

U-Report Uniendo Voces Regional Poll Report

U-Report Uniendo Voces (UV)

UV is a strategic tool to support the delivery of outcomes of the CwC/C4D Group of the R4V regional Platform. Its objectives are:

- Allow refugee and migrant adolescents and youth access to reliable, relevant and updated information on their rights and the services available to them.
- Act as a 24/7 source of information, in their language of preference.
- Support participation and feedback to inform response and advocacy efforts.
- Provide real-time monitoring and evaluation of programme interventions from an end-user perspective.
- Engage with communities for behavior change and measure the impact.

Information and communication needs assessment - UV Regional Poll

The pandemic has deepened the needs of many refugees, migrants and host communities and, in many cases, has led to significant changes in access to essential services. In the context of an infodemic, it is also anticipated that access to reliable information has become more difficult, creating even greater obstacles for refugee, migrant and host community adolescents and youth to access humanitarian and government services.

This first regional poll of UV sought to:

- Identify the demand for information on rights and services of adolescents and youth.
- Define the channels most used by the affected population.
- Inform proposals for promoting access to connectivity services.
- Evaluate the effectiveness of current information processes.
- Promote participation in the co-design of the response and identify proposals from the community.

The results will contribute to the design of communication strategies of the CwC/C4D working group, at the regional and national levels and to strengthen the UV platform.

The poll was conducted between December 4, 2020 and January 8, 2021, and was promoted through the digital channels that are part of UV. Registered users received the poll directly on their phones and answered the questions on WhatsApp and Facebook. Digital media promotion also allowed reaching young people in other R4V countries.

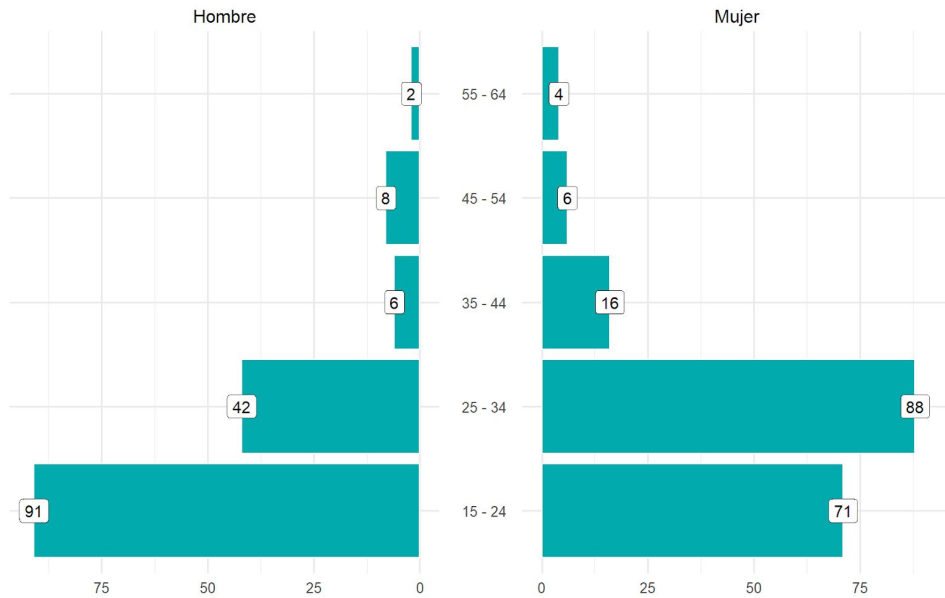
It is important to note that the sample is not representative of all young people. However, U-Report Uniendo Voces is a critical tool for deploying participatory processes and rapid assessments, and providing key information 24/7 and in emergency situations.

