



# REGIONAL INFORMATION AND COMMUNICATION NEEDS ASSESSMENT

Understanding the information and communication needs of  
refugees and migrants in the Venezuela Situation



November 2019



\* people established in the country where they were interviewed  
\*\* 51% of people feel they are informed about their rights and available assistance, 42% do not feel informed, 6% does not know if they are informed, 1% preferred not to answer this question.

70%

of people interviewed  
has access to a mobile  
phone



29%

of people in transit has  
access to Wi-Fi



79%

of people interviewed  
has access to internet



only 1

person out of two feels  
informed\*\*



 WhatsApp

 Facebook

 Television

are the main sources of  
information



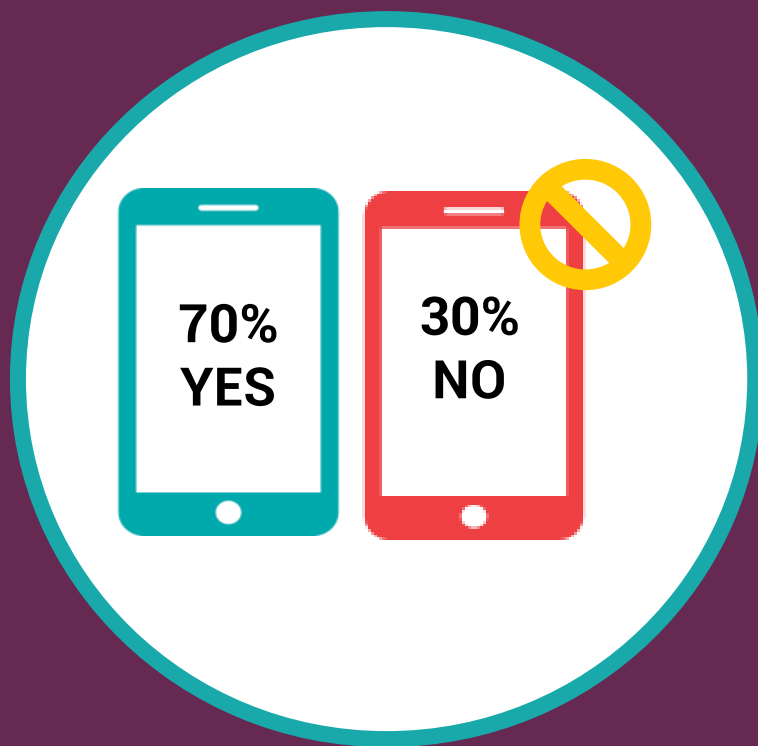


## KEY FINDINGS

### Regional overview

# Access to mobile phones – key findings

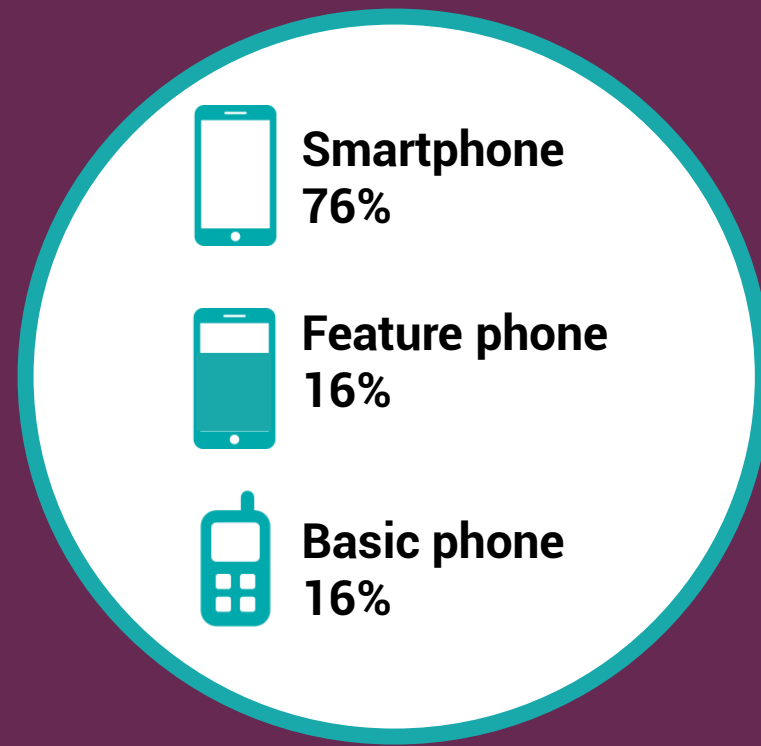
Do you have access to a mobile phone?



Does this phone belong to you?



What type of mobile phone do you have access to?



# Access to mobile phones – key findings

If you don't, why do you not have access to a phone? (top 3)



**No financial resources to afford it**  
**65%**



**Stolen phone**  
**12%**



**Sold phone**  
**9%**

If you did, what problem did you have with this phone? (top 3)



**Damaged phone**  
**55%**



**No phone credit**  
**19%**



**No network connection**  
**17%**

What do you use the phone the most for? (top 3)



**Communicate with family and friends**  
**93%**



**Use the internet**  
**49%**



**Look for information**  
**46%**

# Access to the Internet – key findings

Do you use  
internet?

79%  
YES



21%  
NO

How frequently do you use the  
internet?

72% EVERYDAY

16% ONCE A WEEK

8% SPORADICALLY

Why do you not use the  
internet?



No phone  
30%



No financial  
resources to  
afford it  
24%



No computer  
16%

# Access to the Internet – key findings

Has it been difficult to find public Wi-Fi hotspots?



**57%**

**People have had difficulties finding Wi-Fi hotspots**

From which places do you access to Wi-Fi?\*



**At a friend's/ family member's house**



**Public Wi-Fi spots**



**Other**

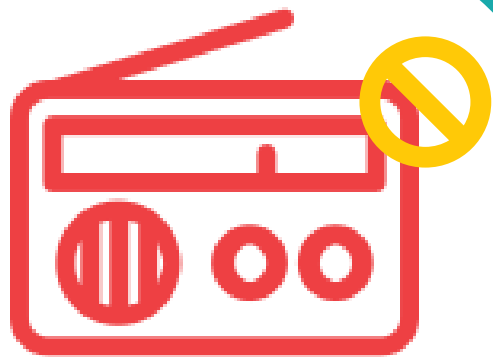
Do you have access to WiFi\*?



**71% NO**

# Access to radio – key findings

Do you listen to the radio?



**70%**  
**NO**

Why do you not listen to the radio?



**No device**  
**60%**



**No time**  
**11%**



**No relevant  
content**  
**8%**

What do you listen to the most  
on the radio?



**News**  
**44%**



**Music and  
entertainment**  
**40%**



**Talk shows**  
**6%**



# Access to TV – key findings

Do you watch TV?



**55%**  
**NO**

Why do you not listen to the radio?



**No device**  
**78%**



**No time**  
**8%**



**No relevant**  
**content**  
**4%**

Where do you watch TV mostly?



**At a home 76%**



**At neighbors' and**  
**friends'**  
**10%**



**Humanitarian**  
**organizations**  
**6%**

# Access to press – key findings

Do you read printed media?



**64%**  
**NO**

Reasons to not read the press



**No resources  
to buy  
30%**



**No relevant  
content  
25%**



**Not available in  
my language  
20%**

People read mostly?



**Printed  
newspapers  
60%**

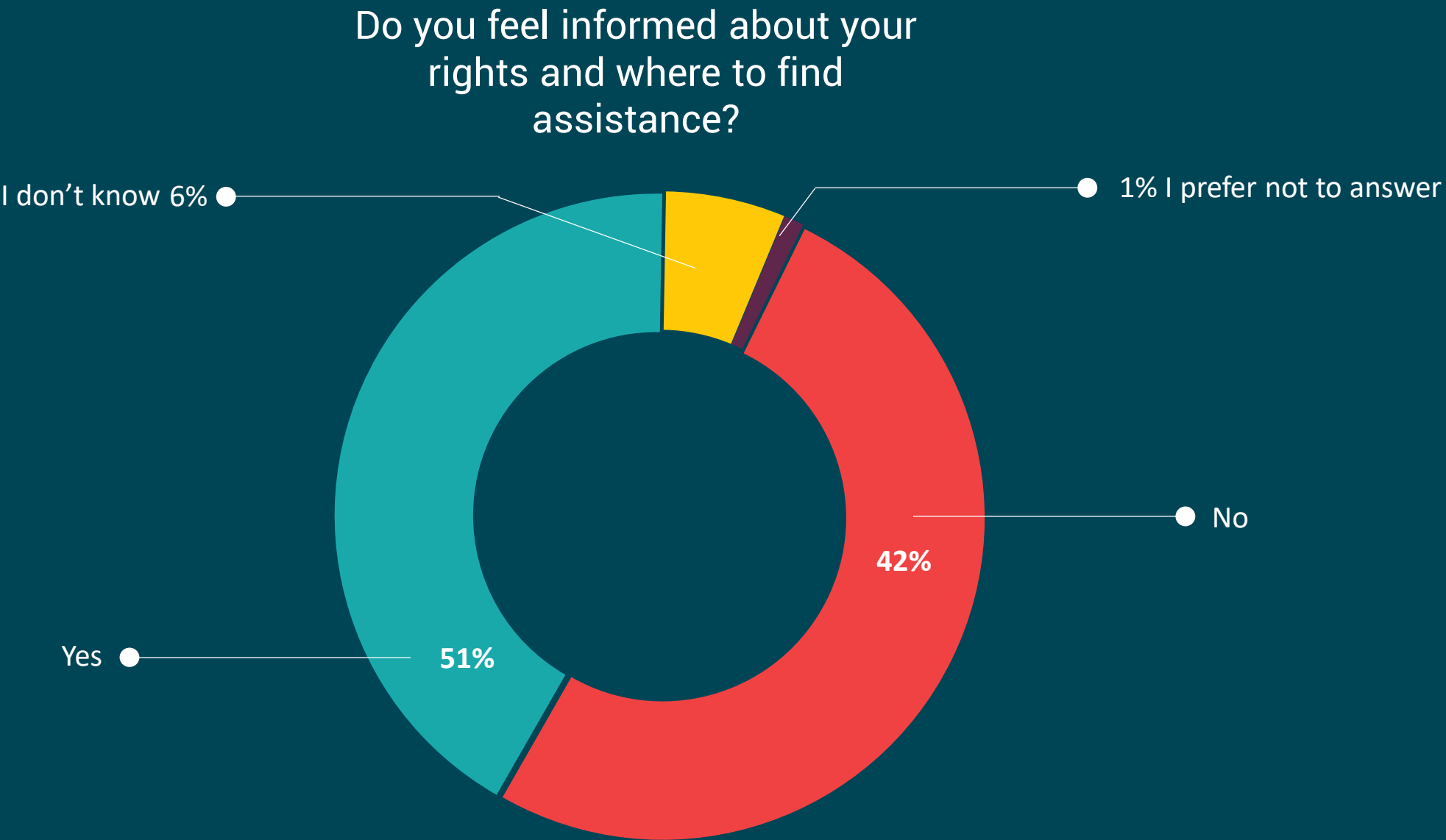


**Digital press  
30%**



**Printed  
magazines  
4%**

# Information needs – key findings





# Information needs – key findings

What would you like to have more information about? (top 5)



**How to find work**



**News in my own country**



**News in this country**



**How to receive medical attention**



**How to regularize my migratory situation**

What would be the best way of receiving this information? (top 5)



**WhatsApp 39%**



**TV 31%**



**Face to face 28%**



**Facebook 20%**



**Internet 25%**

# Communication channels and information sources – key findings

What are the main information channels to obtain information in this country?



**WhatsApp 36%**



**Facebook 32%**



**TV 32%**



**Talking face to face 25%**



**Internet 25%**

Who brings you the most trusted information?

**68% Family and friends**

**34% Humanitarian organizations**

**24% Online groups of compatriots**

**18% Government and institutions**

What communication channels do you trust **the least**?



