioner for Refugees
<b>DWA</b>	DW Akademie	<b>VOA</b>	Voice of America
<b>FGD</b>	Focus Group Discussion		
<b>IMC</b>	International Medical Corps		
<b>KII</b>	Key Informant Interviews		
<b>M&amp;E</b>	Monitoring and Evaluation		
<b>NGO</b>	Non-Governmental Organization		
<b>NRC</b>	Norwegian Refugee Council		
<b>ODK</b>	Open Data Kit		

# Executive summary

The Refugee and Migration Africa Project of DW Akademie (DWA) is a three-year endeavor (2019–2021) whose aim is to improve the access of people affected by forced migration to reliable information.

To help in designing the project, there was a need to first understand the information needs of migrants in Gambella Regional State as well as the host community. In order to understand current information needs of the community, DWA rolled out an information needs assessment to answer relevant questions on access to information. This assessment was carried out in October 2019 and targeted the refugee communities in Pugnido, Pugnido 2, Jewi, Nguenyiel, Kule and Tierkidi Camps and the host community in Gambella region living within a 10 km radius of the camps. The survey intended to answer the following questions:

- How do the people in the different locations access information? Which languages do they use? What is their level of reading and writing skills?
- Which means (written, audio and video etc.)/sources of information are available to them?
- Do people feel they have enough information to make informed decisions?
- What information do they require to make informed decisions?
- Which sources of information do they trust?

A mix of qualitative and quantitative methods were used for the information needs assessment. The quantitative survey was carried out with persons above 18 years at the household level and a separate survey was administered to children aged 11–17 years. Focus group discussions and key informant interviews were the main qualitative techniques used. Focus group discussions were conducted amongst the community members aged over 18 years in both the host and refugee communities while key informant interviews

were done with the organizations and community leader representatives.

The data collection process happened in two phases. The first phase was exploratory and was used to improve the quantitative questionnaire after gaining an understanding of the underlying community needs. Once the questionnaire was refined, the data collection process begun. A representative sample of host community and refugees was established, and proportionately distributed based on the population statistics shared by UNHCR. Overall, 635 household interviews with adult members, 90 interviews with children were conducted during the quantitative phase.

The results of the assessment were profound, echoing the need for information by the target respondents as reflected by the survey findings which show that over 80% of the respondents interviewed did not have enough information to make decisions.

The assessment found that there were several barriers to accessing information in both the host and refugee communities. Overall, access to TV and radio was low across all demographics which was the main contributing factor to low information access. Even though the host community had limited access to the aforementioned facilities, they had better access compared to the refugees. The factors ranged from, inadequate infrastructure including poor roads and lack of electricity, lack of local media stations broadcasting in the local language which creates language barriers, illiteracy issues, as well as low incomes which is an impediment to purchasing TVs, radio sets and mobile phones amongst others. The inability to read was reported as a hindrance in reading newspapers. 32%, 25% and 28% of respondents in the three refugee camps, host urban and host rural communities reported they are unable to read. Anuak, Nuer and Amharic were the dominant languages spoken and written in the refugee camps as well as the host community. However, most of the media available was in Amharic. Because most of the refugees could neither speak nor write Amharic, they did not listen to the local stations. Radio, TV and newspaper access

## Barriers to accessing newspapers

	REFUGEE CAMPS	HOST URBAN	RURAL
<b>Base</b>	<b>n=319</b>	<b>n=106</b>	<b>n=151</b>
I can't read	32%	25%	28%
None available in my language	22%	30%	21%
None available at all	52%	32%	48%
Can't afford to buy them	6%	15%	6%
Don't know	2%	2%	11%

Table 1



was higher amongst the male respondents compared to the females. BBC Amharic was most popular in the host community while Tamazuj (a Nuer station) had higher listenership in the refugee camps.

In the refugee camps, 70% of the respondents reported UNHCR and ARRA were their main sources of information while in the (urban) host community, TV was the most mentioned at 36%. Community leaders played a crucial role in the dissemination of information within the refugee camps at 33% but had a negligible role in the host community—more so amongst the rural host community. The information provided by UNHCR and ARRA to the community was mainly on issues in line with their mandate and unlikely to fulfil the information needs of the respondents, especially the refugees.

The incidence of mobile phone access was relatively high compared to TV and radio access in both the refugee camps and host community. More than half of the host community had access to mobile phones with the proportion being higher in the urban areas at 66%. Amongst those with access to mobile phones, at least 8 out of 10 respondents had their own mobile phones. Despite the high number of mobile phone ownership, only 18% of the respondents interviewed had access to the Internet.

The low Internet penetration was in part due to poor connectivity in the region especially in the rural areas and the refugee camps. The urban host community had the highest percentage of Internet users at 39%. Low Internet access translated to low social media usage in the rural areas and refugee camps at 3% and 10% respectively whilst the urban host community had a relatively higher penetration of social media at 38%. This implies that almost all the Internet users also access social media.

In reference to the most trusted source of information, 50% of the urban host community trusted TV the most followed by people at 24% while in the rural host community, people were the most trusted of information at 33% followed by radio at 29%. In the refugee camps, the level of trust in RCC/ARRA was at 20% followed closely by people at 18%. Compared to the host community, trust levels of various information sources for the refugees are generally lower.

The most pressing information needs amongst the refugees were related to peace and security at 72%. The host community living in urban centers of Itang expressed their need for news on health care at 35% followed by information about Gambella at 29% and updates on peace and security at 22%.

However, the prominence of peace and security throughout the report highlights how important an issue it is for both the refugees and host communities in Gambella region.

Recommendations to ensure the information needs of the community members are met include:

**a) Localize all communication materials into relevant languages**

This is driven by the fact that a higher proportion of refugees are able to read and write in the local languages (Nuer, and Anuak). The host community can also read and write in their local languages as well as Amharic. Localisation of the content is important to avoid any information distortion as the translations from different individuals may differ.

**b) Leverage the existing community structures**

Both the refugee and host communities have established structures i.e. the RCC and Woreda/Kabele respectively. The advantages of these structures include, their trustworthiness as sources of information as well as deep knowledge on the community dynamics. Due to their credibility, these structures will be important in getting buy-in from community members.

**c) Diversify channels for information sharing**

The low access to TV, radios and newspapers implies the need for alternative ways to disseminate information. Plays are usually very captivating—they are both audio and visual. Short engaging plays can convey key messages on issues or create imaginative calls to action to involve and engage the community. Such plays can be used to pass on messages on health, peace and security, education amongst other themes. The higher literacy levels in the host community implies that brochures translated in local languages (Nuer, Anuak and Amharic) can be an alternative way of communicating. SMS and audio messages are also other alternatives methods to consider for people with mobile phones.

**d) Information on peace and reconciliation**

There is a need for a consistent flow of information on peace and security in both the refugee and host communities as these messages are only communicated to community members when the region is experiencing insecurity issues.

**e) Mentorship programs in the refugee camps**

The children reported that they need information on the importance of education. The youth for example, lacked motivation to complete their education. This may suggest the youth don't value education and their status as refugees reduces the chances of meeting a mentor/influencer to encourage them. Therefore, it is imperative to ensure that youth have information on 'success stories' from the refugee community who have prospered due to their relentless efforts towards achieving an education. There is a need for information raises awareness on the benefits of education to members of the refugee communities.

# 1. Introduction and background

Needs assessments involve systematically gathering and analyzing information relating to the needs, conditions and capacities of persons of concern — diverse women, men, girls, and boys of all ages, including those with specific needs — in order to determine gaps between a current situation and agreed standards<sup>1</sup>. Information is essential for individual growth and survival. Refugees in rapid onset emergencies leave their homelands suddenly with little prior planning and often no choice about their destination.

Findings in a recent BBC Media Action research report show that many refugees have one key thing in common: they require information to make decisions about their next steps, to remain safe and meet their minimum survival needs.<sup>2</sup> In another study carried out among Syrian refugees in Egypt, the majority reported that their main information need was awareness of the situation in their home country, followed by issues related to their status in the host country, such as services provided to their children, shelter and aid in general, as well as rights and obligations related to their refugee status. They also mentioned the need for information to help them get suitable working opportunities in the host country (Egypt). A very large number revealed that verbal communication with friends and families were the most popular informal sources of information sought<sup>3</sup>.

From the Joint Communication Needs Assessment led by Internews in collaboration with Star FM and Radio Ergo/IMS and with support from NRC carried out in Dadaab refugee camps in Kenya, the overall results from the survey show that large numbers of refugees don't have the information they need to access basic aid with more than 70% of newly-arrived refugees stating that they lacked information on how to register for aid and a similar proportion indicating that they needed information on how to locate missing family members. High figures were also recorded on lack of information on how to access health, shelter and how to communicate with family members living outside the camps. While long-term residents of the camps do not record such extreme figures, the information gaps point to serious difficulties in ensuring they are able to access their entitlements.<sup>4</sup>

## 1.1 About the assessment

In order to improve access to reliable information for people affected by forced migration, the Refugee and Migration in

Africa Project of DW Akademie introduced a three-year endeavor (2019–2021).

The following key questions were necessary to ensure that DWA understands the information needs of migrants and the host community in Gambella region;

1. How do the people at the different locations access information? (included exploring language of use and level of reading and writing skills)
2. Which means/sources of information are available to them? (included written, audio and video etc)
3. Do people feel they have enough information to take informed decisions?
4. Which information do they require to take informed decisions?
5. Which source of information do they trust?

## 1.2 Focus area of the assignment

The target groups were the host communities living in Gambella region within a 10 km radius from the refugee camps and the refugee communities living in the camps.

The needs assessment covered the following locations:

- Kule Refugee Camp
- Tierkidi Refugee Camp
- Pugnido Refugee Camp
- Pugnido 2 Refugee Camp
- Nguenyiel Refugee Camp
- Jewi Refugee Camp
- Host communities living within a 10 km radius of the aforementioned camps

The needs assessment covered three Woredas<sup>5</sup> as listed below:

### 1) Itang Special Woreda

In Itang, the assessment covered three refugee camps (Kule, Tierkidi, Nguenyiel) and the host community surrounding these three camps. In the host community, the assessment included both rural and urban areas.

<sup>1</sup> Source: UNHCR Needs Assessment Handbook

[targeting.alnap.org/system/files/content/resource/files/main/UNHCR\\_Needs\\_Assessment\\_Handbook\\_2CUiky.pdf](http://targeting.alnap.org/system/files/content/resource/files/main/UNHCR_Needs_Assessment_Handbook_2CUiky.pdf)

<sup>2</sup> [odihpn.org/magazine/voices-refugees-information-communication-needs-refugees-greece-germany](http://odihpn.org/magazine/voices-refugees-information-communication-needs-refugees-greece-germany)

<sup>3</sup> [emerald.com/insight/content/doi/10.1108/ILS-08-2017-0088/full/html](http://emerald.com/insight/content/doi/10.1108/ILS-08-2017-0088/full/html)

<sup>4</sup> [internews.org/sites/default/files/resources/Dadaab2011-09-14.pdf](http://internews.org/sites/default/files/resources/Dadaab2011-09-14.pdf)

<sup>5</sup> Woredas are typically collected together into zones, which form a region; districts which are not part of a zone are designated Special Districts and function as autonomous entities ([en.wikipedia.org/wiki/Districts\\_of\\_Ethiopia](http://en.wikipedia.org/wiki/Districts_of_Ethiopia))

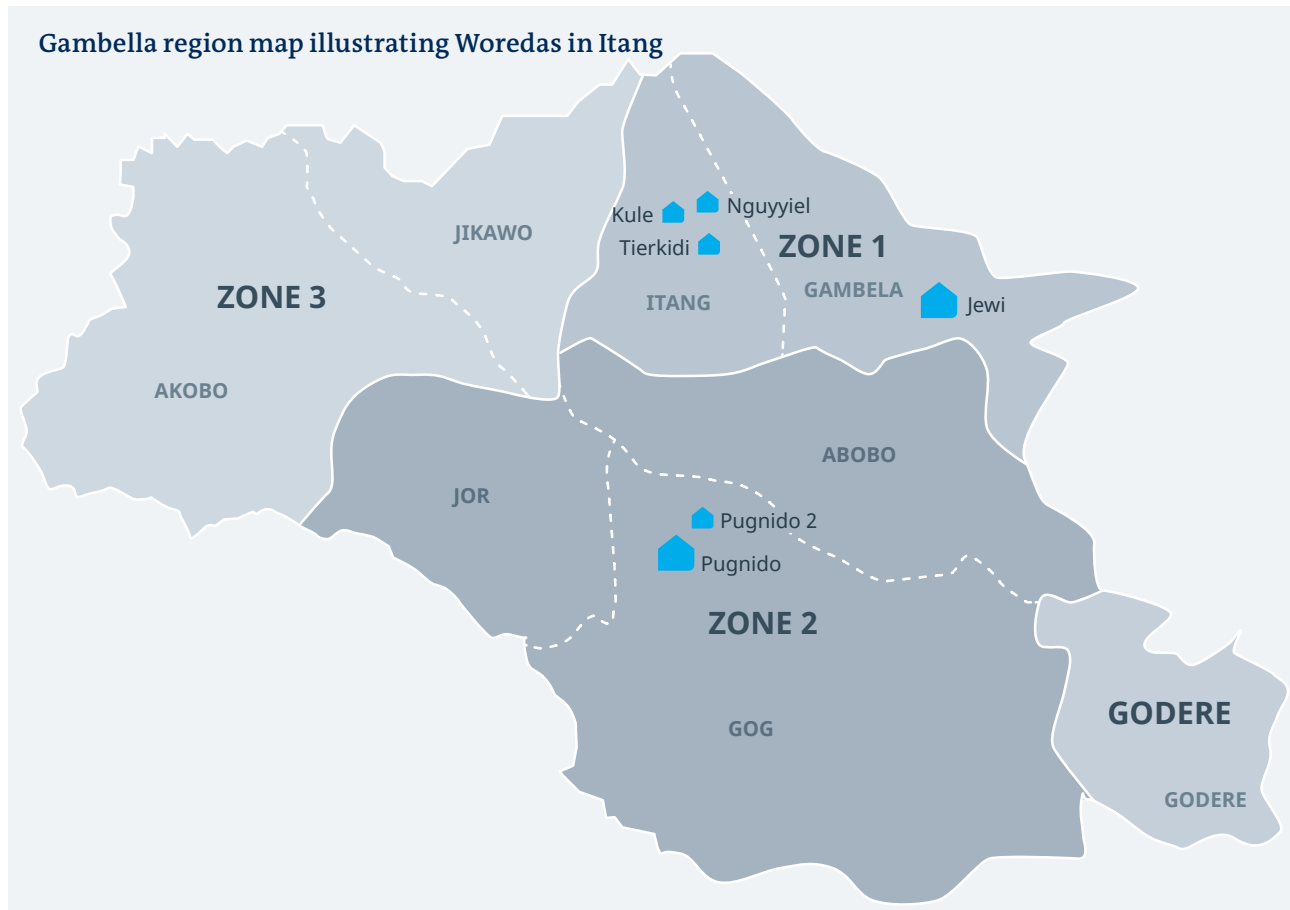


Figure 1

## 2) Zuria Woreda

In Zuria Woreda, the needs assessment covered Jewi refugee camp. Due to logistical constraints, the host community in the Woreda was not assessed. Jewi refugee camp is located approximately 20 km from Gambella town.

## 3) Gog Woreda

Located 110 km from Gambella town, the needs assessment covered 2 camps in Gog Woreda: Pugnido and Pugnido 2 as well as the host community. Due to the lack of basic infrastructure (roads, transportation, inconsistent electricity), Pugnido town was classified as a rural area.

### 1.2.1 Gambella Region (refugee camps and host community)

Gambella, also officially known as Gambella Peoples' Region, is one of the nine ethnic divisions (kililoch) of Ethiopia. Previously known as "Region 12", its capital is Gambella. The Region is situated between the Baro and Akobo Rivers.<sup>6</sup> Gambella borders South Sudan where both countries share River Baro. When war broke out in 2013 in South Sudan, refugees poured into neighboring Gambella. Today, 485,000 South Sudanese refugees live in the Gambella region, according to UNHCR. Some displaced Nuer brought arms across the border, destabilizing an already tense region.<sup>7</sup> Due to this reason, there are no mix of South Sudanese tribes in each camp.

<sup>6</sup> en.wikipedia.org/wiki/Gambela\_Region

<sup>7</sup> ipsnews.net/2019/05/ethiopian-city-lost-shadow-south-sudans-war

In the refugee camps of Nguenyiel, Tierkidi, Kule, Jewi and Pugnido 2, all the refugees are from the Nuer tribe while in Pugnido, there are both Nuer and Anuak refugees. However, the camp is divided into four sites namely: Anuak Side, Old Side, New Side and Village 12. In Pugnido camp, the Anuak site consists of only Anuak speakers while the other three sites are made up of Nuer speakers only.

The population of host communities around the refugee camps is currently not available. The target for this survey was however those that live within a 10 km radius around the aforementioned camps.

Amongst the camps targeted in this project, Nguenyiel camp, established in October 2016 has the highest population (81,091 as of July 2019). Tierkidi camp, established in February 2014 has a population of 53,538 refugees and Jewi, formed in May 2014 has a population of 53,583 while Kule, Pugnido and Pugnido 2 have low population figures. The registration level in each of the camps ranges from 73% to 82% with the exception of Pugnido which has the lowest registration level at 48%. Below is a detailed breakdown of the population in the camps disaggregated by gender.

The camps closest to Gambella town are Nguenyiel, Tierkidi, Kule and Jewi at a 50 km radius to the town. Pugnido and Pugnido 2 are approximately 110 kms from Gambella town. The two camps (Pugnido and Pugnido 2) are within a radius of 5 kms from Pugnido town.

### Description of the refugee camps

A camp is the largest administrative unit within the refugee community. Each camp has an established structure led by the Refugee Central Committee (RCC). The RCC is headed by a chairman assisted by the deputy chairman and treasurer. The RCC also consists of other members who include individuals in-charge of community policing, youth, women, health, and sanitation amongst others.

The camps are made up of zones and each camp comprises of four to five zones. Each zone is headed by a Zonal Leader who reports directly to the RCC chairman. The zones are further split into blocks with each block led by a Block Leader who reports to the Zonal Leader. Finally, the smallest administrative unit is the community. Each community consists of approximately 16 households and each community is led by a Community Leader who reports to the Block Leader.

Besides these leadership structures, there are sectoral committees working mainly with partners. These include: women affairs, child protection committee, youth committee, food and nutrition committee, community policing committee (for the management of the security inside the refugee camp). Each sectoral committee leader is a member of the RCC.

