UNICEF conducted the information, communication and accountability assessment in the following areas:

- Brgy. Bubong, Municipality of Saguiaran, July 20, 2017 (528 families, with 48 families located in evacuation center)
- Purok Erlindaville, Brgy. Del Carmen, Iligan City, July 24, 2017 (800-900 home-based families)

(Note: In Brgy, Bubong, Saguiaran, UNICEF was joined by Action Against Hunger (AAH). The Info Needs assessment was conducted after pre-testing the radio spot on diarrhea and cholera prevention among the same target group.)

**Total No. of key informants:**
Women: 26 (19-65 years old)
Men (32-40 years old): 3

**Results:**

A. **Information Needs**

- Majority of them shared that their **preferred language** in any form of communication intervention are **Maranao** and **Tagalog**.
- On Information about the aid/support/any form of help from the government, majority of them particularly in Brgy. Bubon (Saguiran) and Erlindaville, Brgy. Del Carmen (Iligan City) said that they **do not have necessary information** about the aid/support or any form of assistance from the government.
- Majority of them shared that they **received relief goods/aid** from the government. These agencies are DSWD and DOH.
- Majority of them shared that there were aid coming from other organizations. **These organizations are from TV5, ABS-CBN, UNICEF, Red Cross, Angel Locsin, Evangelical Mission Group, and Diocesan of Butuan.**
- Majority of them shared that they **do not know the specific details of the aid they will receive**. They are just informed that there’s relief goods in the barangay for distribution.
• For those at Landa Pamana Evacuation Center in Balo-I, they shared that they have enough information to address concern. However, for informants in Brgys Bubong and Del Carmen, they do not have enough information to address their needs.

B. Communication channel

• For home-based IDPs, majority said that the barangay officials through the purok leaders are their main source of information. Particularly, purok leaders conduct house-to-house visit to inform them. Purok leaders also informs them via SMS since they provided them with their contact numbers.

Other main sources of information announcement from word-of-mouth from co-IDPs, mosque/masjid, facebook as well as tv and radio. Although very few households have access to radio they share.

• Majority shared that they want to know where they can access money/be provided with money since they want to buy food of their preference. Second to it, is where to get access to medicines and medical assistance.

Other information they want to know are the following: family planning, breastfeeding (where to access milk if a mother runs out of milk); reproductive health; and dengue. They also want to know where to get extra diaper, milk for their children, potable drinking water, and sleeping mats.

• TV, radio, tarpaulin postings and facebook were their sources of information before the Marawi crises.

• Majority preferred that information be shared through barangay officials via purok leaders since they are the ones who conduct house-to-house visit and would send SMS.

Other means to disseminate information are through community assembly/meetings, word-of-mouth (from co-IDPs), radio, tv, facebook and announcements in masjid.

In evacuation centers, they rely on their camp manager to share information.

C. Accountability Mechanism

• Majority of the informants shared that they do not question the aid being received because they do not want to be accused of being ungrateful and they are shy to express their feelings.

• For home-based IDPs, the reasons why they received poor information about assistance/relief are due to the following: IDPs in ECs are being prioritised; information do not reach them on time; and they are supporting other IDPs.

• Majority shared that they do not inform the camp manager, and barangay officials of their needs.

• Majority relayed that they are not satisfied with the aid being provided. Some of the examples were: The relief goods contain “haram” foods – noodles and canned goods made of pork; the number of diapers for children is reduced compared to the number of diapers given to others; not enough medicines and vitamins for children; no school supplies for children.
• For Landa EC interviewed women, they shared that they are happy/satisfied to the aid being provided while women interviewed in two areas were not happy/satisfied.

• Majority shared that they were not consulted on what they needed.

• They shared that any information should be made available as soon as possible to barangay officials, because it is through them where they get information.

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