



# CEA Assessment



Demographic Overview

General Information about AzRC

Information Needs of Community

Access to Communication Channels

Community Structure and Social Cohesion

Participation and Feedback

Sensitive Feedbacks

**Focus Group Discussion Insights**


Demographic View

Initial Insights



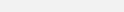
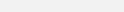
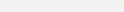
Barriers and Communication

Communication Channels





**The CEA assessment was conducted across the pilot regions, like Baku Regional Center, Sumgayit, Regional Center and Ismayilli Regional Center in July 2023. In the assessment, 250 respondents, including people who have been internally displaced and migrants, took part. With the aim to identify patterns and trends that can help in the establishment of feedback mechanisms, the assessment covered more than 50 questions around five categories, as follows:**

-  **General information about AzRC**
-  **Information needs of people**
-  **Access to the communication channels**
-  **Community structure and social cohesion**
-  **Participation and feedback**

**Additionally, in order to provide qualitative insights and understand the survey findings better, Focus Group Discussions were also held in the pilot regions.**





# Demographic Overview

250  
Total Participants

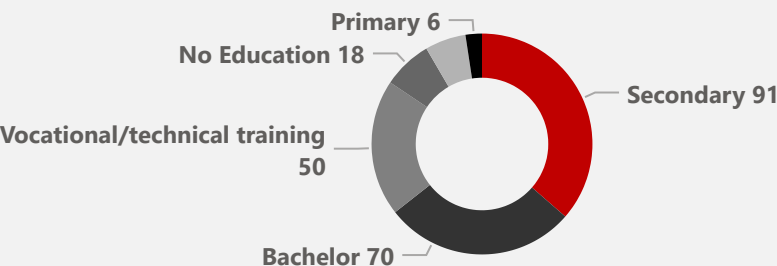
Regional Center  
All

Local Branch  
All

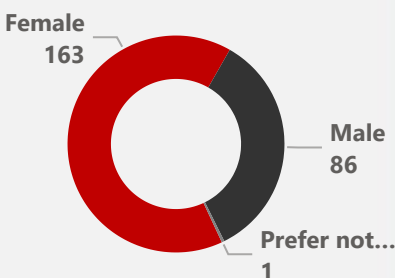
## Respondents by Nationality



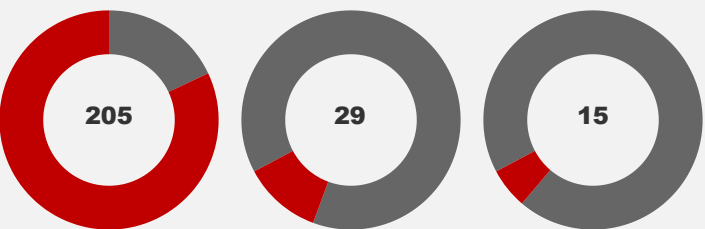
## Respondents by Education



## Respondents by Gender



## Respondents by Status



Citizen

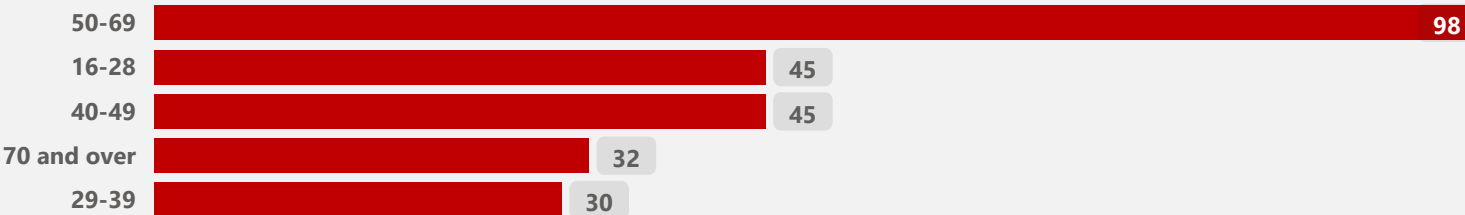
IDP

Registered Refugee

## Respondents by Disability



## Respondents by Age



Gender  
All

Age  
All

Education  
All

Nationality  
All

Status  
All

Disability  
All

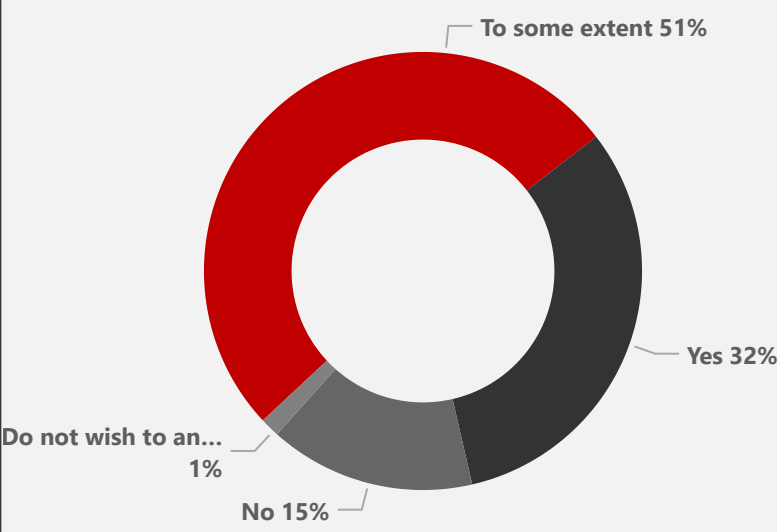


# General Information about AzRC

Do you know anything about the AzRC and its services?