### Total population of camps in Gambella disaggregated by gender

LOCALITY	FEMALE	MALE	TOTAL	%
Nguenyiel	41,678	39,413	81,091	29%
Tierkidi	33,113	25,129	58,242	21%
Jewi	30,074	23,464	53,538	19%
Kule	23,467	19,120	42,587	15%
Pugnido	22,308	17,568	39,876	14%
Pugnido 2	4,575	4,140	8,715	3%
<b>Total</b>	<b>155,215</b>	<b>128,834</b>	<b>284,049</b>	<b>100%</b>

Table 2 Source: Consolidated population of concern report by UNHCR

## 2. Methodology

The study employed mixed methods by combining qualitative and quantitative research techniques. The field work was undertaken in two phases.

## 2.1 Exploratory phase

The first phase was exploratory geared towards understanding community issues so that the data collection tools are fine-tuned and adapted to the refugee camps and host communities in Gambella. During this preliminary phase, the consultant collected data through key informant interviews as well as focus group discussions. The relevant media (TV, radio and newspapers) were also identified and included in the quantitative tool during this phase of assessment.

Table 3 shows focus group discussions and key informant interviews conducted during the first phase of the assessment (between October 24 and November 9, 2019).

## 2.2 Data collection phase

### 2.2.1 Recruitment

Recruitment for enumerators was done with the help of the RCC in the camps and Woreda administrator in the host community. After recruitment, enumerators were interviewed orally to ensure they could speak and write in English. This was done to find out if they could translate the questionnaire

into the local language. Overall, we only had two female enumerators and 24 male enumerators. The few female moderators was attributed to the fact that most females within the community could neither speak nor write in English.

A total of 16 enumerators were recruited in Itang, Tierkidi, Jewi, Kule and Nguenyiel with half being from the host community and half from the refugee camps. In the refugee camps, all recruited enumerators were Nuer speakers while in the host community, four enumerators were Nuer and four were Anuak. This was done according to the size of these ethnic groups in both the refugee camps and host community.

A total of 10 enumerators were recruited in Pugnido where five came from the host community while the other five were from the refugee camps. In Pugnido, two of the enumerators belonged to the Anuak tribe while two were from the Nuer Tribe. Two enumerators were recruited from Pugnido 2 both of whom were Nuer speakers. All the enumerators from the host community were Anuak speakers as the host community in Gog Woreda comprises of only the Anuak tribe.

### 2.2.2 Training and Briefing

After recruitment, two trainings were conducted, one with the refugees and another with the host community. This was in line with the ARRA policy due to the existing conflict between the refugee and host community. The two groups of enumerators had to be trained and briefed separately. Enumerators from Jewi refugee camp were issued with a pass permit to enable them attend the training which was conducted at Kule ARRA office.

### Initial key informant interviews conducted

	LOCALITY/ NAME OF ORGANIZATION	KEY INFORMANT INTERVIEW ACHIEVED
<b>Refugee camps</b>	Tierkidi Refugee Camp	RCC Deputy Chairman
	Nguenyiel Refugee Camp	RCC Chairman
	Jewi Refugee Camp	RCC Chairman
	Kule Refugee Camp	RCC Chairman
<b>Organizations</b>	UNHCR	Protection (Gambella Town)
	ARRA	M&E (Gambella Town)

Table 3

### Initial focus group discussions conducted

	LOCALITY/ NAME OF ORGANIZATION	FOCUS GROUP DISCUSSION ACHIEVED
<b>Refugee camps</b>	Jewi Refugee Camp	Female youth 18 to 35 years
	Kule Refugee Camp	Female youth 18 to 35 years
	Nguenyiel Refugee Camp	Male and female youth 18–35 years
	Nguenyiel Refugee Camp	Men above 35 years
	Tierkidi Refugee Camp	Female above 35 Years

Table 4

Training and briefing took two days (November 1–2, 2019) for the enumerators in the three refugee camps while that of the host community training took place between November 2–4, 2019. The training in the host community surrounding the three camps was done at the Itang Woreda office.

In Pugnido recruitment was done on November 11, 2019 and training happened on November 12–13, 2019.

The training session covered the following:

- Basic interviewing skills
- Project background
- Purpose and objectives of the study
- Sampling techniques

The enumerators were then taken through paper questionnaires and mock interview drills (where they interviewed each other) to familiarize themselves with the flow of the questionnaire. On the second day, the enumerators were familiarized with the ODK version of the questionnaire. Any logical errors in the scripted questionnaire were noted and corrected after the mock interviews.

### 2.2.2 Pilot test

Pilot interviews begun in Tierkidi refugee camp and Itang town center for the host community. In Pugnido, pilot interviews were done in Pugnido Refugee Camp and Pugnido town center. Thereafter a debrief session took place where enumerator concerns and challenges were addressed.

Concerns raised after the pilot phase of the assessment:

- a) Some questions were repetitive in the script. This was communicated to the Nairobi office and the script was rectified.
- b) Some enumerators did not understand some terms, like social media, radio stations and radio programs. As a result, clarifications were done.
- c) Achieving gender balance during data collection was noted as a concern since only women were likely to be found in the households during the day. The solution agreed on was to purposively target male respondents.

After pilot testing, data collection began with both qualitative and quantitative surveys running parallel.

### 2.2.3 Quantitative survey

Structured questionnaires were administered in the households in the camps and host community using tablets. The platform used for data collection was ODK.

The target population was adults (18–35 as youth and those above 35 years) as well as children aged 11–17 years of age. Persons living with disabilities (PLWDs) were also included in the survey.

### Respondents interviewed by tribe

REFUGEE CAMPS	ETHNICITY OF RESPONDENTS INTERVIEWED
Tierkidi, Kule, Nguenyiel and Jewi	Nuer
Pugnido	Nuer and Anuak
Pugnido 2	Nuer
<b>Host community</b>	
Itang Woreda	Nuer and Anuak
Gog Woreda (Pugnido)	Anuak

Table 5

### 2.2.4 Sampling

The sample size was arrived at using Cochran's formula. A confidence interval of 95% and a margin of error of +/-5% was used.

$$ss = \frac{z^2 * (p) * (1-p)}{e^2}$$

Where:

Z = Z value (e.g. 1.96 for 95% confidence level)

p = percentage picking a choice, expressed as decimal (0.5 used for sample size needed)

e = margin of error, expressed as decimal, e.g., .04 = ±4. In this case proposed to be 0.042

Substituting the equations, we have:

$$ss = \frac{1.96^2 * (0.5) * (1-0.5)}{0.042^2} = 544$$



Allowing a non-response rate of 10%, the overall sample size was determined at **600 interviews**. An additional 90 interviews conducted with boys and girls would bring the overall sample to 690.

### 2.2.5 Sample allocation

The table below summarizes the quota allocation plan. For the host community, the sample was distributed to towns and rural villages in Itang Special Woreda and Gog Woreda. The sample for the refugee community was distributed within the households in the camp proportionately to the population size of each camp. The proportion of sample sizes per refugee camp was guided by data from UNHCR. An overall gender split of at least 50/50 was put into consideration in the original plan. To ensure inclusiveness of PLWDs, the respondents were purposely identified and interviewed in those households identified through a random systematic criteria.

### 2.2.6 Sampling technique

#### (i) Refugee camps:

To ensure random distribution of the sample size, 3 zones in each camp were selected randomly for enumeration. Within the zones identified, enumerators were guided to blocks where they targeted households using the random route walk. The skip interval of five households was used. Each enumerator was allocated a quota of interviews based on gender to do every day.

#### (i) Host community:

#### Itang Special Woreda (Gambella)

The sample for Itang Host Community was split into two, urban and rural communities. The urban sample was done in Itang and Tarfam towns. A rural sample was allocated within Kabeles located within a 10 km radius from the refugee camps. Itang special Woreda consists of 75% Anuak while the rest of the population were Nuer. Kabeles were randomly selected based on accessibility and the tribe living in those Kabeles. In the Kabeles, enumerators were required to use random route walk to target the households. At the household level, quota sampling was done based on gender.

#### Gog Woreda (Pugnido)

Gog Woreda is mainly a rural town and all the respondents were classified as rural. The Woreda consists only of the Anuak tribe as the host community. A random route walk identified households to target. At the household level, quota sampling was done based on gender. Table 7 summarizes the sample achieved per enumeration area.

#### Interviews with children below 18 years

Interviews with children were carried out in homes. Before the interview was carried out, permission was sought from a parent, guardian or another person to whom the parent conferred responsibility for the child (e.g. a child-minder, au pair or neighbor). Before every interview, sufficient information was given to the person responsible for the child for him or her to arrive at a considered decision about giving permission. Consent was also sought from the child before the interview was done.

## Sample distribution achieved

LOCALITY	FEMALE	MALE	TOTAL ADULTS	REFUGEES	HOST COMMUNITY	GIRLS	BOYS	TOTAL CHILDREN
Nguenyiel	88	83	171	86	85	15	15	30
Tierkidi	70	53	123	62	61	17	13	30
Jewi	63	50	113	56	57	-	-	-
Kule	50	40	90	45	45	-	-	-
Pugnido	47	37	84	42	42	17	13	30
Pugnido 2	16	14	30	15	15	-	-	-

Table 6

## 2.2.7 Qualitative research

Qualitative research was done through focus group discussions and key informant interviews.

### a) Focus Group Discussions

The participants of focus group discussions were purposively selected based on age, gender and availability.

**NB:** Translators were used during the focus group discussions as well as some key informant interviews.

### b) Key Informant Interviews

The NGOs targeted for KIIs were purposively selected based on different thematic areas being investigated as well as working with refugees and the host community.

## Quantitative sample

LOCALITY	REFUGEE CAMPS	HOST COMMUNITY	CHILDREN
Nguenyiel	92	-	15
Tierkidi	62	-	15
Jewi	61	-	
Kule	50	-	
Itang	-	249	30
Pugnido	39	-	
Pugnido 2	20	-	15
Gog	-	62	15
<b>Total achieved</b>	<b>324</b>	<b>311</b>	<b>90</b>

Table 7

## 2.3 Survey limitation

- In some focus group discussions, there was a language barrier which was overcome by using local translators.
- The enumerators' understanding of some English terms was limited which affected the translation into Anuak and Nuer. Care was taken during training to ensure all the enumerators were on the same page. During training some of the enumerators who could not grasp the meaning and effectively translate the different terms were dismissed.
- Conflict between Anuak and Nuer, and conflict between the host and refugees affected the planned schedule for trainings. The host and refugee enumerators were therefore trained separately.
- The poor infrastructure and distances to the survey areas prolonged the data collection exercise.
- In Gambella, because of distance and location of Jewi camp, it was difficult to carry out the survey with the host community. The sample was therefore redistributed to Itang special Woreda

## Key informant interviews achieved

KII	NO. ACHIEVED
UNHCR (Community Services and Protection)	1
Camp leaders (RCC Chairmen)	4
Female youth leader	1
IMC (SRH, SGBV, Nutrition and Mental Psychosocial Support)	1
DRC (Food security and livelihoods)	1
Oxfam (Livelihoods and shelter)	1
World Vision Ethiopia (Education)	1
Deputy Woreda Administrator	1
ARRA Regional Director	1
ARRA M&E	1
<b>Total</b>	<b>13</b>

Table 9

- f) The sample achieved per day was limited by the number of working hours. All humanitarian organizations enter the camp at 8:30 am and leave by 4:30 pm. The enumerators were requested to work over lunch break to cover for the deficits.
- g) Achieving the 50/50 male/female quota for the household questionnaire was a challenge because men spend their time in the shopping areas. Enumerators were advised to target men purposively within the camps to boost the sample.
- h) Mobilization through RCC staff introduced some level of bias since one of the enumerators was an RCC member and because this assessment could be taken as an evaluation of his role, answers given to him might not have been entirely honest.

### Initial focus group discussions conducted

	AREA	FOCUS GROUP DISCUSSIONS ACHIEVED
<b>Refugee Camps</b>	Tierkidi Refugee Camp	Female Above 35 Years
	Kule Refugee Camp	Female youth 18–35 years
	Nguenyiel Refugee Camp	Male above 35 years
		Male and female youth 18–35 years
	Jewi Refugee Camp	Female Above 35 Years
Pugnido	Male youth 18–35 years (Anuak)	
<b>Host community</b>	Itang: Urban	Male youth 18–35 years (Anuak)
		Female youth 18–35 years (Nuer)
	Itang: Rural	Male Above 35 years (Nuer)
		Female Above 35 years (Nuer)
	Gog	Male youth 18–35 years (Anuak)
Female youth 18–35 years (Anuak)		

Table 8

## 3. Main findings

### 3.1 Information needs

#### 3.1.1 Information and decision making

Asked whether they needed any additional information to aid them in making better decisions for them and their family, majority (above 80%) of the respondents reported in the affirmative from both the host and refugee communities.

The above is contrasted by the way respondents reacted to the question of whether they generally felt well-informed.

the group who were less informed, tended to listen to radio less than those better informed. The same is valid for watching TV, but again the difference is small. However, there is a significant aspect of gender, 65% of women did not feel well-informed, in contrast to 53% of men (p = 0.002). So, females made up a big portion of the not well-informed group.

**“ I heard there is a peace process going on in South Sudan but I don’t know what is going on in the peace process.**

Source: FGD, Women 35 years old and above, Tierkidi Refugee Camp

#### 3.1.2 Information currently needed

Information related to the security of the respondents was very important for both refugees and host community. Seven attributes related to security featured in the top ten information needs. Amongst the refugees, the security situation in South Sudan is paramount at 82% while in the host com-

munity, security news in Gambella and Ethiopia is important. Staying safe to prevent harassment and getting help after a physical attack were more skewed towards the host community at 21% and 9% respectively.

**“ Information on peace, in our country is what we want to hear. If there is peace in our country, that is information we need to hear.**

Source: FGD, 18 to 35 years, Mixed group Nguenyiel Refugee Camp

Information on peace and security was considered important by the refugee community. They wanted to know what was happening in their home country. From FGD discussions, the refugees were keen on the peace talks that were happening in their home countries. They mentioned that with peace and security people can coexist peacefully, cases of SGBV would reduce, school attendance would improve, and people would be able to work. With peace and security all the other systems would work.

**“ We always resolve our conflicts. There is no organization which has a project on peace and security which is very important to us.**

Source: KII, RCC Nguenyiel Refugee Camp

Information on peace and security would also foster peaceful coexistence between the refugees themselves and also between refugees and the host community.



Figure 2

#### Feeling well-informed in Ethiopia

	YES, WELL-INFORMED	NO, NOT WELL-INFORMED	TOTAL
<b>Refugees</b>	121	193	324
%	37%	60%	100%
<b>Host urban</b>	47	82	137
%	34%	60%	100%
<b>Host rural</b>	77	90	174
%	44%	52%	100%
<b>Total</b>	<b>245</b>	<b>365</b>	<b>635</b>
%	39%	58%	100%

Table 10

Information currently needed but not available. Several of the most pressing information needs are related to security.

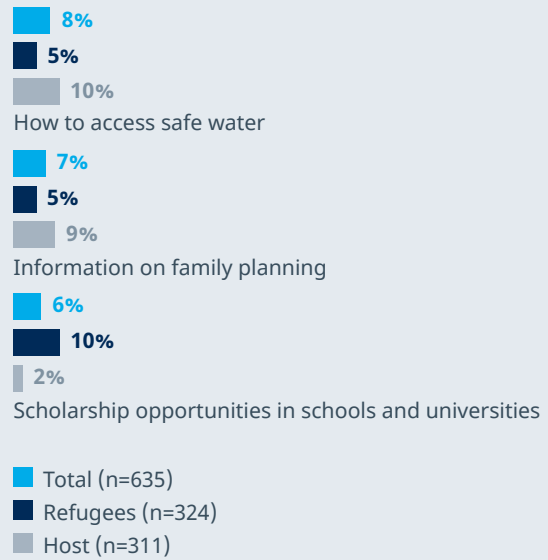


Figure 3

“ We need more information because we are living in the rural areas and there is no channel that can bring information that we lack. Therefore, we need information about peace and development as well as information on community development.

Source: FGD, Youth, Rural, Gog host community

“ We need information on different businesses. We also need information on health, education, training, family planning.

Source: FGD, 18 to 35 years, Female, Rural, Gog host community

“ What this community needs is information about education. There are some children studying under tree and others are not attending schools. Also, they need health information.

Source: KII, Itang Deputy Administrator



Figure 4

The lack of infrastructure was a major barrier for the rural host communities. This highlights the need for innovative channels of information dissemination, such as listener groups, community meetings, school meetings, health fairs, etc.

From the focus group discussions, it was noted that there was a general lack of information both in the host and refugee communities. This was compounded by the fact that sources of information were limited to government and NGOs. Based on the findings from FGDs and key informant interviews, peace and security was important to both the refugees and host community. Conflicts arose due to resource sharing; for example, depletion of forest cover by refugees as they searched for firewood. Theft cases were also a source of conflict between the Nuer and Anuaks.

**“Ethiopian community fear to go to the refugee community because the killers are there, most of them have guns from South Sudan.**

Source: FDG, Itang host community

**“There is no information on peace and security. There is no information on jobs. There is no information on education. There is no information on money. There is no information on health.**

Source: FGD, Itang host community

#### Children's information needs

Boys and girls were asked to state their current information needs. Information on education and technology had the highest mentions at 49% and 38% in the refugee camps and host communities respectively.

Amongst girls, other important needs identified were reporting of conflicts, access to medical services and how they could access food. For the boys, other needs identified as important were on access to medical services. Information about peace and security and how to avoid early marriages was also important for the children. The issue of early marriages was confirmed as a challenge facing girls and boys in both host and refugee communities during focus group discussions.

During the FGDs, the respondents were given show cards and asked to select the topics they would like more information on. The topics presented to them were: health, education, jobs, money, SGBV, peace and security and resettlement/repatriation. The most important topic in most of the



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Members of the refugee community (males 35+) during a focus group discussion sorting topics for media content according to interest. The most interesting topics are placed left, least interesting right.



© Laura Wagenknecht

Interpreter explaining the exercise to members of the refugee community during a focus group discussion with members of the refugee community (males 35+).



FGDs was information on peace and security amongst both the refugees and host community members despite the fact that information on peace was amongst the least accessed through radio. This underlines a need for more information in both the refugee and host communities because the current information accessible to them is mainly on Ethiopia, Gambella, South Sudan as well as international news. On page 30 are some images on how the respondents prioritised the topics mentioned above.

Peace and security was deemed very important to both the refugees and host community. However, the host community placed more emphasis on the peace and security between the Nuer and Anuak tribes in Gambella region while the refugees were more concerned about the security situation in South Sudan. The refugees reported that they were getting very good protection services from ARRA and the camp protection committees and did not have any fears while inside the camps. This may explain the earlier finding showing that they were more interested in security and peace in South Sudan than that of the host region.

Messages of peace and security within the Gambella region are only communicated to members of both the host and refugee communities when the region is experiencing insecurity issues.

