



No newspapers here

Information needs assessments
among refugees and host communities
in Kenya



The main road in Kalobyei integrated settlement.

Final Report

Information needs assessment in Kakuma Refugee Camp, Kalobeyei Integrated Settlement and Turkana Host Community

Submitted on September 7, 2019

Exploratory phase June 10 – 15, 2019

Supported by the



Prepared by:



Imprint

EDITORIAL

Deutsche Welle
53113 Bonn, Germany

RESPONSIBLE

Carsten von Nahmen
Daniela Leese

RESEARCH

COORDINATION
Aarni Kuoppamäki,
Sheila Mysorekar,
Laura Wagenknecht

RESEARCHERS

Pan African Research Services Ltd,
Christoph Spurk

EDITORS

Luise Krumm, Timo Lüge,
Joan Okitoi-Heisig,
Dennis Reineck

COVER FOTO

Main road Kakuma refugee camp.
© Laura Wagenknecht

PUBLISHED

June 2021

© DW Akademie

Table of Contents

Final Report

Information needs assessment in Kakuma Refugee Camp, Kalobeyei

Integrated Settlement and Turkana Host Community _____ 3

List of figures _____ 6

List of tables _____ 7

Acronyms _____ 7

Glossary of terms _____ 7

Executive summary _____ 8

1. Introduction and background _____ 12

1.1 About the assessment _____ 13

1.2 Focus area of the assignment _____ 13

2. Methodology _____ 16

2.1 Exploratory phase _____ 17

2.2 Data collection phase _____ 17

3. Main findings _____ 22

3.1 Respondent profile/demographics _____ 23

3.2 Education and language _____ 23

3.3 Sources of information _____ 24

3.4 Radio access and consumption habits _____ 27

3.5 Television access and consumption habits _____ 34

3.7 Print media access and consumption _____ 42

3.8 Mobile phone access and consumption habits _____ 44

3.9 Internet access and consumption _____ 46

3.10 Most trusted source of information _____ 49

3.11 Least trusted source of information _____ 50

3.12 How other organizations are disseminating information _____ 51

3.13 Information needs _____ 52

4. Conclusion _____ 58

5. Recommendations _____ 60

List of figures

Figure 1	Education level _____	87	Figure 27	Access to a phone by children _____	108
Figure 2	Ability to read and write _____	88	Figure 28	Accessing a smartphone connected to the Internet _____	109
Figure 3	Languages spoken by the refugees _____	89	Figure 29	Activities performed on the phone _____	111
Figure 4	Sources of information _____	90	Figure 30	Newspapers accessed _____	111
Figure 5	Radio use _____	91	Figure 31	Frequency of Internet usage _____	112
Figure 6	Which radio station do you listen? _____	92	Figure 32	Types of content accessed on the Internet _____	112
Figure 7	Radio listenership by time of day _____	93	Figure 33	Trusted source of information _____	113
Figure 8	Information from radio _____	93	Figure 34	Radio listeners with enough information _____	116
Figure 9	Programs youth (18–35 year) listen to _____	95	Figure 35	Enough information for decision making _____	116
Figure 10	Frequency of watching television _____	96	Figure 36	Important information to the host community _____	117
Figure 11	Information from special programs _____	96	Figure 37	Important information to the refugees _____	119
Figure 12	Listening to podcasts _____	98	Figure 38	Important information for children _____	120
Figure 13	Children watching TV and films by NGOs _____	98			
Figure 14	Frequency of listening to radio _____	99			
Figure 15	Information from TV _____	100			
Figure 16	Children and TV programs _____	101			
Figure 17	TV channels viewed _____	102			
Figure 18	Most trusted TV channel _____	103			
Figure 19	Access to information from FAK _____	104			
Figure 20	How information from FAK is delivered and accessed _____	104			
Figure 21	Information from FAK _____	105			
Figure 22	Trust in information from FilmAid _____	106			
Figure 23	Access to magazines and newspaper _____	106			
Figure 24	Newspapers accessed _____	107			
Figure 25	Barriers of access to newspapers _____	107			
Figure 26	Access to and ownership of mobile phones _____	108			

List of tables

Table 1	Population of nationalities in Kakuma Camp _____	77	Table 11	Radio use by gender _____	92
Table 2	Proportion of nationalities in Kalobeyei Integrated Settlement _____	78	Table 12	Assessment of radio _____	95
Table 3	KIIs at initial phase _____	81	Table 13	Important missing topics _____	97
Table 4	Composition of enumerators by nationality _____	81	Table 14	TV and films viewers _____	99
Table 5	Quantitative survey sample targeted _____	82	Table 15	TV viewing by gender _____	99
Table 6	Quantitative survey sample _____	83	Table 16	How information from FAK is received _____	105
Table 7	FGDs distribution _____	84	Table 17	Communities' access to a mobile phone _____	109
Table 8	Key Informant Interviews achieved _____	85	Table 18	Activities done on phone _____	110
Table 9	Respondent profile _____	87	Table 19	Expenditure on airtime _____	110
Table 10	Media consumption according to sites _____	90	Table 20	Access to Internet across gender and age _____	111

Acronyms

BBC	British Broadcasting Corporation	LOKADO	Lotus Kenya for Development Action
CDF	County Development Fund	LWF	Lutheran World Federation
CHVs	Community Health Volunteers	MCA	Member of County Assembly
DWA	DW Akademie	NGO	Non-Governmental Organization
FAK	FilmAid Kenya	NRC	Norwegian Refugee Council
FGDs	Focus Group Discussions	NTV	Nation TV
FGM	Female Genital Mutilation	PWDs	People living with disability
Fig	Figure	RAS	Refugee Affairs Secretariat
FM	Frequency Modulation	SGBV	Sexual Gender Based Violence
HI	Humanity Inclusion	UNHCR	United Nations High Commissioner for Refugees
ID	Identification Number	VOA	Voice of America
IRC	International Rescue Committee		
KES	Kenya shillings		
KII	Key Informant Interviews		

Glossary of terms

Mulika mwizi: A basic phone with a torch

Baraza: Meetings held with communities at a place that includes hall or an open space. They are commonly held at chief's camp.

Bamba chakula: Literary translated from Swahili to mean "Get your food" is an e-voucher program started by World Food Programme in 2015

Boda boda: Motorbike in transport business

Executive summary

DW Akademie (DWA) and FilmAid Kenya (FAK) are collaborating to develop a project to improve access to information for refugees and host communities in north-western Kenya, and help foster dialogue between the two groups. In order to understand current information needs of the community, DWA and FAK rolled out an information needs assessment to answer relevant questions related to access to information. This assessment was carried out in May 2019 and targeted the host community in Turkana West living within a 25 kms radius and refugees in Kakuma Refugee Camp and Kalobeyei Integrated Settlement. The survey was intended to answer the following questions:

- How do people at the different locations access information? Which language 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 take informed decisions?
- Which information do they require to take informed decisions?
- Which source of information do they trust?

Mixed survey methods were used to undertake the assignment. There was a quantitative survey with people above 18 years at the household level, a separate survey with children aged 11–17 years, focus groups discussions and key informant interviews.

Data collection process was rolled out in two phases. There was an exploratory phase intended to improve the quantitative questionnaire after understanding underlying communities' needs. Once the questionnaire was improved, full data collection process followed. A representative sample of host community and refugees living in Kakuma and Kalobeyei had been established, and reflected different nationalities. Overall, 614 household interviews with adult members, 70 interviews with children, 11 focus groups discussions and 10 key informant interviews were conducted.

The results of the assessment were profound, echoing the need for information by the target communities. The survey findings showed that only 28% of the communities had enough information to make decisions.

The study found that inadequate information had a negative impact on the lives of refugee and host communities. For example, based on findings from focus groups discussions, skilled youth failed to take advantage of available job opportunities as they did not receive jobs adverts. Refugees contract-

ed diseases caused by poor hygiene conditions because of inadequate information on cleanliness for example handling of open defecation. Insufficient information on how to obtain documents such as business permits inhibited the refugees and the hosts from setting up legal businesses and thus affecting their ability to engage in productive livelihoods. Moreover, based on key informants, conflicts occurred between the refugees and host communities—and sometimes within the refugee community. These conflicts emanated from different reasons such as sharing of resources and open hostilities among ethnic groups and nationalities.

Insufficient information could be attributed to different factors, among them low literacy levels which created a language barrier in the usage of certain information sources for example newspapers and the Internet. In the refugee community, 51% of the adults interviewed had no formal schooling compared to 49% in the host community. The situation was worse in the rural areas where almost two thirds (66%) of adults above 18 years had no formal education in both refugees and host communities, less than a half could communicate in English and thus limiting their ability to access information from newspapers and Internet. Kalobeyei Settlement is heavily affected when it comes to language barrier as no spoken language is dominant—Arabic which comes close is only spoken by 40% of the whole population. In other communities, Kiswahili is popular, with more than half of the population speaking it.

People living in Kakuma Town and Kakuma Camp had more access to technologies that disseminate information than the rural community and refugees living in Kalobeyei. As a result, rural residents relied more on information from other people. Based on survey findings, nearly 80% of those living in rural areas were getting information from other people.

Overall, 29% of both refugees and host communities accessed information from radio. Radio audiences mainly came from the host community living in Kakuma Town where 54% had access to a radio. Radio listeners were comparatively low in Kalobeyei (12%) compared to other communities.

Use of satellite/cable TV was low; only 22% reported watching cable/satellite TVs. Kakuma Camp had the largest satellite/cable TV audience at 37%, followed by Kakuma Town (32%) and rural hosts (15%). Kalobeyei had the lowest proportion with only 3% watched satellite/cable TV. Although satellite/cable TV did not have a large audience, films facilitated by NGOs had a significant audience of 40%. The viewership of films facilitated by NGOs was largest in Kakuma Camp (49%), followed by Kakuma Town (47%), Kalobeyei (36%), and lastly the rural areas at 20%.

Overall, Internet as a source of information had a reach of only 20%. Most Internet users were from the urban community, and the least came from rural community.

FAK disseminated information through loudspeakers, text messaging and through films. Refugees were more familiar with information from loudspeakers than other channels. Inside the camps, information brought by FAK through loudspeakers was translated into different languages and was therefore accessible to a larger number of the refugees. FAK was mentioned by refugees as the most trusted source of information. In general, the host community mostly trusted information from people.

Conclusion

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

In general refugees and host communities get information by listening and watching. Rural hosts and refugees in Kalobeyei are severely limited in accessing information through existing technologies due to lack of electricity, and they thus tend to rely on information passed through word of mouth. On the other hand, urban host community and refugees in Kakuma Camp have an established audience accessing information from existing technologies.

Unlike the residents of rural host and Kalobeyei Settlement, electricity is not a pervasive problem for those living in Kakuma Camp and Kakuma Town. However, electricity notwithstanding, language barrier is a major denominator across all communities. This is closely linked to low literacy levels that inhibit people's ability to not only read and write, but also to communicate effectively in English. As a result, it is a challenge gaining knowledge from newspapers, and Internet. Kalobeyei Settlement struggles with language barrier as no spoken language is dominant. Arabic which comes close is spoken by only 40% of the whole population. In other communities, Kiswahili was popular with more than half of the population speaking it.

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

Refugees and host communities utilize different sources of information. Technologies such as radio, cable TVs and Internet are common in Kakuma Town and Kakuma Camp. In fact, Kakuma Town has the highest number of radio and Internet users, while Kakuma Camp has the highest proportion of cable TV viewers.

In Kalobeyei and to some extent in the rural host community, the information gap created by lack of access to technologies disseminating information is somewhat closed by loudspeakers from FAK and other NGOs. In addition, FAK films have a substantial number of viewers inside the refugee camps, and are more popular with the youth.

III. Which source of information do they trust?

FAK is the most trusted source of information by refugees. FilmAid disseminates information from UNHCR and other organizations, which has an impact on people's daily lives. For the host community, those living in rural areas mostly trust information received from people. This is attributed to the fact that most information they receive is from their leaders and other people they trust. On the other hand, urban host community trusts information from TV, people and radio.

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

Very few people said they have enough information to make decisions. Only 28% admitted they have enough information to make a decision. Acute lack of information is more prevalent in rural host and Kalobeyei than in urban host and Kakuma Camp. This could be attributed to limited sources of information in the two communities, and to some extent language barrier.

V. Which information do they require to take informed decisions?

In the host community, those in Kakuma Town need information on education and jobs opportunities, whereas in rural areas, people need information on health and security. In the refugee community, those in Kakuma expressed their need for information on education and security while those in Kalobeyei asked for information on health and how to access food. Although refugees could map their information needs, based on views of an expert, the two communities require information on peace and reconciliation to enable them live harmoniously, as well on their rights and on SGBV which was common in the two communities.

Recommendations

a) Use audio and video as key communication channels to counter the low literacy levels.

As a result of low literacy, the most effective way to reach a large proportion of the population with relevant information, is to make use of audio and video. This could be achieved by setting up programs with Ata Nayeche radio station. The programs should consider language needs of the host community and at the same time the different nationalities within the camps.

New films could be developed to convey information relevant to the target group. For example, young people showed interest in films, so messages on education or job opportunities would be welcome. For women, films can be used to learn skills such as baking.

b) Develop a feedback mechanism

It would be important to develop a feedback mechanism with the community to provide information, critique and give suggestions. These will enhance monitoring of the program to ensure it stays relevant based on the realities on the ground.

If information is transmitted through film, there is need to have a feedback mechanism with a small group of participants to critique and give suggestions on how the message has been understood.

c) Provide radio to those communities far from town

Radios could be given to groups for listening especially in centers. Bringing people together to listen to radio is beneficial because of the ease with which information is delivered to a large group at once.

d) Harness relationship between FAK, DWA and others

For any progress, FAK is important because of experience working with the communities and lessons learnt over the years. FAK is also better suited because of its knowledge on potential areas of conflict and conflict resolution. FAK will be critical during mass awareness

e) Information on peace and reconciliation

Information on peace and reconciliation is critical to both refugees and host communities in creating harmony and a good working environment. The communities have also established it is important to empower refugees on their rights especially women and girls, to help curb SGBV.

f) DWA could create content-based films/documentaries that will be broadcasted to the community.

If the target group is the host community living in Kakuma Town, audio documentaries can be broadcasted on Ata Nayeche radio. To capture attention of youth, jobs can be advertised during the broadcasts. Although films can be shown to both communities, the reception will be better among the refugees especially those in Kalobeyei. The session should be interactive, e.g. with some background music, and instant feedback using WhatsApp groups chats, SMS and phone calls. In fact, after the screening event, a quick dialogue session can take place to get feedback.

The rural community can be targeted through a different mix.

- As the community relies heavily on people, participatory community dialogues make more sense. Local leaders need to be involved to ensure that there are no distractions.
- Film screening events could be arranged for this group. To draw large numbers of people, local leaders can be asked to mobilize the community. In addition, community dialogues would market the idea of films and relevance.

- Information centers be established. These centers would also serve as film halls. When films screening is not possible and as training centers. In case they are established in Kakuma Town, Wi-Fi hotspots should be an add-on so that youth could apply for scholarships positions if any.

NB: It's advised that local leaders such as area chiefs are contacted to help in identifying sites.



A woman of the Turkana host community bringing home firewood. Traditionally Turkana men are responsible for the cattle and goats. They spend their days away from the villages while the women tend to everything around the houses including heavy physical work.

1. Introduction and background

Information is an important resource for individual growth and survival. Refugees in acute crisis leave their homelands suddenly with little prior planning and with no choice about their destination. It has been recognized that they are generally perceived to be information poor as they face challenges with finding and using needed everyday information¹.

In a study carried out among Syrian refugees in Egypt, it was noted that they need information about the situation in their home country, child protection, access to jobs, shelter and aid, as well as rights and obligations related to their status. A very large number of Syrian refugees revealed that friends and families were the most popular sources of information.²

In local context, previous research has shown that refugees living in Kakuma Camp together with the host community are in need of information that promotes peaceful coexistence between the two communities³, information on health and financial literacy⁴.

1.1 About the assessment

DW Akademie (DWA) and FilmAid Kenya (FAK), collaborated providing journalism trainings in Kakuma refugee camp in 2016 and 2017. As a follow-up to this project, DWA and FAK are collaborating to develop a project to improve access to information for refugees and host communities in North-Western Kenya and foster dialogue between the two groups.

To help in designing the project, it is important to understand the information needs of the targeted communities. DWA and FAK therefore rolled out an information needs assessment that would answer the following questions:

- I. How do the people at the different locations access information?
- II. Which means (written, audio and video etc.)/sources of information are available to them?
- III. Do people feel they have enough information to take informed decisions?
- IV. What information do they require to take informed decisions?
- V. Which source of information do they trust?

¹ unhcr.org/5909af4d4.pdf

² emerald.com/insight/content/doi/10.1108/ILS-08-2017-0088/full/html

³ jirfp.com/journals/jirfp/Vol_5_No_2_December_2017/4.pdf

⁴ IFC, Kakuma as a market place, 2018.

⁵ unhcr.org/ke/wp-content/uploads/sites/2/2018/12/KISED.pdf

⁶ data2.unhcr.org/en/documents/download/69597

1.2 Focus area of the assignment

The target communities were the host communities living in Turkana West within 25 kms radius, and the refugee communities living in Kakuma Refugee Camp and Kalobeyi Integrated Settlement.

Turkana West Population is comprised of approximately 186,000 refugees, and 320,000 host community population. The Turkana County's average population growth rate is 3.35 percent. The population increase in Turkana West when considering both refugees and host communities has been estimated at approximately 49% in the last five years. Refugees constitute approximately 40% of Turkana West population and reside within the 15 kms radius from Kakuma Town.⁵

1.2.1 Kakuma Refugee Camp and Kalobeyi Integrated Settlement

Population of nationalities in Kakuma Camp

NATIONALITY	POPULATION	PERCENTAGE
South Sudanese	108,532	58%
Somalis	34,129	18%
Congolese	12,440	7%
Sudanese	10,026	5%
Burundians	10,314	5%
Ethiopians	10,432	6%
Ugandans	1,433	1%
Rwandese	612	0%
Others	112	0%
Total	188,135	100%

Table 1 Source: UNHCR (April 2019 population estimates)⁶

Kakuma Refugee Camp was established in 1992 following the arrival of the “Lost Boys of Sudan”⁷. The camp was initially established to accommodate 23,000 Sudanese refugees⁸. Nowadays, it accommodates refugees from countries all over sub-Saharan Africa, including Somalia, Ethiopia, and the Democratic Republic of the Congo. Arrival of refugees from Ethiopia, Somalia and other countries was as a result of collapse of governments and the resulting civil strife. The camp is located on the outskirts of Kakuma Town, which is the headquarters for Turkana West District of Turkana County.

Various nationalities are found within Kakuma Camp with the largest being South Sudanese followed by Somalis and Congolese (see table 1 for population of each of the nationalities).

With an influx of new arrivals in 2014, Kakuma surpassed its capacity by over 58,000 individuals, leading to congestion in various sections. Following negotiations between UNHCR, the National Government, the County Government of Turkana and the host community, land for a new settlement was identified in Kalobeyei, 20 km from Kakuma Town.

Below is a table showing the populations of different nationalities in Kalobeyei Integrated Settlement. The sample in Kalobeyei Camp shows an overrepresentation of Somalis (19% in sample, compared to 0.2% share in camp).

Proportion of nationalities in Kalobeyei Integrated Settlement

SOUTH SUDANESE	26,726	73.80%
Ethiopians	4,606	12.40%
Burundians	2,585	7.40%
Congolese	1,345	3.80%
Ugandans	307	1.20%
Sudanese	363	1.00%
Somalis	23	0.20%
Rwandese	46	0.20%
Others	24	0.10%
Total	36,025	100%

Table 2 UNHCR (February 2018⁹)

⁷ unhcr.org/ke/kakuma-refugee-camp

⁸ kakumagirls.org/projects

⁹ data2.unhcr.org/en/documents/download/68589



Focus group discussion with female members of the urban host community in Kakuma Town.

2. Methodology

The study employed mixed methods through combining qualitative and quantitative research methods. The field work was undertaken in two phases as agreed during an inception workshop held on May 8–9, 2019.

