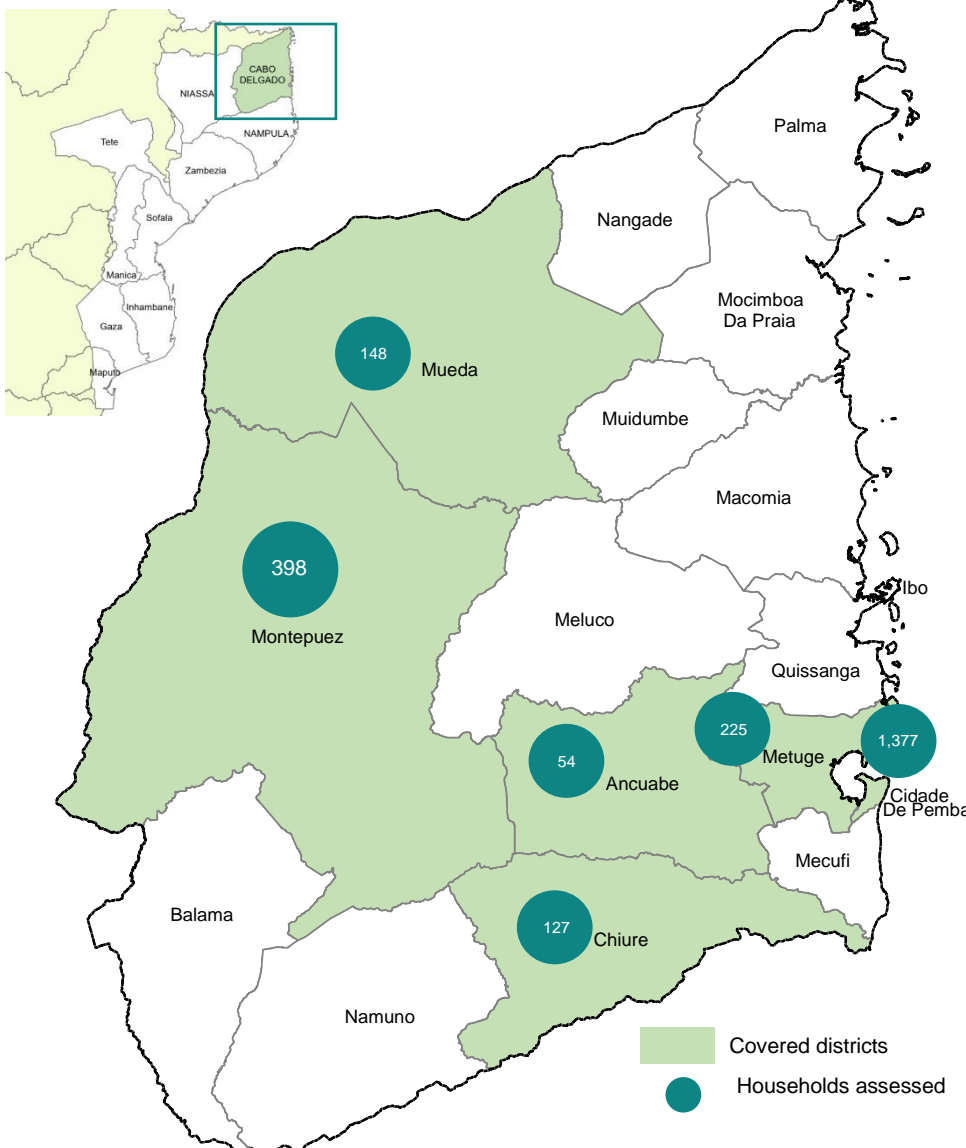




Community Engagement and Accountability to Affected Populations (CEAAP) Working Group conducted Information and Communication Needs Assessment (ICNA) across the Internally Displaced Population (IDP) and IDPs hosting areas in Cabo Delgado province. As of December 2022, **the ICNA reached six (6) districts including Montepuez, Mueda, Metuge, Chiure, Ancuabe and Cidade de Pemba**. The aim of this survey is to identify information and communication needs and gaps between the humanitarian response actors and the IDP population. The data collection started in September 2022 in collaboration with 16 partners working in Cabo Delgado province. A total of 59 data collectors were trained on needs assessment tool that was developed in KOBO tool and used for the data collection. The assessment covers demographics of respondents, bio data including age, gender, education level, district of origin), types of specific needs, access to mobile phone, radio, written material, available, preferred communication channels, access to information, the level of trust in available information and communication channels in the community, and finally dialogue with humanitarian agencies. **A total of 2,329 respondents gave their consent to participate in the assessment.**