“Living in peace is very important here. But living in peace with the Nuer people is very difficult. They usually come to the Anuak community, but Anuak people are afraid to go into the Nuer community. They are afraid that the Nuer people will kill them.

Source: FGD, 18 to 35 year old, Male, Urban, Itang host community

“Whenever a security issue arises, the Kabele administrator calls a meeting to talk about peace and security between the Anuak and Nuer. That is the only time we get information about peace and security from the government.

Source: FGD, 35 years old and above, Female, Rural, Itang host community

## 3.2 Respondent profile/demographics

A total of 725 respondents participated in the survey and 645 household interviews with adults above 18 years and 90 children below 18 years were done. The spread of the sample across the ages is representative of the target community and thus the insights derived from the analysis of the data is representative of the information needs of the target community.

Persons with disability were included in the assessment and represented 8% of the total sample (51), which ensured that their opinions and information needs were taken into account. As illustrated in table 11 the most occurring type of disability was physical impairment (legs and hands) (39%) and blindness (38%).

“The camp is usually protected 24hrs by ARRA and the camp protection committee. We don't have any security concerns in regards to the situation inside the camps. Sometimes we are told not to go outside the camps when the Anuak people are threatening the security situation.

Source: KII, RCC, Tierkidi

## 3.3 Education and language

### 3.3.1 Education level

Education levels were found to be generally low especially amongst the adult refugees. A high number of respondents never attended a formal school. As shown by the graph in figure 5, 39% members from the refugee community and 15% of the host community (13% urban and 17% rural) had no formal schooling. This implies that members of the host community have relatively higher literacy compared to their refugee counterparts. In the host communities, a higher number of respondents had completed university at 17% and 18% in the urban and rural areas respectively. However, in the refugee camps, only 4% of the sample had university education.

The challenges in school attendance were also corroborated during the FGD's and KII's. Refugees expressed difficulties in accessing education due to restricted movement, early marriages as well as lack of resources for further education. Early marriages are a cultural issue that is very prevalent in South Sudan and according to UNICEF, around 45% of children are married before the age of 18.<sup>8</sup>

<sup>8</sup> [unicef.org/southsudan/press-releases/world-childrens-day-south-sudanese-children-calls-end-child-marriage](https://unicef.org/southsudan/press-releases/world-childrens-day-south-sudanese-children-calls-end-child-marriage)

## Respondent profile

	REFUGEES (INCLUDING CHILDREN, N= 369)		HOST COMMUNITY (INCLUDING CHILDREN, N=356)				
	Base (n)	%	Urban (N=159)		Rural (N=197)		
			Base (n)	%	Base (n)	%	
Age	13–17	43	12%	23	14%	24	12%
	18–24	84	23%	26	16%	41	21%
	25–35	106	29%	78	49%	83	42%
	36–45	88	24%	17	11%	26	13%
	46–55	32	9%	6	4%	22	11%
	55 and above	16	5%	8	5%	2	1%
Gender	Male	140	38%	72	45%	102	52%
	Female	229	62%	87	55%	95	48%
Disability	Yes	26	7%	11	7%	10	5%
	No	343	93%	148	93%	187	95%

Table 11

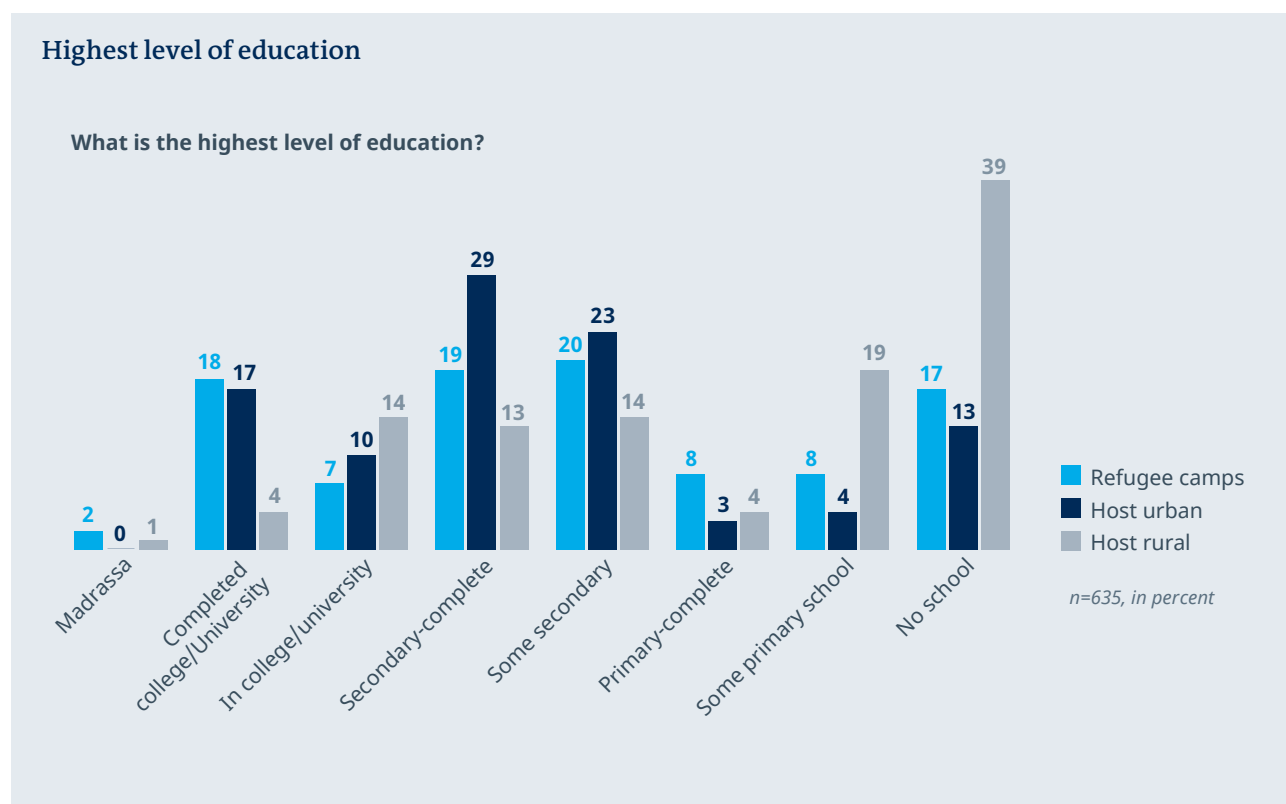


Figure 5

The youth lacked the motivation to finish their education as was observed during a KII with a RCC chairman. This suggests that the youth devalue education and their status as refugees reduces the chance of meeting a mentor/influencer who can encourage them.

Amongst the children, the proportion that attend school is high more so in the refugee camps and the study found that at least 9 out of 10 children aged between 11 to 17 years were currently attending a formal school amongst the refugees. However, the figure is significantly lower in the Pugnido host community where 87% of the children interviewed were in school as illustrated in figure 6.

World Vision works in the education sector in both the refugee camps and host community and reported that the refugees were better placed compared to the host community due to the various interventions by the organisations working in the region. Tribal conflicts were also noted to affect school attendance amongst the children.

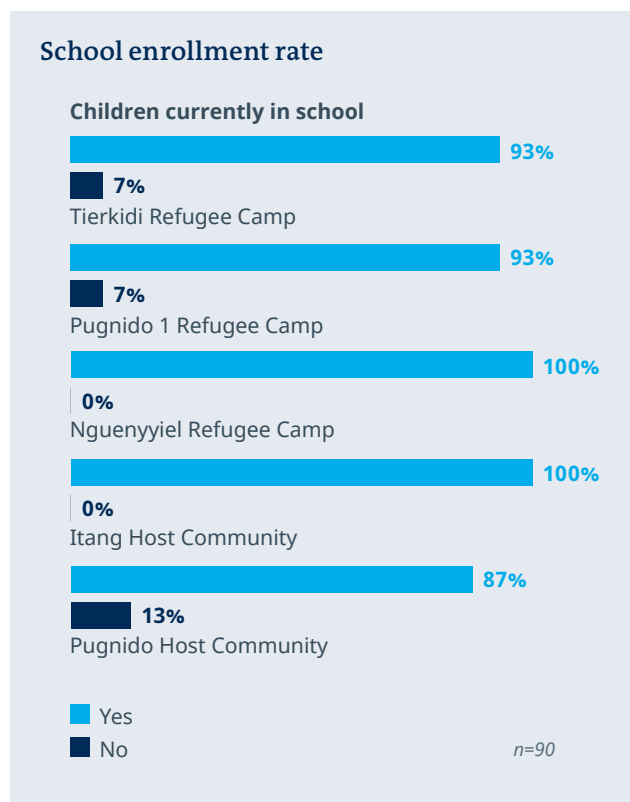


Figure 6

“ SGBV cases are a big challenge in the camps. This is mainly through early marriages. After a girl is married, she is unlikely to complete school.

Source: KII, UNHCR

“ We have school programs where we encourage these girls to focus on school instead of getting married early. The challenge however is that this is a male dominated society and women do not have much input in what has already been decided. This is part of the culture that needs to be changed.

Source: KII, IMC

“ The teenage youth need to be encouraged to continue with their education. They should avoid being discouraged by their brothers who did not complete school.

Source: KII, RCC Kule

“ Comparatively, the refugees are getting better service than the host community. The host community members are living in very poor conditions, they are also economically poor. We have built a secondary school at the entrance of Jewi camp which is supposed to have scholars from both the host and refugee communities. However, due to the tribal conflicts, the host community members who are Anuak cannot attend the school yet the next nearest school is in Gambella town. Since the school is too far, they prefer staying at home and don't attend any school.

Source: KII, World Vision

### 3.3.2 Ability to read and write

This assessment also measured the ability to read and write. Amongst the adults interviewed, respondents from the urban host community were more likely to read and write compared to those in the rural areas. Refugees were the least likely to read and write at 56% and 54% respectively as illustrated in figure 7. This is verified by the fact that the refugees had lower education levels compared to the members of the host community as mentioned earlier in the report.

### 3.3.3 Written and spoken languages

The survey findings show that Nuer, Anuak and Amharic were the dominant written and spoken languages among the respondents who reported that they can read and write. Nuer is common in all refugee camps and host community apart from Pugnido host community which is predominantly Anuak. Pugnido refugee camp has a mix of both Nuer and Anuak speakers. Both read and written Amharic is also popular with the host community as illustrated in tables 12 and 13. The consultant observed that the actual figures may be lower since respondents were not asked to demonstrate their reading nor

writing skills but the responses are based on the respondents' evaluation of their ability to read and write. An analysis on the preferred languages for radio or TV, showed that the preferred language for refugees is Nuer (80%) and the preferred one by host communities is Anuak. Computation demonstrated that with a media initiative in Nuer and Anyuak a program could cover the needs of all refugees and the host communities. Only 9 respondents (1.4%) do not understand any of these two languages, 7 of them are from host communities.

## 3.4 Sources of information

### 3.4.1 Channels of communication

The survey sought to uncover the different sources of information that members of the refugee camps as well as the host communities are actively using. The sources of information mentioned were diverse amongst the respondents interviewed. Spontaneously, multiple sources of information were mentioned in both the refugee camps and host communities. In the refugee camps, UNHCR and ARRA were the main information sources at 70% while in the host community TV had the highest mentions at 36% in the urban communities and people as a source of information were reported to be most dominant in the rural host community as demonstrated in figure 8. 'People' also played a significant role in information dissemination in both the refugee camps and host communities.

Community leaders played a crucial role in the dissemination of information within the refugee camps at 33% but with minimal role amongst the rural host community. Notably, information from radio and mobile phones was less dominant in both the camps and host communities. Newspapers as a source of information was skewed towards the urban host dwellers at 17% as illustrated in figure 8 and could be attributed to the ease of accessing newspapers in the urban centres as well as a higher proportion of individuals who are able to read and write.

**“ We have few channels of passing information to the refugees. They include; RCC chairman, religious leaders, women associations amongst others. The RCC members were selected by the refugees themselves. This is the main link between us and the refugees. We mostly use the RCC to convey information because we are sure the information will get to all members in the settlement**

Source: KII, ARRA

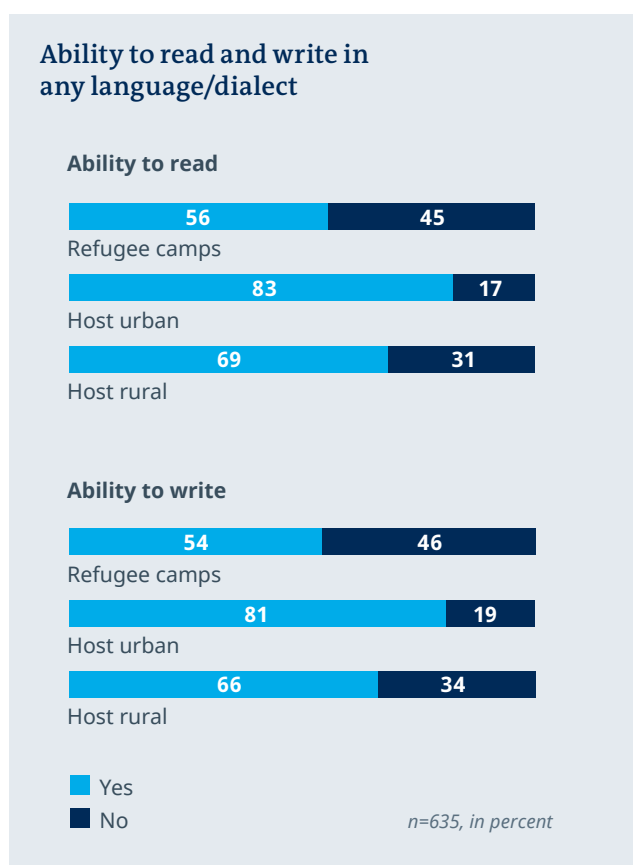


Figure 7

## Literate respondents' ability to read languages/dialects

	KULE CAMP	TIERKIDI CAMP	PUGNIDO CAMP	PUGNIDO 2 CAMP	NGUENYYIEL CAMP	JEWI CAMP	ITANG	GOG
<b>Base</b>	<b>28</b>	<b>31</b>	<b>29</b>	<b>11</b>	<b>34</b>	<b>37</b>	<b>178</b>	<b>60</b>
Amharic	-	10%	3%	-	-	8%	63%	75%
English	39%	39%	62%	36%	29%	27%	23%	77%
Dinka	-	-	-	-	3%	-	-	-
Didinga	-	-	-	-	-	3%	1%	-
Lotuko	-	3%	-	-	-	-	-	-
Arabic	4%	16%	3%	9%	26%	5%	-	-
Nuer	96%	94%	45%	91%	97%	100%	85%	2%
Anuak	-	3%	31%	-	-	-	17%	88%
Arabic	11%	3%	-	-	-	3%	1%	-
Murle	-	-	-	-	3%	-	-	-
Oromo	-	-	-	-	-	-	-	2%

Table 12

## Literate respondents' ability to write languages/dialects

	KULE CAMP	TIERKIDI CAMP	PUGNIDO CAMP	PUGNIDO 2 CAMP	NGUENYYIEL CAMP	JEWI CAMP	ITANG	GOG
<b>Base</b>	<b>28</b>	<b>31</b>	<b>27</b>	<b>12</b>	<b>33</b>	<b>31</b>	<b>173</b>	<b>58</b>
Amharic	-	10%	-	-	-	10%	43%	78%
Tigrinya	4%	-	-	-	-	-	-	-
English	39%	29%	48%	8%	15%	35%	19%	21%
Arabic	-	16%	4%	-	18%	16%	-	-
Nuer	96%	100%	44%	92%	94%	100%	86%	0%
Anuak	-	3%	30%	-	-	-	16%	88%
Arabic	11%	-	-	-	1%	-	1%	-
Oromo	-	-	-	-	-	-	-	2%
Dinga	-	-	-	-	-	-	2%	0%

Table 13

“As part of the information dissemination, we use the established structures. These are mainly the RCC, clan leaders, religious and traditional leaders. We usually capacitate them with the relevant information so that they can help us pass different information during campaigns.

Source: KII, International Medical Corps

“At times not everyone receives information on when food will be distributed in good time. This mostly affects the people in zones that are very far off.

Source: FGD, 35 years old and above, Female, Nguenyiel Refugee Camp

“The human understanding is varied, and the different agents usually have different understanding of a message conveyed to them. Sometimes the message disseminated would get distorted due to poor understanding or language barrier.

Source: KII, International Medical Corps

UNHCR/ARRA as well as community leaders being the key sources of information was corroborated qualitatively. The flow of information was from UNHCR/ARRA through the RCC structure and finally to the community members. This suggests that the information received within the camps was mainly in line with the mandate of UNHCR and ARRA. It also suggests that due to the limited channels of information, the refugees only receive information which revolves around the refugee camps since that is the mandate of the two institutions. The RCC was selected by members of the refugee camps and usually holds office for a period of two years.

The different NGOs that work within the camps also use the RCC and community leaders as part of their communication channels. They reported that the RCC was an important channel as the information conveyed usually gets to the relevant community members. The RCC also acts as a channel for feedback from the community.

However, there is a significant challenge in information dissemination through the RCC structure and other committees as reported by one of the NGOs interviewed. Even though they were reported as being the most effective channel, distortion of information was mentioned as a key challenge which was partly driven by the low literacy levels. Refugees also mentioned challenges encountered during information dissemination by the RCC. In instances where food distribution was delayed, communication was usually relayed through the RCC on the new dates for food delivery. However, some of the respondents who live in zones that are far off complained there were instances when the information did not reach them in good time and as a result they missed their food rations. Table 14 shows the current media consumption in the Ethiopian sample.