Main results

Demographics

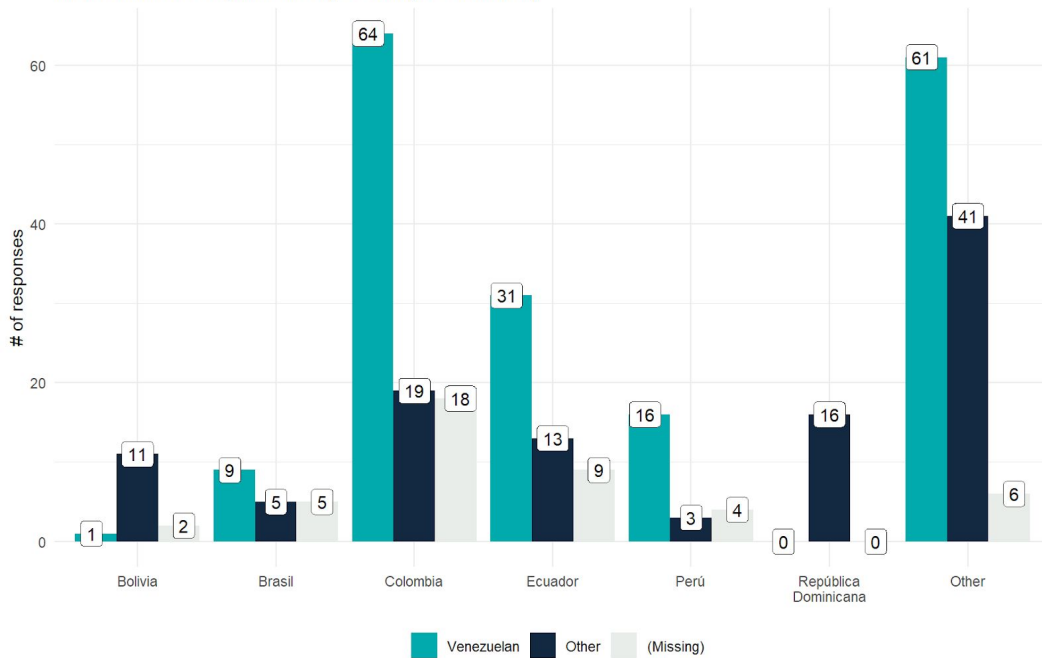
- The total number of participants after data cleaning reached 334 records (73.6% of the original dataset). Data processing was carried out with the support of UNHCR.
- Of the participants, 55.4% were women and 44.6% were men. 48.5% are young (15-24), 51.5% adults (25-64).

Breakdown of Respondents by Age & Gender



- Countries with the highest number of participants were Colombia (101), Ecuador (53), Brazil (19) and Peru (23). 54% were of Venezuelan nationality.

Breakdown of Respondents by Country & Nationality

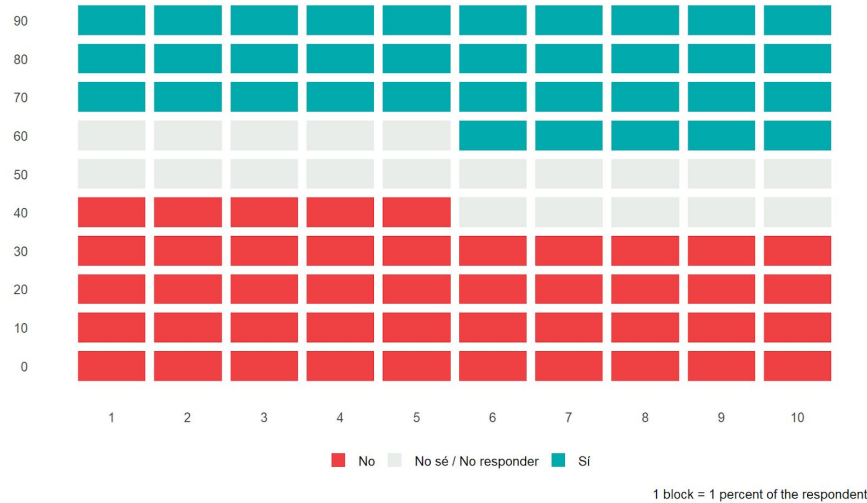


Findings

Among the respondents to the poll:

