Community Engagement and Accountability to Affected Population
Information and Communication Needs Assessment - Preliminary Report
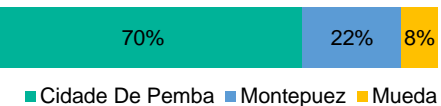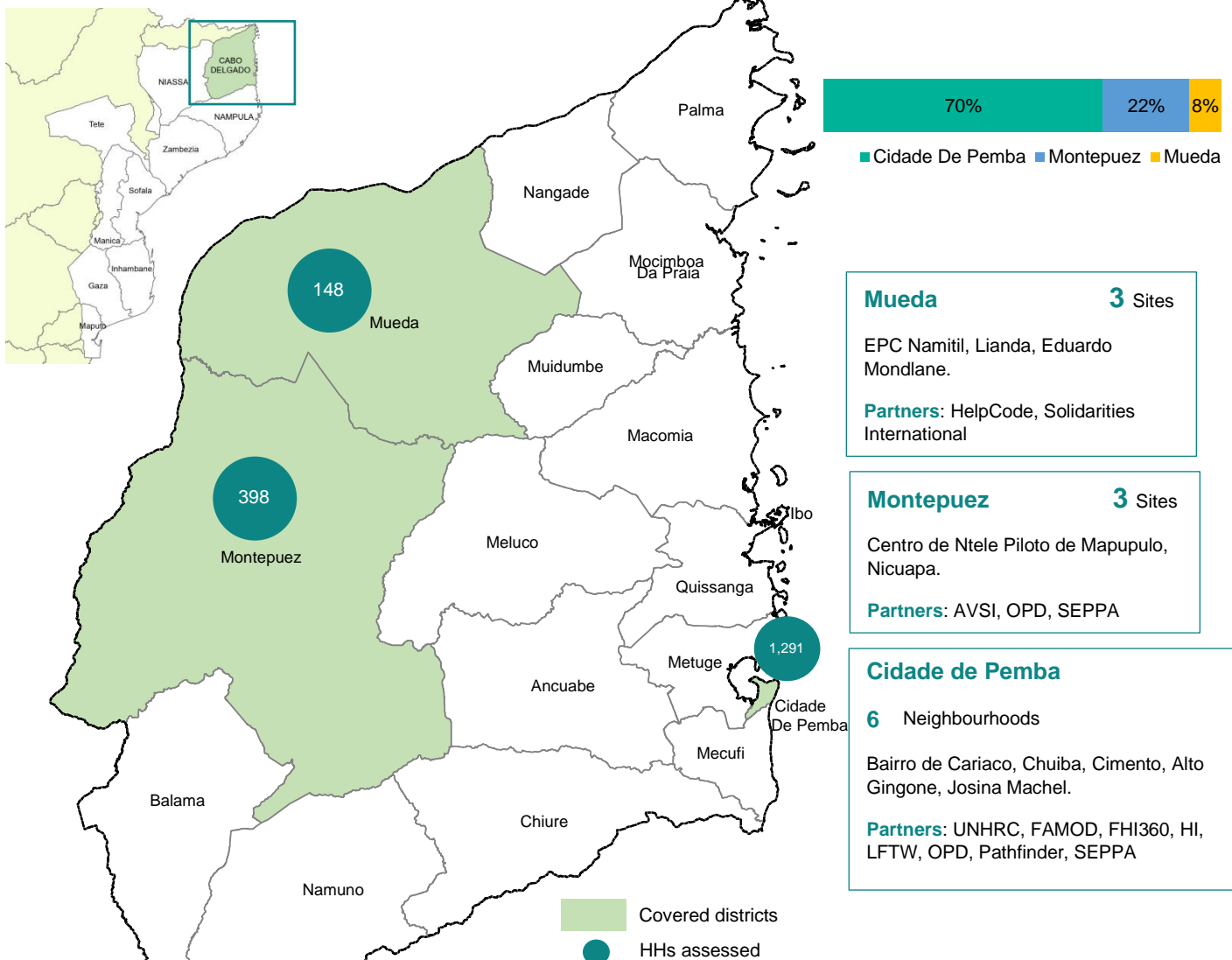
Cabo Delgado | Mozambique
[October 2022]

Community Engagement and Accountability to Affected Population (CEAAP) Working Group conducted Information and Communication Needs Assessment (ICNA) across the Internally Displaced Population (IDP) and IDPs hosting areas in Cabo Delgado province. As of October 2022, the ICNA reached three districts including Montepuez, Mueda and Cidade de Pemba. The aim of this survey is to identify information and communication needs and gaps between the humanitarian response actors and the IDP population. The data collection started in September 2022 in collaboration with 13 partners working in Cabo Delgado province. Data collectors from 13 organizations were trained on needs assessment tool that was developed in KOBO tool. The assessment covers demographic of respondents, bio data information including (age, gender, education level, district of origin), persons with specific needs, cellular telephony, radio, written material, channels, accessing information, trust, information in the community, dialogue with humanitarian agencies and disability. A total of 1,837 respondents gave their consent to participate in the assessment.