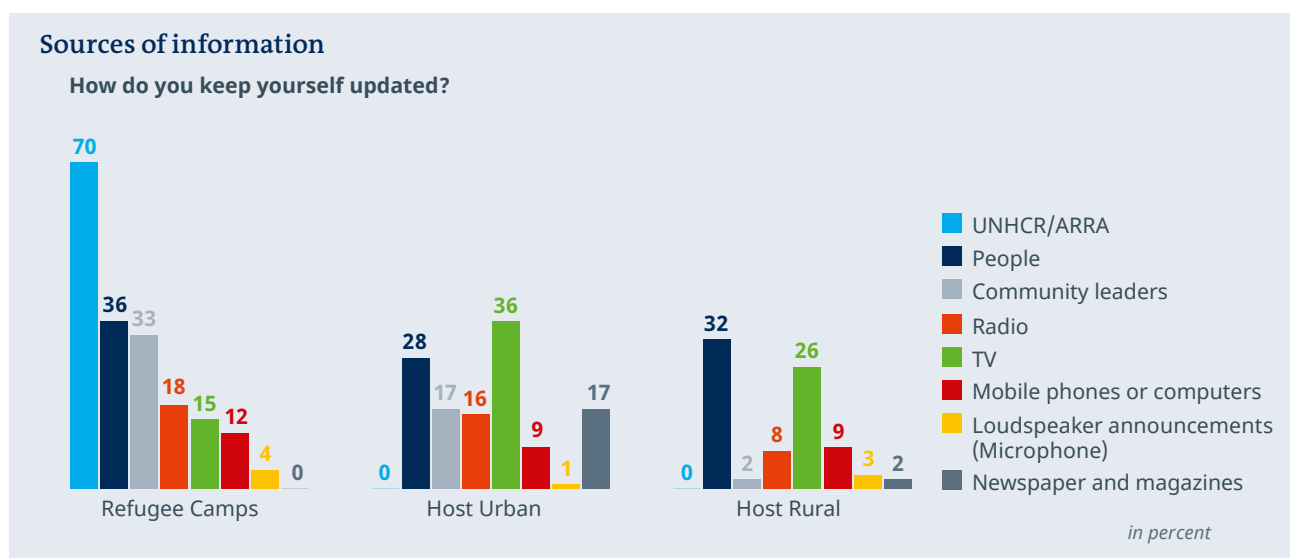


Figure 8

In the camps around Pugnido (and in Pugnido host rural) radio is used by around 45% of respondents, compared to only 21% on average. TV hardly plays a role in refugee camps. Only in Itang urban it has some importance (29%) and in Pugnido host rural. Reading newspapers and magazines hardly play a role, as expected.

“ Here we have a structure. We have RCC, Zone leader, Block leader and a Community leader. The information usually flows through this structure.

Source: FGD, 35 years old and above, Male, Nguenyiel Refugee Camp

### Current media consumption in Ethiopia according to sites

	RADIO	TV	MAGAZINES	MOBILE PHONES	INTERNET	SOCIAL MEDIA
Kule Refugee Camp	14	8	0	9	6	4
	28%	16%	0%	18%	12%	8%
Tierkidi Camp	7	3	0	22	9	9
	11%	5%	0%	36%	15%	15%
Pugnido 1 Camp	14	8	2	16	8	10
	36%	22%	5%	10%	10%	10%
Pugnido 2	9	1	0	11	5	3
	45%	5%	0%	10%	10%	10%
Nguenyiel Camp	8	4	0	19	9	8
	9%	4%	0%	10%	10%	10%
Jewi Camp	13	7	7	31	10	9
	21%	12%	12%	10%	10%	10%
Itang Host Urban	21	40	5	90	54	56
	15%	29%	4%	10%	10%	10%
Itang Host Rural	19	0	2	56	0	14
	17%	0%	2%	10%	10%	10%
Pugnido Host Rural	28	15	7	32	16	18
	45%	24%	11%	10%	10%	10%
<b>Total using</b>	133	86	23	286	117	131
	21%	14%	4%	10%	10%	10%
<b>Total N</b>	635	635	635	635	635	635

Table 14

## 3.5 Radio access and consumption habits

### 3.5.1 Access to information from radio

Radio listenership was generally low in both the refugee camps and host communities at an average of 21%. There was no significant difference in listenership between the refugees and host communities at 20% and 21% respectively. The rural host community dwellers reported the lowest radio usage at 15% while those from the urban regions had the highest at 27% as illustrated in figure 9.

The low incidence of radio listenership is driven by the fact that there are very few radio sets within the households in both the refugee camps as well as the host communities. One FGD respondent painted the picture of how different life was as a refugee vis a vis a citizen of South Sudan. He mentioned that refugees had several challenges including lack of radios. Below is verbatim from a youth mixed group in Nguenyiel refugee camp.

“ This is a refugee camp. Unlike where we moved from, this place has several challenges. As youth, we need a lot of information, however, we don't have radios within the camps. Only few people own personal radio sets.

Source: FGD, 18 to 35 year old, Male, Nguenyiel Refugee Camp

The lack of radio sets was also corroborated in the host communities as radio and TV sets are perceived as luxuries for the few who can afford them.

Further disaggregation of the data by gender reveals that a higher proportion of males listen to the radio compared to the females in both the refugee camps and the host communities. The consultants observed that division of labour partly drove the low number females listening to radio. During the day, as the females were busy conducting household chores including: collecting firewood, cleaning, baby-sitting, collecting food/material from the distribution centres (within the camps), the males were gathered in small groups within the towns/markets and RCC office. This placed men at a better advantage of sharing information as well as listening to radio in their small informal groups during the day compared to females who remained enclosed within their households.

Notably, a higher proportion of younger respondents had access to a radio compared to their older counterparts in both the host community and the refugee camps as illustrated in table 15. Out of the 635 respondents interviewed, 133 of them reported to be able to radio. More than half of respondents in both host and refugee communities listen to the radio with friends while at least above 30% listen to the radio with their family as illustrated in figure 10.

Out of the 635 respondents interviewed, 501 of them reported no access to radio. A number of different barriers were attributed to the low listenership levels amongst those who don't have access to radio. The main barrier cited was the lack of a radio set in the refugee camps, host urban and host rural communities at 77%, 61% and 72% respectively as illustrated in figure 11. At least 16% of the respondents from the refugee camps reported that the main barrier was lack of programs in their local languages. Despite the fact that Nuer and Anuak are the main tribes in Gambella region, there are no local radio stations within the region. A significant proportion of refugees are not able to speak nor understand Amharic, therefore, they can only listen to radio stations from South Sudan that broadcast in a language they easily understand.

### Current radio listenership by gender and age

		TOTAL	MALE	FEMALE	18-24	25-35	36-45	46-55	55 AND ABOVE
Refugee camps	Base	324	120	204	84	107	88	35	10
	Yes	20%	34%	12%	23%	22%	20%	18%	10%
	No	80%	65%	88%	76%	78%	80%	82%	90%
Host community	Base	311	161	150	68	161	43	29	10
	Yes	22%	28%	15%	26%	23%	21%	14%	0%
	No	78%	72%	85%	74%	77%	79%	86%	100%

Table 15



Affordability issues and lack of electricity are also obstacles to radio listenership in the rural host communities. The gender aspect is not relevant, except for the fact that more women (17%) than men (6%) said that there is no program in their language. All other reasons are more or less the same with regard

to gender. On average, 13% of respondents disagreed with the usefulness of radio, but refugees much more (21%).

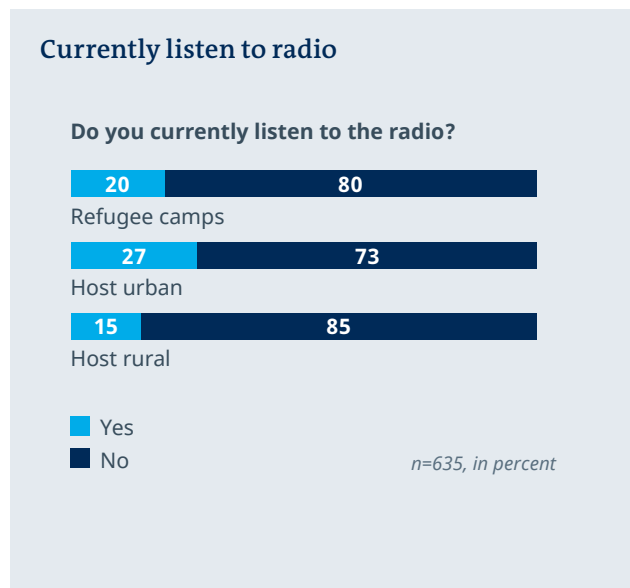


Figure 9

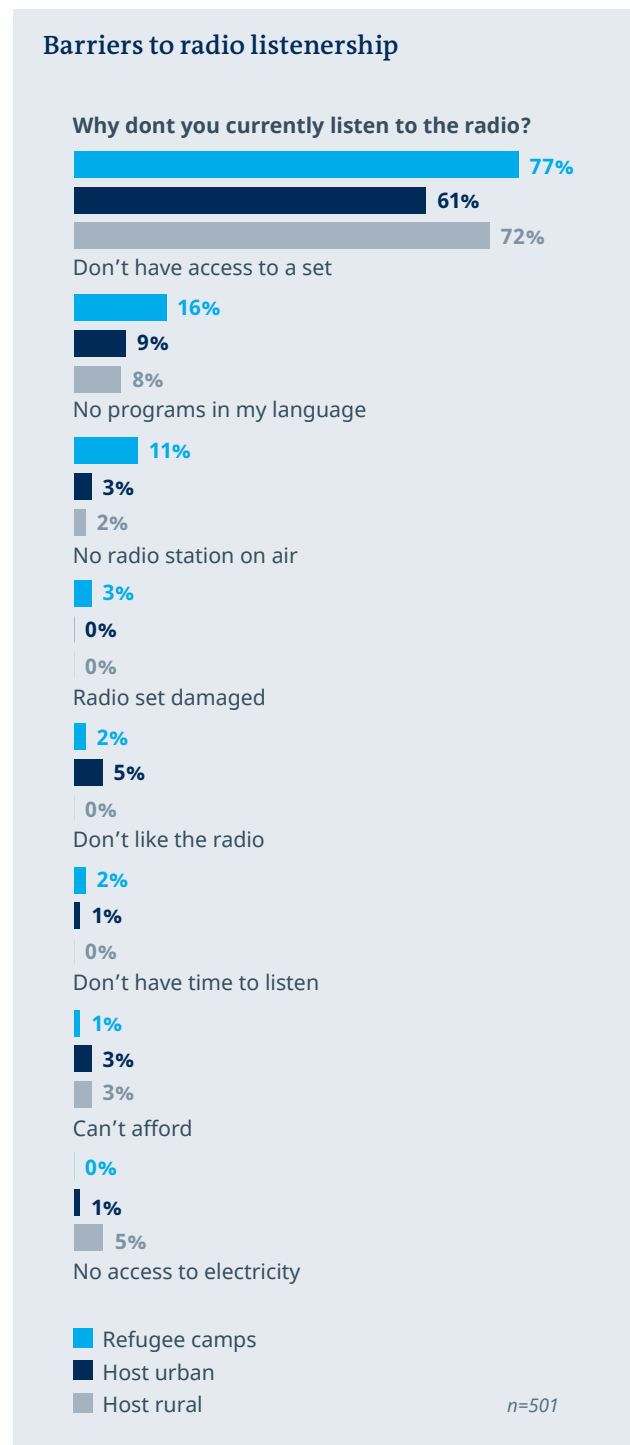


Figure 11

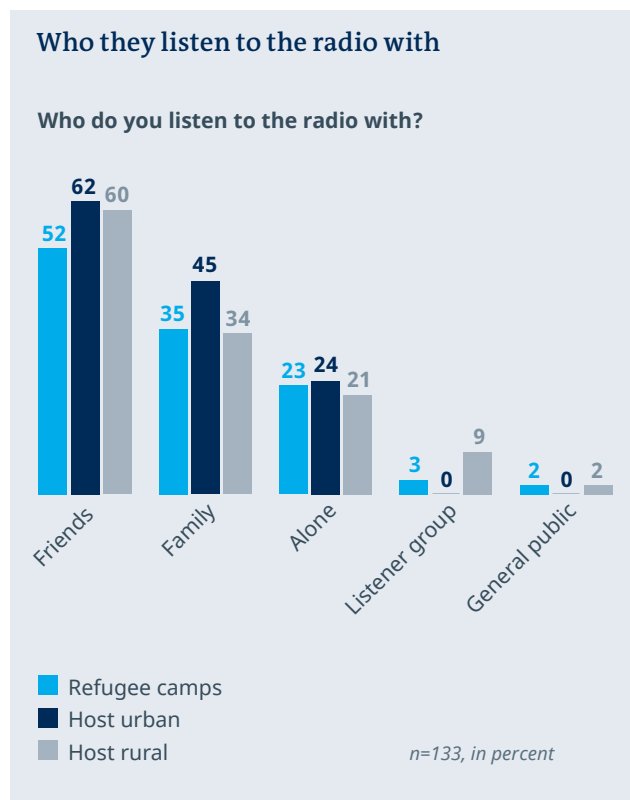


Figure 10

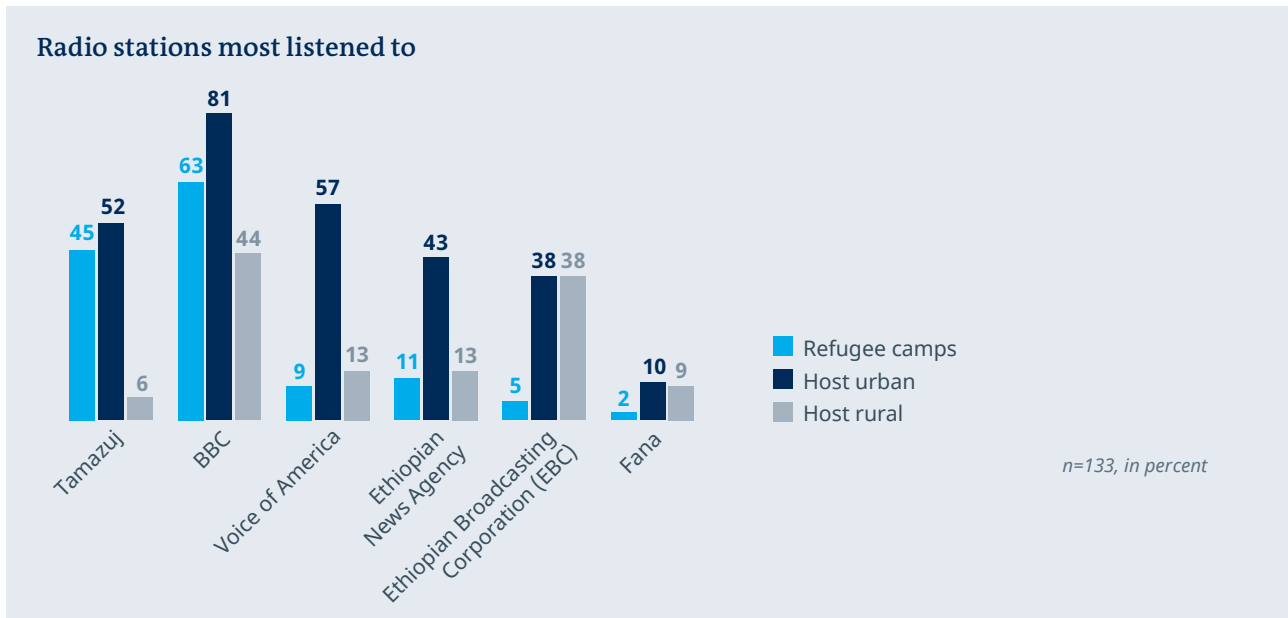


Figure 12

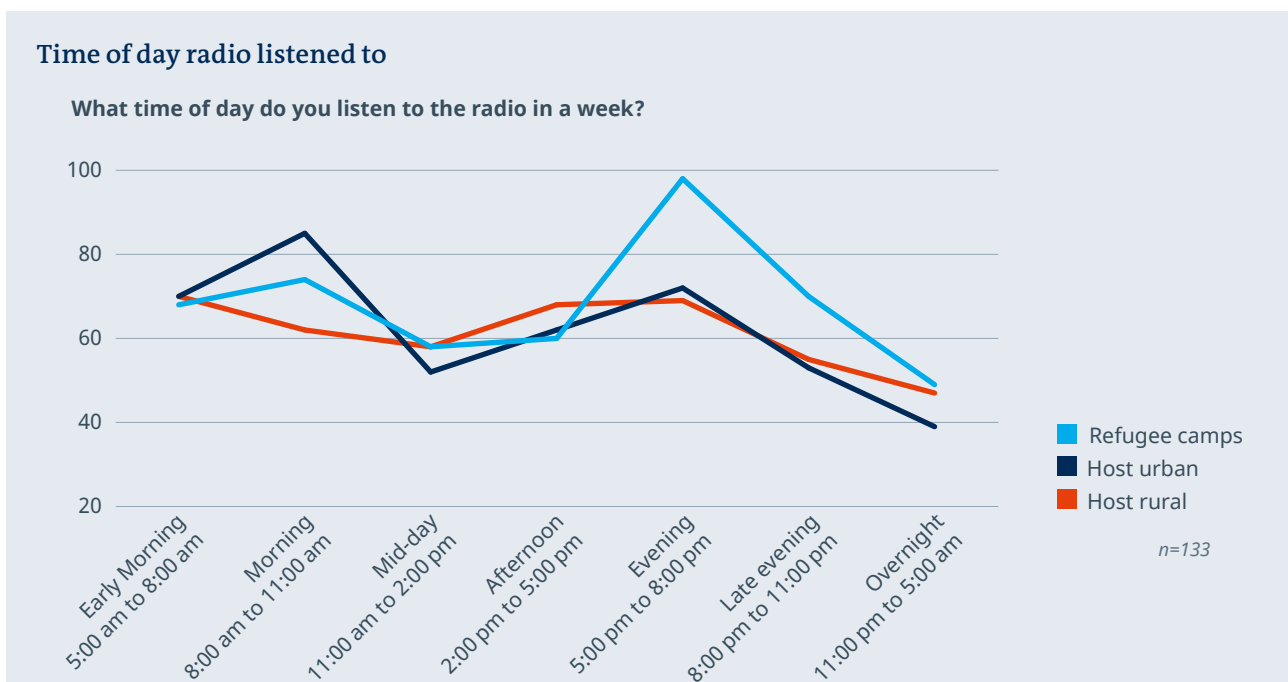


Figure 13

“TV’s and radio are only owned by a few people. Those who have the financial capacity to purchase them

Source: FGD, 18 to 35 year olds Male, Host Community, Gog Woreda

### 3.5.2 Radio stations accessed

Based on those who listened to radio, the most popular radio station accessed in both the refugee camps and host community was BBC. A significant inclination was visible amongst the urban dwellers within the host communities at 81%. Tamazuj was the second most popular radio station overall. Further disaggregation of the data revealed that the station is popular amongst the Nuer speakers in both the refugee camps and host communities. Tamazuj has a higher proportion of Nuer listenership as it broadcasts in Nuer language as reported by enumerators during training. The Amharic radio stations: Ethiopian News Agency and Ethiopian Broadcasting Corporation (EBC) were skewed towards the host community. Very few refugees listened to the Amharic speaking radio stations due to the language barrier. The data shows that only the host communities listen to the Amharic emissions by the Ethiopian public broadcasters (EHB and Ethiopian News Agency ENA). Those who speak Nuer can listen to Radio Tamazuj, which broadcasts in local Arabic (according to its website)<sup>9</sup> but also in Nuer (according to main report). This means that there is a limited option for Nuer speakers and none for people speaking only Anuak, as there is no radio station that serves them in their language. These limitations may explain why the BBC is popular, at least for respondents speaking English or Amharic.

