

ASSESSMENT TOOLS



REGIONAL INFORMATION AND COMMUNICATION NEEDS ASSESSMENT

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

November 2019



**RESPONSE FOR
VENEZUELAN**
Coordination Platform for
Refugees and Migrants
from Venezuela

R4V - Evaluación Regional de Necesidades de Información y Comunicación - Situación Venezuela

ENUMERATOR

The first two questions should only be filled out by the interviewer. Do not ask these questions to the interviewee.

Enumerator name

Organization

Date of Monitoring

yyyy-mm-dd

Which country are you in?

Which department/province are you in?

Location type

-

- Urban
- Border
- Other

Other (specify)

Name of place (city, community, shelter, office, bridge etc.)

CONSENT

Your input will help us understand what kind of information you and other people need, and how to access safe and reliable information.

All the information shared in this survey will be confidential. Your contributions will be used for our analysis of the information and no personal information that identifies you individually will be shared. Your opinion counts, and you will not be judged by your comments. Your participation in this exercise is totally voluntary, has no cost, or benefit in return. If you do not feel comfortable responding to any of the questions, feel free to notify me and stop at any time.

The interview is anonymous, confidential and voluntary. The information provided does not affect the assistance you may receive or your asylum procedure. The purpose of this questionnaire is to understand better your situation so that we can improve our response. Are you willing to reply to this questionnaire?

Yes

No

FORM

» DEMOGRAPHIC INFORMATION

We will start with some general questions.

What is your country of origin? *

(For host community, please choose 'other countries')

Other (please specify)

What is your gender?

Female

Male

Other

I prefer not to answer

What is your age?

Do you have any disability?

(Multiple choice)

- No Hearing impairment (including deafness)
- Mental or intellectual impairment Physical disability
- Speech impairment or disability
- Visual impairment (affecting ability to perform daily living activities, including blindness)
- I don't know I prefer not to answer

Are you in transit in this moment?

(If the person is in transit, the questionnaire will have a shorter version)

- Yes, to another country (please identify which)
- Yes, to another city in this country
- Yes, to my country of origin / pendular movement
- No, I am settled here
- I don't know
- I prefer not to answer

Which country are you in transit to?

Other (please specify)

How long have you been here?

- Less than one month
- 1-3 months
- 3-6 months
- 6 months - 1 year
- 1-3 years
- 3+ years
- All my life

When did you leave your country of origin or residence?

- Less than one month
- 1-3 months
- 3-6 months
- 6 months - 1 year
- 1-3 years
- 3+ years

Do you live on your own here?

- Yes
- No

Who do you live with?

- Parent (father/mother)
- Spouse
- Son/daughter
- Other family members
- Friends
- Neighbors
- Community
- Other people that are travelling
- Other company (please specify)

Other companies (please specify)

Are you travelling on your own?

- Yes
- No

Who are you travelling with?

- Parent (father/mother)
- Spouse
- Son/daughter
- Other family members
- Friends
- Neighbors
- Community
- Other people that are travelling
- Other company (please specify)

Other companies (please specify)

» LANGUAGES AND EDUCATION

Is your mother tongue Spanish?

(For example, language spoken at home)

What is your mother tongue? Other languages (please specify)

- Arab
- French
- Dutch
- English
- Indigenous language (please specify)
- Portuguese
- Other (specify)

Other (please specify)

What is your highest level of education?

(Mark the maximum level completed by the person)

- Primary school
- Secondary school
- Vocational training
- Technical studies
- Tertiary or University
- Postgraduate
- None or No formal education

Can you read?

- Yes
- No

Can you write?

- Yes
- No

» ACCESS TO CHANNELS - MOBILE PHONE

Do you have access to a phone?

- Yes
- No

If you don't have a phone or access to one, what is the reason for that?

(Multiple choice)

- I don't have the device
- I have sold my phone
- I have lost my phone
- I was stolen
- I prefer not to answer
- Other

What type of mobile phone do you have to access to?

- Basic phone: no internet access, small screen, basic keypad with several letters per button.
- Feature phone: internet access, tends to have small screen and basic keypad with several letters per button, can come with some apps already on phone, unable to download apps from online app stores.
- Smartphone: internet access, large touchscreen display, comes with some apps already on phone, able to download additional apps from online app stores, advanced operating systems such as Android or Apple iOS.
- Other

Other (please specify)

Does this cell phone belong to you?

- Yes, to me
- No, to other people

Other (please specify)

Do you have a SIM card on this country?

- Yes
- No

Do you have a plan in your name?

- Yes
- No

Have you had any problems with this mobile phone?

(Incl. technical and financial problems)

- Yes
- No

Which problems have you had with this mobile phone?