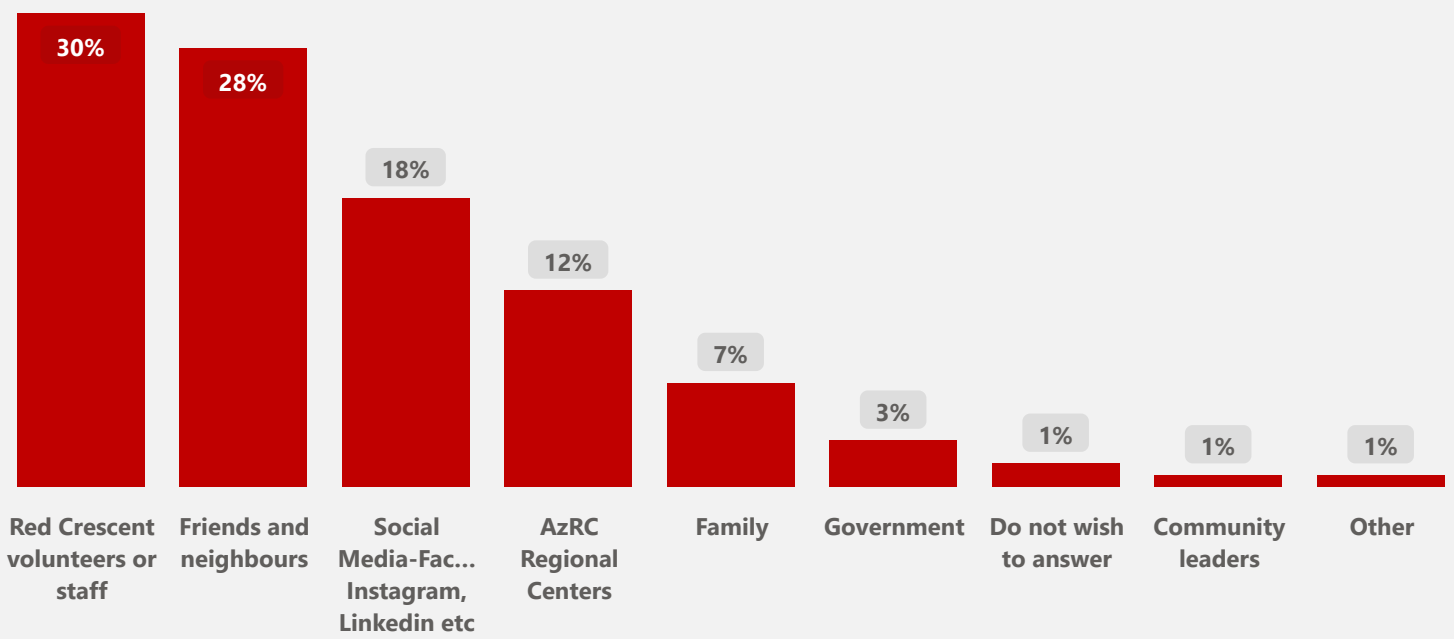
Do you know the principles of the AzRC and how they work?



What do you know about the AzRC?

- General Views
- You help those in need
  - You help the sick and the poor. You help in case of any tragedy
  - You help
  - You are helping. You distribute food on holidays. You yourself have given me help
  - You always help those in need
  - While distributing aid, I saw that they brought food to the neighbor on the holiday

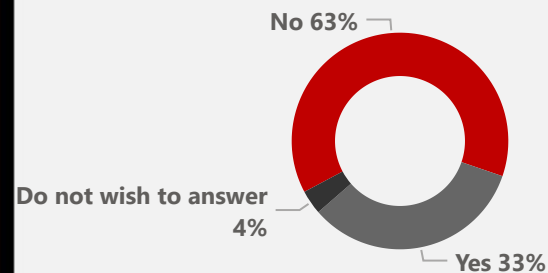
How did you learn about AzRC/ AzRC Regional Centers?