Though BBC has the highest listenership levels in both the refugee camps and host communities, the refugees complained that the station usually broadcasts in English, therefore, they usually get translations from their children or other people within the community who understand English. Respondents from the host community reported listening to BBC Amharic which usually gives information on Ethiopia in general as well as Gambella region and other regions within the country.

“ I prefer listening to BBC Amharic because the reporters use a language I can easily understand and the news is mainly about Ethiopia.

Source: FGD, 18 to 35 year old, Male, Host Community, Itang Woreda

Radio listenership varies based on the time of day among those who listen to the radio. Morning (8:00 am to 11:00 am) and evening (5:00 pm to 8:00 pm) were the most popular times. There was no significant variation between the refugees, urban and rural host communities on the listening times. Midday, afternoon and overnight had the lowest levels of listeners as demonstrated in figure 13.

### 3.5.3 Information currently received from radio

Generally, a low proportion of respondents named the radio an information source. For those with access, reliance on radio as a source of information on news from Ethiopia and Gambella was significantly higher in the host community from both the urban and rural areas as demonstrated in table 16. Amongst the refugees, information/news on South Sudan was more sought after at 83% compared to information on Ethiopia and Gambella region. The refugees therefore seemed more keener on information about their home country than that of the hosting country. International news attracted interest from the urban dwellers in the host community at 76%.

Notably, radio was not an important source of information on matters education, health, peace and security in both the host and refugee communities at 22%, 16%, 11% and 7% respectively as illustrated in table 16.

“ The information we usually listen to on BBC is on peace and security in South Sudan. The station broadcasts in English, so we have to translate to our friends or families what the presenter talks about. The children who go to school also help with the translations in the homes.

Source: FGD, 35 years old and above, Male, Nguenyiel Refugee Camp

Refugees need information on the immediate camp, and on their home country (here: South Sudan), whereas the host communities are much more interested in news from Gambella and Ethiopia, (their home region and country). Important to note, that refugees receive additionally information on civil and refugee rights. The topics like health and education (and international news) are mainly requested by the host urban and host rural community. There is hardly any difference on receiving information under the lens of being well or not well-informed.

“ We usually receive information on the current state of security in South Sudan from the radio.

Source: FGD, 35 years old and above, Female, Tierkidi Refugee Camp

<sup>9</sup> The website says that listeners anywhere in Sudan or South Sudan can receive Radio Tamazuj through shortwave radio and that the stations broadcasts in local dialect Arabic from 6:30 am–7:30 am, and 5:30 pm–6:30 pm

## Information currently received from radio

	TOTAL	REFUGEE CAMPS	HOST URBAN	HOST RURAL
<b>Base</b>	<b>133</b>	<b>65</b>	<b>21</b>	<b>47</b>
Information/news on Ethiopia	70%	23%	95%	91%
Information/news on Gambella region	67%	15%	95%	91%
International news	47%	29%	76%	36%
Information/news about South Sudan	38%	83%	14%	17%
Information/news on the camp/community	37%	45%	43%	23%
Education	22%	18%	29%	19%
Information/news about health	16%	11%	27%	11%
Information/news on peace	11%	14%	14%	4%
Information/news on security	7%	8%	10%	2%
Information/news about civil/refugee rights	6%	17%	1%	1%
Entertainment/music	3%	5%	5%	0%

Table 16

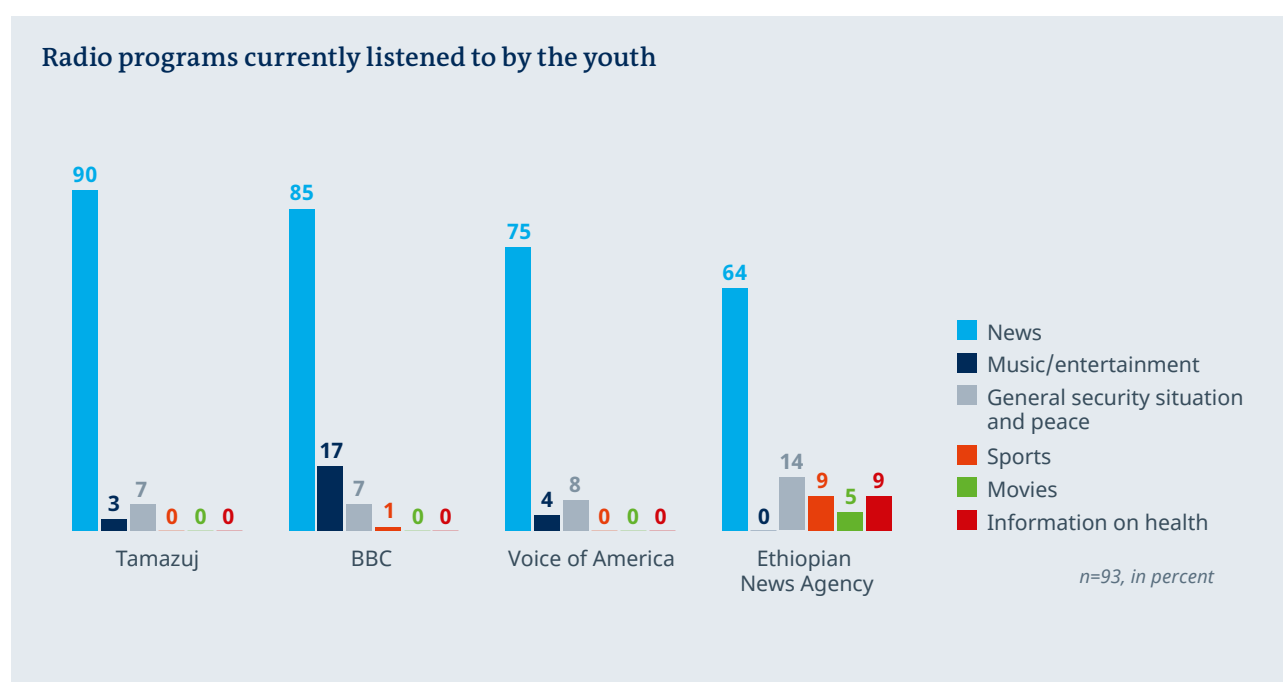


Figure 14

The radio as a source of information and news from South Sudan was corroborated qualitatively through the FGD's.

### 3.5.4 Programs currently listened by the youth (18–35 years)

Among the youth who listen to the radio, news was the most sought after information across all channels led by Tamazuj at 90%. Those who listen to Ethiopian News Agency, had a good mix of different content they could listen to. News, however had the highest proportion at 64% as illustrated in figure 14.

### 3.5.5 Children's programs

The number of children who currently listen to the radio was very low, a paltry 7%. This infers that out of the 90 children interviewed, only 6 could access information through the radio. There was no significant difference amongst the children from the host community and those from the refugee camps.

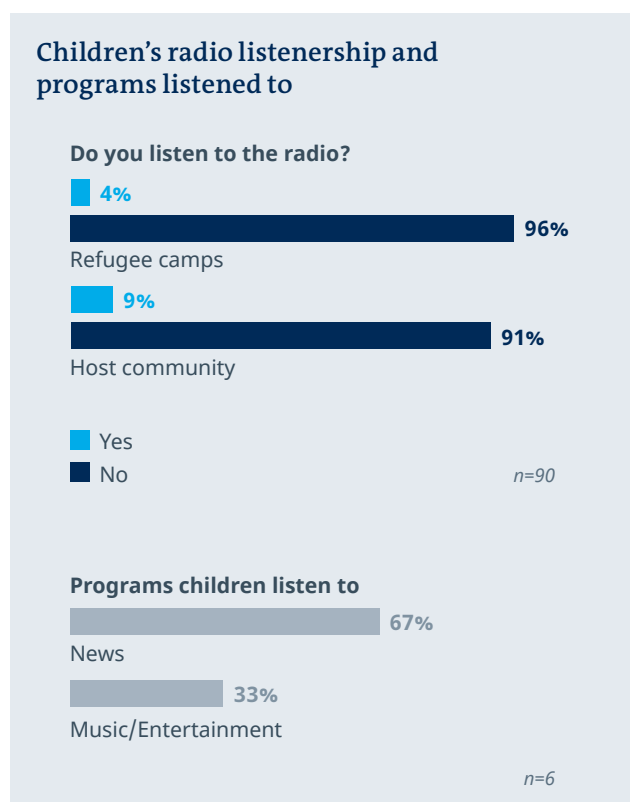


Figure 15

The survey also sought to find out the programs that the children (11–17 years) listen to. Notably, 67% (of the 7% who listen to radio) tuned into the news while only 33% listened to music/entertainment as illustrated in figure 15. The high news listenership amongst children corroborates with the finding that the adults who are not able to understand English during news broadcasts usually get translations done by the children.

### 3.5.6 Use of radio podcasts

The incidence of radio podcasts was very low with only 2% of the respondents reporting to have ever used a podcast as demonstrated in figure 16.

**“ We regularly disseminate any information we get from UNHCR, ARRA as well as other organisations.**

Source: KII, Tierkidi Deputy RCC

**“ We have some traders who regularly come to the refugee camps who usually have TVs and show films and sports to the youth. They have to pay before gaining access to the premises. In the homes, we don't have TV sets as there is no electricity in the camps.**

Source: KII, RCC Nguenyiel

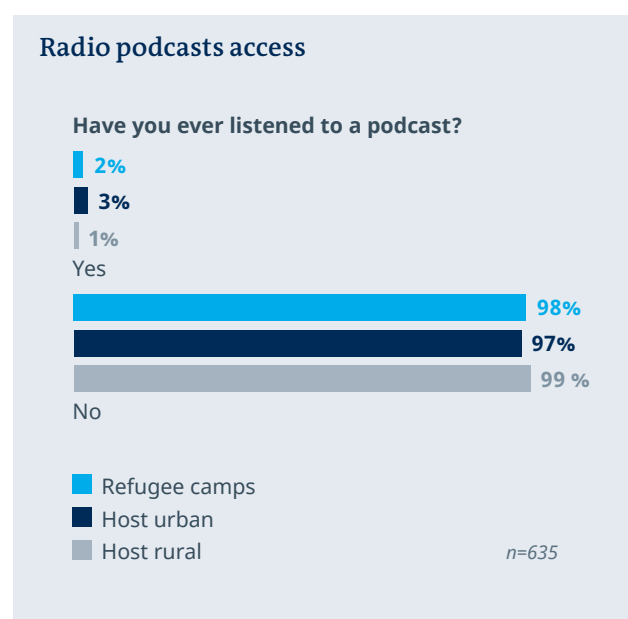


Figure 16

### 3.6 Television access and consumption habits

#### 3.6.1 Access to information from TV

The survey also investigated the number of those with access to information from a TV either through satellite/cable or film shops. The members of the urban host community had the highest proportion of those watching TV through satellite/cable and film shops at 29% and 30% respectively as illustrated in table 17. Within the rural areas of host communities, TV access was mainly through the film shops at 25% while access through satellite/cable TV was significantly lower at 9%. The proportion of refugees with access to a TV was very low for both satellite/cable and film shops at 10% and 12% respectively.

The main reason for the low TV access was lack of TV sets as well as absence of electricity in the refugee camps and rural areas of the host communities. In the host communities, the consultant observed that a majority of the businesses including the Woreda administration offices used generators on a day-to-day basis.

The respondents who didn't watch TV mentioned the lack of a TV set at 69%, 36% and 46% amongst the refugee camps, host urban and host rural respectively as barriers. The absence of electricity in the rural areas of the host community was also notable at 9% as illustrated in figure 17.

Qualitatively, one RCC chairman reported that the low access to TV was driven by the lack of electricity. Instead, businessmen usually have film shops within the shopping centres/markets where they allow community members to watch films or sports events at a fee.

#### Access to information from TV

	REFUGEE CAMPS	HOST URBAN	HOST RURAL
<b>Base</b>	<b>n=324</b>	<b>n=137</b>	<b>n=174</b>
Watch TV from satellite/cable	10%	29%	9%
Watch TV from film shops	12%	30%	25%

Table 17

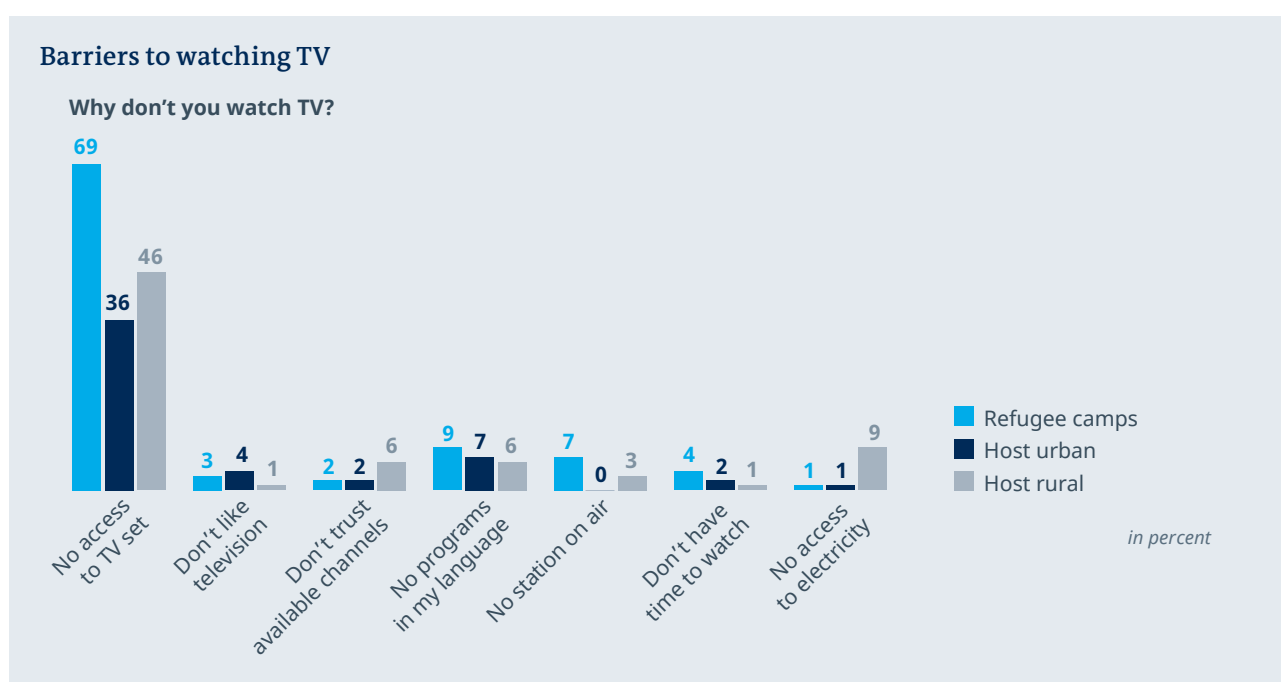


Figure 17

### 3.6.2 TV and film audience by demographics

Disaggregation of the data by gender and age based on those who have ever accessed TV reveals that male respondents had more access to TV's compared to women in both the refugee camps and host communities. However, the proportion of females who accessed TV from the refugee camps was significantly lower than those from the host community. Notably, the younger members of community (below 35 years) had better access to TV either through film shops or satellite/cable compared to the adults above 35 years of age as demonstrated in

table 18. This implies that the film shops present an opportunity for information dissemination amongst the male youths in both the refugee camps and host community.

A notable difference in the pattern of TV viewership was visible. In the refugee camps, viewership was highest from afternoon up to the evening while in the urban areas of the host community, viewership was highest in the morning (between 8:00 am to 11:00 am). The rural host community had generally a low viewership level across all the times of the day.

#### TV and film audience by demographics

LOCALITY	TOTAL	MALE	FEMALE	18-24	25-35	36-45	46-55	55 AND ABOVE
<b>Refugee camps</b>								
<b>Base</b>	<b>324</b>	<b>120</b>	<b>204</b>	<b>84</b>	<b>107</b>	<b>88</b>	<b>35</b>	<b>10</b>
Satellite/Cable	10%	18%	5%	14%	8%	11%	0%	0%
Film Shop	12%	23%	5%	16%	13%	10%	3%	0%
<b>Host communities</b>								
<b>Base</b>	<b>311</b>	<b>161</b>	<b>150</b>	<b>68</b>	<b>161</b>	<b>43</b>	<b>29</b>	<b>10</b>
Satellite/Cable	18%	18%	17%	21%	23%	17%	10%	0%
Film Shop	28%	32%	24%	35%	29%	23%	24%	0%

Table 18

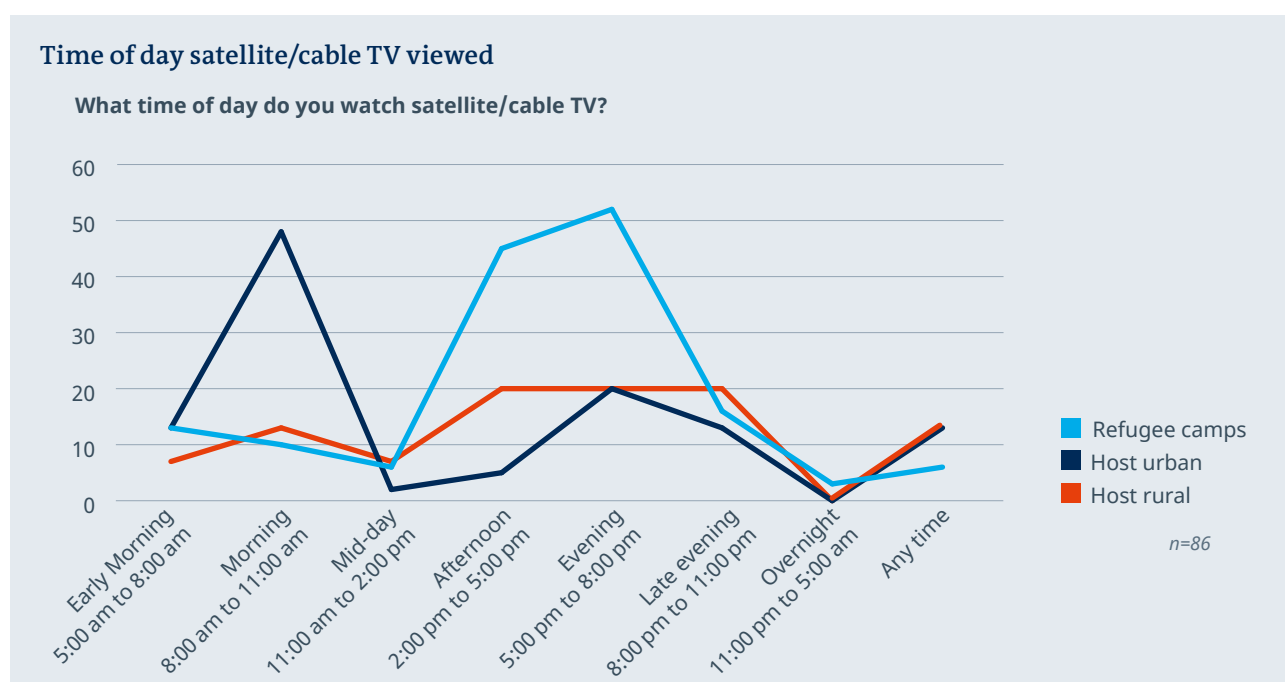


Figure 18

## Interest in information shown on TV

	REFUGEE CAMP	HOST URBAN	HOST RURAL
<b>Base</b>	<b>n=48</b>	<b>n=55</b>	<b>n=35</b>
Information/news from South Sudan	60%	15%	15%
International news	33%	76%	29%
Education	27%	20%	55%
Information/news from the camp/community	25%	55%	11%
Information/news from Ethiopia	23%	93%	91%
Information/news from Gambella	17%	93%	85%
Information/news about health	17%	29%	13%
Information/news on peace	17%	15%	2%
Entertainment/music	13%	7%	5%
Information/news about civil/refugee rights	10%	4%	0%
Information/news on security	8%	15%	2%