Demographics:



Mueda	3 Sites
EPC Namitil, Lianda, Eduardo Mondlane.	
Partners: HelpCode, Solidarities International	
Montepuez	3 Sites
Centro de Ntele Piloto de Mapupulo, Nicuapa A.	
Partners: AVSI, OPD, SEPPA	
Ancuabe	2 Sites
Marokani, Nanona.	
Partners: Pathfinder	
Metuge	3 Sites
EPC 25 de junho, Mieze, Ntocota	
Partners: AVSI, FHI 360, OPD, LFTW, SEPPA	
Chiure	2 Sites
Katapua, Meculani	
Partners: OPD, UNHCR, Plan International	
Cidade de Pemba	6 Neighbourhoods
Bairro de Cariaco, Chuiba, Cimento, Alto Gingone, Josina Machel.	
Partners: UNHCR, FAMOD, FHI360, HI, LFTW, OPD, Pathfinder, SEPPA	

In partnership with:

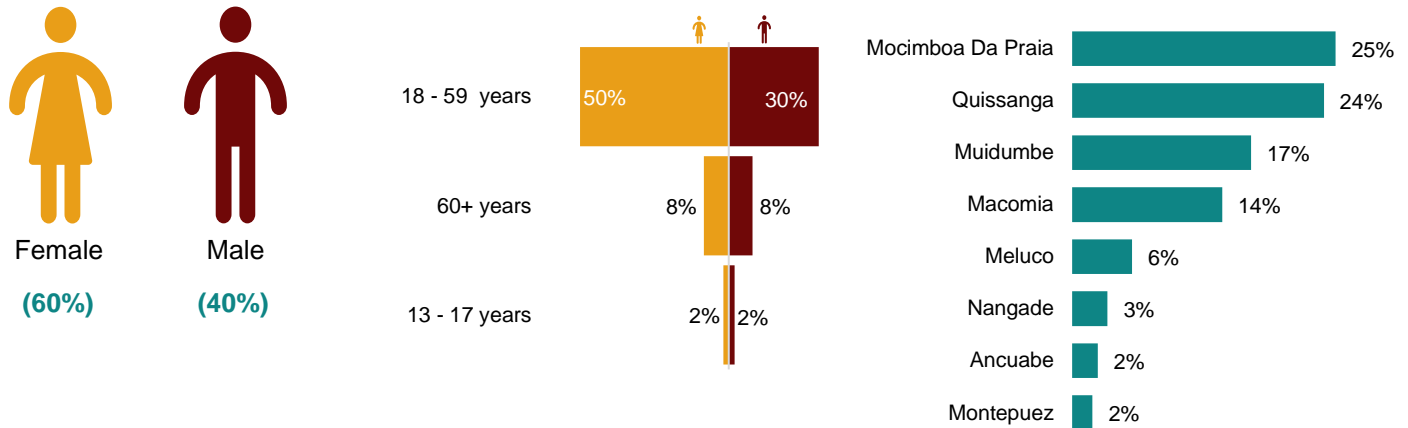
Map creation date: 16 December 2022
The boundaries and names shown in this map do not imply official endorsement by the UN





