

Introduction:

This dashboard presents a detailed analysis of the recent digital communication and needs assessment survey, focusing on the refugee population in the **5 camps of Burundi**. With careful attention to demographic nuances, the following visualizations offer insights into the **Age, Gender and Diversity (AGD)**, and distribution of respondents within the camps. The data encapsulates the voices of **404** individuals, shedding light on ownership and usage of digital devices, preference on receiving and sharing information and how they want to communicate with UNHCR. The aim is to utilize these findings to better understand the refugee population profile, tailor the delivery feedback and response mechanisms and address the unique needs identified in the assessment.

Hover your mouse on each visual to get more detailed on the preferences of each segment.

DEMOGRAPHICS

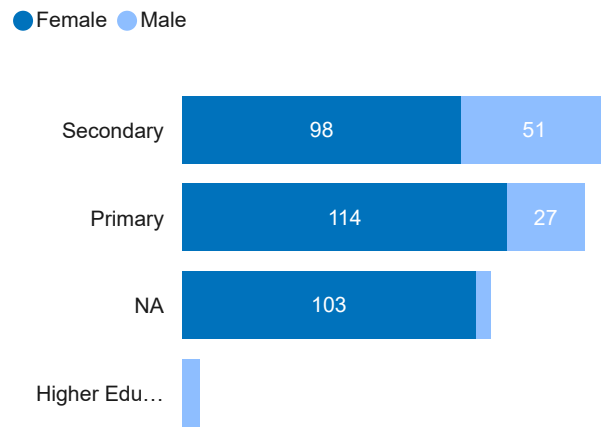
404

TOTAL RESPONDENTS

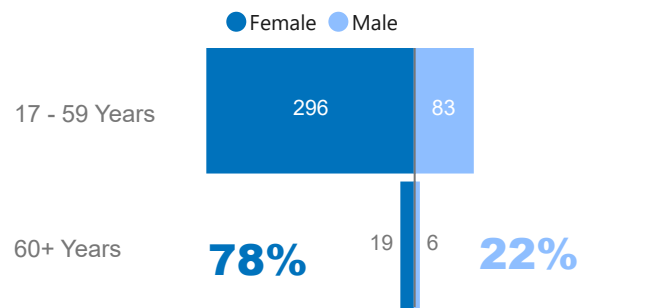
36 years

AVERAGE AGE OF RESPONDENTS

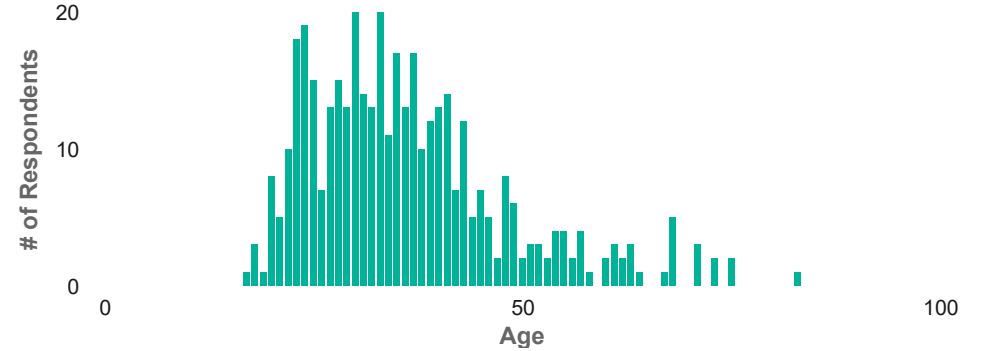
Respondents by Level of Education & Gender



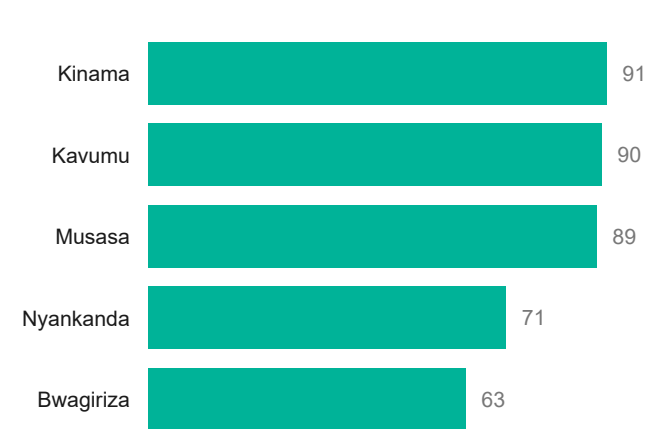
Respondents by Age and Sex



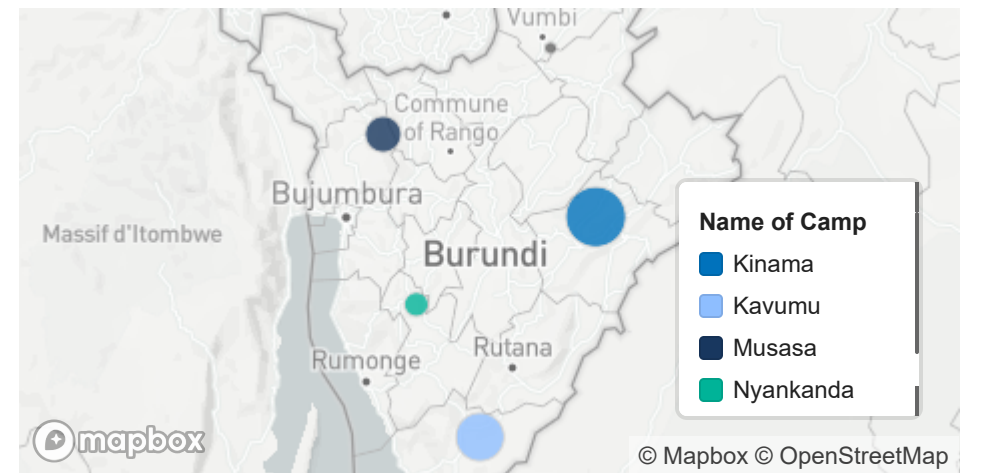
Age Distribution of the Respondents



Respondents by Refugee Camp



Respondents by Map

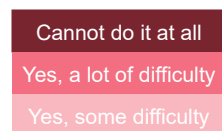


People with Disabilities (PWDs)