Demographics:

1,837 Respondents

70% Host community

30% IDP Sites

13 Partners

03 Districts
12 IDP sites/locations

70%	22%	8%

■ Cidade De Pemba ■ Montepuez ■ Mueda

148 Mueda

398 Montepuez

1,291 Cidade De Pemba

Mueda 3 Sites

EPC Namitil, Lianda, Eduardo Mondlane.

Partners: HelpCode, Solidarities International

Montepuez 3 Sites

Centro de Ntele Piloto de Mapupulo, Nicuapa.

Partners: AVSI, OPD, SEPPA

Cidade de Pemba

6 Neighbourhoods

Bairro de Cariaco, Chuiba, Cimento, Alto Gingone, Josina Machel.

Partners: UNHRC, FAMOD, FHI360, HI, LFTW, OPD, Pathfinder, SEPPA

Covered districts

HHs assessed

Map creation date: 16 December 2022
The boundaries and names shown in this map do not imply official endorsement by the UN

In partnership with:

UNHCR The UN Refugee Agency · WFP World Food Programme · FUNDAÇÃO SEPPA · helpcode · AVSI People for development · HI humanity & inclusion · PLAN INTERNATIONAL · ASAC · unicef · LIGHT FOR THE WORLD · fhi360 THE SCIENCE OF IMPROVING LIVES · FAMOD · Pathfinder INTERNATIONAL · SOLIDARITÉS INTERNATIONAL · ADEL CD · STREET CHILD

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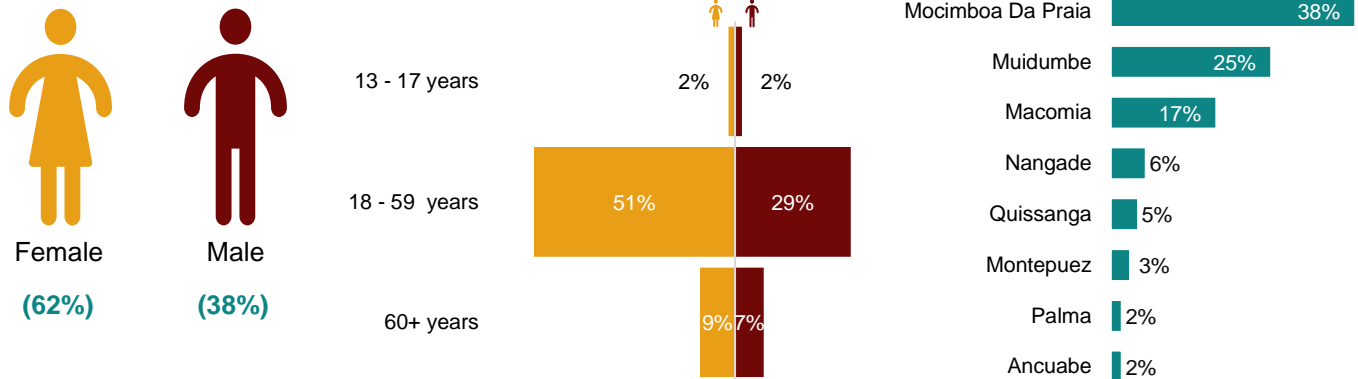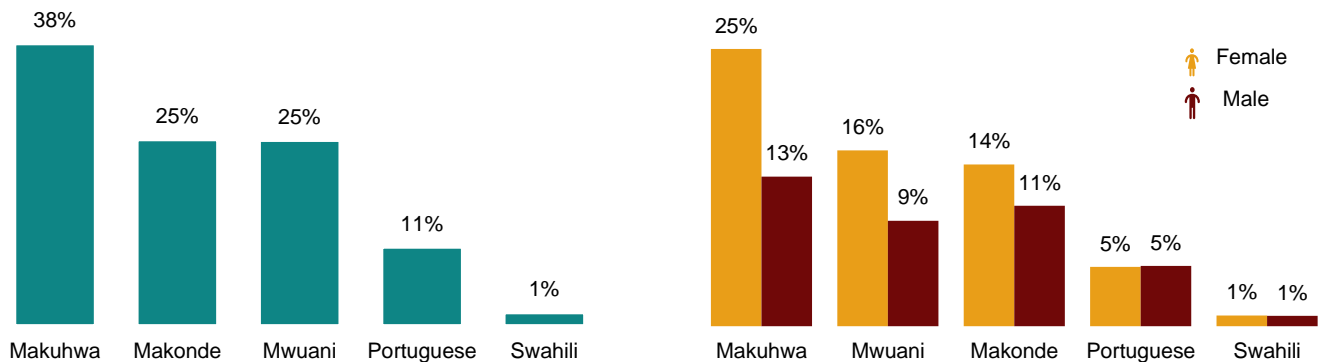## Age, Gender and District of Origin