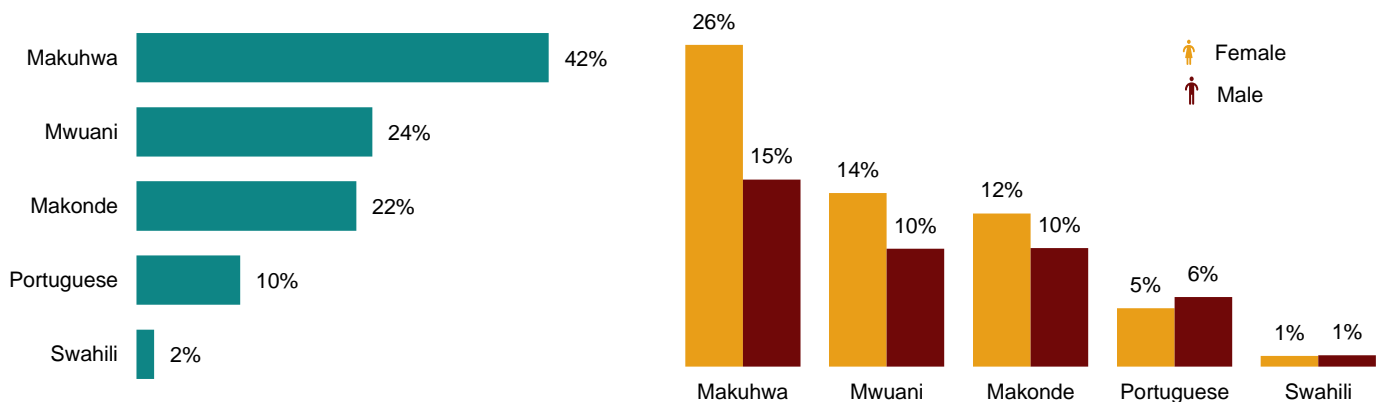
Age, Gender and District of Origin

Majority (60%) of respondents were female and 40% were male. Older persons represent 16 % of the total respondents. The respondents are mostly persons displaced from the districts of Mocimboa da Praia, Quissanga, Muidumbe, Macomia, Meluco, Nangade, Ancuabe and Montepuez.



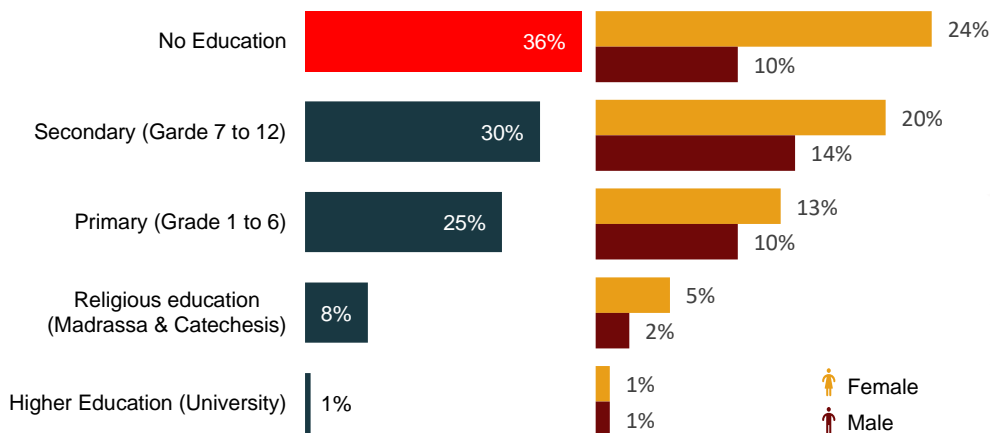
Preferred Language

The preferred language amongst them is dominated by Makuhwa (42%), followed by Mwuani (24%), Makonde (22%), Portuguese (10%) and Swahili (2%). Gender breakdown is also shown in the following chart.



Level of Education

Despite only one third (36%) of the respondents indicated that they had no education, more than half of the respondents (59%) indicate that they are not able to read or write. 24% of the women and girls do not have education, and higher percentage of women and girls only receive religious education. Overall, less women and girls have received education compared to men and boys.