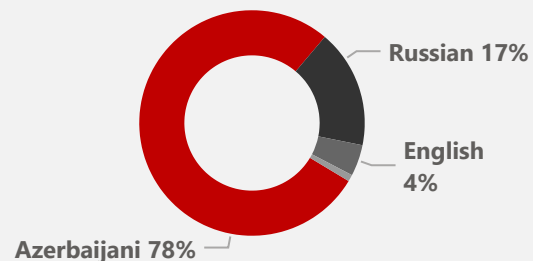


## Information Needs of the Community

### Do you receive information from AzRC?



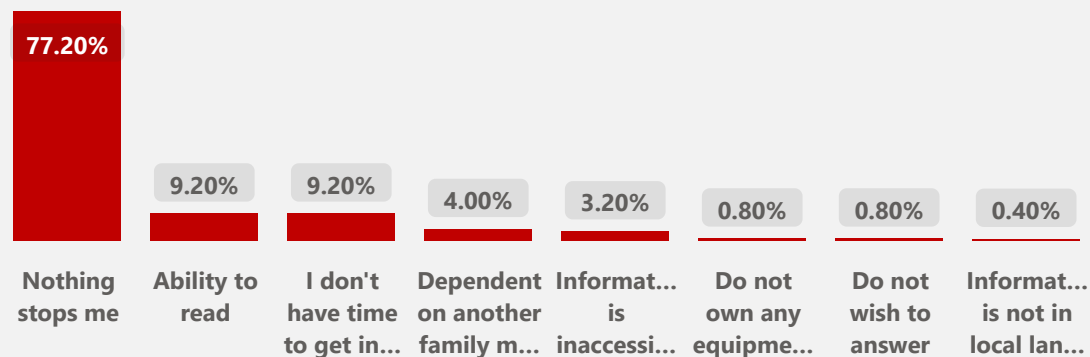
### Language Preference



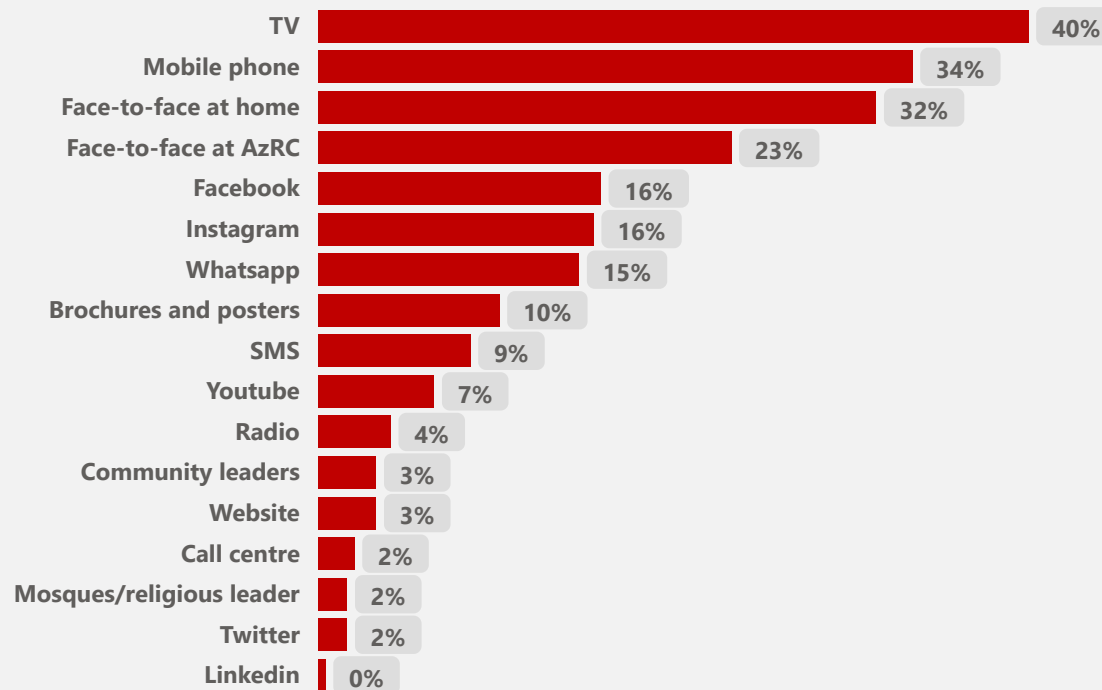
### Do you find the information useful and easy to understand?



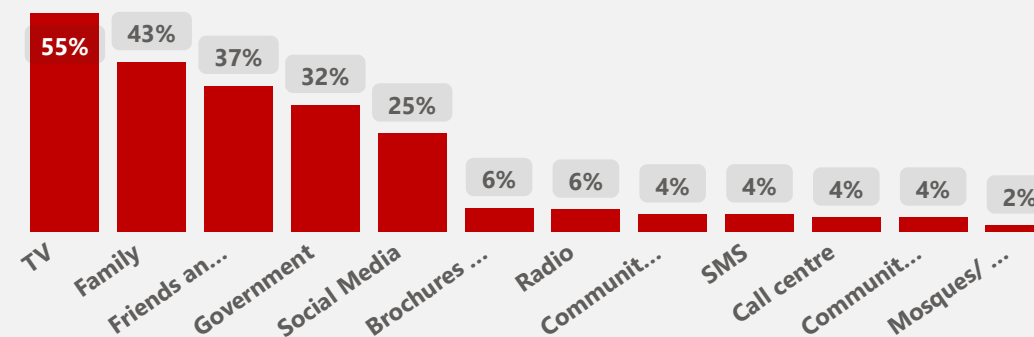
### Anything that stops you or make you difficult to get information?



## How to receive information about our services in AzRC or other topics



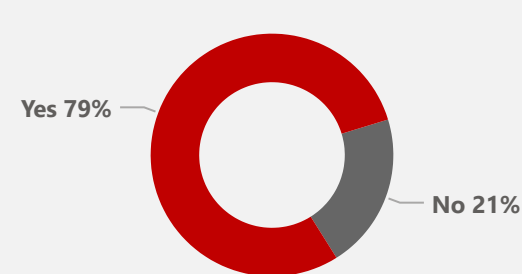
### Which sources of information do you trust the most?



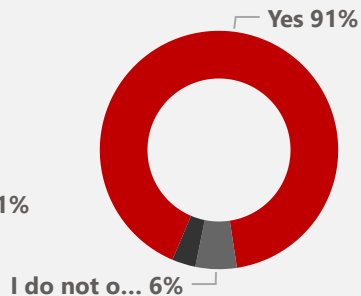


# Access to Communication Channels

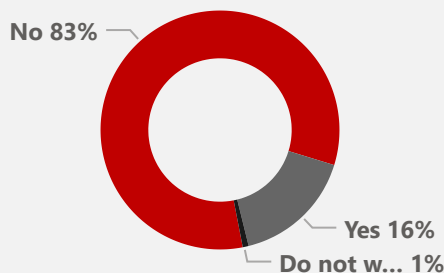
Access to the internet?



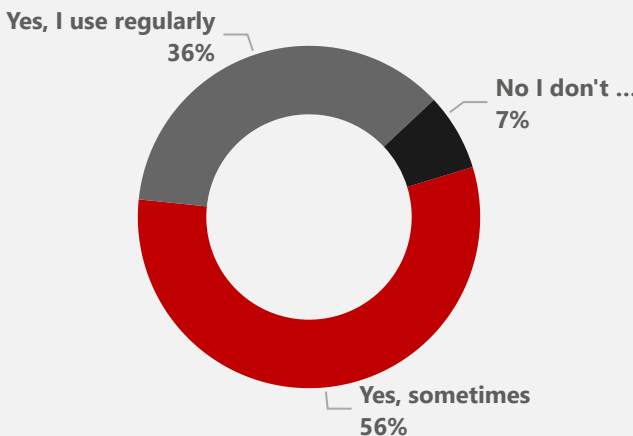
Do you own a mobile phone?



