Communicating With Communities (CwC) and Accountability to Affected Population (AAP) Survey ⅛

This quick survey intends to identify the existing communication channels, participatory methods, complaint and feedback mechanism and tools in place in Yemen and needs for further support in the context of the development of a countrywide Communication with Communities Strategy to reinforce our accountability to affected population.

* Required

* This form will record your name, please fill your name.

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General information

1. Name: *

[   ]

2. Email: *

3. Position: *

4. Office location: *

○ Base Office-Sana'a

○ Reception Centre- Sana'a

○ Field office Mari'b

○ Field office Ibb

○ Field office Hodeidah

○ Field Office Saada'

○ Sub office-Aden

5. Which unit you are currently working for? *

◯ Protection

◯ Field

◯ Other

Communication with Communities (CwC)

6. Does your unit/field office have a budget to implement communication / CwC activities? *

○ Unknown

○ Yes

○ No

7. Is it directly implemented by UNHCR or partner? *

○ Partner

○ UNHCR

8. Which partner implements CwC? *

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☐ Other

9. Does your office have a CwC strategy or action plan? *

○ Yes

○ No

10. Does your office coordinate its CwC activities with others? *

○ No

○ Yes

11. If yes, with whom? *

☐ UNHCR Offices within Yemen

☐ MENA bureau

☐ Partners

☐ Other

12. Which type of population your office is dealing with? *

☐ Refugees

☐ Stateless persons

☐ Asylum-Seekers

☐ Host communities

☐ IDPs

☐ Returnees

☐ Refugee & Migrants (mixed migration)

13. Which are the main countries of origin of asylum-seekers or refugees (RAS) in your AoR? *

☐ State of Palestine

☐ Syria

☐ Sudan

☐ Somalia

☐ Ethiopia

☐ Iraq

☐ Not Applicable (we do not have RAS in our AoR)

☐ Eritrea

☐ Other

14. Which languages do you use to communicate with beneficiaries
    (Refugees, Asylum Seekers & Migrants)? *

    ☐ English

    ☐ Amharic

    ☐ Tigrinya

    ☐ Arabic

    ☐ Oromo

    ☐ Somali

    ☐ Not Applicable (we do not have RAS, migrants in our AoR)

    ☐ Other

15. Which languages do you use to communicate with beneficiaries (IDPs,
    host communities, stateless, returnees etc)? *

    ☐ Somali

    ☐ Amharic

    ☐ Oromo

    ☐ English

    ☐ Tigrinya

    ☐ Arabic

    ☐ Other

16. Which are the top three most important audiences? (use drag and drop to rank top 3) *

Refugees

Asylum-Seekers

IDPs

Stateless persons

Returnees

Host communities

Refugee & Migrants (mixed migration)

17. Does your office carry out specific CwC activities for any of the following target groups? *

☐ Refugees

☐ Asylum-Seekers

☐ IDPs

☐ Stateless persons

☐ Returnees

☐ Host communities

☐ Refugees and Migrants (mixed migration)

☐ Illiterate

☐ Older persons

☐ Minority groups

☐ Persons with Disabilities

☐ Survivors of GBV

☐ Unaccompanied and separated children (UASC)

☐ Women

☐ People in transit

☐ Other

18. How do beneficiaries usually contact UNHCR in Yemen?   *

☐ Hotline phone

☐ SMS

☐ Complaint & Feedback Box

☐ Official email account

☐ Information Feedback Point/Help desk(in person)

☐ Community-Based Engagement

☐ Social Media (Facebook. Instagram, Twitter etc.)

☐ Messaging App (WhatsApp, Telegram, Signal, Viber...)

☐ Other

19. How are persons of concern currently informed about the status of their issues? *

20. What are the barriers for communication? *

☐ Geographical location (hard to reach/access constraints)

☐ Low literacy

☐ Language barrier

☐ No connectivity

☐ Low network coverage

☐ Limited mobile phone ownership

☐ Government imposed limitations

☐   Other

21. What are in your views the most appropriate communication format or media (Top 3)? (use drag and drop to choose top 3) *

Oral Communication

Written Communication

Loudspeakers/Flyers

Community Meetings

SMS

Website(Example: help.unhcr.org or partner website)

22. Apart from appropriate communication format listed above, if you consider there are other ways for communication, please provide details:

23. List the main activities in which you communicate directly with PoC: *

- [ ] Community meetings and events

- [ ] Counselling and Registration (by UNHCR/partner)

- [ ] Focus Group Discussions

- [ ] Home Visits

- [ ] Outreach Volunteers

- [ ] Partners activities

- [ ] Recreational activities

- [ ] Platforms / spaces owned by PoCs

- [ ] Other

24. Which tools do you use (UNHCR & partner) to communicate with beneficiaries? *

☐ Artwork, Poems

☐ Posters

☐ Billboard

☐ Books

☐ Mailing lists

☐ Brochure

☐ Newsletters

☐ FAQ

☐ Leaflets

☐ Animations

☐ Social media: (Facebook, Instagram, Twitter etc.)