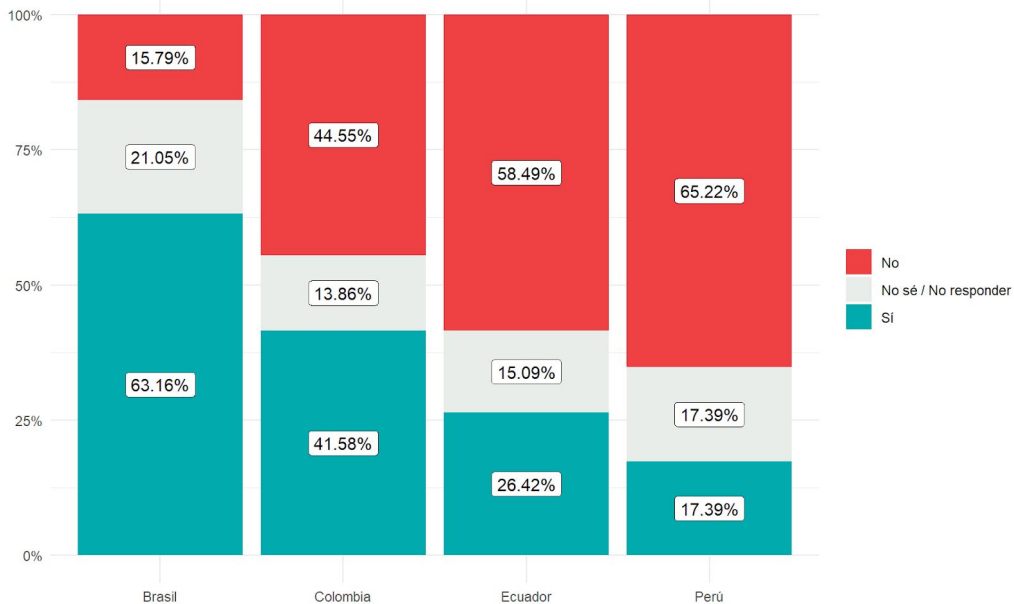
- 45% do not feel informed about their rights, the services and assistance available during pandemic response.

Feel Informed About Rights, Services, and Assistance?
Regional overview

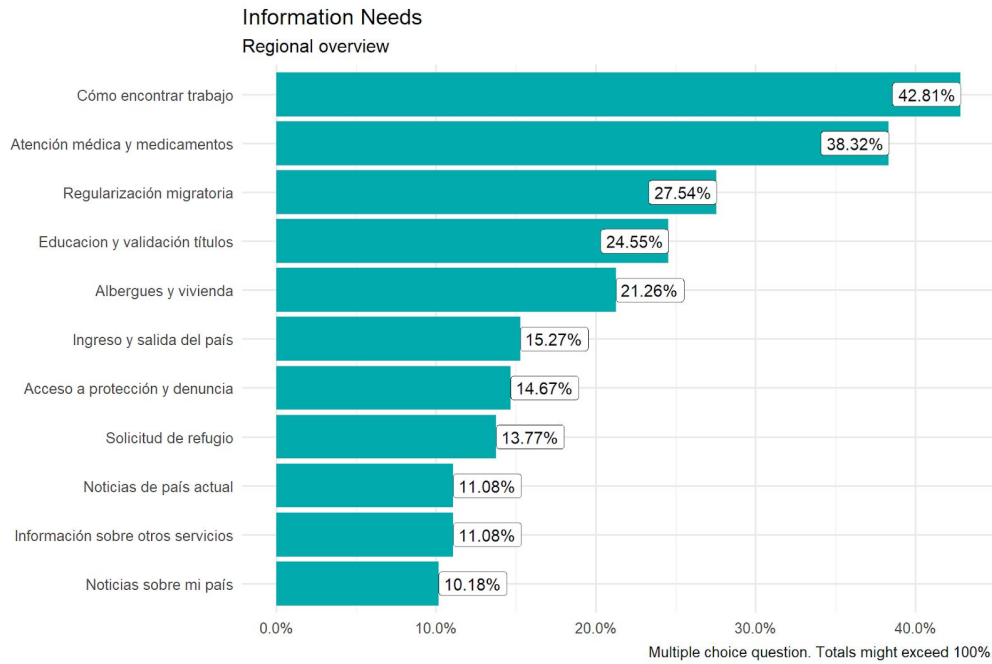


- Lack of information among participants rights and services is higher in Peru (65%) and Ecuador (58%).