**Facebook 32%**

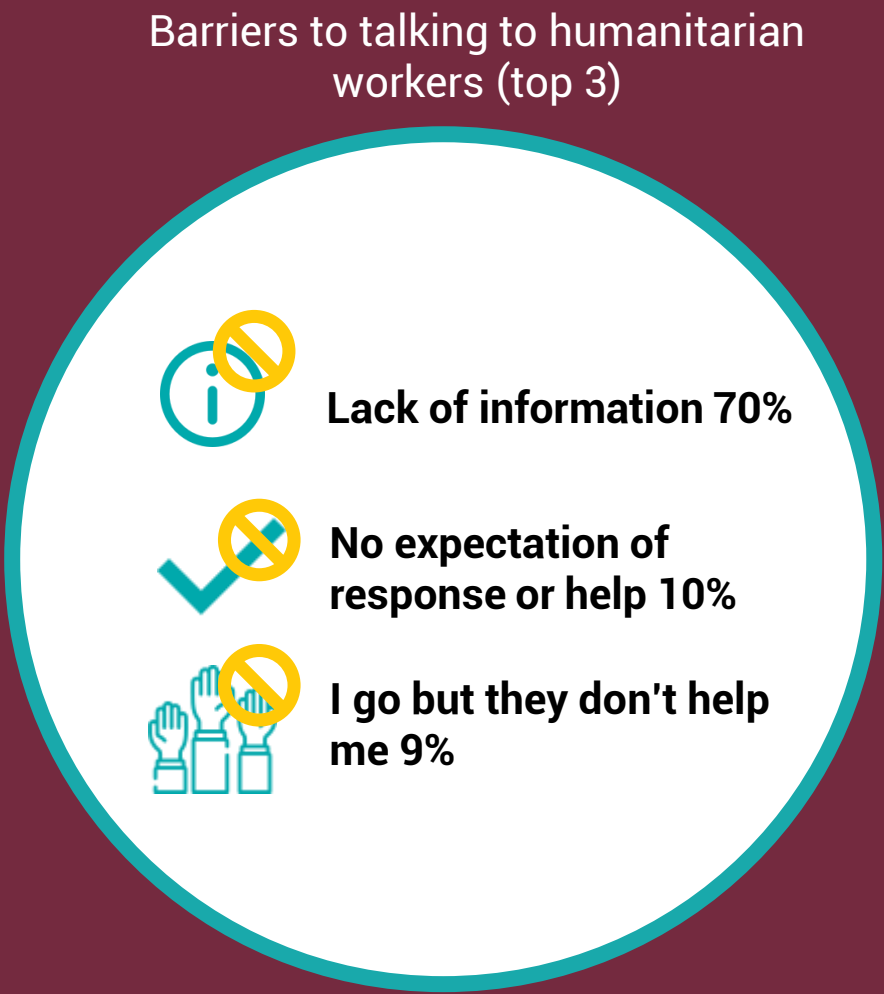
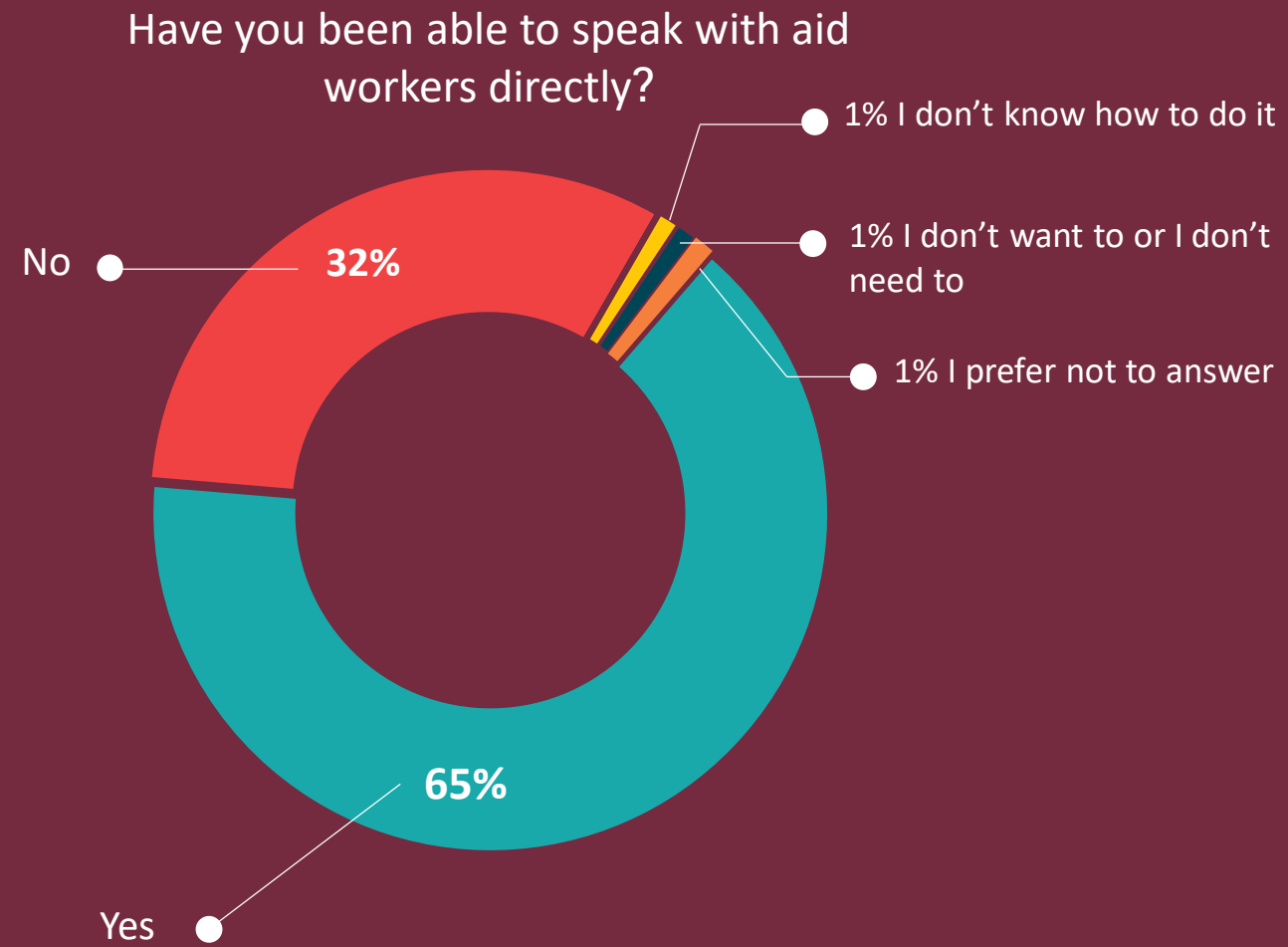


**TV 23%**



**WhatsApp 20%**

# Communication with humanitarian workers – key findings





# Communication with humanitarian workers – key findings

Are you able to submit a complaint or a suggestion to humanitarian workers?



**42% NO**



**35% YES**

**15% I don't want to or I don't need to do it**

**7% I don't know how to do it**

What is your level of satisfaction with the information received?



**52% Satisfied**



**38% Extremely satisfied**



**8% Neutral**



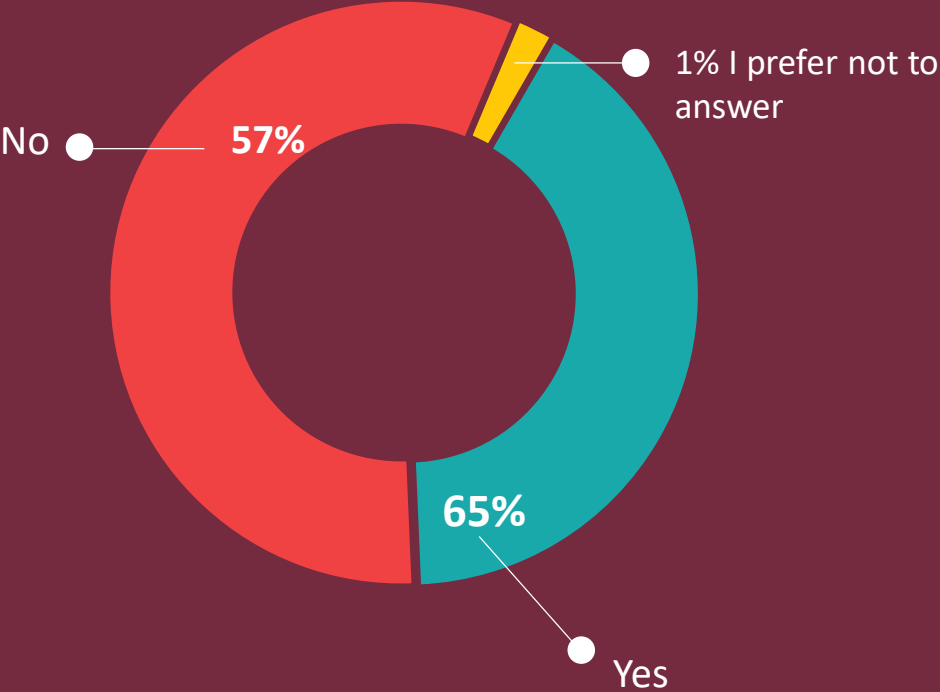
**2% Unsatisfied**



**3% Extremely Unsatisfied**

# Communication within communities – key findings

Do you receive information from your community in this city /neighbourhood?



Are you part of any community group in this city/neighbourhood?



How do you receive information from this group?





# COUNTRY HIGHLIGHTS

## Brazil

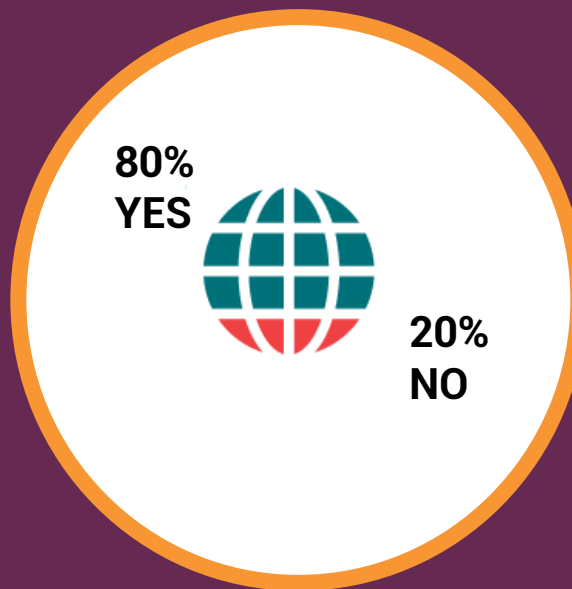


# Access to communication – Brazil Highlights

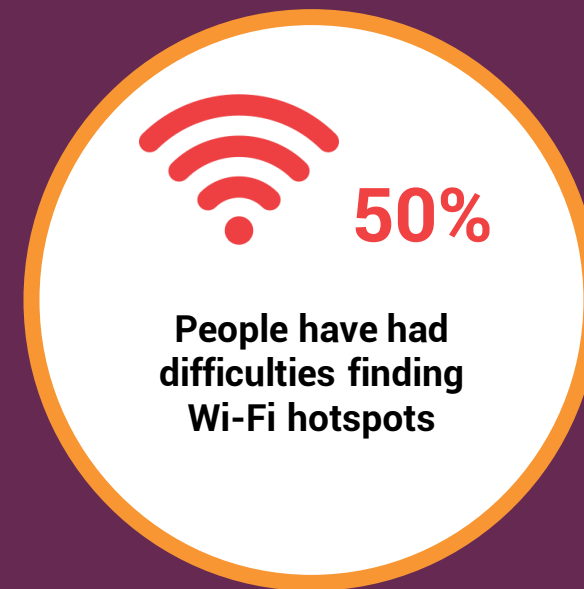
Do you have access to a mobile phone?



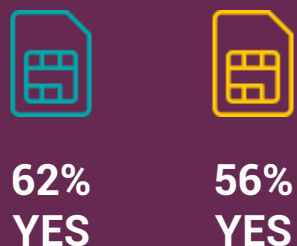
Do you access the internet?



Has it been difficult to find public Wi-Fi hotspots?



Do you have a registered SIM card?



Do you have access to Wi-Fi\*?



\*question for people in transit only

# Access to communication – Brazil Highlights

Do you listen to the radio?



**59%**  
**NO**

Do you watch TV?



