



**(RAPID) COMMUNICATION NEEDS ASSESSMENT**  
**AFFECTED POPULATION QUESTIONNAIRE**

**Purpose:** To identify immediate communication and information needs of disaster-affected communities

**Interviewees:** Disaster-affected individuals

**Before using this questionnaire:**

This questionnaire is designed to be a menu of questions. DO NOT USE ALL THE QUESTIONS OR IT WILL TAKE TOO MUCH TIME. It is recommended that the questions in **white boxes** will always be asked. The questions in **grey boxes** can be included if they are appropriate to the context, if the information will be useful to you, and if you have time to ask them.

Depending on how many questions are included, the questionnaire should take around 15 minutes to complete with no translation. If translation is required it may take 30 to 40 minutes to complete.

ALWAYS TEST THE QUESTIONNAIRE BEFORE USE TO CHECK THE QUESTIONS ARE RELEVANT AND HOW LONG IT WILL TAKE.

Please note the questions in this questionnaire can be used in a focus group discussion or a qualitative interview, and this document used as a checklist if more appropriate.

<b>INTERVIEWER: please fill in before the interview:</b>	
1. Interview date _____	2. Time _____
3. Reference number _____	
4. Location where the survey was taken (please specify name of the refugee/IDP camp, or other) _____	
<p><b>"Good morning/afternoon Sir/Madam, my name is _____. I work for an organization called _____. We are conducting a survey to better understand the information needs of people in your community. We are trying to find out what sources of information are available so that together with _____ [government/ humanitarian agencies], we can do a better job at getting you the information you need. We would like to take about _____ minutes of your time to ask you some questions. Your answers will be kept completely confidential. Is that ok?"</b></p> <p><b>[** Insert respondent selection explanation here]</b></p>	
<b>SECTION A – DEMOGRAPHIC INFORMATION</b>	
<b>A01</b>	<b>Gender - DO NOT ASK. OBSERVATION</b> <input type="radio"/> Male <sub>(1)</sub> <input type="radio"/> Female <sub>(2)</sub>
<b>A02</b>	<b>Age - DO NOT ASK. OBSERVATION</b> <input type="radio"/> 15-19 <sub>(1)</sub> <input type="radio"/> 20-24 <sub>(2)</sub> <input type="radio"/> 25-29 <sub>(3)</sub> <input type="radio"/> 30-34 <sub>(4)</sub> <input type="radio"/> 35-39 <sub>(5)</sub> <input type="radio"/> 40-44 <sub>(6)</sub> <input type="radio"/> 45-49 <sub>(7)</sub> <input type="radio"/> 50-54 <sub>(8)</sub> <input type="radio"/> 55-59 <sub>(9)</sub> <input type="radio"/> 60-64 <sub>(10)</sub> <input type="radio"/> 65+ <sub>(11)</sub> <input type="radio"/> Don't know <sub>(98)</sub> <input type="radio"/> Refused <sub>(99)</sub>
<b>A03</b>	<b>Disability – DO NOT ASK. OBSERVATION</b> Does the interviewee have a disability? <input type="radio"/> NO <sub>(1)</sub> <input type="radio"/> YES <sub>(2)</sub>
<b>A04</b>	<b>Where are you staying at the moment?</b> [Insert relevant options depending on context – village/area/camp]
<b>A05</b>	<b>Were you born here? If Yes, skip to question A06</b> If no, continue <input type="radio"/> Yes <sub>(1)</sub> <input type="radio"/> No <sub>(2)</sub> <input type="radio"/> Don't know <sub>(98)</sub> <input type="radio"/> Refused <sub>(99)</sub> _____
<b>A06</b>	<b>You said you were not born here - what is the approximate date of your arrival here? Day  _ _  Month  _ _  Year</b> _____
<b>SECTION B – LANGUAGE, LITERACY &amp; EDUCATION</b>	
<b>B01</b>	<b>What languages/dialects do you speak? PROBE: Any others? DO NOT PROMPT [MANY RESPONSES POSSIBLE]</b> <input type="radio"/> Language 1 _____ <sub>(1)</sub> <input type="radio"/> L2 _____ <sub>(2)</sub> <input type="radio"/> L3 _____ <sub>(3)</sub> <input type="radio"/> L4 _____ <sub>(4)</sub> <input type="radio"/> Other <b>(WRITE IN)</b> _____ <sub>(23)</sub> <input type="radio"/> Don't know <sub>(98)</sub> <input type="radio"/> Refused <sub>(99)</sub>
<b>B02</b>	<b>Which language/dialect do you speak most often with your family? [1 RESPONSE ONLY]</b> _____
<b>B03</b>	<b>Can you read? If yes, what languages/dialects can you read in? DO NOT PROMPT [MANY RESPONSES POSSIBLE]</b> <input type="radio"/> Language 1 _____ <sub>(1)</sub> <input type="radio"/> L2 _____ <sub>(2)</sub> <input type="radio"/> L3 _____ <sub>(3)</sub> <input type="radio"/> L4 _____ <sub>(4)</sub> <input type="radio"/> Other <b>(WRITE IN)</b> _____ <sub>(23)</sub> <input type="radio"/> Cannot read <sub>(24)</sub> <input type="radio"/> Don't know <sub>(98)</sub> <input type="radio"/> Refused <sub>(99)</sub>
[Testing is recommended – show a card with a simple message on it in local languages and ask them to read it to you, then record]	