Literacy



Almost 59% of respondents cannot read or write



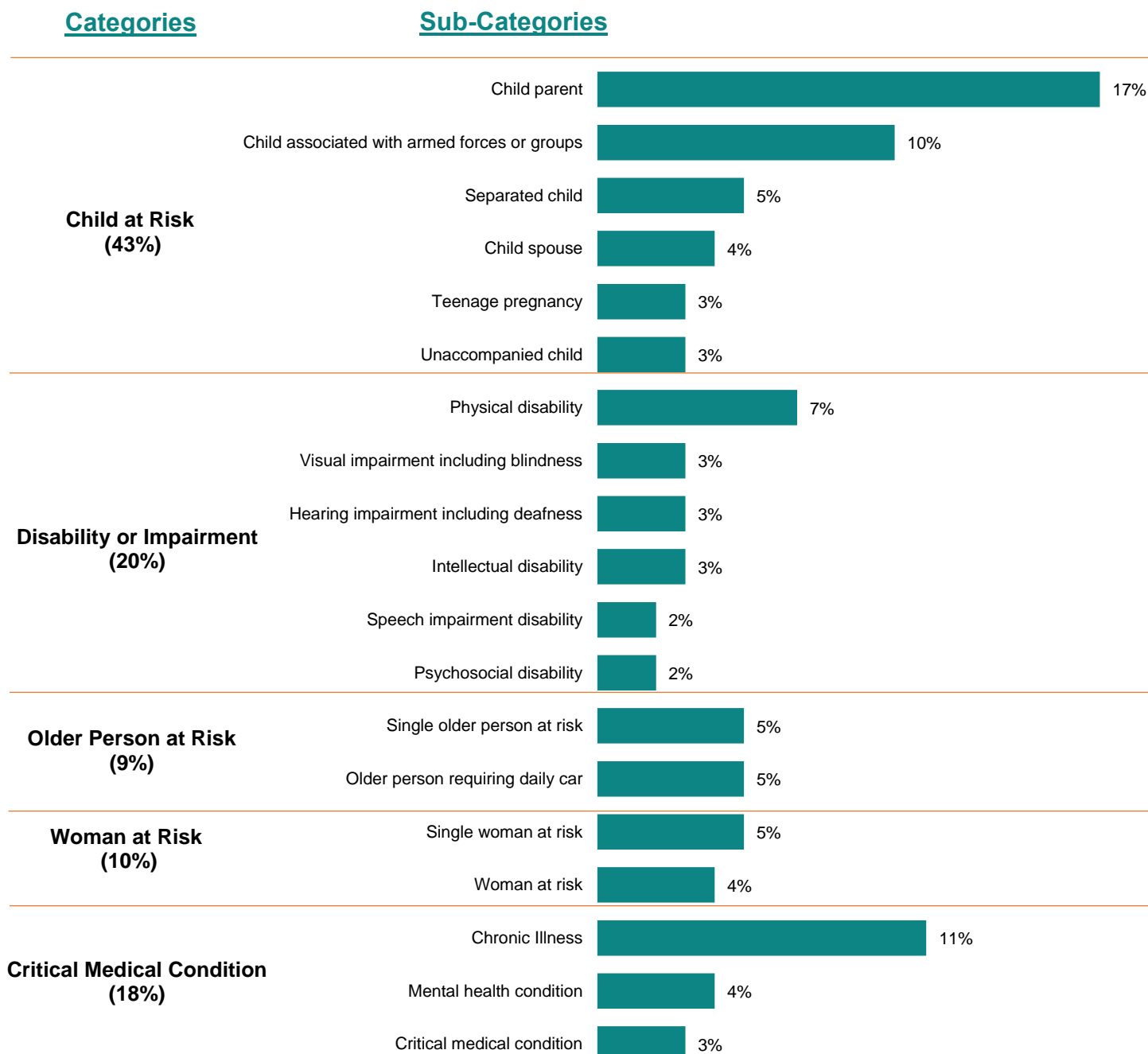
Disabilities/Impairment/Difficulties



The survey utilized the Washington Group Questions on Disability in order to identify persons with disabilities, impairment and/or persons who have difficulty in conducting daily tasks. This includes different levels of severity of difficulty in hearing and seeing, and of speech as well as intellectual impairment. The questions are designed to identify ranges of difficulty from low level up to the highest level, which is considered disability. **The results indicated that almost half of the respondents (45%) are identified as persons either with disability, impairment or some kind of difficulty in conducting their daily tasks, and 57% of the respondents reported to have persons either with disability, impairment or some kind of difficulty in conducting daily tasks in their households.**

Persons With Specific Needs

87% of the respondents reported to have persons with specific needs in their households, comprising of children at risk, persons with disabilities, older persons at risk, women at risk and persons with critical medical condition.



