



Information and Communications Needs Assessment



This material has been funded by UK Aid from the UK Government; however, the views expressed do not necessarily reflect the UK government's official policies



The Information and Communication Needs Assessment was carried out through the Communicating with Communities Working Group. Using an inter-agency approach, the following organizations contributed to the assessment. In particular, the following agencies agreed to a joint questionnaire, supported enumerator trainings and conducted the assessment across 10 affected districts and VDCs they have been working in.



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Overview

From the period of July and August 2015, the Inter Agency Common Feedback Project (CFP), working under the Communicating with Communities Working Group, coordinated an information and communication needs assessment. As a result, a total of 222 key informant surveys across 10 earthquake affected districts were completed. These key informants represent a variety of social groups.

With limited resources and capacity, it was agreed that key informant surveys would provide the best opportunity to capture a wide range of views from communities. The key informant surveys were carried out in VDCs that participating organizations had presence in. The completed surveys and resulting assessment cannot claim to be representative of earthquake affected communities but it can offer some insight on key information and communication needs of communities.

Key findings from this assessment include:

- A total 69 percent of respondents had been displaced from their homes and were staying in a temporary shelter or designated camps. This may have an impact on how information is received
- While local language remains critical for effective communications, more than 80 percent of respondents do regularly communicate in Nepali
- An overwhelming majority of respondents use and prefer to use radio and television to receive information. Mobile phones is also an identified key source of information. While these sources are important for respondents, access remains a challenge with respondents citing lack of electricity as the main barrier to information. Despite this, a majority (94 percent) of respondents do have regular access to radio with fewer (72 percent) able to regularly access television
- Mobile phones are primarily used to send and receive calls. In addition, nearly 50 percent of respondents also use mobile phones to listen to radio or receive information/alerts
- While internet access is limited, those who do access internet primarily do so through mobile phones (60 percent)
- A majority of respondents (87 percent) can recall receiving information related to earthquakes. However, action taken on information received is unclear and requires additional investigation.



September 2015

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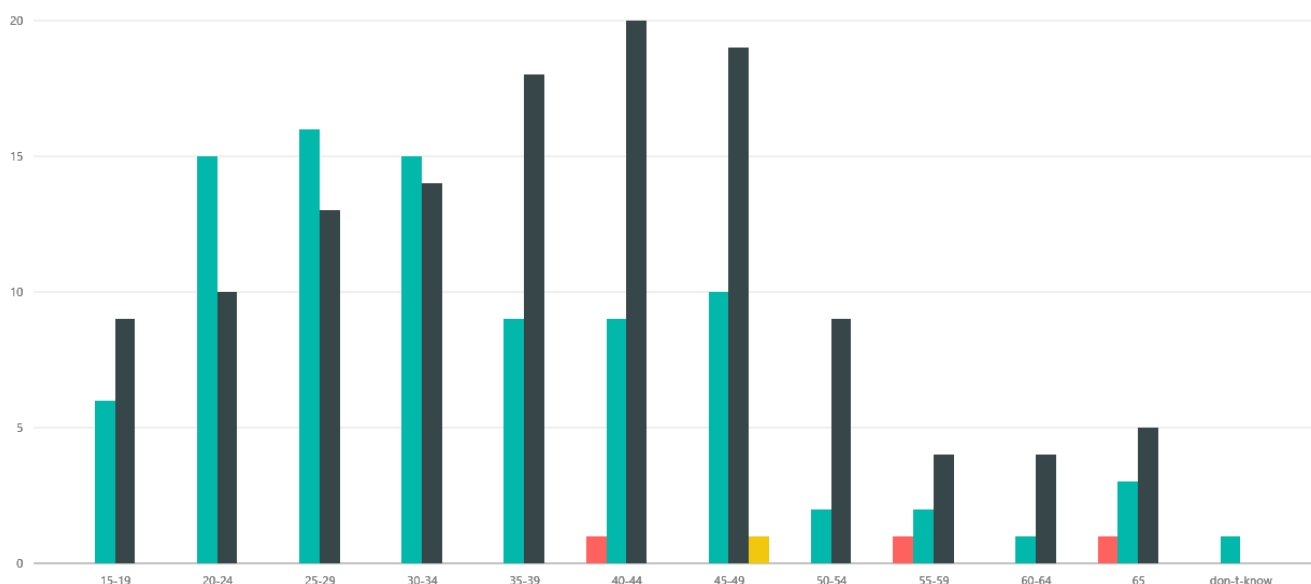
Summary

The survey was done in following districts with respective VDC's in that district:

- **Sindhupalchowk**- Sanosirubari, Langarche, Fulpingkot, Syaule, Sipapokhari, Solpathana, Melamchi, Chautara, Sikharpur, Badegaun, Kubindey
- **Dolakha**- Bocha, Sundrawati, Magapauwa, Japhe, Bhimeshwar
- **Dhading**- Nalang, Sangkosh, Palpabhanjyang, Nilkantha, Majhgaun, Kawalodanda, Jyamire, Bhalddada, Amarapati
- **Rasuwa**- Yarsa, Thulogaun, Haku
- **Ramechhap**- Gelu, Fulasi
- **Lamjung**- Ilampokhari, Isaneshwor
- **Gorkha**- Bhumlichowk, Jhyalchowk, Dhawachowk
- **Nuwakot**- Taruka, Charghare
- **Sindhuli**- Bhuwaneshwor, Solpathana
- **Kathmandu**- Bhimdhunga, Ramkot

The survey was conducted in total of **222** people from all above mentioned districts and the analysis and findings only represents the data available among the people surveyed.

Distribution by age and gender:

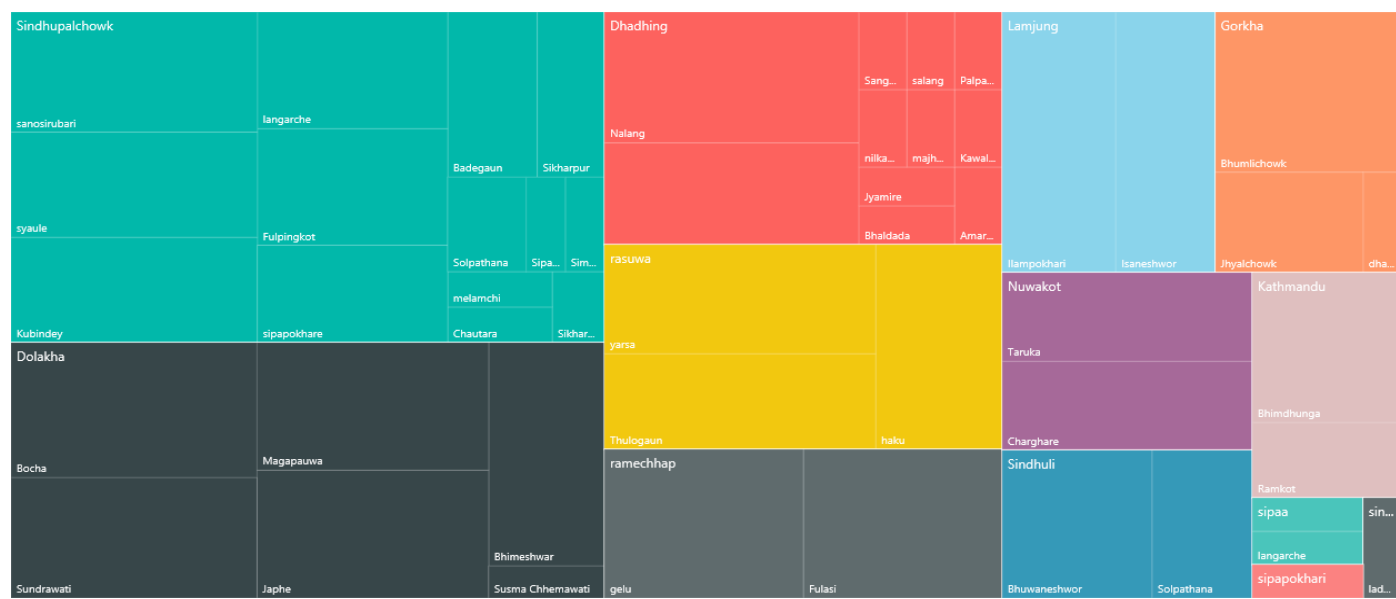




Gender (Blank) female male other

Most of the people surveyed were from 20-50 age groups with male being higher in number than female.

Distribution by district and VDCs:

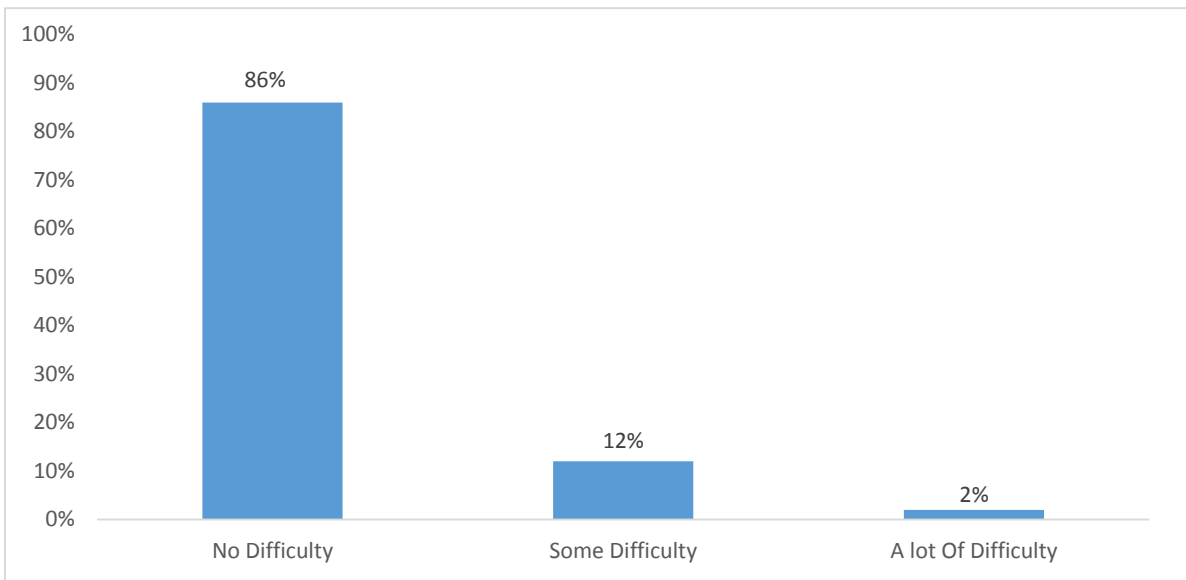


Sindhupalchowk Dolakha Dhadhing rasuwa ramechhap Lamjung Gorkha Nuwakot Sindhuli Kathmandu

Among the people surveyed, higher number of surveys were done from Sindhupalchowk district and having more number of VDCs in that district than others and least people surveyed were from Kathmandu District.



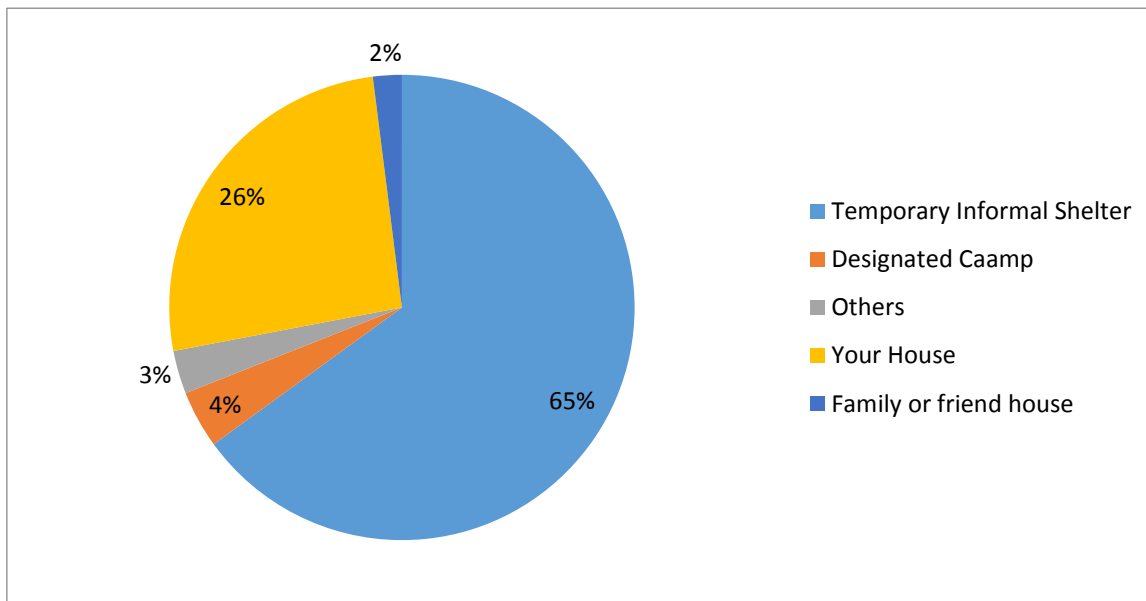
1. Do you have any health problems that have caused you difficulty to move, see, speak, understand/ learn or communicate?