2.1 Exploratory phase

The first phase was exploratory geared towards understanding community issues so that data collection tools would be fine-tuned. During this preliminary phase, data was collected through key informant interviews and focus groups discussions. Analysis was done, short notes prepared and shared with DWA. Changes to the quantitative tools were done and also shared for approval. Table 3 shows FGDs and KIIs done during the exploratory phase done between June 10–15, 2019.

KIIs at initial phase

KII	
1	Ata Nayeche FM
2	UNHCR
3	RAS (Camp management)
4	IRC (Health and SGBV)
5	Lokado (Livelihood Host Community)
6	HI (Minorities and PWDs)
7	NRC (Livelihood and SGBV)
FGDS	
1	Women in Kakuma Refugee Camp
2	Men in Kakuma Refugee Camp
3	Female youth Kakuma Refugee Camp

Table 3

2.2 Data collection phase

2.2.1 Training and Briefing

Upon approval of revised data collection tools, training of the data collection team followed. The team comprised 15 local enumerators that had been recruited by FAK through a

predetermined criterion. The recruitment process ensured the enumerators reflected different nationalities within the camp, and those from the host community. (See annexed advertisement and questionnaire).

Training and briefing took two days—June 17–18, 2019.

Composition of enumerators by nationality

NATIONALITY	NO. OF ENUMERATORS
South Sudanese	4
Host community (Turkana)	4
Burundian /Congolesse	2
Somali	4
Ethiopian	1

Table 4

The enumerators were trained on the following:

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

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. The scripting of the ODK electronic questionnaire was completed and tested through dummy interviews on 18 June, 2019.

2.2.2 Pilot test

Pilot test interviews were conducted in Kakuma Refugee Camp on June 19, 2019. Thereafter a debrief session was done where enumerator concerns and challenges were addressed.

2.2.3 Quantitative survey

The study was undertaken in Kakuma Refugee Camp, Kalobeyei Integrated Settlement and in the host community (Turkana west)—living within a radius of 25 km. Structured questionnaires were administered at the household level with both refugee and host community using tablets. The platform used was ODK.

The target population were adults aged 18 years and above, as well as children aged 11–17 years of age. Respondents in-

interviewed reflected different nationalities inside the camp, whereas the host community were Turkana residents living in Kakuma. People living with disabilities were included in the survey.

Allowing a non-response rate of 10%, the overall sample size comes to an estimated 600 interviews. An additional 70 interviews conducted with boys and girls will bring the overall sample to 670.

2.2.4 Sampling

Overall sample size determination 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:

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

2.2.5 Sample allocation

Table 5 summarizes the quota allocation plan. From the 600 households' interviews', each community was allocated an equal sample size of 200. For children, the plan was to survey 40 from refugees' communities and 35 from host communities and thus ensuring that the statistical threshold of 30 was met. An overall gender split of at least 50/50 was put into consideration in the original plan. To ensure inclusiveness of other minority groups, people living with disability would be purposively identified and interviewed in those households identified through a random systematic criterion.

2.2.6 Sampling technique

(i) Refugees:

Kakuma Refugee Camp is composed of Kakuma 1, Kakuma 2, Kakuma 3 and Kakuma 4 whereas Kalobeyei Integrated Settlement has Village 1, Village 2 and Village 3.

Quantitative survey sample targeted

Communities	Nationality	SAMPLE TARGETED		SAMPLE TARGETED	
		Male	Female	Male	Female
Kakuma	South Sudanese	65	65	10	10
	Somali	20	20		
	Ethiopian				
	From Great Lakes	15	15		
Kalobeyei	South Sudanese	65	65	10	10
	Somali	20	20		
	Ethiopian				
	From Great Lakes	15	15		
Host community	Urban	70	70	15	15
	Rural	30	30		
	Total	300	300	35	35

Table 5

To ensure distribution of the sample size, in Kakuma Refugee Camp K1 and K4 were selected, whereas in Kalobeyei Integrated Settlement Village 1 and Village 2 were selected. In Kakuma, K1 and K4 were selected to ensure that the sample size was well spread, and also because all nationalities targeted were found inside the two camps. Similar to Kakuma Refugee Camp, Village 1 and Village 2 were selected because all targeted nationalities were reflected in the two villages.

Inside the camp/village, enumerators were guided to blocks/neighborhood where nationalities targeted were concentrated. Having selected blocks/neighborhoods, households were chosen using a random route walk. The skip interval used was established using the estimated number of households in the enumeration area and quota allocated to each interviewer.

$$k = N/n$$

Where N = Estimated population in the enumeration area

n = Sample size

k = skip value

(ii) Host community:

The sample for host community was split into two, urban and rural community with the urban sample done in Kakuma Town. A rural sample was taken from rural villages located within a 25 km radius from Kakuma Town. FilmAid shared a list of existing villages located within the 25 km radius and based on the list, there was a random selection of villages where the survey would take place. Once the villages were identified, enumerators were required to use random route walk to identify the households to interview. At the household level, quota sampling was done based on gender. Purposive sampling of people living with disability was done at the household level. Since respondents—apart from those living with disability—were sampled in a random manner, distribution of age across different age group was thus ensured. Table 6 summarises the sample achieved per enumeration area/per community.

Quantitative survey sample

Communities	Nationality	HOUSEHOLDS		CHILDREN	
		Male	Female	Male	Female
Kakuma	South Sudanese	55	64	10	10
	Somali	20	26		
	Ethiopian	5	4		
	From Great Lakes	28	23		
Kalobeyei	South Sudanese	42	68	10	10
	Somali	14	20		
	Ethiopian	10	10		
	From Great Lakes	6	13		
Host Community	Urban	47	55	15	15
	Rural	51	53		
	Total	278	336		

Table 6

2.2.7 Qualitative research

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

a) Focus Group Discussions

The target groups for focus group discussions were purposively selected based on nationality and ability to communicate in either English or Kiswahili. A total of 11 focus groups were held as indicated in table 7.

FGDs distribution

AREA	FGDS ACHIEVED	NATIONALITY	NUMBER PER NATIONALITY
Kakuma Refugee Camp	Female Above 35 Years	South Sudanese	4
		From Great Lakes region	3
		Ethiopian	2
		Somali	2
	Male Above 35 Years	South Sudanese	5
		Ethiopian	2
		Somali	2
		From Great Lakes region	3
	Female youth 18–34 years	South Sudanese	5
		Somali	5
		From Great Lakes	2
		Ethiopian	1
Male youth 18–34 years	From Great Lakes	2	
	South Sudanese	7	
Kalobeyei Settlement	Female Above 35 Years	From Great Lakes region	1
		Somali	3
		South Sudanese	5
	Male Above 35 Years	South Sudanese	12
	Mixed youth 18–34 years	South Sudanese	12
Host community	Male youth	Turkana	6
		Somali	7
	Male Above 35 Years	Turkana	10
		Somali	2
	Female Above 35 Years	Turkana	10
		Somali	2
		Kikuyu	1
	Female (Mixed ages)	Turkana	12

Table 7

b) Key Informant Interviews

KII participants were drawn from the government, NGOs and UNHCR. For the NGOs, they were purposively selected based on the thematic area.

2.3 Survey limitation

- Language barrier in some FGDs was experienced. The challenge was overcome by using local translators.
- Some FGDs took long because of multiple translators due to the mix of nationalities in the groups. This is a lesson for future research.
- Ensuring that FGDs had all nationalities sometimes was a challenge.
- Flash floods during exploratory data collection phase slowed the exercise in the first week, as it was difficult to meet with key informants or hold focus groups discussions,
- Achieving the 50/50 male/female quota for the house hold questionnaire was a challenge. Due to pastoral nature of the host community, it was difficult to find men during daytime. In Kalobeyei, most refugees are females and they featured prominently during respondent selection.
- Since FilmAid assisted in mobilizing participants of FGDs, this could have influenced their responses.
- An important question was not asked to all respondents in the quantitative questionnaire but to radio users. During analysis several questions on access and usage of different sources of information were combined.

Key Informant Interviews achieved

KII	NO. ACHIEVED
UNHCR (Community Services and Protection)	1
Local radio station (Ata Nayeche)	1
Camp leaders (Kakuma Refugee Camp)	2 (1 zonal leader, 1 block leader)
NRC (Livelihood and SGBV)	1
IRC (Health and SGBV)	1
LWF (Education and Shelter)	1
Lokado (Host community)	1
Area Camp Manager (RAS) I	1
Humanity and Inclusion (Minorities and PWDs)	1
Director Communication Lodwar County	1
Total	11

Table 8

3. Main findings

3.1 Respondent profile/demographics

Demographics of respondents who participated in the assessment is shown in table 9. A total of 648 respondents participated in the survey across the three communities targeted by the project. The sample comprised of 70 children below 18 years and 614 adults above 18 years. Out of the 648 respondents interviewed, 55% were females and the remaining 45% were males. The spread of the sample across the age and the gender of the respondents is fairly representative to allow for a close examination of variables that would offer insights about the information needs of the target communities. By including 35 people living with disabilities (5% of the sample size), their opinions were taken into account. For respondents living with disability, 48% had physical disability, 45% were visually impaired while 7% had a hearing problem.

3.2 Education and language

3.2.1 Education level

In general, education level of the target communities was low. Many had no formal schooling in both refugees and host communities. As figure 1 shows, the host community in rural areas had the highest proportion of individuals with no schooling. As it emerged during focus groups discussion, while opinions about taking children to school has shifted over the years, this was not the case. Social practices such as looking after livestock by boys, and child marriage of girls who have dropped out from school were common. In town, there was a large number of school aged street children.

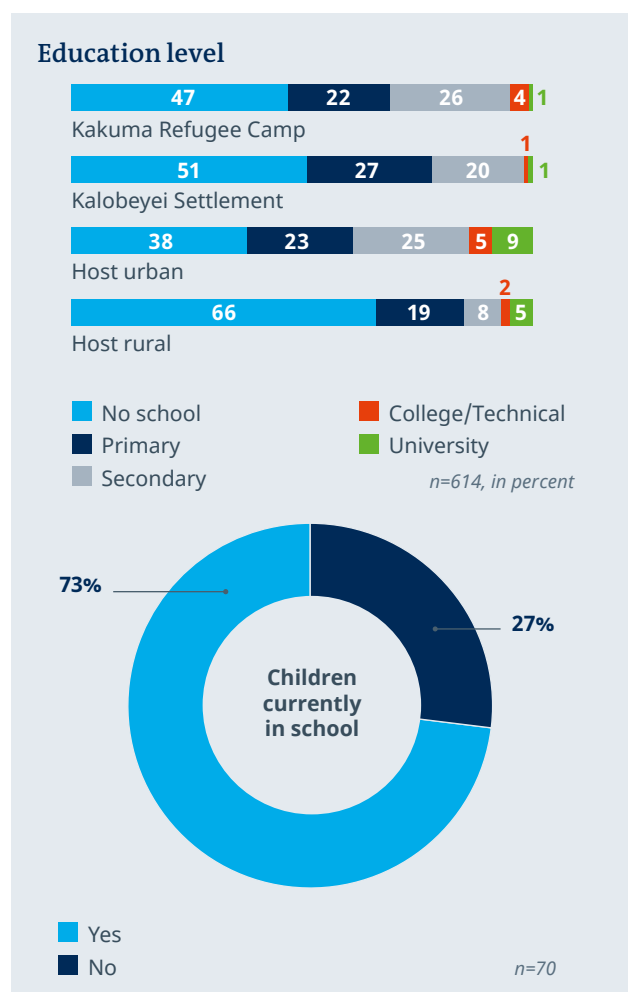


Figure 1

Respondent profile

		KAKUMA REFUGEE CAMP (N=245)	KALOBYEI SETTLEMENT (N=203)	HOST COMMUNITY (N=236)
Age	11-17	8%	10%	13%
	18-25	22%	23%	14%
	26-35	42%	31%	43%
	36-45	20%	26%	21%
	Above 45	8%	10%	9%
Gender	Male	48%	40%	48%
	Female	52%	60%	52%
With Disability	Yes	6%	5%	4%
	No	94%	95%	96%

Table 9

3.2.2 Ability to read and write

Measured by the ability to read and write, literacy levels of the host community in rural areas were lower than other communities.

3.2.3 Languages spoken

Refugee camps are a mixture of different nationalities and ethnic groups. As a result, different languages are spoken within the camp. The survey findings show that Kiswahili was dominant in Kakuma Refugee Camp, and was spoken by 67% of the respondents interviewed. An overwhelming majority of the host community were able to communicate in Turkana which is the local language.

With Kiswahili being popular in the host community and Kakuma Refugee Camp, language barrier might not be a major problem when Kiswahili is used. However, in Kalobeyei, the situation is different as no language is dominant. The one

that comes close is Arabic, but it is just a few points ahead of Kiswahili and English, and is shared by less than a half of the population. A media initiative would at least need to use English, Kiswahili, and Arabic to serve the main refugee communities, plus Turkana to serve the Kenyan host communities, although 75% of them also speak Kiswahili.

3.3 Sources of information

3.3.1 Channels of communication

Refugees and the host community received information from multiple channels. Spontaneous responses on current source of information demonstrate that the host community mainly rely on personal connection with people to get information. Further comparison between the host community in urban and rural areas indicates that those in urban areas, were more likely to receive information through FilmAid, mobile phones, TV and radio.

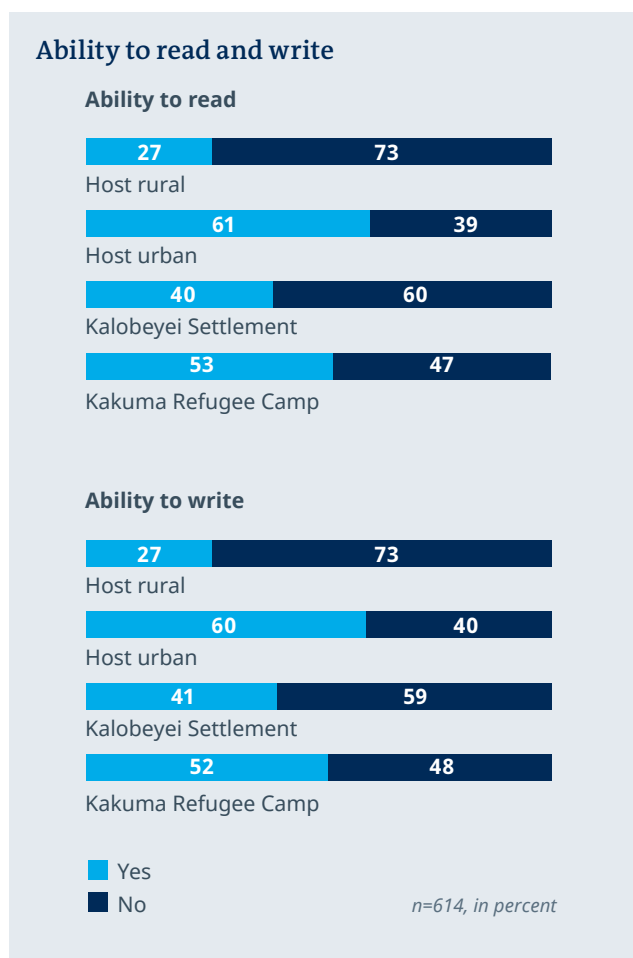


Figure 2

“ In terms of communication we do through the leaders, that is through the government structure so that they can be able to cascade the information through the CHVs.

Source: KII IRC

The refugee community relies more on information provided by FilmAid and from people. More refugees in Kakuma Refugee Camp receive information through the TV, radio and mobile phone than those in Kalobeyei. Notably, in Kalobeyei, access information through people was predominant than through technology.

“ We mainly use public barazas or the local FMs-Ata Nayeche.

Source: KII Sub County Administrator

The analysis of media consumption shows strong differences between the four sites, but also surprising similarities, for example between Kakuma Host Urban and Kakuma refugee camp on watching TV (37% and 32%, much more than Kalobeyei with 3% or host rural with 15%). Watching Films brought by NGOs is quite popular, both in refugee and host communities.

Radio use is quite different, low on average with 29%, similar to Ethiopia, and in the refugee camps it is even lower

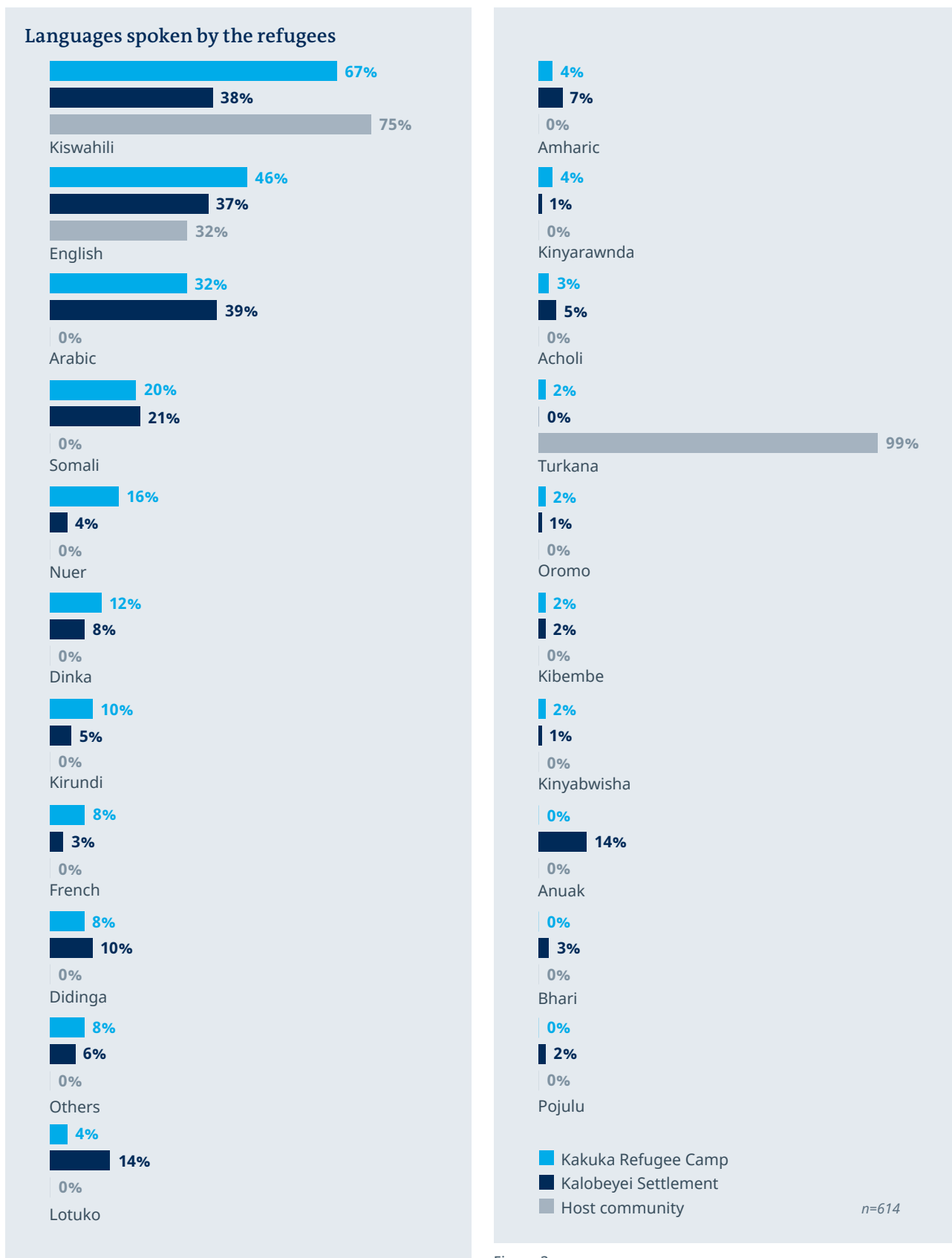


Figure 3

Sources of information

How do you keep yourself updated?

