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REACH

Informing
more effective
humanitarian action



Kurdistan Region of Iraq

Mass Communications Assessment for Syrian Refugees in Camps

Main findings

03 September 2014

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Introduction

- This Mass Communications assessment for camp refugees was conducted by REACH Initiative. Indicators and tool were developed in close consultation with the Protection Working Groups (PWG) of Duhok, Erbil and Sulaymaniyah and Rocco Nuri (UNHCR).
- Household-level questionnaires were conducted, in addition to Focus Group Discussions for qualitative and in-depth data for triangulation.
- The assessment was conducted together with the REACH Intentions survey, to reduce the risk of assessment fatigue among the refugee population.
- Data collection took place in two sets (due restrictions following the Mosul crisis), between 2 and 8 June 2014 in Erbil and Sulaymaniyah Governorates and 17 and 19 June in Dohuk Governorate.

Assessment Sample

- Due to the assessment's tight schedule, and to avoid over-assessing the population of small camps, the sample size in each camp was limited.
- Between 74 (Akre) and 95 (Domiz) households were interviewed in each of a total of 8 camps*, to ensure findings can be generalized to the camp level with **95%** level of confidence and **10%** margin of error.**
- Since households, as opposed to individuals, was the basic sampling unit at the last stage of sampling, a clear definition of the term household was a key part of the survey planning. This assessment used the conventional definition: "People who slept in the house (in this context, tent or tents if household is split) last night and ate from the same cooking pot."
- All findings presented at the KRI-level have been weighted based on each camp's population.

*Sample sizes were determined in accordance with US National Education Association methodology <http://opa.uprrp.edu/InvinsDocs/KrejcieandMorgan.pdf>

** Population figures based on camp management's data of the 19th May 2014.

Assessment Sample

Camp	Number of households	Sample	Date of assessment
Akre	303	74	18 June 2014
Arbat	560	83	8 June 2014
Basirma	703	85	5 June 2014
Darashakran	1,410	90	3 June 2014
Domiz	7,750	95	17 June 2014
Domiz II	710	85	17 June 2014
Gawilan	502	81	-
Kawergosk	1,950	92	2 June 2014
Qushtapa	960	88	4 June 2014

- REACH was unable to conduct an assessment in Gawilan within the valid timeframe due to security constraints.

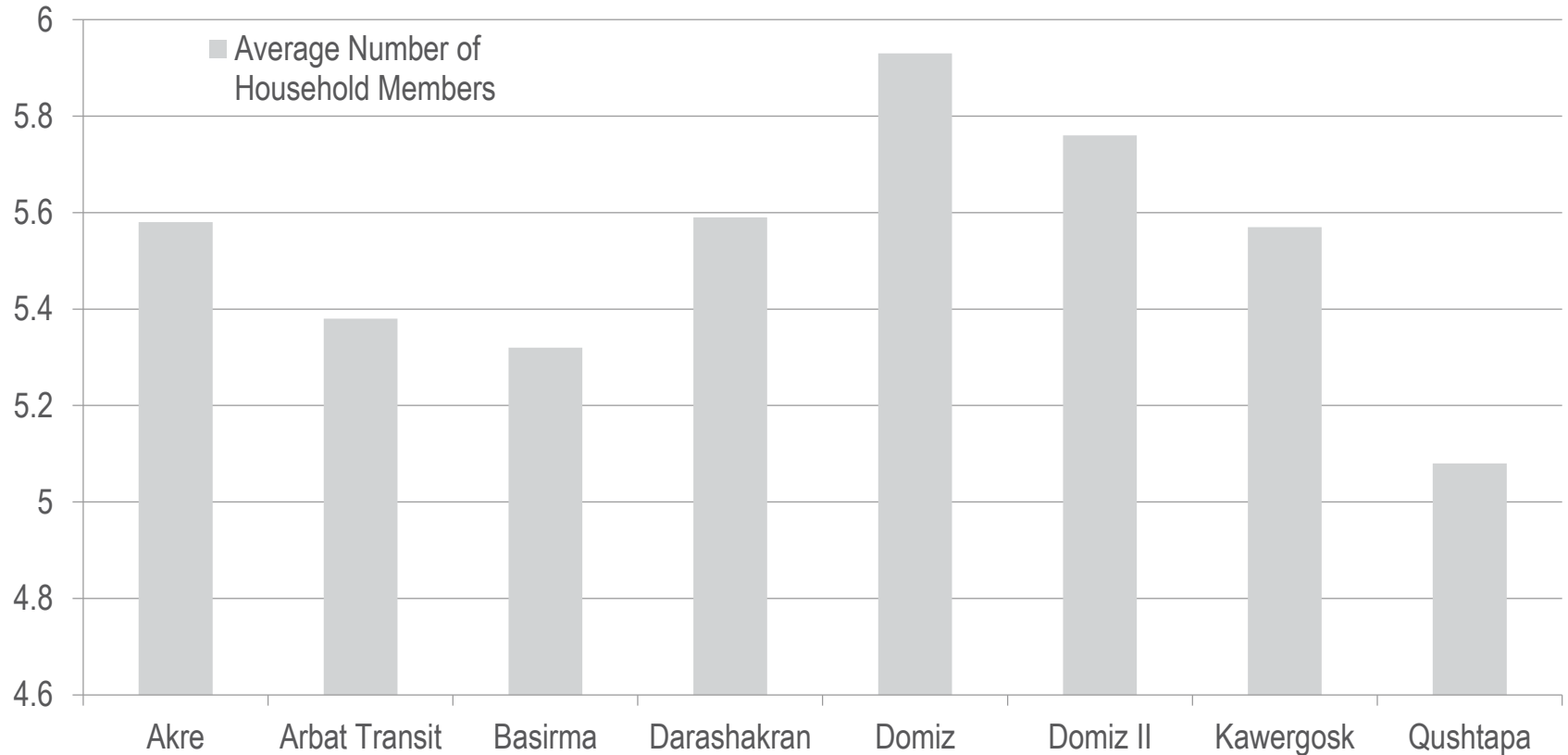
* Population figures based on camp management's data of the 19th May 2014.

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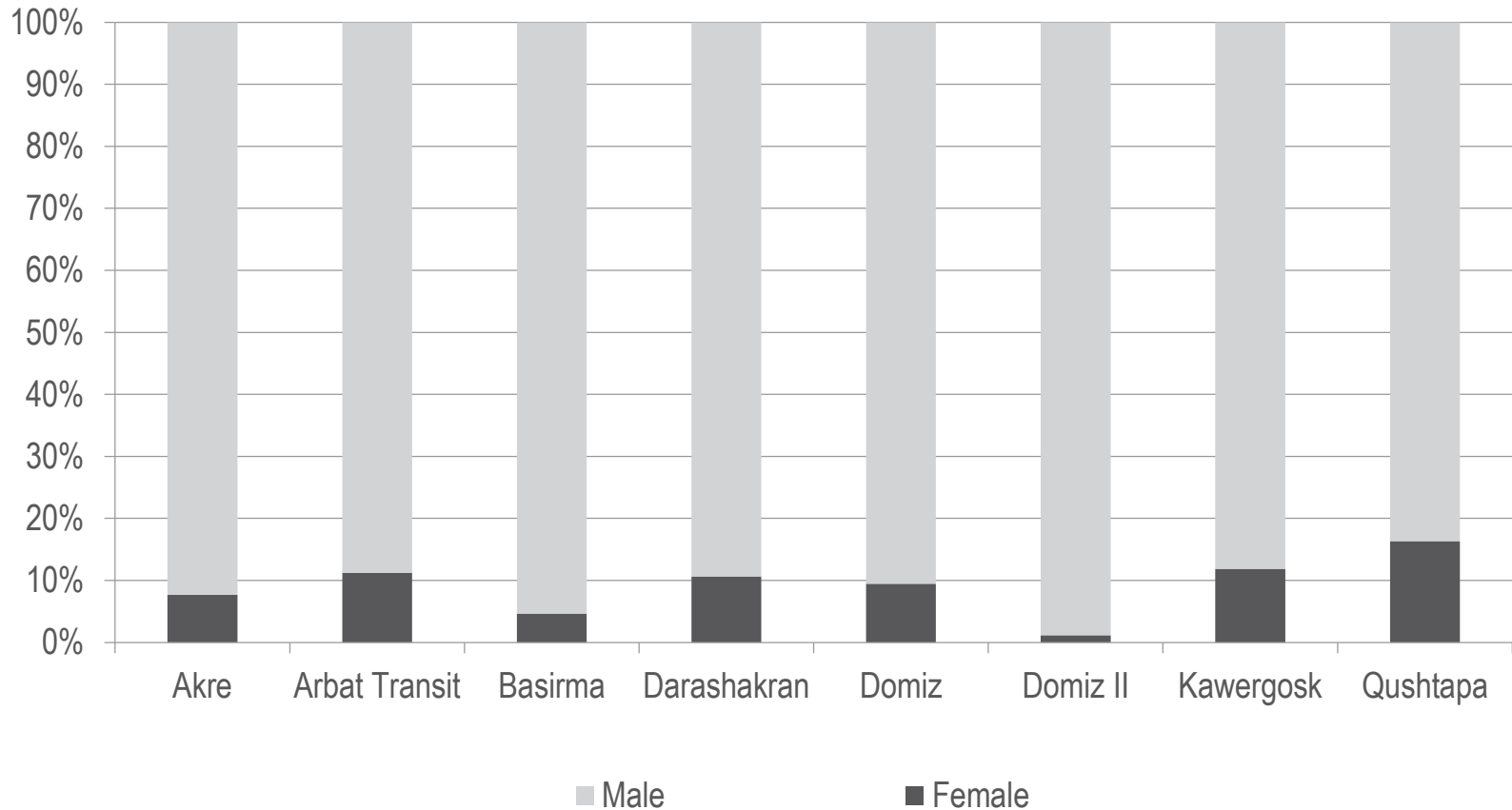
- 1. Household profile**
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Average household size