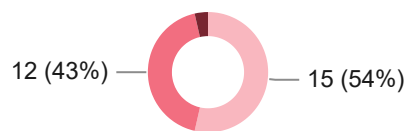
The assessment also included the people living with disabilities with 28% reporting some form of disability. for specific form

28%

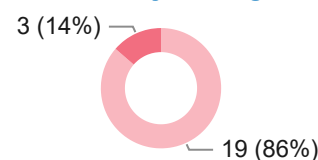
Reporting having some form of difficulty



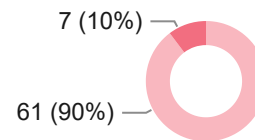
Difficulty communicating



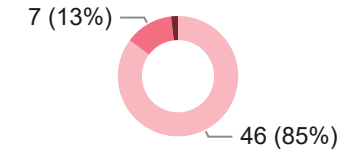
Difficulty Hearing



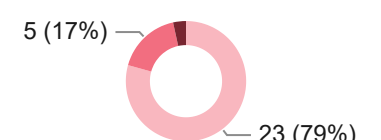
Difficulty Seeing



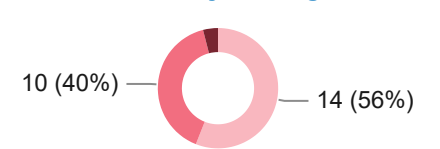
Difficulty Remembering



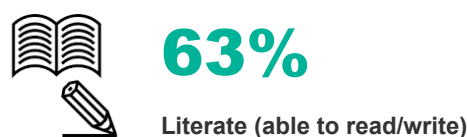
Difficulty Walking



Difficulty Walking



KEY METRICS & FINDINGS



Most USED Communication Channel
Face-to-Face meeting

Most PREFERRED Communication Channel
Telephone voice call

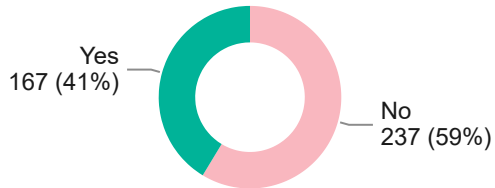
Ownership and Usage

This platform presents an in-depth analysis of how different demographics engage with digital communication devices such as mobile phones, computers, radios and TV. Dive into the data to uncover trends in device preferences, usage patterns, and the penetration of digital technologies across 5 refugee camps of Burundi. The visuals provide a clear representation of the data, offering insights into the evolving relationship between refugees and their digital devices.

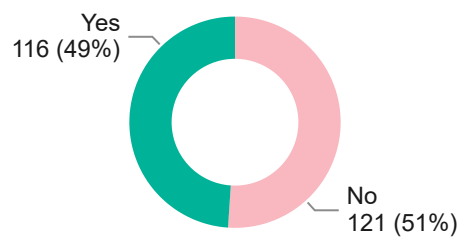
MOBILE PHONES



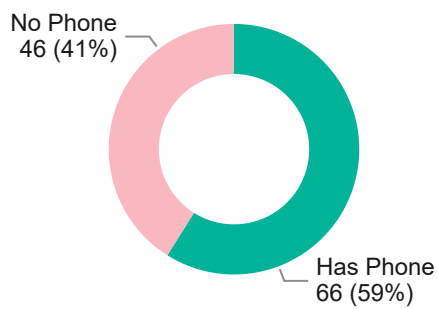
Do you OWN a mobile phone?



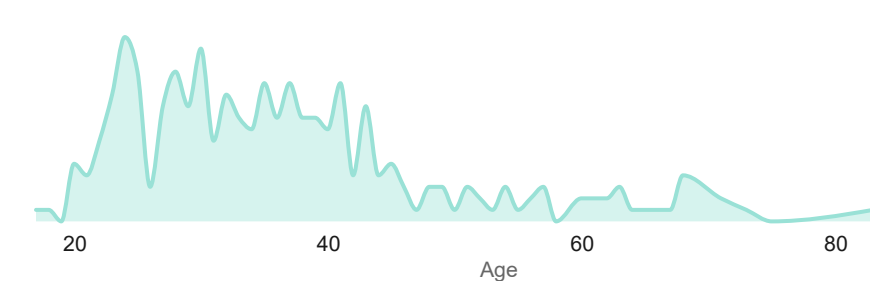
Do you have ACCESS to a mobile phone?