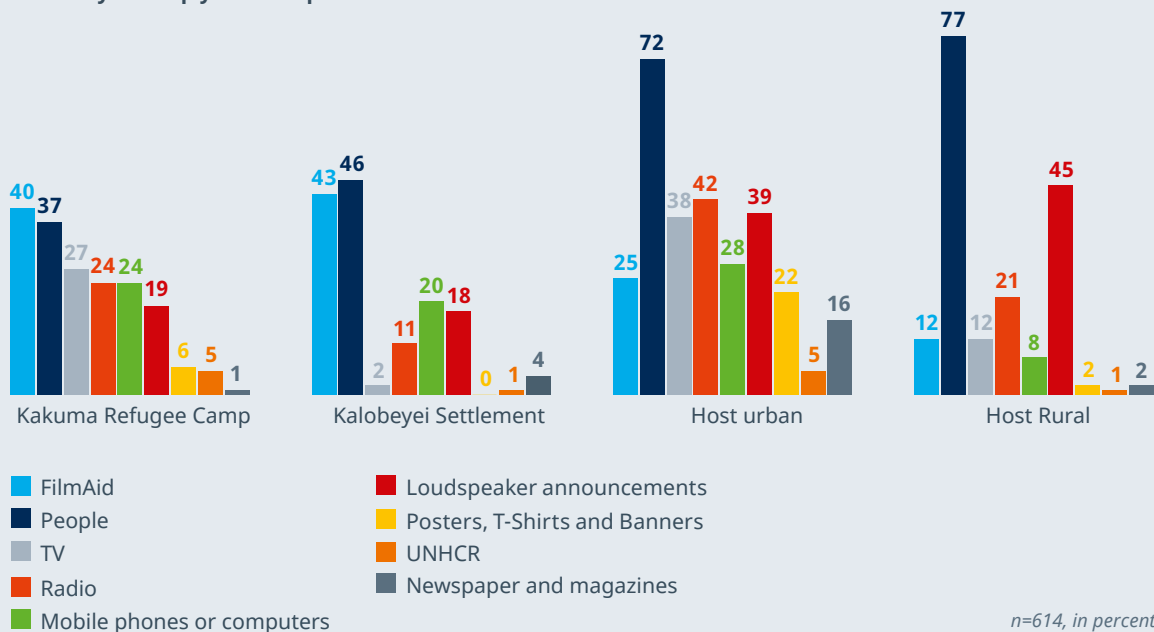


Figure 4

Media consumption according to sites

	RADIO	TV	FILMS BY NGOS	NEWSPAPERS	MOBILE PHONE	INTERNET
Kakuma Camp (n=225)	56	83	110	29	171	50
%	25%	37%	49%	13%	76%	22%
Kalobeyei Camp (n=183)	22	5	66	7	128	27
%	12%	3%	36%	4%	70%	15%
Host urban (n=102)	62	33	48	21	89	34
%	61%	32%	47%	21%	87%	33%
Host rural (n=104)	38	16	21	5	56	11
%	37%	15%	20%	5%	54%	11%
Total (n=614)	178	137	245	62	444	122
%	29%	22%	40%	10%	72%	20%

Table 10

(Kalobeyei with 12%), but very high in Host urban (61%). In both refugee camps radio is less important for many respondents, than film (36% in Kalobeyei). Mobile phone access is quite high as well, the two refugee communities have more access than the surrounding host rural community.

3.4 Radio access and consumption habits

3.4.1 Access to information from radio

For radio listeners, survey findings show a stark variation of radio audience between the host community and the refugees. Most radio listeners came from Kakuma Town (54%) whereas the least came from Kalobeyei Integrated Settlement (12%). Comparing the refugees across the two settlements the findings indicate that Kakuma Refugee Camp had twice the number of listeners than Kalobeyei Integrated Settlement.

“ The language they use on the radio is mostly Turkana and sometimes Kiswahili which we don't understand so we are not interested in listening to the radio.

Source: FGD Female Kalobeyei

Respondents interviewed had multiple reasons on why they were not accessing information from radio. The main impediment was lack of radio sets. In Kalobeyei, there was no electricity and thus limiting people from accessing information through radio and other technologies. In addition, the population in Kalobeyei—unlike Kakuma Camp is mainly made up of newly arrived refugees hence lagging behind Kakuma in terms of radio ownership and other technological devices.

Overall, out of 614 people, 37% of males accessed information from a radio compared to 22% females. As shown in table 11, females above 35 years were the least users of radio while most users were men aged 26–35 years. Based on qualitative information, the main issue was ownership of radio by females. Language barrier also played a role, as mentioned by youth and women refugees.

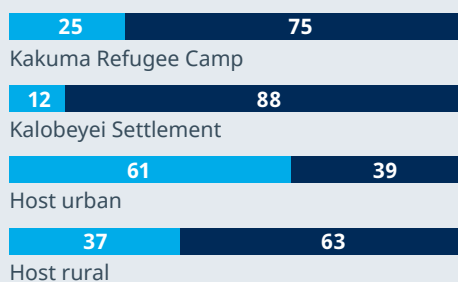
The main reason for not listening to radio is the lack of access to a set, mentioned by the refugee communities in 75% of respondents not using radio, but even more by the host communities who mentioned the same reason by almost 90%. The lack of electricity was also mentioned but by 10%.

“ We don't have radio sets.

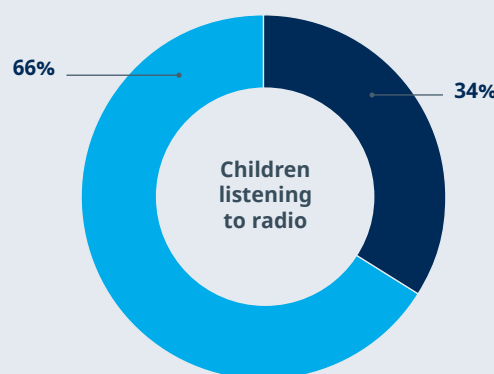
Source: FGD Women rural host community

Radio use

Do you listen to the radio?



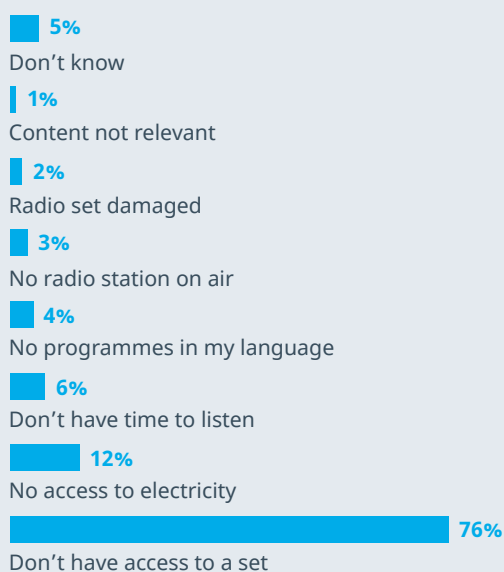
n=614, in percent



■ Yes
■ No

n=70

Why don't you listen to radio?



n=436

Figure 5

Radio use by gender and age

	MALE	FEMALE	18-25	26-35	36-45	ABOVE 45
Base	278	336	133	267	151	63
Yes	37%	22%	23%	36%	25%	21%
No	63%	78%	77%	64%	75%	79%

Table 11

Corroborating quantitative findings, the quotes below capture why communities were not accessing information from radio.

“ I don’t listen to the radio mostly because mostly those guys who are here, they either speak in Kiswahili or Turkana and Arabic, which I don’t understand.

Source: FGD Youth Kalobeyi

“ Languages we use for broadcasting are not sufficient. Refugees from Congolese complain that broadcasting should be done in French.

Source: KII Radio Ata Nayeche

“ We don’t get information in the morning because we don’t have radios and newspapers.

Source: FGD Women Kakuma Camp

3.4.2 Radio stations accessed

Ata Nayeche radio station mainly drew its audience from the host community. As figure 6 show, in the host community, 98% of radio listeners listened to Ata Nayeche radio. The proportion of Ata Nayeche listeners from the refugees was 59%. Although Ata Nayeche seems dominant amongst the refugees, other stations were found to have an audience. BBC drew 38% of radio listeners from the refugee community, with only 2% coming from the host community. Biblia Husema came third with an audience mainly from the host community.

According to a key informant from Ata Nayeche FM, their language of broadcasting was predominantly Turkana, and sometimes Kiswahili and English. When organizations wanted to disseminate information to refugees, they would record

Which radio station do you listen?

Name the radio that you listen to

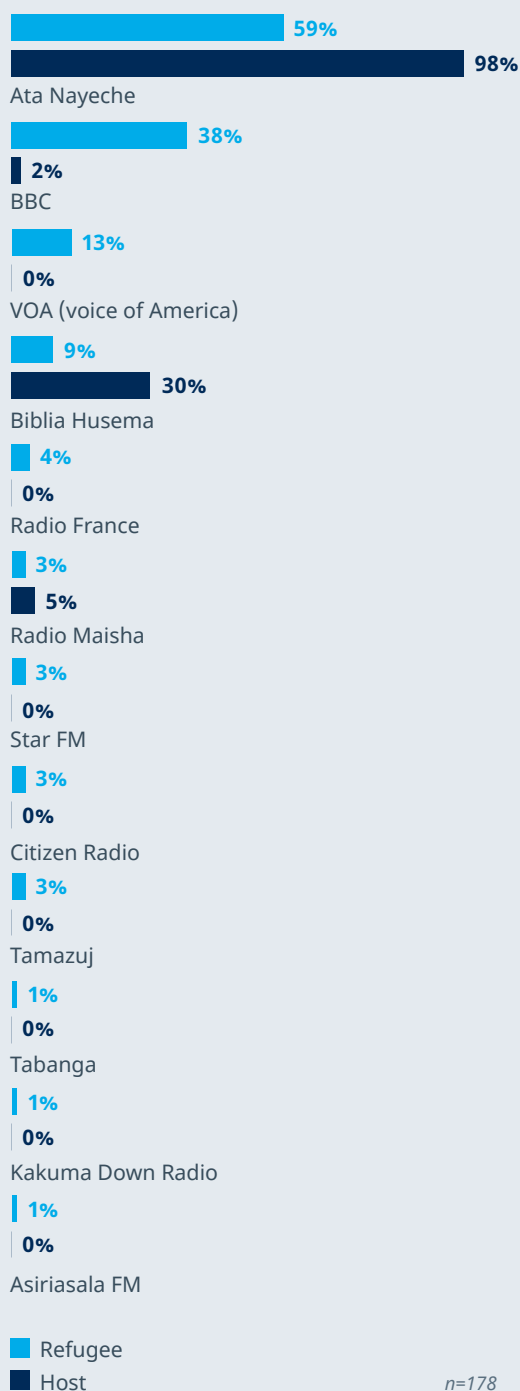


Figure 6

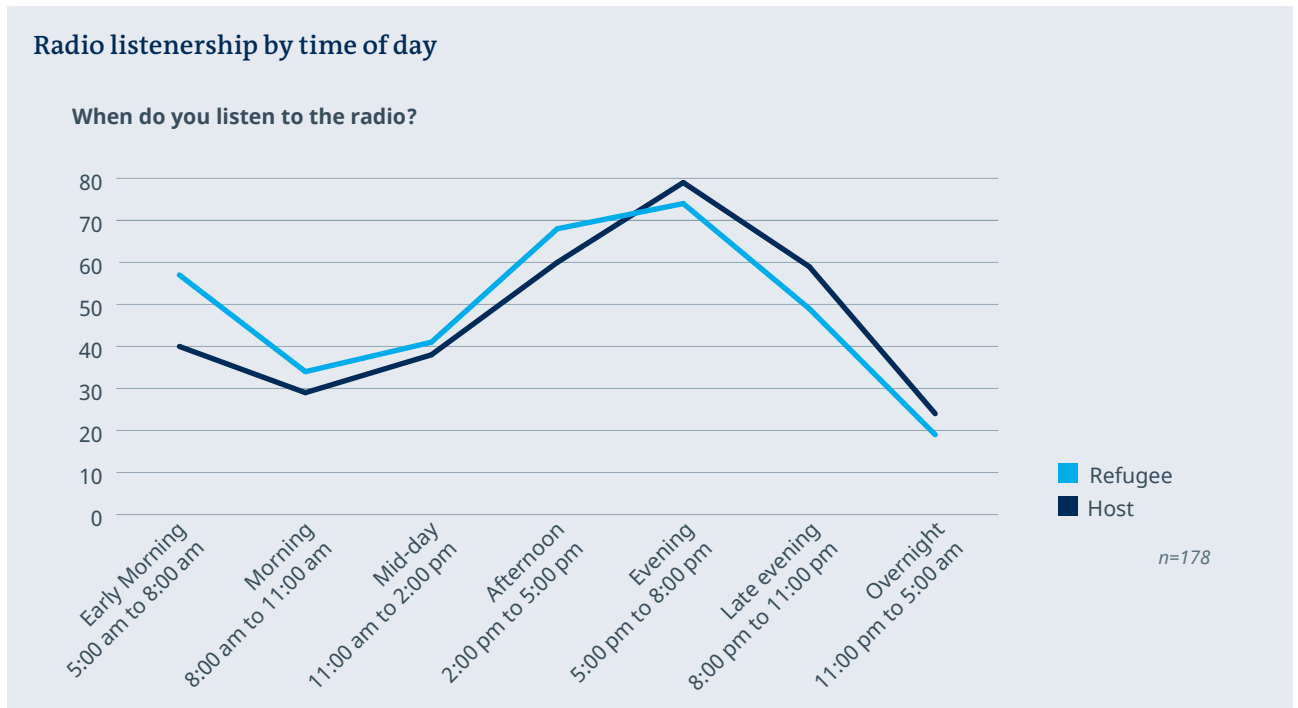


Figure 7

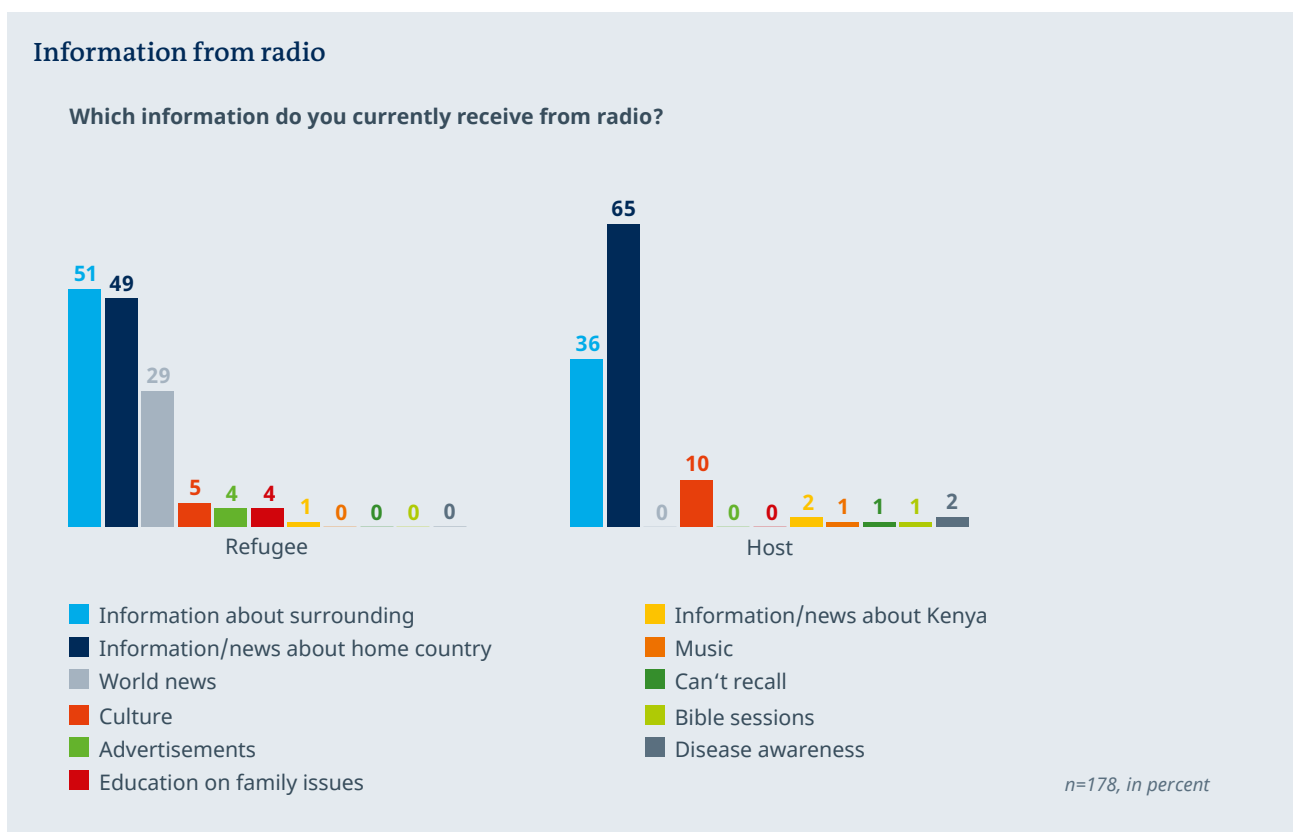


Figure 8

messages into multiple languages used in the camp and then transmit messages through Ata Nayeche radio station. However, during focus groups discussions with refugees, language barrier was cited as a barrier to accessing information from Ata Nayeche.

In sum, Ata Nayeche and BBC are listened to by almost every radio user. Only 5.6% (= 10 respondents) do not use anyone of those. Regarding gender, women listen a bit more to Ata Nayeche than men (85% for women vs. 78% for men) and less to BBC (13% for women, 22% for men).

Most radio listeners listen to the radio in the evening hours (5:00 pm – 8:00 pm). There were no major overlaps between the host community and the refugees. Nevertheless, the difference in radio listenership between the refugees and the host is during early morning hours (5:00 am – 8:00 am).

“ I get information about changes in Kenya for instances you will hear Kenya’s economy has gone down or up, medical updates for example the recent news we heard that of an Ebola case in Kericho. We also get information about other countries through the radio.

Source: FGD Youth host community

3.4.3 Information currently received from radio

For refugees and host communities listening to radio, figure 8 shows that host community were inclined to listen to news about Kenya than the refugees, but less inclined to news about surrounding areas than the refugees. In addition, the graph shows a sizable number of refugees (29%) with access to radio, who received information about their home country through the radio.

According to survey findings from FGDs and KIIs, information received about Kenya was mainly current news and events. However, this information was sometimes too broad and did not directly meet their needs. On the other hand, information about the surroundings was more focused and geared towards issues that had direct impact on their lives.

“ What I can say is that, they hide us information about resettlement because you cannot hear it anywhere even from the radio.

Source: FGD Youth Male Kakuma Camp

NGOs and government authorities were using radio to disseminate information to both refugees and host community.

As figure 8 has shown, radio listeners did not rely heavily on radio to receive information about their surroundings. In fact, despite a large radio audience from the host community, the proportion of host community who got information about surrounding areas is less than that of the refugees. Qualitative survey results indicate dissatisfaction with current content and programming. The youth felt left out, and pointed out that important information like locally available jobs was missing. A participant from the refugee community expressed frustration of not receiving news on issues such as resettlement.

There is some quantitative data that underscores these findings.

Most radio listeners were rather critical towards radio, a majority complained that the radio did not enable them to make decisions that affect their lives, but also to other questions.

“ Recently I read a speech in Kiswahili and there is a time I read in English because we are in a cosmopolitan area.

Source: KII Sub-County Administrator

“ What I get from the radio is when there is announcement of a lost child, ID or ATM. They do announcements when community development fund is out, disease outbreak and floods so that people are not swept by water.

Source: FGD Female group host

“ If say there is donor money for the mothers to start their business, you should advertise in the radio because we don’t get that information. We normally hear that some people have been given and or others were employed.

Source: FGD Female Urban host community

3.4.4 Programs currently listened to by the youth (18–35)

Youth aged between 18–35 years, with access to a radio mainly listened to music/entertainment programs, followed by news. Although this could be attributed to their interest, it also has to do with the current radio program, whereby music/entertainment feature predominantly. Figure 9 displays radio programs listened to by youth, in stations with an analysable number of 30 and above.

“ There is child abuse here and there are many street children. Organizations here should share ideas or educate these children to remove them out of the streets. There is no radio reporting about it and thus they end up frustrated.