- Out of total people surveyed, 86% people had no difficulty with their health
- 12% of people had some health problems
- Only 2% of people said they had a lot of difficulty with their health
- Sindhupalchowk was the district with the least health problems, where 26% of respondents reported having no difficulty
- The highest concentration of health problems among people surveyed was in Dhading, where 40% of respondents reported having some difficulty
- Out of total people saying they had lot of difficulties, 75% were from Dhading.



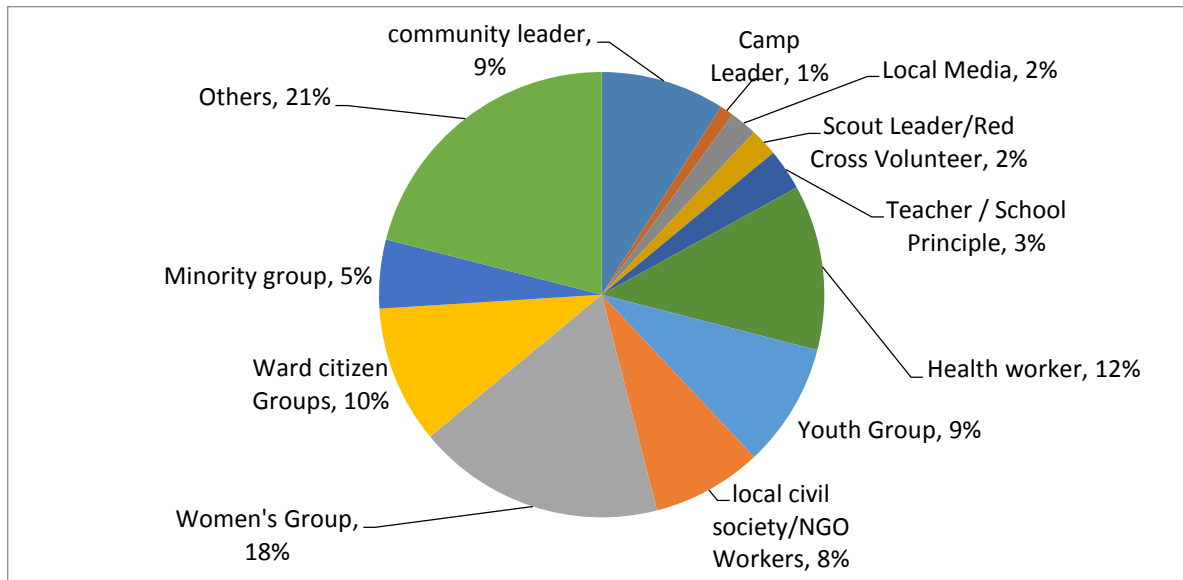
2. Where are you staying at the moment?



- Among the people surveyed, 65% people said they stay in temporary informal shelter
- Only 6% people said they live in designated camp or with their friends and family
- But 73% people in Lamjung stay at their own house
- In Sindhuli, 100% people stay at temporary informal shelter.



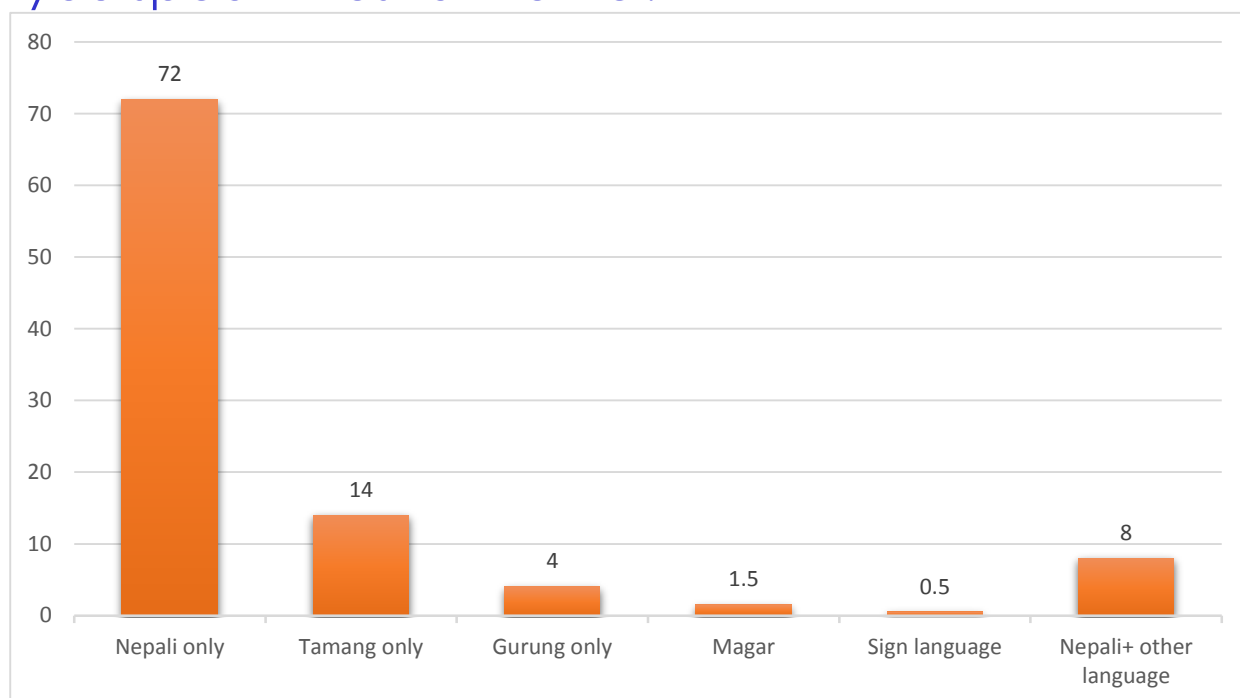
3. What community segment are you speaking on behalf of?



- Among the total people surveyed, 18% represented women's groups
- Only 9% represented youth groups
- 8% were the community leaders
- 21% of people were from Others group, than mentioned in survey form
- Among all people surveyed, most people were from 20-50 age groups with male being higher in number (male being 94 in number and female being 74 in number)
- Among total community leaders, 25% were from Bocha VDC of Dolakha District
- Among people surveyed, 100% of local media representative were from Japhe VDC of Dolakha District.



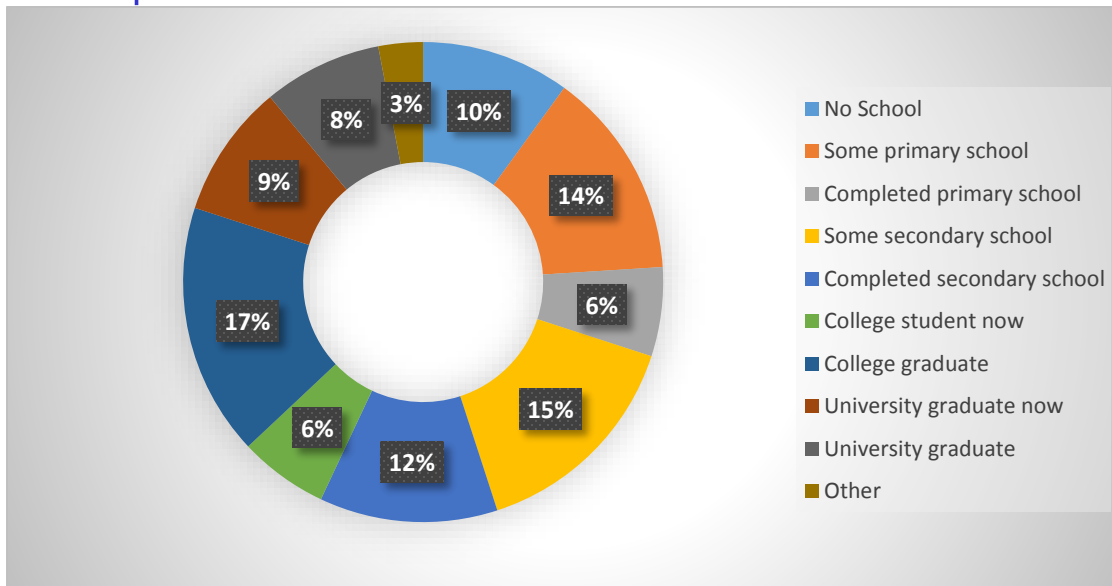
4. What is your mother tongue or which language do you speak most at home?



- Of those surveyed, 72% of people speak only Nepali
- 14% people speaks only Tamang and 4% people only speaks Gurung
- Only one person out of 220 people surveyed, was found to use sign language for communication of Amarapati VDC of Dhading District
- 8% of people were found to speak mix languages Nepali+Other (Tamang, Gurung, Newari and Thami)
- None people among surveyed, were found to speak Nepali in VDC's like Amarapati, Bhimeshwar, Magapauwa, Sipapokhari and Susma Chhemawati
- Among total of people speaking Gurung, all were from Ilampokhari VDC of Lamjung district



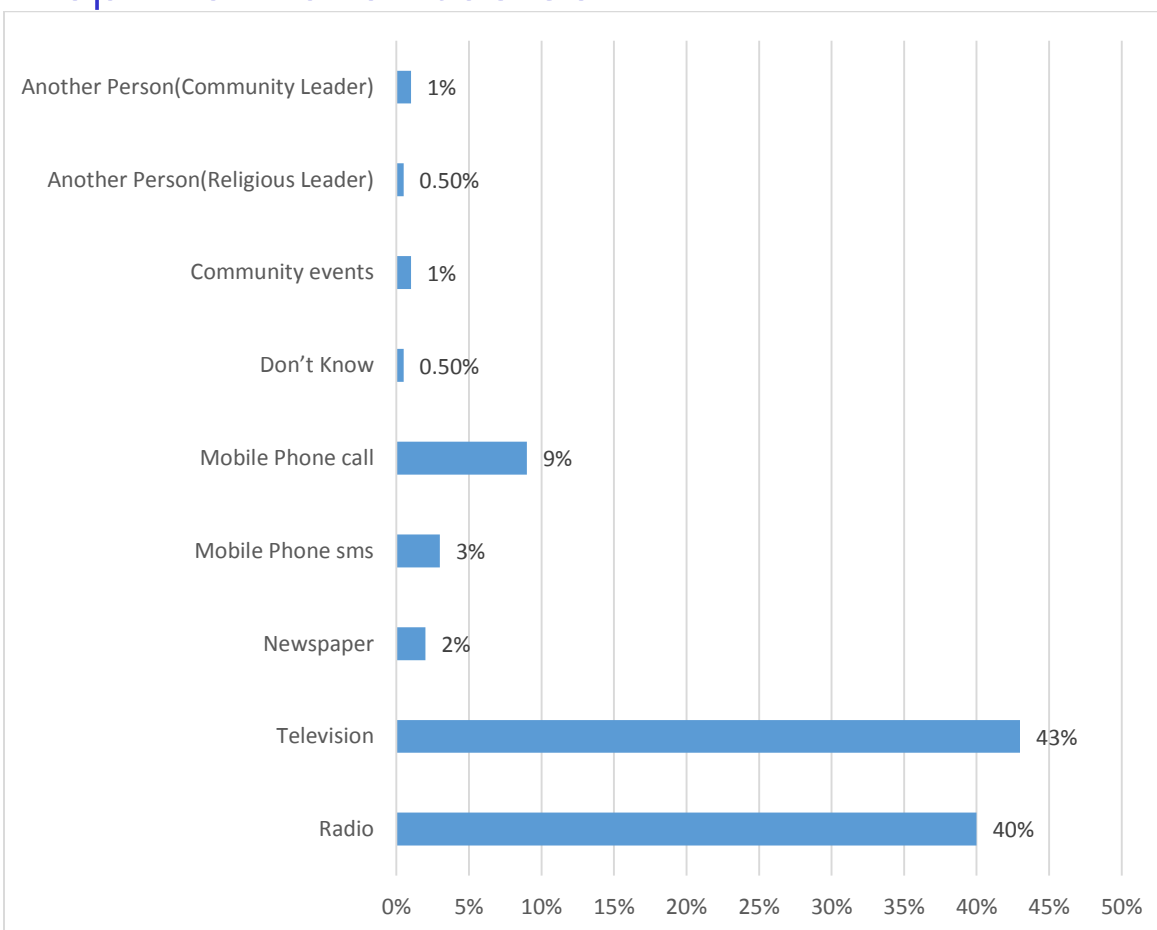
5. What was the last educational level you have completed or attended?



