

In The Loop

Refugee Voices Bulletin



This special bulletin is made up of data gathered in September 2020 through a mobile survey conducted by GeoPoll in collaboration with consortium partners (Internews, FilmAid Kenya, Star Media Development Centre-Radio Gargaar & Star FM) under the Refugee Voices Project, funded by the American People through PRM. The objective of the survey was to identify health and protection knowledge gaps, and gauge communities' knowledge, access, satisfaction and use of services in the camps. Key to note is feedback on community awareness on protection violations reporting mechanisms, appraisal of media interactions on radio film and public announcements, information needs and assistance on protection, persons having reported SGBV cases, protection assistance frequency, satisfaction on protection assistance, and information on skills acquired.



Survey Background

- This survey (Wave 4 out of 4) was deployed in September 2020 for the Refugee Voices Project.
- The survey was conducted via mobile phone with a focus on both males and females aged 15+ years in Kakuma, Kalobeyei and Dadaab.
- The survey was deployed in two languages; English and Somali.
- Fieldwork was conducted in September 2020.

Research Design

Analysis:	• Quantitative
Instrument:	• Semi-structured Questionnaire
Question count:	• 10 questions
Method:	• SMS Survey (Self completion surveys)
Source of Respondents:	• Client provided sample
Sample:	• n=350
Respondent details:	• Poll 1 administered in English, whereas Poll 2 administered in Somali
 Screener:	• None
Fieldwork Dates:	• 27 th -28 th September 2020

Survey Information Areas

MEDIA INTERACTIONS

Appraisal of media interactions on radio film and public announcements

PROTECTION VIOLATIONS

Information on protection violations such as SGBV

PROTECTION ASSISTANCE

Information on protection assistance frequency

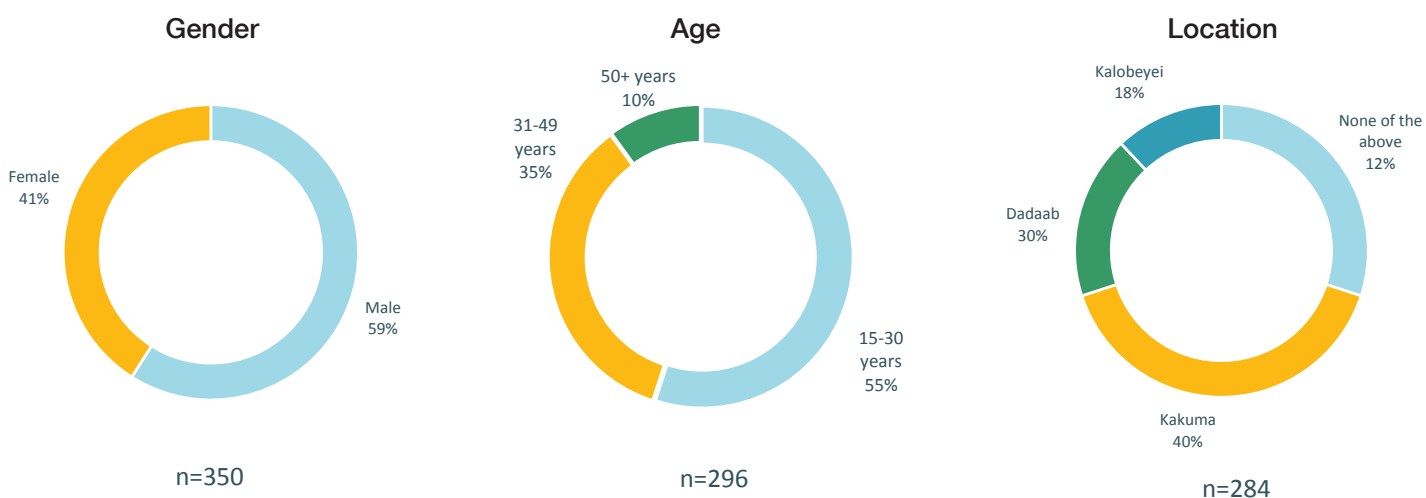
PROTECTION APPRAISALS

Satisfaction on protection assistance and areas of improvement

SKILLS

Information on skills acquired

Sampling and Demographics

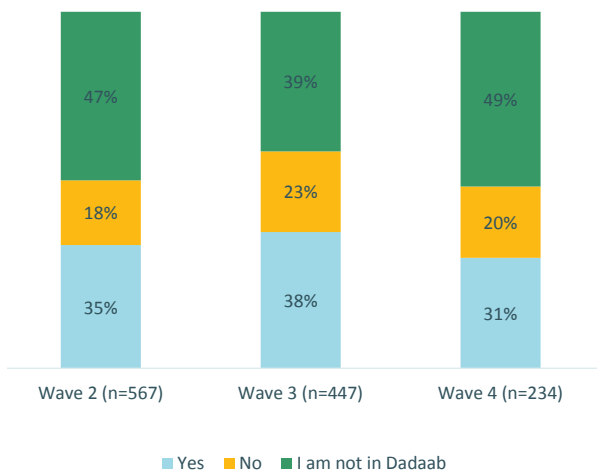


40% of the sample in Wave 4 was from Kakuma whereas 30% was from Dadaab. A notable increase in female respondents was observed with 41% females polled against 59% males.