Source: Female group host community urban

Assessment of radio

	KAKUMA	KALOBEYEI	HOST URBAN	HOST RURAL
Disagreement with “radio enabling decisions that affect my life”	77%	77%	65%	74%
Disagreement with “news are easy to understand”	54%	72%	31%	55%
Agreement with “news are relevant”	80%	59%	69%	84%

Table 12

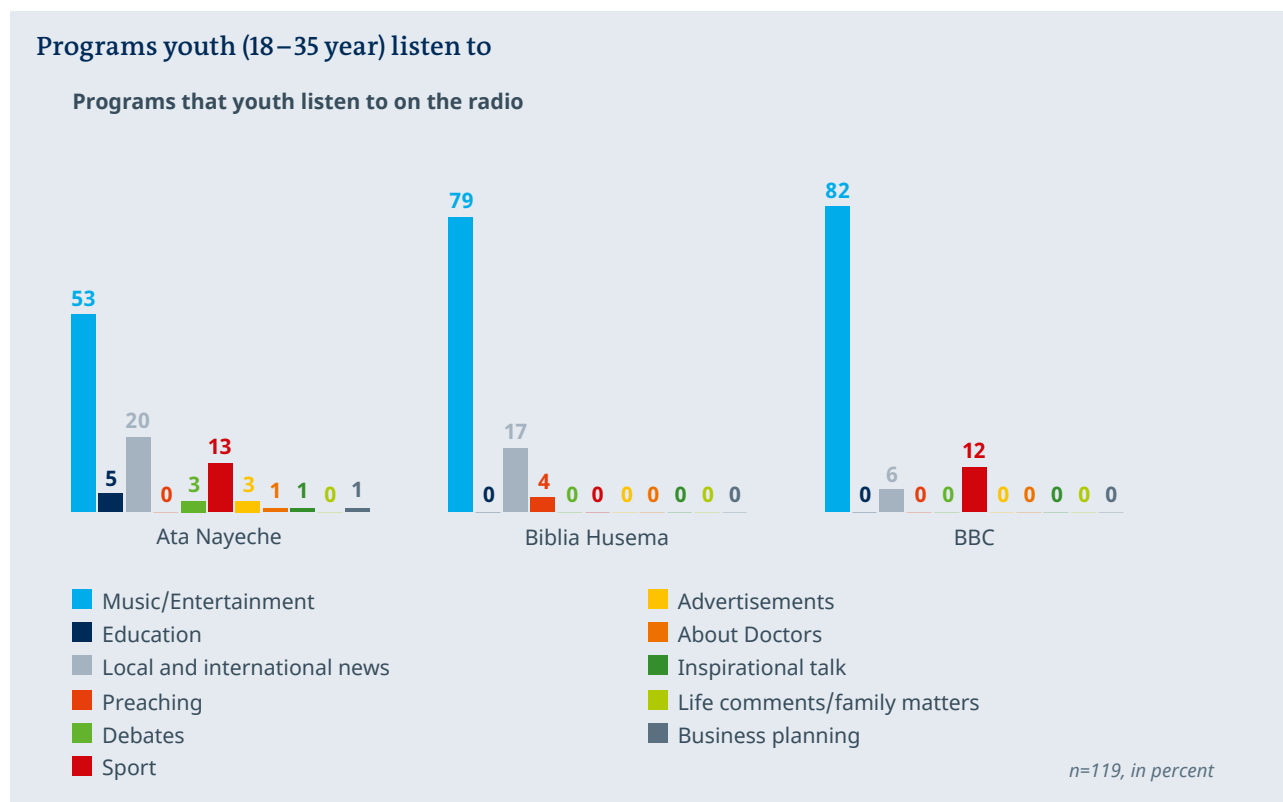


Figure 9

Frequency of watching television

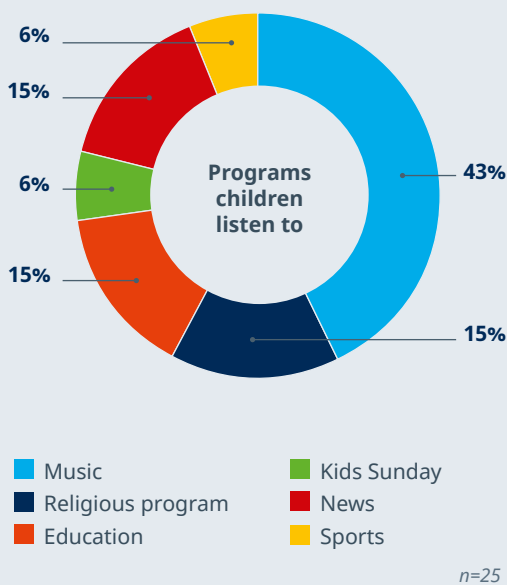


Figure 10

Information from special programs

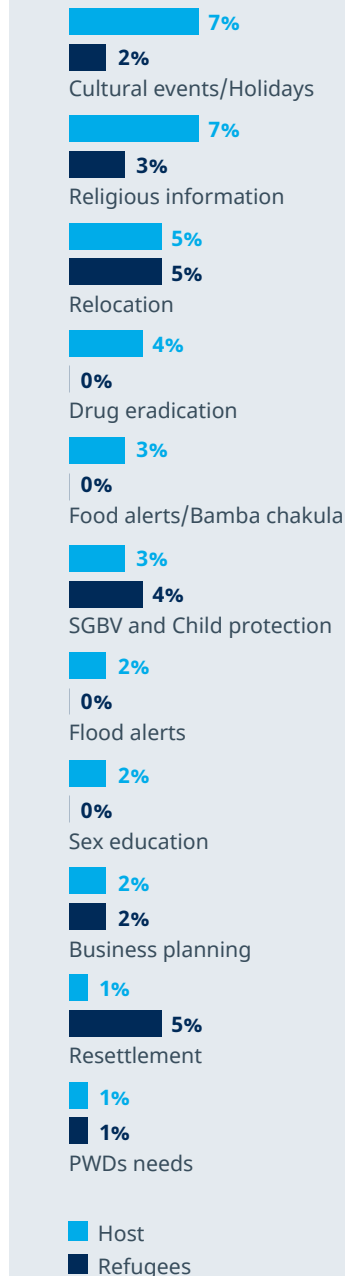
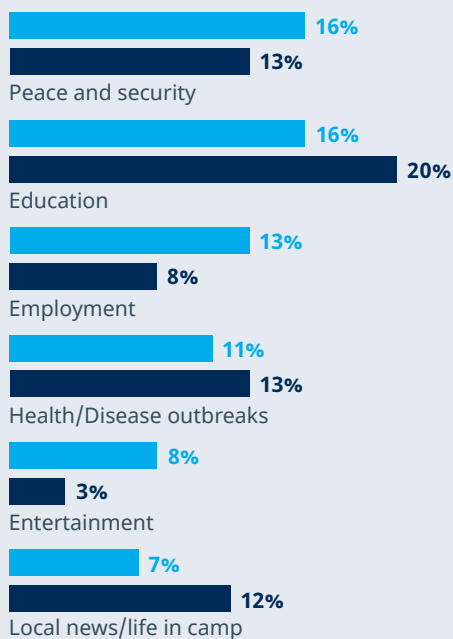


Figure 11

“The radios don't have meaningful information, what they talk about is maybe a child who has gotten lost or someone who has died.”

Source: FGD Youth urban

3.4.5 Children's programs

Children aged between 11 – 17 years with access to a radio mainly listened to music more than any other program. They had little interest in news compared to adults. Short messages can be designed to fit into music sessions listened to by children.

“Radio Ata Nayeche can have special programs, they can select Tuesday as a day for the youth, they will then broadcast information that will empower the youth and give them encouragement.

Source: FGD Youth host community

3.4.6 Special programs

Radio listeners conveyed their need for special radio programs. Based on the underlying statistics, 93% of listeners from the host community and 86% from the refugee community mentioned that they would welcome a special radio program.

Information they would like to receive from such programs was diverse. Nevertheless, peace and security, education and em-

ployment were prioritized by the host community, whereas the refugees prioritized education, peace and security and health.

When comparing the four sites, these were some topics which were of *almost equal importance* in all four:

- Security in this area
- Job opportunities
- How to get money
- Flood alerts

There are some minor differences on

- Health advice (more in need in Kalobeyei and host rural, the poorer areas)
- Scholarships (more in need in Kakuma Camp and Host urban, the richer areas)
- Formal education (more in need in Kakuma Camp and Host urban, the richer areas)

Important missing topics

	KAKUMA CAMP	KALOBEYEI CAMP	HOST URBAN	HOST RURAL
Security “in this area”	73%	60%	60%	73%
Security in home country	68%	63%	59%	47%
Health advice and treatment	65%	74%	66%	71%
Job opportunities	67%	65%	71%	64%
How to get money	68%	63%	60%	63%
Scholarships	68%	63%	72%	65%
Vocational training	68%	59%	77%	69%
Finding missing family	51%	61%	15%	7%
Reunion with family	52%	62%	15%	8%
Flood alerts	67%	67%	66%	62%
Formal education	72%	60%	75%	66%
Reporting GBV	19%	15%	23%	35%

Table 13

There are some strong differences on

- Security at home country (more in refugee camps)
- Finding missing family members (much more in refugee camps)
- Reunion (ditto)

Gender aspect

There are gender differences as well with regard to those topics. Women were more interested in Health (75% women vs. 62% men), in family planning (30% vs. 13%), and formal education (84% women vs. 48% men). This last topic looks very interesting, pointing to the fact that women want to get or finish formal education. In contrast, scholarships are mostly preferred by men (49% women vs. 88% men) maybe reflecting the fact that women in those settings are not “allowed” to go for scholarships and prefer therefore to get the formal education.

3.4.7 Listening to radio podcasts

Of the 614 individuals interviewed, only 10 people were found to have ever listened to a podcasts. This number is very low as it represents an overall proportion of just 2% of podcast usage. The low usage of podcast could be attributed to lack of awareness about podcasts. However, if information about podcasts is provided this could tilt their interest towards listening to podcasts. In addition, as the number of smartphone users continues to grow in Kenya. The number of podcast users is likely to rise in future.

“ We would like our children to know how to operate a TV so that they can teach us ... We cannot afford to buy TVs and radios.

Source: FGD, Women host rural

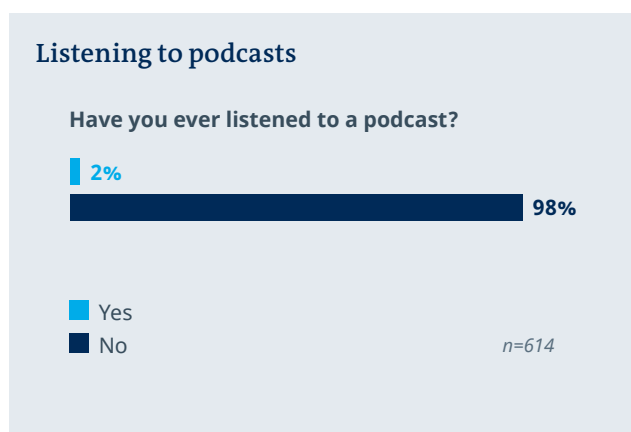


Figure 12

3.5 Television access and consumption habits

3.5.1 Access to information from TV

Table 14 illustrate TV and film audience in refugee and host communities. Based on the figures, NGOs films attracted a larger audience than cable TVs and video kiosks TVs. In Kakuma Refugee Camp, 37% of the respondents interviewed watched cable TV. This proportion is higher than that of other communities, and was closely followed by that of the host community in Kakuma Town. The host community in rural areas and refugee from Kalobeyei had low numbers for cable TV viewers. A major reason was low penetration of electricity/power. Although Kalobeyei Settlement lagged behind other areas in accessing cable TV and video kiosks TVs, when it came to NGOs films, the proportion increased substantially and even outpaced that of the host community living in rural areas. Beside power connection, affordability of TVs and not knowing how to operate a TV restrained individuals from using TVs.

3.5.2 TVs and films audience by demographics

Table 15 shows disaggregation of TV viewers by demographics of adults who participated in the survey. Based on the figures, more males than females watched TV and films. The largest audience of NGOs’ films were males aged 18–25 years. This indicates that films drew attention of young people and thus would be integral for disseminating of information them.

Fig 13 shows the proportion of children watching cable TV and films. Although the graph displays almost a similar consumption habit with that of the adult. What is more evident is increased interest in watching films from the children. Refugees and host community members were found to have similar patterns in watching satellite/cable TV. There were very few people who watched TV early in the morning (5:00 am – 8:00 am).

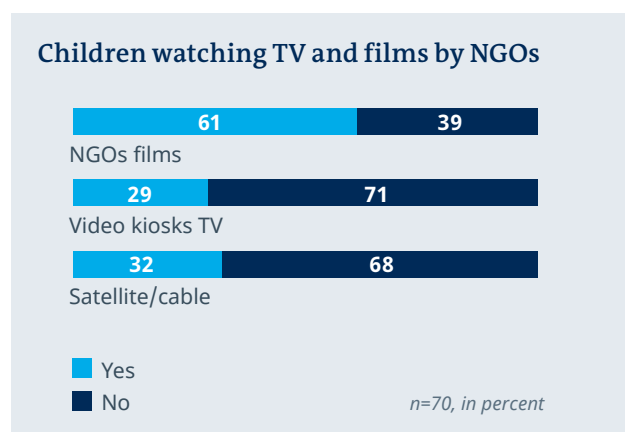


Figure 13

TV and films viewers

	KAKUMA REFUGEE CAMP (N=225)	KALOBEYEI SETTLEMENT (N=183)	HOST URBAN (N=102)	HOST RURAL (N=104)
Satellite/cable TV	37%	3%	32%	15%
Video kiosks TV	20%	3%	21%	14%
NGOs TV/Films	49%	36%	47%	20%

Table 14

TV viewing by gender

	MALE (N=278)	FEMALE (N=336)	18-25 (N=133)	26-35 (N=267)	36-45 (N=151)	ABOVE 45 (N=63)
Satellite/cable TV	30%	16%	22%	28%	19%	6%
Video kiosks TV	24%	6%	24%	16%	5%	6%
NGO TV/Films	45%	35%	52%	42%	32%	25%

Table 15

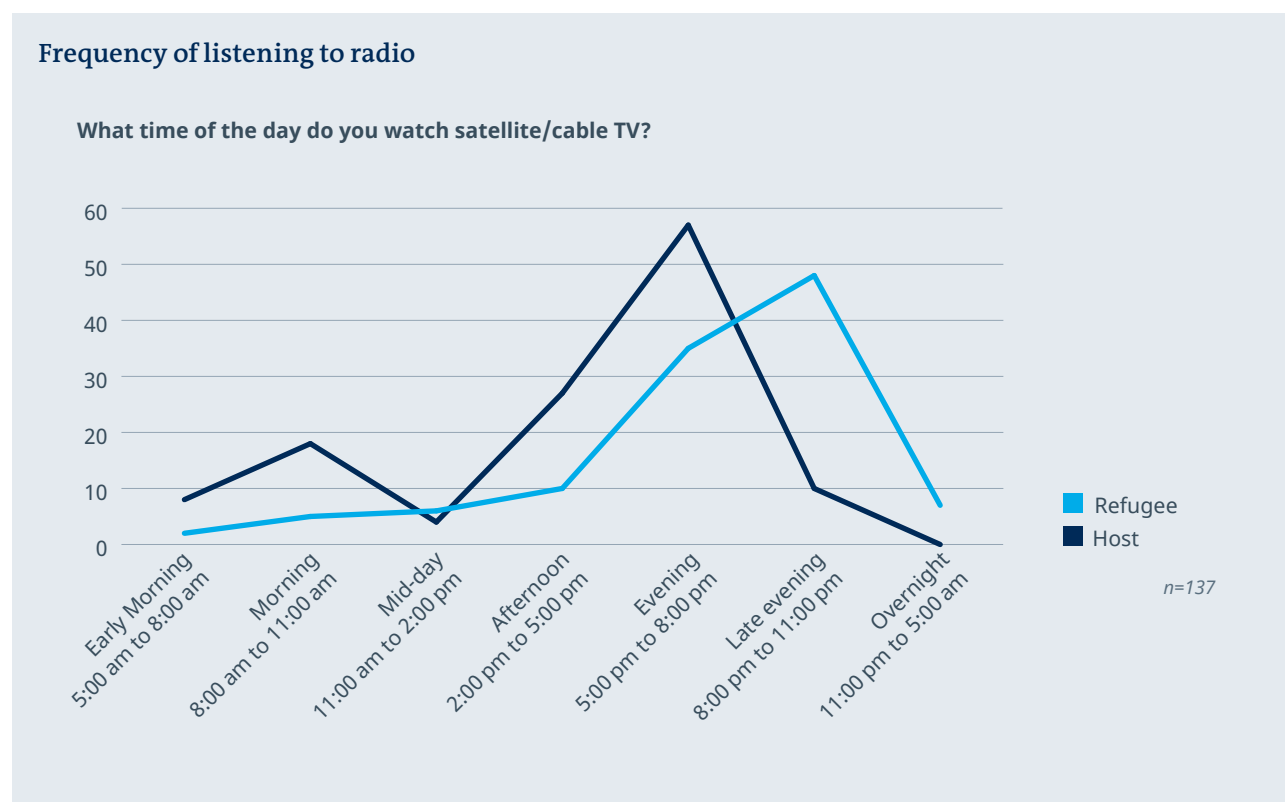


Figure 14

The trend consistently rose from midday (11:00 am – 2:00 pm) and was highest at 5:00 pm – 8:00–pm for hosts and 8:00 pm – 11:00 pm for refugees.

Corroborating findings from FGDs, it emerged that refugees accessed information on peace and security in their home country on TV. Even among the host community, it was clear that security was one of the dominant topics followed on TV.

3.5.3 Information consumed from TV

Figure 15 displays information consumed by those who watched TV. According to survey findings, out of 108 refugees who watched TV, 44% got information about their home country indicating a major interest in following up on events and occurrences in their home countries. For the host community, out of 63 respondents who watched TV, 86% received news about Kenya.

Refugees and the host community did not get enough information about their surroundings from TV.

“ I want to watch the television I have to come here in town, when I am in the village I don’t because I do not have television or power connection.

Source: FGD, Youth host

“ I receive information about peace and security through television, like in my home country Congo we received information there is peace somehow because we have a new president.

Source: FGD Youth Kakuma Refugee Camp

“ Sometimes on the television such as Citizen TV or even KTN, the only thing that you can hear is about insecurity. Some places such as Garissa or Mandera, you can hear there was insecurity, fighting that is happening there.

Source: FGD Youth Male Kakuma Host

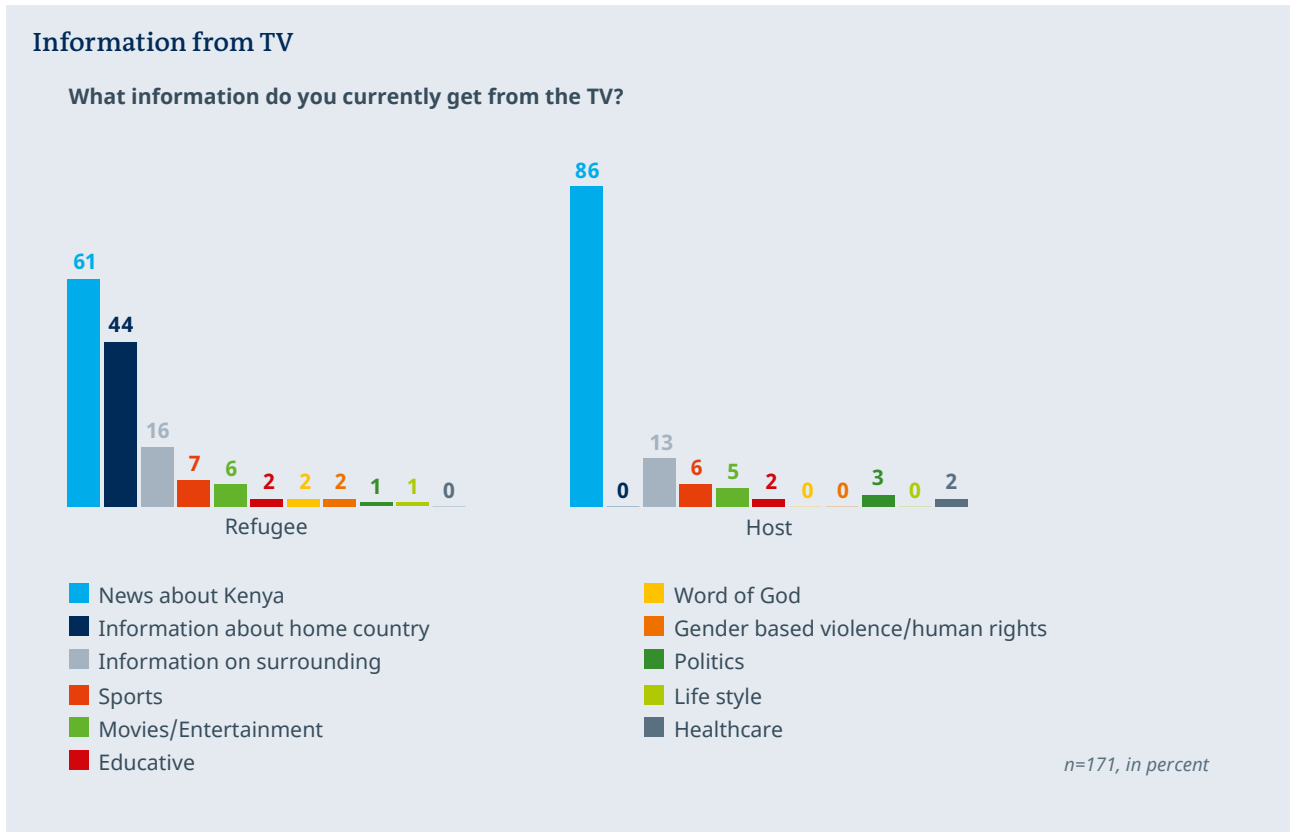


Figure 15

Although fewer children (17), were interviewed, figure 16 indicates that children were interested in watching local dramas.