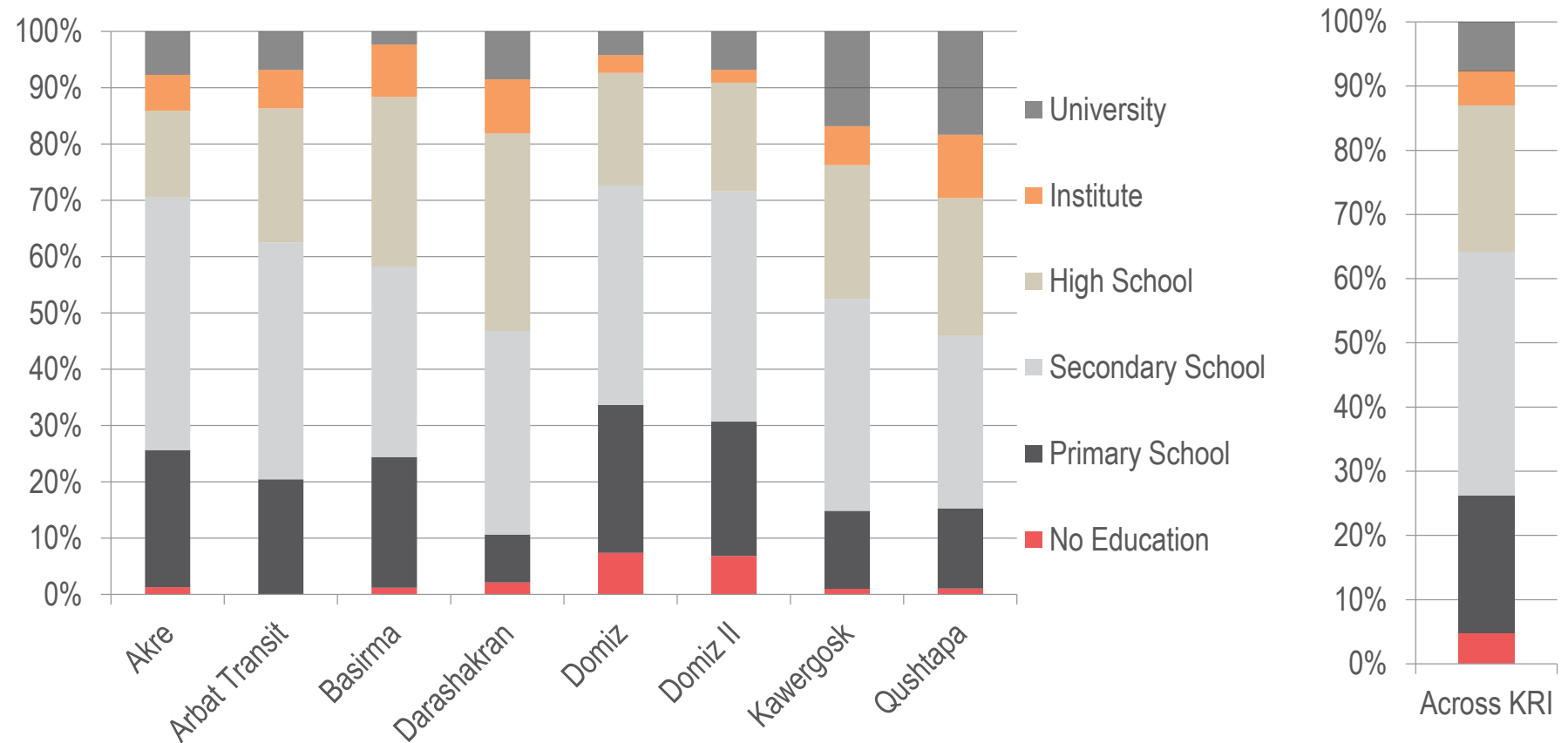
- The average refugee household size across camps in KRI was 5.7 members

Sex of household heads



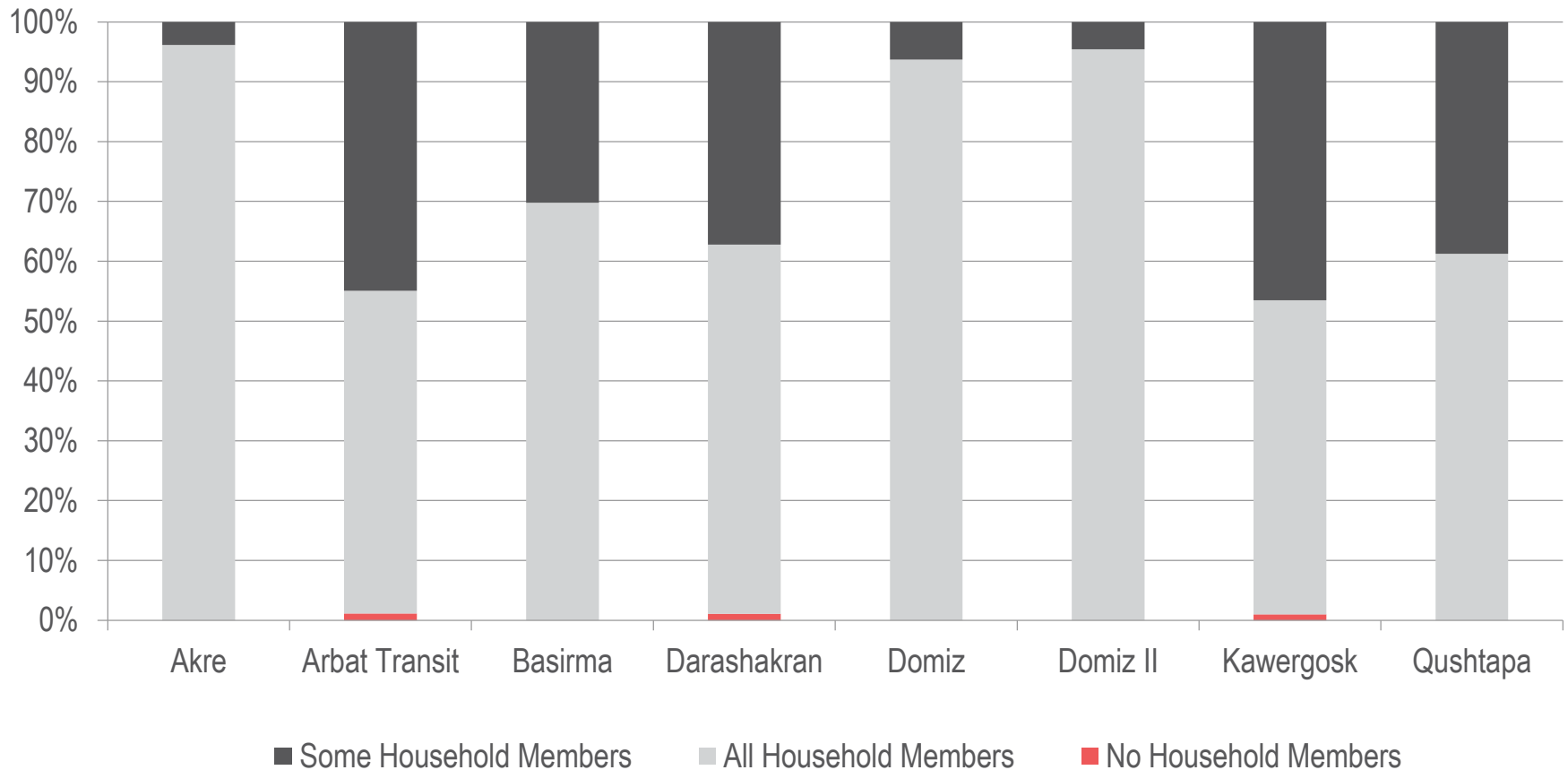
- Overall across the KRI the heads of households in Syrian refugee camps were predominantly male.

Highest level of household education



- In all camps apart from Darashakran and Qushtapa, the majority of households reported not having an education beyond secondary school (on average 64% across the KRI). The highest proportion of University level education was reported in Qushtapa (18%).

UNCHR registration



- UNHCR registration appears to have been most effective in the Duhok Governorate (Akre, Domiz and Domiz II camps).