Table 19

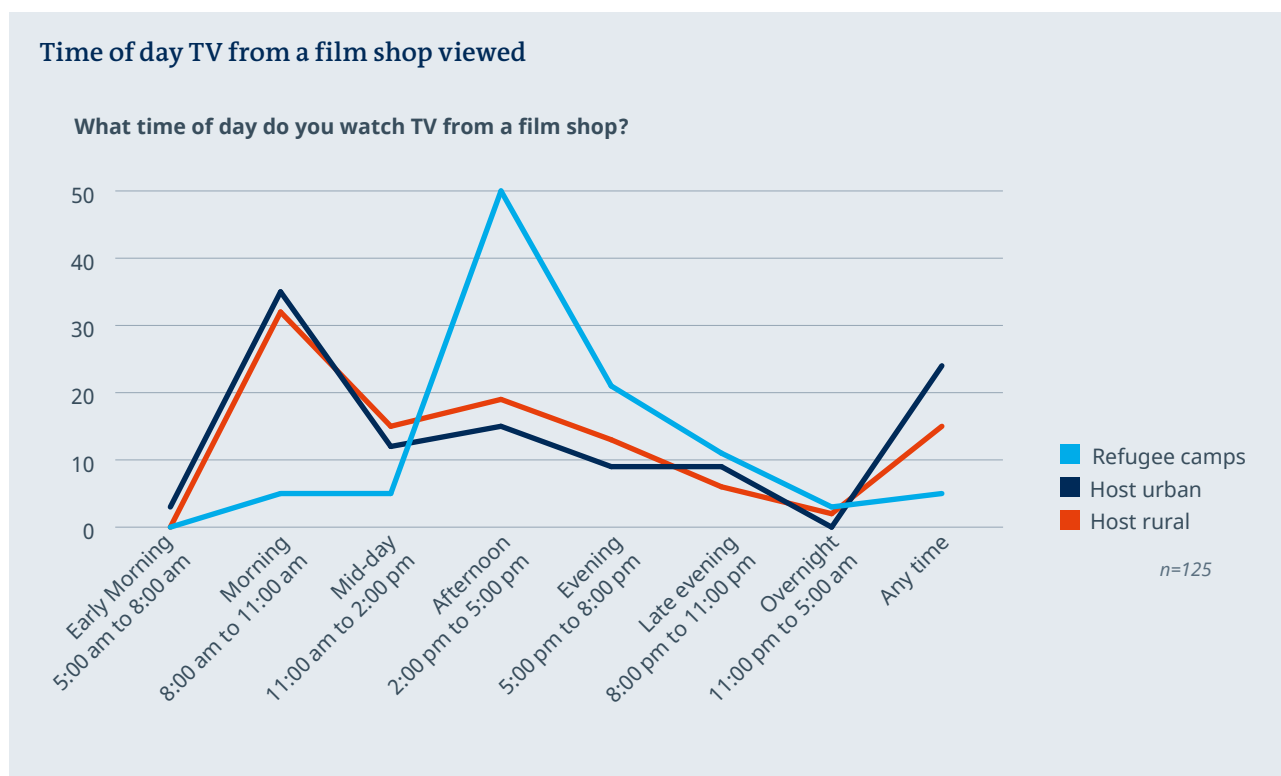


Figure 19



Time of TV viewership from a film shop was relatively consistent within the urban and rural areas of the host community. It was highest in the morning (between 8:00 am to 11:00 am) and lowest overnight (between 11:00 am to 5:00 pm). This was partly because businesses were closed during this time. In the refugee camps however, viewership was highest in the afternoon (between 2:00 pm to 5:00 pm) as illustrated in figure 19. The viewership then significantly declined throughout the remaining day. The consultant observed that individuals working in refugee camps including humanitarian workers and film shop owners exited the camps by 4:30 pm. As a result, viewership in refugee camps went down in the evening.

### 3.6.3 Information consumed from TV

Interestingly, the information sought on radio is also sought on TV. The host community followed up on Ethiopia and Gambella while the refugees showed more interest in information on South Sudan at 60%. Notably, the rural dwellers within the host community with access to TV also looked for information on education from the TVs at 55% while 76% of the urban dwellers in the host community accessed information on education from the TV. Information on civil/refugee rights and security on TV was low at 10% and 8% amongst the refugees as illustrated in

table 19. The information gap on security is still visible among those with access to television, just as it was amongst those who listen to the radio.

### 3.6.4 Channels currently accessed

The study also explored the TV channels the respondents watched the most. Overall, BBC was the most popular channel. The trends observed in the radio listenership are still dominant in TV viewership. Amongst the host community members in the urban centres, the Amharic TV stations were more popular—ETV at 60% and EBC at 40% while South Sudanese stations had more popularity amongst the refugees—SSTV at 29% as illustrated in figure 20. Bein Sport had relatively high popularity scores—more so amongst the refugees. Disaggregation of the data by gender reveals that, the channel was more popular with male respondents. Bein Sport is a global network of sports channels owned and operated by BeIn Media Group headquartered in Doha, Qatar<sup>10</sup>.

“We don’t see newspapers and magazines inside the camps.

Source: KII, RCC, Nguenyiel

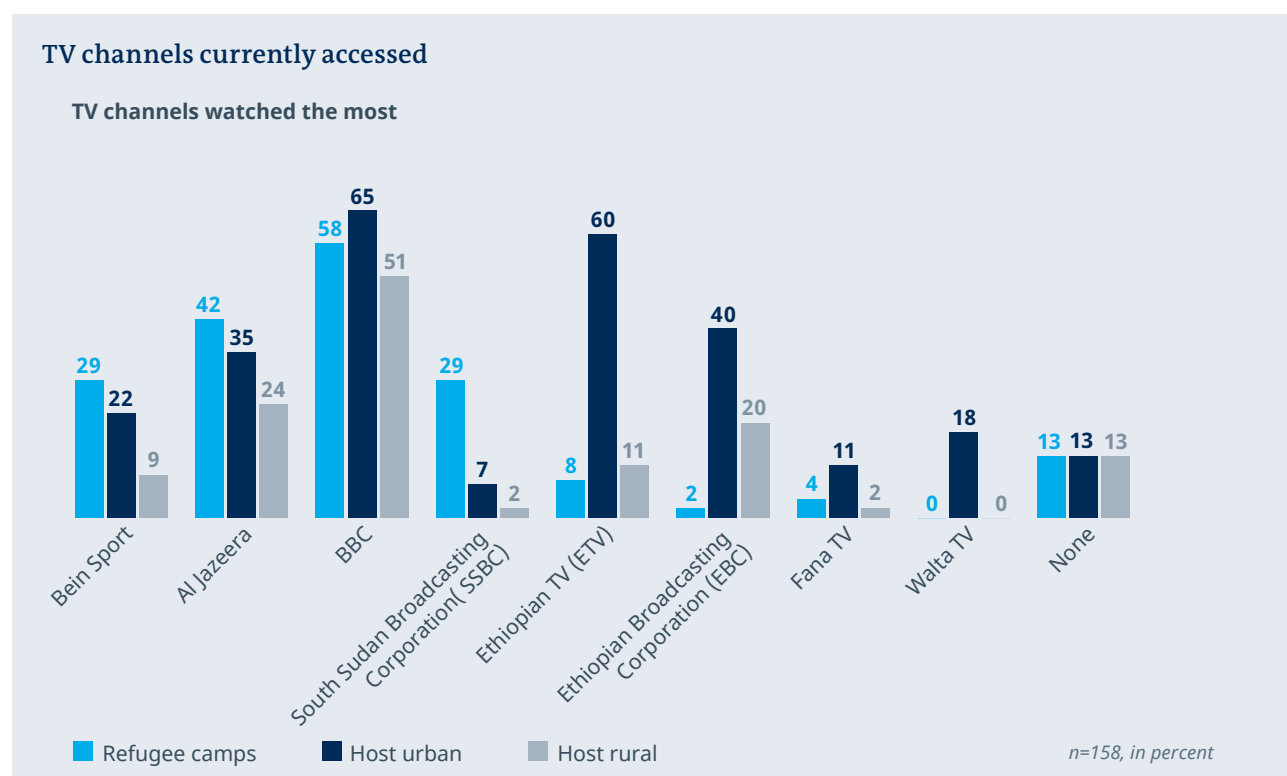


Figure 20

<sup>10</sup> beinsports.com/en

### 3.6.5. Most trusted TV channels

Those respondents with access to TV were also asked which channels they trust most. BBC was the most trusted channel in the refugee camps and the urban host community at 42% and 22% respectively while EBC was most trusted in the rural host community at 18%. Notably, a significant proportion of respondents do not trust any TV channel, with respondents from the rural host community showing the highest distrust, as shown in figure 21.

## 3.7 Print media access and consumption

### 3.7.1 Access to information from newspapers and magazines

The incidence of newspapers and magazines readership was very low. In the refugee camps, only 2% read newspapers and 3% read magazines. The proportion of newspapers readership is significantly higher in the host community at 23% and 13% in the urban and rural areas respectively as illustrated in figure 22.

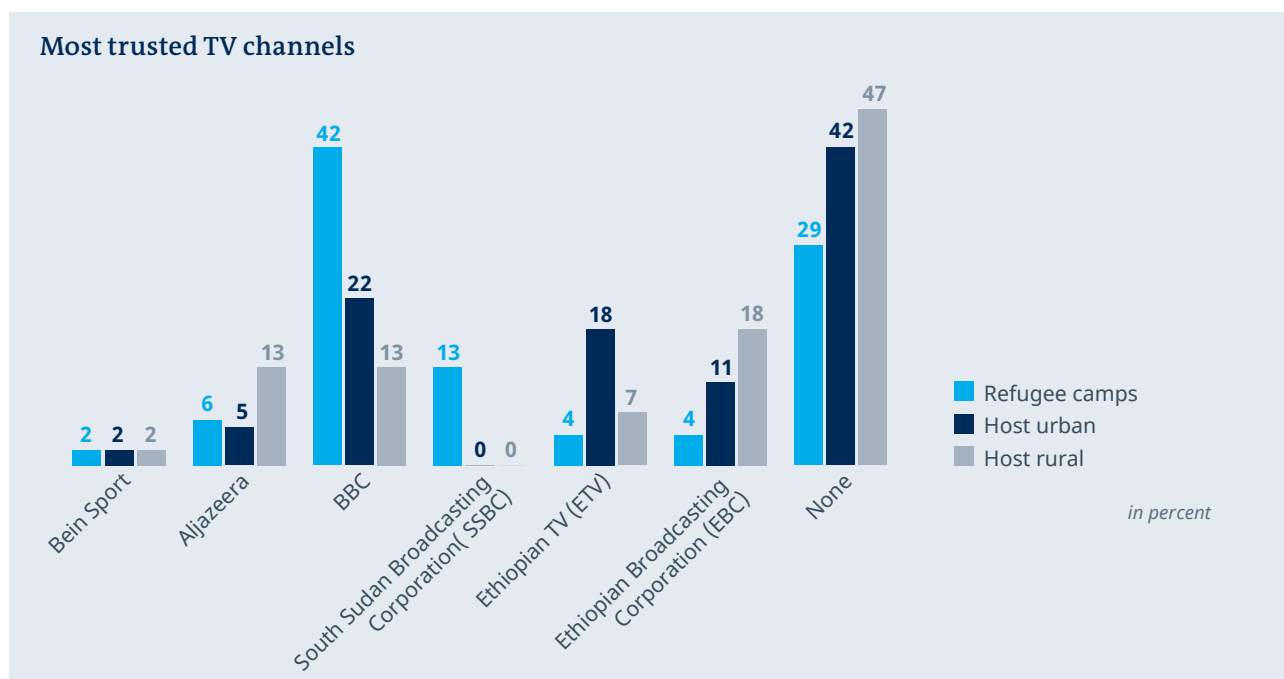


Figure 21

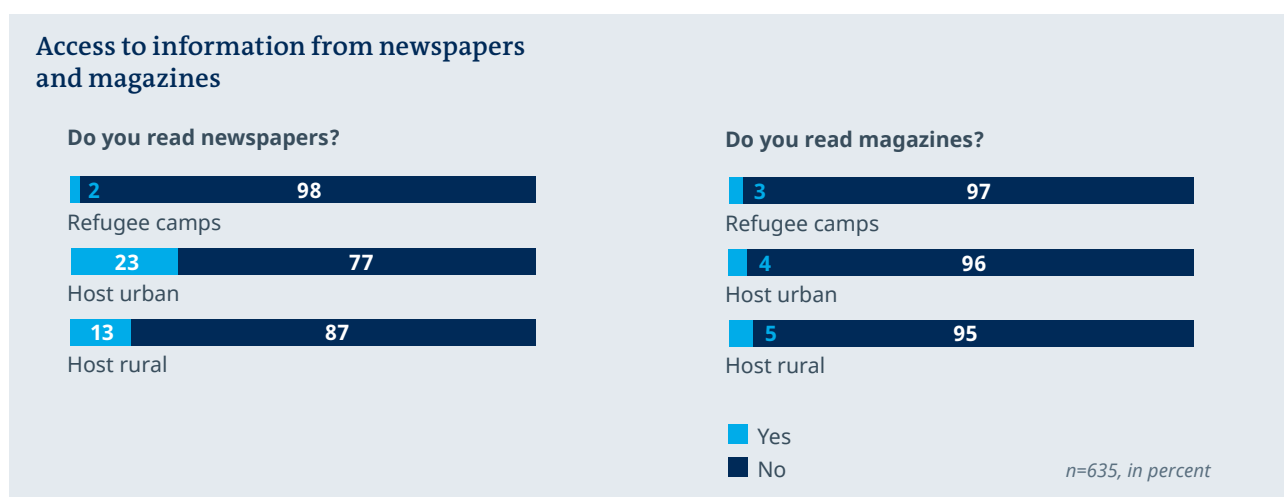


Figure 22

There were several barriers to getting information from newspapers, primarily lack of availability, which was mentioned by 52% of respondents in the refugee camps and 32% and 48% in the urban and rural host community respectively. Low literacy levels were also barriers to accessing information through newspapers and magazines, especially in the refugee camps. Within the host communities, access to newspapers and magazines was significantly lower in Gog Woreda compared to Itang Woreda. The consultant observed the poor roads in Gog which partly increased the unavailability of newspapers.

This information was corroborated by the qualitative findings which showed that there are availability issues regarding newspapers and magazines. In the Gambella region, only one newspaper (Anamako) was available. This implies that community members don't have much choice in the selection of newspapers to read as only one is available.

### 3.8 Mobile phone access and consumption habits

#### 3.8.1 Mobile phone access

The incidence of mobile phone access is relatively high compared to access to TV and radio in both the refugee camps and host community. More than half of the members of host community had access to mobile phone with the proportion being higher in the urban areas at 66%. Amongst those who have access to mobile phones, at least 8 out of 10 respondents have their own mobile phones as illustrated in figure 23. This implies that information dissemination through mobile phones would have a bigger audience compared to TV and radio in both the refugee camps and host communities.

#### Barriers to accessing newspapers

	REFUGEE CAMPS	HOST URBAN	HOST RURAL
<b>Base</b>	<b>n=319</b>	<b>n=106</b>	<b>n=151</b>
I can't read	32%	25%	28%
None available in my language	22%	30%	21%
None available at all	52%	32%	48%
Can't afford to buy them	6%	15%	6%
Don't know	2%	2%	11%

Table 20

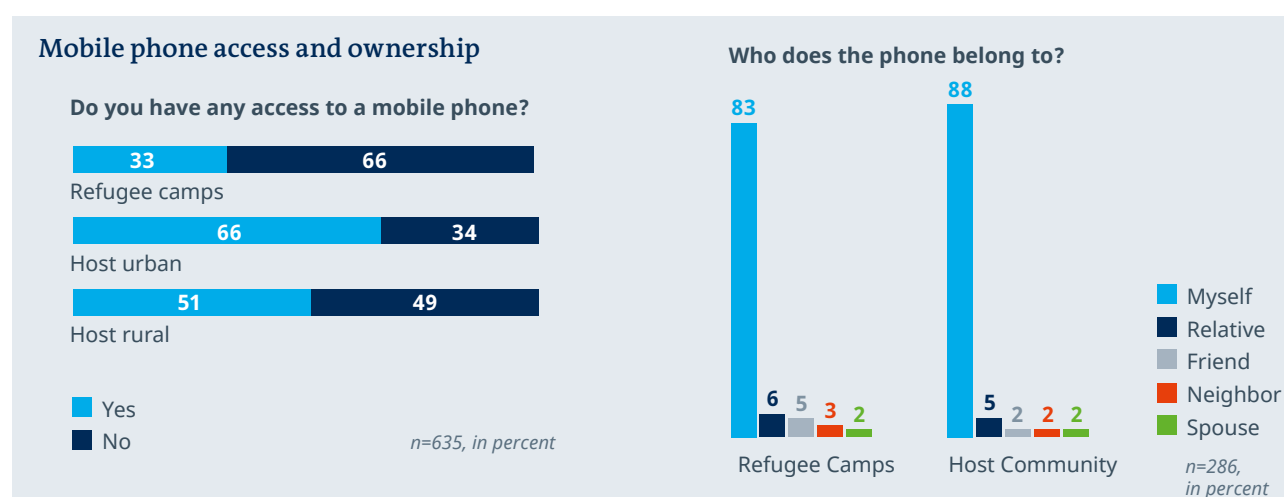


Figure 23

Disaggregation of the phone access data by gender reveals that access is more skewed towards the male respondents in both the host and refugee communities at 63% and 51% respectively. Notably, the younger respondents had better access to mobile phones compared to the older individuals (over 46 year olds) as demonstrated in table 21. Targeting the youth through mobile phones particularly those in the host community would be ideal.