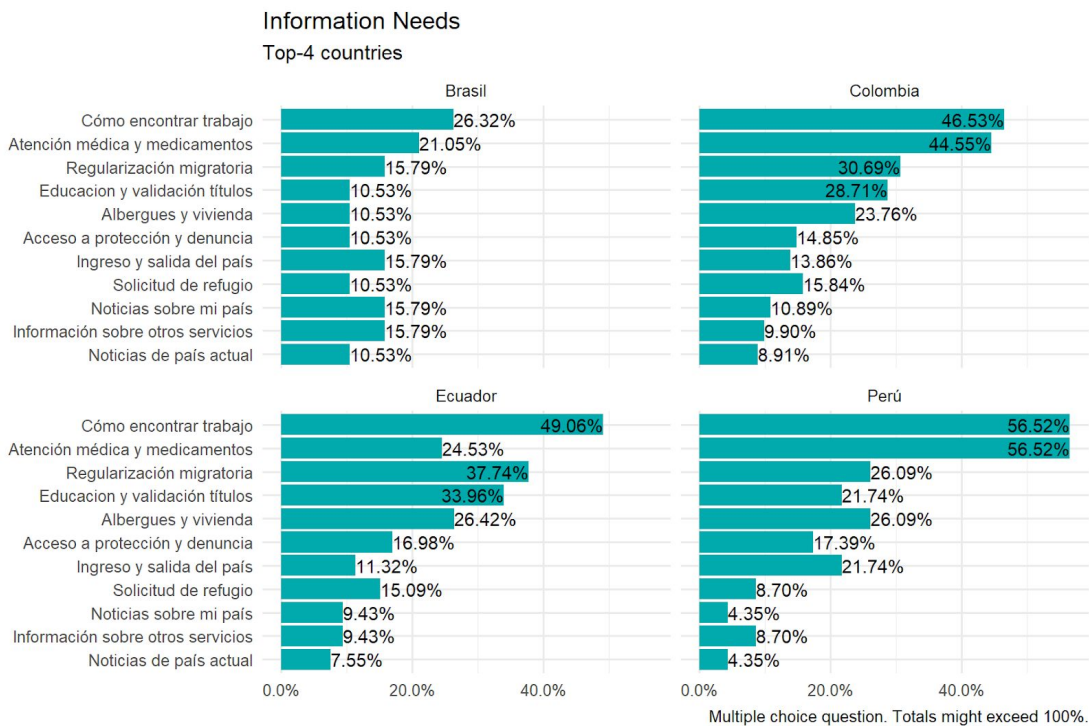
Feel Informed About Rights, Services, and Assistance?
Top-4 countries



- The greatest information requirements are how to find a job (43%), medical care and medicines (38%), regularization (28%).