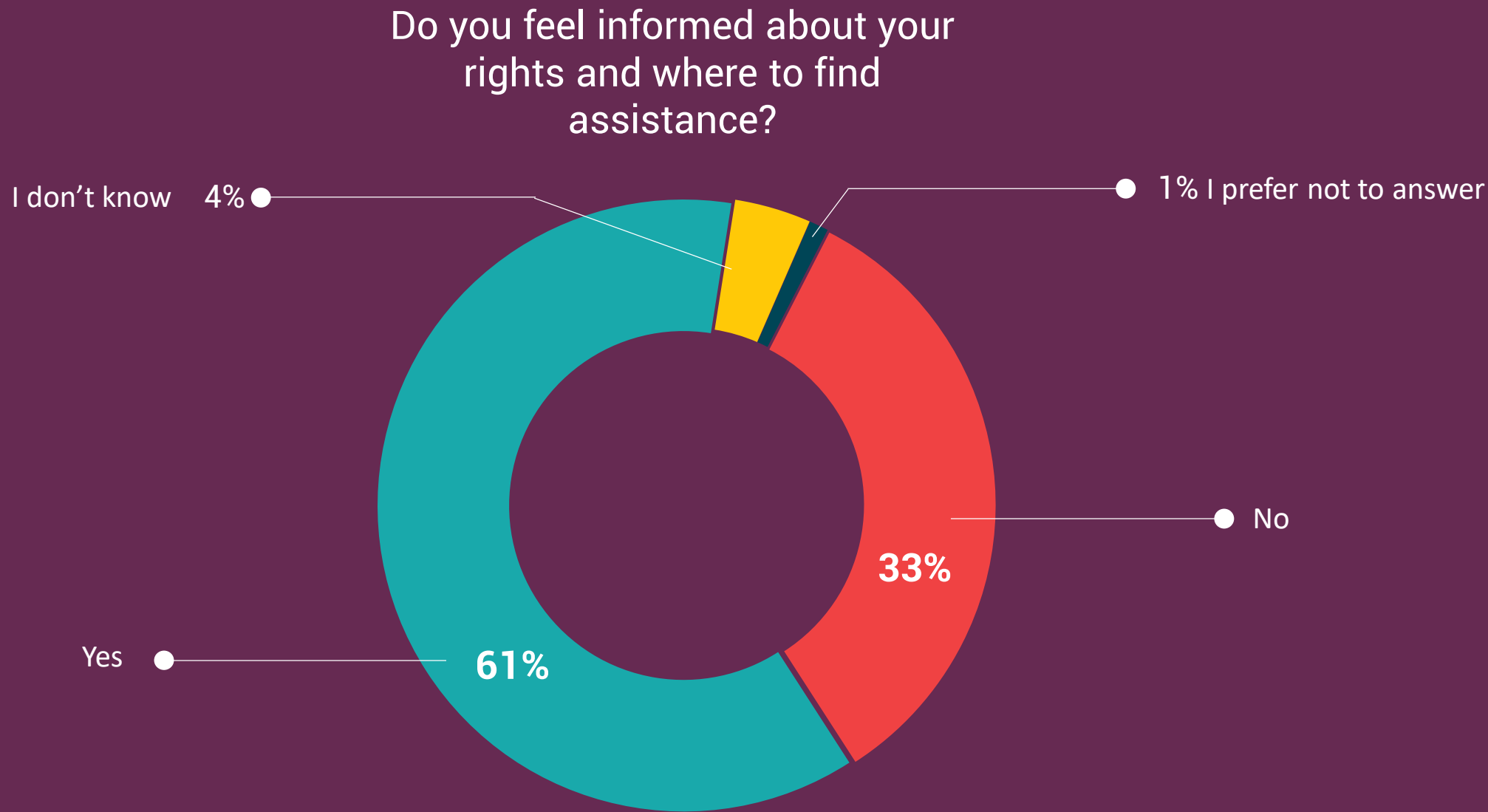
**67%**  
**YES**

Do you read the press?



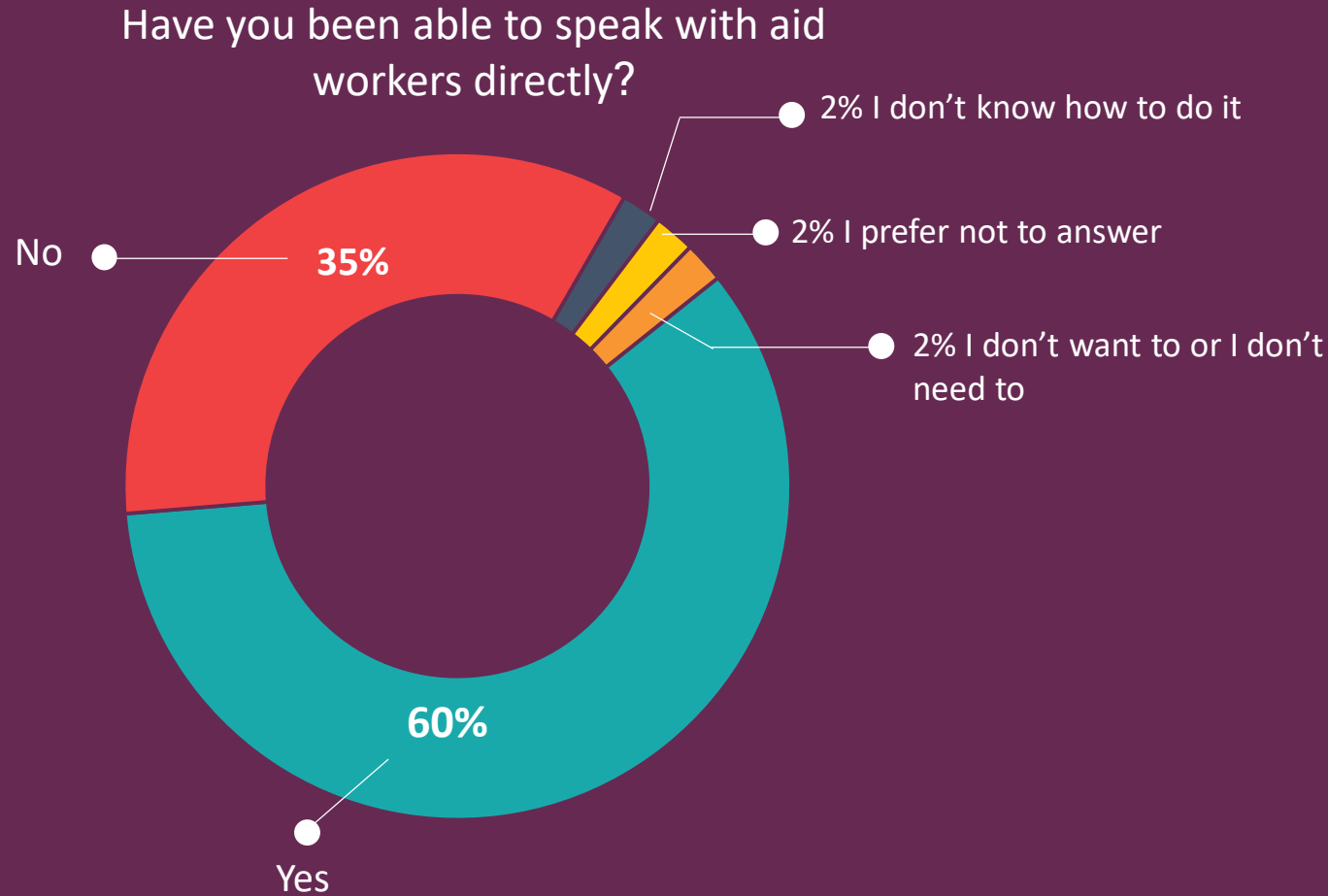
**63%**  
**NO**

# Information needs – Brazil Highlights

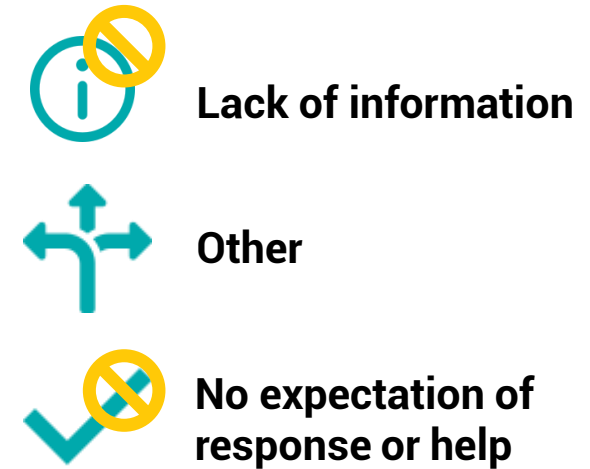




# Communication with humanitarian workers – Brazil Highlights



## Barriers to talking to humanitarian workers (top 3)



Gracias por visitar la República de  
**COLOMBIA**

Bienvenido a la República del  
**ECUADOR**

Pañales  
**1.19**  
Húmedo de Mela Blanco  
Presoído Pan 1 Kg  
WILLI'S MARKET

Fin  
Concesion Vial  
Unión Del Sur

## COUNTRY HIGHLIGHTS Colombia

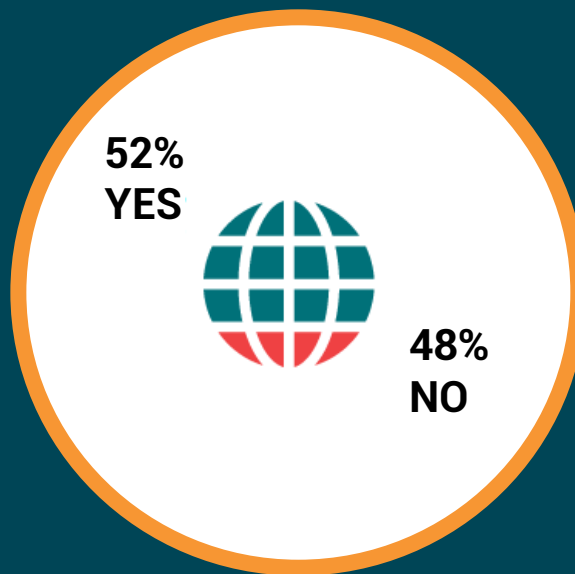


# Access to communication – Colombia Highlights

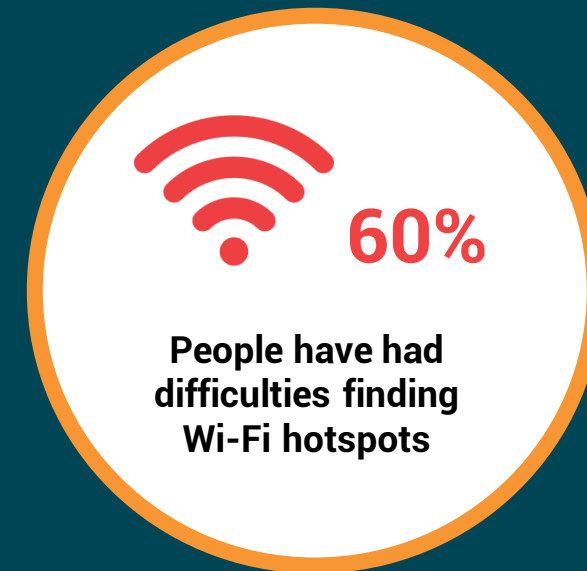
Do you have access to a mobile phone?



Do you access the internet?



Has it been difficult to find public Wi-Fi hotspots?



Do you have a registered SIM card?



59% YES



37% YES

Do you have access to Wi-Fi\*?



71% NO

\*question for people in transit only

# Access to communication – Colombia Highlights

Do you listen to the radio?



**59%**  
**NO**

Do you watch TV?