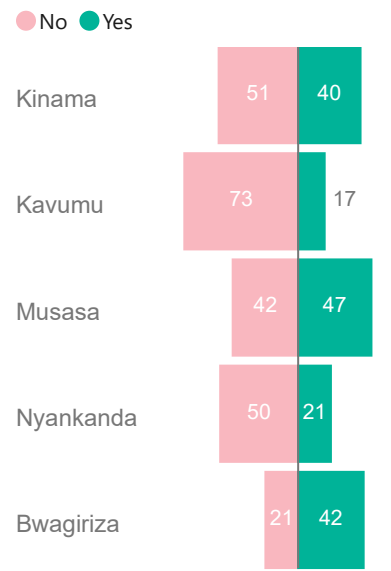
Mobile Phone Status Among the PWDs



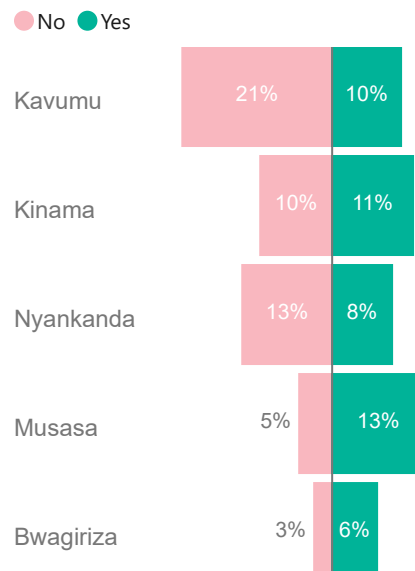
Mobile Phone Distribution by Age



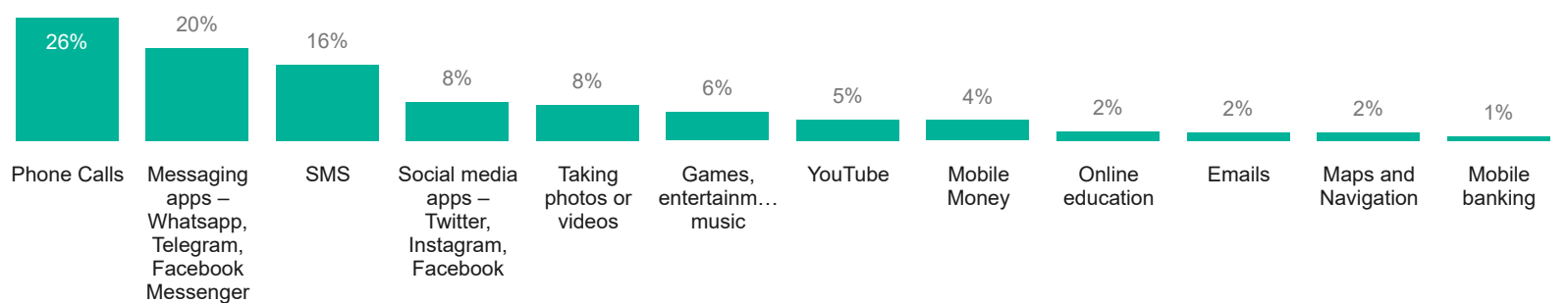
Mobile Phone OWNERSHIP BY CAMP



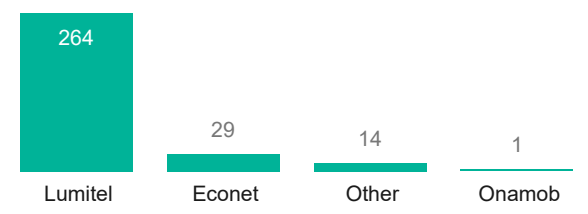
Mobile Phone ACCESS BY CAMP



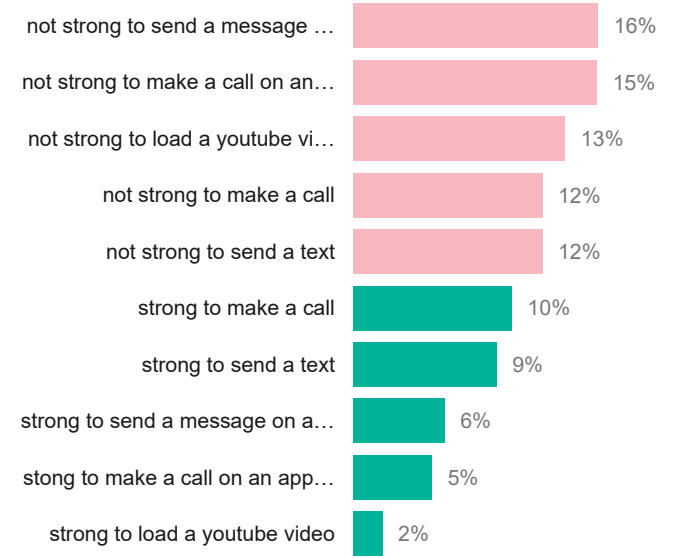
What do you use a phone for?



Mobile Phone NETWORK Used



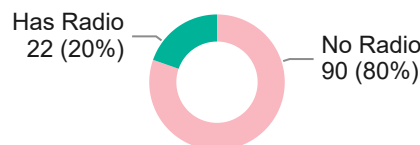
Mobile Phone Network signal and Internet strength.