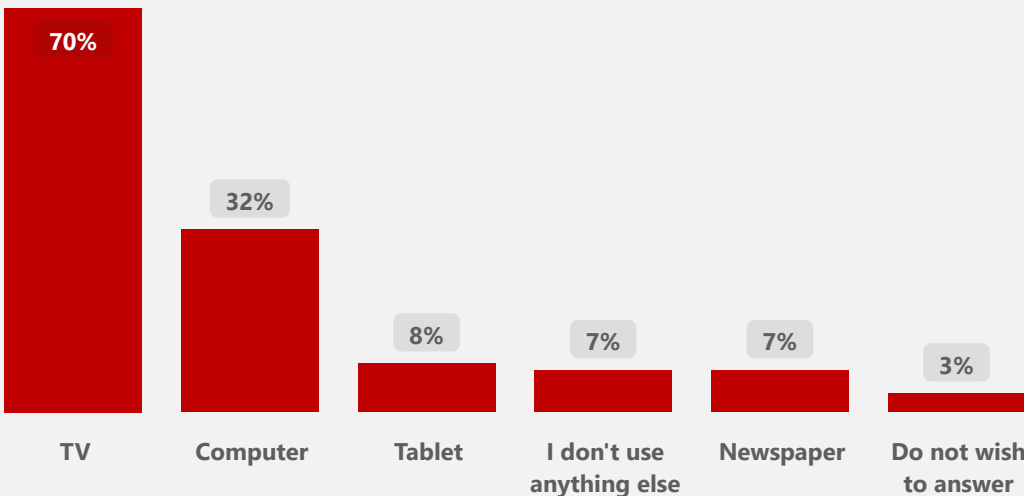
Do you listen to the radio?



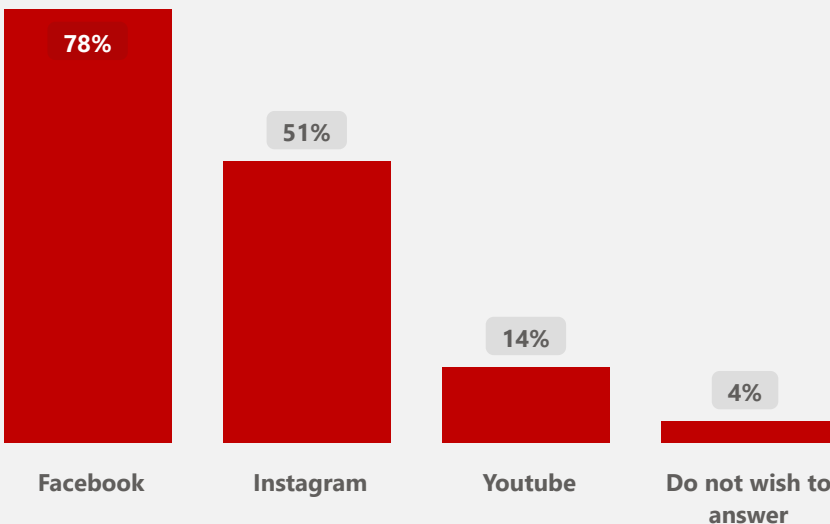
Do you know AzRC media channels?



Do you use other communication devices or channels?

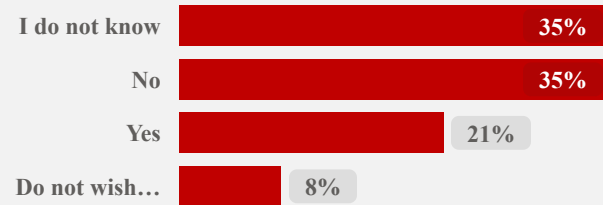


Which Social Media channels of AzRC do you use?

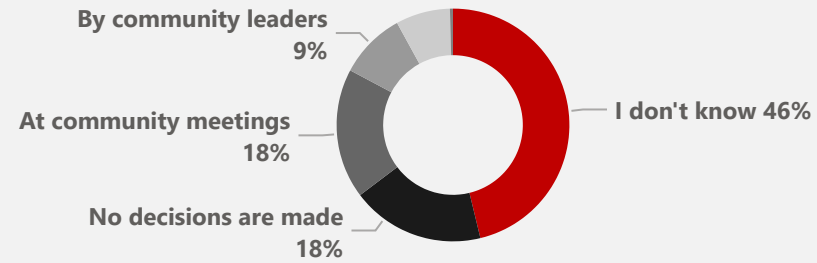


## Community Sctructure and Social Cohesion

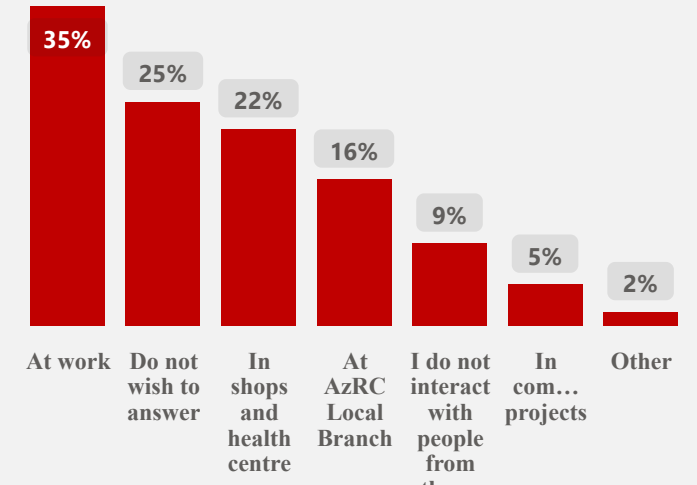
### Do you have Community Meetings?