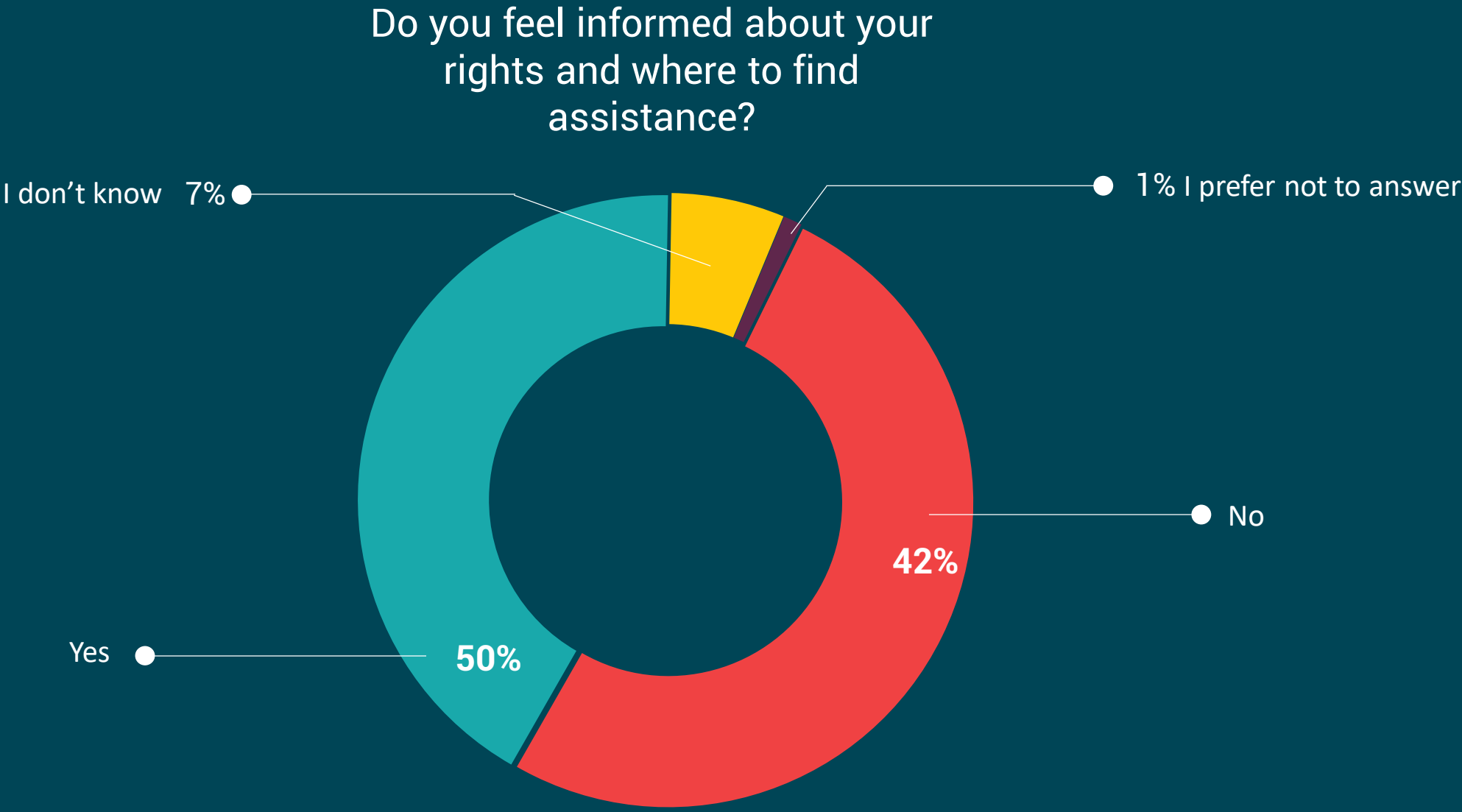
**55%**  
**NO**

Do you read the press?



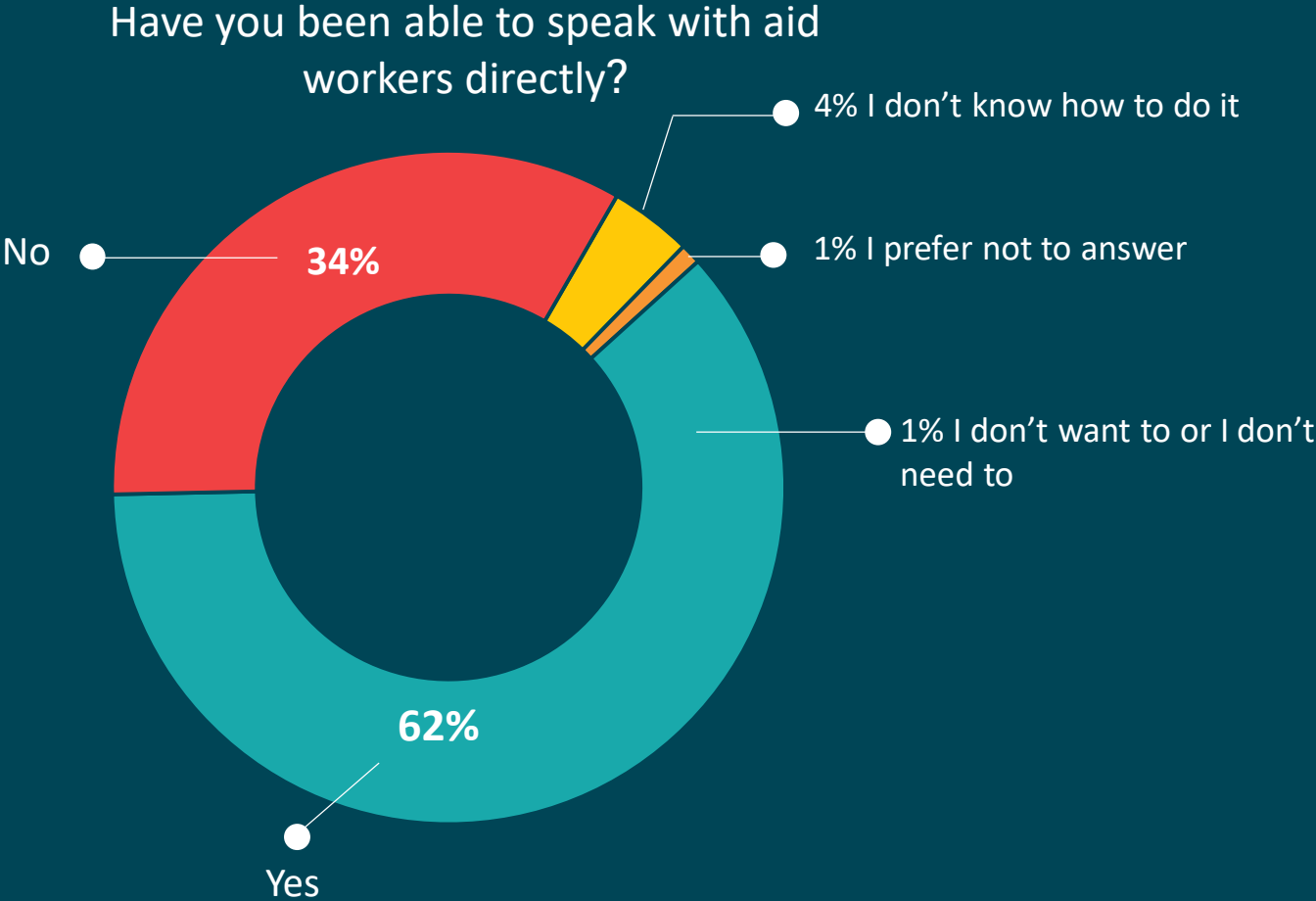
**66%**  
**NO**

# Information needs – Colombia Highlights





# Communication with humanitarian workers – Colombia Highlights





# COUNTRY HIGHLIGHTS

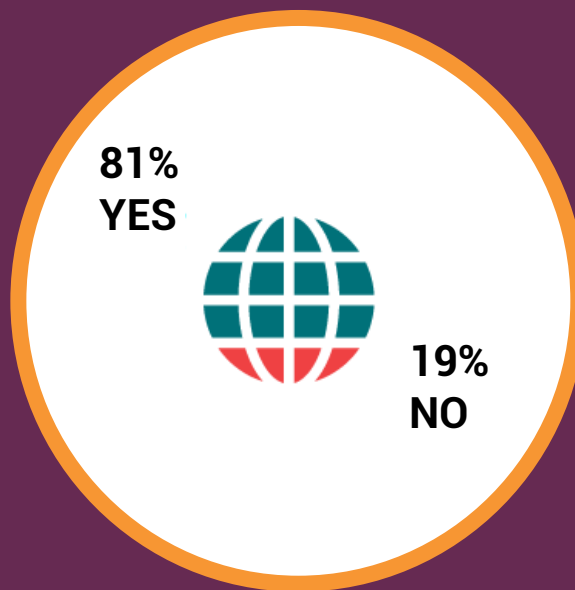
## Ecuador

# Access to communication – Ecuador Highlights

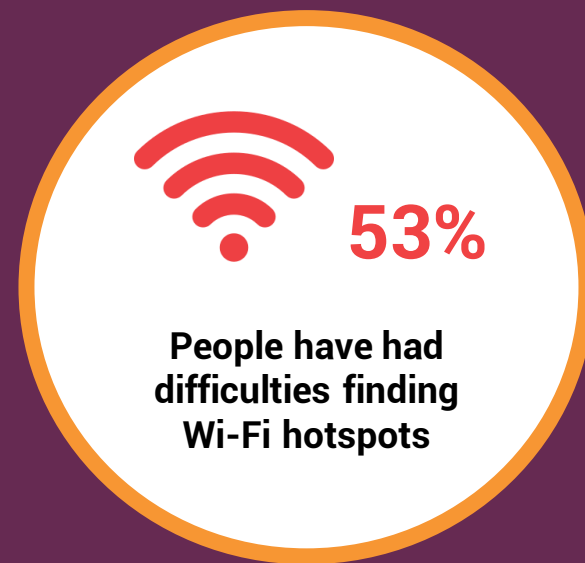
Do you have access to a mobile phone?



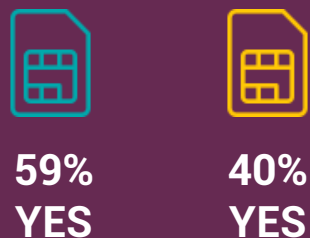
Do you access the internet?



Has it been difficult to find public Wi-Fi hotspots?



Do you have a registered SIM card?



Do you have access to Wi-Fi\*?



\*question for people in transit only

# Access to communication – Ecuador Highlights

Do you listen to the radio?



**67%**  
**NO**

Do you watch TV?



**61%**  
**NO**

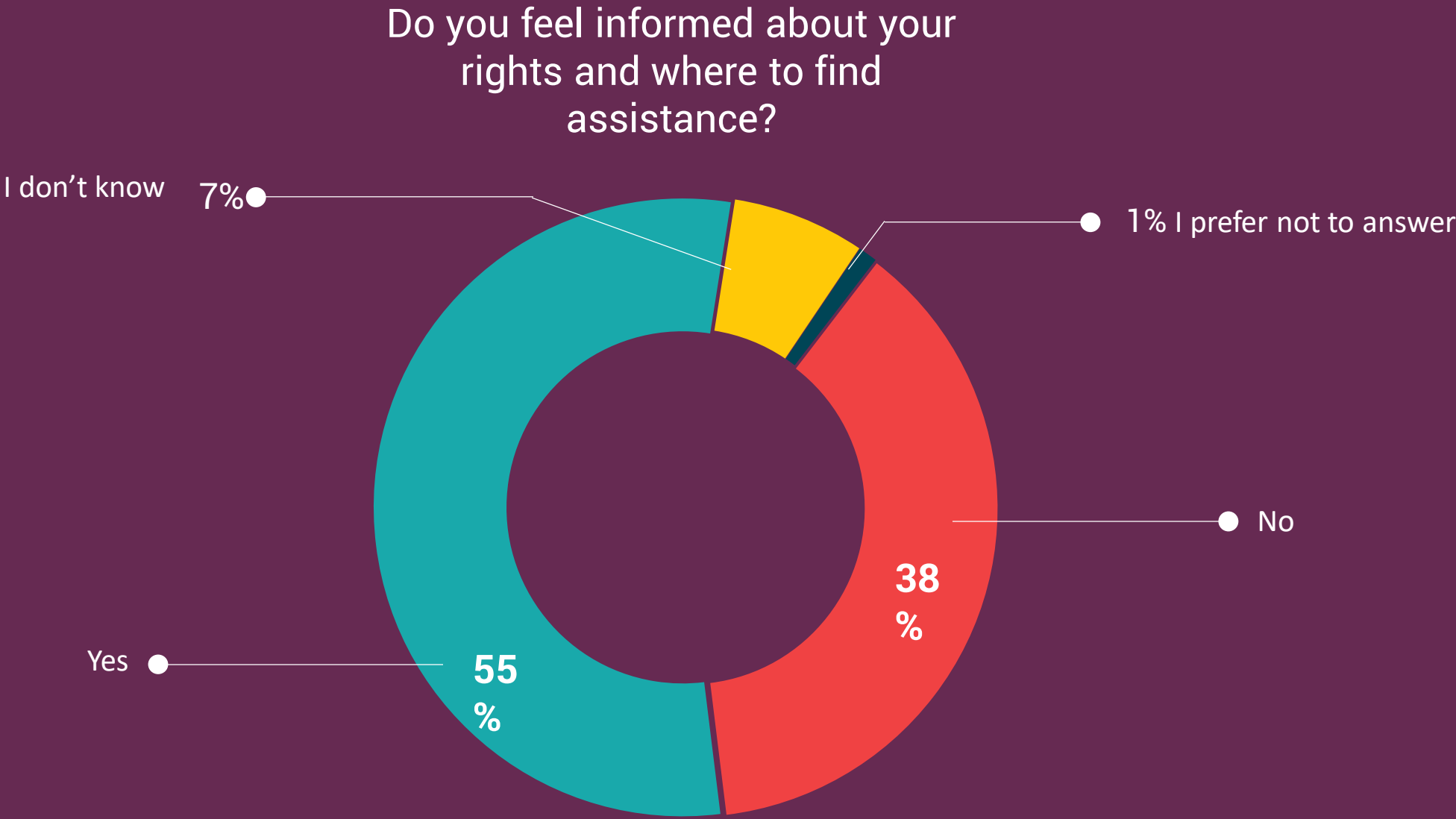
Do you read the press?