(Multiple choice)

- No charger
- No network to connect
- No electricity to charge the phone
- The phone is damaged
- No phone credit (calls/internet)
- I don't know how to use it
- Other
- I prefer not to answer

Other (please specify)

What do you use the phone the most for?

(Multiple choice)

- Communicate with family and friends
- Look for information
- Make business
- Receive/transfer money
- Receive/send SMS
- Use the internet
- Take/receive photos
- Take/receive videos
- Record/receive audio messages
- Send/receive emails
- Listen to the radio
- Access social media like Facebook or Twitter
- Play games
- Other
- I don't know
- I prefer not to answer

Other (please specify)

» ACCESS TO CHANNELS - INTERNET

Do you use internet?

- Yes
- No

How frequently do you use the internet?

- Yes, every day
- Yes, once a week
- Yes, every two weeks
- Yes, once every month
- Sporadically
- I prefer not to answer

You said that you do not have / or have limited access to the internet. What is the main reason for that?

- No computer
- No phone
- No other device
- No electricity
- No connection
- Cannot afford it
- Slow connection
- I do not know how to use internet
- Other
- I don't know

I prefer not to answer

From which places do you access to WiFi?

(Multiple choice)

- At a friend/family
- Aid organization (Red Cross, Support Spaces etc.)
- Government building
- Church
- Public WiFi spots
- Cyber café
- Other
- I prefer not to answer

Other (please specify)

Do you feel safe to communicate and access information online?

- Yes
- No
- I don't know
- I prefer not to answer

If not, what is the main reason?

(Choose the main reason)

- I fear they identify my location
- I fear they access my personal information
- I fear they use the information wrongly
- I don't know
- I prefer not to answer
- Other (specify)

Other (please specify)

Has it been difficult to find WiFi spots?

- Yes
- No
- I don't know
- I prefer not to answer

» ACCESS TO CHANNELS - INTERNET (BORDER)

Do you have access to WiFi?

- Yes
- No

From which places do you access to WiFi?

(Multiple choice)

- At a friend/family
- Aid organization (Red Cross, Support Spaces etc.)
- Government building
- Church
- Public WiFi spots
- Cyber café
- Other
- I prefer not to answer

» ACCESS TO CHANNELS - RADIO

Do you listen to the radio?

- Yes
- No

If not, why?

(Multiple choice)

- I don't have a device
- My device is damaged
- I lost it
- I was stolen
- I don't know how to use it
- The information is in a language I don't understand
- I don't have the time
- The content is not important/relevant to me
- I share it with other people (it is not mine)
- Other
- I don't know
- I prefer not to answer

From which country?

-

What time of the day do you listen to the radio?

- Early morning (5h00-8h00)
- Morning (8h00-11h00)
- Mid-day (11h-14h00)
- Afternoon (14h00-17h00)
- Evening (17h00-20h00)
- Late evening (20h00-23h00)
- Overnight (23h00-5h00)
- Anytime
- I prefer not to answer

What do you listen the most in the radio?

(Multiple choice)

- News / current affairs
- Talk / debate shows (including dial in)
- Music and entertainment
- Education
- Sports
- Soap opera, drama
- Other

Other (please specify)

» ACCESS TO CHANNELS - TELEVISION

Do you watch TV?

- Yes
- No

If not, why?

(Multiple choice)

- I don't have a device
- My device is damaged
- The information is in a language I don't understand
- I don't have the time
- The content is not important/relevant to me
- Other
- I don't know
- I prefer not to answer

Where you usually watch TV?

(Multiple choice)

- At home
- Friends/neighbors
- Community centre
- Community kitchen
- Church
- Aid organizations
- Public space
- Online (computer, phone, App, social media)
- Other

What do you watch in the TV?

(Multiple choice)

- News / current affairs
- Talk / debate shows (including dial in)
- Music and entertainment
- Education
- Sports
- Soap opera, drama
- Other

Other (please specify)

» ACCESS TO CHANNELS - PRESS

Do you read print media?

-

- Yes
- No

If none, why?

(Multiple choice)

- None available in my language
- Not available
- I don't have the resources to buy them
- Not relevant to me
- Other
- I don't know

Other (please specify)

Which press do you read?

(Multiple choice)

- News
- Magazines
- Newspapers / Magazines online (apps or internet)
- Billboards / Leaflets / Posters
- Other
- No / None of the options
- I prefer not to answer

» COMMUNICATION CHANNELS AND SOURCES OF INFORMATION

I would like to ask you about the media and sources of information that you use the most.

What are the main ways of obtaining information here?

(Multiple choice. Choose max. 3).