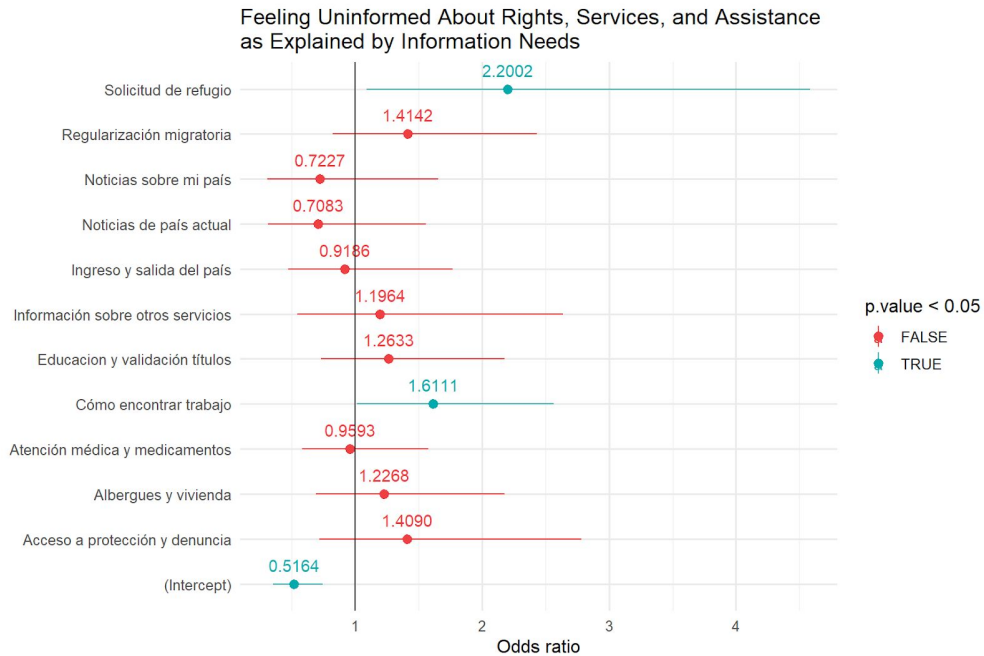
- Differences can be found among the countries with the highest response rates. For example, the demand for information on employment and health care reaches 56% in Peru, and decreases to 26% and 21%, respectively, in Brazil. The demand for information on regularization reaches 38% in Ecuador.



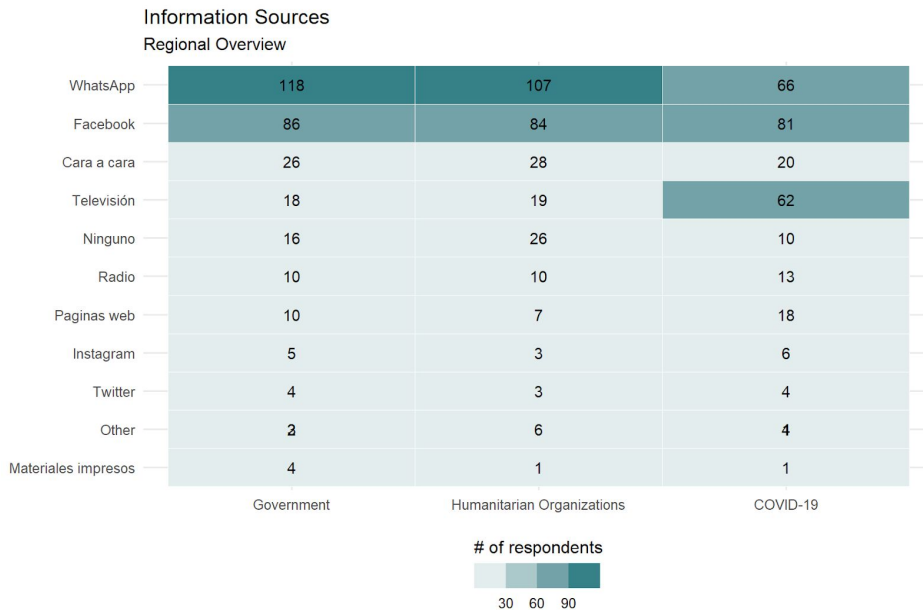
- However, the simple tally of information needed by respondents may give misleading pictures of the weight that respondents place on the different items. Exploring the interplay between

information needs and the feeling of uninformedness (the previous question) tells a different story.

- People who require information about applying for refugee status and finding a job are 2.2 and 1.6 times as likely to feel uninformed about their rights, services and assistance as someone with no information needs.