### How are decisions made in your community?



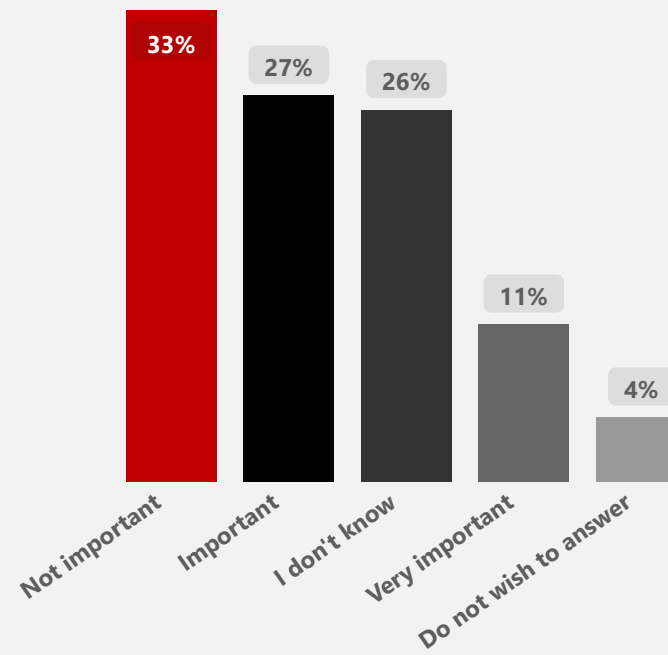
### How do you interact with local community?