- Television
- Radio
- Newspapers / Magazines
- Billboards / Leaflets / Posters
- Loudspeakers/megaphones
- WhatsApp
- Telegram
- Viber
- Instagram
- YouTube
- Facebook
- Twitter
- Internet
- Email
- Community events
- Talk directly to other people
- Phone calls
- SMS
- Other (specify)
- I don't know
- I prefer not to answer

Other (please specify)

What are the communication channels you trust the least when receiving information? (Choose max. three)

(Multiple choice. Choose max. 3).

- Television
- Radio
- Newspapers / Magazines
- Billboards / Leaflets / Posters
- Loudspeakers/megaphones
- WhatsApp
- Telegram
- Viber
- Instagram
- YouTube
- Facebook
- Twitter
- Internet
- Email
- Community events
- Talk directly to other people
- Phone calls
- SMS
- Other (specify)
- I don't know
- I prefer not to answer

Other (please specify)

Who gives you most trusted information? (Choose max. three)

(Multiple choice. Choose max. 3).

- Family / friends
- Online groups of connationals (social media, WhatsApp groups, forums)
- Health professionals
- Government and public institutions
- Community leaders and members
- Church
- Armed Forces
- Police
- United Nations agencies and NGOs
- Other (specify)
- I do not trust the options above
- I don't know
- I prefer not to answer

» INFORMATION NEEDS

Do you feel informed about your rights, services and assistance available?

- Yes
- No
- I don't know
- I prefer not to answer

What would you like to have more information about? (Choose the three most pressing needs)

(Multiple choice. Choose max. 3).

- News on what is happening here
- News on what is happening in my country of origin
- How to contact family/friends that are somewhere else
- How to receive assistance (financial, material)
- How to receive food
- How to find housing / shelter
- How to find work
- How to find transportation / travel to a third country / relocate within this country
- How to receive medical attention / medicines
- How to receive support after an incident of violence or crime
- How to have access to a birth certificate
- How to have access to education
- How to request asylum
- How to regularize my migratory situation
- How to know my rights and responsibilities
- How to obtain documentation
- Other (specify)
- I don't know
- I prefer not to answer

What would be the best way of receiving this information?

(Multiple choice. Choose max. 3).

- Television
- Radio
- Newspapers / Magazines
- Billboards / Leaflets / Posters
- Loudspeakers/megaphones
- WhatsApp
- Telegram
- Viber
- Instagram
- YouTube
- Facebook
- Twitter
- Internet
- Email
- Community events
- Talk directly to other people
- Phone calls
- SMS
- Other (specify)
- I don't know
- I prefer not to answer

Other (please specify)

» COMMUNICATION WITH AID WORKERS

Are you able to speak with aid workers about your needs, ask them questions, or tell them if you have complaints?

- Yes
- No
- I don't want to
- I don't know how to submit it
- I prefer not to answer

If yes, what is your level of satisfaction with the information received?

- Extremely satisfied
- Satisfied
- Neither satisfied not insatisfied
- Dissatisfied
- Extremely dissatisfied

If not, what are the main barriers?

(Multiple choice. Choose max. 3).

- Lack of information / understanding
- I have tried but they did not help me / help
- I do not feel safe going to a humanitarian organization
- I am afraid that they share my information, do not respect my privacy
- There is no expectation of response / help
- I'm afraid of being excluded from the services they give
- Other (specify)

Other (please specify)

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

- Yes
- No
- I don't want to
- I don't know how to submit it
- I prefer not to answer

How would you most like to communicate with aid agencies? (i.e. to ask a question, to complain or to make a suggestion)?

(Multiple choice. Choose max. 3).

- Face to face
- Phone call
- SMS
- Email
- WhatsApp
- Twitter
- Facebook
- Instagram
-
- Website
- Suggestion box
- Radio/TV show
- Via community meetings
- Via community leaders
- Via religious leaders
- Do not know
- Do not want to answer
- Other (specify)

Other (please specify)

» COMMUNITY STRUCTURES

Finally, I would like to ask you some questions related to how you communicate with your community and community groups if they exist. If they are not present, skip this section.

-

-
-
-

How do you receive information from this group?

(Multiple choice. Choose max. 3).

- One-on-one
- Radio
- WhatsApp
- Facebook
- Twitter
- Instagram
- Telegram
- Youtube
- Online groups of Venezuelans (social media, messaging Apps, internet forums)
- Internet (not including social media, write where)
- Leaflets/pamphlets/booklets
- Posters
- Email
- Community events
- Information sessions
- Mobile phone call
- SMS
- Other (specify)
- Do not know
- Do not want to answer

-

Are you part of any association, community group, social group here?

- Yes
- No

Are you part of any association, community group, social group here?

- Yes
- No

This was the last question. Many thanks for your time and participation.