- Among the total people surveyed 17% were college graduate and 8% were university graduates
- 14% of people had some primary school knowledge and 15% of people had some secondary school knowledge
- 10% of people had never attended school
- Among people surveyed, most of the people not attending school were from Bhumikhola, Bocha, Gelu, Sikharpur, Syaule and Yarsa VDCs
- 3% of people said they had some other knowledge than mentioned in the survey form



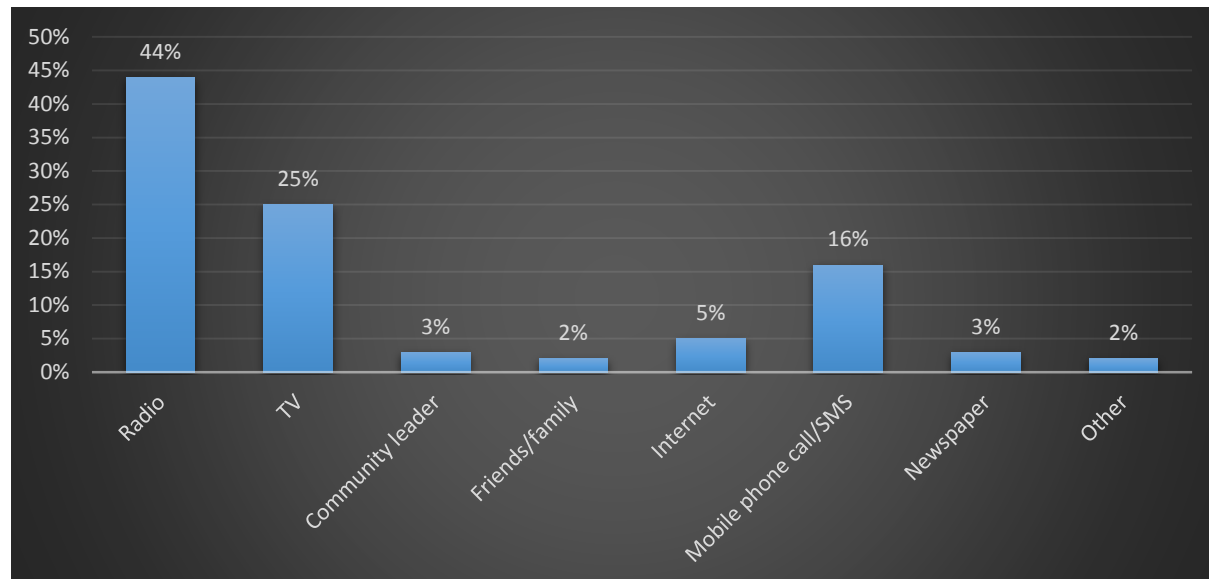
6. Top information source



- Television was the top information source among 43% of respondents
- Radio was the top information source of information for 40% of respondents
- Community leader had weak role in information flow. Only 1% of people found the community leader to be top information source
- People at Amarpatni VDC of Dhading District has only source of information through community events



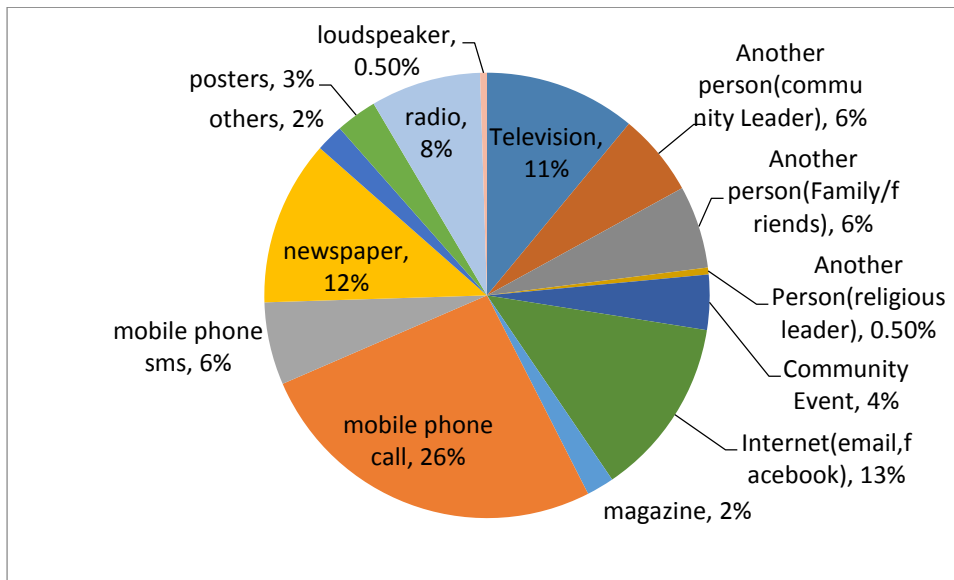
7. Second Information Source



- Radio was the second information source for 44% of respondents
- TV was the second source of information for 25% of people
- 16% of the people were using phone as their second information source
- Only 5% people used internet as their second source of information



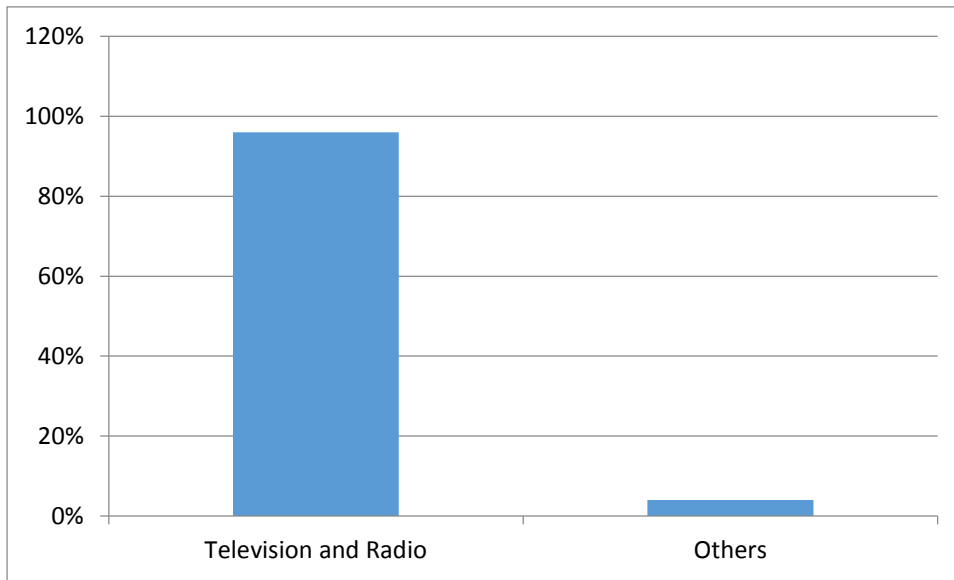
8. Third information source



- Mobile phone call was the third information source among 26% of respondents and mobile phone SMS for 6% of people
- Internet and newspaper were third information for 13% and 12% of people respectively.
- 3% of people get their third source of information from posters and only one out of 202 people responding to this question get information from loudspeaker announcements



9. What were people's main ways of finding information before disaster?

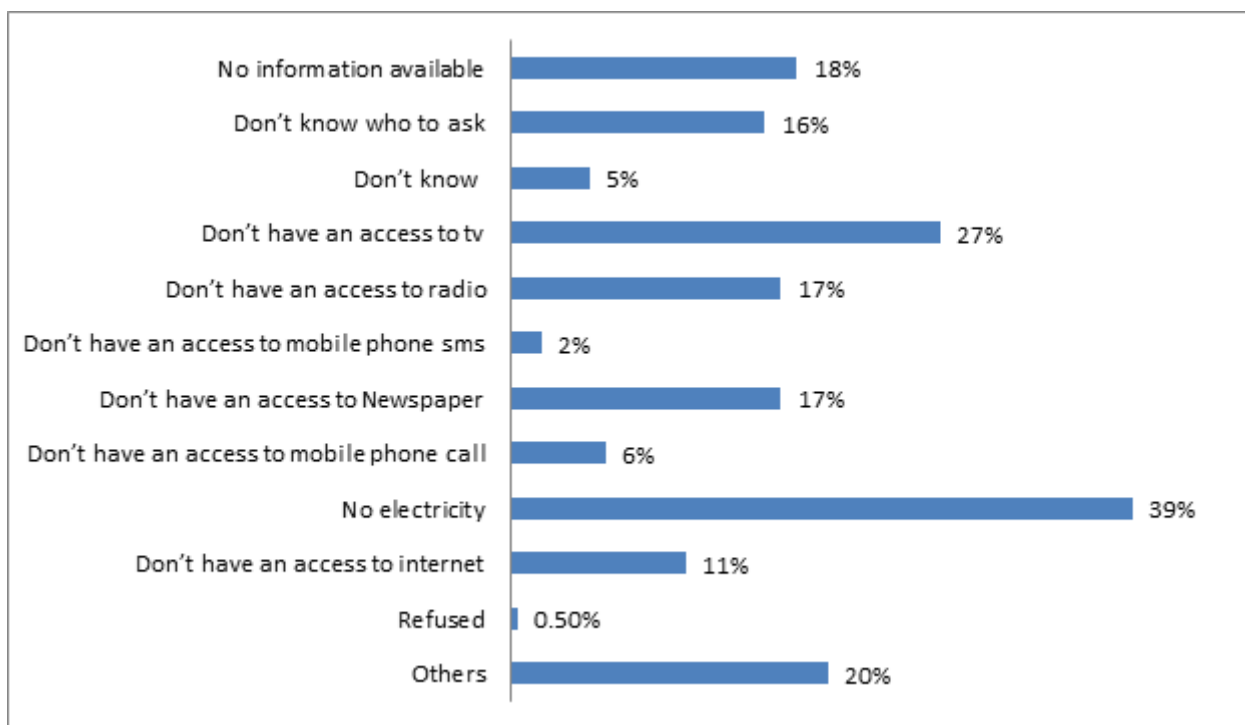


*(multiple choice question)

- When people were asked about the main ways of finding information before the disaster, 96% people said it is Television and Radio
- Beside this, most people dare using mobile phone calls and SMS, newspaper, information from friends and family, community leader and government
- Very few people were found to use internet
- Among people surveyed in Dolakha district, 20% people did not know the ways of finding the information before disaster



10. What, if anything, is preventing people from getting the information they need now?

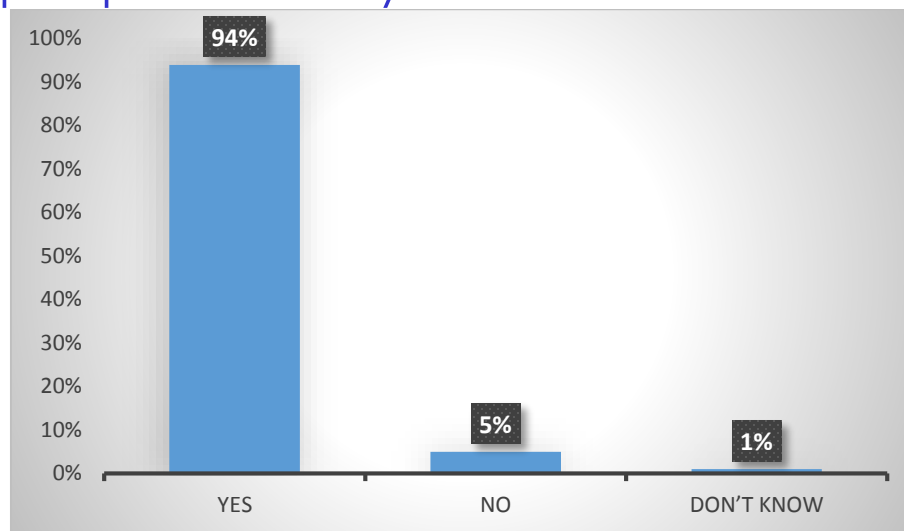


*(multiple choice question)

- 39% of total respondents said the barrier to get information is due to no electricity, this was the top response in all districts except Ramechhap, Lamjung, Nuwakot and Kathmandu
- 27% of respondents said the barrier to get information they need now is because they don't have access to TV and 18% of the respondents said the barrier is due to no information available
- For another 16% of people the next most significant barriers to getting the information they need is because they don't know who to ask
- 5% people said they don't know what prevents them from getting the information they need
- On the other hand, about 20% of the total respondents said that something else is preventing them from getting the information than listed in survey form



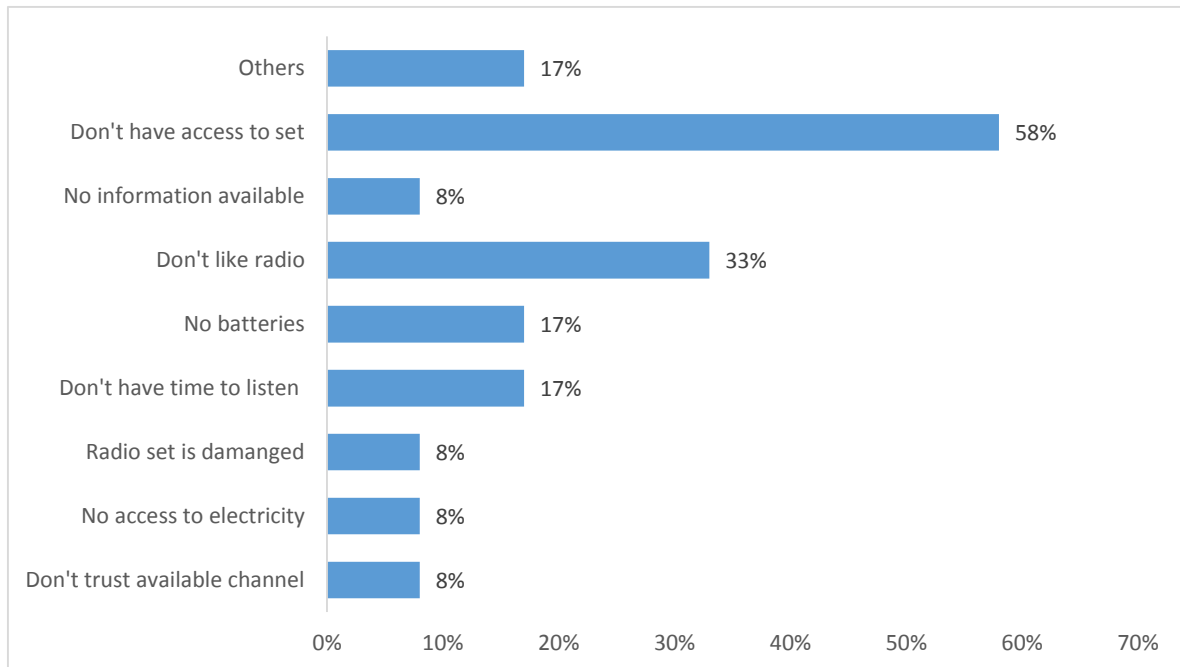
11. Do people currently listen to the radio?