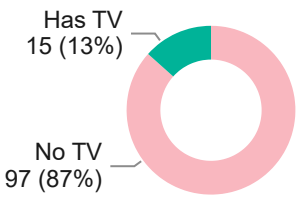
RADIO AND TELEVISION



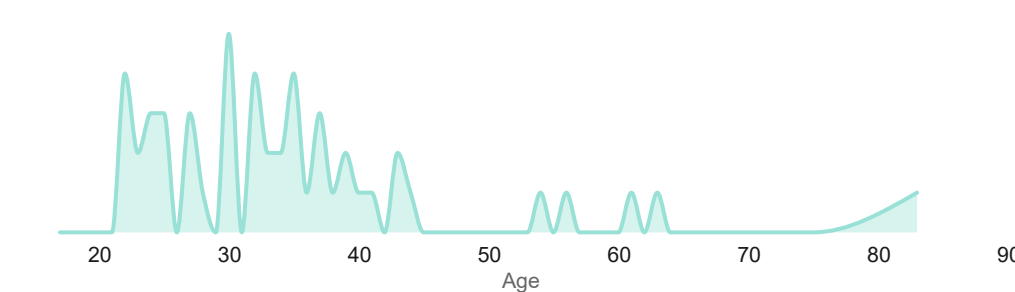
Radio Status Among the PWDs



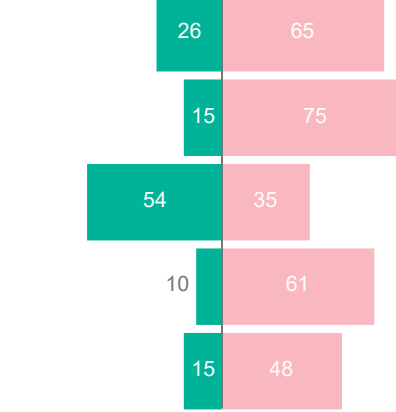
TV Status Among the PWDs



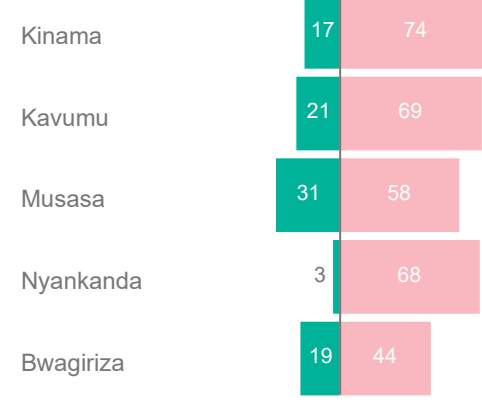
Radio & TV Distribution by Age



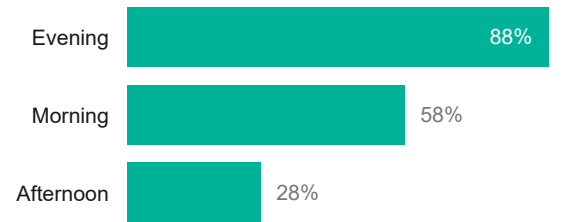
Radio Ownership or Access by Camp



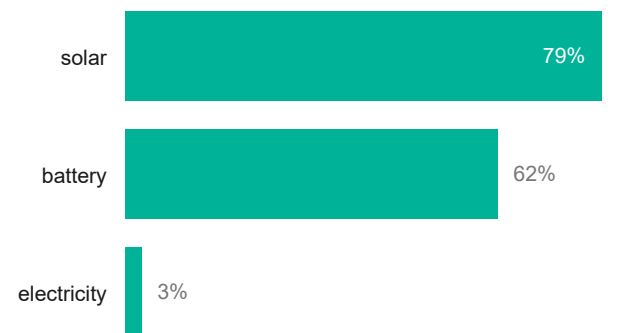
TV Ownership or Access by Camp



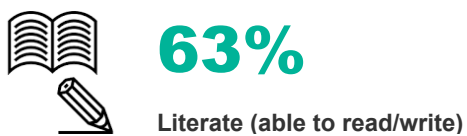
What time do you usually listen to the radio?/TV



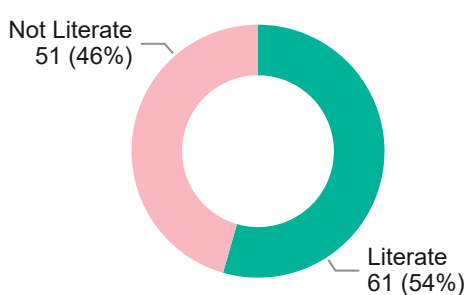
How do you power the radio / TV (batteries, electric, solar)



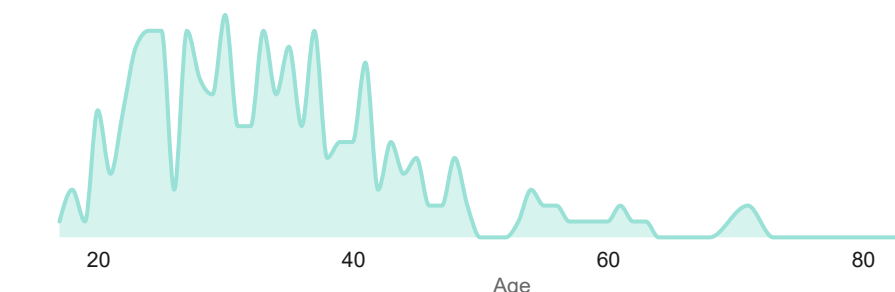
LITERACY & COMPUTERS



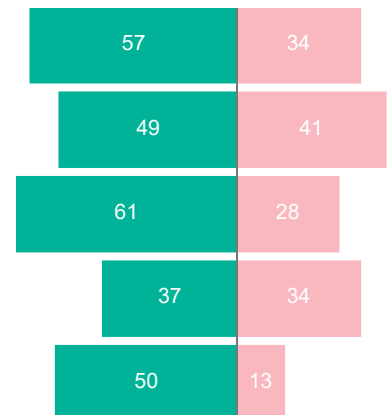
Literacy Status Among the PWDs



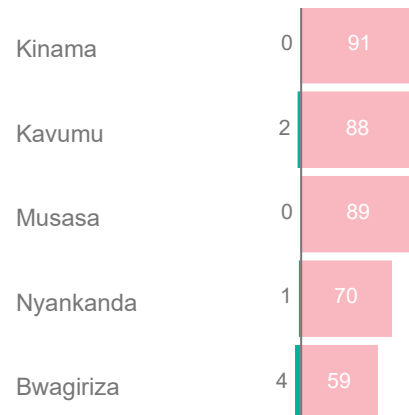
Literacy Distribution by Age



Literacy Status by Camp



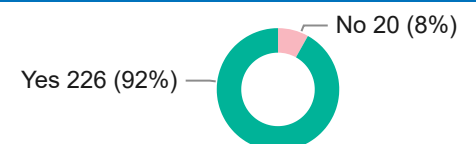
Computer Status by Camp



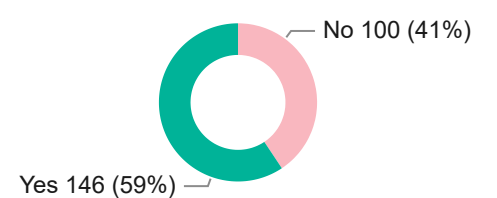
Do you currently read newspapers?



Have you seen posters with information from UNHCR or partners in your community?