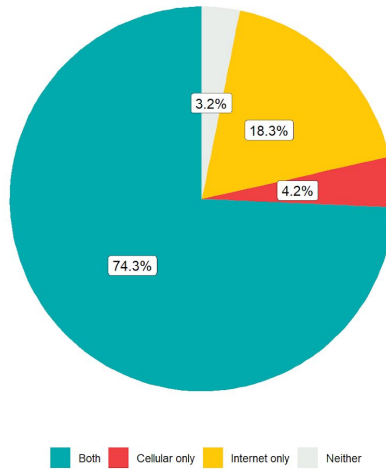


- WhatsApp and Facebook are the main channels for finding out about government and humanitarian services. In terms of accessing information on the COVID-19 pandemic situation, WhatsApp, Facebook and TV are listed as the main channels.

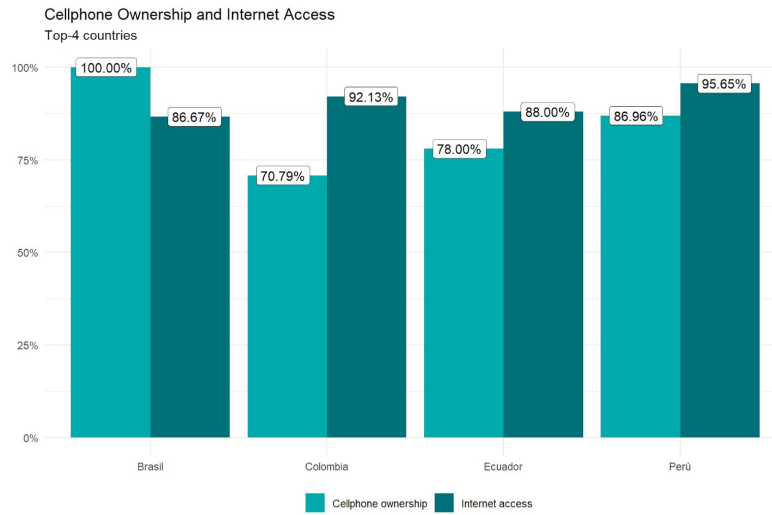


- 74% have a personal mobile phone and access to the internet. 4.2% only have access to a personal mobile phone but not to the internet; 3.2% don't have access to either.

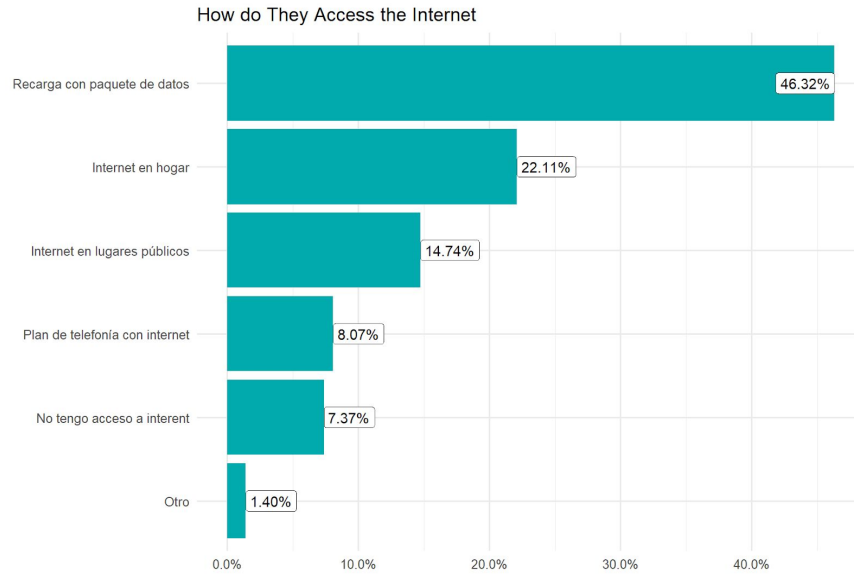
Access to Connectivity
Mobile and Internet Connectivity



- Personal mobile phone ownership among participants is highest in Brazil (100%) and lowest in Colombia (71%).