**64%**  
**NO**

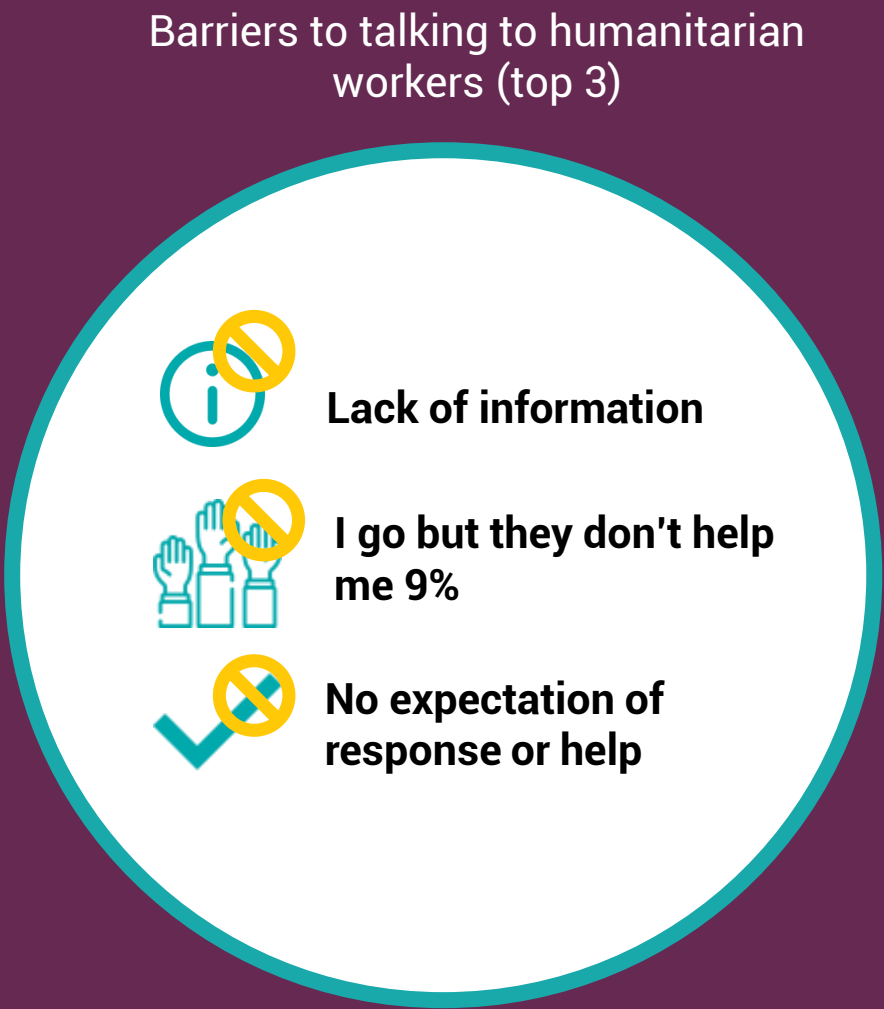
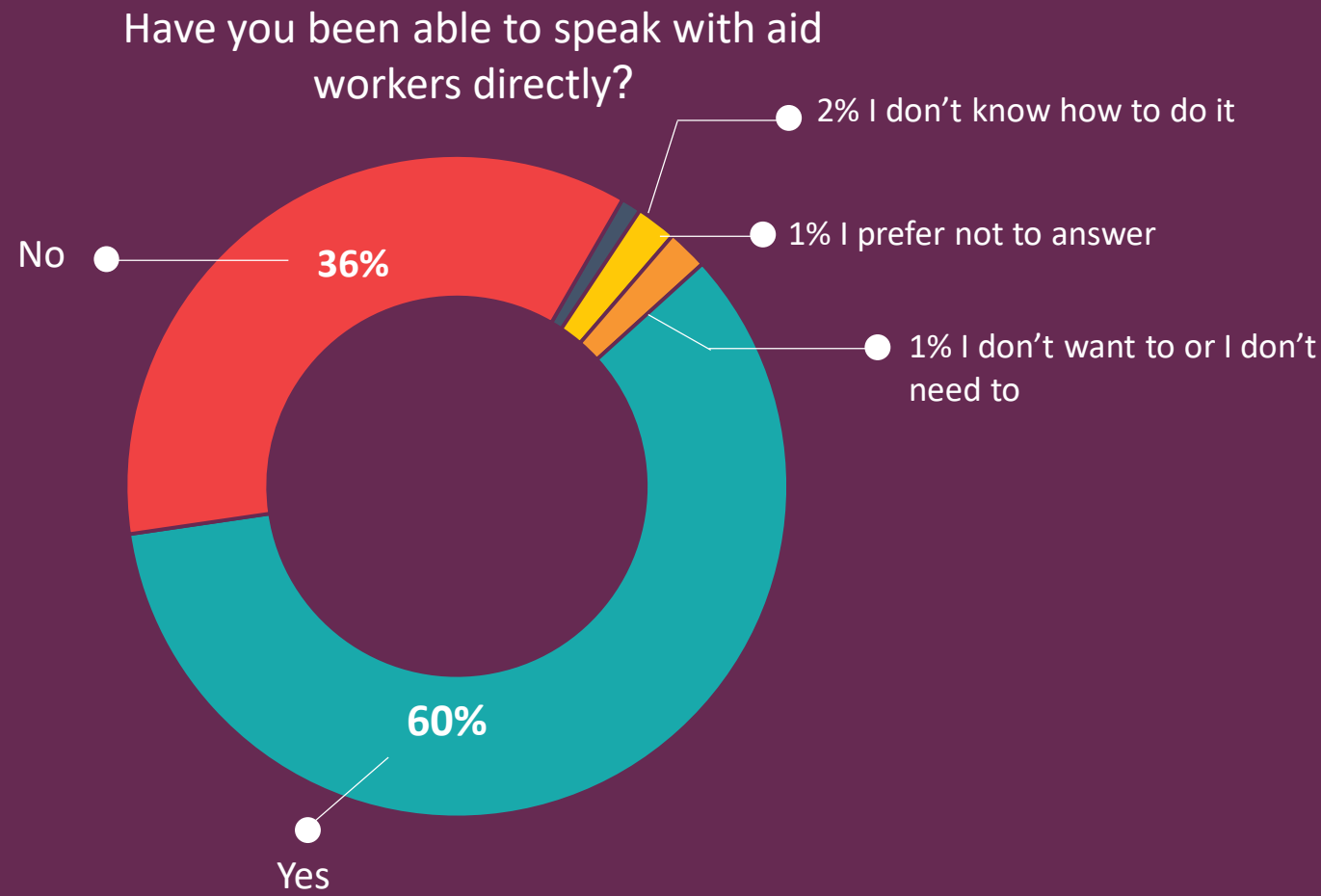


# Information needs – Ecuador Highlights





# Communication with humanitarian workers – Ecuador Highlights



A photograph of a woman with long dark hair, wearing a red off-the-shoulder top and light blue jeans, sitting on a wooden bench. She is looking down at a smartphone held by another person whose back is to the camera. The person holding the phone has their hair in a bun and is wearing a red vest over a white shirt. The background is a light-colored wall with some peeling paint and a green sign that reads "SECRETARÍA PARROQUIAL Santuario San Martín de Porres Calle Los Geranios 153, Valdiviezo." A car is partially visible on the right.

# COUNTRY HIGHLIGHTS

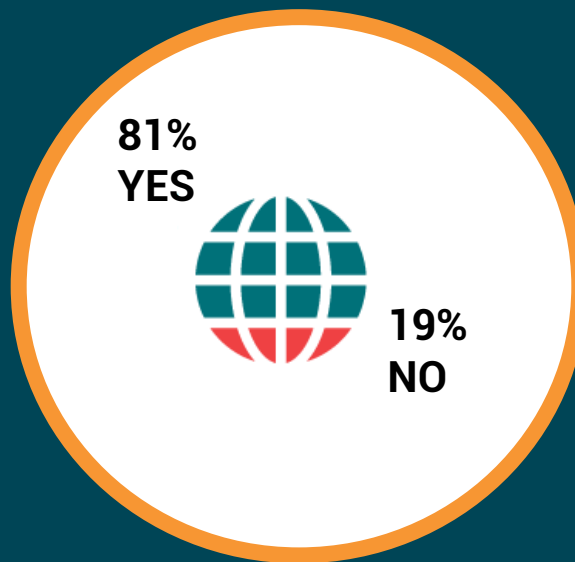
## Peru

# Access to communication – Peru Highlights

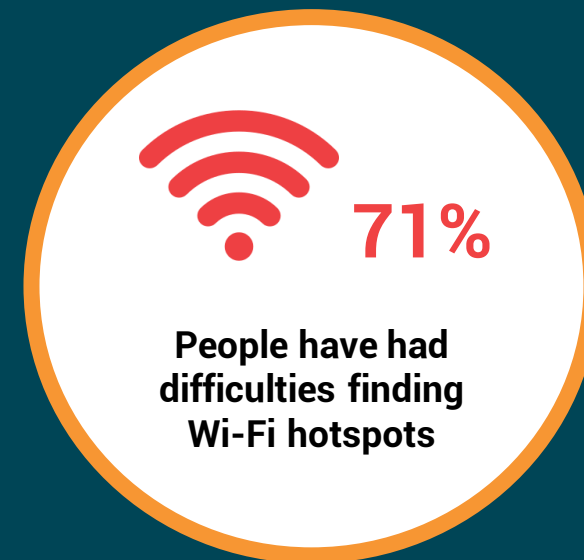
Do you have access to a mobile phone?



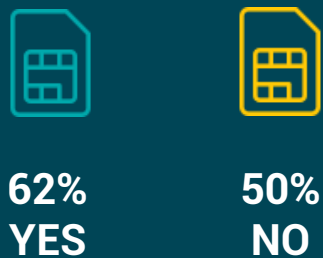
Do you access the internet?



Has it been difficult to find public Wi-Fi hotspots?



Do you have a registered SIM card?



Do you have access to Wi-Fi\*?



\*question for people in transit only

# Access to communication – Peru Highlights

Do you listen to the radio?



**79%**  
**NO**

Do you watch TV?



