

## Information, Communication and Accountability Consultation

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

- Brgy. Bubong, Municipality of Saguieran, 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)
- Landa Pamana Evacuation Center, Brgy. Landa, Municipality of Balo-I, July 27, 2017 (220 Families)

*(Note: In Brgy, Bubong, Saguieran, 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 (Saguieran) 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.



Top to bottom: UNICEF together with Action Against Hunger interviewed women (home-based IDPs) regarding information needs; UNICEF interviewed women of Purok Erlindaville in Brgy. Del Carmen, Iligan City; Information needs assessment with women of Landa Pamana Evacuation Center in Brgy. Landa, Municipality of Balo-i

- 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 aresa 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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