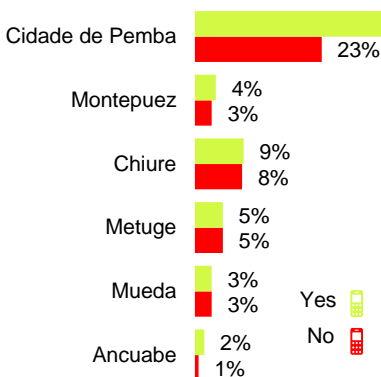


Access to Information: Communication and Information Devices

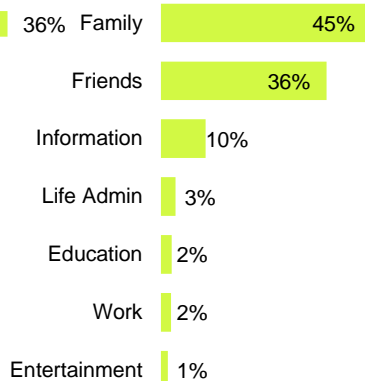
Access to Mobile Phone and Social Media

78% of the respondents either own or have access to mobile phone. Among the survey respondents, the phone is mostly used to communicate with family (45%), friends (36%) and for the purpose of receiving and sharing information (10%). Only 20% of the people who own a mobile phone use social media applications such as WhatsApp (47%), Facebook (46%), and Instagram (7%).

Access to a Mobile Phone



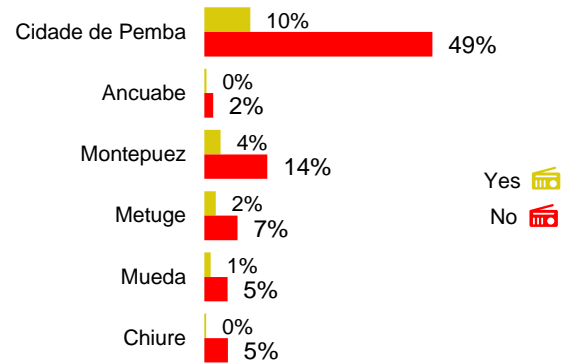
Mobile Phone Usage



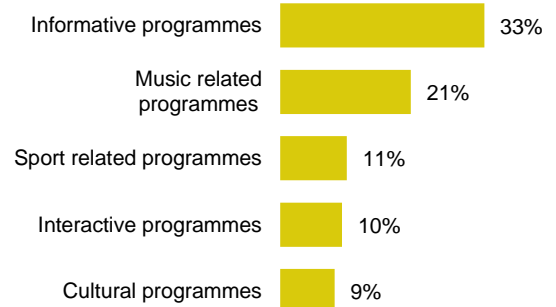
Access to Radio

Less than 31% of the respondents either own or have access to a radio or listen to radio. The main ways of listening to radio is through smartphone, or at the house of a friend or relative.

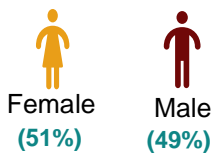
Access to a Radio



Radio Programmes Listened



Social Media Usage by Gender



Social Media Usage

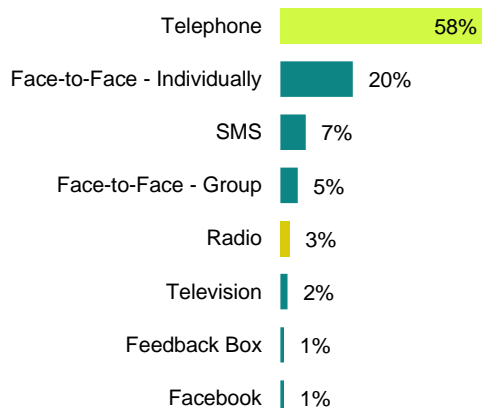


Access to Information: Channels Used to Share Information

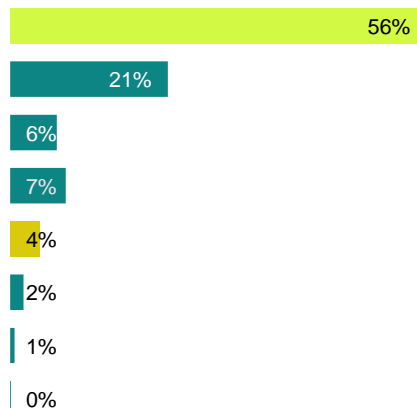
Respondents are asked about how they are sharing various key information. More than half of the respondents indicated that they use telephone to share information on families and friends who are not at their current locations, and/or about their place of origin. Face to face means of communication are more used when sharing information on the current hosting location including information related to services.