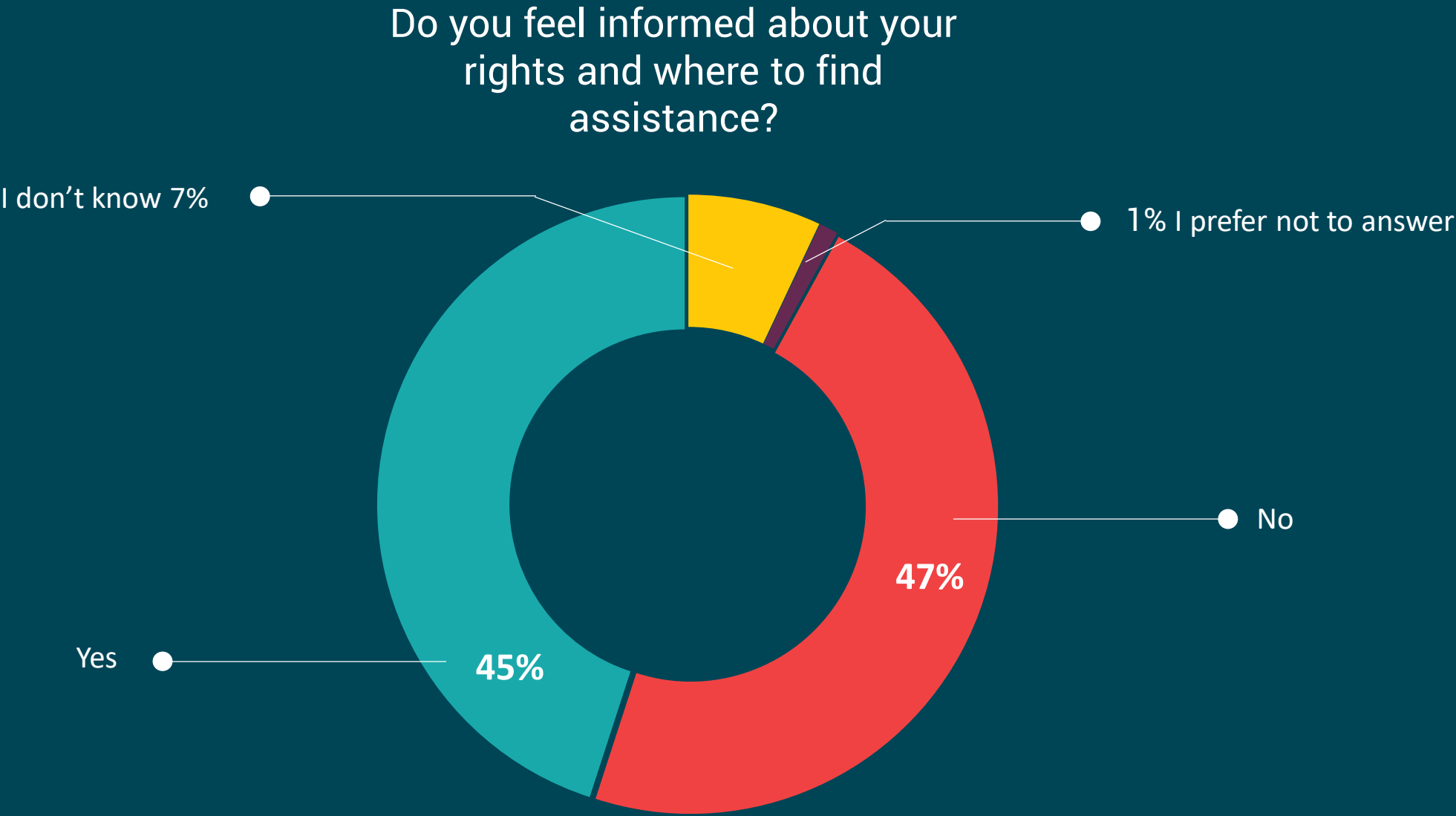
**63%**  
**NO**

Do you read the press?



**53%**  
**NO**

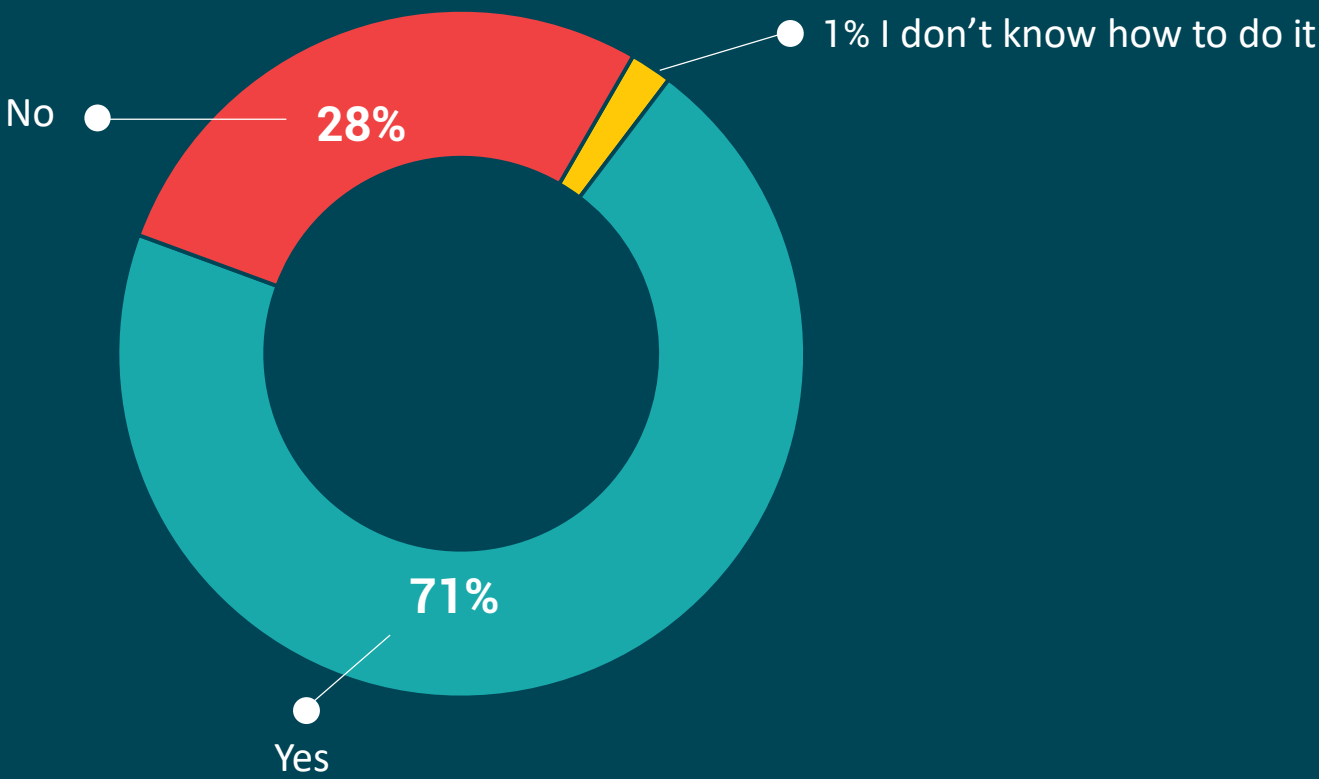
# Information needs – Peru Highlights





# Communication with humanitarian workers – Peru Highlights

Have you been able to speak with aid workers directly?



Barriers to talking to humanitarian workers (top 3)



A photograph of two women, one older and one younger, looking down at a red clipboard held by the younger woman. They are outdoors, with white tents and people in the background. The image has a semi-transparent dark red overlay on the right side where the text is located.

# SUB-REGIONAL HIGHLIGHTS

## Caribbean Region

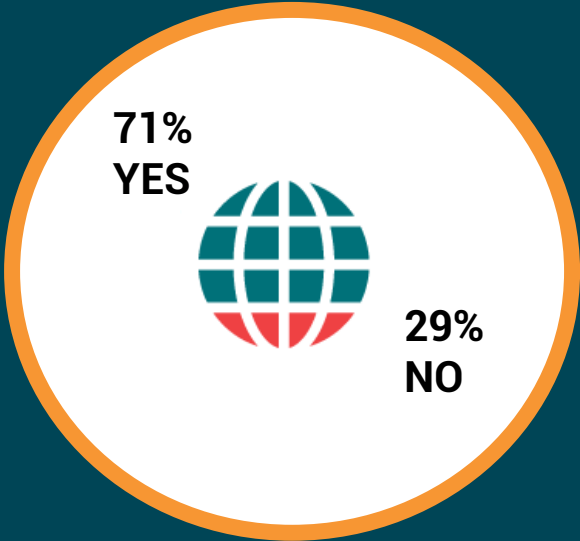
(Aruba, Guyana, Trinidad and Tobago)

# Access to communication – Caribbean Region Highlights

Do you have access to a mobile phone?



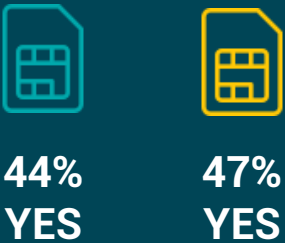
Do you access the internet?



Has it been difficult to find public Wi-Fi hotspots?



Do you have a registered SIM card?



Do you have access to Wi-Fi\*?



\*question for people in transit only

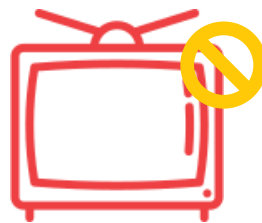
# Access to communication – Caribbean Region Highlights

Do you listen to the radio?



**84%**  
**NO**

Do you watch TV?



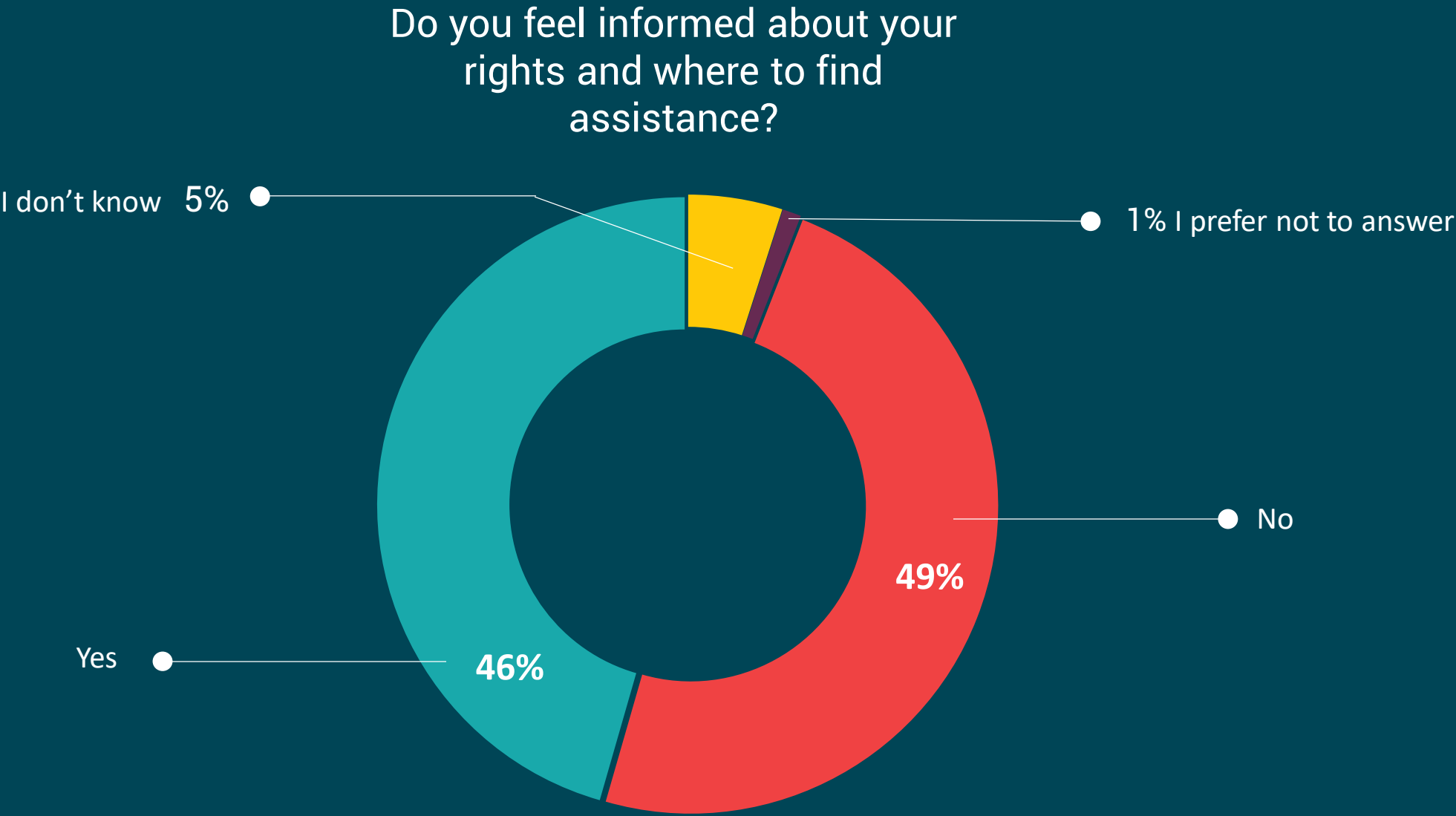
**70%**  
**NO**

Do you read the press?