- Most access the Internet through data package recharges (46%) or have Internet access at home (22%).

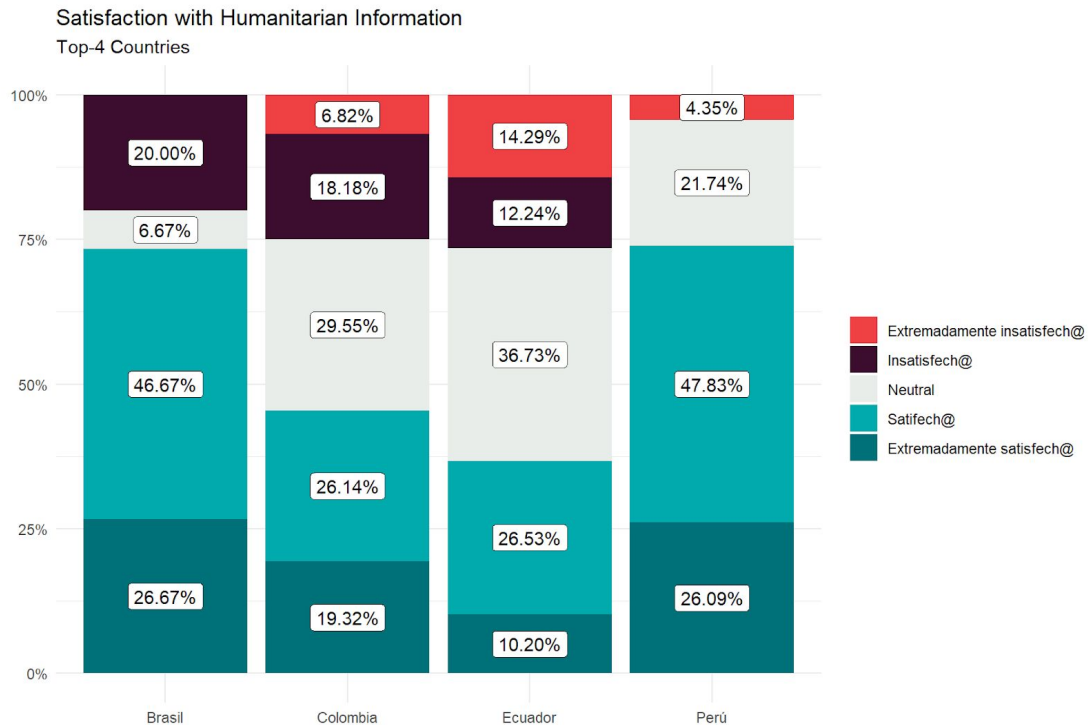


- 32.4% have had problems accessing connectivity services (SIM card registration/IMEI number).
- 20% are extremely satisfied and 29% are satisfied with the information received by humanitarian organizations. 10% feel extremely dissatisfied.

Satisfaction with Humanitarian Information



- Satisfaction among participants is higher in Brazil and Peru. 73% mentioned they were extremely satisfied and satisfied in Brazil, and 74% did so in Peru.



- Participants also shared proposals to improve access to information about rights and services:
 - That these topics are talked about in social media. **Male, 17, Ecuador.**
 - To have more access to complete information about what to do and what not to do when you think you have COVID-19 symptoms. Also, information about what is happening within the country and its surroundings. **Male, 18, Colombia**
 - That the organizations provide us with more support. It can be through social media on how to get help. Many people need it and do not know how to access it. **Female, 21, Colombia**
 - That the information is disseminated not only through the Internet but also through other media. **Female, 25, Peru.**
 - Information is too dispersed. Have information in one place. **Female, 35, Brazil.**

For questions about U-Report Uniendo Voces and how it can contribute to other program areas and projects, please contact Juan Pablo Arguello, U-Report Uniendo Voces Regional Coordinator: jarguello@unicef.org.

<https://www.facebook.com/ureportuniendovoces>