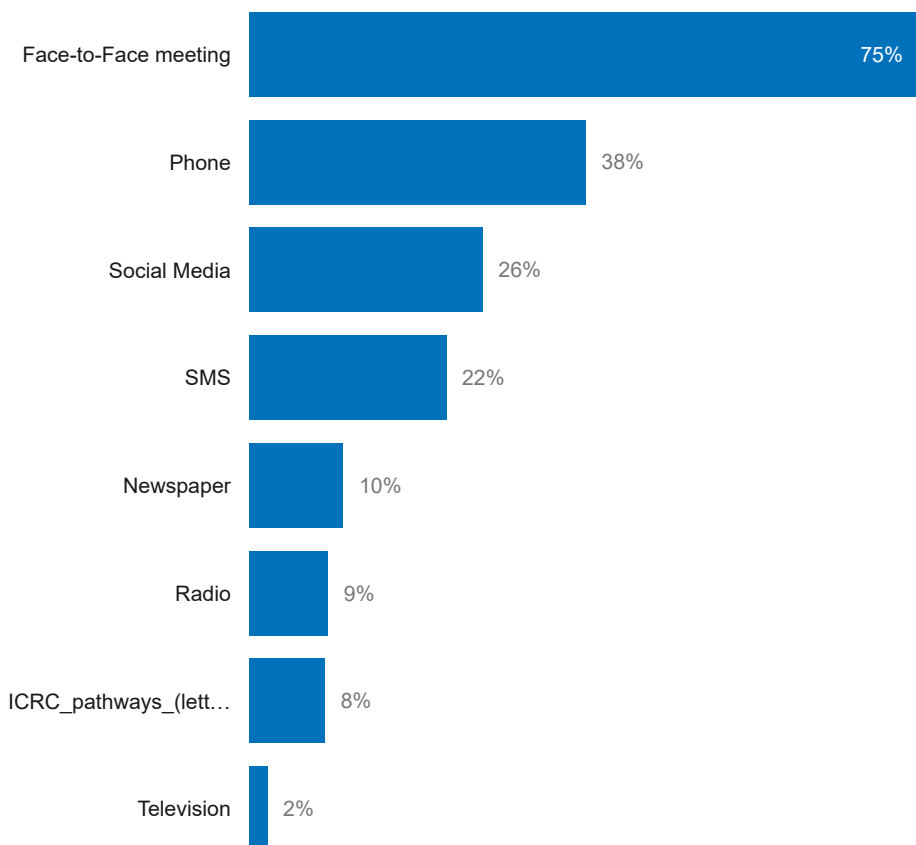
Have you received any printed materials from UNHCR and partners since being here?



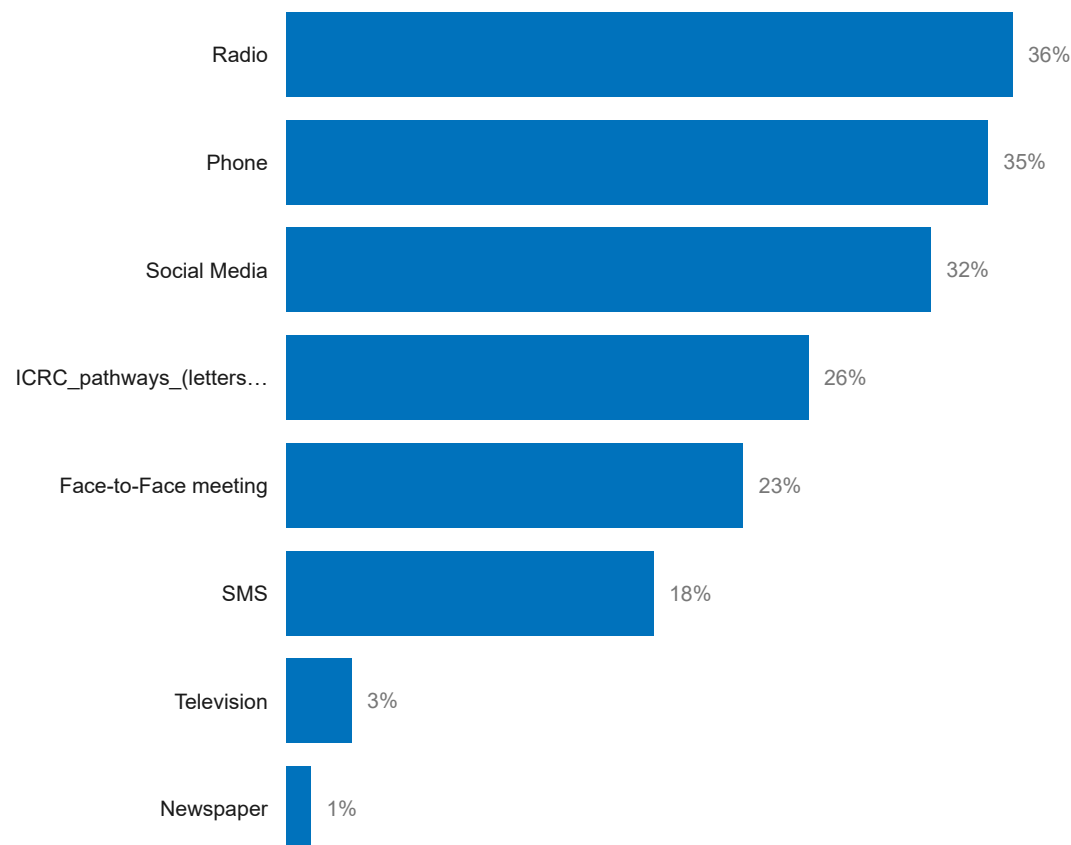
RECEIVING AND SHARING INFORMATION

This dashboard provides an overview of preferred communication channels and satisfaction with information access among respondents. It highlights trends in how information regarding the services of UNHCR and partners is sourced and shared, as well as general sentiment towards the availability of important updates and services.