Majority (62%) of respondents were female and 38% were male. The respondents are mostly persons displaced from the districts of Mocimboa da Praia, Muidumbe, Macomia, Nangade, Quissanga, Montepuez, Palma and Ancuabe.

Female **(62%)**
Male **(38%)**

Age	Female	Male
13 - 17 years	2%	2%
18 - 59 years	51%	29%
60+ years	9%	7%

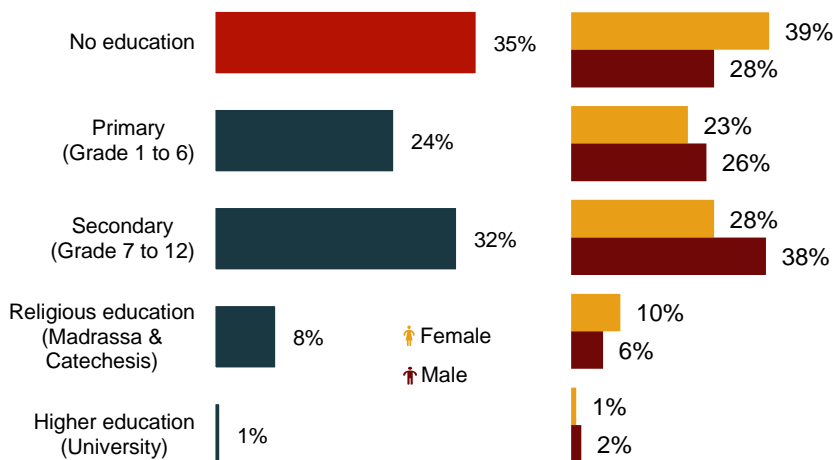| District	%
Mocimboa Da Praia	38%
Muidumbe	25%
Macomia	17%
Nangade	6%
Quissanga	5%
Montepuez	3%
Palma	2%
Ancuabe	2%

Preferred Language

The preferred language amongst them is dominated by Makwa (38%), followed by Makonde (25%), Mwani (25%), Portuguese (25%) and Swahili (2%).

Language	%
Makuhwa	38%
Makonde	25%
Mwuani	25%
Portuguese	11%
Swahili	1%

Female / Male

Language	Female	Male
Makuhwa	25%	13%
Mwuani	16%	9%
Makonde	14%	11%
Portuguese	5%	5%
Swahili	1%	1%

Level of Education

Despite only one third (34%) of the respondents indicated that they had no education, more than half of the respondents (60%) indicate that they are not able to read or write. Close to 40% of the women and girls (39%) do not have education, and overall less women and girls have received education compared to men and boys.

Education level	Total	Female	Male
No education	35%	39%	28%
Primary (Grade 1 to 6)	24%	23%	26%
Secondary (Grade 7 to 12)	32%	28%	38%
Religious education (Madrassa & Catechesis)	8%	10%	6%
Higher education (University)	1%	1%	2%