- 94% of respondents say they listen to the radio
- 5% people do not listen to the radio
- 1% people were neutral on this question
- The districts like Gorkha, Sindhuli and Dolakha had 100% respondents listening to the radio



12. Don't listen to Radio. Why?

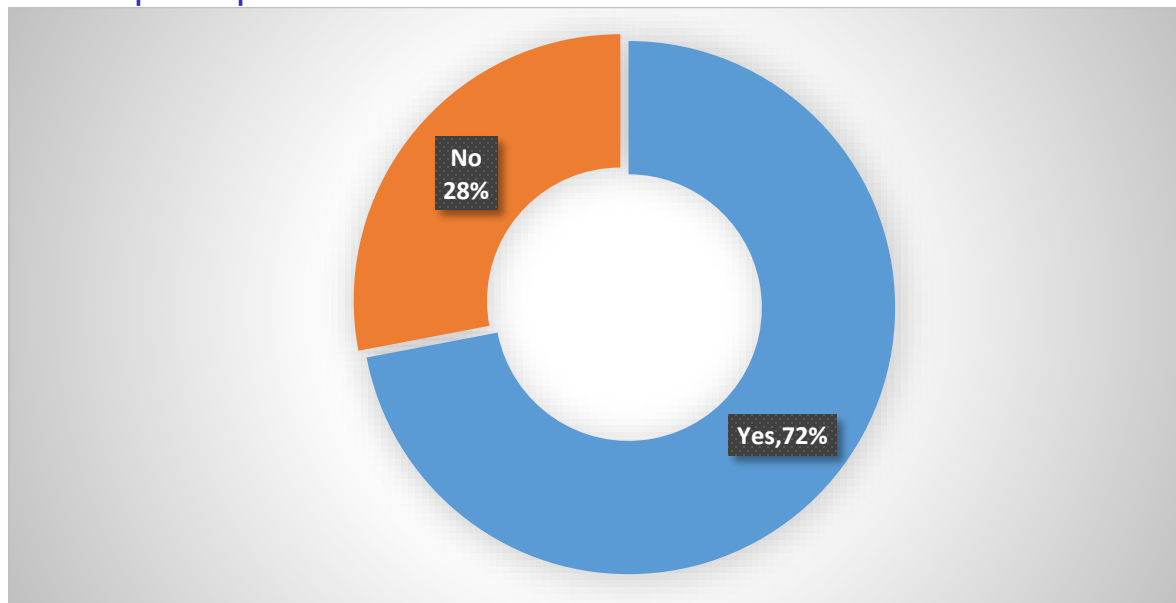


*(multiple choice question)

- Among people saying they don't listen to radio, 58% said they don't have access to radio set
- 25% said they don't like to listen radio
- 17% of people said they don't have time to listen radio
- Other responses included not having batteries and not trusting available channels



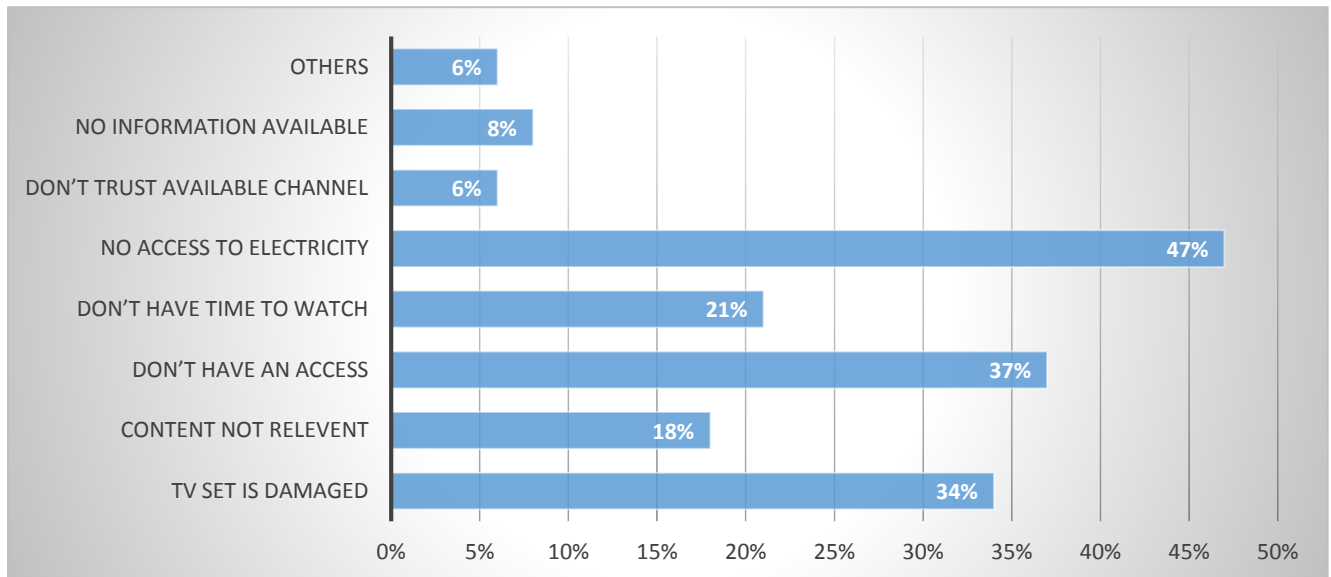
13. Do people watch Television at the moment?



- On asking if they watch Television at the moment, 72% respondents were positive
- 28% of respondents do not watch Television at the moment
- Kathmandu was the only district in which 100% of respondents watch television
- In Rasuwa and Sindhuli districts more people do not watch television than those that do



14. Don't watch Television. Why?

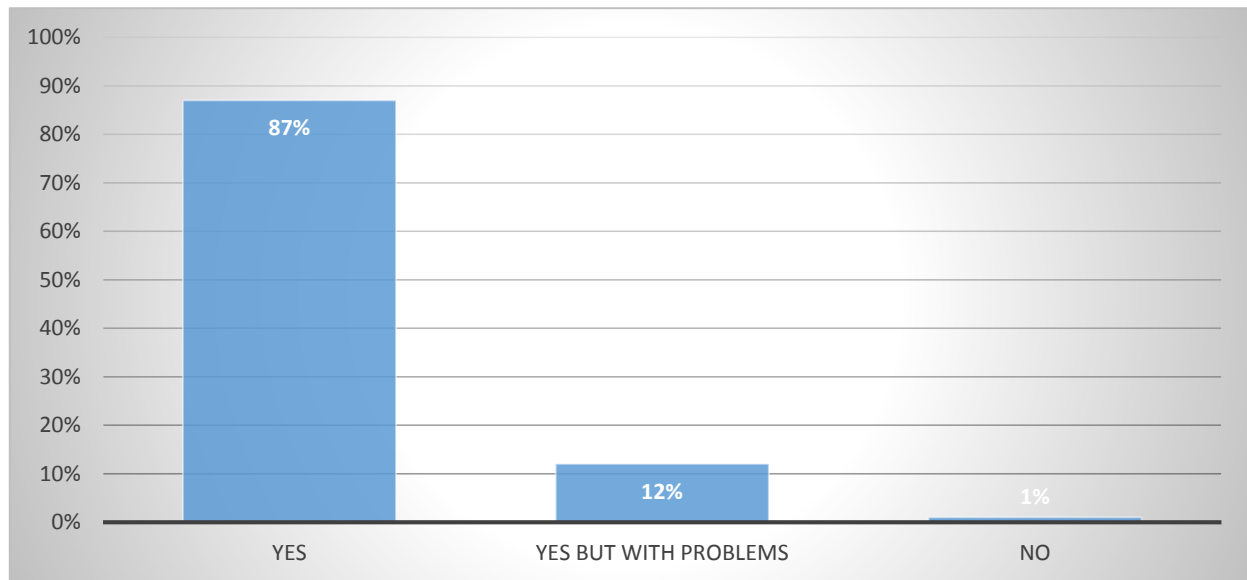


*(multiple choice question)

- Of those that do not watch television, the top responses when asked why include:
 - 47% responded that they have no electricity
 - 37% responded that they don't have an access to TV
 - 34% said their TV set is damaged
- The content was not relevant for 18% of people
- At Dhading, most people expressed that electricity is the main reason of people not watching TV among 18% of responders



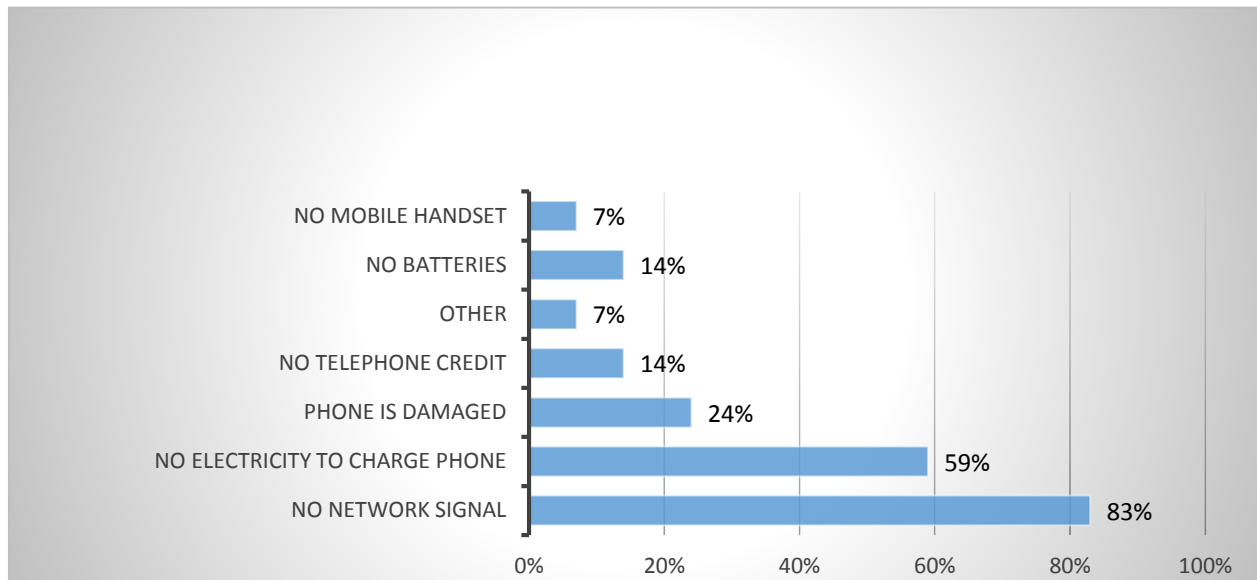
15. Do people generally have access to mobile phone?