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1. Household profile

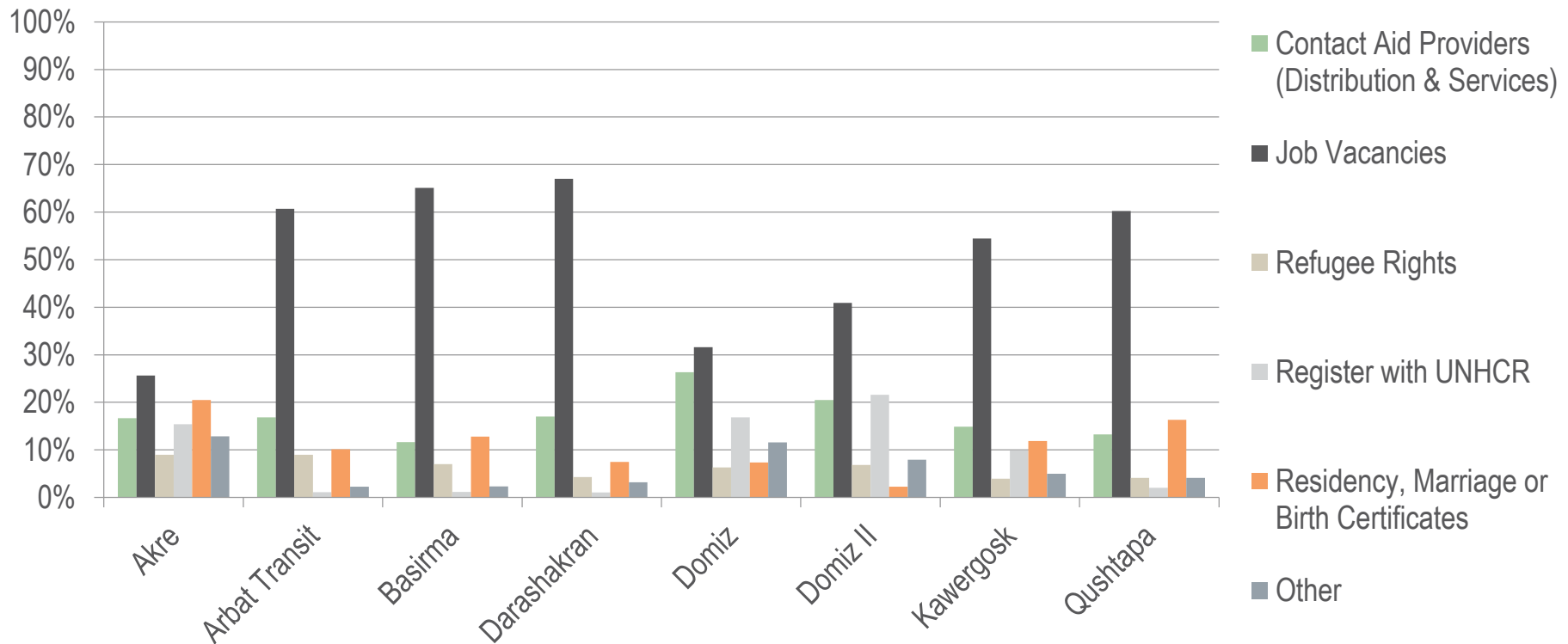
2. Information Needs

3. Types of Communication

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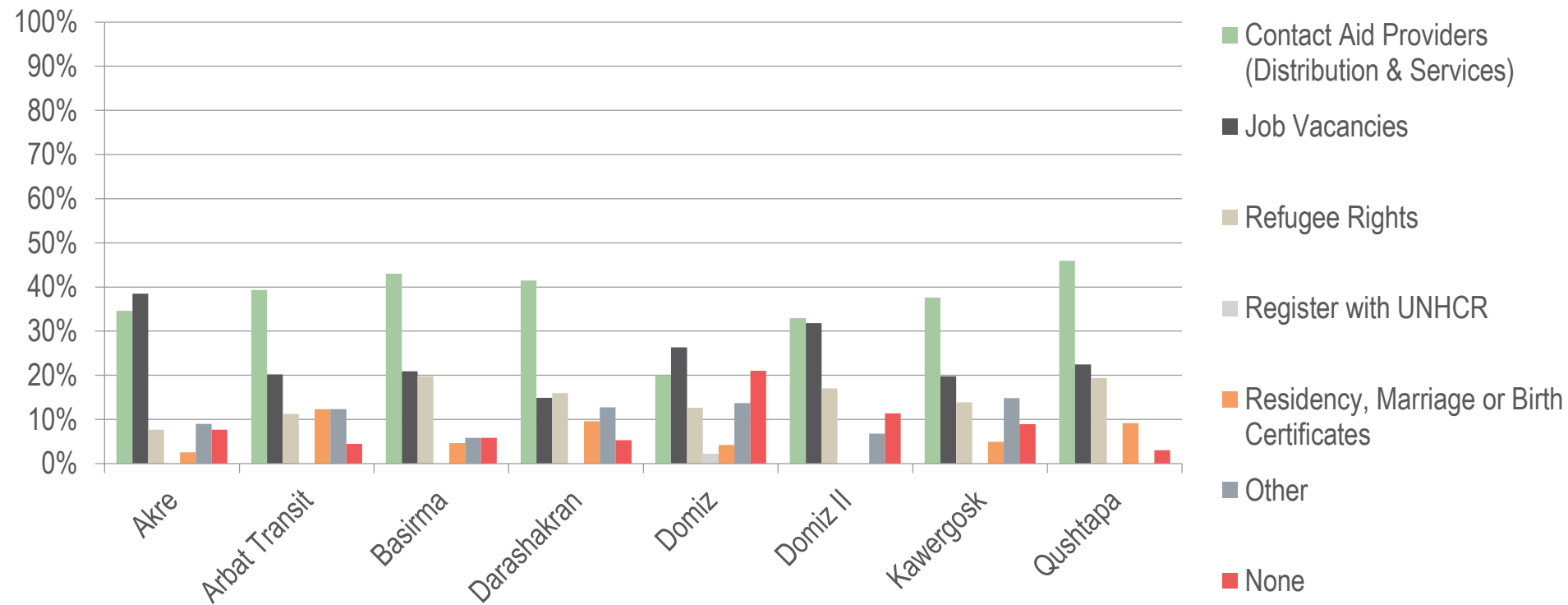
4. Preferred Communication

The first most important information that refugee households would want to know about



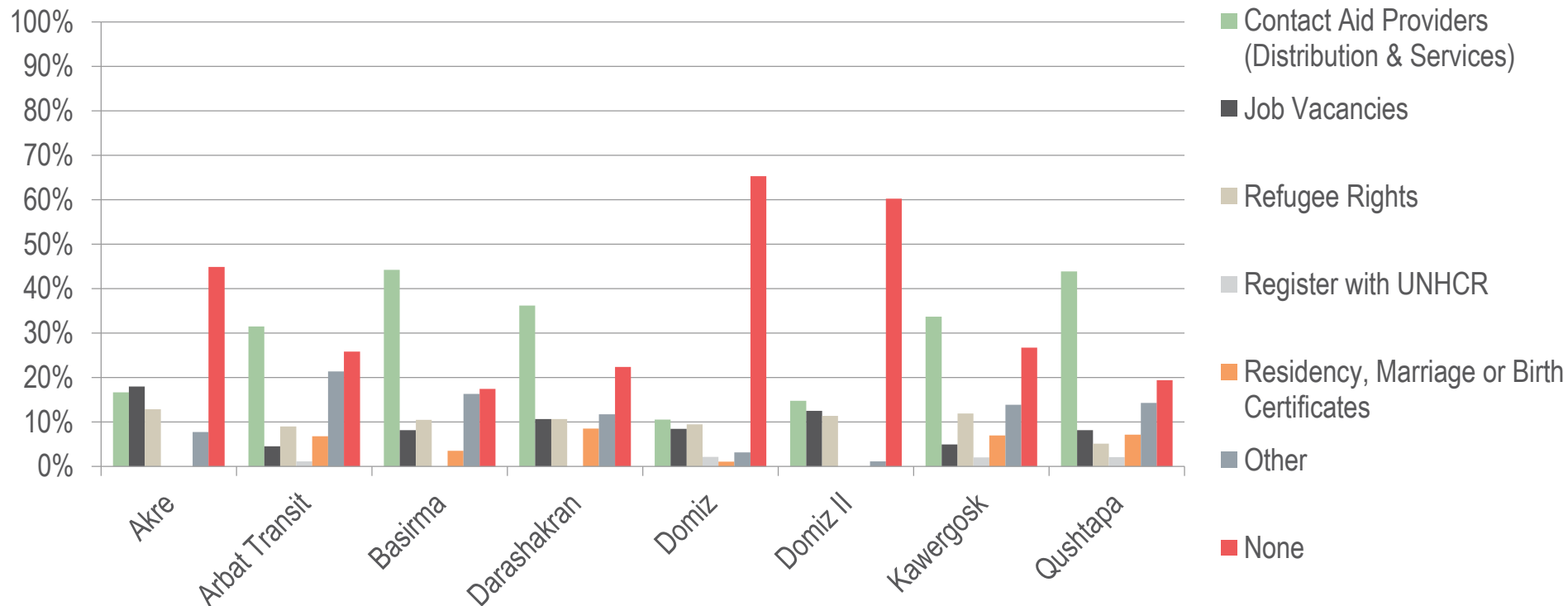
- The most reported primary information need in each camp across the KRI, between 26% in Akre and 67% in Darashakran, was a knowledge of job vacancies.
- The group labelled 'other' included enrolling children in school, education opportunities for adults and reporting violence.