Female / Male

Literacy

Almost 60% of respondents cannot read or write

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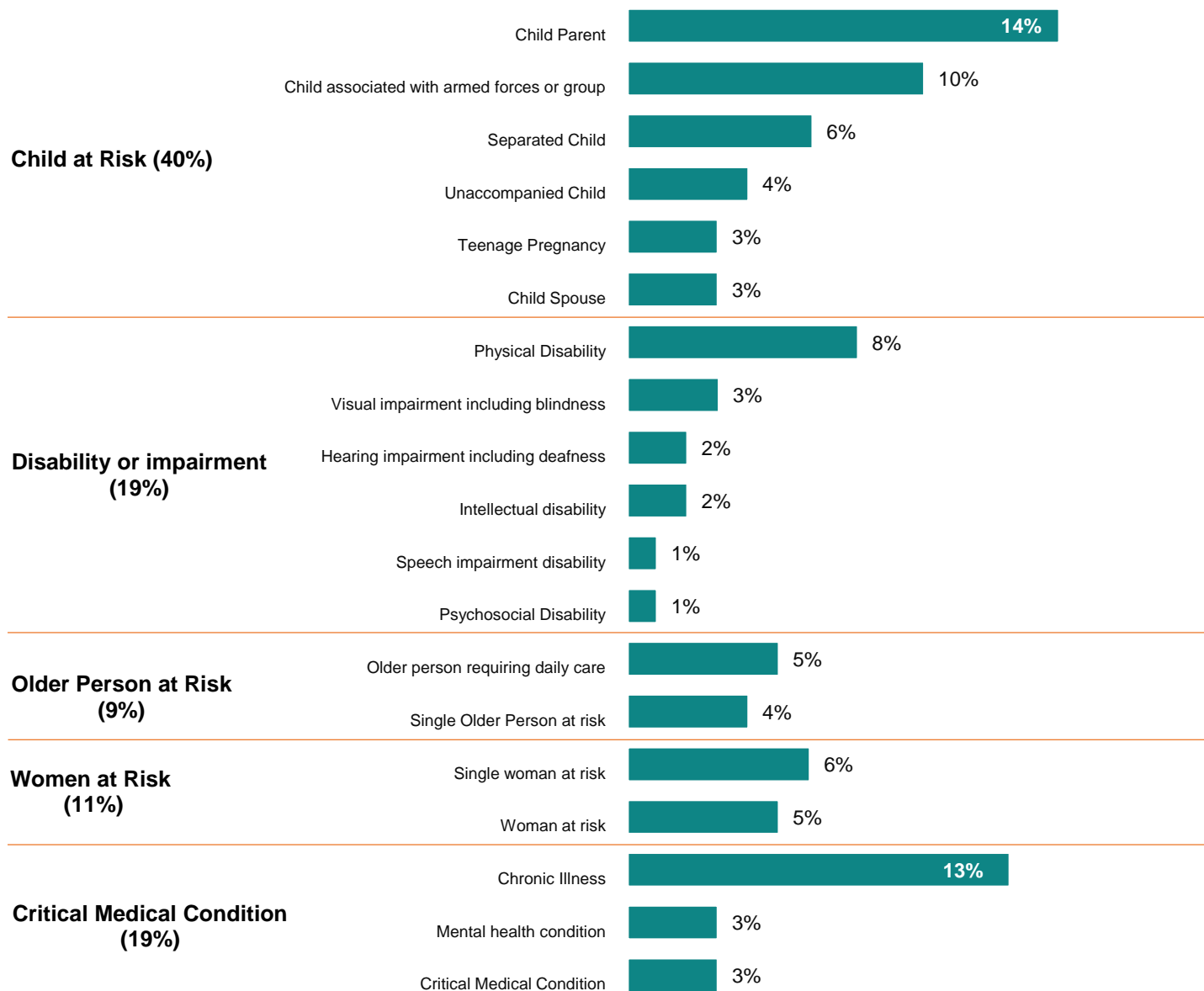
Disability/Impairment/Difficulty

The survey utilized the Washington Group Questions on Disability in order to identify persons with disabilities, impairment and/or persons who have difficulty in conducting daily tasks. This includes different levels of severity of difficulty in hearing and seeing, and of speech impairment, intellectual impairment. The questions identifies ranges of difficulty from low level up to the highest level, which is considered disability. **The results indicated that almost half of the respondents (49%) are identified as persons either with disability or Impairment or some kind of difficulty in conducting their daily tasks, and 60% of the respondents reported to have persons either with disability or impairment or some kind of difficulty in their households.**

Persons With Specific Needs

92% of the respondents reported to have persons with specific needs in their households, comprising child at risk, disability, critical medical condition, woman at risk and older persons at risk.