- Of the people surveyed, 87% said they have access to mobile phone
- 12% people had access to mobile phone but with problems
- Only 1% did not have access to mobile phone
- In Dhading Rasuwa, Sindhuli and Kathmandu all respondents had access to mobile phone



16. Having problem or not using a mobile phone. Why?

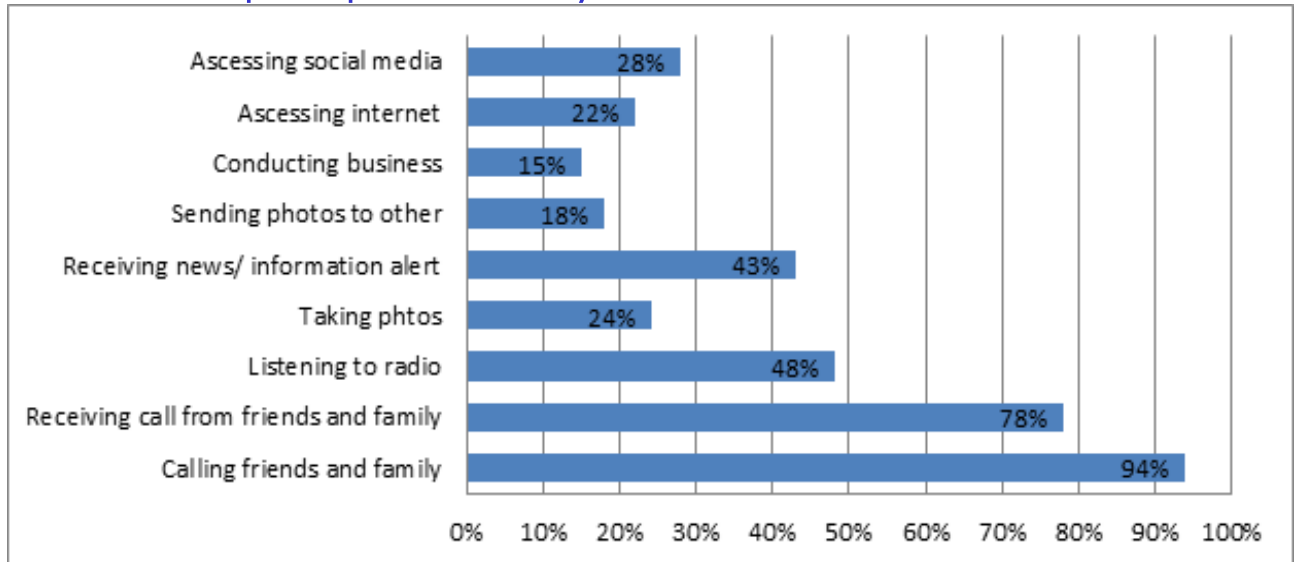


*(multiple choice question)

- Of those respondents who said they had problems using mobile phone, the majority had problems due to:
 - No network signal for 83% of respondents
 - No electricity for 59% of respondents
- Sinhuwalchowk is the only district where people had multiple issues in using a mobile phone like no network signal, no electricity, phone is damaged, no batteries, no telephone credit and some other issues than those mentioned in the survey form



17. What do people usually use mobile for?

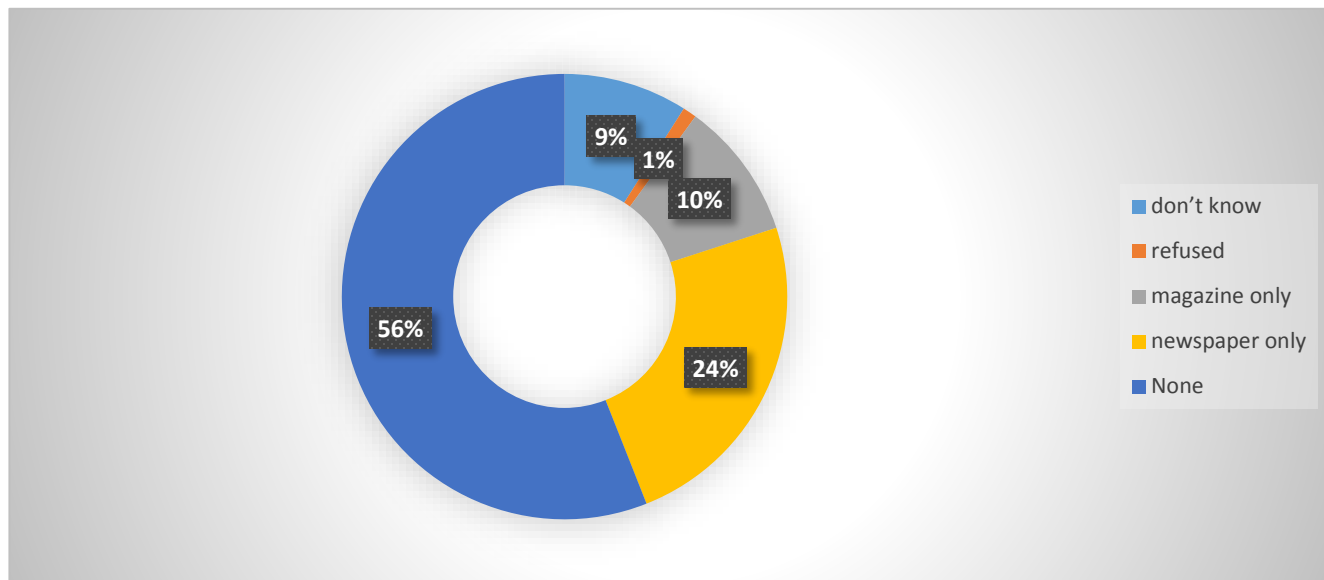


*(multiple choice question)

- The findings for this particular question, focuses that people use most of the features available in the phone wherein:
 - 94% of respondent used mobile phones for calling friends and family
 - 78% of respondents used mobile phones for receiving calls from friends and family
 - 43% of respondents used it for receiving news/ information alert and 24% of respondents used it for taking photos
 - Only 22% of them used it for accessing internet



18. Do people generally read newspapers or magazines?

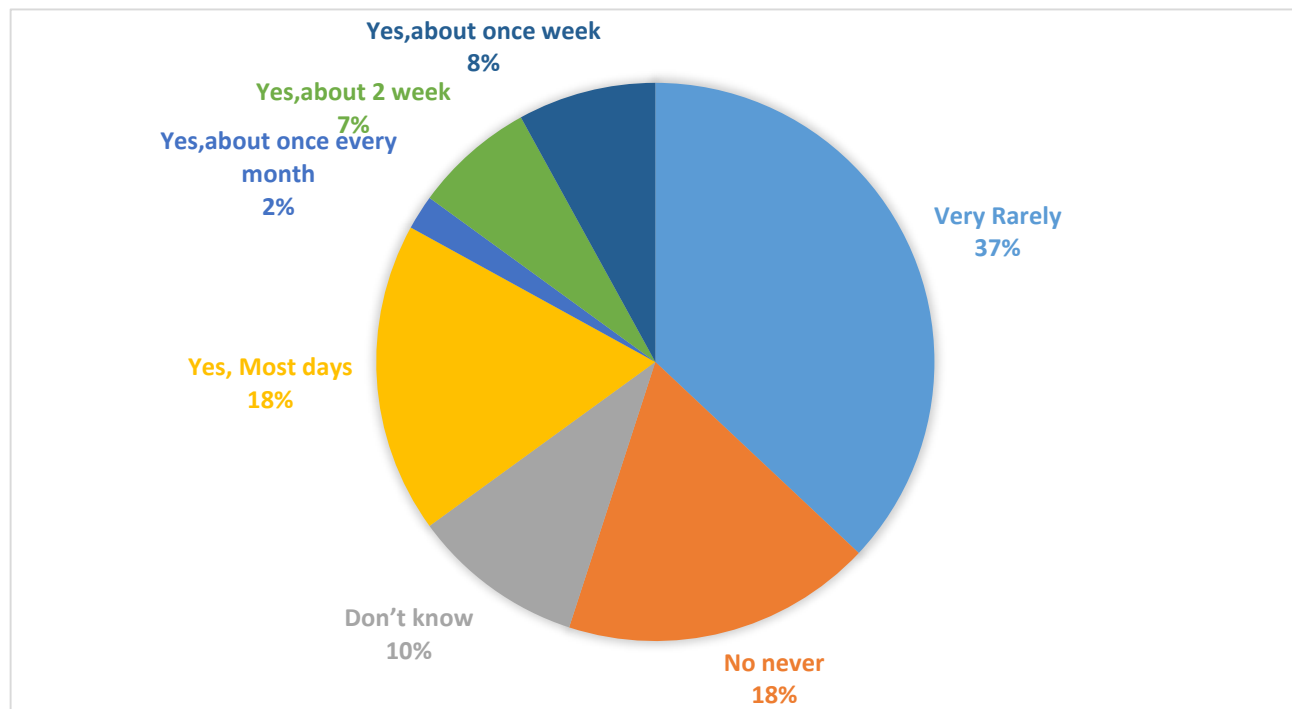


*(multiple choice question)

- 56% of the total respondents said that they neither read newspaper nor magazine
- 24% of people read newspaper only and only 10% of people read magazine only
- Surprisingly, 8% of the respondent don't know about it
- Rasuwa is the only district where none of the respondents read either newspaper or magazine
- In Ramechhap, Gorkha and Nuwakot districts respondents read newspaper only



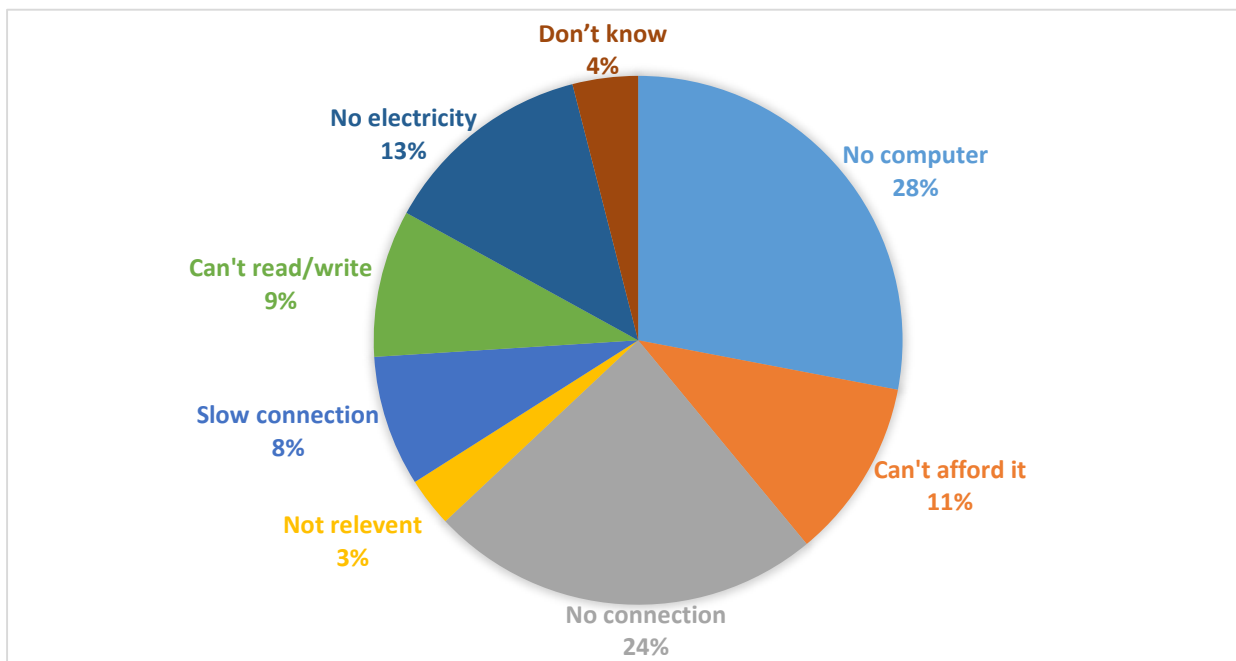
19. Do people use Internet?