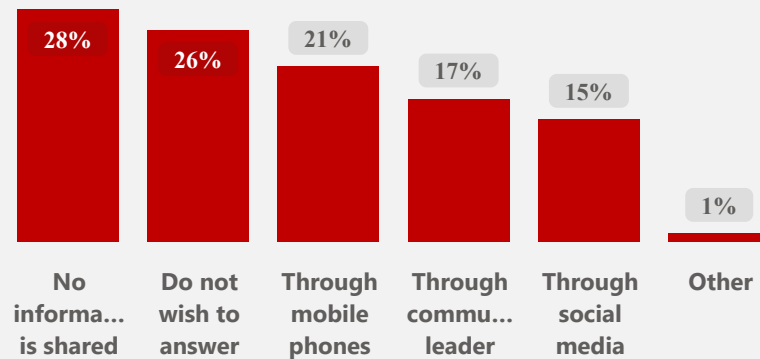
### Participation in the meetings



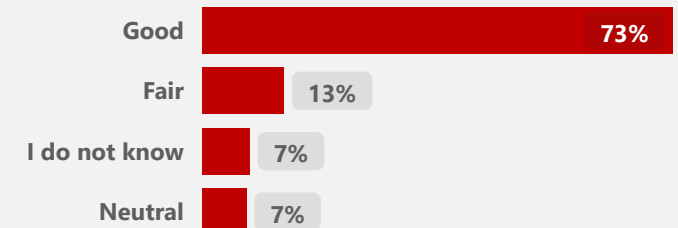
### How important involving in decision



### How do people share information in your community?

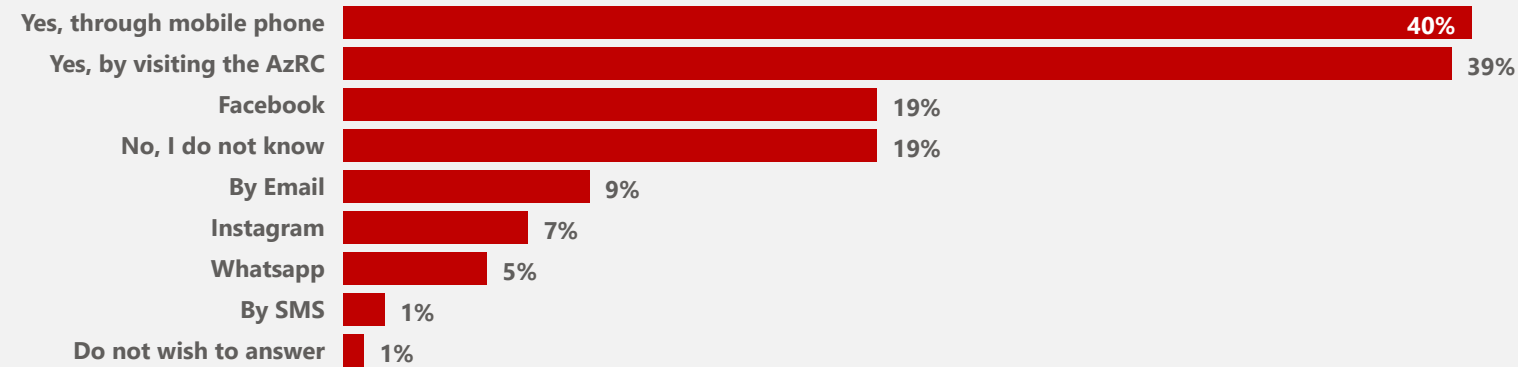


### Rate relationship between refugees and host communities in this location

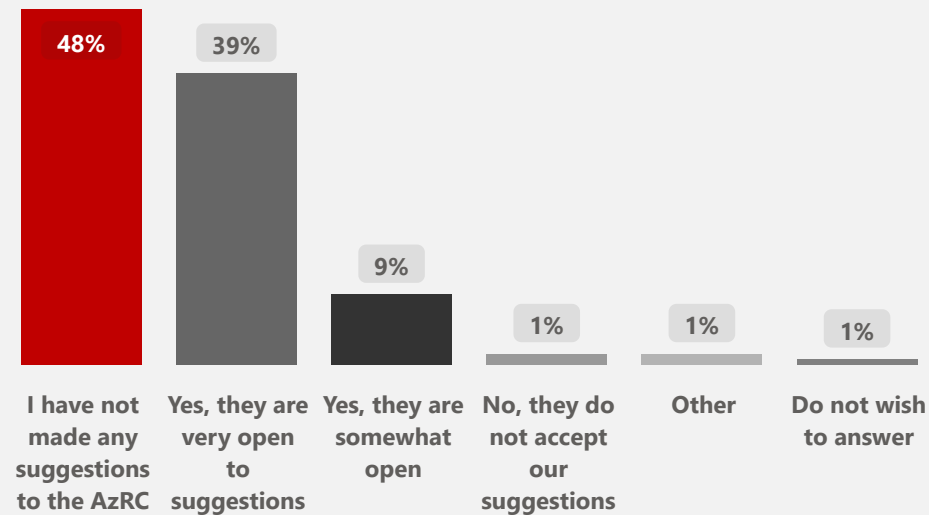


## Participation and Feedback

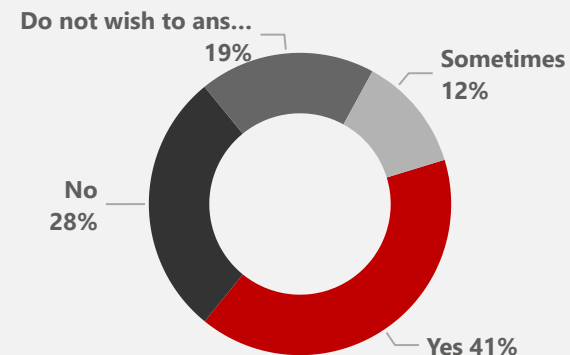
Do you know how to communicate with AzRC for questions or feedback about its services and staff?



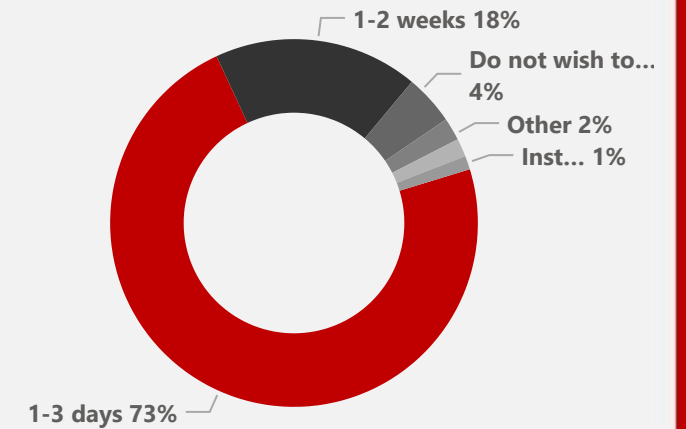
AzRC is open to your suggestions?



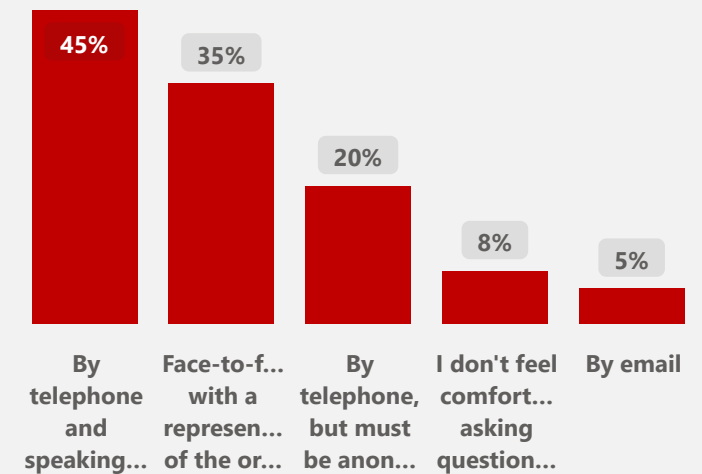
Have you received response to your questions, complaints or feedback?



Time to get a reply to feedback



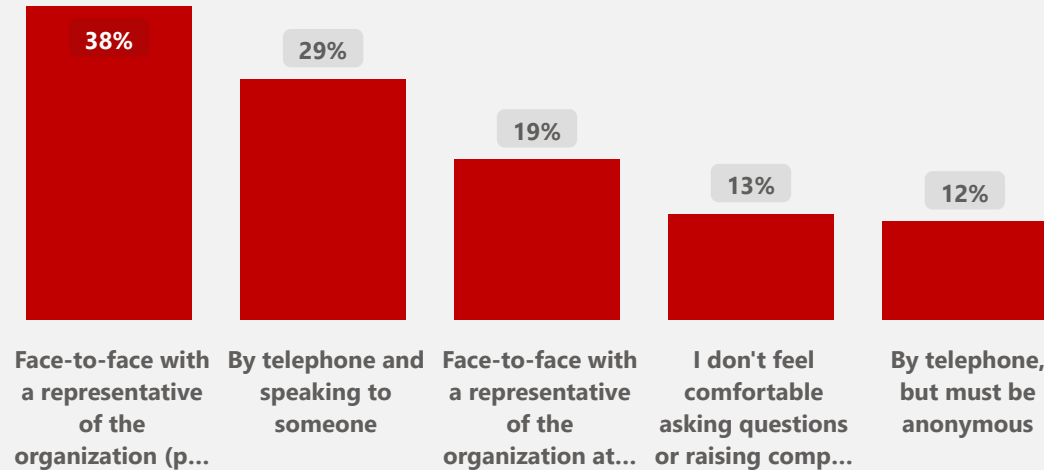
How would you like AzRC to respond to your feedback?