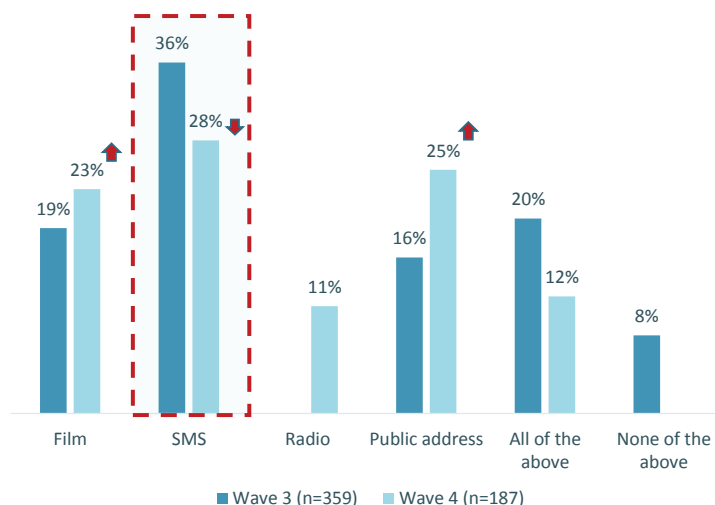
	Wave 1	Wave 2	Wave 3	Wave 4
Male	73%	70%	74%	59%
Female	27%	30%	26%	41%
15-30 yrs	68%	64%	66%	55%
31-49 yrs	26%	30%	29%	35%
50+ yrs	6%	6%	5%	10%
Dadaab	49%	32%	76%	30%
Kakuma	35%	48%	17%	40%
Kalobeyei	5%	7%	2%	18%
None	11%	13%	5%	12%

Media Interaction

Listened to Bilan Show



FilmAid Information

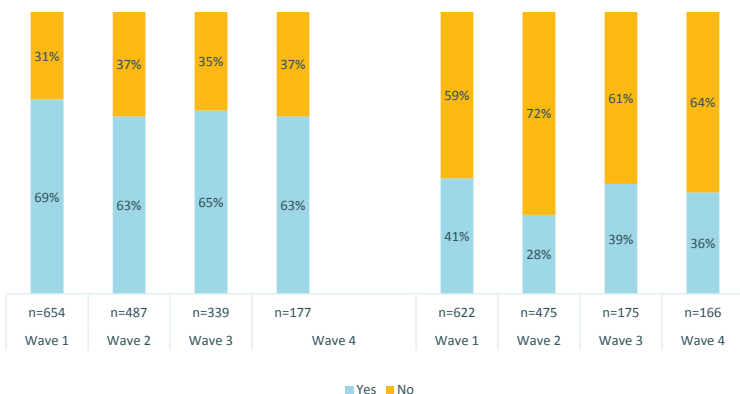


There was a 7% decline in listenership on ‘Bilan Show’ in wave 4. SMS remains the most popular source of information from FilmAid despite 8% decline in wave 4. Public address announcements on the other hand had 9% growth as film also grew by 4%.

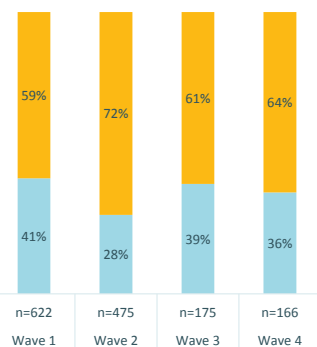
If in Dadaab, do you listen to Bilan show on Star FM/Radio Gargaar? | Choose the response that explains best how you have information from FilmAid before.