- 37% of people use internet very rarely and 18% of people use most of the days
- People using internet once a week, twice a week and once a month were 8%, 7% and 2% respectively
- 18% of the respondent never use internet
- 10% people don't know about internet



20. Having problem to use internet? Why?

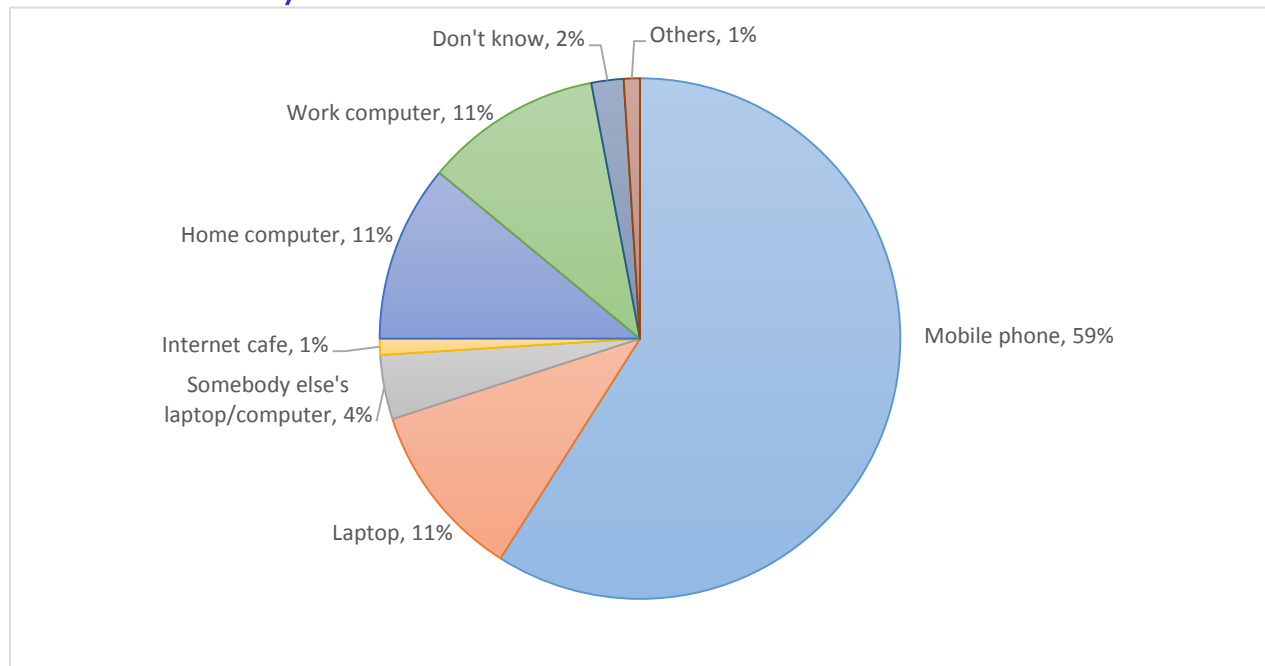


*(multiple choice question)

- Among the people not using internet. They had the problem with following issues:
 - 28% of people had no computer
 - 24% of people had no internet connection
 - 8% of people had slow internet connection
 - 13% of people had no electricity
 - 11% of people can't afford it



21. How do people generally access the internet when they use it?

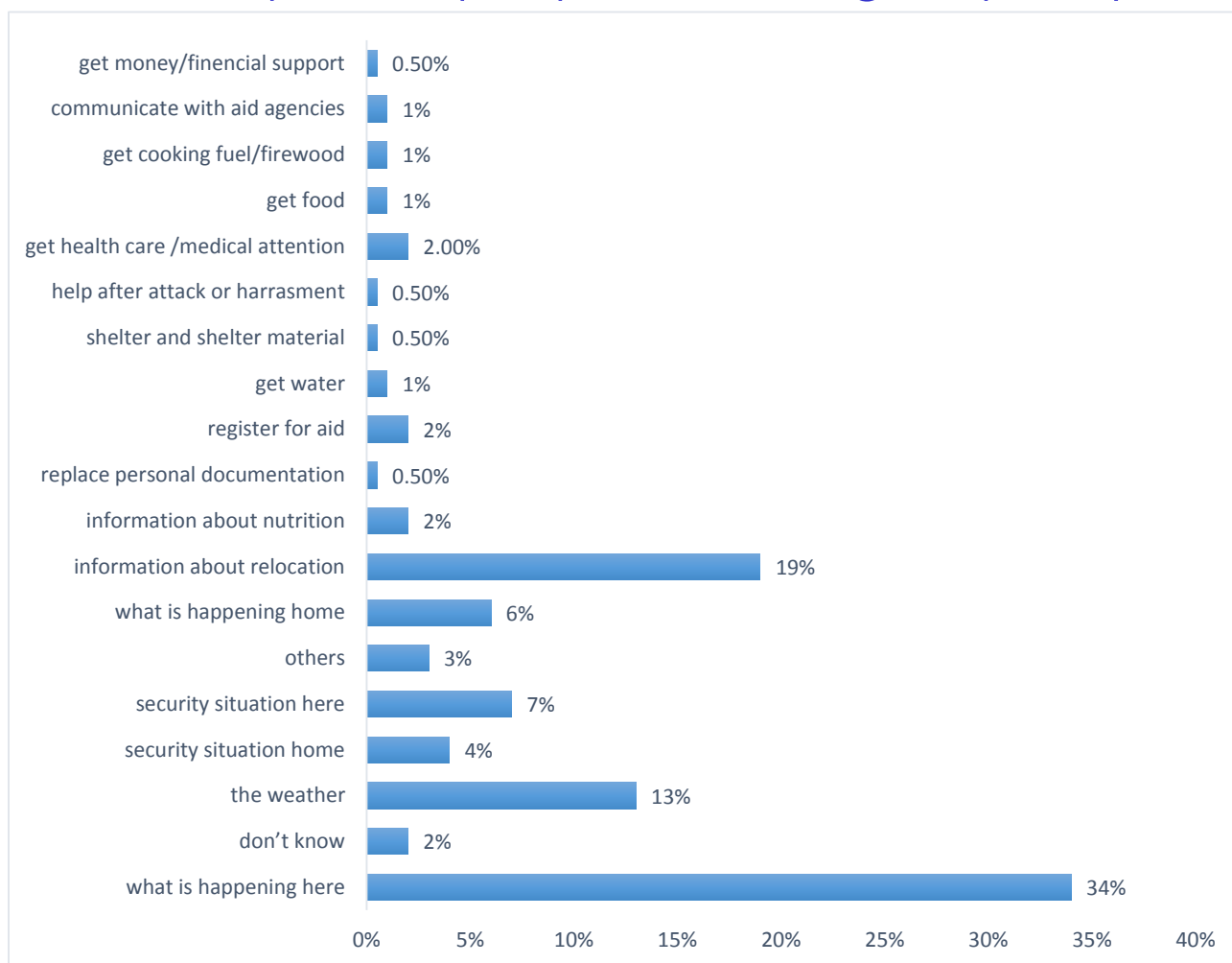


*(multiple choice question)

- Mobile phone is the primary source to use the internet for 59% of people surveyed
- 16% of the respondent use work computer and 11% of people use laptop
- 11% use home computer
- 4% people said they use somebody else's computer/laptop
- Comparatively male has more access to internet than female with male being 59% and female 41%
- In Rasuwa, everyone used mobile phone to access internet



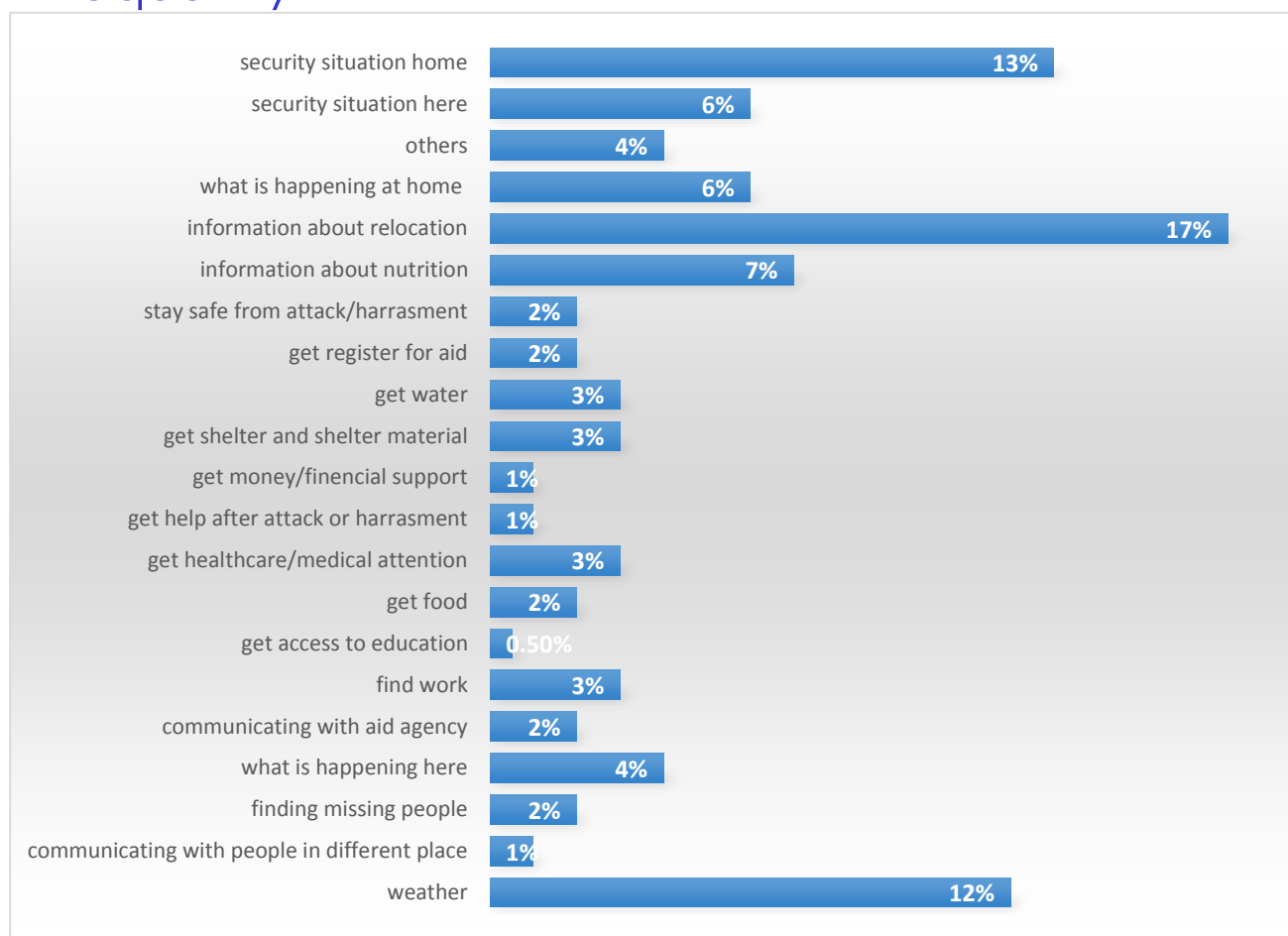
22. First main question people are asking frequently?



- 34% of respondents ask general news on what is happening here and at home
- 19% of people ask for information about relocation
- 13% of people ask for information about weather
- 6% of people ask about the security situation at their home and 4% of people ask about security situation of their place
- Only 2% people ask about health care and medical attention
- 50% of the people in Sindhuli ask about relocation and 40% ask about weather



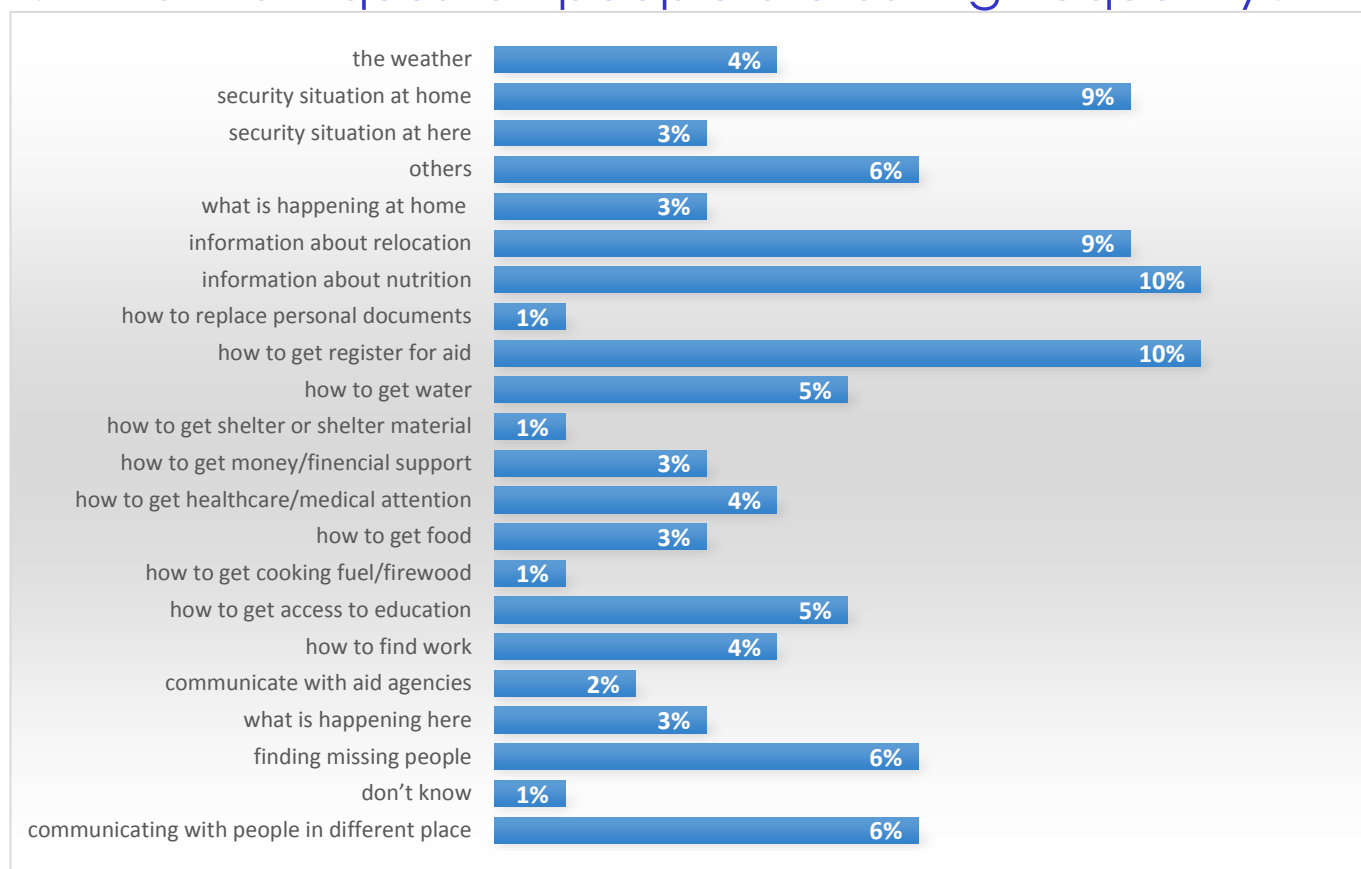
23. Second main question people are asking frequently