Categories	Sub-Categories	
Child at Risk (40%)	Child Parent	**14%**
	Child associated with armed forces or group	10%
	Separated Child	6%
	Unaccompanied Child	4%
	Teenage Pregnancy	3%
	Child Spouse	3%
Disability or impairment (19%)	Physical Disability	8%
	Visual impairment including blindness	3%
	Hearing impairment including deafness	2%
	Intellectual disability	2%
	Speech impairment disability	1%
	Psychosocial Disability	1%
Older Person at Risk (9%)	Older person requiring daily care	5%
	Single Older Person at risk	4%
Women at Risk (11%)	Single woman at risk	6%
	Woman at risk	5%
Critical Medical Condition (19%)	Chronic Illness	**13%**
	Mental health condition	3%
	Critical Medical Condition	3%

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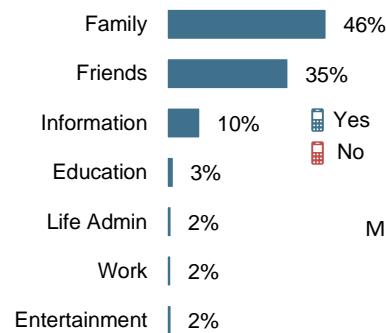## Access to Information: Communication and Information Devices

📱 Access to Mobile Phone and Social Media

68% of the respondents either own or have access to mobile phone. Among the respondents of the survey, the phone is mostly used to communicate with family (46%), friends (35%) and for the purpose of receiving and sharing information (10%). Only 20% of the people who own a mobile phone use social media applications such as Facebook (47%), WhatsApp (45%) and Instagram (8%).
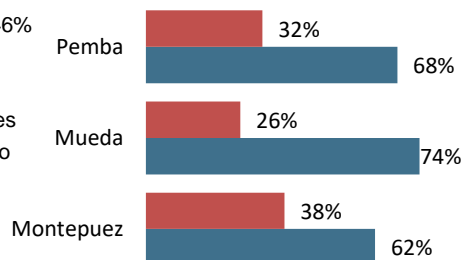
📻 Access to Radio

Less than 20% of the respondents either own or have access to a radio or listen to radio. The main ways of listening to radio is through smartphone, or at the house of a friend or relative.
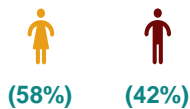
Access to a Radio

Yes 📱 No 📻

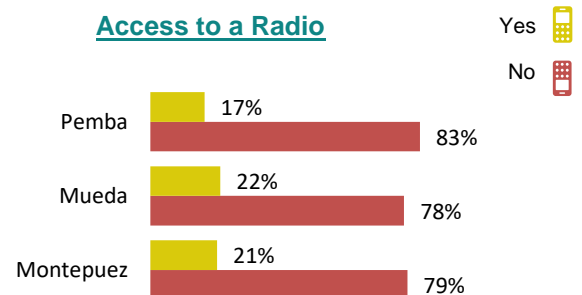| Location	Yes	No
Pemba	17%	83%
Mueda	22%	78%
Montepuez	21%	79%

Mobile Phone Usage

Usage	%
Family	46%
Friends	35%
Information	10%
Education	3%
Life Admin	2%
Work	2%
Entertainment	2%

Access to a Mobile Phone

📱 Yes
📻 No

Location	No	Yes
Pemba	32%	68%
Mueda	26%	74%
Montepuez	38%	62%

Radio Programmes Listened

Programme	%
Informative programmes	34%
Music related programmes	21%
Sport related programmes	10%
Interactive programmes	9%
Religious programmes	8%

Social Media Usage by Gender

👩 (58%)   👨 (42%)

Social Media Usage

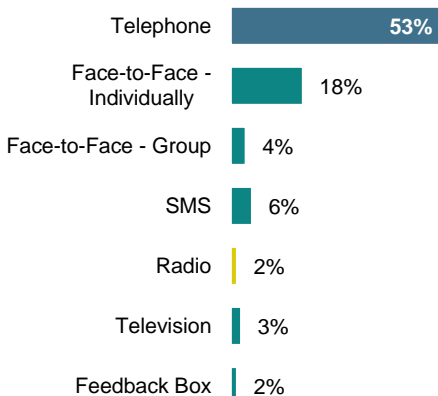Facebook (47%)   WhatsApp (45%)   Instagram (8%)
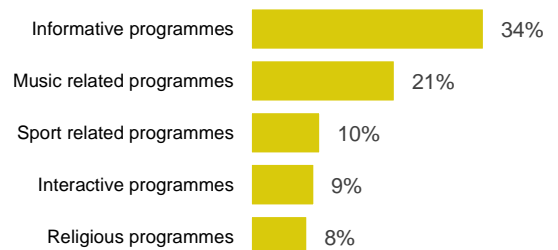
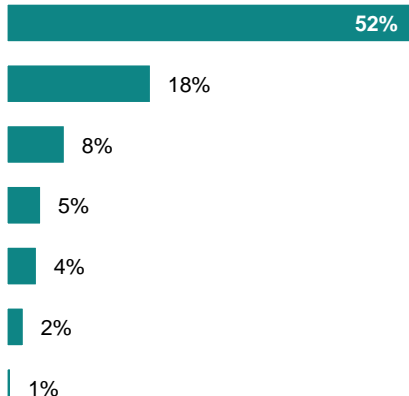## Access to Information: Channels Used to Share Information

