Cox’s Bazar Information
Ecosystem Assessment
Information Ecosystem Assessment

• These are a few PRELIMINARY RESULTS
• Survey results have not yet been disaggregated by gender, age, host/refugee, etc.
• Full Report to follow.
Methodology

• The IEA included focus group discussions and key informant interviews with stakeholders. The IEA also included an information needs survey.

• The survey interviewed 0.1% of the affected population, based on the October 19th SitRep.

• Age and gender figures were drawn from the October NMP Round 6.

• Population was broken down by 16 locations, refugee and host, again drawn from the October 19th SitRep.
Methodology

• Children under five were removed from the sample size, leaving a sample of **576**.
• The survey took approximately 45 minutes per respondent and was completed over five days, beginning Monday October 23rd.
• Trained enumerators were fluent in Rohingya and Bangla.
Language and Literacy

Main spoken languages
- Rahingya: 83%
- Bangla: 5%
- Burmese: 3%
- Regional: 9%

Can you read?
- Yes: 27%
- No: 73%
Language and Literacy

• 83% list Rohingya as their primary language for communication.
• 73% are illiterate in any language.
• Of those who are literate, Burmese was the most common written language, followed by Bangla.
• 71% reported that they had never received any formal schooling.
Information Access

Do you think you have enough information to make good decisions for you and your family?

- Yes: 23%
- No: 77%

Are you able to speak to aid providers?

- Yes: 38%
- No: 62%
Information Access

- 77% of the affected community reported they did not have enough information to make good decisions for them and their family.
- 62% reported that they were unable to speak to aid providers.
- Of those who said they did speak with aid providers, the most common method reported was face-to-face. However this was followed by ‘via community leaders’, ‘via community meetings’, and ‘via religious leaders’, suggesting much communication with aid providers is occurring indirectly.
What are the main ways you find information here?
Information Access

• This question allowed for multiple responses.
• Mahji’s were the most common source of information, followed by friends and family, religious leaders, community leaders, and phone calls.
• By contrast, just 14 people listed aid workers as one of the ways they are able to receive information. Three individuals mentioned leaflets, two people said posters, one person said ‘billboards’, and three people said megaphone announcements.
Which information sources do you trust the most?
Trust

• This question also allowed for multiple responses.
• When it comes to trusted sources, people again lean towards face-to-face communications. Friends and family are number one, with 295 mentions, and religious leaders number two.
• Radio is the number three most trusted source, despite limited access.
• 67 people mentioned aid workers as a trusted source. 39 mentioned Facebook.
Radio

Do you currently listen to the radio?

- Yes: 21%
- No: 79%

Why don't you listen to the radio?

- Don't have access to set: 51%
- No access to electricity: 25%
- Don't trust available channels: 7%
- No radio stations on air: 2%
- No programs in my language: 5%
- No information available: 7%
- Don't know: 3%
- No radio stations on air: 2%
Mobile Phones

Are you using a mobile phone at the moment?

- Yes: 58%
- Yes but with problems: 9%
- No: 33%

What do you usually use your mobile phone for?

- Calling friends and family
- Receiving calls from friends and family
- Receiving news/information alerts
- Accessing social media like Facebook/Twitter
- Accessing the internet
- Listening to the radio
- Taking a video
- Receiving text messages
- Downloading and viewing a video clip
- Money transfers
- Conducting business
- Recording audio
- Taking photos
- Sending a video to others
- Sending a photo to others
- Sending text messages
- Sending or receiving an MMS
- Sending or receiving an email
Do you use the Internet?

- Yes, about once every month
- Yes, about once every 2 weeks
- Yes, about once a week
- Very rarely
- Yes, most days
- No, never
Radio, Mobile and Internet

- While 58% of people reported having access to a mobile phone, only a tiny fraction reported using their phones for internet access. Overwhelmingly people used their phones primarily for making calls.
- This tallies with questions focused just on internet use, which found 81% of people never accessed the internet.
- Radio access is low, although people reported different reasons for this. Lack of access to sets is compounded by lack of decent signal.
- A separate study is being done on radio signal, and more information will be included in the final report.
More to come...