Reporting Protection Violations/SGBV

Awareness on ways of reporting SGBV



Persons having reported SGBV



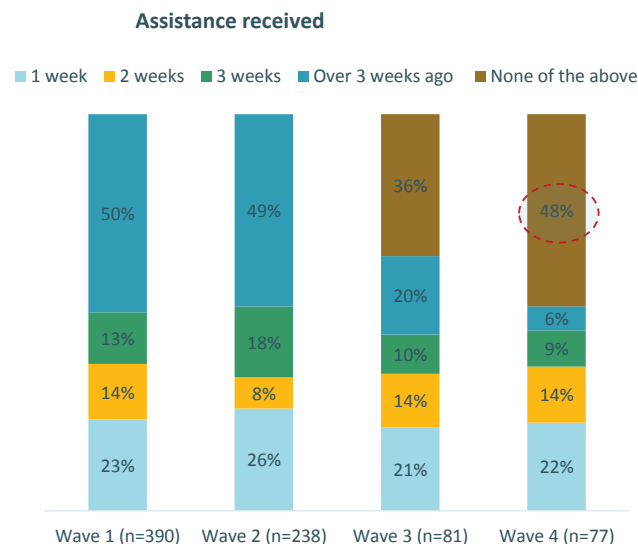
Information sources on reporting SGBV	Wave 1 n=520	Wave 2 n=384	Wave 3 n=298	Wave 4 n=140
Film	39%	33%	26%	24%
SMS	24%	20%	24%	13%
Public address announcement	15%	18%	21%	21%
Radio	9%	15%	17%	17%
All the above	13%	13%	12%	19%
None of the above	—	—	—	6%

63% awareness was observed in wave 4 as persons having reported SGBV decline by 3%. Film dropped by 2% as an information source for SGBV reporting, however, retains popularity. SMS had 11% decline, as all media combined grew by 7%.

Are you aware of ways to report protection violations such as SGBV? | Have you reported protection violations such as SGBV? If Yes, Where did you get information on how to report SGBV?

Information Needs / Assistance on Protection

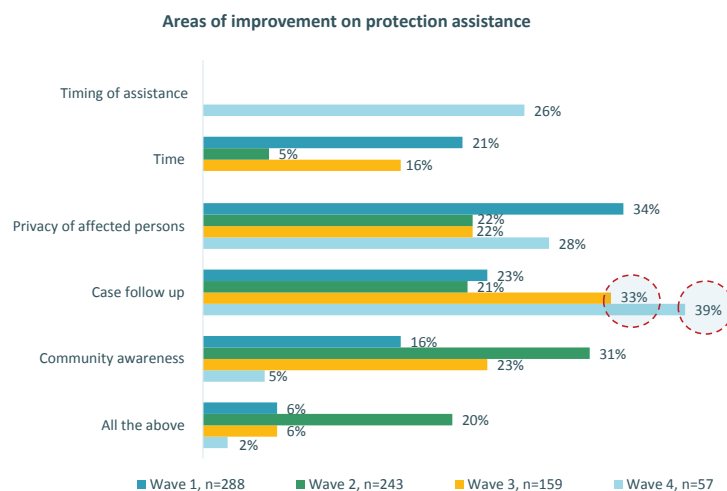
Protection assistance	Wave 2 n=154	Wave 3 n=236	Wave 4 n=96
Legal	22%	26%	13% ↓
Medical	31%	17%	18%
Psychosocial support	27%	34%	–
Counselling	–	–	20%
I did not need assistance	21%	23%	15% ↓
I did not receive assistance	21%	23%	35%



35% did not receive protection assistance after the issue was raised. Legal assistance declined by 13% in wave 4 as 15% indicated they did not need protection assistance, a decline from 23% in wave 3. 48% indicated they did not receive assistance at all, which is an increase from 36% in wave 3.

What protection assistance have you received after you raised it?|How long after reporting did you receive assistance?

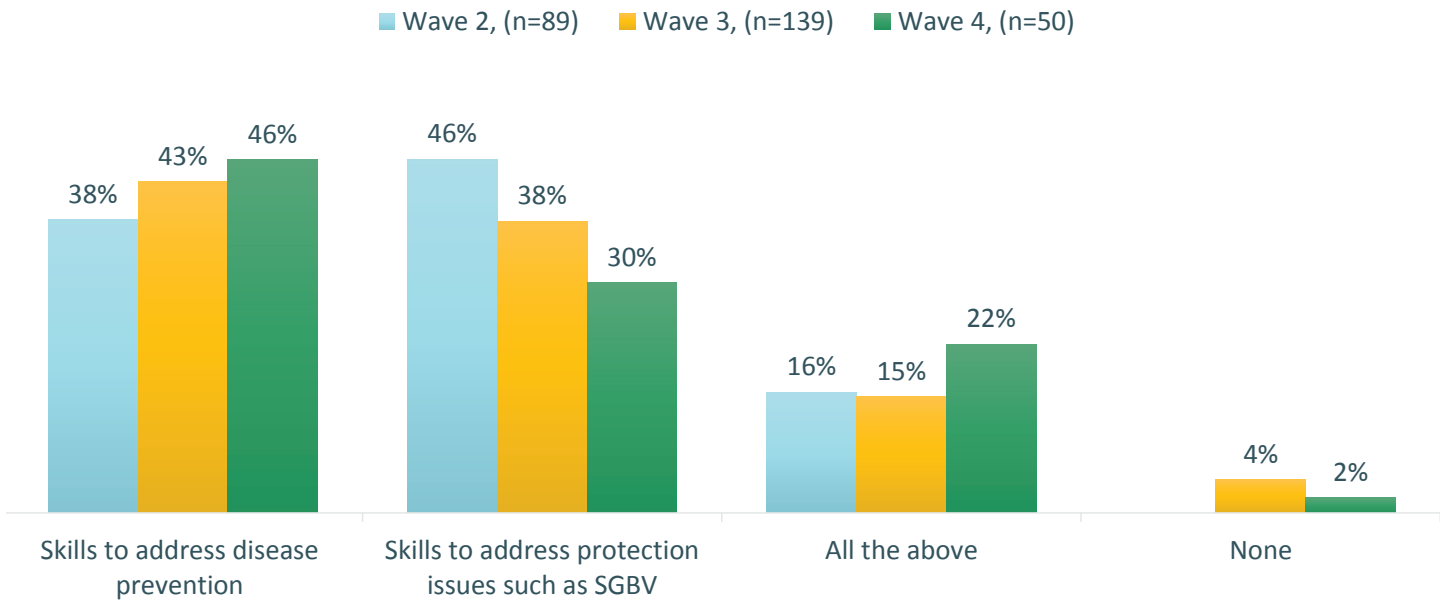
Satisfaction/Improvement on Protection Assistance