The second most important information that refugee households would want to know about



- Job vacancies was listed again by many as a secondary information need. A large proportion of households in all camps also wanted more information on how to contact aid providers, distribution of humanitarian assistance and refugee rights.

The third most important information that refugee households would want to know about



- Across the KRI (and especially in Duhok) few households reported a third information need. Of those who did, many were still related to contacting aid providers and distribution of humanitarian assistance; perhaps not surprising as focus groups highlighted this as a clear information gap.

Focus group discussions on communication gaps

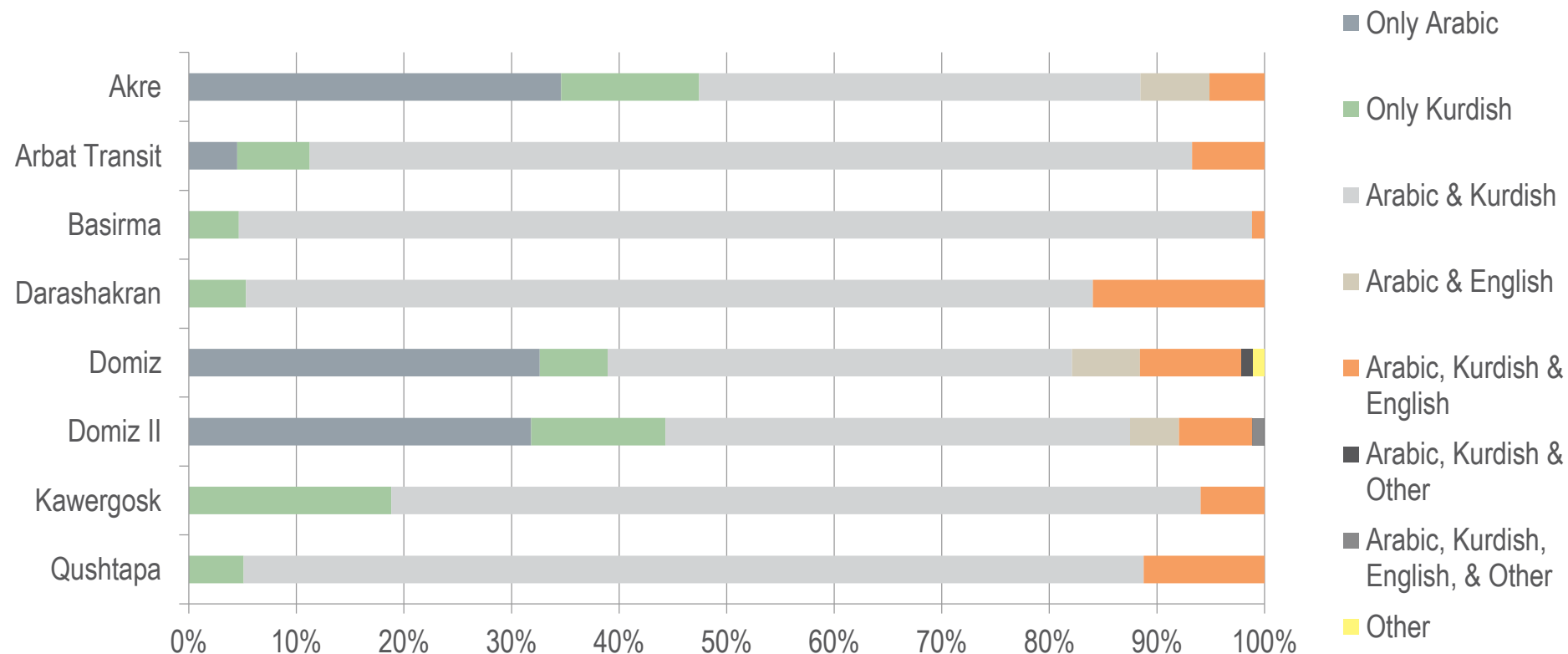
- In all camps (except Darashakran and Qushtapa), refugees said they **do not really know how to contact aid providers**. In Domiz II, participants explained that they speak their *mukhtar* who in turn contacts aid providers.
- **Not all of the camp residents know how to receive assistance** and services when needed, especially in Arbat, Basirma and Qushtapa camps.
- Interestingly, **women in Erbil and Sulaymaniyah camps were better informed than men about how to find information on assistance** and services, and services for persons with disabilities.
- **All refugees know how to register their children for school.**
- **In most camps, residents know how to report violence**, insecurity or crime by contacting security of the camp or the head of the camp, or contacting the *asayish*. However, most participants in Arbat and women in Akre said they they did not know how to report violence.
- **Almost all participants knew how to renew their residency cards.**

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Languages understood by households



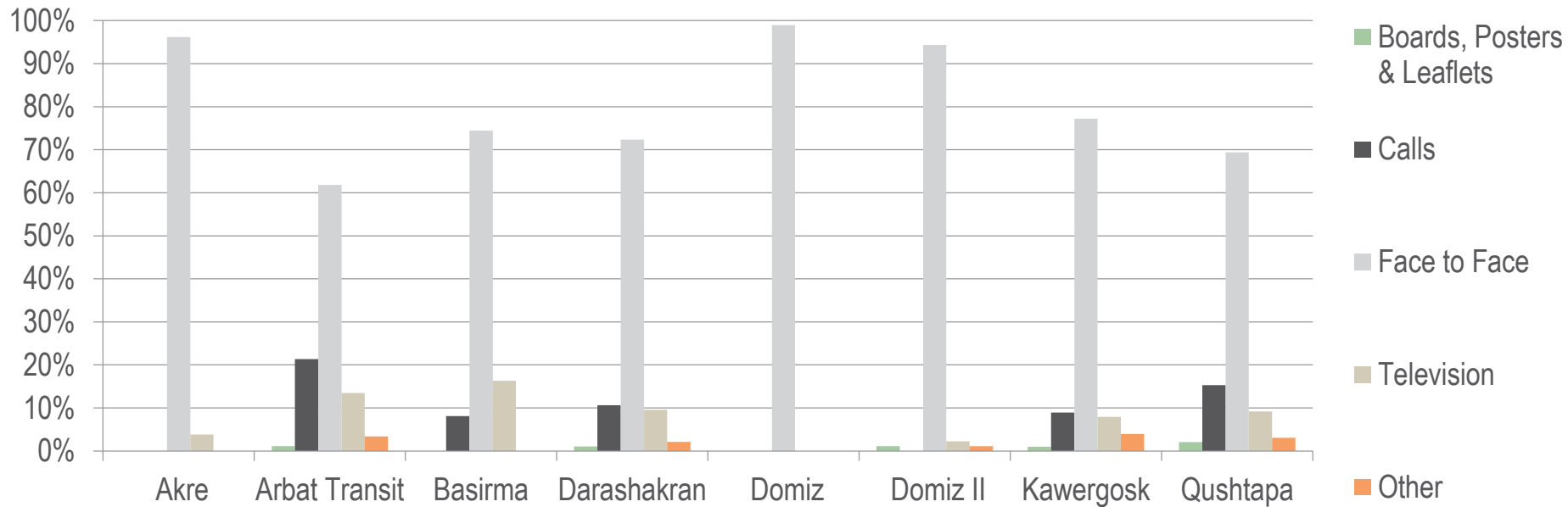
- A larger proportion of households cited only being able to speak Arabic in Dohuk governorate. In the remaining camps a large majority, between 94% in Basirma and 75% in Kawergosk, reported speaking both Arabic and Kurdish. At least 10% of the households in all camps apart from Basirma, Arbat Transit and Kawergosk, reported a member able to speak English.