- 17% of people surveyed ask information about relocation as their second most frequently asked question
- 12% of people are asking for information about weather
- The combined percentage of people asking about the security situation here and security situation at home is 19%



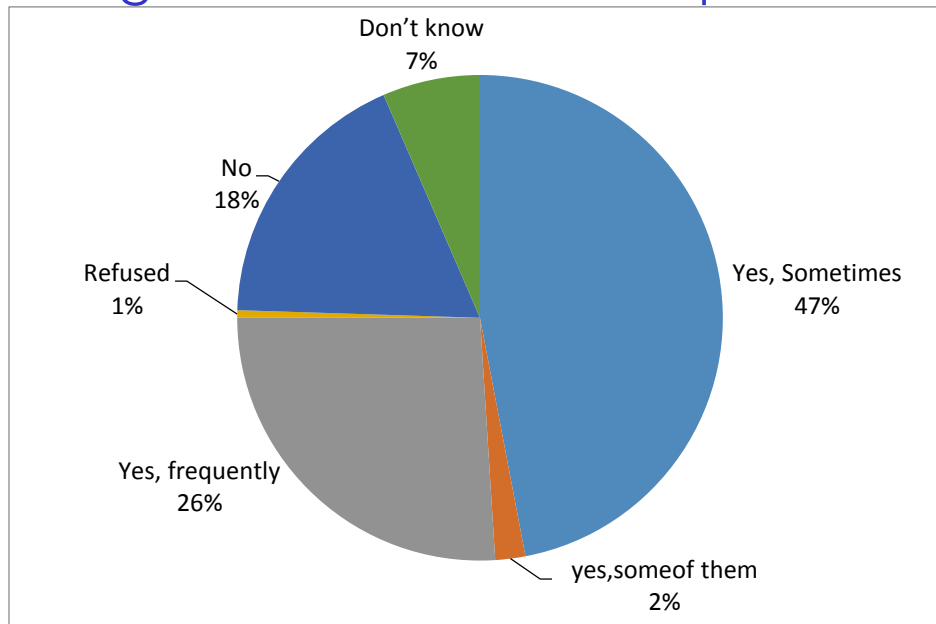
24. Third main question people are asking frequently?



- The third main question people are asking for information on is about nutrition and how to register for aid which is third main question among 10% of people respectively
- 9% of people are asking for relocation information and another 9% of people are asking about security situation at home



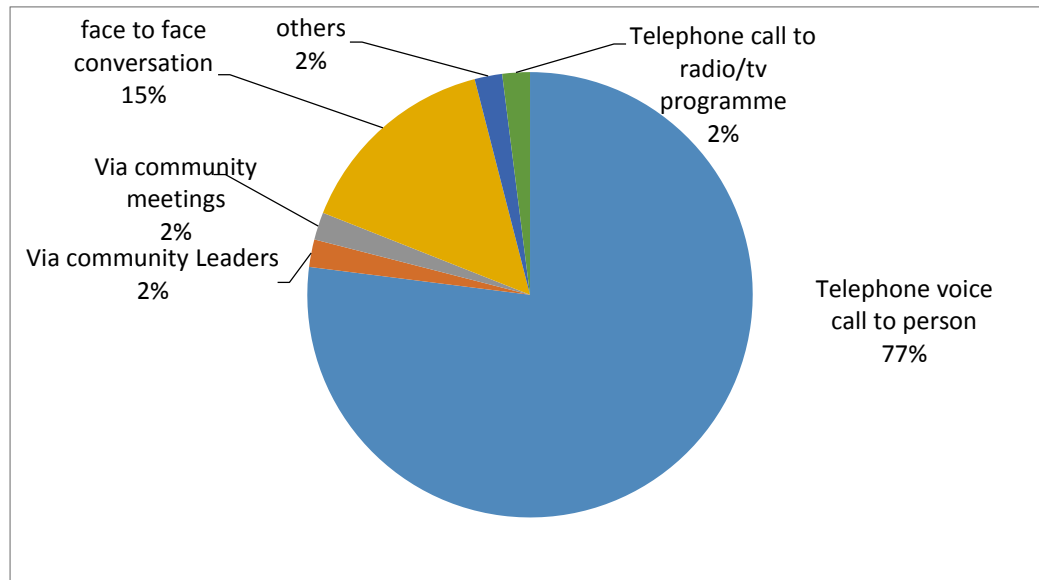
25. Do you think people are able to speak to exchange information with aid providers?



- 73% of the respondents said they were able to exchange information with aid providers with frequency of frequently and sometimes
- 18% of the respondents said they were not able to exchange information with aid providers
- 7% of the people don't know or refused to answer the question
- In case of Rasuwa and Gorkha district, everyone surveyed claimed to be able to speak to and exchange information with aid providers
- In Dhading, 56% of people surveyed are unable to exchange information with aid providers and in Kathmandu 44% are unable to do so



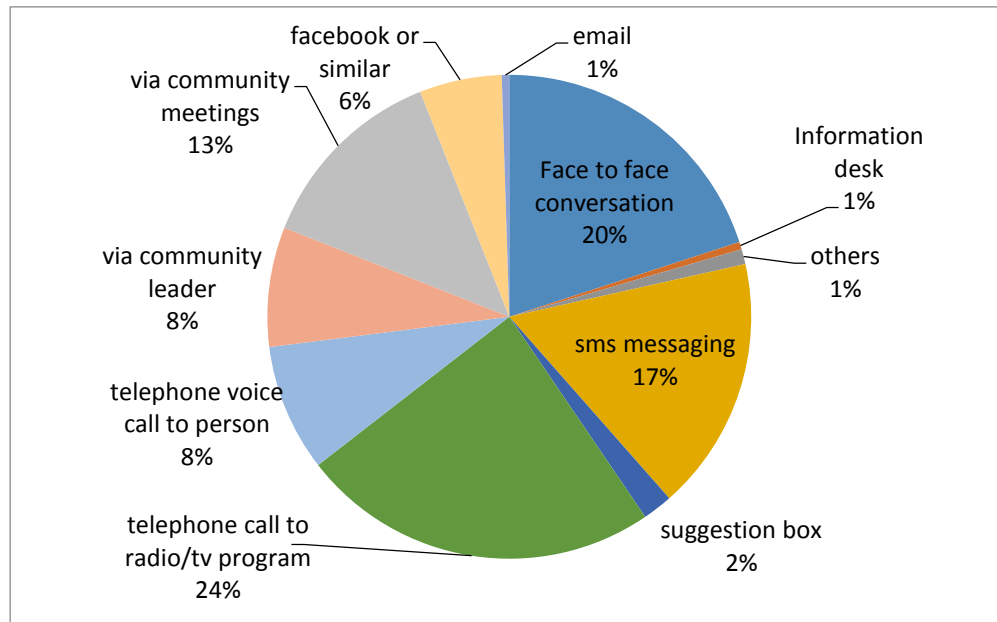
26. First main way people communicate with aid providers?



- 77% of the respondents said that Telephone voice call is the main source of communication with aid providers
- 15% of people responded that face to face conversation with aid providers is the main way to communicate
- In Gorkha, 55% of people prefer face to face communication with aid providers
- In Sindhuli, the population is evenly split 50% each on the main mode of communication with aid providers between telephone and face to face communication



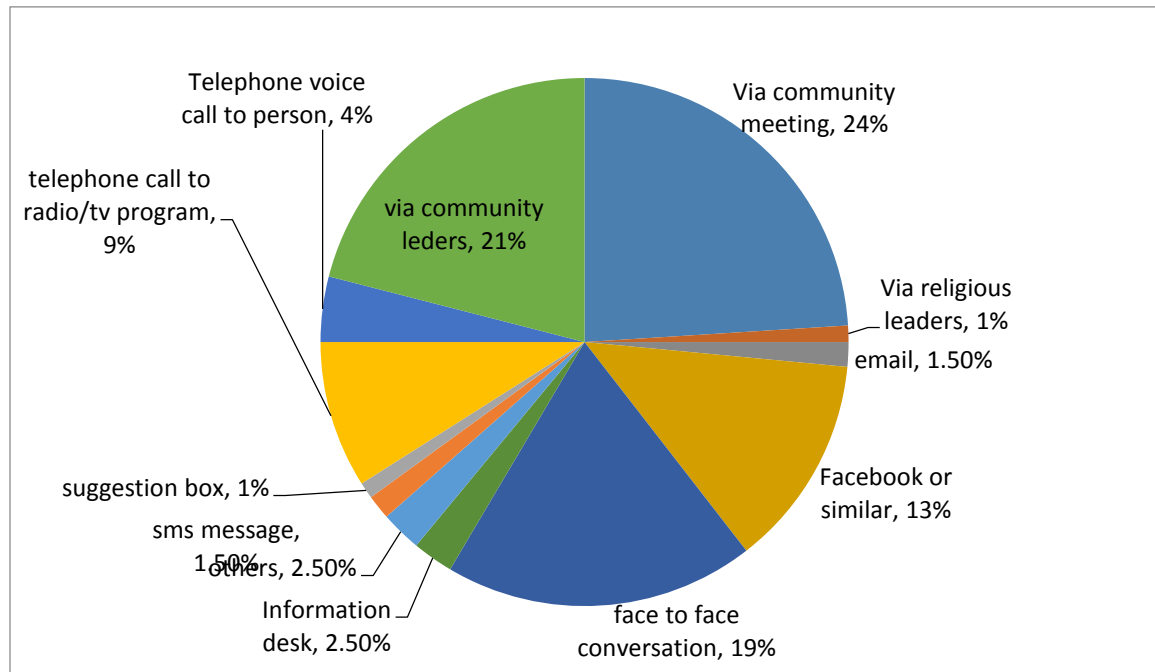
27. Second main way people communicate with aid providers?



- Telephone call into radio/TV program was the second main way to communicate with aid providers among 24% of respondents
- 20% of people said the face to face conversation and 17% of people said SMS messaging was their second main way to communicate with aid providers
- 13% of people said that community meetings and community leaders was the second main way people communicate with aid providers
- Only 6% of the people surveyed use Facebook and email to communicate with aid providers
- In Rasuwa 32% people use SMS message as their second main way to communicate with aid providers



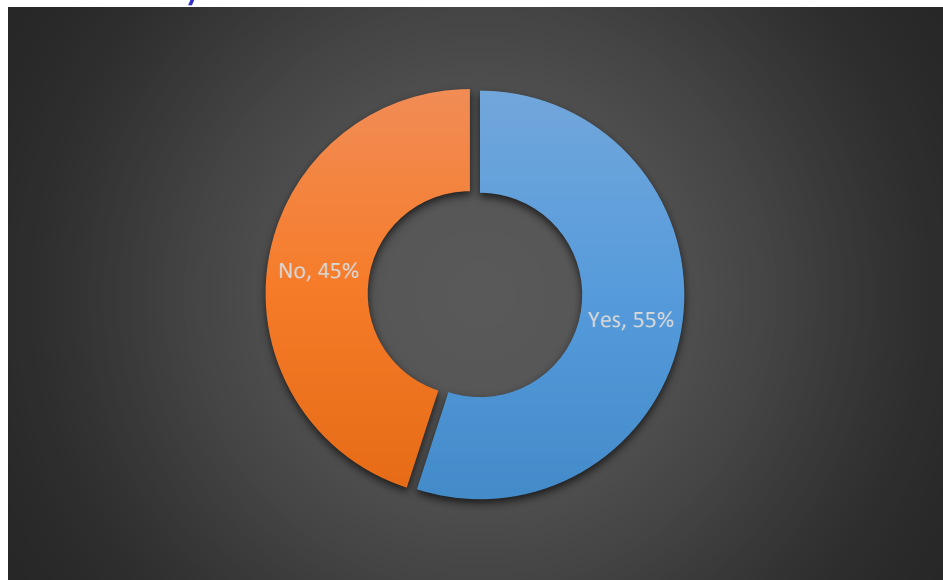
28. Third main way people communicate with aid providers?