Respondents are asked about how they are sharing various key information. More than half of the respondents indicated that they use telephone to share information on families and friends who are not at their current locations, and/or about their place of origin. Face to face means of communication are more used when sharing information on the current hosting location including information related to services.

Channels Used to Share Information

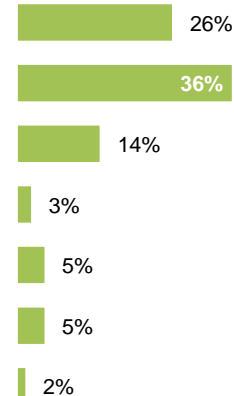| Channel	About families and friends who are not with you	About the place of origin	About the hosting place (including services)
Telephone	53%	52%	26%
Face-to-Face - Individually	18%	18%	36%
Face-to-Face - Group	4%	8%	14%
SMS	6%	5%	3%
Radio	2%	4%	5%
Television	3%	2%	5%
Feedback Box	2%	1%	2%

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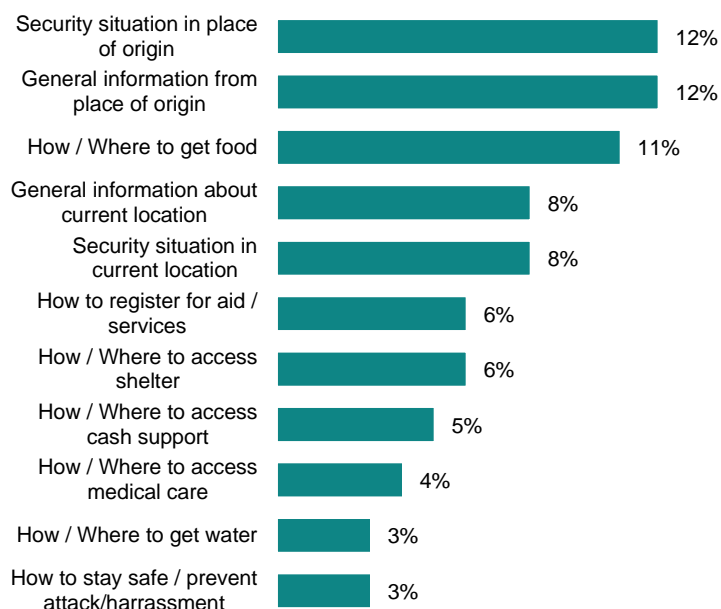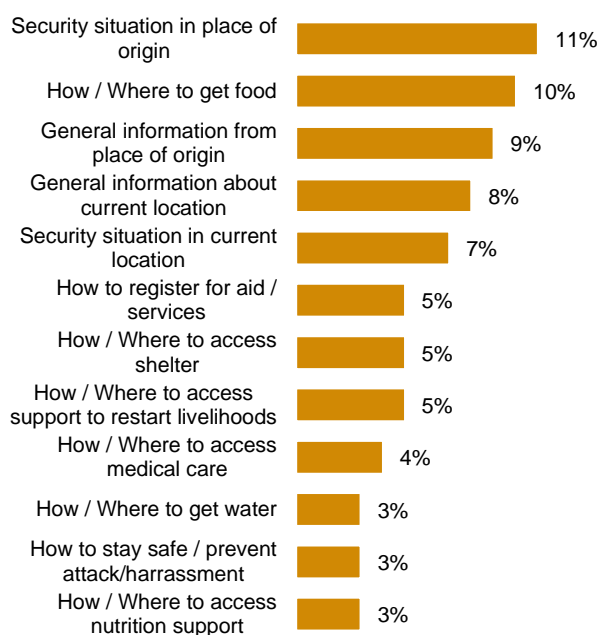Cabo Delgado | Mozambique
[October 2022]