ENUMERATOR COMMENTS

Please provide any general feedback about the interview (any questions that were hard to answer; reactions; difficult questions to explain etc.)

R4V - Evaluación Regional de Necesidades de Información y Comunicación - Situación Venezuela (En Línea)

The Regional Inter-Agency Platform for the Response to the Venezuela Situation (R4V) is conducting a 5-minute survey to understand what kind of information you need and how you access reliable and secure information that allows you to make informed decisions about his life and future.

CONSENT

All the information shared in this survey will be confidential. Your contributions will be used for our analysis of the information and no personal information that identifies you individually will be shared. Your opinion counts, and you will not be judged by your comments. Your participation in this exercise is totally voluntary, has no cost, or benefit in return. If you do not feel comfortable responding to any of the questions, feel free to notify me and stop at any time.

The interview is anonymous, confidential and voluntary. The information provided does not affect the assistance you may receive or your asylum procedure. The purpose of this questionnaire is to understand better your situation so that we can improve our response. Are you willing to reply to this questionnaire? *

Yes

No

FORM

» DEMOGRAPHIC INFORMATION

Which country are you in? *

Which department/province are you in? *

Name of place (city, community, shelter, office, bridge etc.) *

What is your country of origin? *

(For host community, please choose 'other countries')

Other (please specify) *

What is your gender? *

- Female
- Male
- Other
- I prefer not to answer

What is your age? *

What is your highest level of education? *

(Mark the maximum level completed by the person)

- Primary school
- Secondary school
- Vocational training
- Technical studies
- Tertiary or University
- Postgraduate
- None or No formal education

Are you in transit in this moment? *

(If the person is in transit, the questionnaire will have a shorter version)

- Yes, to another country (please identify which)
- Yes, to another city in this country
- Yes, to my country of origin / pendular movement
- No, I am settled here
- I don't know
- I prefer not to answer

» ACCESS TO CHANNELS - MOBILE PHONE

Do you have access to a phone? *

- Yes
- No

Do you have a SIM card on this country? *

- Yes
- No

Do you have a plan in your name? *

Yes

No

» ACCESS TO CHANNELS - INTERNET

From which places do you access to WiFi? *

(Multiple choice)

- At home (wifi)
- At a friend/family
- Aid organization (Red Cross, Support Spaces etc.)
- Government building
- Church
- Public WiFi spots
-
- I don't have access
-
- Other
- I prefer not to answer

Other (please specify)

» ACCESS TO CHANNELS - RADIO

Do you listen to the radio? *

Yes

No

» ACCESS TO CHANNELS - TELEVISION

Do you watch TV? *

Yes

No

» ACCESS TO CHANNELS - PRESS

Do you read print media? *

-
- Yes
- No

» **COMMUNICATION CHANNELS AND SOURCES OF INFORMATION**

What are the main ways of obtaining information here? *

(Multiple choice. Choose max. 3).

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- Community events
- Talk directly to other people
- Phone calls
- SMS
- Other (specify)
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- I prefer not to answer

Other (please specify) *

What are the communication channels you trust the least when receiving information? (Choose max. three) *

(Multiple choice. Choose max. 3).

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Other (please specify) *

Who gives you most trusted information? (Choose max. three)

*

(Multiple choice. Choose max. 3).

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» INFORMATION NEEDS

Do you feel informed about your rights, services and assistance available? *

- Yes
- No
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What would you like to have more information about? (Choose the three most pressing needs) *

(Multiple choice. Choose max. 3).

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- How to find work
- How to find transportation / travel to a third country / relocate within this country
- How to receive medical attention / medicines
- How to receive support after an incident of violence or crime
- How to have access to a birth certificate
- How to have access to education
- How to request asylum
- How to regularize my migratory situation
- How to know my rights and responsibilities
- How to obtain documentation
- I don't know
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» COMMUNICATION WITH AID WORKERS

How would you most like to communicate with aid agencies? (i.e. to ask a question, to complain or to make a suggestion)? *

(Multiple choice. Choose max. 3).

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- Phone call
- SMS
- Email
- WhatsApp
- Twitter
- Facebook
- Instagram
- Website
- Suggestion box
- Radio/TV show
- Via community meetings
- Via community leaders
- Via religious leaders
-
- Do not know
- Do not want to answer
- Other (specify)

Other (please specify) *

» COMMUNITY STRUCTURES

How do you receive information from this group? *

(Multiple choice. Choose max. 3).

- One-on-one
- Radio
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- Instagram
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- Online groups of Venezuelans (social media, messaging Apps, internet forums)
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- Leaflets/pamphlets/booklets
- Posters
- Email
- Community events
- Information sessions
- Mobile phone call
- SMS
- Other (specify)
- Do not know
- Do not want to answer

-

This was the last question. Many thanks for your time and participation.