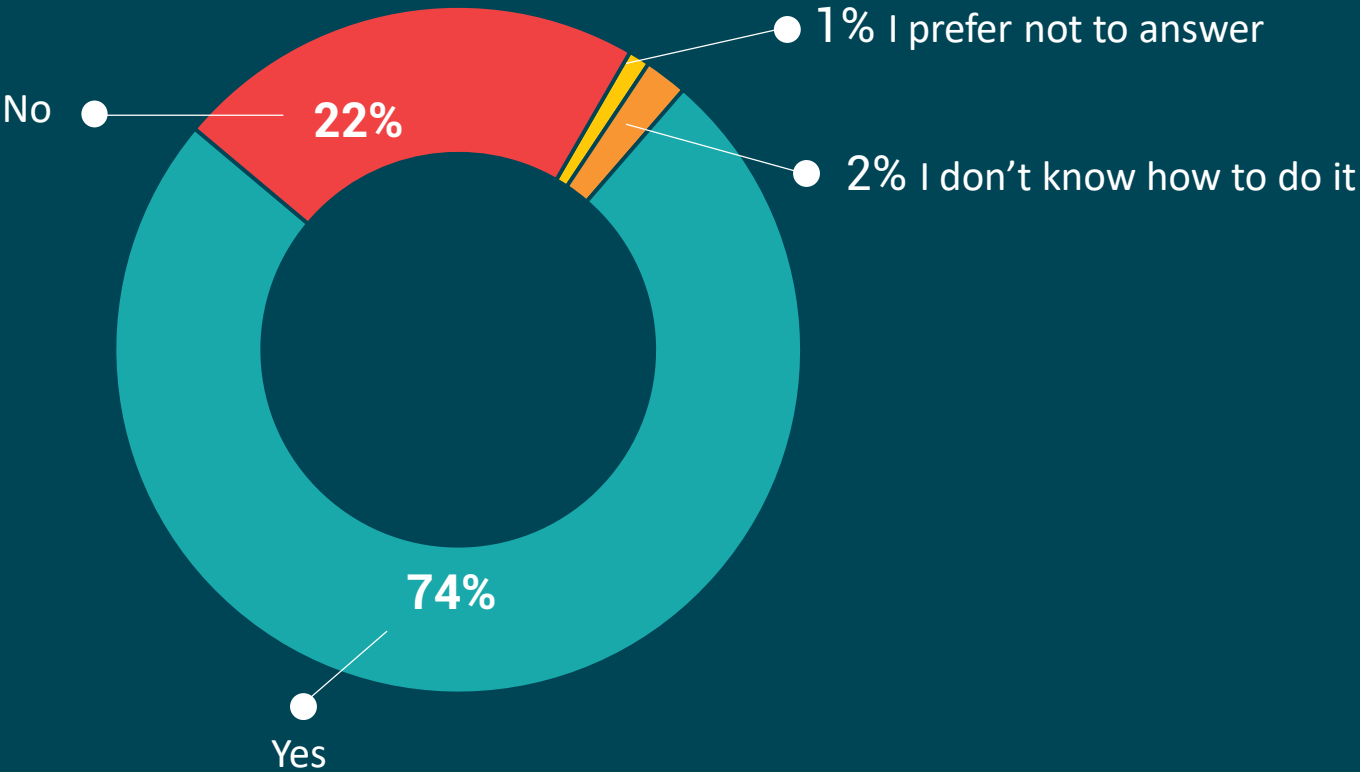
**71%**  
**NO**

# Information needs – Caribbean Region Highlights



# Communication with humanitarian workers – Caribbean Region Highlights


Have you been able to speak with aid workers directly?



Barriers to talking to humanitarian workers (top 3)





A photograph of a man wearing a dark cap and a blue shirt, looking out of a window. He is holding a baby wrapped in a patterned blanket. The background outside the window is a blurred landscape. The image has a dark, moody color palette with a purple tint. A semi-transparent dark purple box is overlaid on the right side of the image, containing white text.

# SUB-REGIONAL HIGHLIGHTS

## Central and North America Region

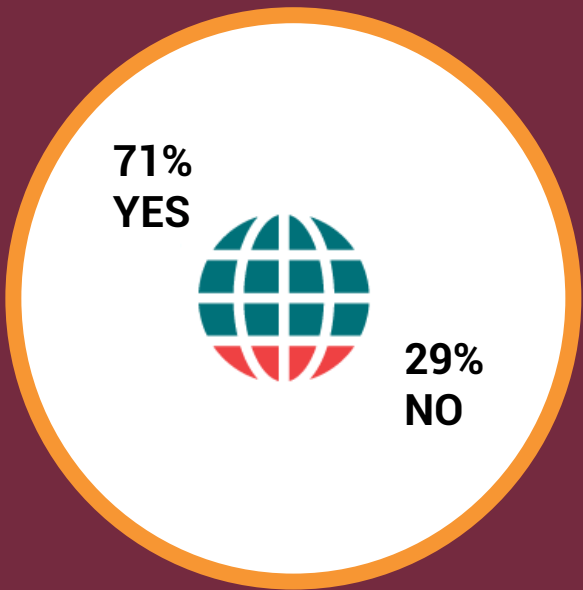
(Costa Rica, Mexico, Panama, Dominican Republic)

# Access to communication – Central America Region Highlights

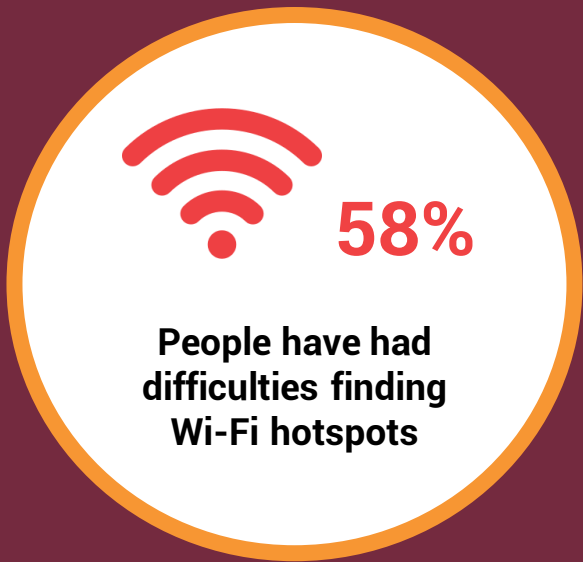
Do you have access to a mobile phone?



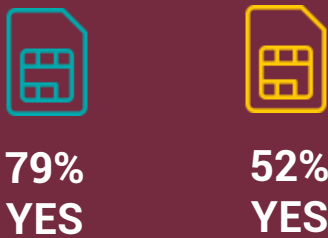
Do you access the internet?



Has it been difficult to find public Wi-Fi hotspots?



Do you have a registered SIM card?



Do you have access to Wi-Fi\*?



\*question for people in transit only

# Access to communication – Central America Region Highlights

Do you listen to the radio?



**75%**  
**NO**

Do you watch TV?



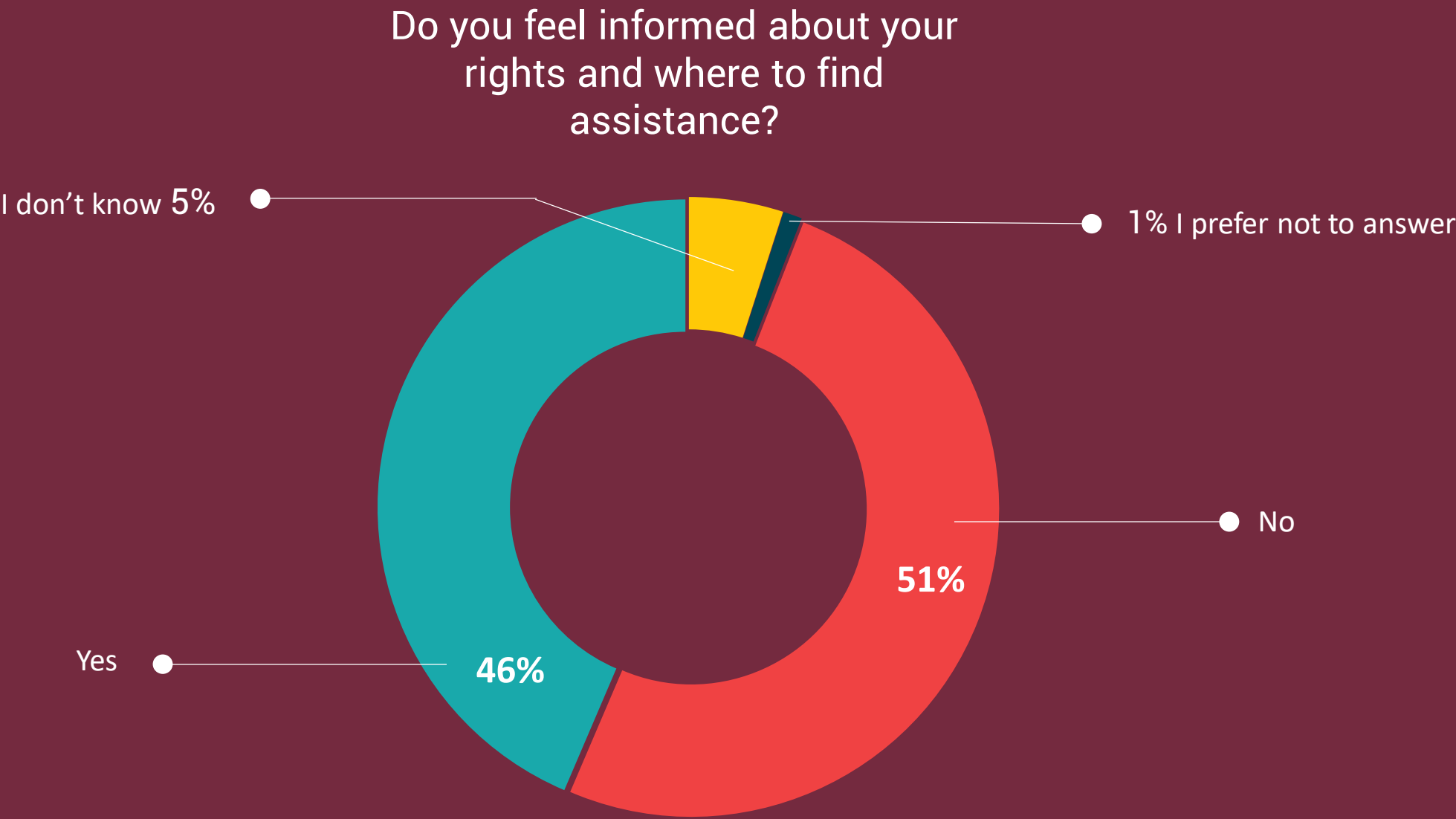
**57%**  
**YES**

Do you read the press?



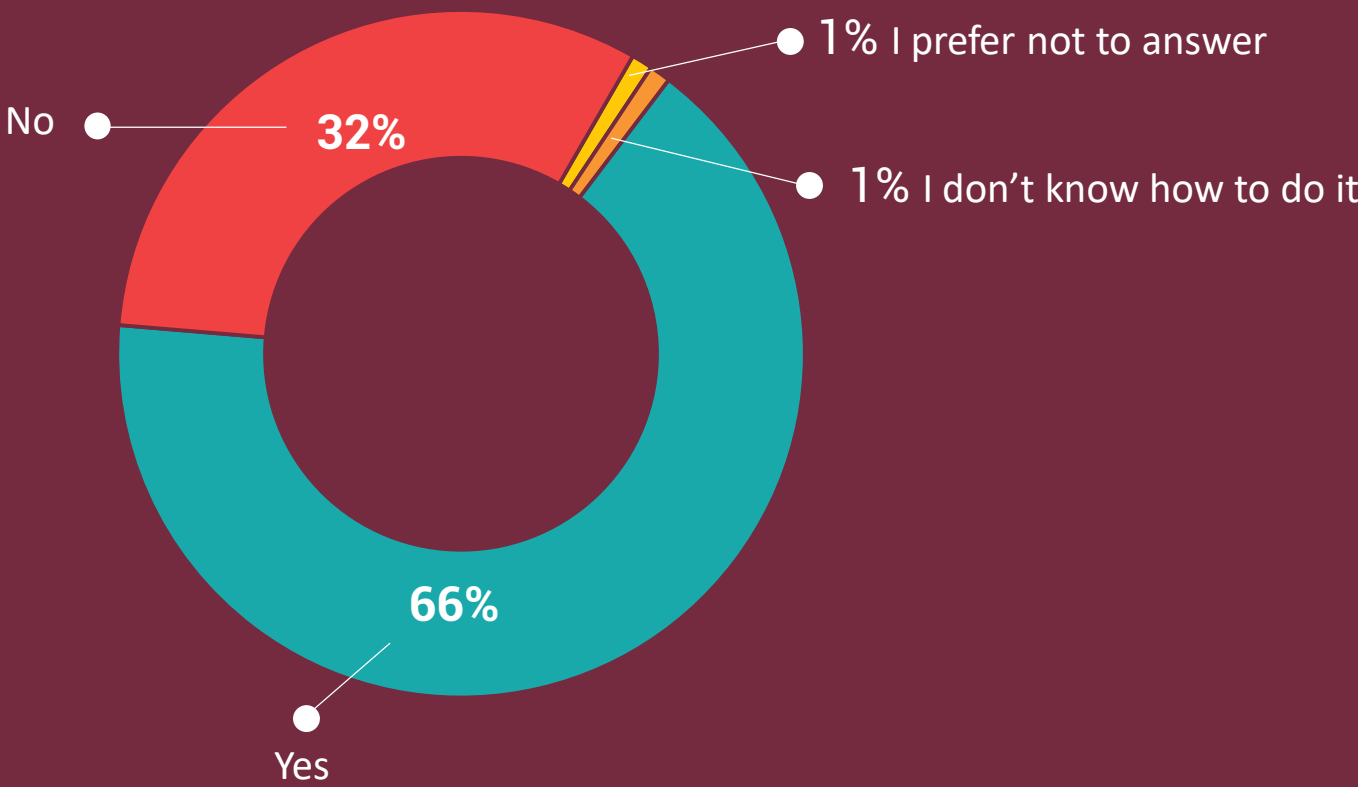
**65%**  
**NO**

# Information needs – Central America Region Highlights



# Communication with humanitarian workers – Central America Region Highlights

Have you been able to speak with aid workers directly?