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Key Findings

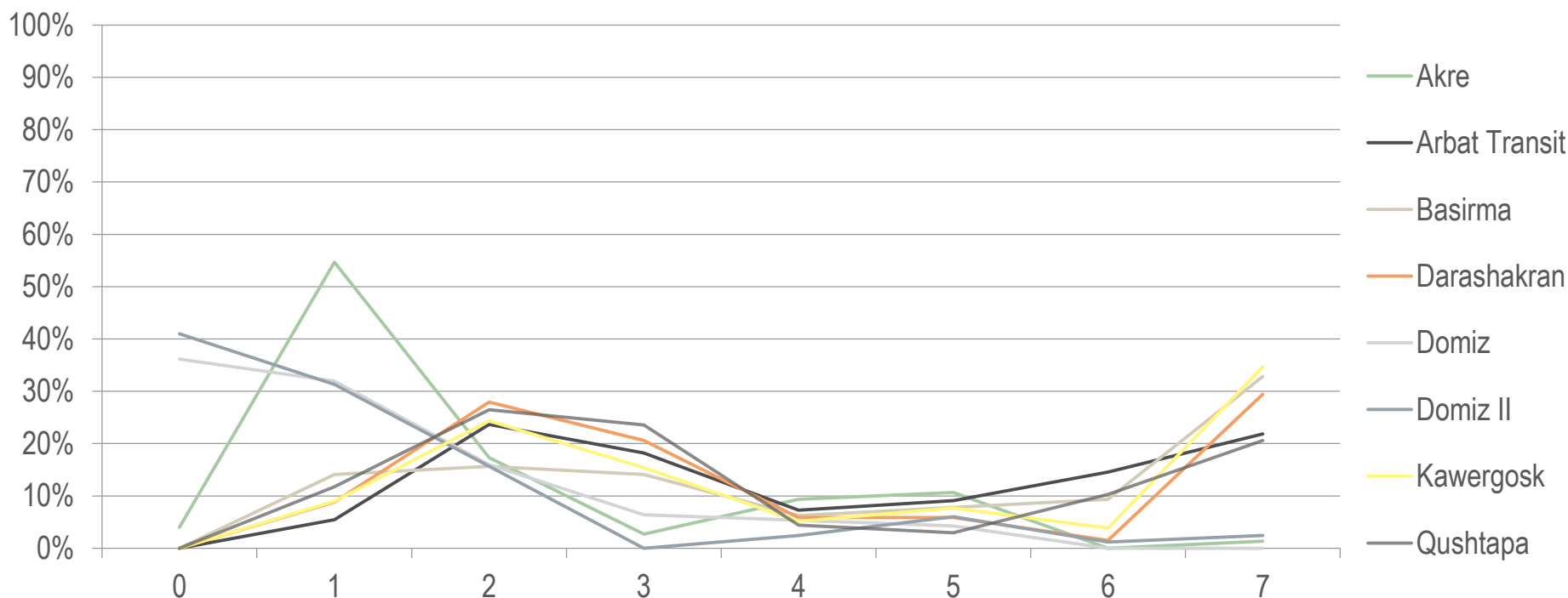
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Primary types of communication used to get public information



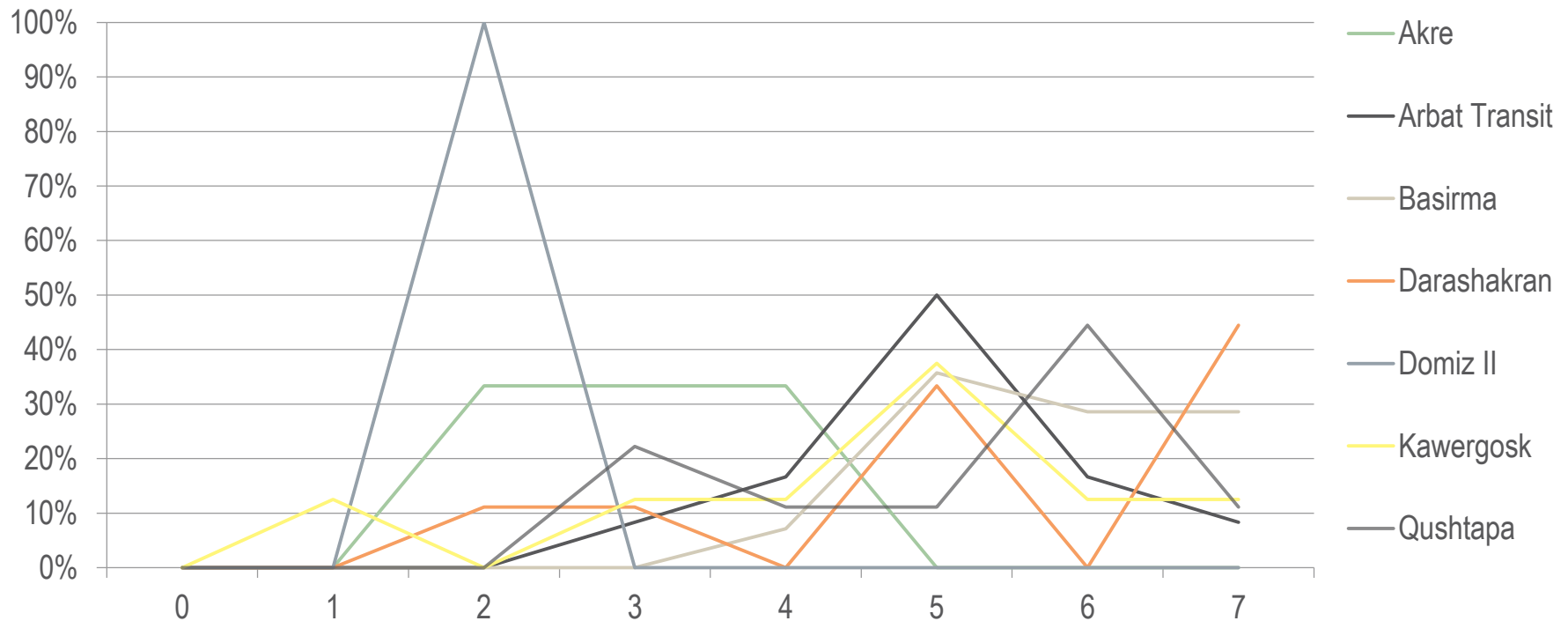
- Overwhelmingly, households reported receiving information through face to face conversations (on average 84% across KRI) followed by phone calls and television.
- The category ‘other’ included text sms, radio, newspapers, magazines, loudspeakers and facebook and accounted for 2% across the KRI.
- Focus group discussions concurred that neighbors and general word of mouth are considered the primary source of information across all of the camps.

Frequency of face to face as primary communication type in the 7 days previous to the assessment



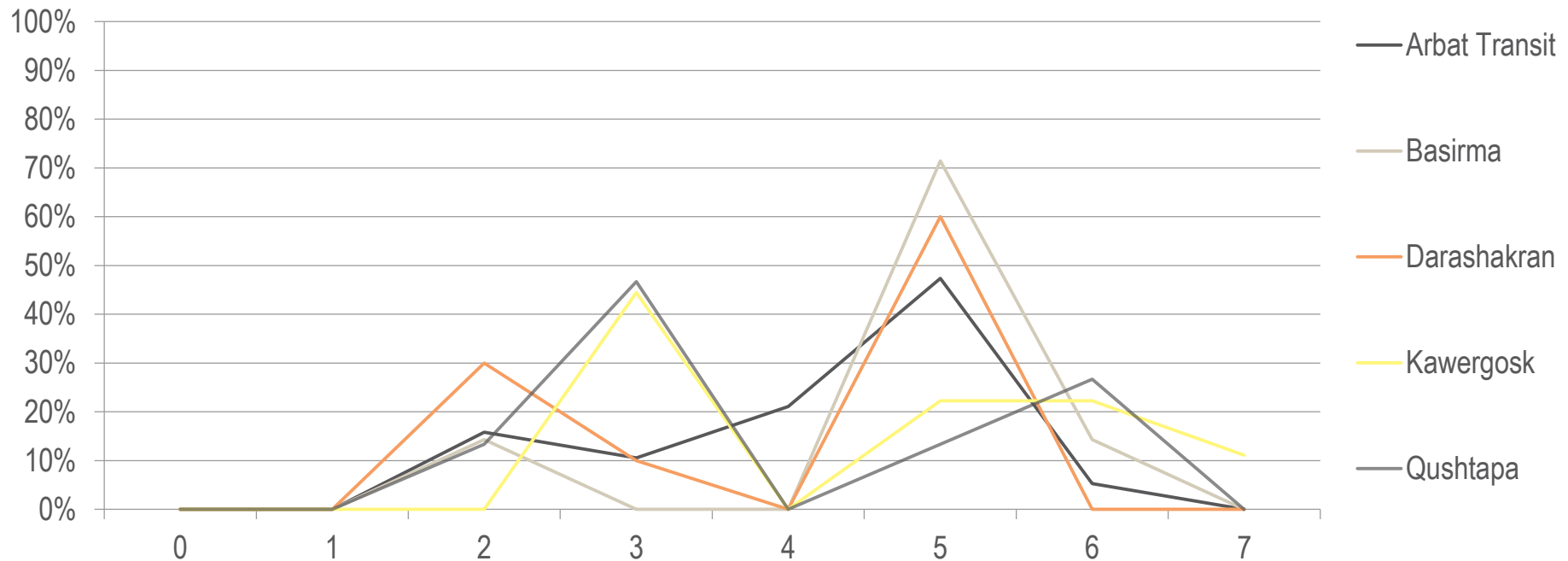
- Of those who cited primarily receiving information through face to face conversations, households in Akre and Domiz appear to have received information through this type less frequently than other camps, even though as many as 96% and 99% of households in each respectively had reported this as their primary type of communication.