R4V - Evaluación Regional de Necesidades de Información y Comunicación - Situación Venezuela (Entrevistas con Informantes Claves)

ENUMERATOR

The first two questions should only be filled out by the interviewer. Do not ask these questions to the interviewee.

Enumerator name *

Organization *

Date of Monitoring *

yyyy-mm-dd

Which country are you in? *

- Argentina
- Aruba
- Bolivia
- Brazil
- Chile
- Colombia
- Costa Rica
- Curacao
- Ecuador
- Guyana
- Mexico
- Panama
- Peru
- Dominican Republic
- Trinidad and Tobago
- Uruguay
- Venezuela
- Other Country

Which department/province are you in? *

- Azuay
- Bolivar
- Cañar
- Carchi
- Chimborazo
- Cotopaxi
- El Oro
- Esmeraldas
- Galapagos
- Guayas
- Imbabura
- Loja
- Los Rios
- Manabi
- Morona Santiago
- Napo
- Orellana
- Pastaza
- Pichincha
- Santa Elena
- Santo Domingo de Los Tsachilas
- Sucumbios
- Tungurahua
- Zamora Chinchipe
- Amazonas
- Antioquia
- Arauca
- Atlántico
- Bogotá DC
- Bolívar
- Boyacá
- Caldas
- Caquetá

- Casanare
- Cauca
- Cesar
- Chocó
- Córdoba
- Cundinamarca
- Guainía
- Guaviare
- Huila
- La Guajira
- Magdalena
- Meta
- Nariño
- Norte de Santander
- Putumayo
- Quindío
- Risaralda
- San Andrés y Providencia
- Santander
- Sucre
- Tolima
- Valle del Cauca
- Vaupés
- Vichada
- Amazonas
- Ancash
- Apurímac
- Arequipa
- Ayacucho
- Cajamarca
- Callao
- Cusco
- Huancavelica
- Huanuco

- Ica
- Junin
- La Libertad
- Lambayeque
- Lima
- Loreto
- Madre De Dios
- Moquegua
- Pasco
- Piura
- Puno
- San Martin
- Tacna
- Tumbes
- Ucayali
- Buenos Aires
- Catamarca
- Chaco
- Chubut
- Cordoba
- Corrientes
- Entre Rios
- Formosa
- Jujuy
- La Pampa
- La Rioja
- Mendoza
- Misiones
- Neuquen
- Rio Negro
- Salta
- San Juan
- San Luis

- Santa Cruz
- Santa F
- Santiago Del Estero
- Tierra Del Fuego
- Tucuman
- Acre
- Alagoas
- Amapa
- Amazonas
- Bahia
- Ceara
- Distrito Federal
- Espirito Santo
- Goias
- Maranhao
- Mato Grosso
- Mato Grosso Do Sul
- Minas Gerais
- Para
- Paraiba
- Parana
- Pernambuco
- Piaui
- Rio De Janeiro
- Rio Grande Do Norte
- Rio Grande Do Sul
- Rondonia
- Roraima
- Santa Catarina
- Sao Paulo
- Sergipe
- Tocantins
- Antofagasta
- Araucania

- Arica y Parinacota
- Atacama
- Aysen
- Biobio
- Coquimbo
- Libertador
- Los Lagos
- Los Rios
- Magallanes
- Maule
- Metropolitana
- Tarapac
- Valparaiso
- Alajuela
- Cartago
- Guanacaste
- Heredia
- Limon
- Puntarenas
- San Jose
- Barima Waini
- Cuyuni Mazaruni
- Demerara Mahaica
- East Berbice Corentyne
- Essequibo Islands West Demerara
- Mahaica Berbice
- Pomeroon Supenaam
- Potaro Siparuni
- Upper Demerara Berbice
- Upper Takutu Upper Essequibo
- Aguascalientes
- Baja California
- Baja California Sur
- Campeche

- Chiapas
- Chihuahua
- Ciudad de Mexico
- Coahuila de Zaragoza
- Colima
- Durango
- Guanajuato
- Guerrero
- Hidalgo
- Jalisco
- Mexico
- Michoacan de Ocampo
- Morelos
- Nayarit
- Nuevo Leon
- Oaxaca
- Puebla
- Queretaro
- Quintana Roo
- San Luis Potosi
- Sinaloa
- Sonora
- Tabasco
- Tamaulipas
- Tlaxcala
- Veracruz de Ignacio de la Llave
- Yucatan
- Zacatecas
- Pando
- Beni
- Chuquisaca
- Cochabamba
- La Paz
- Oruro