- 24% of the people say their third mode of communication with aid providers is through community meetings and 21% of people say through community leaders
- 19% people use face to face conversations as their third method of communication with aid providers
- Only 13% of people use internet in the form of Facebook or email as third main way to communicate with aid providers



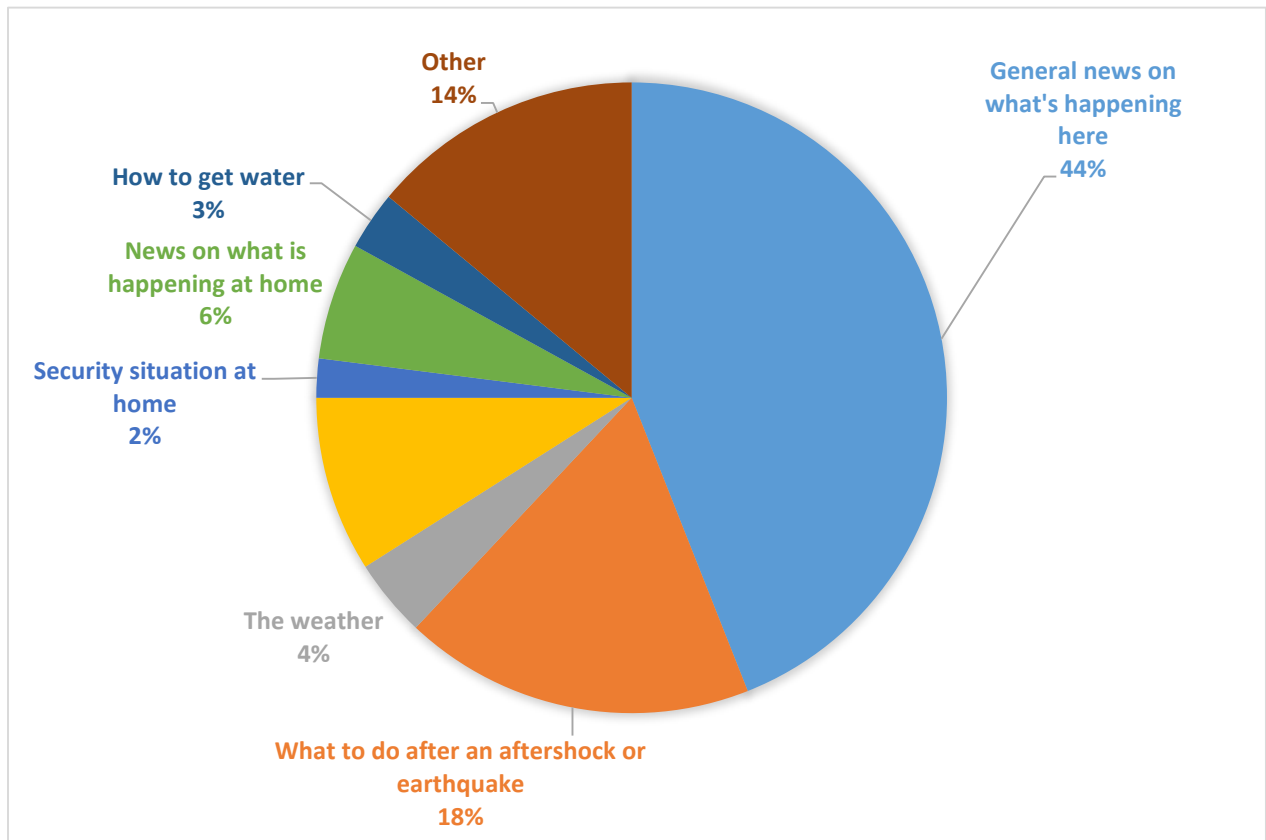
29. Has any NGO worker visited your community/shelter and provided information on the disaster and how to get back to normal or do you know of anyone who has attended any community consultations?



- 55% of people responded positively to the question asked
- 45% gave negative feedback to the question asked
- Those who had not been to a community consultation were greater than those who had been in the following districts:
 - Sindhupalchowk
 - Ramechhap
 - Gorkha
 - Kathmandu



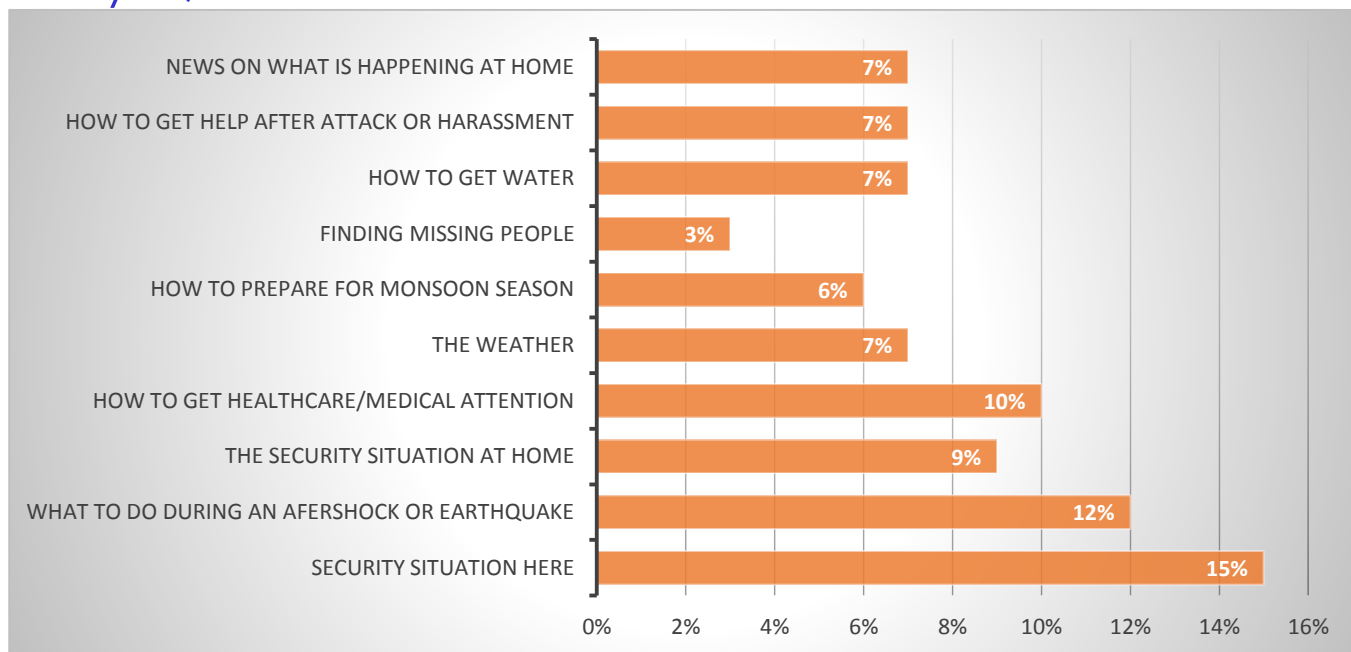
30. If yes, first issue shared?



- The majority of respondents who had been to a community consultation had issue with General news on “What's happening here”. The percentage of respondents saying this was 44%
- Another 18% people had issue on what to do during aftershock or earthquake
- Only 3% of people shared issue on how to get water as their first issue
- General news on what's happening here was not the first issue shared in Ramechhap, Gorkha, Nuwakot or Sindhuli. In these districts primary issues included the security situation here and what to do during aftershock or earthquake



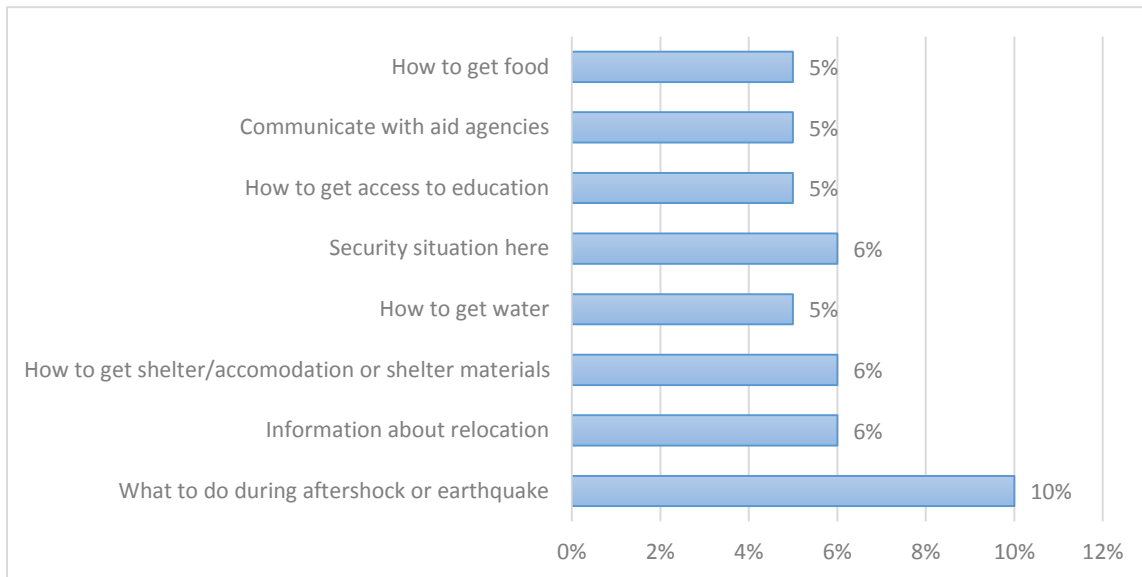
31. If yes, second issue shared?



- 15% of people shared second main issue as "Security situation here"
- 12% of people had issue with what to do during an aftershock or earthquake
- 3% of people still shared they had issue with finding missing people
- But, security situation here was not the second main issue shared in Dolakha, Dhading, Ramechhap, Sindhuli & Kathmandu



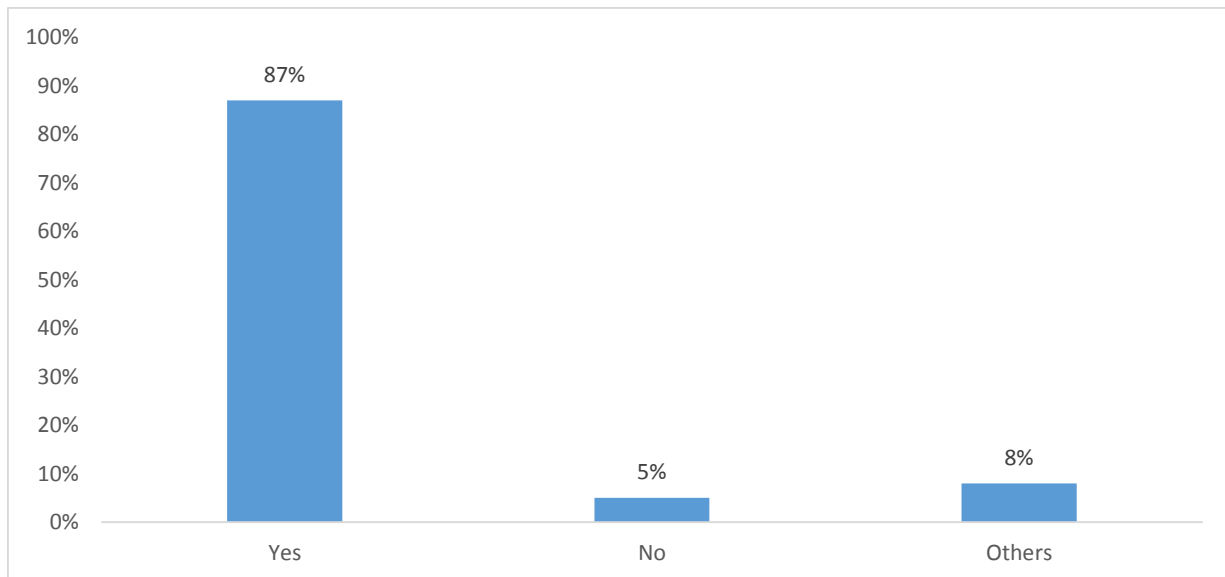
32. If yes, third main issue shared?



- Of those surveyed, 10% of people shared the third main issue was on “What to do during aftershock or earthquake”
- 6% of people each had problem with “relocation, security situation here and on how to get shelter/ accommodation or shelter materials”
- 5% of people each had other problems such as how to communicate with aid agencies, how to get access to education and how to get food
- The following districts had third main issue other than what to do during aftershock or earthquake
 - Dhading
 - Lamjung
 - Nuwakot
 - Sindhuli
 - Kathmandu



33. Can you recall the topics of public awareness messages on the radio related to the earthquake situation?



*(multiple choice question)

- 87% of people remembered the topics of public awareness messaged on radio related to earthquake. Most common topics they remembered was related to shelter, food, nutrition, sanitation, clean water, healthcare and mental health among which most remembered topics was related to shelter, clean water, food and sanitation
- Amongst the people surveyed, 8% of people remembered topics other than mentioned in the survey form
- 5% people did not remember any topics