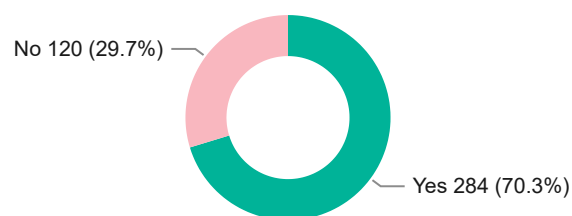
What communication channels do you use to find out information about services available to you from UNHCR and partners in this location?



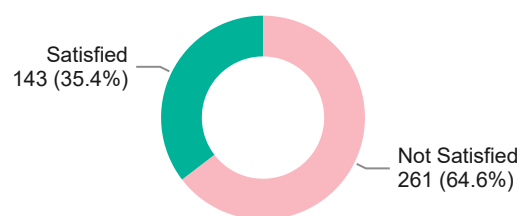
What communication channels do you use to find out information about the situation in your place of origin?



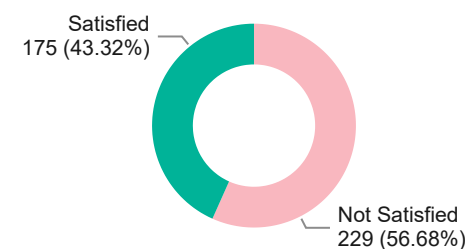
Have the communication channels you use to communicate with friends and family in your place of origin changed since you became a refugee?



How satisfied are you with the availability of information to you about the humanitarian and security situation in your area?



How satisfied are you with the availability of information about available humanitarian services or assistance?

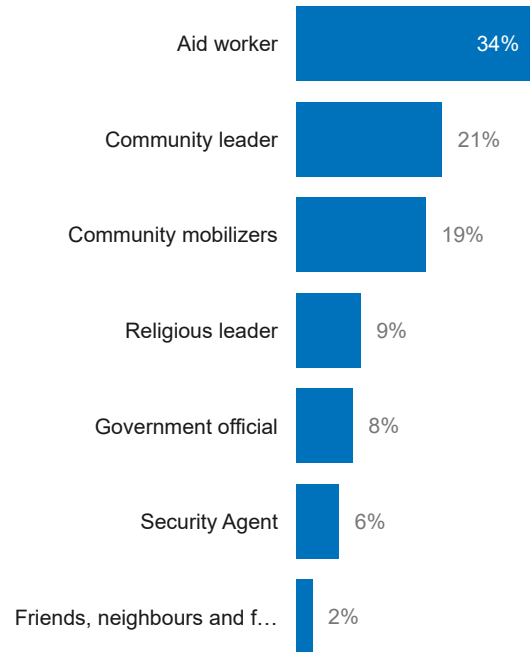


TRUST AND SAFETY

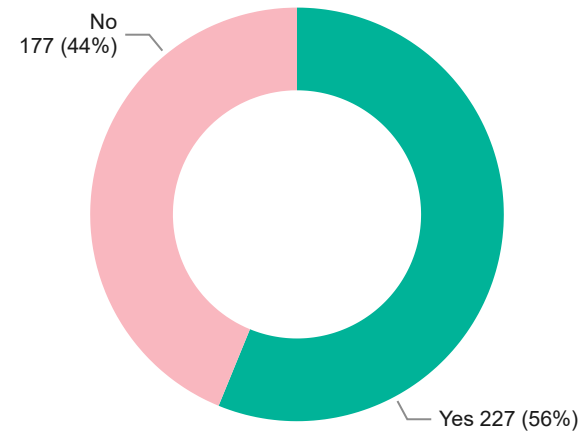
The dashboard provides a snapshot of trust and concerns regarding information sources and safety within a community. It reveals preferences for trustworthy information channels and highlights awareness of misinformation and key issues related to information security.

Which sources of information do you trust?

% of Respondents by the sources of information

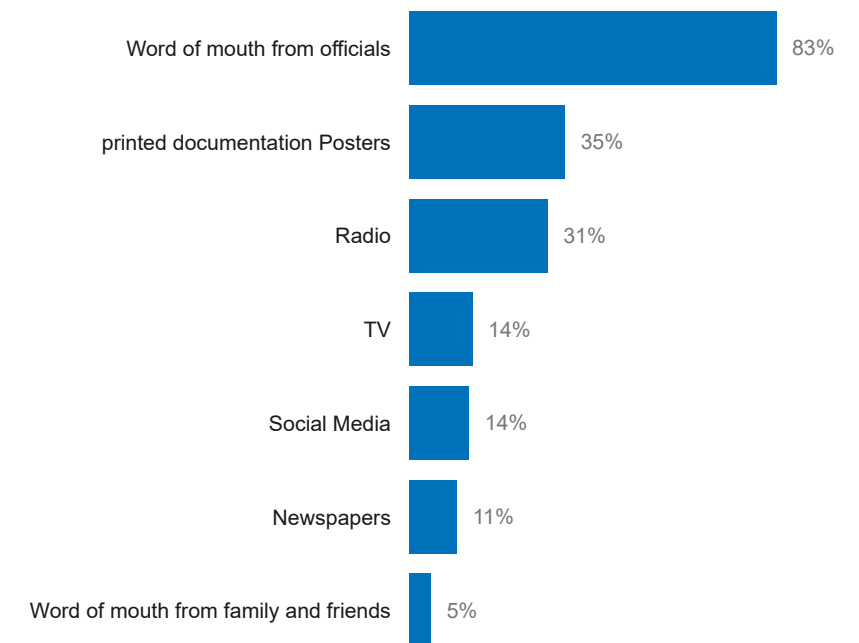


Are there individuals or groups within this community who are sharing what you believe is false information?