- Potosi
- Santa Cruz
- Tarija
- Artigas
- Canelones
- Cerro Largo
- Colonia
- Durazno
- Flores
- Florida
- Lavalleja
- Maldonado
- Montevideo
- Paysandú
- Río Negro
- Rivera
- Rocha
- Salto
- San José
- Soriano
- Tacuarembó
- Treinta y Tres
- Bocas Del Toro
- Chiriqui
- Cocle
- Colon
- Comarca Embera
- Comarca Kuna Yala
- Comarca Ngabe Bugle
- Darien
- Herrera
- Los Santos
- Panama
- Panama Oeste

- Veraguas
- Arima
- Chaguanas
- Couva-Tabaquite-Talparo
- Diego Martin
- Penal-Debe
- Point Fortin
- Port of Spain
- Princes Town
- Rio Claro-Mayaro
- San Fernando
- San Juan-Laventille
- Sangre Grande
- Siparia
- Tobago
- Tunapuna-Piarco
- Amazonas
- Anzoategui
- Apure
- Aragua
- Barinas
- Bolivar
- Carabobo
- Cojedes
- Delta Amacuro
- Distrito Capital
- Falcon
- Guarico
- Lara
- Merida
- Miranda
- Monagas
- Nueva Esparta

- Portuguesa
- Sucre
- Tachira
- Trujillo
- Vargas
- Yaracuy
- Zulia
- Aruba
- Curacao
- Distrito Nacional
- Azua
- Baoruco
- Barahona
- Dajabón
- Duarte
- Elías Piña
- El Seibo
- Espaillat
- Independencia
- La Altagracia
- La Romana
- La Vega
- María Trinidad Sánchez
- Monte Cristi
- Pedernales
- Peravia
- Puerto Plata
- Hermanas Mirabal
- Samaná
- San Cristóbal
- San Juan
- San Pedro De Macorís
- Sanchez Ramírez
- Santiago

- Santiago Rodríguez
- Valverde
- Monseñor Nouel
- Monte Plata
- Hato Mayor
- San José De Ocoa
- Santo Domingo
- Other region
- Other region
- Other region
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- Other region

Other (specify)

Name of place (city, community, shelter, office, bridge etc.) *

CONSENT

The Regional Inter-Agency Platform for the Response to the Venezuela Situation (R4V) is conducting a survey to understand what kind of information you need and how you access reliable and secure information that allows you to make informed decisions about his life and future.

All the information shared in this survey will be confidential. Your contributions will be used for our analysis of the information and no personal information that identifies you individually will be shared. Your opinion counts, and you will not be judged by your comments. Your participation in this exercise is totally voluntary, has no cost, or benefit in return. If you do not feel comfortable responding to any of the questions, feel free to notify me and stop at any time.

The interview is anonymous, confidential and voluntary. The information provided does not affect the assistance you may receive or your asylum procedure. The purpose of this questionnaire is to understand better your situation so that we can improve our response. Are you willing to reply to this questionnaire? *

Yes

No

FORM

» DEMOGRAPHIC INFORMATION

What is your nationality? *

What is your gender? *

Female

Male

Other

I prefer not to answer

» INFORMATION ON THE ORGANIZATION

-	*
What is the type of organization?	*
<input type="radio"/> State institution	
<input type="radio"/> Foundation	
<input type="radio"/> Church	
<input type="radio"/> National NGO	
<input type="radio"/> International NGO	
<input type="radio"/> UN Agency	
<input type="radio"/> School / University	
<input type="radio"/> Community organization	
<input type="radio"/> Private	
<input type="radio"/> Other (specify)	
Other (please specify)	
In which country is your organization based?	*
Other (please specify)	

» COMMUNICATION CHANNELS AND SOURCES OF INFORMATION

What are the communication channels you use to share information with the community? *

(Choose the 5 most used channels)

- Television
- Radio
- Newspapers / Magazines
- Billboards / Leaflets / Posters
- Loudspeakers/megaphones
- WhatsApp
- Viber
- Instagram
- YouTube
- Facebook
- Twitter
- Internet
- Email
- Community events
- Talk directly to other people
- Phone calls
- SMS
- Other (specify)
- I don't know
- I prefer not to answer

Other (please specify) *

Why do you use these channels?

(Optional question)

Do you use community networks (community groups, associations, community volunteers) to share information? *

- Yes
- No
- I prefer not to answer

Do you monitor the impact of the information / messages sent to the community? *

- Yes
- No
- I prefer not to answer

In affirmative case, how?

(Optional question)

Have you identified community initiatives that you could use to support communication activities? *

- Yes
- No
- I prefer not to answer

In affirmative case, which ones?

(Optional question)

» INFORMATION NEEDS

What are the topics that refugees and migrants most look for information in your organization?