Channels Used to Share Information

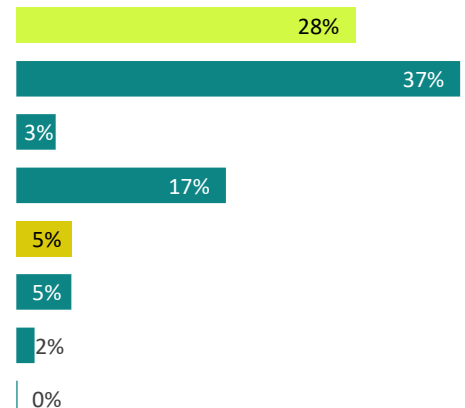
About families and friends who are not with you



About the place of origin



About the current hosting place including services

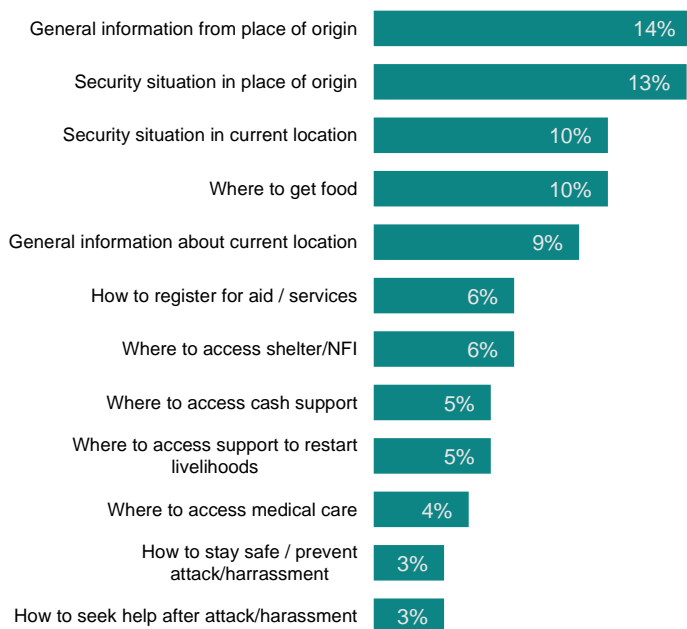




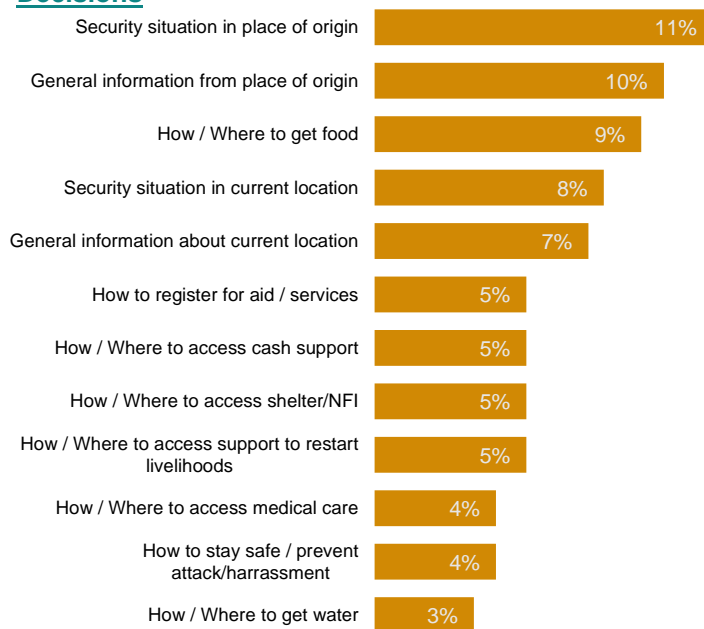
Accessing Information

The respondents are asked about what information they need, however currently not available. They are also asked what information they need to make informed decisions. Close to one third of the respondents indicate that information on security situation and general information in place of origin are needed, especially to make informed decisions, however they are not currently available. Similarly, information on how and where to access to essential services such as food, shelter, cash support, medical care, and water is needed by the respondents, however not currently available. The respondents also mentioned that they lack security and general information on the current location, however they need such information to make informed decisions. Information on how to stay safe and prevent attack and harassment is also requested by the respondents which implicates the prevalence of safety and security issues in their current locations and place of origin, and simultaneously the higher level of awareness on issues related to prevention of violence.