3.5.4 Channels currently accessed

According to survey findings, refugees accessed more TV channels than the host community. This could be attributed to better access to cable TVs in Kakuma Refugee Camp.

In the host community, the most viewed TV channels were Citizen TV, followed by NTV and KTN. Citizen TV was the most watched by 64% of the respondents interviewed from the host community. In the refugee community, Citizen TV was the most viewed TV channel, closely followed by Universal TV.

Consistent with most accessed channels by refugees and the host community, figure 18 shows that Citizen TV was the most trusted TV channel by both the refugee and the host community.

Generally, it was pointed out that trust in TV content is high since it was possible to watch an event besides listening. This is backed up by findings from qualitative survey as shown by the quotes. In addition to being visual, TVs were

cited to broadcast up-to-date news about events that have occurred from other areas outside Kakuma.

3.6 Access to information from FilmAid

Overall, out of 614 respondents interviewed, 371 mentioned that they received information from FilmAid Kenya. This represents a proportion of 60% based of the sample size. Comparing refugees and members of the host community, survey findings shows that more people in Kakuma Refugee Camp received information from FAK than those from other communities. Host community living in rural areas received less information from FAK than the rest.

“News on TV. Because when things happen for example in Nairobi, it will say this and this happened and it is true.

Source: FGD Female host community

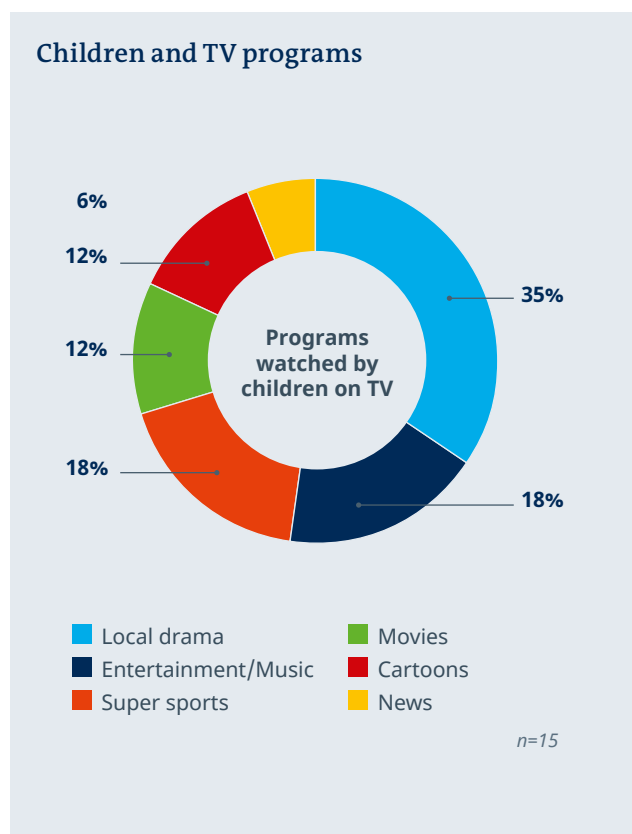


Figure 16

“On TV, you see with your eyes who is speaking. So you will tend to believe more what you hear as compared to listening. On TV for example, you will see maybe it is the president talking.

Source: FGD Male host community

“On TV, we see the announcers, but radio it’s only the voice, so we see TV and believe.

Source: FGD Men host community

TV channels viewed

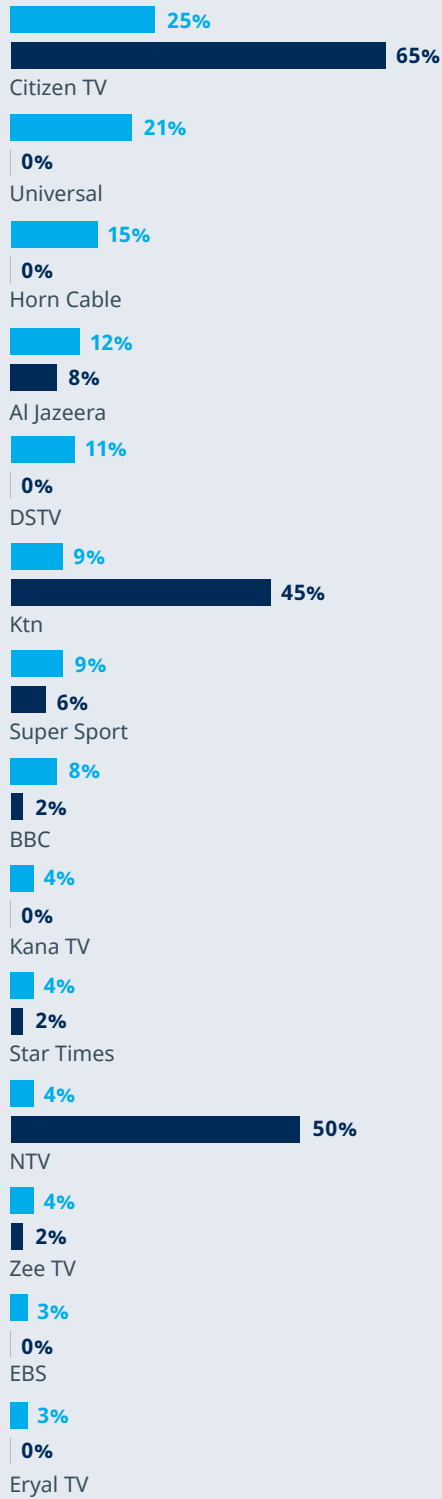


Figure 17

n=171

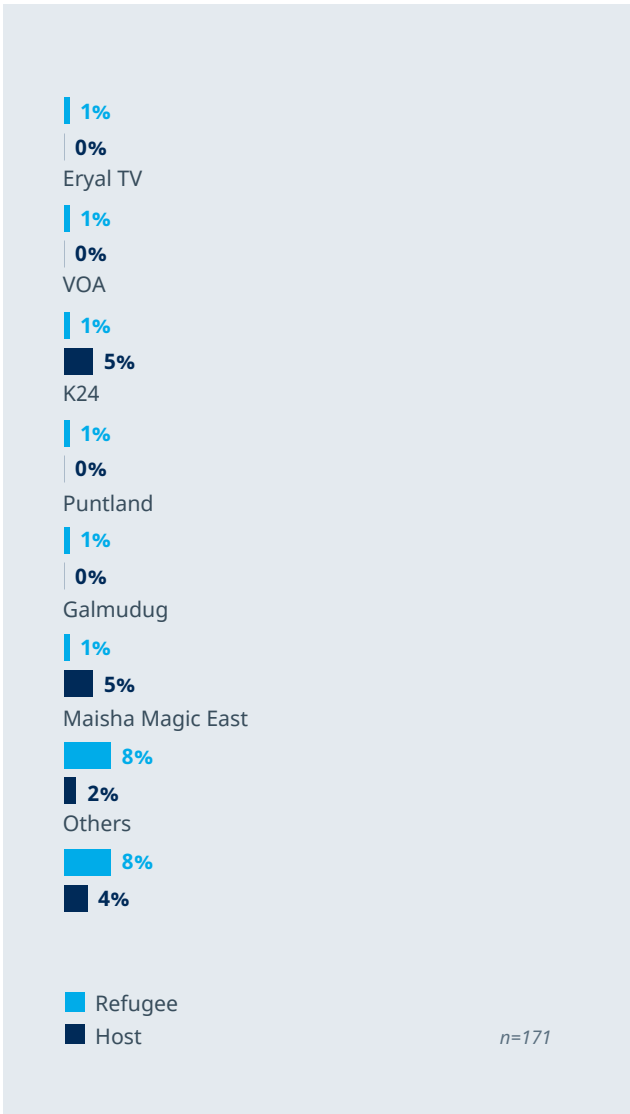
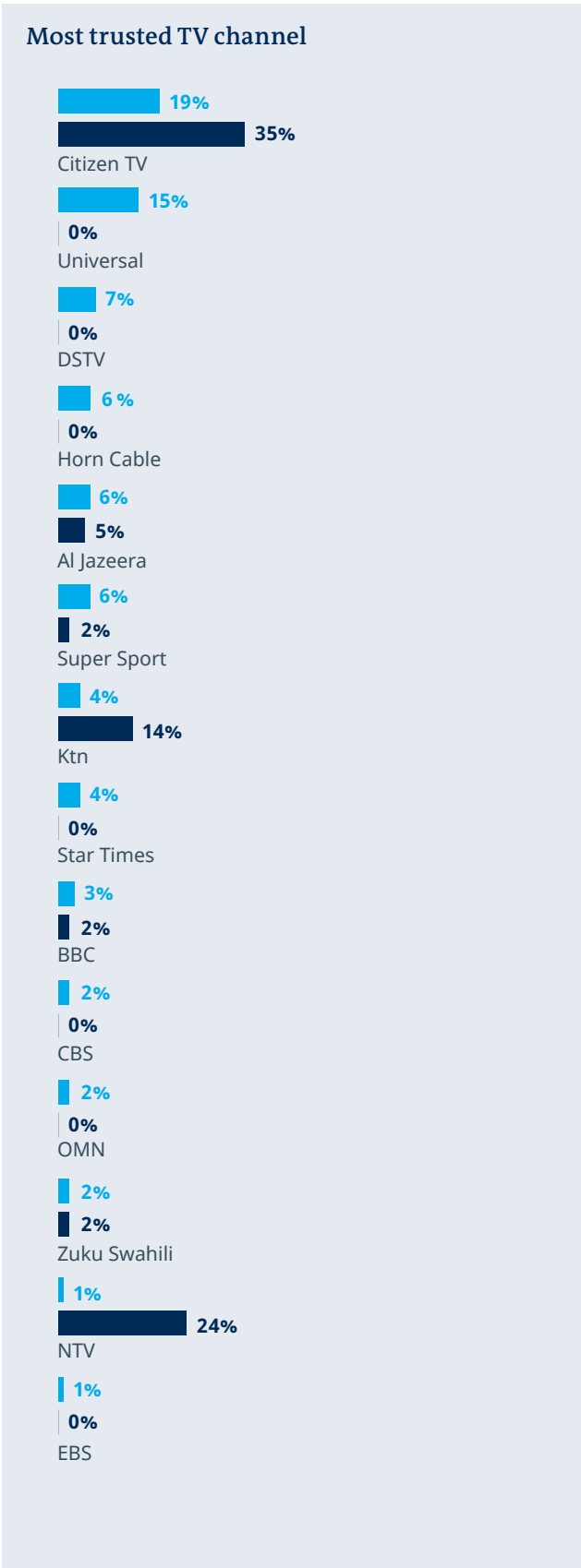


Figure 18

“ I would like to receive information through television, when people see something it is easier for them to believe, and those parents who can't read their children can explain to them.

Source: FGD Men Kakuma Refugee Camp

3.6.1 Access to information from FilmAid

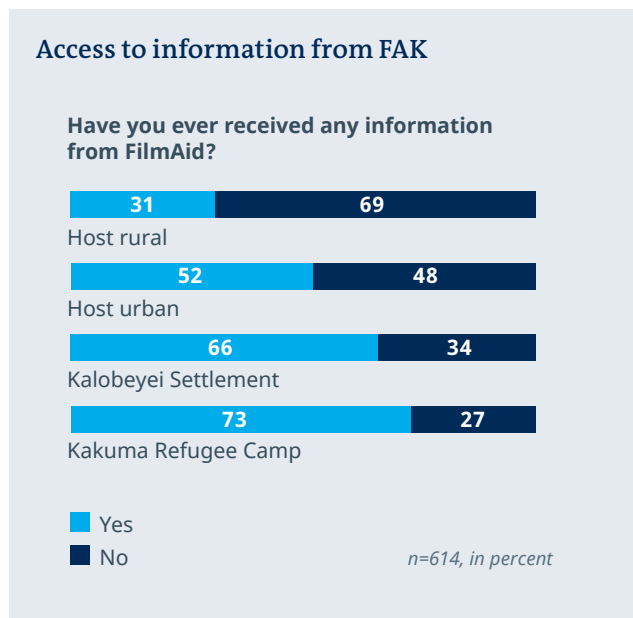


Figure 19

“From FAK I have received information on food, holidays, outbreak of a certain disease.

Source: FGD Women Kakuma Refugee Camp

3.6.2 How FAK information reaches the community

For those who received information from FAK, the majority in both communities mentioned receiving it through loudspeakers than through any other channels of communication used by FAK. As figure 20 shows, use of films from FAK was more pronounced in Kalobeyei Settlement than in other areas.

For those who received information from FAK, further investigation revealed that more females than males got information through loudspeakers, but were exceeded slightly by males in terms of receiving information through films. More young people attended films screening events than other age group categories.

“Through FAK, they have given us information about children education and how to live peacefully.

Source: FGD Men host community

“FilmAid goes round announcing and they use different languages so we can easily understand.

Source: FGD Female Kalobeyei

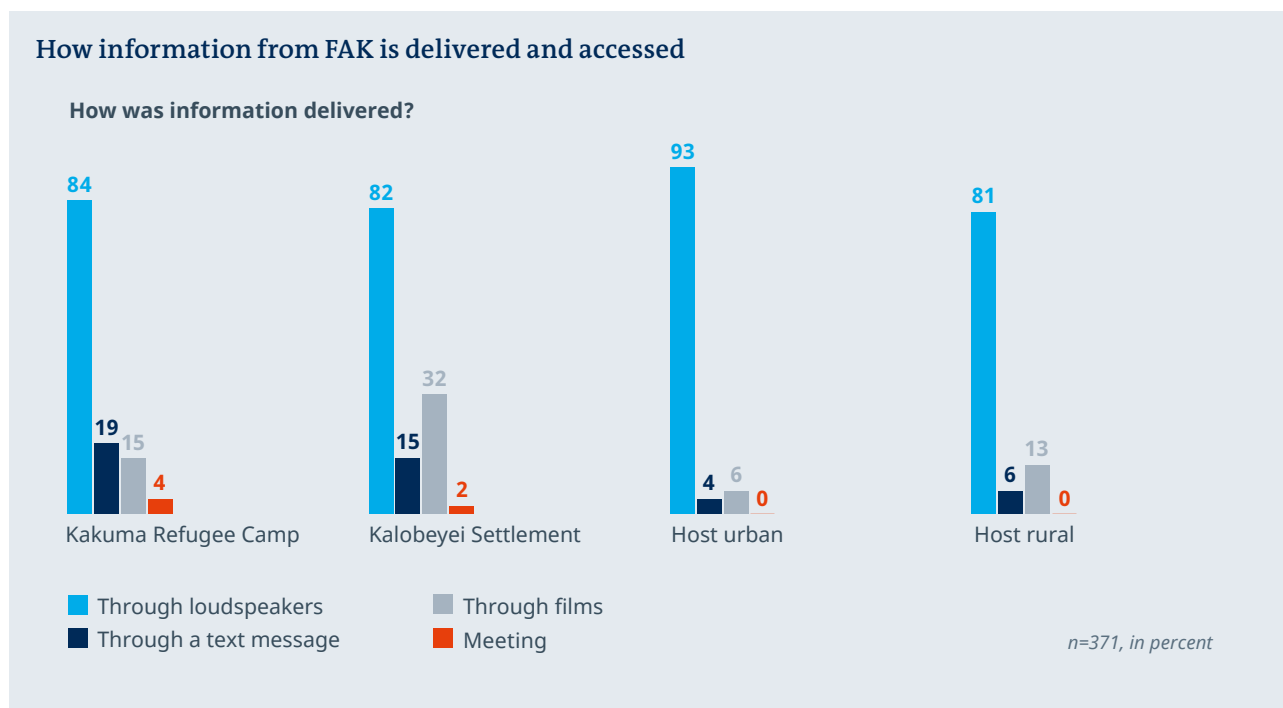


Figure 20

3.6.3 Information received from FilmAid

Refugees and the host communities received different information from FilmAid. For the refugee community, they mainly received information on food rations locally referred to as ‘Bamba Chakula’. The host community on the other hand mainly received information on health.

Through films, FAK was effectively bringing messages such as girl child empowerment in the host and refugee communities.

“ I trust FAK because they receive information from the source — UNHCR and whatever they communicate happens.

Source: FGD Youth Kakuma Refugee Camp

“ People may listen to radio and not understand what is said but for FilmAid they go round announcing and they use different languages so we can easily understand.

Source: FGD Female Kalobeyei

“ We don’t get information in the morning because we don’t have radios, we don’t have newspapers. All information through FilmAid on our side.

Source: FGD Female Kakuma Refugee Camp

How information from FAK is received

	MALE (N=177)	FEMALE (N=194)	18-25 (N=91)	26-35 (N=158)	36-45 (N=89)	ABOVE 45 (N=33)
Loud speakers	79%	88%	82%	85%	82%	85%
Through a text message	19%	10%	16%	15%	11%	15%
Through films	21%	18%	26%	16%	21%	9%

Table 16

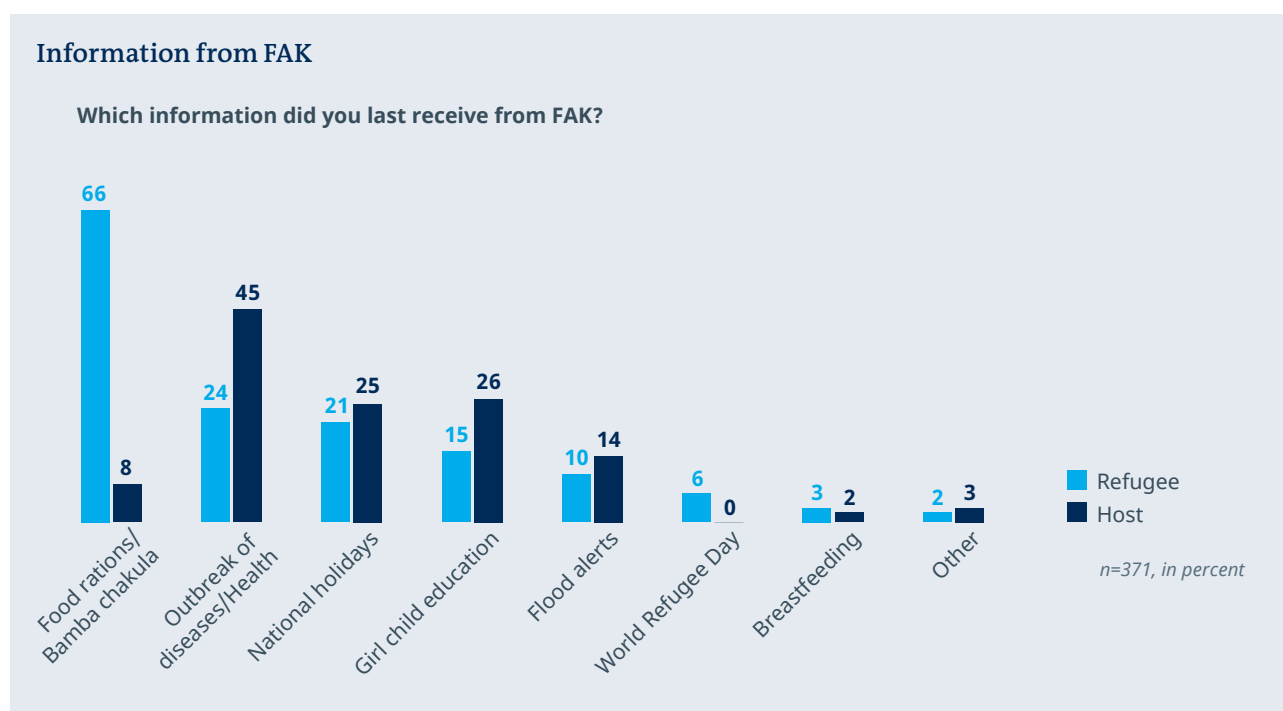


Figure 21

3.6.4 Trust in information from FilmAid

Generally, the survey found that trust in FilmAid was high. The host community trusted FilmAid more than the refugees did.