**“ The big problem is Internet here. Even if you have a smart phone, you cannot access the Internet. We have very limited access to the Internet in this camp. Sometimes you have to go to Gambella to get Internet due to the poor network in the camps.**

Source: KII, RCC Nguenyiel

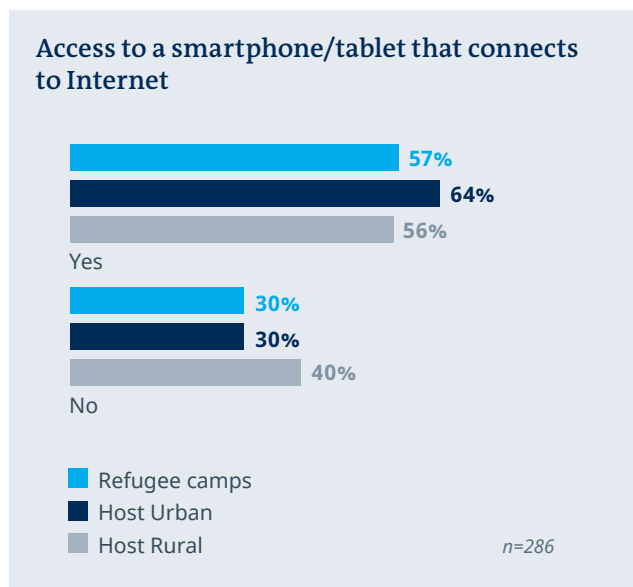


Figure 24

### Mobile phone access

	TOTAL	MALE	FEMALE	18-24	25-35	36-45	46-55	55 AND ABOVE
Refugee camps	33%	51%	23%	48%	36%	28%	11%	0%
Host community	57%	63%	51%	46%	65%	60%	45%	40%

Table 21

### 3.8.2 Access to a smartphone/tablet that connects to Internet

Internet access is an important feature on any smart phone. The survey examined if the respondents had access to a smartphone/tablet with Internet access. More than half of the respondents with access to a mobile phone could connect to the Internet through mobile phones as illustrated in figure 24. The urban dwellers in the host community had the highest access to smart phones at 64% while those in rural host communities had the least access at 56%.

Internet access is also a challenge inside the camps due to the poor network. One RCC leader reported that having a smart phone doesn't help much in the camps due to the poor network.

**“ Whenever I receive an urgent message, I sometimes call the Zonal Leaders on their mobile phones and deliver the message to them. Not all of them have mobile phones, so we have to use different methods to get the information through to them.**

Source: KII, RCC Jewi

**“ No newspapers here.**

Source: FGD, 35 years old and above, Female, Tierkidi Refugee Camp

**“ There is Internet in the camps but it is very inconsistent. You can only get good Internet in the town.**

Source: FGD, 18 to 35 year old, Mixed Gender, Nguenyiel Refugee Camp

### 3.8.3 Activities performed on phones

The respondents with mobile phones use them for different activities. However, the dominant activity was calling friends and family and receiving calls in both the host community and refugee camps. Notably, receiving news or alerts was rated higher in the refugee camps at 13% compared to the host community. This was corroborated in the qualitative phase as the RCC chairmen informed the consultants that they sometimes call the Zonal Leaders to convey information to them so that they can disseminate it to the community through the Block Leaders and Community Leaders.

Interestingly, despite the fact that more than half of the respondents with phones could connect to the Internet through their mobile phones, only 15%, 20% and 7% in the refugee camps, host urban and host rural communities respectively do so as shown in table 22. The information on low Internet access was corroborated in the focus group discussions as the respondents reported low penetration of smart phones as well as poor connectivity as key barriers to plugging into the Internet.

The average monthly income in the host urban community was significantly higher than that in the host rural and refugee camps. Even though the refugees purchased the least amount of airtime, they used the highest proportion based on their monthly income at 3% while the host urban community members use the least at 1% as illustrated in the table 23.

### Monthly income and monthly expenditure on airtime

	REFUGEE CAMPS (BIRR)	HOST URBAN (BIRR)	HOST RURAL (BIRR)
Monthly income	402.9	1509.7	713.9
Monthly expenditure on airtime	11.5	20.5	15.8
Proportion of monthly income spent on airtime	3%	1%	1%

Table 23

### Activities performed on mobile phones

	REFUGEE CAMPS	HOST URBAN	HOST RURAL
<b>Base</b>	<b>108</b>	<b>90</b>	<b>88</b>
Calling friends and family	100%	98%	98%
Receiving calls	65%	94%	86%
Sending text messages (SMS)	40%	36%	19%
Taking photos	20%	33%	17%
Sending photos	18%	9%	5%
Accessing Internet	15%	20%	7%
Receiving news/information alerts	13%	1%	2%
Accessing social media	9%	8%	1%
Money transfers	6%	1%	0%
Watch TV or videos	6%	1%	0%
Conducting business	4%	0%	0%
Sending and receiving emails	3%	3%	0%
Listening to radio	3%	1%	1%
Send messages/chat using WhatsApp	3%	8%	2%

Table 22

## 3.9 Internet access and consumption

### 3.9.1 Internet access

Of the 635 respondents interviewed only 18% used the Internet. This could be attributed to the fact that generally connectivity in Gambella region is quite poor more so in the rural areas as well as inside the refugee camps. Majority of the Internet users were drawn from urban host community at 39% as illustrated in figure 25. The challenge in Internet connectivity was also mentioned by ARRA and Oxfam officials who experienced the same challenge. The inconsistencies in Internet connection were therefore a barrier to accessing information online. The challenges in the network were also corroborated by the RCC in Nguenyiel who reported that the network was worst during the day.

Disaggregating the data by those with access to the Internet reveals that, men are more likely to have access to the Internet compared to women in both refugee and host communities at 29% and 27% respectively. Analysis of the data by age groups reveals that younger refugees have better access to Internet compared to the older respondents. In the host community, Internet access is higher for the 25 to 45 year olds. In most cases, this demographic were the ones working and have a higher disposable income, therefore, more likely to have money to enrol for mobile data services.

Those with Internet access, used mostly smart phones and tablets in both the refugee camps and host communities. Cyber cafés had the lowest access across all the demographics. In rural host communities, there was no respondent who accessed Internet in a cyber café as illustrated in table 25.

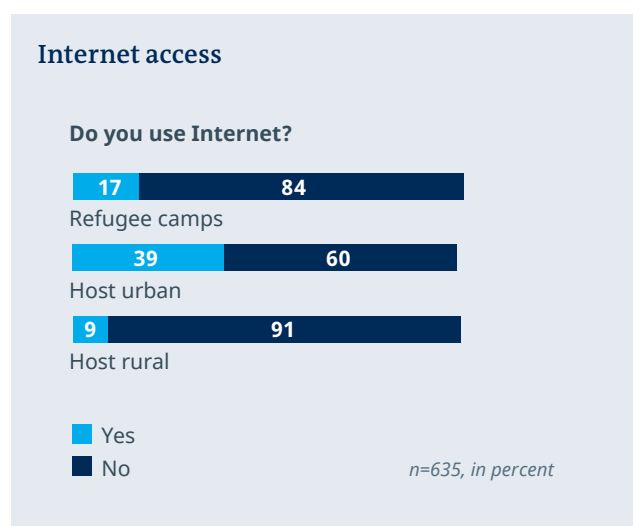


Figure 25

“Network is very poor, the network is only good during the night time. During the day it fluctuates. For example, if you try to call me right now, I will receive a message at night reading “I tried to call you before but your phone was not reachable.”

Source: KII, RCC, Nguenyiel

### Internet access by gender and age

	REFUGEE CAMPS	HOST COMMUNITY
<b>Base</b>	<b>n=324</b>	<b>n=311</b>
Male	29%	27%
<b>Gender</b>		
Female	6%	17%
18-24	17%	22%
25-35	16%	25%
<b>Age</b>		
36-45	14%	30%
46-55	11%	7%
55 and Above	-	-

Table 24

### Devices used to access Internet

	REFUGEES	HOST URBAN	HOST RURAL
<b>Base</b>	<b>n=47</b>	<b>n=54</b>	<b>n=16</b>
My smart/feature phone/tablet	84%	83%	75%
Computer/laptop	13%	20%	6%
Cyber café computer	4%	2%	0%
WAP	-	-	19%

Table 25

The assessment also investigated the frequency of Internet access. Overall, a large proportion of those with Internet access connected on a daily basis led by those in the host community at 66%. In the refugee community out of the 47 people who had Internet access, half of them (55%) accessed Internet daily while 34% reported being online several times a week. The higher proportion of Internet access in the host community is partly attributed to the fact that Internet outside the camps is relatively faster than inside the camps. Lack of electricity is also an impediment to using mobile phones as they may run out of charge. The daily Internet usage implies that the Internet users are frequent users therefore, targeting them through the Internet would be ideal.

“Internet and telephone connectivity is one of the major challenges we have in this region. Within the refugee camps, it is even worse. Most of the RCC chairmen have smart phones, but reaching them by phones is a big challenge. We always have to meet them one on one to convey a message as they are most times unreachable on their phones.

Source: KII, ARRA

“One of our feedback mechanisms is through an online system whereby the incentive workers input any issues or challenges that affect the beneficiaries on a portal so that the information is accessed easily by the program team. The challenge is that, the incentive workers have really to go out of their way to ensure they access Internet so that the information they have logged into the system can upload into the portal.

Source: KII, Oxfam

“We have incentive volunteers. We have sessions called tea talks. We also have different focus group discussions like with women, with children. We have various group discussions with the objective to disseminate information and also get information from the community.

Source: KII, Oxfam

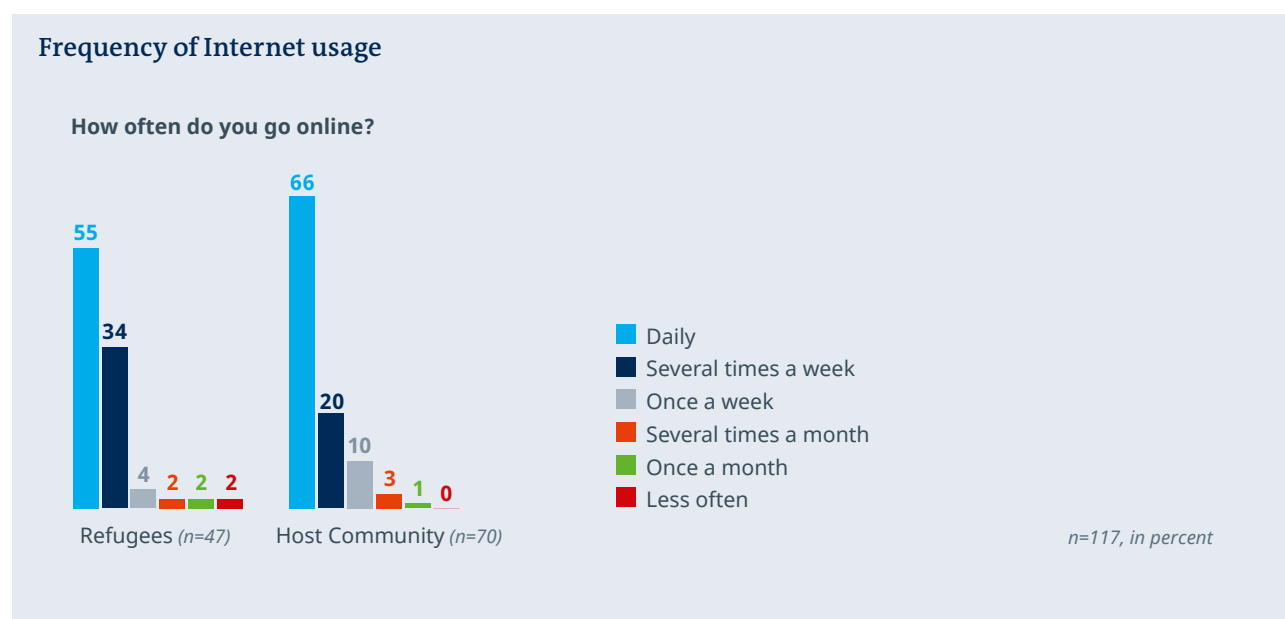


Figure 26

### 3.9.2 Information accessed on the Internet

Amongst those who accessed information from the Internet, news from Gambella, Ethiopia and South Sudan were the most prevalent. The trend in information seeking behaviours from TV and radio are once again replicated on the Internet. 77% of the refugees accessed information about South Sudan while 91% and 94% of the host community accessed information about Gambella and Ethiopia respectively. International news was also popular in the two communities.

The refugees corroborated the information that they seek information about South Sudan from the Internet.

“ I am on Facebook so that I can make friends. My friends can see my pictures when I upload them and I can also see their pictures

Source: FGD, 18 to 35 year, Male, Itang Host Community

### 3.10 Access and usage of social media

#### 3.10.1 Access to social media

Social media access in the rural host community was very low at 3%, followed by refugees at 10%. The proportion of the urban hosts who access Internet was significantly higher at 38% as illustrated in figure 28. This implies that the use of social media could be an important channel of communication in the host urban community.

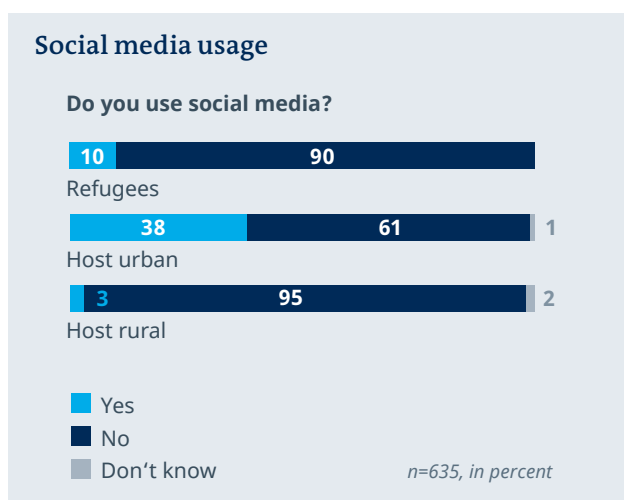


Figure 28

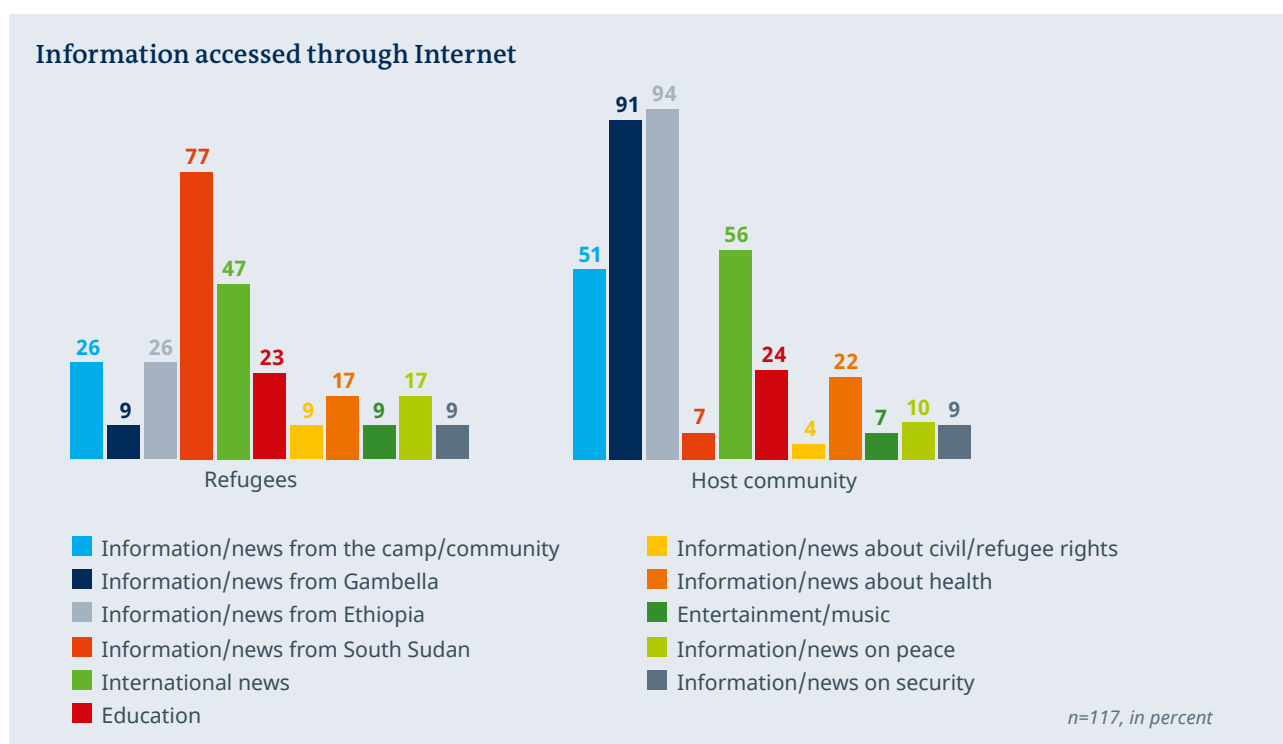


Figure 27



### 3.10.2 Social media accounts

Amongst those with access to social media, the survey sought to find out where they have accounts. The most popular social media platforms were Facebook and Facebook Messenger among both the host and refugee communities. Facebook's popularity was also corroborated during the FGD's. A few respondents reported to use Facebook mainly to make friends.

### 3.10.3 Information accessed on social media

Among those who used social media, information on South Sudan, Ethiopia and Gambella were the most sought after, same trend replicated from the TV, radio and newspapers. However, a higher proportion of host community members wanted information on health 33%, education 29% while 23% of the refugees were interested in peace and security. Across all thematic areas, a higher proportion of information was sought from the Internet compared to the other sources.