(Choose max. 5 themes)

- News on what is happening here
- News on what is happening in their country of origin
- How to contact family/friends that are somewhere else
- How to receive assistance (financial, material)
- How to receive food
- How to find housing / shelter
- How to find work
- How to find transportation / travel to a third country / relocate within this country
- How to receive medical attention / medicines
- How to receive support after an incident of violence or crime
- How to have access to a birth certificate
- How to have access to education
- How to request asylum
- How to regularize their migratory situation
- How to know their rights and responsibilities
- How to obtain documentation
- Other (specify)
- I don't know
- I prefer not to answer

Other (please specify)

Can the personnel in your organization answer the questions asked by migrants and refugees in relation to these themes? *

- Yes
- No
- I prefer not to answer

Do you train the personnel of your organization on the rights of refugees and migrants that provides information and guidance to people? *

- Yes
- No
- I prefer not to answer

Has your organization / institution carried out any evaluation on information and communication needs of users? *

- Yes
- No
- I prefer not to answer

» EXISTING FEEDBACK MECHANISMS

Do you ask input from the community on the effectiveness of the media and sources of information that you use? *

- Yes
- No
- I prefer not to answer

Are refugees and migrants included in the creation of messages, informative material, information tools that will be shared with the community? *

- Yes
- No
- I prefer not to answer

Does your organization / institution have a complaints and suggestions system accessible to users of the service? *

- Yes
- No
- I prefer not to answer

If so, what are the means you use to receive complaints and suggestions? *

(Choose max. 5 most used channels)

- Direct attention to people (face to face)
- Box of complaints and suggestions
- Cost-free hotline
- Messages through webpages
- Emails
- Surveys
- Apps (mobile phone)
- Other

Other (please specify)

Do you monitor rumors or misinformation that circulates in the community? *

- Yes
- No
- I prefer not to answer

» **COORDINATION AND BUDGET**

Does your organization participate in coordination groups with other organizations on communication with communities? *

-
- Yes
- No
- I prefer not to answer

Is Communication with Communities included in the priorities of the Protection Working Group in national / local interagency coordination structures? *

-
- Yes
- No
- I prefer not to answer

Have you already generated messages and content together with other organizations to share with refugees and migrants? *

- Yes
- No
- I prefer not to answer

Examples of initiatives

(Optional question)

Does your organization have specific resources to carry out communication with communities initiatives? *

-
- Yes
- No
- I prefer not to answer

Is there a sustainability / exit strategy for current communication initiatives with communities? *

-
- Yes
- No
- I prefer not to answer

-

ENUMERATOR COMMENTS

Please provide any general feedback about the interview (any questions that were hard to answer; reactions; difficult questions to explain etc.)

This was the last question. Many thanks for your time and participation.

GUIDING QUESTIONS - INFORMATION AND COMMUNICATION NEEDS ASSESSMENT

(FOCUS GROUP DISCUSSIONS - FGD)

The FGDs are expected to provide qualitative information and provide the baseline for the Information and Communication Needs Assessment, along with information collected through individual surveys and key informant interviews (KII). FGD to be conducted with groups of refugees, migrants and host communities (10 – 15 participants per group). Specific group profiles, with age, gender and diversity approach (AGD).

Each FGD should start with an introduction of the facilitator which includes the objectives and outcome of the session and which stresses on voluntariness and confidentiality of the process.

"All the information shared in this meeting will be confidential. Your contributions will be used for our analysis of the information and no personal information that identifies you individually will be shared. The opinions of all the participants count, and none of you will be judged by your comments. Participation in this exercise is totally voluntary, has no cost, or benefit in return. If you do not feel comfortable responding to any of the questions, feel free to notify the facilitator and stop at any time. This session will last approximately two hours. Do you agree to participate in this exercise?"

The questions listed below are general and will act as a guide only, for a face-to-face discussion. Discussions should be open and free flowing, allowing for additional information and needs to emerge. Follow-up questions can be asked by the facilitator, as needed for better comprehension.

Key areas	Possible questions for facilitating FGDs	Key expected outcomes (denominator #of FGD participants)
Channels and Sources	<p>Communicating with friends/family</p> <ol style="list-style-type: none"> 1) How do you contact friends/family that are not residing in this city/country (over long distances)? 2) How do you keep up to date with the situation in your country of origin and in your country of residence? (to determine commonly reported channels) <p>Types of communication channels and sources used</p> <ol style="list-style-type: none"> 3) "I noticed nobody mentioned xxx channel (i.e. Instagram)", when communicating with your family/friends, which channels do you use the most and why? (i.e. SMS, WhatsApp, Facebook, Instagram, other social media, email, mobile phone, App and others). Identify the 	<p><u>List three most used channels among the participants. Ask them to raise their hand to quantify the number of people using them.</u></p>