Information Respondents Need, Currently Unavailable



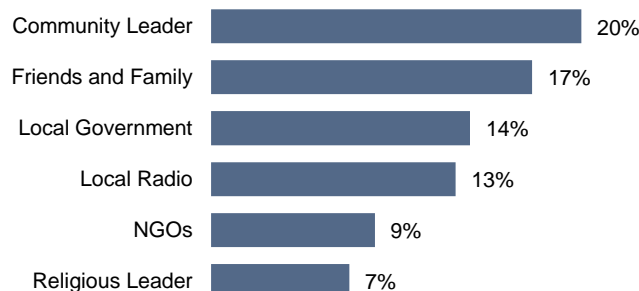
Information Respondents Need to Make Informed Decisions



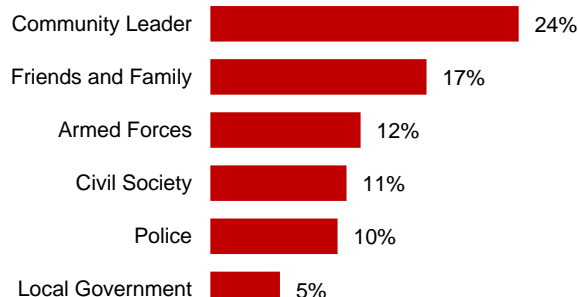
Trust on Information Sources

The respondents were asked about most and least trusted source of information. They indicate that source of information channelled by community leaders are most trusted (20%), however also least trusted (24%). Similarly, the source of information channelled by family and friends is most trusted (17%), but also least trusted (17%). This shows that information needed by the affected populations is majorly channelled by community leaders and family and friends, although there are issues of trust and confidence in information that are channelled by these sources. Humanitarian agencies under NGOs and Civil Society only ranked at fifth among the most trusted information source and ranked fourth (11%) among the least trusted source of information. This clearly shows limited information channelled by humanitarian agencies and also the limited amount of information source channelled is least trusted. Gender breakdown is shown in the following page.