The focus group discussions confirmed FilmAid was trusted because of different reasons. In the camp, it was cited that since FAK translated information into different languages, they reached a large audience who may have been left out by other sources of information. Beside translation, in Kalobeyei, access to radio and TVs was limited due to lack of electricity and ownership. As such, FAK became a source out of necessity. Other reasons were that FAK disseminated vital information from UNHCR, for example on food rations, and that FAK topics were of direct concern to the communities and surrounding events.

“Getting a newspaper is hard and when you go to town, you get the ones that have been used. Newspapers are very expensive that is why you will see people ignoring them.

Source: FGD Female urban host community

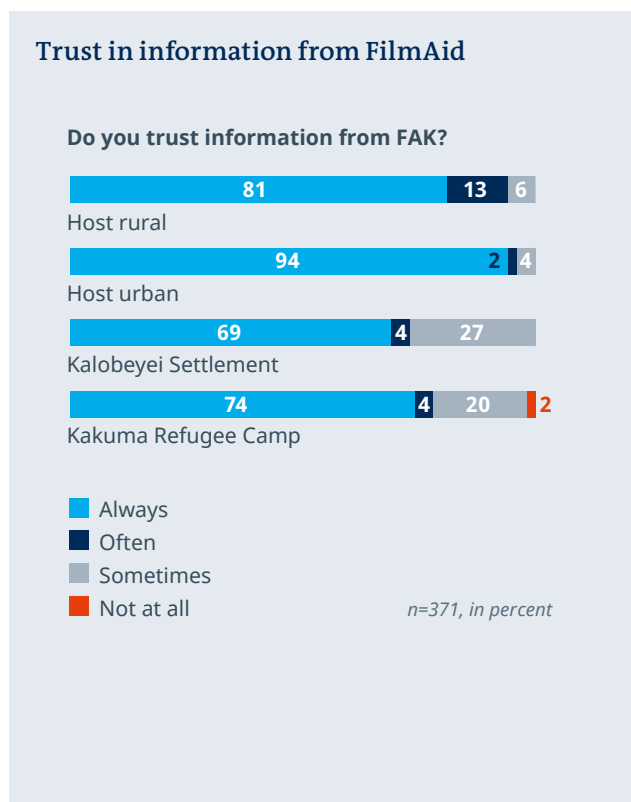


Figure 22

3.7 Print media access and consumption

3.7.1 Access to information from newspapers and magazines

Access to information through newspapers was generally low, although it was higher than that of magazines. Nevertheless, host community living in Kakuma Town was identified as the largest consumers of newspaper than other communities. For the refugees, proportion of newspaper users in Kakuma Camp was more than twice than that of Kalobeyei Settlement.

“FAK is very beneficial, others announce information from other places but FAK give us practical information about hygiene, raising children. We believe it more.

Source: FGD Men host community

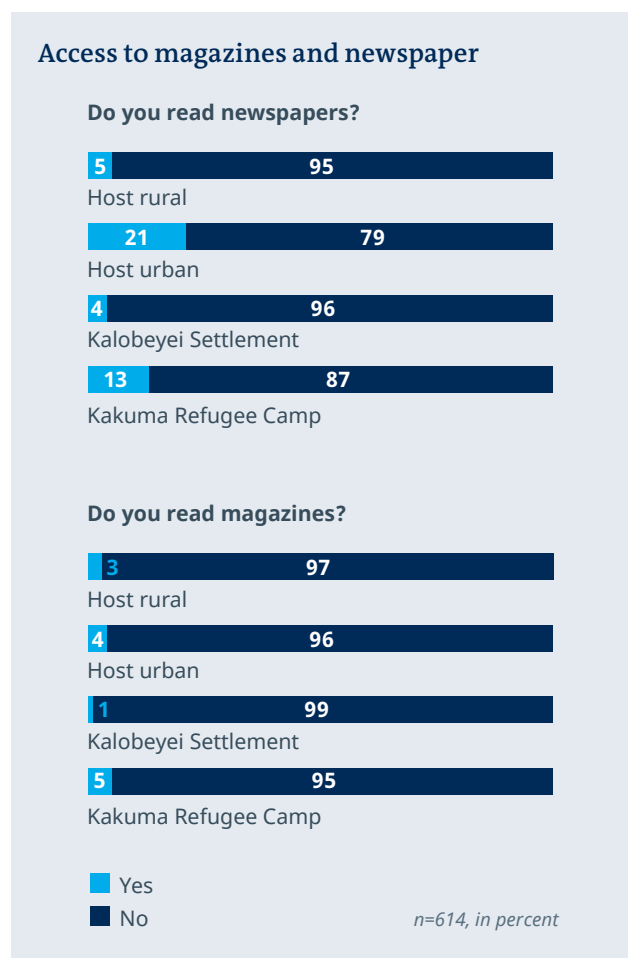


Figure 23

Among the newspaper readers, Daily Nation newspaper had evidently the largest consumer base. It was followed by Standard newspaper which had a proportion of 22%.

On magazine usage, survey findings indicate that, the proportion of magazine users was small as only 19 individuals out of 614 people interviewed read magazines.

Out of 552 people interviewed several reasons were given for not accessing newspapers. Based on survey findings in figure 25, inability to read existing newspapers/magazines was the main reason cited by 42%, followed by unavailability of newspapers as mentioned by 27%.

Corroborating the findings with those from the focus group discussion, it is clear that access to print media is a challenge. For example, newspapers were received three days after publication. Low literacy levels were expected to have an impact on newspaper usage.

“Newspapers are expensive. One newspaper goes for around 100 and that 100 shillings is what you have hustled for to buy milk with.

Source: FGD Youth host community

“You know, even if an elderly cannot read. For example, I don't know how to read. I normally call someone to read for me. A child can read for the elderly if the newspapers are available.

Source: FGD Male host community

“The newspapers arrive here three days later.

Source: FGD Youth host community

“You will get the information either morning or afternoon through a smartphone, a radio or through FilmAid. If you don't have access to the 3, you just stay at home. You are just there. You will hear rumors from neighbors which might be true or not.

Source: FGD Female Kakuma Refugee Camp

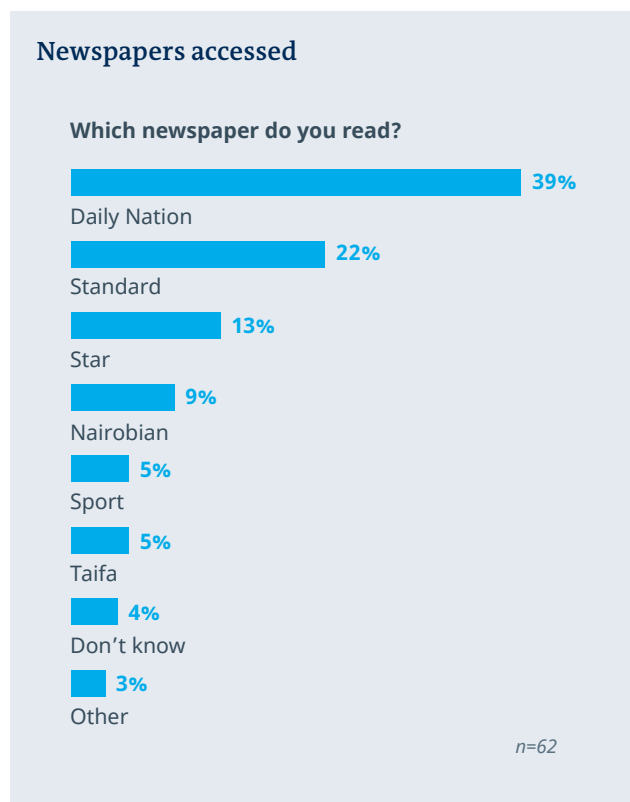


Figure 24

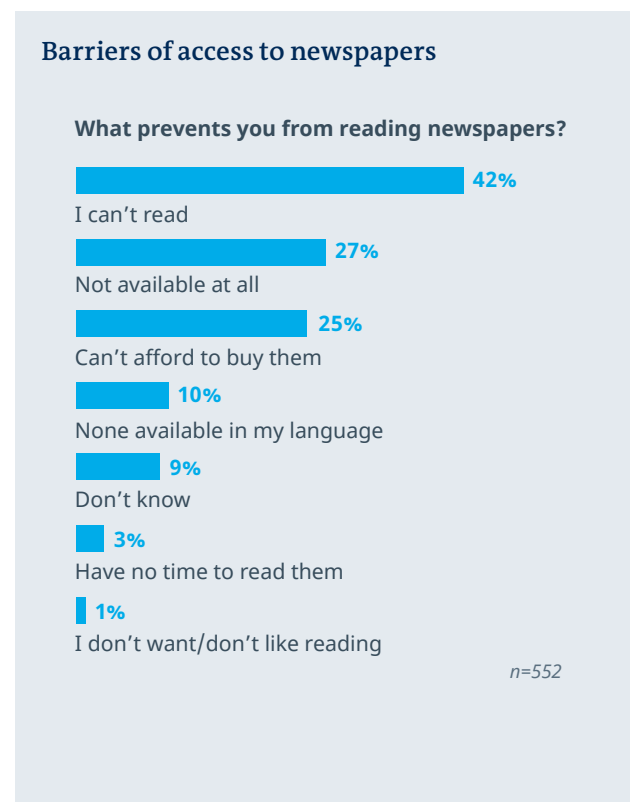


Figure 25

3.8 Mobile phone access and consumption habits

3.8.1 Mobile phone access

Access to a mobile phone was found to be high in the refugee community and in Kakuma Town, with Kakuma Town having the highest users of mobile phone. The host community living in rural areas had the least access to a mobile phone. Majority of the respondents interviewed owned mobile phones they had access to.

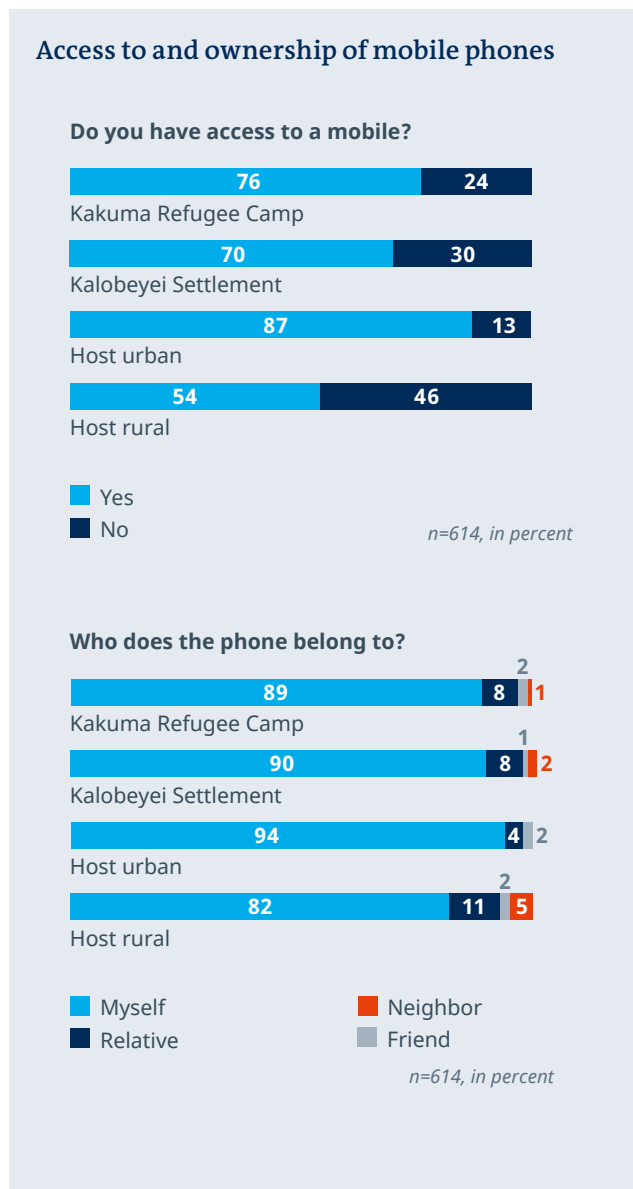


Figure 26

Table 17 and figure 27 show access to a mobile phone by the community and children below 18 years. Based on the findings, adult males had more access to a mobile phone than females. However, the situation was different for children i.e. below 18 years as girls seems to have more access to a mobile phone than boys.

3.8.2 Access to a smartphone/tablet that connects to Internet

Figure 28 shows respondents that had access to a smartphone connected to the Internet. According to chart on the left, only 19% accessed smartphones/tablets connected to the Internet. Comparing refugees and the host community, survey findings indicate that the host community had more access to smartphones/tablets than the refugees.

3.8.3 Activities performed on phones

Overall, those with access to a mobile phone mainly used them to make and receive calls. Host community members living in Kakuma Town used their phones to perform multiple activities—including those related to access to information—more than other communities. Internet use, social media, information alerts were common with urban residents.

Overall 24 children aged (11 – 18 years) had access to a mobile phone. For those with access, they mainly used the phones to call and receive calls. Use of phones to access the Internet and social media was very low.

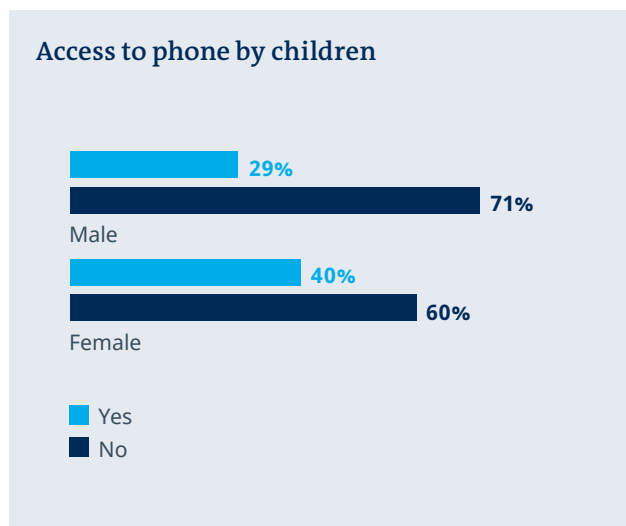


Figure 27

Communities' access to a mobile phone

	MALE	FEMALE	18-25	26-35	36-45	ABOVE 45
Kakuma Refugee Camp	76%	76%	60%	78%	86%	85%
Kalobeyei Settlement	81%	63%	80%	70%	68%	52%
Host urban	96%	80%	80%	89%	96%	78%
Host rural	63%	45%	22%	64%	54%	31%

Table 17

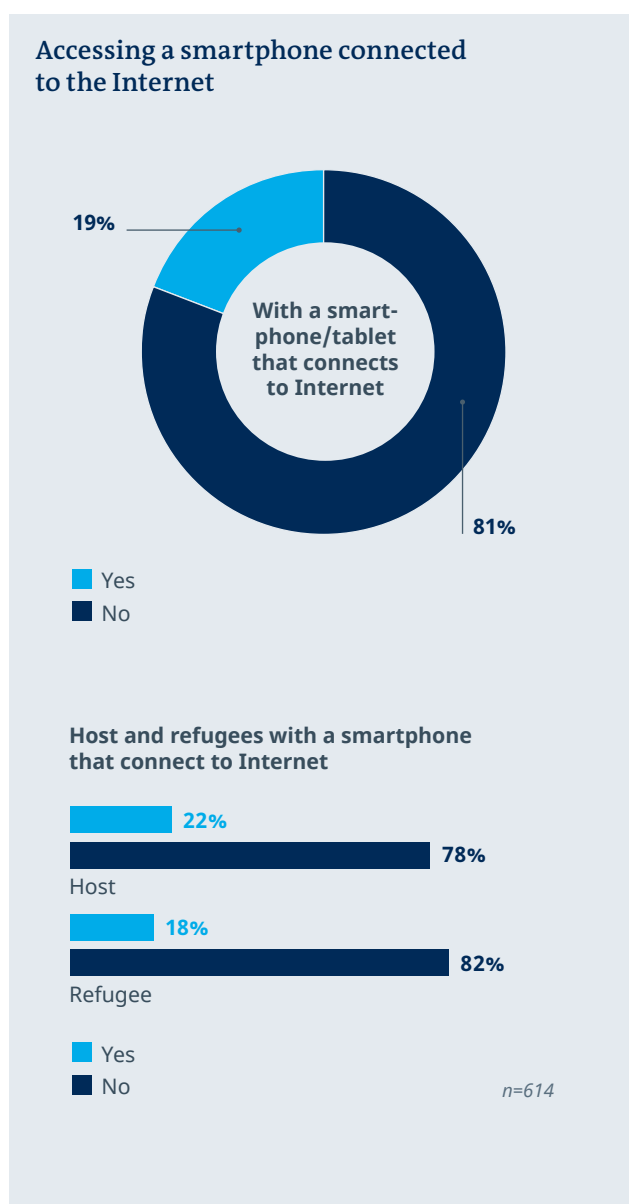


Figure 28

“ Then the other thing is, not many people have smartphones. Even those with one, are unable to read.

Source: FGD Male Kakuma Refugee Camp

“ You see, not everyone has a smartphone to access that information.

Source: FGD Youth host community

“ We don't have the ability to buy phones that can access the Internet.

Source: FGD Men host community

“ Not everyone has a big phone here, there are those who have 'Mulika Mwizi', if you post online, how will they access?

Source: FGD Youth Kakuma Refugee Camp

“ We read the newspaper through phone.

Source: FGD Youth host community

The findings show that those in Kakuma Town had an average income of Kenyan shillings 8,112. With higher income than other communities, Kakuma Town residents had a higher disposable income to spend on phone credit. Nevertheless, the proportion of income that went to phone credit was not different across the various communities. This was further statistically confirmed (p-value=0.476).

From the focus group discussions, almost all the participants had their own mobile phones apart from participants in the rural host community.

3.9 Internet access and consumption

3.9.1 Internet access

Out of 614 respondents interviewed, only 20% used the Internet. Internet users mainly came from Kakuma Town as compared to other communities. In contrast, the host community from rural areas had the least access to Internet.

Activities done on phone

	KAKUMA REFUGEE CAMP (N=225)	KALOBYEI SETTLEMENT (N=183)	HOST URBAN (N=102)	HOST RURAL (N=104)
Calling friends and family	96%	91%	100%	100%
Receiving calls	85%	89%	97%	96%
Sending text messages (SMS)	39%	20%	53%	20%
Money transfers	33%	23%	82%	77%
Accessing Internet	29%	20%	30%	20%
Social media including WhatsApp	27%	20%	35%	20%
Receiving news/information alerts	12%	8%	35%	13%
Watch TV or videos	12%	11%	21%	5%
Taking/sending photos	11%	22%	10%	18%
Listening to radio	4%	2%	17%	21%
Conducting business	1%	4%	12%	9%
Sending and receiving emails	1%	0%	3%	0%
Others	4%	2%	0%	0%

*Blue colour shows that the host community in Kakuma Town use their phones to perform more activities than other communities.