Frequency of phone calls as primary communication type in the 7 days previous to the assessment



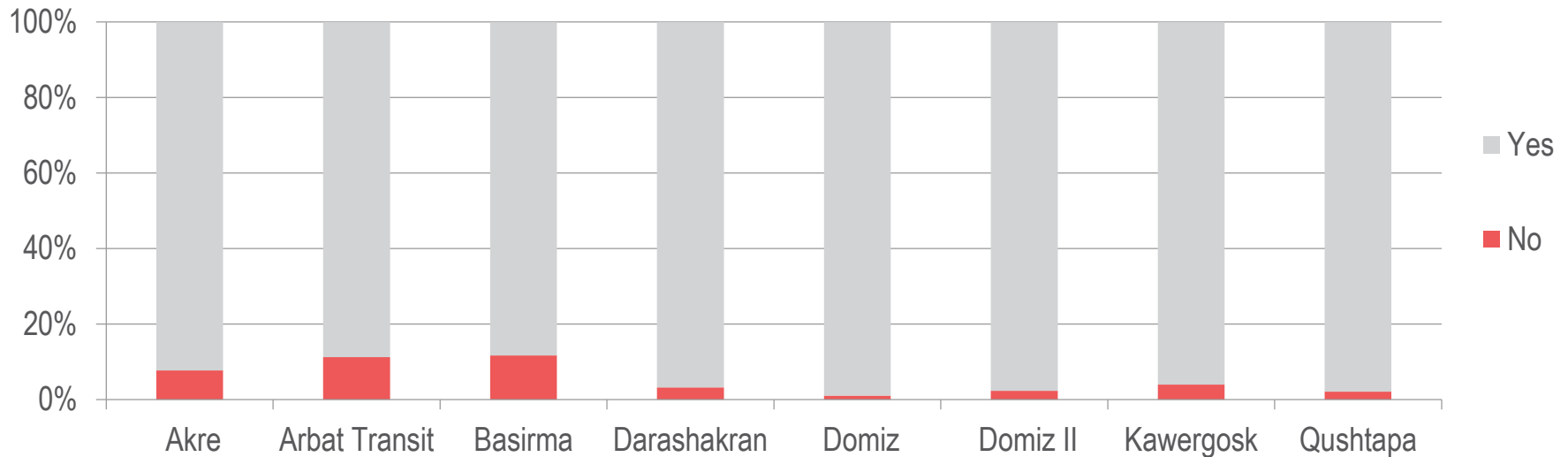
- All refugee households who reported receiving information primarily via phone did so for at least two days during the week prior to the assessment.

Frequency of watching television as primary communication type in the 7 days previous to the assessment



- Television watching was only reported as a primary communication means by households in five camps
- Households that primarily received information watching television in the Duhok camps did so less frequently than other camps.
- Darashakran featured the highest proportion (44%) of households primarily getting information from television in the 7 days previous to the assessment.

Access to television



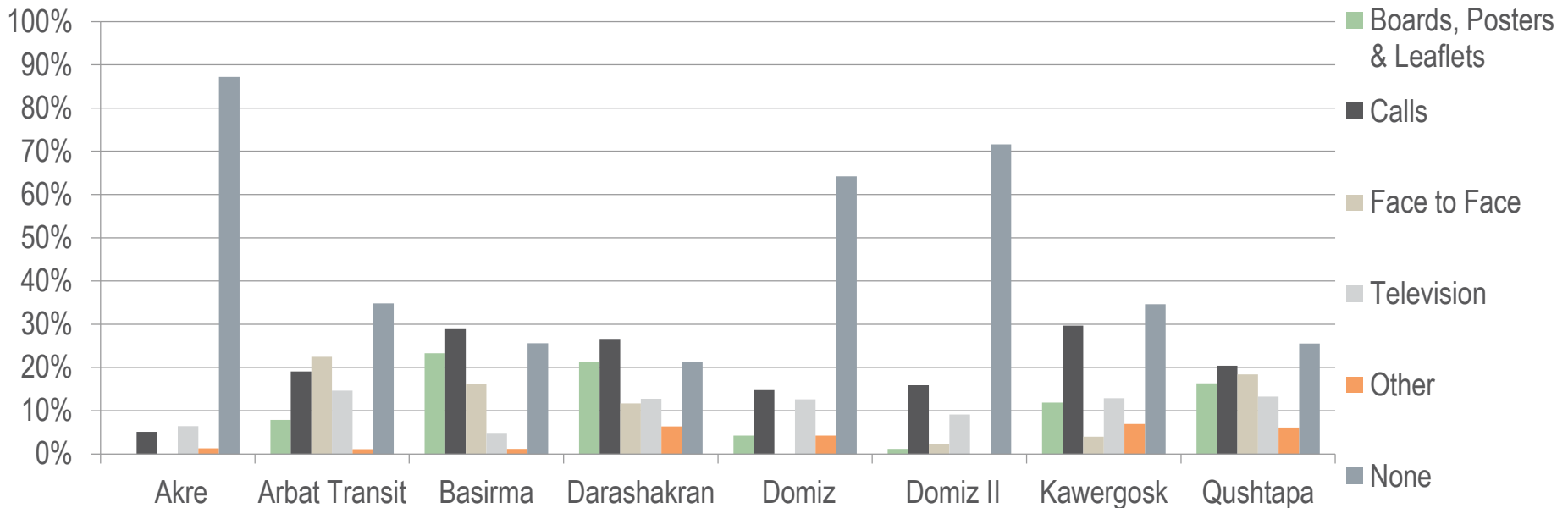
- More than 90% of households in almost all the camps watch television. The largest proportion of households not using television was in Basirma (12%).
- Focus group discussions revealed that most refugees watch the channel Rudaw, because it sometimes focuses on the refugees. Zagros TV and Gali Kurdistan were also mentioned. Many households watch Al-Arabiya and Aljazeera channels for Syrian news.
- It was noted that the above channels are useful because the presenters use the refugees' dialect (Krmanji). This highlights the importance of language to share information effectively.

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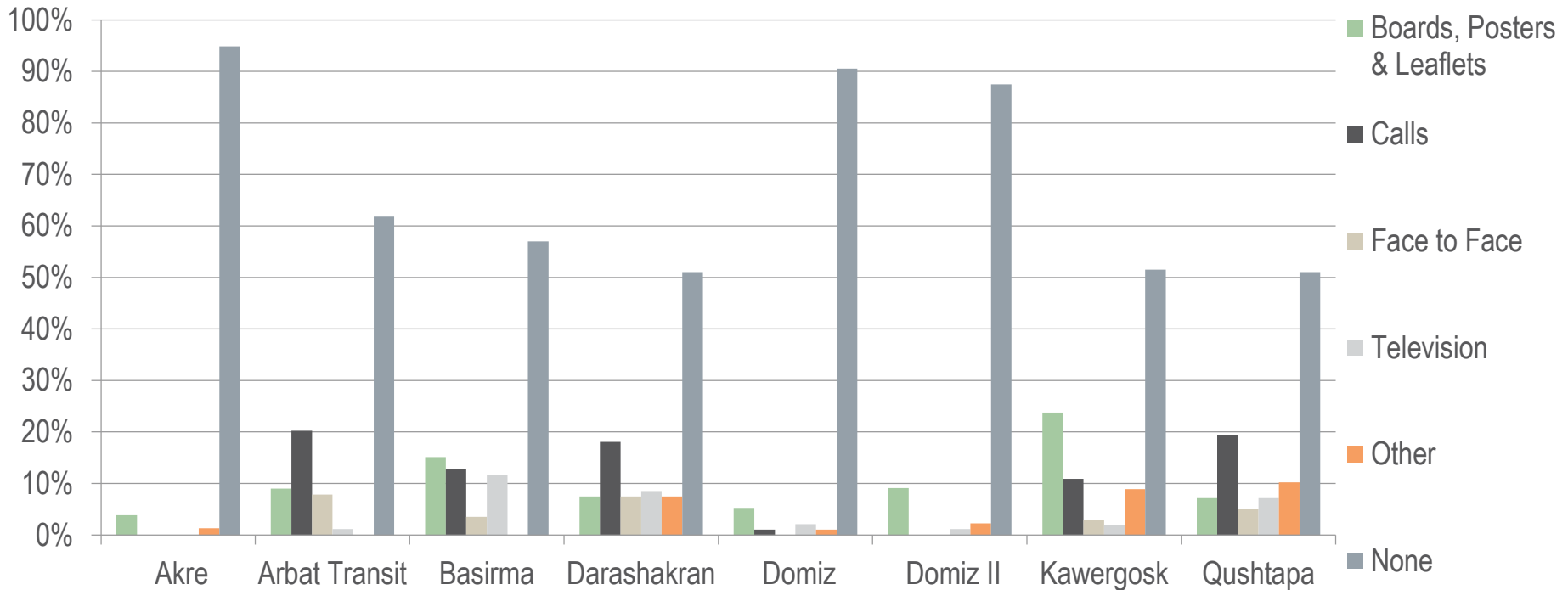
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Secondary types of communication used to get public information



- Interestingly, in each camp the largest proportion of households (apart from in Darashakran) reported using no secondary type of communication.
- Except Arbat, phone calls were the most reported secondary type of communication across all camps.
- The category 'other' included text sms, radio, newspapers, magazines, loudspeakers, facebook and other internet sources.