36% were very satisfied whereas 35% were not satisfied in wave 4. Case follow remains an area of improvement in both waves 3 and 4.

Are you satisfied with the assistance on protection received? | If you were to improve on protection assistance received, what would it be?

Skills Empowerment



Growth in disease prevention skills increased by 3% in wave 4 to 46%, whereas skills to address protection issues dropped further by 8% from 38 in wave 3. 22% gained both skills in wave 4.

Which of the following skills have you gained to help your community?

SUMMARY/ RECOMMENDATIONS

- **Sampling and Demographics:** 70% of sampling was from Kakuma and Dadaab; with Kakuma comprising 40% of the sample. Wave 4 registered the highest representation of females looking at data for waves 1-4. 41% females were polled compared to 59% males.
- **Media interactions:** Slight decline in listenership observed on Bilan Show from 38% listenership in wave 3 to 31% in wave 4. SMS holds steady as the main information channel for information from FilmAid despite 8% decline in wave 4. Film and public address announcements record growth in wave 4, providing an opportunity for integrated communication across media platforms namely film, SMS, radio and public address announcements.
- **Reporting Protection Violation:** Awareness on SGBV reporting is still high with 63% awareness in wave 4. However it is noted that persons reporting SGBV violations dropped to 36% in wave 4 from 39% in wave 3. Film continues to lead as an information source of reporting SGBV in wave 4 as provided by 24% of those polled compared to 26% in wave 3. SMS declined by 13% as a source of information on SGBV reporting. As a recommendation we propose exploring which media is popular with particular messaging, as well as and finding points of convergence across the different media for further communication.
- **Information Needs:** 35% of the sample polled indicated not having received assistance after raising the issue, whereas those who received legal assistance dropped by 13% in wave 4. 15% indicated they did not need assistance compared to 23% in wave 3. Counselling as a protection assistance was introduced in wave 4 survey with 20% of the sample polled having received it. We recommend retaining this question and the other respective attributes in Y2. The percentage of those who did not received protection assistance grew from 36% in wave 3 to 48% in wave 4. We recommend further inquiry on lack of assistance as this is on the increase from wave 3.
- **Satisfaction on protection assistance:** 36% in wave 4 were 'very satisfied' compared to 35% who were 'not satisfied'. This score falls in the average rating of satisfaction from waves 1-4. We recommend setting metrics of the satisfaction score as we prepare for Y2. Case follow up still requires improvement as indicated by 33% in wave 3 and 39% in wave 4. This is an opportunity to flesh out specific indicators in case follow up, that may require further interventions.
- **Skills Empowerment:** Growth observed in persons gaining both disease prevention skills and skills to address SGBV, from 15% in wave 3 to 22% in wave 4.

Key Take Outs

1 SMS remains the most preferred information source, however public address announcements increased by 9% in wave 4.

2 Film is the leading information source on SGBV reporting, however 7% growth was observed on opinions preferring a combination of media for SGBV reporting.

3 35% did not receive protection assistance in wave 4 after raising it.

4 48% did not receive protection assistance at all, an increase from 36% in wave 3.

5 Case follow still requires improvement as mentioned by 33% in wave 3 and 39% in wave 4.

6 22% gained both disease prevention and SGBV skills in wave 4, compared to 15% in wave 3.



For more information on **"In The Loop"** Bulletin and Communicating with Communities efforts by Internews in Kenya, please contact Stellar Murumba on smurumba@INTERNEWS.ORG