	<p>three most used in the group.</p> <p>4) What do you use these channels for and what information does it provide?</p> <p>Improving access to communication channels</p> <p>5) Can you tell us based on your experience what is working and what is not working in terms of the existing communication channels?</p> <p>6) If you think that a communication channel was difficult to access, then what would you suggest? What should be changed? Do you have any other ideas we can build on?</p> <p>Access to mobile phone</p> <p>7) How many of you have a personal cellphone? For those who do not, what would be the main reason? Do you have access to a mobile phone through a friend/family member?</p> <p>8) For those who have a cellphone, do you have a SIM card registered in this country? Did you have any difficulty in obtaining one?</p> <p>9) Do you have access to a monthly plan registered under your name? If not, what would be the reason? And what would be the barriers to ensure this access?</p> <p>Access to internet</p> <p>10) How many of you know how to use the internet and what do you use it for?</p> <p>11) How do you access internet and from where? (Explain which device and where, for example cellphone, computer in a cyber café, public space).</p> <p>12) Do you have access to WIFI and from where? How is the connection? (i.e. speed, security, cost, etc.).</p> <p>13) Which community groups (age, gender) do you think have no access to the internet? And Why?</p>	<p><u>Main challenges of channels and sources</u></p> <p><u>Ask them to raise their hand to quantify the number of people that have mobile phones.</u></p> <p><u># of participants accessing internet</u></p>
<p>Information Needs</p>	<p>Access to information</p> <p>14) What type of information do you look for? What are the main topics that you would like to receive information from?</p> <p>15) Have you had any problem in accessing information and could you mention which ones?</p> <p>16) How could this be addressed?</p> <p>Seeking information</p> <p>17) Who do you rely on in terms of seeking information regarding access to services, rights and</p>	<p><u>Top three information and communication needs</u></p> <p><u>Ways of accessing information</u></p> <p><u>How to strengthen the access</u></p>

	<p>assistance? (i.e. legal assistance, documentation, security incidents)</p> <p>18) Why do you rely on this person/source? (This is important because it helps us unpack information verification practices)</p> <p>19) What are the <u>least trusted</u> sources? Or where people spread false information? How do you know about this?</p>	<p><u>Types of specific groups not accessing information</u></p> <p><u>List the three most trusted sources</u></p> <p><u>List the three least trusted sources</u></p> <p><u>Top three challenges in accessing information</u></p>
<p>Community Structures</p>	<p>Views on information provided by community groups and networks</p> <p>20) How do you receive information from your community? Through which sources?</p> <p>21) How accessible it is for you and for your family members if need be, to talk to the current community/social structures?</p> <p>22) Do you belong to community groups (i.e. associations, women’s groups, youth groups) and which ones?</p> <p>23) How reliable/credible do you think the information provided by community groups is? (Including outreach volunteers) and Why?</p> <p>24) Do you belong to online groups (i.e. Facebook, WhatsApp)? If so, to which ones? How did you learn about these groups?</p> <p>Access to information for specific groups</p> <p>25) Are there groups within the community/neighborhood who have more difficulty accessing information, and why?</p> <p>26) Are there any groups who trust different sources of information (i.e. men/women, young/older people, persons with disabilities)?</p> <p>27) What could be done to increase the inclusion of specific groups (older persons, children, persons with disabilities) in accessing information and communication?</p>	<p><u># of participant members of online community groups</u></p> <p><u>Types of community groups not accessing information</u></p> <p><u>Ways to improve trust with community structures</u></p> <p><u>Ways to improve information sharing and two way communication</u></p>
<p>Communication with Aid workers</p>	<p>Consultative process with aid workers</p> <p>28) Which humanitarian organizations do you know? Do you have access to them and have they</p>	<p><u>Effective ways of communicating</u></p>

	<p>provided the information that you were looking for?</p> <p>29) Are you able to speak with aid workers about your needs, ask them questions, or tell them if you have complaints?</p> <p>30) When humanitarian agencies ask your opinion and input, do they come back to you and inform you afterwards of the outcome and follow up?</p> <p>31) How would you suggest that such follow up and communication in general is done best to ensure accountability?</p>	<p><u>with aid workers</u></p> <p><u>Feedback mechanisms in place</u></p> <p><u>Ways to improve information and communication</u></p>
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Prioritizing risks

At the end of the session, ask participants if they have any questions regarding the information and communication needs that has not been addressed. Make a summary of the topics discussed and ask the follow up questions in case they have not been captured throughout the discussion:

1. Of all the issues just discussed, which do you consider the most important/urgent in terms of information and communication needs in your community/neighborhood?
2. What should be done to ensure access to reliable and updated information?
3. What might the community do to address the concerns related to information and communication needs?