Tertiary types of communication used to get public information

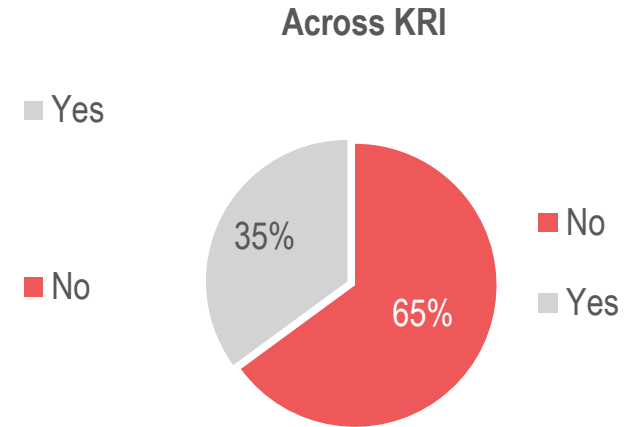
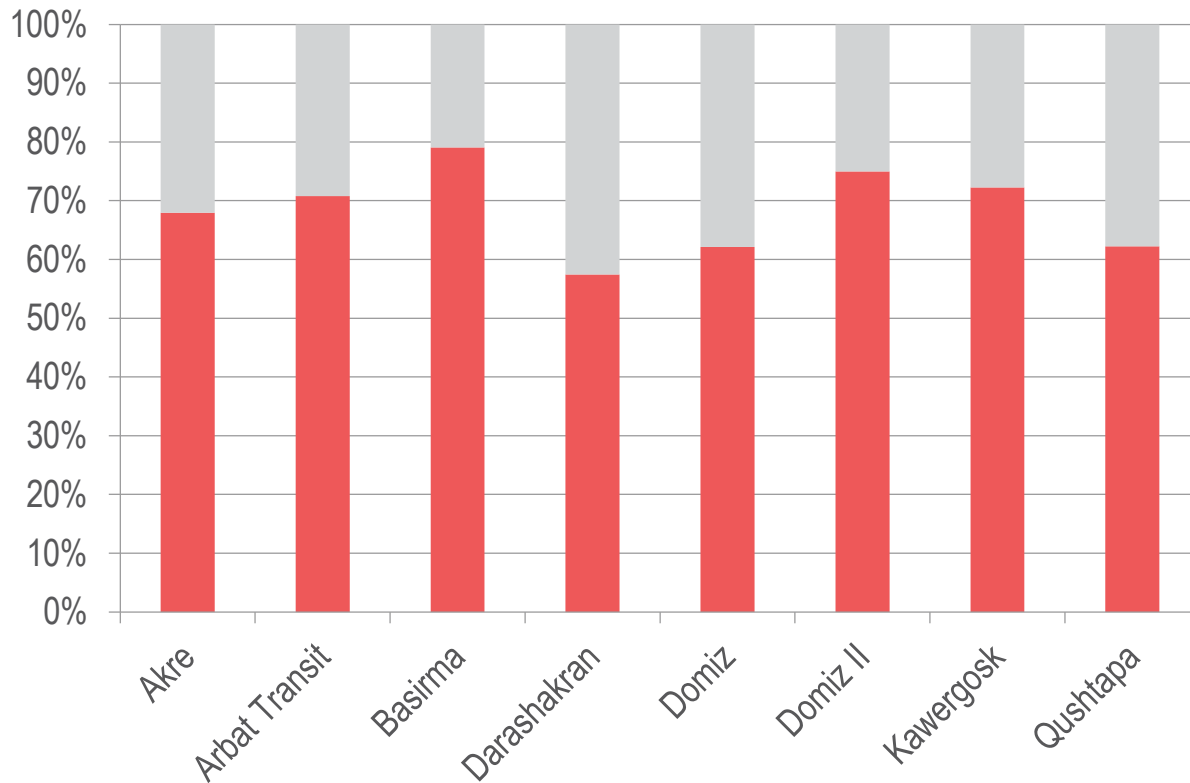


- A very low proportion of households reported using any third type of communication – in particular within the Duhok camps.
- Interestingly, the Duhok camps have consistently lower proportions of households reporting several types of communication.

Focus group discussions on different types of communication used by refugees

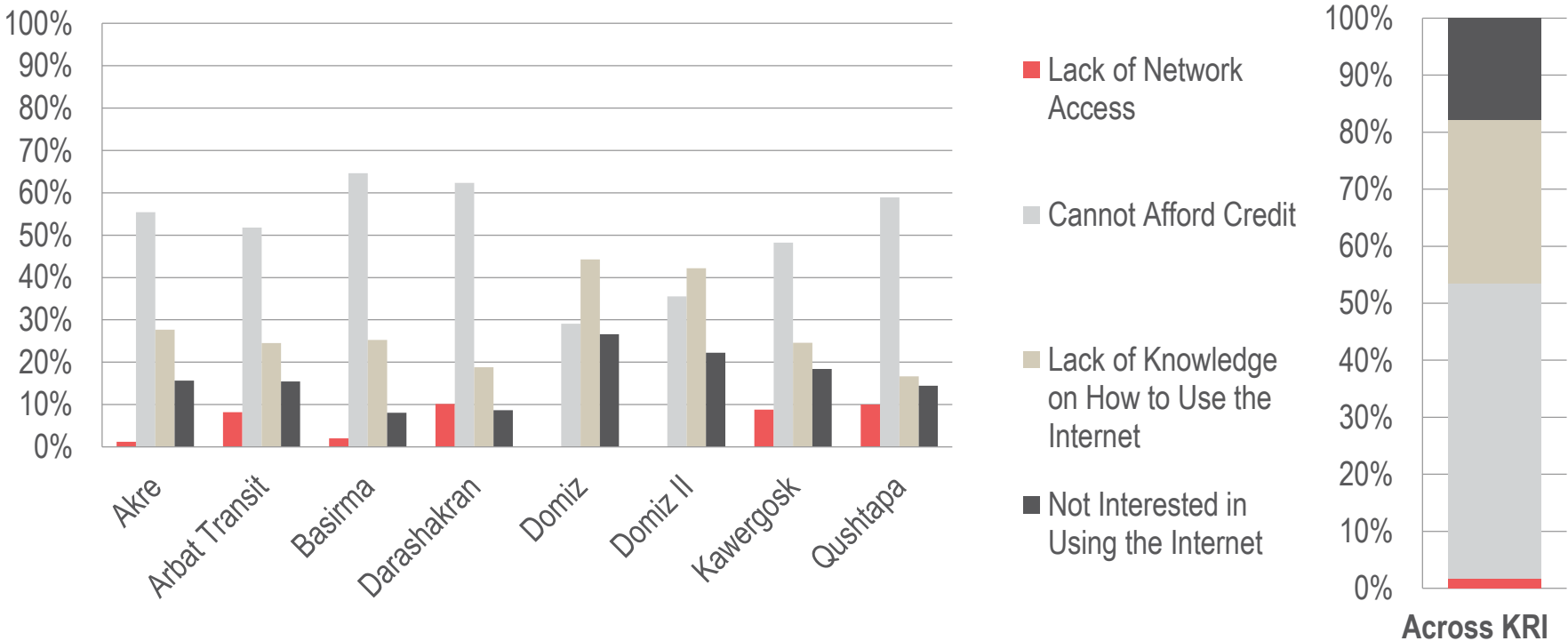
- Participants confirmed that neighbors, friends and relatives (both camp and non-camp) are their main sources of information. Many also mentioned posters and notice boards.
- The employees of different organizations and section managers or *mukhtars* were discussed as two other main sources of information in the camps; participants said refugees receive information on assistance, residency and vaccination.
- The sources of information are similar for men and women, but women appear to speak to their neighbors slightly more than men.
- **Although focus group discussions corroborated that refugees do not have many sources of information in the camp, participants indicated that they generally feel that they know about developments in their camp.**

Internet access



- In all camps, the majority of households reported having no internet access; on average 65% across the KRI. The highest proportion of households with internet access was reported in Darashakran (42%) and the lowest in Basirma (21%).

Reasons for not using internet



- Around two thirds of households in both Basirma and Darashakran who reported that they did not use internet explained that they lacked money for credit (in total 50% across KRI).
- In addition, of those not using internet, 44% of households in Domiz and Domiz II reported that they do not know how to use internet and 10% of those in Darashakran and Qushtapa cited a lack of network access.