Barriers to talking to humanitarian workers (top 3)





A woman with brown hair, smiling, wearing a dark blue jacket with orange lining and a fur-lined hood. She is sitting in front of a white tent. To her left is a large blue and yellow striped bag and a tree trunk. The background is slightly blurred, showing more of the tent and some outdoor gear.

# SUB-REGIONAL HIGHLIGHTS

## Southern Cone Region

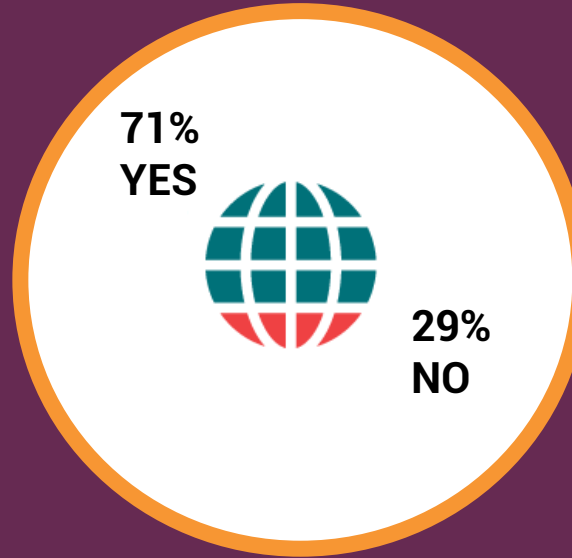
(Argentina, Chile, Uruguay)

# Access to communication – Southern Cone Highlights

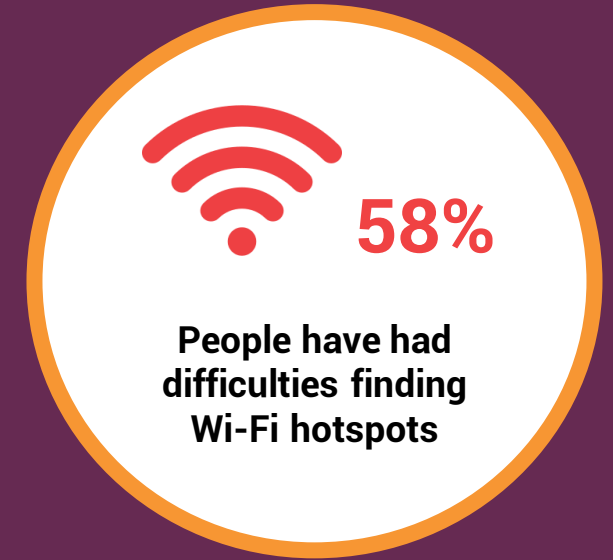
Do you have access to a mobile phone?



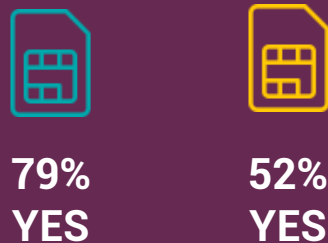
Do you access the internet?



Has it been difficult to find public Wi-Fi hotspots?



Do you have a registered SIM card?



Do you have access to Wi-Fi\*?



\*question for people in transit only

# Access to communication – Southern Cone Highlights

Do you listen to the radio?



**62%**  
**NO**

Do you watch TV?



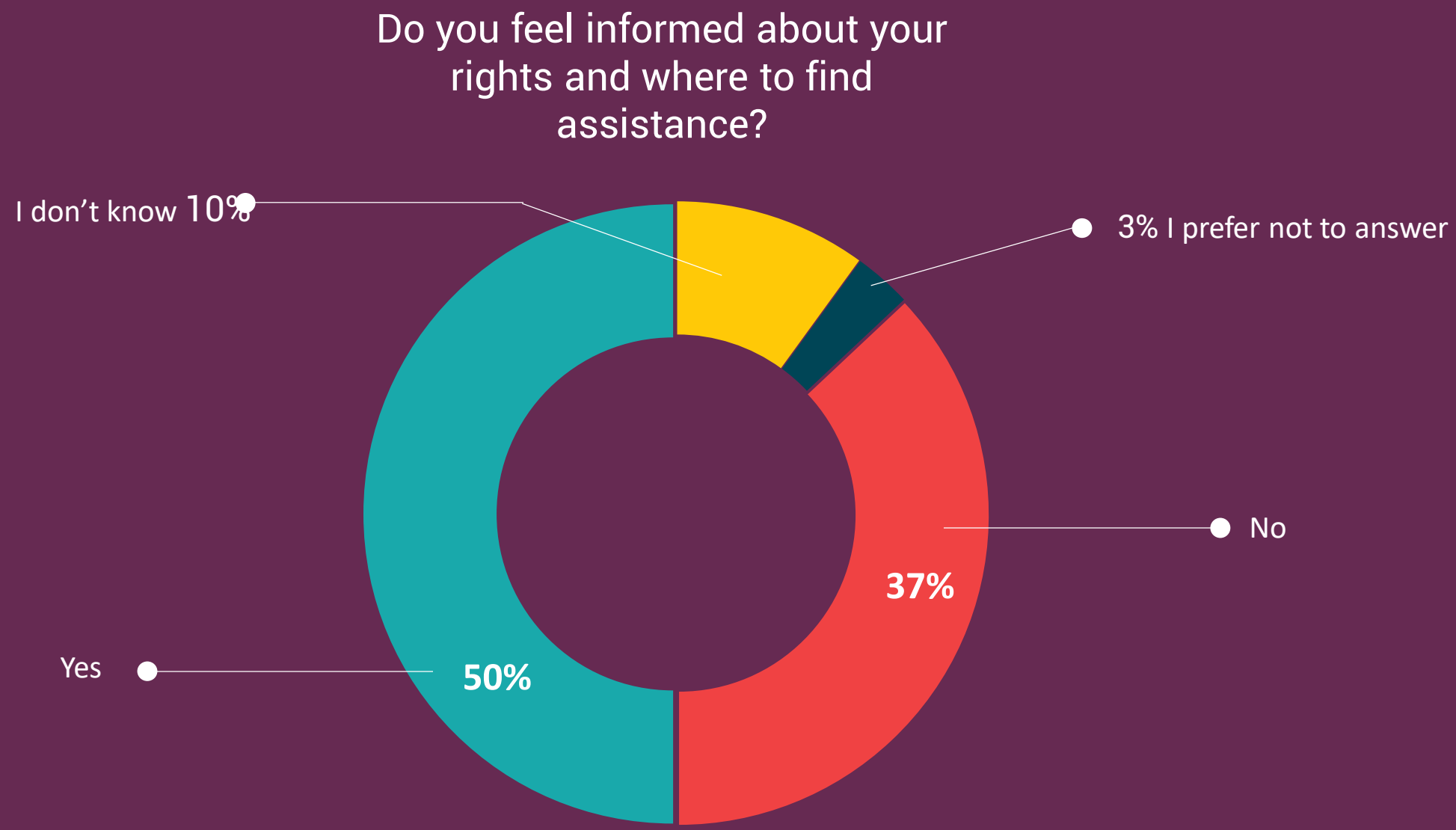
**55%**  
**YES**

Do you read the press?



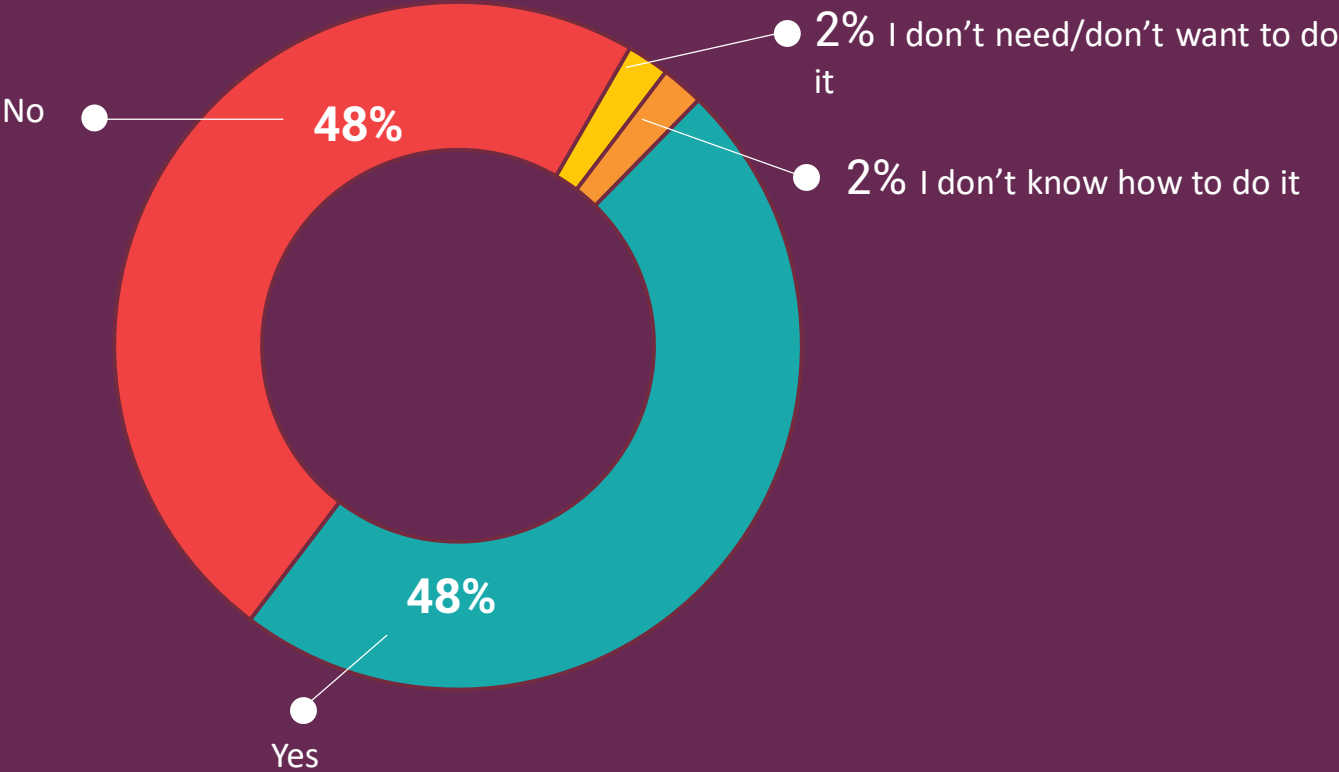
**52%**  
**NO**

# Information needs – Southern Cone Highlights



# Communication with humanitarian workers – Southern Cone Highlights

Have you been able to speak with aid workers directly?



Barriers to talking to humanitarian workers (top 3)







# RESPONSE FOR VENEZUELANAS

Coordination Platform for  
Refugees and Migrants  
from Venezuela