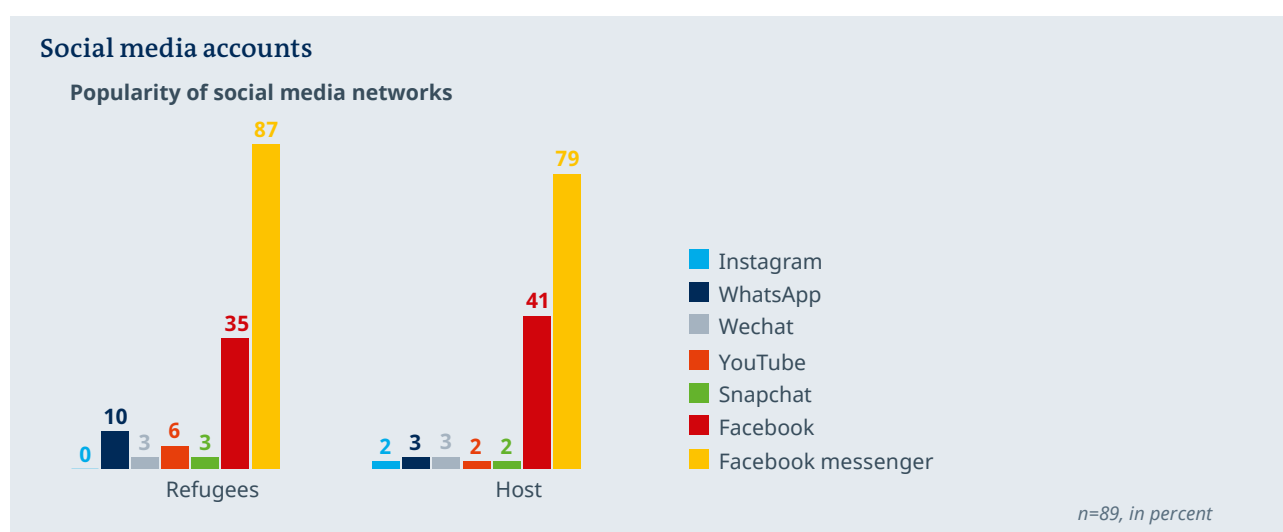


Figure 29

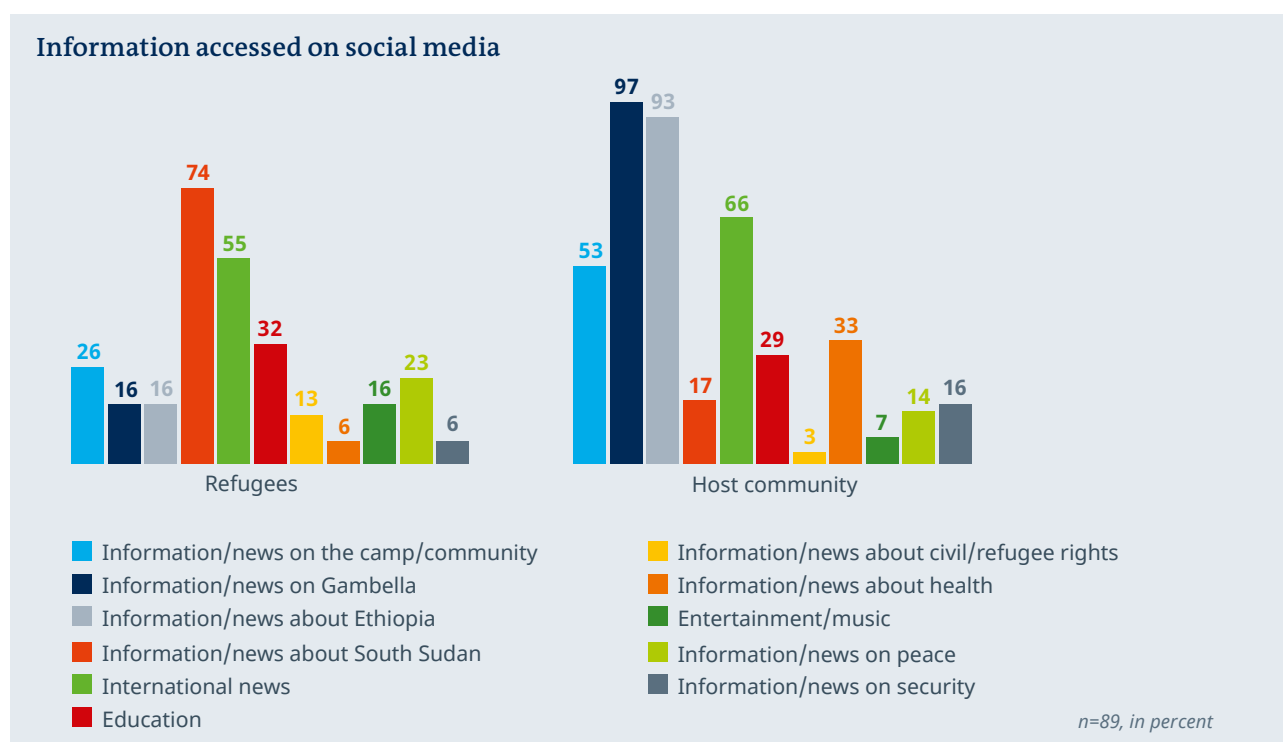


Figure 30

Facebook gives first-hand information as soon as it gets uploaded and was viewed as convenient in obtaining information on peace and security.

Of the 89 respondents with social media accounts, 17 refugees and 48 from host community belonged to a social media group. Facebook groups were the most popular amongst both refugees and host community. All of those from the host community were in Facebook groups while 76% of the refugees were in the groups too. The respondents from urban host were also in groups in other social media channels. When asked about the most ideal social media channel they would like to receive information from, Facebook Messenger and Facebook were dominant for both refugees and host community. WhatsApp was also mentioned amongst the refugees at 26% as illustrated in table 27.

“ This area is very flat and when it rains, it sometimes floods. When there is a flood, we are unable to access the camps and therefore are not able to disseminate information to RCC. As I mentioned, word of mouth through RCC is the most reliable channel of communication here

Source: KII, International Medical Corps

### 3.11 Most trusted source of information

The most trusted source of information varied across the different communities interviewed. At least half (50%) of the urban host community trusted TV the most, followed by people as a source of information at 24% while in the rural host community, people were the most trusted source at 33% followed by radio at 29%. In the refugee camps, the level of trust in UNHCR/RCC/ARRA was at 47% followed closely by people as a source of information at 18%. Compared to the host community, trust levels for the refugees were generally low.

“ I can get a lot of information on Facebook. For example, we can get information on where there are attacks if any on Facebook.

Source: FGD, 18 to 35 year, Female, Gog Host Community

“ I can always google the peace and security situation in South Sudan.

Source: KII, RCC, Tierkidi

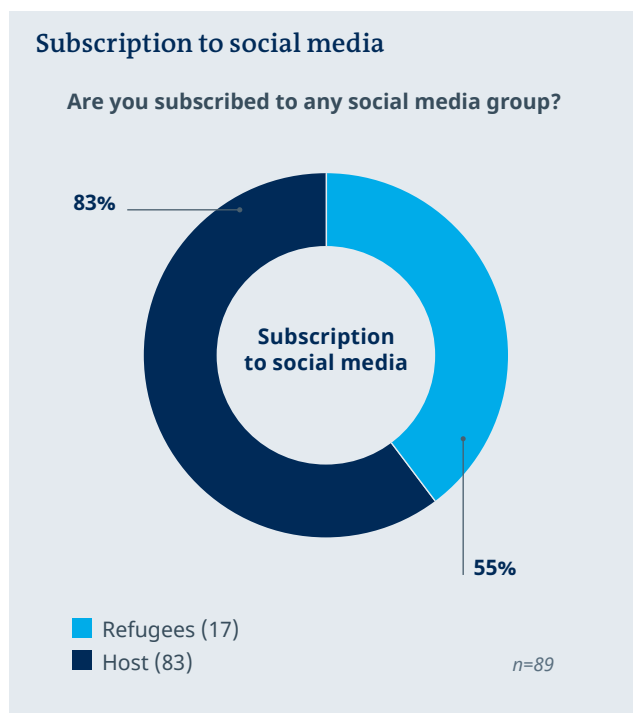


Figure 31

### Social media groups

	HOST URBAN	HOST RURAL	REFUGEE CAMPS
<b>Base</b>	<b>n=43</b>	<b>n=5</b>	<b>n=17</b>
Facebook	100%	100%	76%
Twitter	2%	-	6%
YouTube	5%	-	-
Signal	2%	-	-
Viber	5%	-	-
WhatsApp	5%	-	29%
Telegram	2%	-	-

Table 26

As a result of poor network connectivity, information dissemination is mainly done through word of mouth. In the refugee camps communication from ARRA and UNHCR to the RCC is done through phone or word of mouth. To distribute information to the community, the RCC uses the zonal, block and community leaders to pass information through megaphones.

“The phone is usable because when you want to get the Kabele chairman, you will just phone him. We will tell him to gather our people and pass the information that is required. They use a microphone that will announce the date for a meeting. We only indicate the place where the meeting will take place, whether it is at a school, under a tree, church or wherever they will gather themselves to discuss the issue.

Source: KII, Itang Woreda Administrator

In the host community the same mechanism works with information flowing from the Woreda administrator to Kabele Leaders. The Kabele leaders mainly pass on the information to the other community members through megaphones. The channels of communication are very limited in both the host

community and refugee camps as there are no local radio stations, no electricity as well as lack of proper roads more so in Gog Woreda and the refugee camps.

Communication with communities was also prone to different challenges. Main challenges were related to language barrier especially with the refugee community. For organizations such as ARRA, meetings usually take much longer due to multiple translators. This also distorts the information being passed to the end user. Transport was also noted as a challenge since the refugee camps are vast and the road network is poor. In addition, passing information using megaphones involves walking around the camps which takes a lot of time. Floods were also mentioned as barriers to communication within the camps.

“If you are going to pass on information to the whole community within an hour you use RCC and they have their own messengers. They are given a vehicle through ARRA and they have a microphone so that they move in each zone and they announce to all that this is the communication that we have.

Source: KII, ARRA

### Social media channels to receive information

	HOST URBAN	HOST RURAL	REFUGEES
<b>Base</b>	<b>n=52</b>	<b>n=6</b>	<b>n=31</b>
Facebook messenger	77%	100%	71%
Facebook	71%	-	61%
Twitter	2%	-	-
YouTube	6%	-	10%
Skype	2%	-	-
Viber	2%	-	-
WhatsApp	6%	-	26%
Signal	-	-	3%

Table 27

### Most trusted source of information

	HOST URBAN	HOST RURAL	REFUGEES
<b>Base</b>	<b>n=137</b>	<b>n=174</b>	<b>n=324</b>
Radio	4%	29%	13%
TV	50%	14%	12%
Mobile phones or computers	12%	23%	8%
Loudspeaker announcements (microphone)	4%	1%	2%
People	24%	33%	18%
UNHCR/RCC/ARRA and Community leaders/Administrator	7%	1%	47%

Table 28

### 3.12 Least trusted source of information

Based on findings from Focus Group Discussions, youth participants in Pugnido indicated that they did not trust information from Facebook. This was attributed to instances where fake information was posted on Facebook which would cause incitement and lead to conflict. Information from the Internet was also mentioned as being untrustworthy because there was no means to verify that information. It was claimed that sometimes people created their own stories and put them on Internet

The Kabele leaders were also not trusted by some of the community members—more so amongst the women. This was influenced by low female participation in the Kabele meetings where only men took part in these meetings as well as lack of their involvement in decision making processes.

The South Sudanese government is also not trusted by some of the refugees due to the fact that they provoked the instability in the country forcing the refugees to seek refuge in Ethiopia.

“ On Facebook, some people may post fake information. For example, they may say that there is a conflict in a certain area whereas that is not true. They can even say that a Nuer person has killed an Anuak just to spread hate within the community.

Source: FGD, Gog Host community

“ I don't trust the South Sudanese government, they chased us out of our country. Sometimes they send agents here to tell us that there is peace in the country. I can never trust them again

Source: KII, RCC Tierkidi

“ I use the zonal leaders to pass information, but some of the zonal leaders have no cell phones so I go on foot to drop the letter/or pass information through word of mouth to them, the zonal leader will go to block leaders on foot. This is the way of sharing this information.

Source: KII, RCC Kule

### 3.13 How organizations are disseminating information

Organizations working with refugees and the host community mainly use community meetings, community leaders, community mobilizers/incentive workers and mass mobilization to provide information to refugees and host community. The incentive workers are also known as Community Outreach Agents who get paid around 700 Birr per month. IMC reported that the incentive workers were the most impactful in disseminating information.

To motivate the community members to attend the meetings some organisations organise tea talks/coffee ceremonies. Participants are invited through incentive workers to a meeting, and as they hold discussions, coffee or tea is served.

In the refugee camps, key community structures like the RCC, Zonal and block leaders, and religious leaders play a key role in disseminating information. Organisations use them as agents to pass information, there are also established groups such as GBVs groups, welfare committee who can be used to pass information to the community. In the host community information is passed through megaphone, tea/coffee ceremonies and mass mobilization by Kabele leaders.

“ For example, for sexual and reproductive health, there is a male network group, advanced mental self-help group are also there. In nutrition programs, mother to mother support groups are there. In SGBV, there are groups established to contribute to the country-based protection system. So, we have groups which we continuously capacitate and strengthen them so that they can work in the community and carry out awareness activity and risk reduction. We also have clubs in the school.

Source: KII, IMC

“ Of course, the information from the Internet cannot be trusted easily. Like Facebook, I cannot trust Facebook.

Source: KII, RCC Nguenyiel

Member of the refugee community during a focus group discussion (male 35+) sorting different topics according to his preference/perceived importance. Date: 28th of October 2019



## 4. Conclusion

### How do the people at the different locations access information? Which language do they use? What is their level of reading and writing skills?

Both the refugees and host community are information poor, as they have limited access to sources of information. Refugees and rural host community are information 'poorer' than the urban host community who can access information from radio, TV and Internet more easily. Lack of electricity in rural areas and inside the refugee camps heavily prevents people from using technologies to access information and has made people reluctant to buy radio and TV sets. The few local radio channels coupled with the fact that, the existing ones did not broadcast in a language many refugees understand, has further inhibited radio usage in the refugee community.

The urban host community benefited from electric connection, and other established infrastructure such as roads, that eased access to technologies and the print media therefore a bigger audience compared to the other two communities. The availability of radio stations that broadcast in Amharic has partly influenced the higher listenership as most of the respondents within the community reported ability to speak and hear Amharic.

Left with few alternatives, the refugee community relies on information from UNHCR and ARRA, whereas the rural host community depends on word of mouth information. The major limitation is that the two options are limited in scope, as they would most often broadcast localized information. As such, refugees and the rural host community are limited in accessing information from outside the local area. In addition, information obtained from other people is not verifiable which further compounds the situation the rural host community find themselves in.

Ability to read and write in the refugee camps is very limited but is slightly higher in the host community. School-going children assist their parents in translations of newspapers due to their inability to read and write English. Nuer and Anuak are the most common languages spoken in the refugee camps while Anuak and Amharic are more prevalent in the host community.

### Which means (written, audio and video etc.)/sources of information are available to them?

There is a huge gap in information dissemination — more so affecting the refugee camps and the host community. This is driven by the limiting infrastructure which in turn makes it impossible for the communities to invest in technology. Radio, TV, and newspaper access were reported as being very low in all the communities but slightly higher in the urban host community. Word of mouth was the most popular

source of information dissemination either through ARRA/UNHCR, Kabele administrators or other people within the community. Social media is also a viable channel of information dissemination amongst the members of the urban host community. This is driven by the fact that a significant proportion of them have access to a smart phone and are also subscribed to social media networks — mainly Facebook.

Mobile phone access was highest across all the communities with more than half of interviewees reporting to have access to a mobile phone.

### Which source of information do they trust?

Despite the fact that the respondents reported having access to several sources of information, the RCC/ARRA/UNHCR were the most trusted source of information amongst the refugees. The RCC leaders were selected by the community members making them a very credible source of information. The fact that all communication within the camps comes from the RCC and UNHCR/ARRA makes them a believable source.

In the host community, people were the most trusted source of information.

### Do people feel they have enough information to make informed decisions?

80% of respondents said that they lack of information to make informed decisions. The information currently received through the various channels is mainly on Ethiopia, Gambella and South Sudan. This is partly attributed to the limited channels of information. However, the respondents reported that more information on peace and security, health and education would be impactful in their lives. Peace and security are essential enablers of development in any community. During the FGDs, the respondents mentioned that peace and security is a key pillar in the development of a community, without it, the other factors are not vital.

### What information do they require to make informed decisions?

Despite the fact that there are many gaps in the information possessed by the respondents, information on peace and security was priority to the refugees while livelihoods and health were priority to the host community. In particular, information on the security situation in South Sudan is very critical amongst the refugees. This was particularly important to them because they have relatives who still live in the country and whom they have lost touch with. Amongst the



About 80,000 people live in the refugee camp Nguennyiel. More than two thirds of them are under the age of 18.



host community members, the security situation in Ethiopia and Gambella region are more paramount at 60% and 52% respectively.

Overall, within the top ten information needs, issues on security made up half of the list. Specifically, security situation in South Sudan, Ethiopia and Gambella, staying safe to avoid harassment/attack as well as how to get help after a physical attack. The latter two were higher amongst the respondents from the host community.

Peace and security were themes that strongly came out throughout the assessment, more so, peace and security between the refugee and host communities. These aspects, should be key for DWA. Information that also helps deal with cultural practices for example child marriages are also necessary.

## 5. Recommendations

#### a) Localize all the communication material into relevant languages

The main languages that are spoken are Amharic, Nuer and Anuak with very few individuals being able to speak English. Any community outreach associations expected to work with the community members should be able to confidently converse in the local languages. This is important to avoid distortion of information as brought up by a few organizations working in Gambella. Ability to use sign language is also important as some of the community members are deaf.

#### b) Leverage on the existing community structures

It would be important to leverage the already established community structures which include: RCC, social committees, Woreda/Kabele amongst others. These are structures are already disseminating information to the community members and therefore have an understanding of the dynamics of their localities. They are also amongst the most trusted sources of information in both the camp and host community respectively. These individuals would be vital in getting a buy-in from other community members.

#### c) Come up with diverse channels for information sharing

The literacy levels are very low, particularly in the refugee communities. It would therefore be imperative to ensure that all communication developed is easy to understand across all demographics. The fact that access to TV, radio and newspaper is very low as well as lack of local radio stations calls for other communication channels. The lack of adequate infrastructure is also a barrier in using modern communication channels. Plays are usually very captivating—they are both audio and visual. Short engaging plays can convey key messages on issues or create imaginative calls to action to involve and engage the community. Plays can also be used to send messages on health, peace and security, education amongst other themes.

More members of the host community could read and write. As a result of this slightly higher literacy level, brochures could be translated into local languages as an alternative channel for information dissemination.

Mobile phones have relatively higher access compared to TV's, radios and newspapers. However, only a few community members access Internet. Conveying information through SMS in the local languages is also a viable channel of communication.

#### d) Information on peace and reconciliation

Information on peace and reconciliation is critical to both refugees and host communities as this will create harmony and good working environment. In addition to other information, the communities have established, it is important to transmit information on rights of refugees especially women and girls, to help curb SGBV.

Messages of peace and security within the Gambella region are only communicated to members of both the host and refugee communities when the region is experiencing insecurity issues. A consistent flow of information on the importance of peace and security as well as living together in harmony is important in minimizing insecurity incidences in the region.

#### e) Mentorship programs in the refugee camps

It was reported that the youth lack motivation to complete their education. This may suggest that the youth devalue education and their status as refugees reduces the chance of meeting a mentor/influencer who would encourage them. Therefore, it is imperative to ensure that the youth have information on 'success stories' from the refugee community who have prospered due to their relentless efforts towards achieving education. There is need for information that stresses the benefits of education to members of the refugee communities.





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