Table 18

Expenditure on airtime

	KAKUMA REFUGEE CAMP (KES)	KALOBYEI SETTLEMENT (KES)	HOST URBAN (KES)	HOST RURAL (KES)
Monthly income	5,122.75	4,587.04	8,112.36	5,798.18
Monthly expenditure on airtime	626.92	601.7	899.28	742.71
Proportion of airtime	12%	13%	11%	13%

Base of those who purchase airtime: n=419

Table 19

Overall 29% of all males above 18 years stated having access to Internet as compared to 11% of the females.

Those between 18–35 years, had more access to Internet as compared with the rest. Internet was least accessed by those above 45 years.

“ I use Facebook to chat with family.

Source: FGD Female Kalobeyei

In the host community, out of 45 people with access to Internet, over two thirds (71%) used Internet on a daily basis. In the refugee community, out of 77 people who accessed Internet, 54% used it on a daily basis. Comparing the two communities, the findings show that people from the host community used Internet more often than the refugees. This could be attributed to slow connection inside the camp, absence of electricity to charge devices and challenges in buying data bundles. As reported earlier, refugee’s average

income was generally lower than that of the community. The refugees were therefore less likely than the host community to spend money on phone and bundles.

Access to Internet across gender and age

	REFUGEE (N=408)	HOST (N=206)
Gender	Male	28%
	Female	11%
Age	18–25	26%
	26–35	27%
	36–45	16%
	Above 45	5%
		15%

Table 20

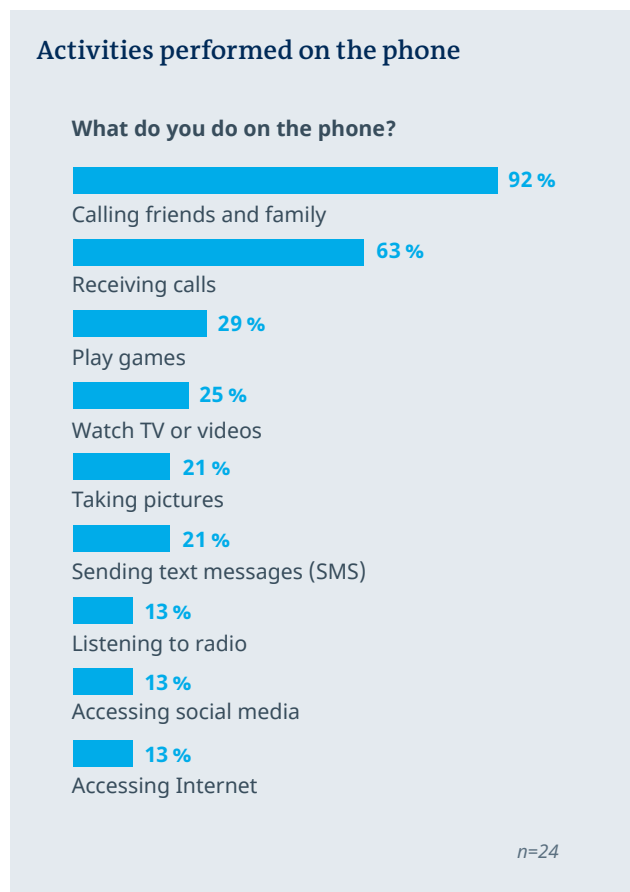


Figure 29

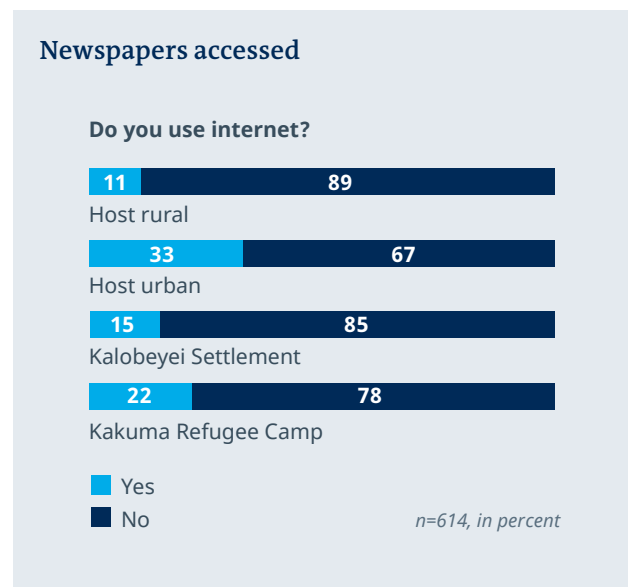


Figure 30

Frequency of Internet usage

How often do you go online?



n=122

“ Most of us use WhatsApp, so we exchange information on any upcoming news and any other issue. I use Internet to look for job advertisements.

Source: FGD Female host community

“ Not everyone has a smartphone phone here, there are those who only have ‘Mulika Mwizi’ (Basic phone with a torch), if you post online, how will they access?

Source: FGD Male host community

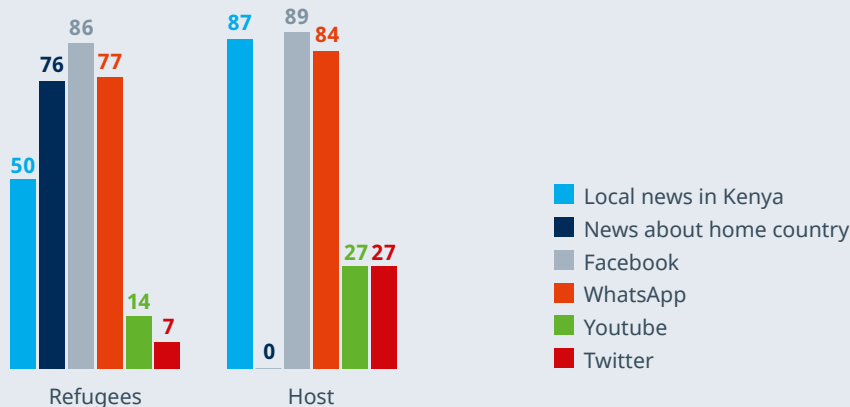
“ I am only using Messenger to call someone who is far because you don’t have to recharge. That is my only use.

Source: FGD Female Kalobeyei

Figure 31

Types of content accessed on the Internet

Which content do you normally access on the Internet?



n=122, in percent

Figure 32

3.9.2 Activities performed on the Internet

Based on figure 32, those with Internet access, used it for different activities. Facebook was the main social media site accessed by both refugees and the host community. WhatsApp was common in both communities, but was pronounced in the host community. Notably, more people from the host community than refugees used the Internet to get local news in Kenya. In contrast, three quarters (76%) of the refugees followed up online on news about their home country.

“ We don't have the ability to buy phones that can access the Internet.

Source: FGD Male host community

Findings from FGDs illustrate the Internet was used to socialize, check news and search for online jobs. It also emerged that some used chatting applications to make calls so that they could reduce the amount spent on phone credit.

The FGDs, highlighted the factors limiting people to access Internet were poor Internet connection, price of data bundles and lack of access to smartphones. Youth without Internet access were left out when jobs were advertised online.

3.10 Most trusted source of information

Comparisons of the urban and rural host community reveal strong differences on the most trusted source of information. According to the findings, the most trusted source of information by host community living in Kakuma Town was TV followed by radio. As previously reported, trust in TV was mainly related to the audio-visual effect, as well as breaking news from other areas. For the rural community, the most trusted source of information was people. A major reason why TV is less trusted by rural communities is perhaps related to lack of access to TV-It is nearly impossible to trust something that one does not use.

The most trusted source of information for the refugee community was FilmAid. In Kalobeyei, same as with the host community, there is more trust in word of mouth from people, but low trust in technologies such as TV. Linking this with previous findings, it is clear that low access to technologies such as TV and radio has an implication on trust in information from these technologies.

“ We use YouTube to watch videos.

Source: FGD Youth Kakuma Refugee Camp

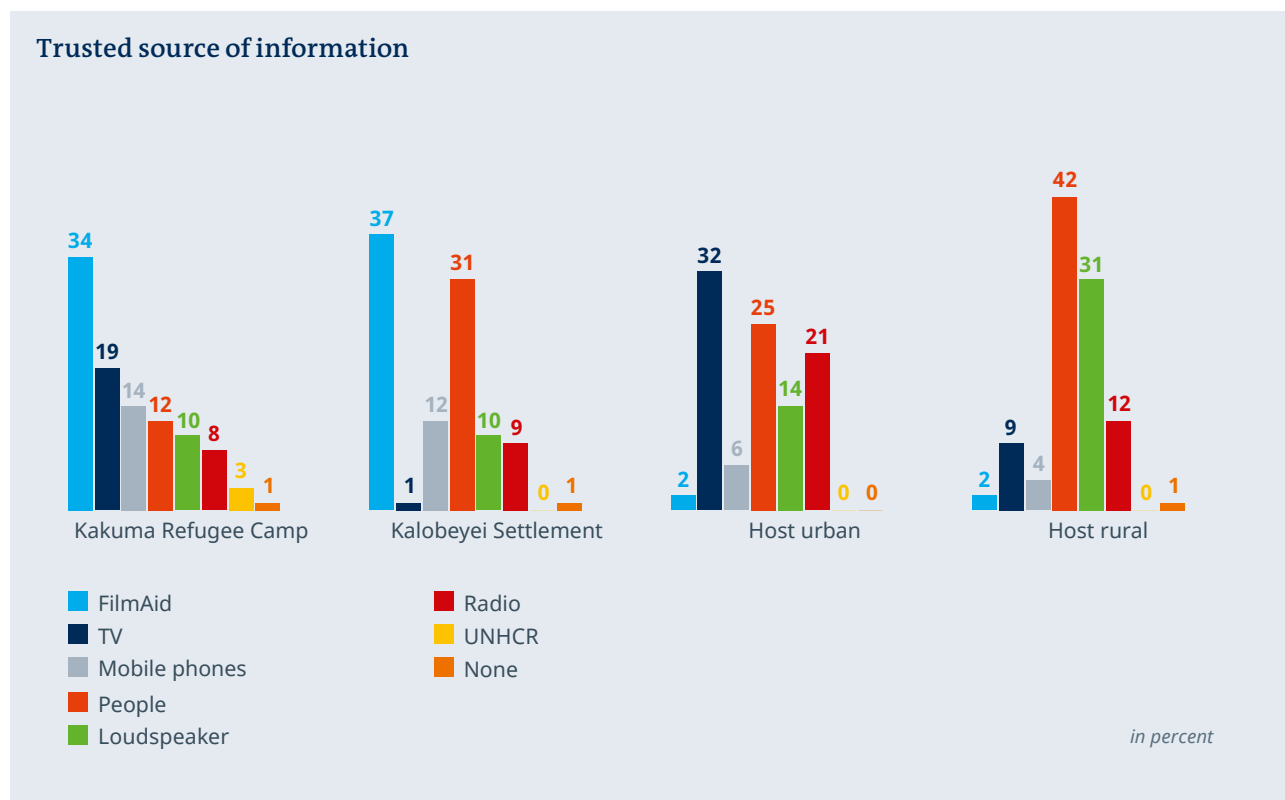


Figure 33

For the rural host community, communication was mainly oral from other people and from leaders—both elected and government representatives. According to experts from government and donor funded organizations, communication with the host community was through their leaders. Since the rural communities had limited access to other channels of communication especially radio and TVs, they in turn had few alternatives and mainly relied on information passed orally. The more distant the host community lived (away from Kakuma Town), the less they interacted with technologies. Nevertheless, based on citation from FGDs with women in rural host, it was clear that if they had access to a radio, they would switch loyalty from people to radio, as it was felt that information from people was subject to distortion.

The urban host community are exposed to a variety of information sources. In the focus group discussions they reported they trusted TV because it was audio-visual.

“ If we get access to a radio, we would trust information from it since when we get information from people, they sometimes dilute the information.

Source: FGD, Rural women host

“ On TV we see the announcers, but radio it's only the voice, so we trust TV more.

Source: FGD Men host community

“ For me, I guess FilmAid is better because they translate information into different languages and many people can understand.

Source: FGD mixed youth group Kalobeyei

“ Here we follow the rule of law, we use elected officials such as MCA, government representative like the chiefs and opinion leaders.

Source: KII RAS

3.11 Least trusted source of information

Least trusted source of information is based on views of those who have ever received information from the source. Where possible, it has been linked with information that users might deem not trustworthy from the source. Based on survey findings from focus group discussions, youth participants in Kakuma Town cited lack of trust in information from community leaders. It was cited that Community leaders disseminated incorrect information on available jobs opportunities and food handouts. Nepotism was rife and thus information was passed selectively.

“ We don't trust community leaders because they pass information selectively, for example, information on jobs, payment or maize handouts, such information goes to a select few.

Source: FGD Youth host community

In rural areas it was noted earlier that some community members reserved information received orally from leaders.

“ People can make up their own fake stories then post them on the Internet.

Source: FGD Youth Kakuma Refugee Camp

Contrary to quantitative findings, some FGD participants from the refugee community explained they mistrust information from leaders such as block leaders, and information from ordinary people. Distrust in leaders was mostly observed in minority groups inside the camps. It was closely related to camp politics. As leaders are elected yearly by way of popular votes, they tend to come from the dominant groups. Left with few or no representatives, minority groups felt marginalized, and are likely to question elected leaders. In addition, when leaders communicate with refugees, during campaigns or when disseminating official information, they might choose to do so in their local dialects. This is expected because there is no single language that all communities speak and understand fluently. When local dialects are used, minority groups feel

“ I don't trust information from block leaders, as they do not come from my community. Block leaders are elected and they would likely come from communities with high population.

Source: FGD Female Kakuma Refugee camp

completely disenfranchised. It is also anticipated that group rivalries e.g. between Anuak and Dinkas will be a source of friction between leaders from both sides.

Away from elected leaders, some participants mentioned that they mistrust information from ordinary people. An example, was pointed out that during the mandatory government registration exercise for huduma number, there was a widespread rumour that people were registered to the biblical mark of the beast' which caused fear and led some to relocate.

3.12 How other organizations are disseminating information

Organizations working with refugees and the host community mainly used community meetings, community leaders, community mobilizers and mass mobilization to spread information to refugees and host community. Community engagement was preferred because of instant feedback. In addition, organizations dealing with the host community expressed the need to involve community leaders when communicating with the residents.

“ We had sessions that reached out to the youth on alcohol and drug abuse or related issues that is marked and is meant to improve their livelihoods, we used the radio Ata Nayeche.

Source: KII LWF

Other methods of providing information to refugees and host community included door-to-door outreach, loudspeakers, information desk where refugees can enquire and get information on services like registration, and technologies such as mass text messaging and WhatsApp.

However, it was noted that for effective and maximum reach using multiple channels is advisable. Communication with communities was also prone to different challenges. The main challenges were related to language barrier especially with the refugee community. For organizations such as FAK who used loudspeakers, there were complaints that in the camps, not all refugees received messages from loudspeakers. It was alleged that vehicles carrying the speakers did not travel into all points. At a time, they moved so fast that the message was lost before it was received.

Based on information provided by a key informant, the background music played by vehicles carrying loudspeakers distracted the target group from receiving information.

“ I've tried the loudspeakers, I have tried the community dialogue, I have tried the structure where we have a booklet. They all work apart from the loudspeaker. Since it is a short memory and the background music distracts the information you are passing, people will remember the music not the information. But it can be used to bring masses together then you organize small dialogue sessions with the information packs written in various languages, simple information packs.

Source: KII HI

There were also other specific challenges. Despite some organizations spending time and resources to disseminate information through mass campaigns, they did not reflect on the impact of their campaigns. This was attributed to lack of clarity in the message and poor feedback system. In the end, the targeted communities had a lot of questions, and could not even explain what they understood from the message.

“ Like in mass campaigns you will reach out many people but the impact is not big, that's something we've learned. And this because you leave people with so many questions you raised but can't answer and people can't explain themselves.

Source: KII IRC

Although some organizations opted to disseminate information through the radio. There were other challenges besides language barrier. First, the local community radio Ata Nayeche broadcasts within a 90 km radius. This limitation is felt more by the host community, than the refugees, as both Kalobeyei Settlement and Kakuma Refugee Camp are within 90 km. Moreover, some organizations using radio to communicate, did not use it as frequently because it was expensive. Failure to repeat the message could easily lead the message to be forgotten.

“ Radio sessions that we have do not happen often in terms of frequency. The sessions we have, happen once a month. So, you can imagine that one session in a month and we only use Ata Nayeche radio, it is expensive and cannot be sustained for long.

Source: KII LWF

3.13 Information needs

3.13.1 Information and decision making

Figure 34 shows radio listeners with enough information to make decision. Survey findings show that more refugees than host community felt that they had enough information to make a decision.

The refugee communities felt slightly less well-informed, but the picture is quite uniform. It is the highest figure on “not well-informed” among the three countries. There is also an important gender aspect. More women (77%) felt not well-informed, compared to men (68%), but this difference is statistically not significant ($p=0.17$)

To cater for those who did not receive information through radio, different variables on access and usage of other sources of information were combined. The sources used were FilmAid, TV and Internet. Individuals who qualified as having enough information were combined together with those identified from radio to one column. The rest were assumed to have insufficient information. To make a decision based on survey findings shown in figure 35, on average, only 28% of the community interviewed had access to information that would help them make an informed decision. Kalobeyei community and the host rural community displayed the most need for more information.

3.13.2 Information currently needed

Host community

Host community living in Kakuma Town expressed their needs for different information. Information that they regarded as most important was related to education, job and health. In contrast, those in rural areas identified health and security as most important.

On education, priority issues identified by the host community were information on how to get school bursary, and how youth could apply for available scholarships. For some living in rural areas, they felt that government policy advocating for households to take children to school while others were left out to do casual work was not the best option. They expressed the need to sensitize the community to take all children to school. In addition, advocacy should be geared towards increasing the enrollment of girls to schools as they were being left out of the education system and thus increasing chances of child marriages.

Women in both rural and urban settings were enthusiastic about being empowered through trainings on entrepreneurial and other soft skills. Those in the rural community practicing small scale agriculture, want information on crop farming, money management and how to access credit. On the other hand, those in urban areas conveyed their interest in learning new skills such as baking.