Sources of Information Most Trusted By The Respondents

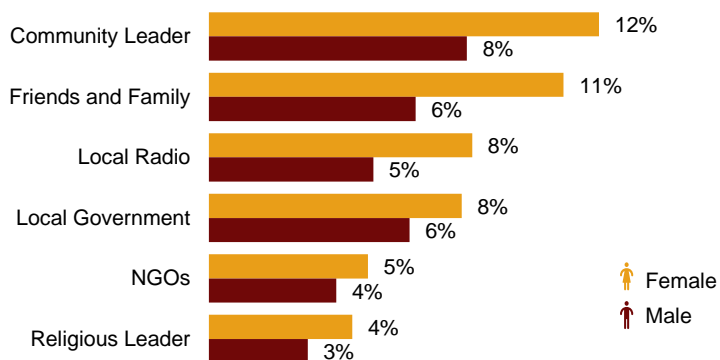


Sources of Information Least Trusted By The Respondents

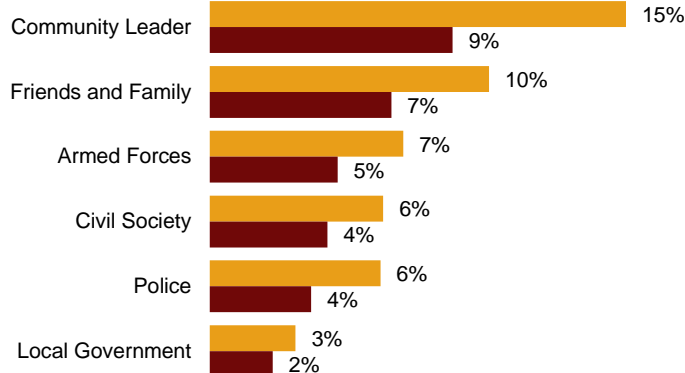




Gender breakdown: Most Trusted Sources of Information



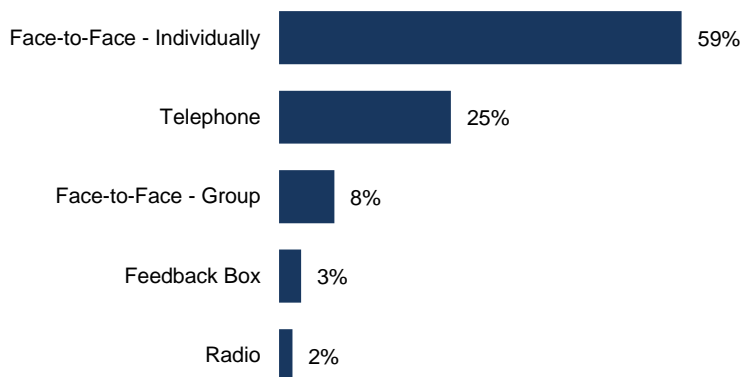
Gender breakdown: Least Trusted Sources of Information



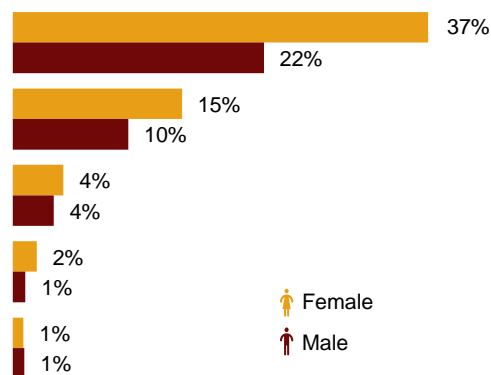
Dialogue with Humanitarian Agencies In General

Only 15% of the respondents have communicated with humanitarian agencies. The respondents stated that they have not communicated with humanitarian agencies because they have no or low expectation of any response (28%), they have fear of not being listened to by the humanitarian agencies (24%), and they have no access to humanitarian agencies (22%), they have no information to share with humanitarian agencies (10%) and they have previously communicated with humanitarian agencies, but not led to any dialogue or any response (6%). In general, these results imply lack of communication between affected populations and humanitarian agencies. Another issue could be power dynamics that are played out between affected populations and humanitarian agencies, as the affected populations are afraid of not listened to due to issues mostly related to services provision or agencies' staff code of conduct. Some affected populations feel that they have no way to communicate with humanitarian agencies. More qualitative information will be needed to understand quantitative findings. The preferred sources to communicate with humanitarian agencies are face-to-face individually, telephone and face-to-face in a group.

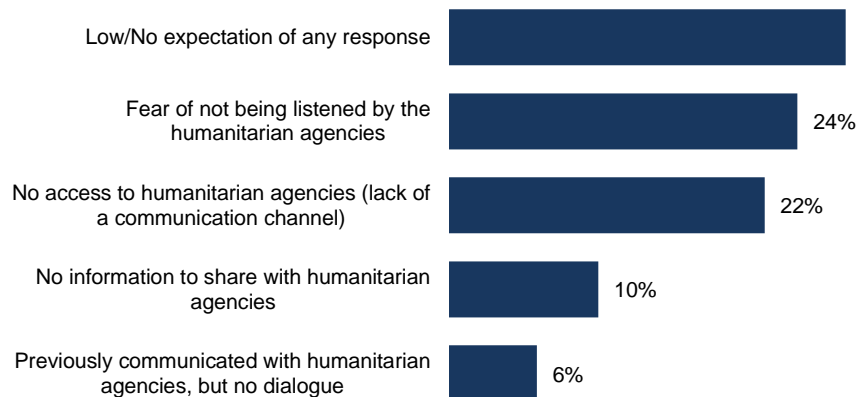
Preferred Way to Communicate With Humanitarian Agencies



Gender breakdown



Why have you not communicated with humanitarian agencies?



Gender breakdown