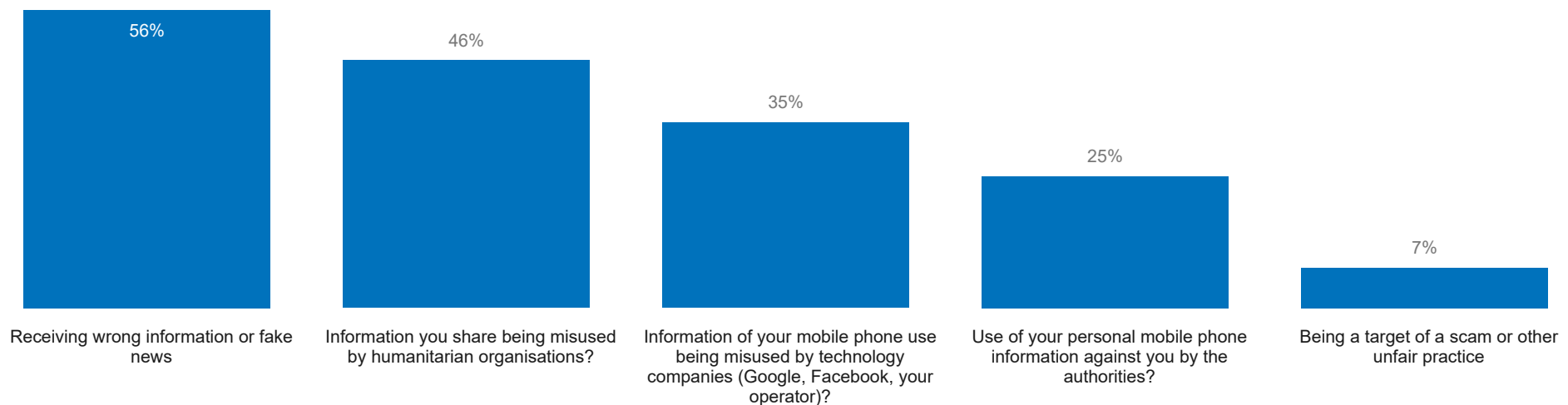


What channels of information do you trust?

% of respondents who trust the sources of information



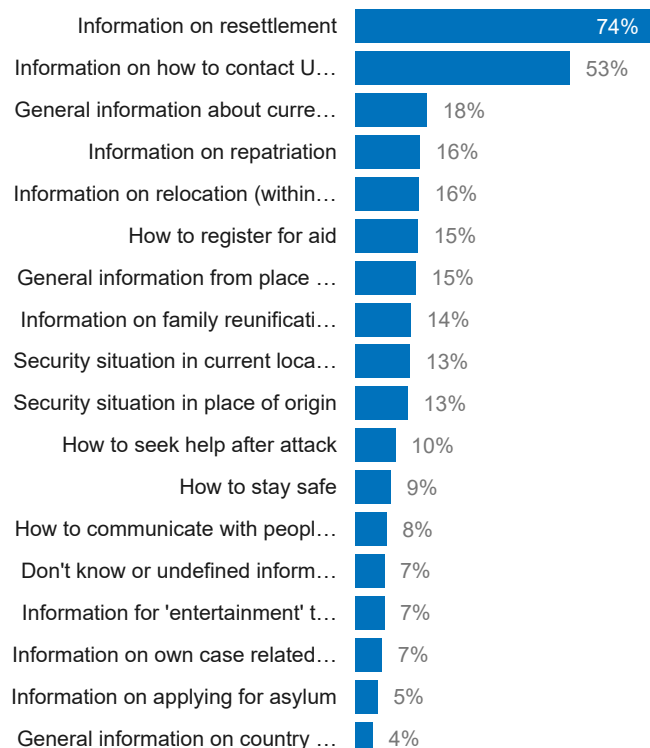
Key Concerns with regards to receiving and sharing information:



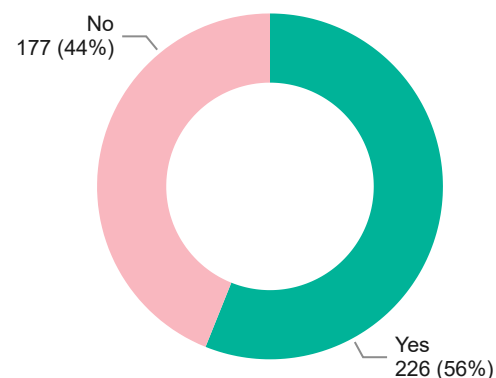
Information Needs and Preferences

The dashboard provides insights into the information needs, barriers to communication, and preferred methods of receiving and sharing information with UNHCR and its partners. They outline areas where information is lacking, concerns about sharing feedback, and the favored channels for communication, reflecting the community's preferences and hurdles in information exchange

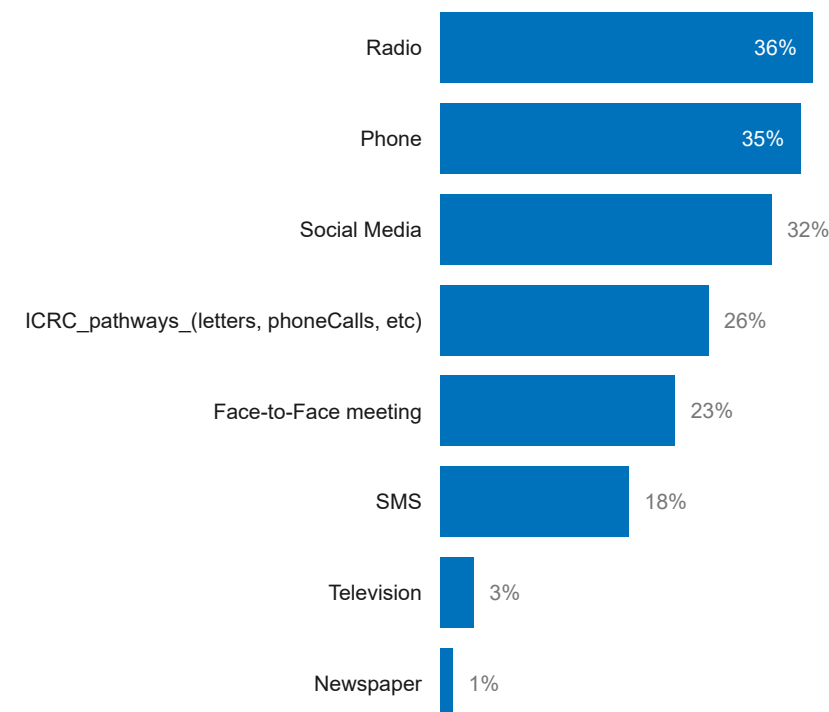
Are there any issues which you would like to know more about, but you feel information is not currently available to you?