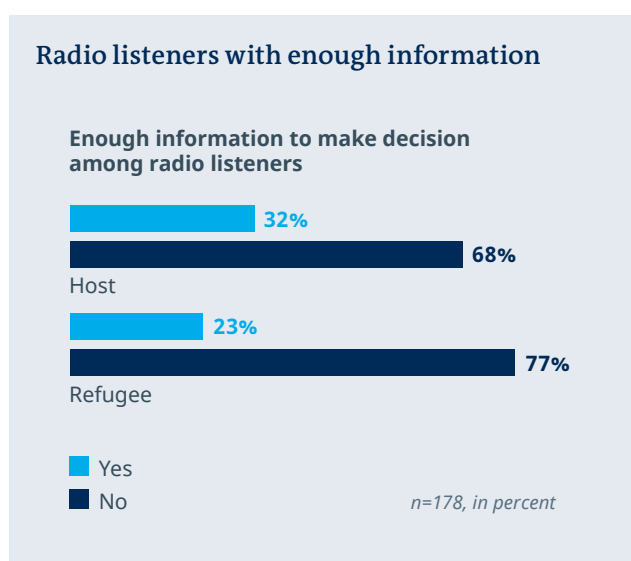


Figure 34

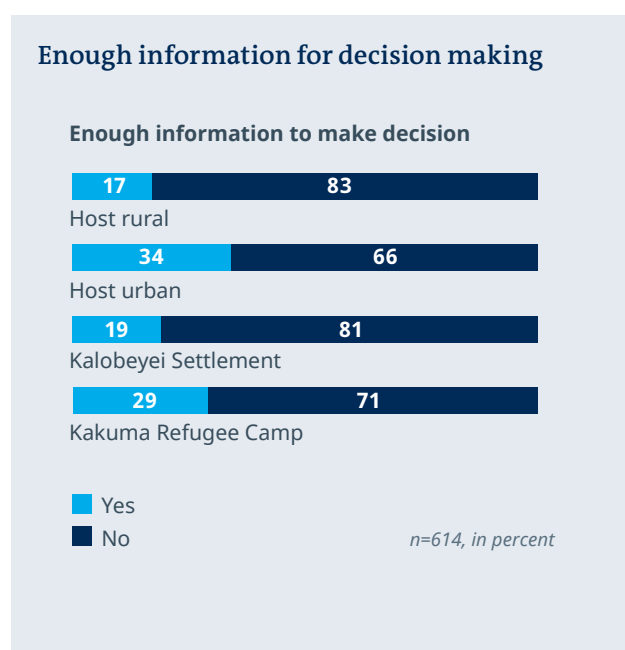


Figure 35

Important information to the host community

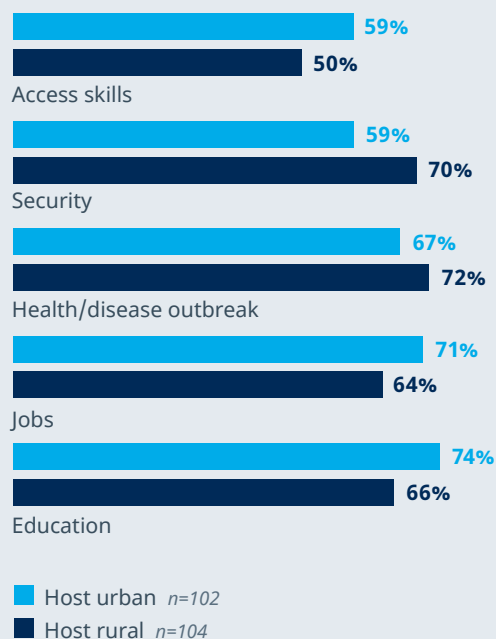
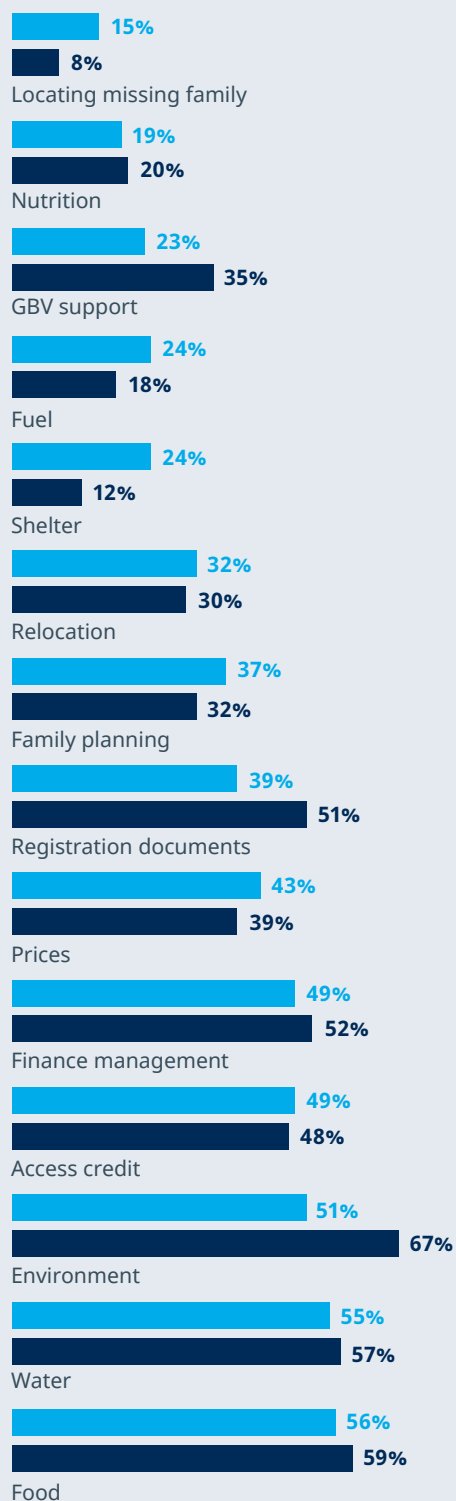


Figure 36

“Information about health is very important to us; to be taught how to handle the small kids. This is because most of the times the kids become sick, we also have diarrhea and typhoid and diseases like the meningitis which is now a threat here in Turkana county and also how to keep these small children from pneumonia because this environment is very cold at night.

Source: FGD Women rural host community

The health information these women need is on antenatal and postnatal care, childhood immunization, nutrition and family planning services. Disease alerts were also necessary because of malaria outbreaks in the area as well as meningitis and pneumonia. While carrying out this study, adults below 29 years were being immunized against meningitis.

The host community pointed out the importance of sensitizing the community to practice family planning, like child spacing so that they could afford better health care services for their children.

Conflicts between the host community and refugees were occasionally experienced. Based on the findings from FGDs and key informant interviews, these conflicts arose due to resource sharing. For example, it was reported that during water shortages, the host community demanded water provided to the refugees by NGOs, saying that the water was sourced from their rivers. Livestock of refugees would encroach into refugees' vegetable garden and destroy their crops. According to key informant interview with county government, there is an outcry from youth that the 70% to 30% employment ratio for host community and refugees was not fair to the large number of unemployed youth from the host community. Following the establishment of Kalobeyei Integrated Settlement, some host community members were relocated to make space for the refugees. The host community felt shortchanged and did not like the outcome. These among other reasons led to conflicts between the hosts and the refugees. In this regard, information on peace and reconciliation is important for refugees and the host community.

According to findings from qualitative interviews, rape cases were reported in the host community living in urban and rural areas. In rural areas residents lived in fear of snakes and scorpion bites. The situation worsened during floods as snakes would seek shelter inside their houses

The most common information need among the youth in Kakuma Town was for job vacancies. This information was so important to them that they recommended a radio program advertising for available vacancies. Current mode of advertising for available jobs was not satisfactory. It was claimed that when jobs were advertised through posters, those who saw the poster first would tear them down to limit the number of applicants. When applications were done online those with no access to Internet did not receive information. The youths were critical that some organizations were not transparently employing youth for even temporal jobs. They would instead use existing individuals whom they had worked with before.

As with the refugee community, skilled people who had undergone training were not getting employment because of a mismatch in the skills they offered vis-à-vis the skills on

demand. As such, there was a need to enlighten the youths to identify skills high on demand.

The host community needed sensitization on self—reliance so that they do not rely on handouts and donor aid. It was noted that although the refugees received food rations, they were doing better than the host communities by establishing small businesses such as barber shops, electronic shops, tailoring and boda boda businesses.

“ Information on drugs, things like HIV, TB, we get [...] Employment information is what I think we don't get yet, it is important.

Source: FGD Youth host community

Refugee community

Based on the findings shown by the graph in figure 37, the refugee community members living in Kakuma Refugee Camp were more interested in information regarding security and education. In Kalobeyei, information on health and food was considered important.

In Kakuma Refugee Camp, information on security was considered vital because of rape cases, burglary, inter and intra community conflicts. Cases of burglary were experienced at night thus limiting freedom of movement. The situation was exacerbated by the low number of police officers. It was cited that each block had at most one police officer.

Intercommunity conflicts arose from issues such as unplanned pregnancies and political differences between the refugees from the same community.

Health information was important for the refugees in both camps. In Kalobeyei there was need to raise awareness against open defecation, and how to handle children's stool in order to prevent diseases such as cholera. In Kakuma, poor sanitation led to more disease outbreaks especially when there were floods. As such, disease alerts would sensitize these communities to stay vigilant and limit chances of contracting diseases. Moreover, it was noted that a major problem related to health was not getting the right medication from hospitals.

On education, it was reported that children lacked quality education due to overcrowding in the refugee camps. In class, children who sat in front benefitted whereas those sitting at the back did not. Some even ran away from class without the teacher noticing. In the host community the schools were located far from the homes, and thus limiting school enrollment for children living in the host community, especially in rural areas.

Important information to the refugees

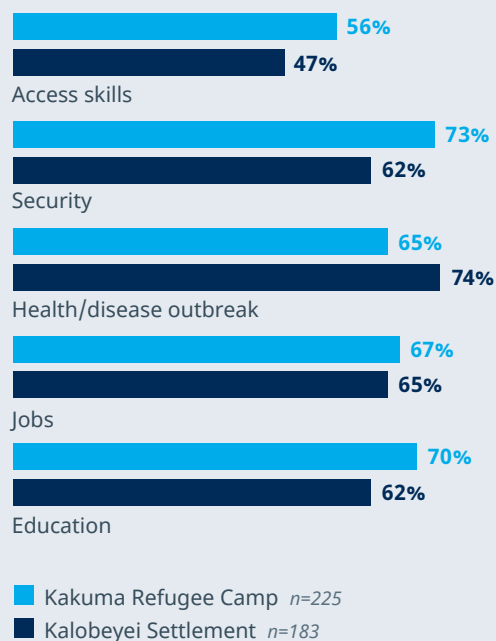
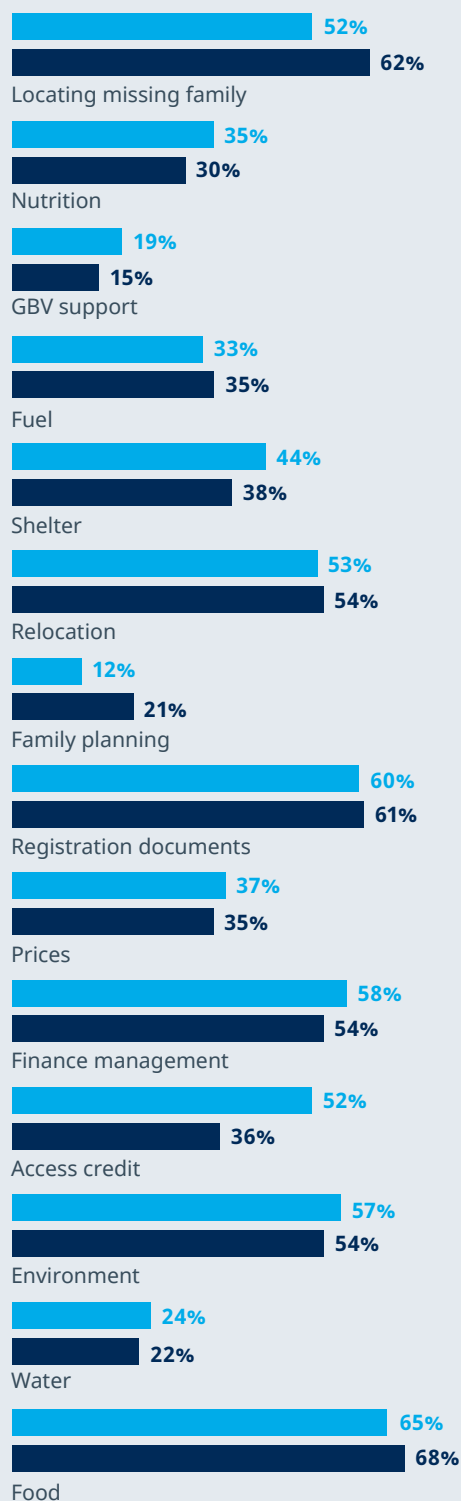


Figure 37

“We need information on family planning to reduce the number of children because the number of children is very high and bringing them up becomes a problem as we fail to offer basic things.

Source: FGD Rural

“In the education sector I would say things like CDF and similar arrangements should be announced when they are giving the children CDF and those kinds of funds so that we know.

Source: FGD, Female urban host

From the youth focus groups, access to information on scholarship and skills training were mentioned severally.

During key informant interviews, it was mentioned that cases of SGBV were common in the camp. Within the Somali community, it was reported that child marriages and FGM were rampant. This was linked to low awareness levels about existing forms of violence against girls and women. Another close issue related to SGBV manifested itself in the form of family abandonment within the host community. It was reported that since most refugees from Kalobeyei Integrated Settlement were female, men from the host community were leaving their wives to go and settle down with the refugees, with whom they could share food rations provided by UNHCR.

Awareness by refugees on how to access documents so that they could start a business legally was low. As a result, this stifled their entrepreneurial drive. As mentioned by a key informant, low level of awareness on obtaining legal documents was not only relegated to the refugees as it was also a problem with the host community.

“ I want information on how to get scholarships. There are times they are advertised and other times they are not.

Source: FGD Youth Kalobeyei

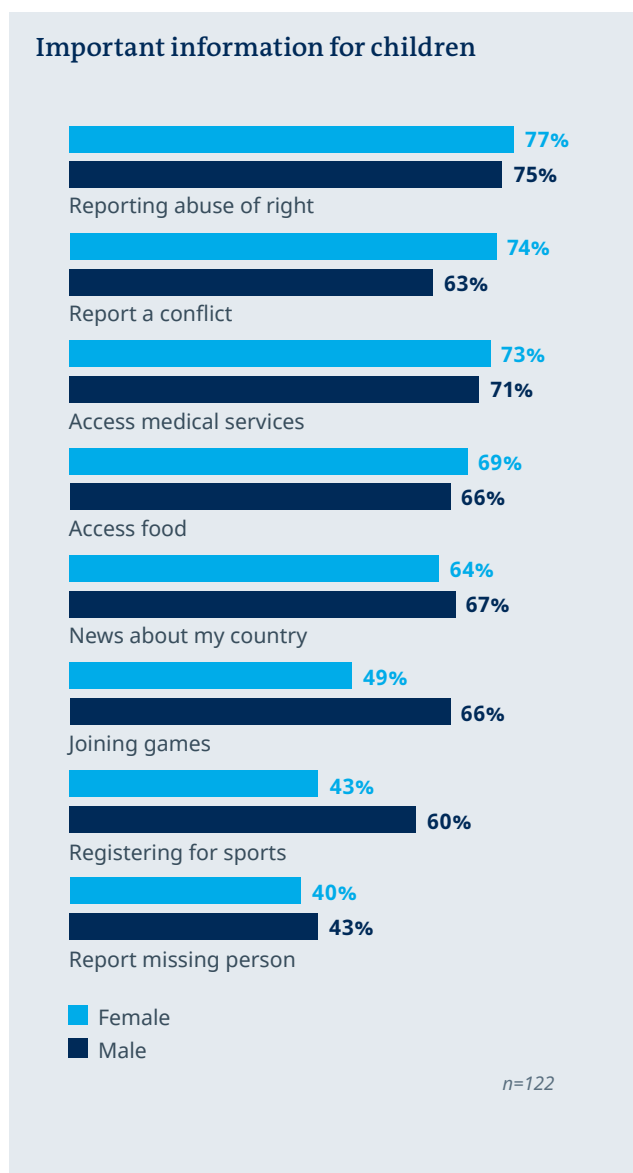


Figure 38

Children's information needs

Boys and girls expressed their need for information on where and how to report cases of abuse. For the 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 and news about Kenya.



An enumerator of the study during an interview with a male member of the host community in a rural setting close to Kalobyei integrated settlement.

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?

In general, refugees and host communities access information by listening and watching. Rural hosts and refugees in Kalobeyei are severely limited in accessing information using existing technologies due to lack of electricity, and they thus tend to rely on information passed through word of mouth. On the other hand, the urban host community and refugees in Kakuma Camp are more likely to have access to information by means of existing technology.

Unlike for the residents of rural areas and Kalobeyei Settlement, access to electricity is not a pervasive problem for those living in Kakuma Camp and Kakuma Town. However, electricity notwithstanding, language barrier is a major denominator across all communities. This is closely linked with low literacy levels that inhibit the ability to not only read and write, but also to communicate effectively in English. As a result, this negatively impacts gaining knowledge from newspapers, and perhaps Internet. Kalobeyei Settlement is heavily affected when it comes to language barrier because there is no dominant language. Arabic which comes close is only spoken by 40% of the whole population. In other communities, Kiswahili is popular with more than half of the population speaking it.

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

Refugees and host communities utilize different sources of information. Technologies such as radio, cable TV and Internet are common in Kakuma Town and Kakuma Camp. In fact, Kakuma Town has the highest number of radio and Internet users, while Kakuma Camp has the highest viewers of cable TV.

In Kalobeyei and to some extent in the rural host community, loudspeakers from FAK and other NGOs seem to close the information gap created by lack of access to technologies that disseminate information. In addition, films from FAK have a substantial number of viewers inside the refugee camps, and are popular with the young people.

Which source of information do they trust?

FAK is the most trusted source of information by refugees. FilmAid disseminates information from UNHCR and other organizations which has an impact on people's daily lives. The host community and those living in rural areas mostly trust information received from people. This is information from leaders and from other people they trust. On the other hand, urban host community trusts information from TV, people and radio.

Do people feel they have enough information to take informed decisions?

Very few people feel they have enough information to make decisions. In terms of proportion, only 28% have enough information to make a decision. Acute lack of information is more prevalent in rural host and Kalobeyei than in urban host and Kakuma Camp. This could be attributed to few sources of information in the two communities, and to some extent language barrier.

Which information do they require to make informed decisions?

In the host community, those in Kakuma Town need of information on education and jobs opportunities, whereas in rural areas, people asked for information on health and security. In the refugee community, those in Kakuma expressed their need for information on education and security while those in Kalobeyei would like information on health and how to get food. Although refugees could map their information needs, based on views from experts, the two communities need information on peace and reconciliation to enable them live harmoniously, as well on their rights more so on SGBV which was common in the two communities.

5. Recommendations

a) Use audio and video as key communication channels to counter the low literacy levels

Since the level of literacy is low, the most effective way to reach large numbers of the population with relevant information, is through audio and video. This could be achieved by setting up programs with Ata Nayeche radio station. The programs should take into account language needs of the host community and at the same time the different nationalities within the camps.

New films could be developed to convey information relevant to the target group. For example, young people showed interest in films, so messages related to education or job opportunities would be welcome. For women, films can be utilized to convey lessons on soft skills such as baking.

b) Develop a feedback mechanism

It would be important to develop a feedback mechanism with the community to provide information, critique and give suggestions. These will enhance monitoring of the program to ensure that it stays relevant based on the realities on the ground.

If information is channeled through film, there is need to have a feedback mechanism with a small group of participants so that they critique and give suggestions on how the message has been received or interpreted.

c) Provide radio gadgets to those communities far from town

Radios could be provided to listening groups in remote areas. Drawing a group to listen has the benefit of providing information to a relatively large audience at once rather than to an individual.

d) Harness relationship between FAK, DWA and others

For any progress, FAK is important as it has experience working with the communities and has gathered lessons over the years. FAK is better suited as it understands potential areas of conflict and conflict resolution. FAK will also be critical in mass awareness

e) Information on peace and reconciliation

Information on peace and reconciliation is critical to both refugees and host communities as this will create harmony

and a good working environment. In addition to other information the communities have established, it is important to disseminate information on rights of refugees especially women and girls, to help curb SGBV.

f) DWA could create content-based films/documentaries that will be broadcasted to the community

If the target is host community living in Kakuma Town, audio documentaries can be prepared and be broadcasted on Ata Nayeche radio. To capture/retain attention of youths, adverts of jobs can be aired during time of broadcasting. Although films can be shown to both communities, they would definitely work among the refugees especially those in Kalobeyi. The session should be interactive, for example with some background music, and with instant feedback systems like WhatsApp groups chats, SMS and phone calls. In fact, after the screening event, a quick dialogue session can take place to provide feedback.

The rural community can be targeted through a different mix.

- As the community relies heavily on people, participatory community dialogues can be used-leaders will need to be involved to ensure that there are no distractions.
- Film screening events could be arranged to target them. To draw a large number of people, local leaders can be used to mobilize the community. Community dialogues can be used to market the idea behind films and relevance.
- Information centers where people get information can be established. These centers would qualify as film halls when open film screenings is not possible and as training centers. In case they are established in Kakuma Town, Wi-Fi hotspot should be an add-on so that youths could apply for scholarships positions if any. It's advised that local leaders such as area chiefs need to be contacted to help in identifying sites.

 [DWAkademie](#)

 [@dw_akademie](#)

 [DWAkademie](#)

 dw.com/newsletter-registration

 dw.com/mediadev

DW Akademie is Deutsche Welle's center for international media development, journalism training and knowledge transfer. Our projects strengthen the human right to freedom of expression and unhindered access to information. DW Akademie empowers people worldwide to make independent decisions based on reliable facts and constructive dialogue.

DW Akademie is a strategic partner of the German Federal Ministry for Economic Cooperation and Development. We also receive funding from the Federal Foreign Office and the European Union and are active in approximately 50 developing countries and emerging economies.



Made for minds.