Focus group discussions on internet use in camps

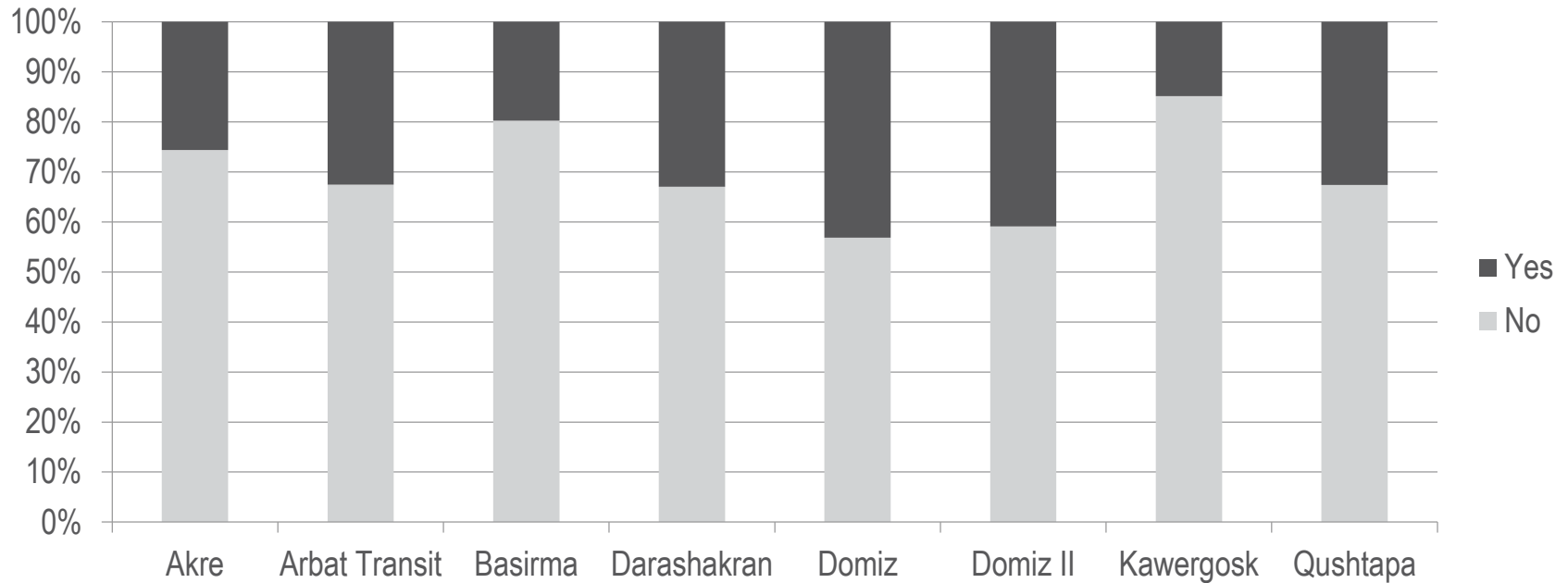
- Discussions contradicted survey findings on the proportion of households using internet; participants believed that most households are able to access the internet.
- Households who access the internet use cellphones and internet devices (Reber quick) every day. Groups in Domiz I and Akre indicated that some residents have laptops.
- There are some people who do not know how to use internet - these were largely interested in learning how to use it.
- It is reportedly easier to access internet in Kawergosk and Darashakran than other camps, especially Arbat, Basirma and Qushtapa where access is especially difficult. In Domiz and Akre, signal is reportedly often weak.
- **A majority stated that they would like to receive information online. They asked for information about refugee rights, job opportunities and assistance.**
- The purpose of using internet is almost the same for all of the users; they want to stay in touch with their relatives abroad (Skype is commonly used), and to access the news.
- In general, men reported using internet more than women.
- It seems especially difficult for persons with disabilities to access internet in all camps and many complained that they lack support in this area.

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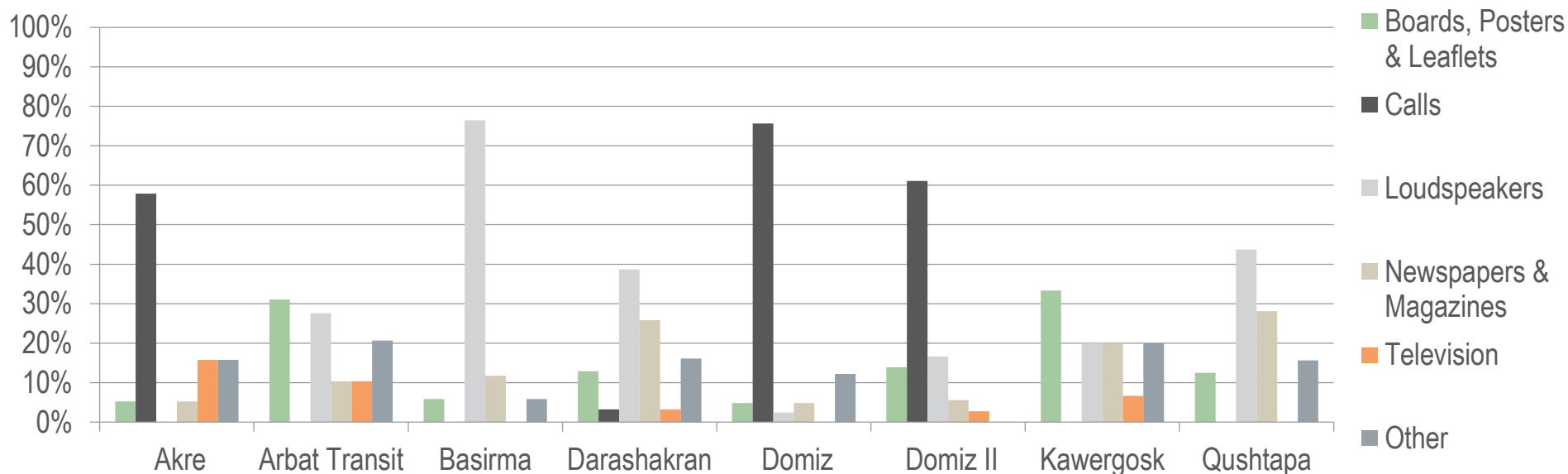
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Households that would prefer a different form of communication



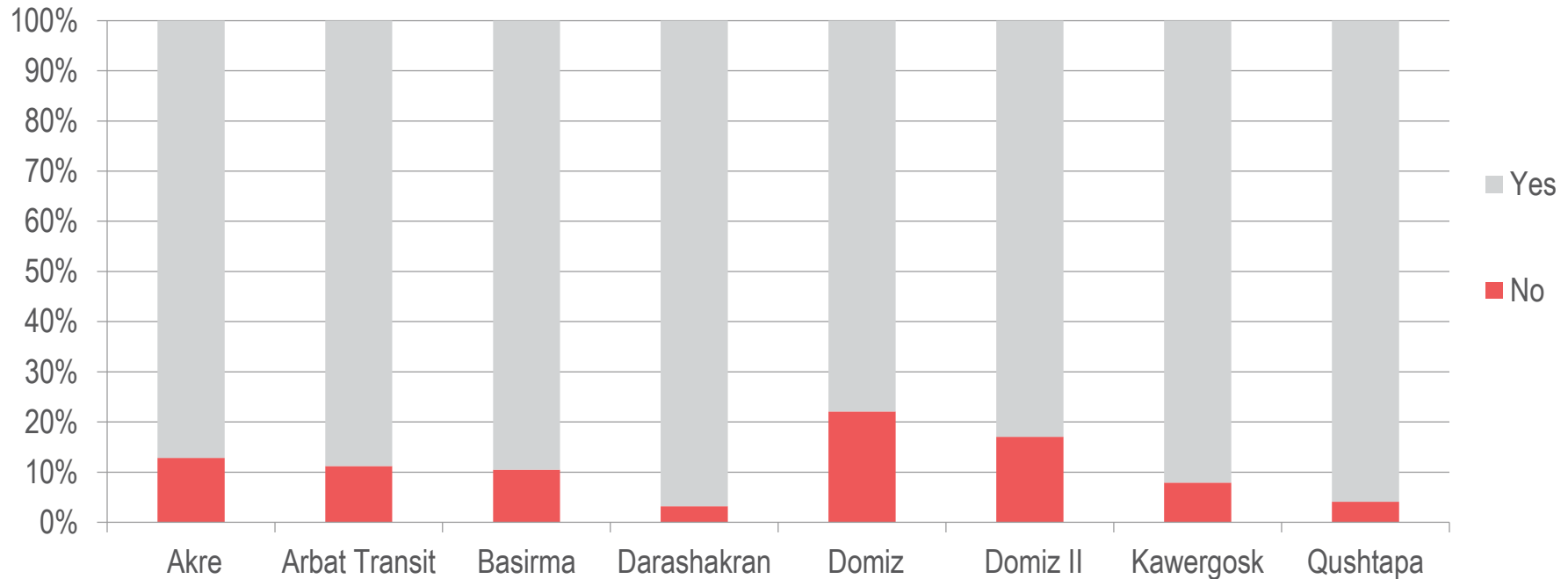
- Between 10% and 40% of households in all the camps across the KRI reported that they would prefer a different form of communication, while the majority of households in all the camps seem to be satisfied with their primary source of information and would not change it.

Type of alternative preferred communication



- A majority in Duhok camps reported they would prefer to use phone calls if they could choose another type of communication while loudspeakers were often mentioned in Erbil camps.
- A relatively large proportion (25%) of households in Arbat transit camp would prefer to use boards and posters for communication directed at camp residents (which was also confirmed during focus group discussions).
- The category 'other' included text sms, radio, face to face, facebook and other internet sources and accounted for 13% across the KRI.

Households that would be interested in a radio programme for refugees



- 90% of households across the KRI have reported that they would be interested in a radio programme for refugees.
- Households would like to listen to a news-style programme, both about events and developments in their camp, as well as the refugee situation in KRI and updates on Syria.



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