☐ Radio / TV

☐ Call Centre

☐ Hotlines phones

☐ Official emails:

☐ Mobile messaging application / bulk SMS

☐ WhatsApp trees

☐ Chatbots

☐ Country website

☐ Other

25. From list above, please list the top 3 CwC tools you consider most effective, and please specify, why? *

26. Please provide details on official emails, social media or call centres used in your office to communicate with beneficiaries: *

27. Does your office use Frequently Asked Questions (FAQs) for CwC purposes? *

○ Yes

○ No

28. Please upload any CwC materials/tools your office/partner has developed in below link:

⬆ Upload file

File number limit: 10   Single file size limit: 10MB   Allowed file types: Word, Excel, PPT, PDF

29. Do you think your office needs to improve/introduce new system (mobile applications, dedicated software, KoBo, help.unhcr.org, other tools) to improve CwC process)? *

⬭ Yes

⬭ No (it is adequate currently)

30. If yes. please specify what should be done to improve CwC process *

[   ]

Participatory methods and community engagement.

31. Does your operation regularly implement participatory methods? *

○ Yes

○ No

32. If yes, which type of participatory methods your office conducts? *

☐ Participatory assessments

☐ Community gatherings

☐ Outreach volunteers

☐ Other

33. If no, why? *

[   ]

34. Which type of data collection tools your operation use? *

○ Offline systematization forms

○ Online systematization forms

○ Both

35. Please select the type of population participating in your office in these type of exercises (participatory methods). *

    ☐ Refugees

    ☐ Asylum-Seekers

    ☐ IDPs

    ☐ Stateless persons

    ☐ Returnees

    ☐ Host communities

    ☐ Refugees and Migrants (mixed migration)

36. Do you think your office needs to improve/introduce new system (mobile applications, dedicated software, KoBo, help.unhcr.org, other tools) to improve "Participatory Methods & community engagement" process)? *

    ○ Yes

    ○ No

37. If yes, please specify what should be done to improve the "Participatory Methods & Community Engagement" process: *

    [   ]

Complaint and Feedback Mechanism (CFM)

38. Could you please tell us which type of Complaint and Feedback Mechanism (designated/non-designated) is in place in your AoR? *

☐ Hotlines / SMS [operated by UNHCR for beneficiaries. The hotline is a countrywide/local telephonic helpline available through call during dedicated hours, or via SMS (from a +967 number).

☐ Complaint and Feedback Boxes [standalone, dedicated, and secured boxes available in camps and community spaces, and in specialized settings (i.e. schools).]

☐ Official emails accounts

☐ Help Desks/Information Feedback Points [operated by UNHCR and/or partner staff, sometimes with support from outreach volunteers, available in camps and community spaces.]

☐ Community-Based Engagement and Networks [including, inter alia, Focus Group Discussions (FGD), feedback via outreach structures (i.e. COVs), community leaders, community representation structures, as well as during mobile visits and missions by UNHCR and/or partner staff]

☐ Social Media [including, inter alia, national and governorate-level official UNHCR Yemen or partner Facebook, Instagram, and Twitter accounts.

Direct communication [including, inter alia, any calls, SMS,

Details on CFM channels

39. Please provide hotline number (+967) used for CFM:

40. Please provide official email accounts used for CFM:

41. Please provide details (links, names) on social media (Facebook, Instagram, Twitter accounts) used for CFM

42. Please select the type of population participating in your operation in these *

☐ Refugees

☐ Asylum-Seekers

☐ IDPs

☐ Stateless persons

☐ Returnees

☐ Host communities

☐ Refugees and Migrants (mixed migration)

43. Do you think your office needs to improve/introduce new system (mobile applications, dedicated software, KoBo, help.unhcr.org, other tools) to improve CFM process)? *

○ Yes

○ No (it is adequate currently)

44. If yes, please specify what should be done to improve the CFM process: *

[   ]

Feedback & Suggestions

45. Please feel free to add any comments in relation to CwC, Participatory Methods, CFM:

    *

Microsoft Forms