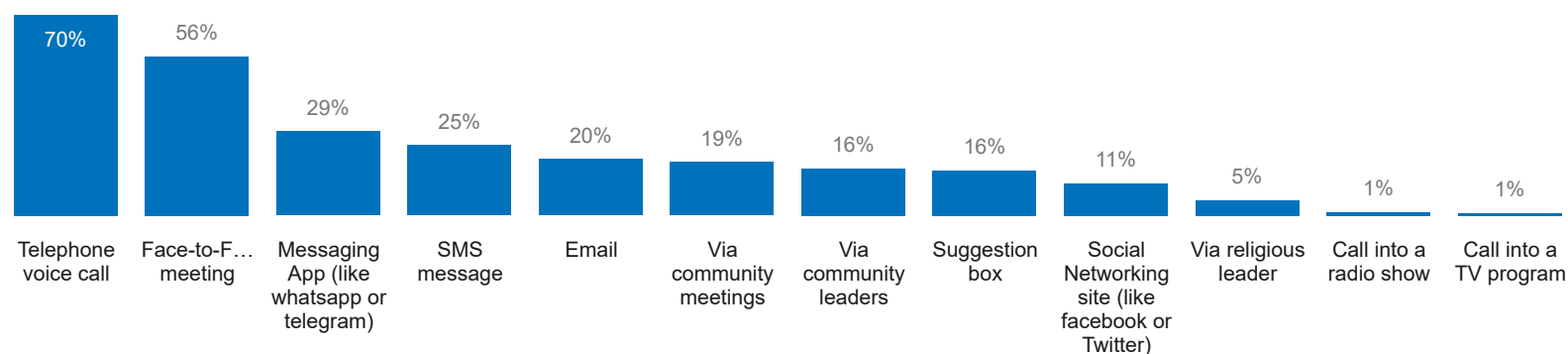
Is there anything that would prevent you from sharing serious concerns or making a complaint?



What communication channels do you use to find out information about the situation in your place of origin?



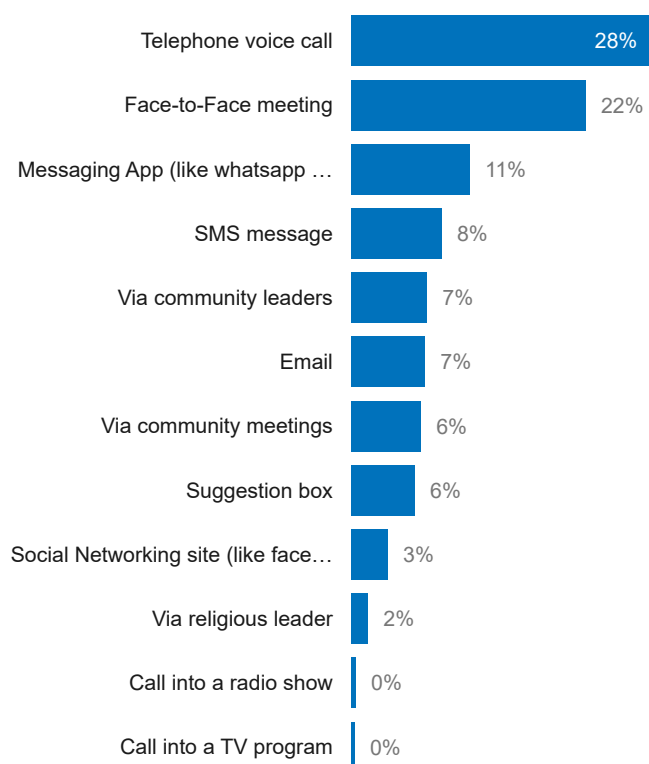
If you could choose, how would you like to receive information about these issues from UNHCR and partners, which channel would you prefer?



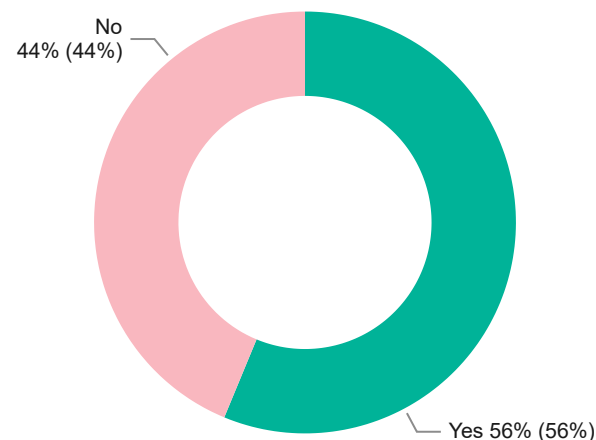
Communicating with UNHCR

The visuals on this dashboard display preferences for communication with UNHCR, potential barriers to reporting issues, and the methods respondents would use to share a complaint or concern. They collectively provide a quick reference to understand how respondents would ideally like to engage with the organization and any hesitations they might have in doing so.

If you could choose, how would you most like to communicate with UNHCR?



Is there anything that would prevent you from sharing serious concerns or making a complaint?



If you had a complaint or a serious concern right now, how would you share this with UNHCR?