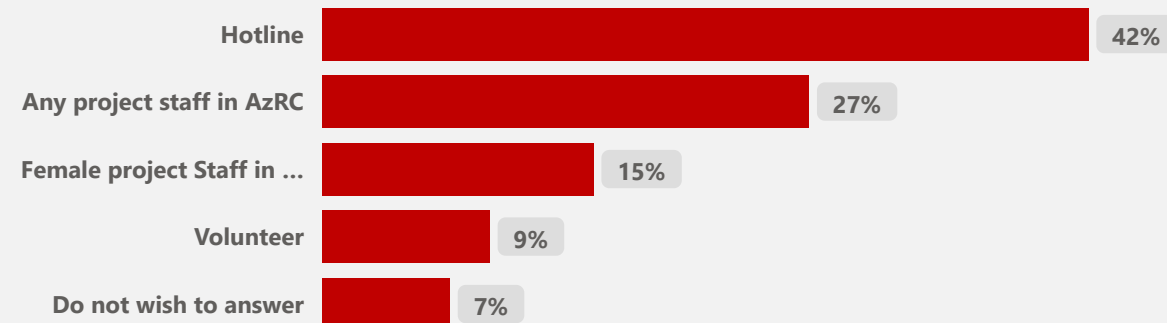


## Sensitive Feedbacks

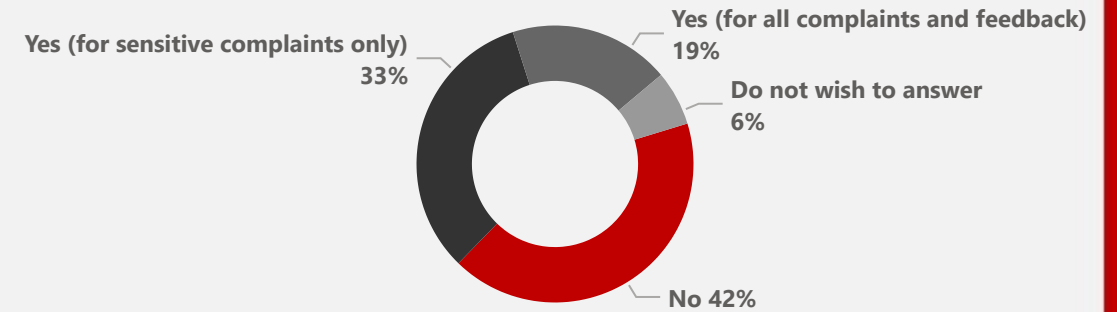
### How to raise sensitive feedbacks to AzRC



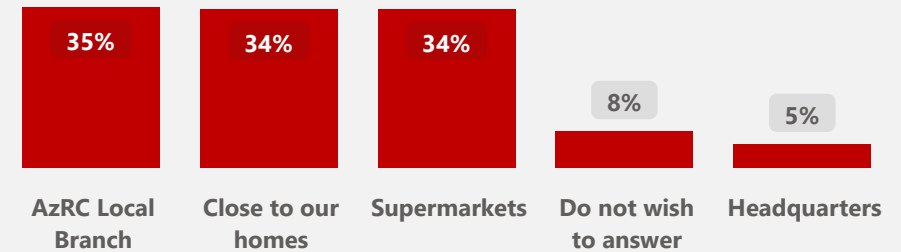
### Whom to talk while raising sensitive questions



### Would you prefer to make anonymous complaints?



### Where to place Feedback box



### Are there any barriers, that we should be aware of, when it comes to complaining or sharing feedback?



# Focus Group Discussion Insights

Demographic Overview

Initial Insights

Barriers and Communication

Communication Channels

Focus group discussions were held in three regional centers that have been chosen as pilot regions for the project: Baku RC, Ismayilli RC, and Sumgayit RC. The FGD that was conducted in August 2023 covered people from different backgrounds and a variety of age groups. The main objective of FGD is to find out certain patterns that can help create feedback mechanisms.

During FGD, it aimed to explore the following:

— To understand people's information needs

— To clarify barriers in the flow of information

— To understand the structure of the community

— To understand the decision-making process in the community

— To determine the main communication channels



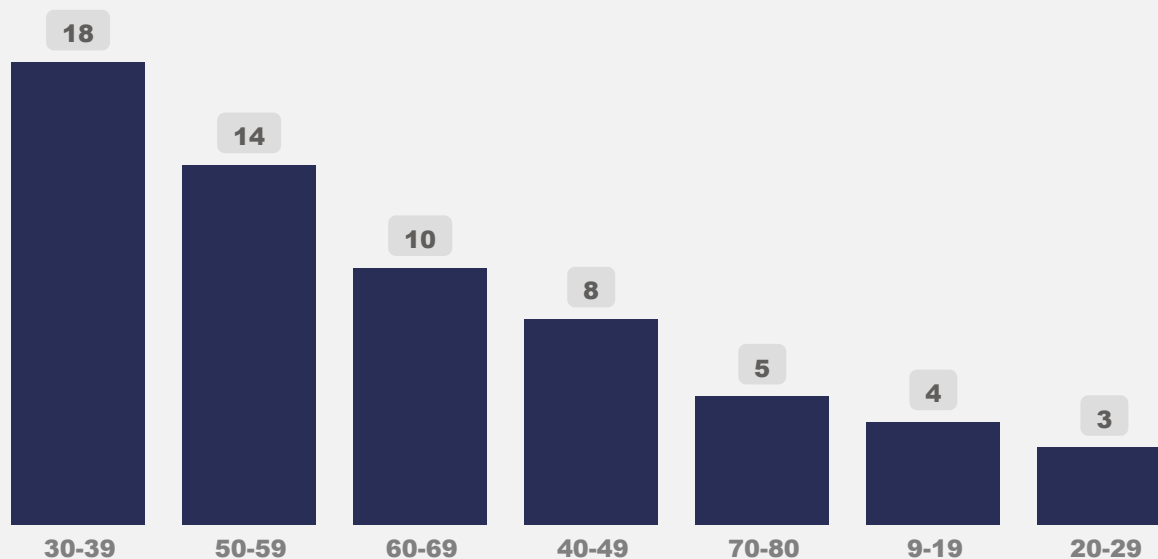
62

Total Participants

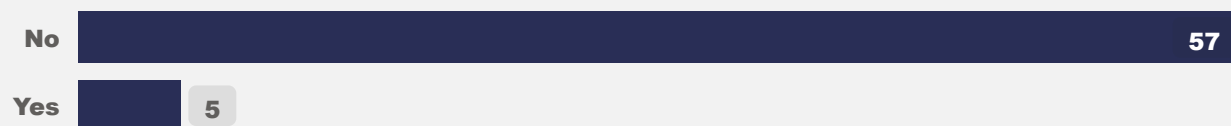
Regional Center

All

### Participants by Age

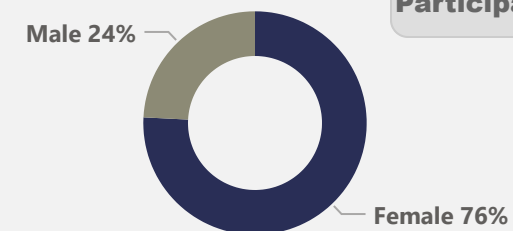


### Participants by Disability

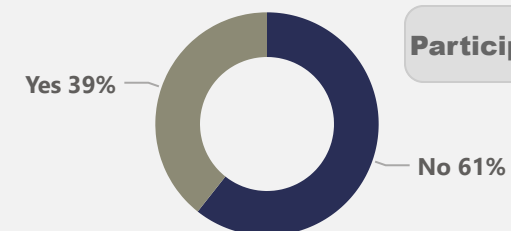


## Demographic Overview

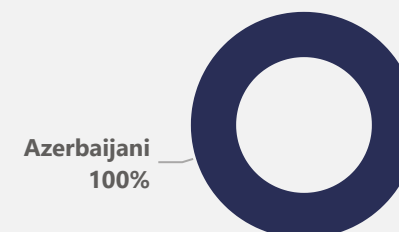
### Participants by Gender



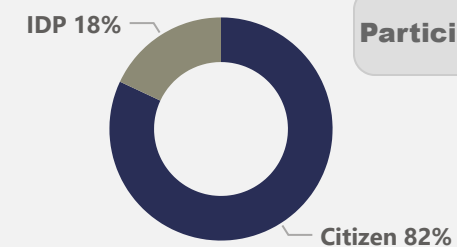
### Participants who work



### Participants by Nationality



### Participants by Status





There are 47 females and 15 males out of 62 participants who are totally Azerbaijani and 3 out of them are children. The participants have status citizen or IDP, with figures of 50 and 11, respectively. While 37 participants are currently working, 24 participants do not work actively for different reasons, like old age, disability, caring for a disabled family member, and so on.



Most people get to know about AzRC while volunteers distribute aid in their streets; some of them have been directed to AzRC by different organizations like municipalities or workers at hospitals. Some of them have been directly contacted by workers of regional centers, thanks to people who informed regional centers about the ones in need. For instance, two participants from Baku RC said workers from regional centers contacted them directly.

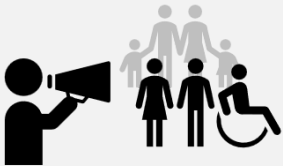


## Main Insights on Barriers and Community Communication

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There are some barriers to the flow of information. Firstly, we can mention people who have trouble writing or reading with Latin alphabets, especially people over 50. We need to focus on oral communication channels to reach out to these people, too. Secondly, there are some rumors that show a lack of belief in the transparency of activities implemented by AzRC in the community to a certain degree. For this, participants also suggested that AzRC activities be broadcasted on TV and face-to-face meetings be held very often. For example, participants from Baku RC suggested meetings be held every two months. Sumgayit RC has regular meetings with people, at least every two months.



Most people want WhatsApp groups to be created in order to inform members of the community. They think that in this way, they can participate in the process of making decisions more easily. Sumgayit RC has already had similar experience; communities have WhatsApp groups to discuss issues. Besides WhatsApp groups, Ismayilli RC also suggested alternatively mass SMS and face-to-face meetings, especially in villages where there is a lack of technology or where the main population is elderly and they cannot use their phones properly.



## Main Insights on Communication Channels



Generally, YouTube, Instagram, and Facebook are used by respondents. Some follow the pages of the AzRC to get information regarding aid. But official pages are not in high demand.

The participants would also like to reach out to AzRC by calling. However, they prefer face-to-face meetings over anonymous calls, especially in the case of sensitive feedback. They would like to have feedback boxes in the vicinity of local branches of AzRC. Participants from Sumgayit RC have mentioned they already know about these kinds of feedback boxes organized by state bodies.

The participants from regional centers have different thoughts about the time interval to reply back to feedback. Participants from Ismayilli RC and Baku RC think two weeks are enough to reply back with feedback; however, the participants from Ismayilli RC also added that sensitive feedback should be responded to in five days. The participants from Sumgayit RC suggested all kinds of feedback should be responded to within 48 hours.