Accessing Information

The respondents are asked about what information they need, however currently not available. They are also asked what information they need to make informed decisions. Close to one third of the respondents indicate that information on security situation and general information in place of origin are needed, especially to make informed decisions, however they are not currently available. Similarly, information on how and where to access to essential services such as food, shelter, cash support, medical care, and water is needed by the respondents, however not currently available. The respondents also mentioned that they lack security and general information on the current location, however they need such information to make informed decisions. Information on how to stay safe and prevent attack and harassment is also requested by the respondents which implicates the prevalence of safety and security issues in their current locations and place of origin, and simultaneously the higher level of awareness on issues related to prevention of violence.

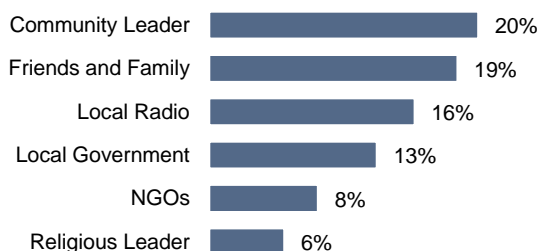### Information Respondents Need, Currently Unavailable

Category	%
Security situation in place of origin	12%
General information from place of origin	12%
How / Where to get food	11%
General information about current location	8%
Security situation in current location	8%
How to register for aid / services	6%
How / Where to access shelter	6%
How / Where to access cash support	5%
How / Where to access medical care	4%
How / Where to get water	3%
How to stay safe / prevent attack/harrassment	3%

Information Respondents Need to Make Informed Decisions

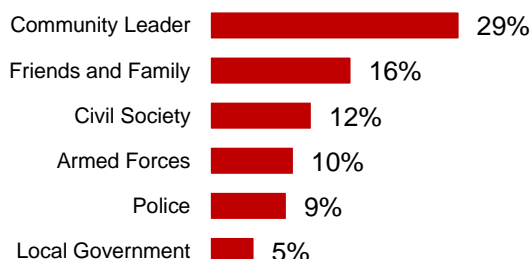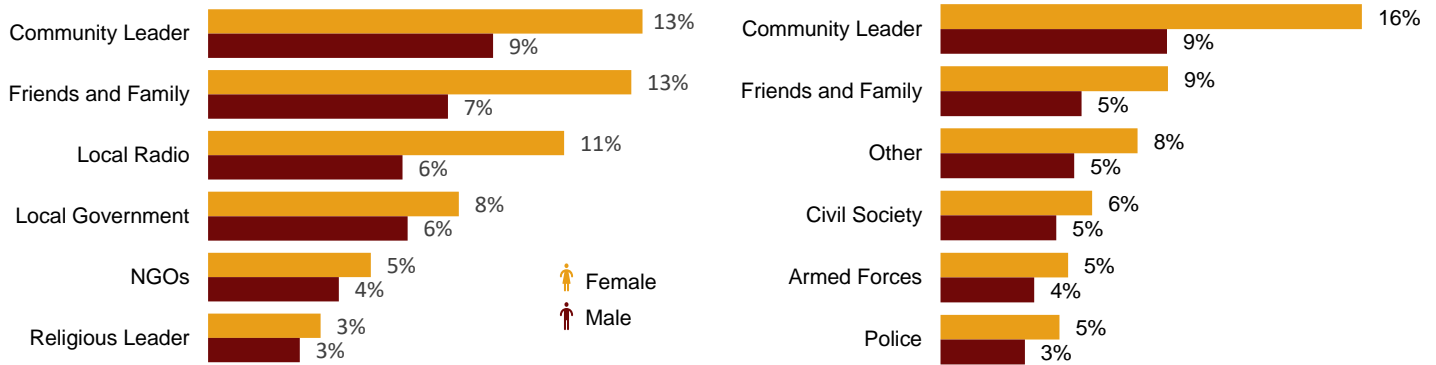| Category	%
Security situation in place of origin	11%
How / Where to get food	10%
General information from place of origin	9%
General information about current location	8%
Security situation in current location	7%
How to register for aid / services	5%
How / Where to access shelter	5%
How / Where to access support to restart livelihoods	5%
How / Where to access medical care	4%
How / Where to get water	3%
How to stay safe / prevent attack/harrassment	3%
How / Where to access nutrition support	3%

Trust on Information Sources

The respondents were asked about most and least trusted source of information. They indicate that source of information channelled by community leaders are most trusted (20%), however also least trusted (29%). Similarly, the source of information channelled by family and friends is most trusted (19%), but also least trusted (16%). This shows that information needed by the affected populations is majorly channelled by community leaders and family and friends, although there are issues of trust and confidence in information that are channelled by these sources. Humanitarian agencies under NGOs only ranked at fifth among the most trusted information source and ranked third (12%) among the least trusted source of information. This clearly shows limited information channelled by humanitarian agencies and also the limited amount of information source channelled is least trusted. Gender breakdown is shown in the following page.

Source of Information Most Trusted By The Respondents

Source	%
Community Leader	20%
Friends and Family	19%
Local Radio	16%
Local Government	13%
NGOs	8%
Religious Leader	6%

Source of Information Least Trusted By The Respondents

Source	%
Community Leader	29%
Friends and Family	16%
Civil Society	12%
Armed Forces	10%
Police	9%
Local Government	5%

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Community Leader — Female 13% / Male 9%
Friends and Family — Female 13% / Male 7%
Local Radio — Female 11% / Male 6%
Local Government — Female 8% / Male 6%
NGOs — Female 5% / Male 4%
Religious Leader — Female 3% / Male 3%

Community Leader — Female 16% / Male 9%
Friends and Family — Female 9% / Male 5%
Other — Female 8% / Male 5%
Civil Society — Female 6% / Male 5%
Armed Forces — Female 5% / Male 4%
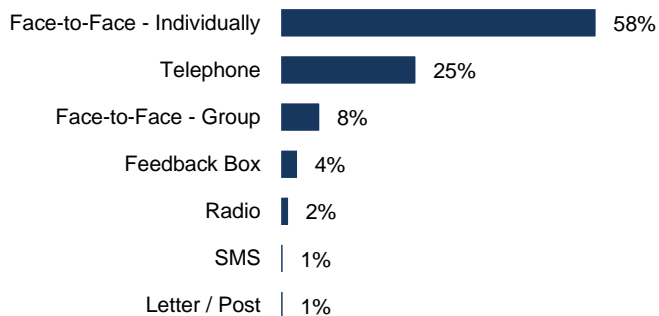Police — Female 5% / Male 3%

Female
Male

Dialogue with Humanitarian Agencies In General

Only 14% of the respondents have communicated with humanitarian agencies. The respondents stated that they have not communicated with humanitarian agencies because they have no or low expectation of any response (28%), they have fear of not being listened to by the humanitarian agencies (25%), and they have no access to humanitarian agencies (21%), they have no information to share with humanitarian agencies (9%) and they have previously communicated with humanitarian agencies, but not led to any dialogue or any response (5%). In general, these results imply lack of communication between affected populations and humanitarian agencies. Another issue could be power dynamics that are played out between affected populations and humanitarian agencies, as the affected populations are afraid of not listened to due to issues mostly related to services provision or agencies' staff code of conduct. Some affected populations feel that they have no way to communicate with humanitarian agencies. More qualitative information will be needed to understand quantitative findings. The preferred sources to communicate with humanitarian agencies are face-to-face individually, telephone and face-to-face in a group.

Preferred Way to Communicate With Humanitarian Agencies

Face-to-Face - Individually 58%
Telephone 25%
Face-to-Face - Group 8%
Feedback Box 4%
Radio 2%
SMS 1%
Letter / Post 1%

Why have you not communicated with Humanitarian Agencies?

Low/No expectation of any response 28%
Fear of not being listened by the humanitarian agencies 25%
No access to humanitarian agencies (lack of a communication channel) 21%
No information to share with humanitarian agencies 9%
Previously communicated with humanitarian agencies, but no dialogue 5%

Face-to-Face - Individually — Female 32% / Male 25%
Telephone — Female 12% / Male 15%
Face-to-Face - Group — Female 5% / Male 3%
Feedback Box — Female 2% / Male 2%
SMS — Female 1% / Male 0%
Letter / Post — Female 0% / Male 2%

Female
Male

Low/No expectation of any response — Female 18% / Male 11%
Fear of not being listened by the humanitarian agencies — Female 15% / Male 10%
No access to humanitarian agencies (lack of a communication channel) — Female 13% / Male 8%
No information to share with humanitarian agencies — Female 7% / Male 3%
Previously communicated with humanitarian agencies, but no dialogue — Female 3% / Male 2%