**B04 Can you write? If yes, what languages can you write in? DO NOT PROMPT [MANY RESPONSES POSSIBLE]**  
 Language 1 \_\_\_\_\_ (1)  L2 \_\_\_\_\_ (2)  L3 \_\_\_\_\_ (3)  L4 \_\_\_\_\_ (4)  
 Other (**WRITE IN**) \_\_\_\_\_ (23)  Cannot write (24)  Don't know (98)  Refused (99)

**B05 What is the highest level of education you have received? READ CATEGORIES [MARK ONE RESPONSE]**  
 No school (1)  Some primary school (2)  Completed primary school (3)  Some secondary school (4)  Completed secondary school (5)  University student now (6)  University graduate (7)  Religious education (8)  
 Other (**WRITE IN**) \_\_\_\_\_ (9)  Don't know (98)  Refused (99)

**SECTION C – COMMUNICATION CHANNELS & SOURCES OF INFORMATION**

"I would like to ask you about where you get information from"

**C01 Since the disaster [amend according to context], what are your main ways of finding information here? DO NOT READ OUT. PROMPT IF NECESSARY. [MARK MULTIPLE RESPONSES]**  
 Television (1)  Radio (2)  Newspapers (3)  Magazines (4)  Twitter (5)  Facebook (6)  
 Internet – other (**WRITE IN**) \_\_\_\_\_ (7)  Email (8)  Mobile phone call (9)  
 Mobile phone SMS (10)  Billboards (11)  Posters (12)  Leaflets (13)  Loudspeakers/megaphone announcements (14)  
 Community events (15)  From another person – friends/family (16)  From another person – community leader (17)  
 From another person – religious leader (18)  From another person – government official (19)  
 From another person – army/police (20)  From another person – aid worker (21)  
 Other (**WRITE IN**) \_\_\_\_\_ (22)  Don't know (98)  Refused (99)

**C02 What were your main ways of finding information before the disaster? DO NOT READ OUT. PROMPT IF NECESSARY. [MARK MULTIPLE RESPONSES]**  
 Television (1)  Radio (2)  Newspapers (3)  Magazines (4)  Twitter (5)  Facebook (6)  
 Internet – other (**WRITE IN**) \_\_\_\_\_ (7)  Email (8)  Mobile phone call (9)  
 Mobile phone SMS (10)  Billboards (11)  Posters (12)  Leaflets (13)  Loudspeakers/megaphone announcements (14)  
 Community events (15)  From another person – friends/family (16)  From another person – community leader (17)  
 From another person – religious leader (18)  From another person – government official (19)  
 From another person – army/police (20)  From another person – aid worker (21)  
 Other (**WRITE IN**) \_\_\_\_\_ (22)  Don't know (98)  Refused (99)

**C03 Which information sources do you trust the most to give you the information you need? DO NOT READ OUT. PROMPT IF NECESSARY. MARK FIRST SOURCE and ask: Do you trust any others? [MARK UP TO 2 ADDITIONAL SOURCES]**  
  
*Note: Information sources could be a specific person, programme or station/channel, rather than a whole communication channel. It may be more appropriate to ask this question and list the responses, rather than using the options provided.*

Information source		FIRST	SECOND	THIRD
C03.1	Television	<input type="checkbox"/> (1)	<input type="checkbox"/> (1)	<input type="checkbox"/> (1)
C03.2	Radio	<input type="checkbox"/> (2)	<input type="checkbox"/> (2)	<input type="checkbox"/> (2)
C03.3	Newspapers	<input type="checkbox"/> (3)	<input type="checkbox"/> (3)	<input type="checkbox"/> (3)
C03.4	Magazines	<input type="checkbox"/> (4)	<input type="checkbox"/> (4)	<input type="checkbox"/> (4)
C03.5	Twitter or similar	<input type="checkbox"/> (5)	<input type="checkbox"/> (5)	<input type="checkbox"/> (5)
C03.6	Facebook or similar	<input type="checkbox"/> (6)	<input type="checkbox"/> (6)	<input type="checkbox"/> (6)
C03.7	Internet – other ( <b>WRITE IN</b> )	<input type="checkbox"/> (7)	<input type="checkbox"/> (7)	<input type="checkbox"/> (7)
C03.8	Email	<input type="checkbox"/> (8)	<input type="checkbox"/> (8)	<input type="checkbox"/> (8)
C03.9	Mobile phone call	<input type="checkbox"/> (9)	<input type="checkbox"/> (9)	<input type="checkbox"/> (9)
C03.10	Mobile phone SMS	<input type="checkbox"/> (10)	<input type="checkbox"/> (10)	<input type="checkbox"/> (10)
C03.11	Billboards	<input type="checkbox"/> (11)	<input type="checkbox"/> (11)	<input type="checkbox"/> (11)
C03.12	Posters	<input type="checkbox"/> (12)	<input type="checkbox"/> (12)	<input type="checkbox"/> (12)
C03.13	Leaflets	<input type="checkbox"/> (13)	<input type="checkbox"/> (13)	<input type="checkbox"/> (13)
C03.14	Loudspeakers/megaphone announcements	<input type="checkbox"/> (14)	<input type="checkbox"/> (14)	<input type="checkbox"/> (14)
C03.15	Community events	<input type="checkbox"/> (15)	<input type="checkbox"/> (15)	<input type="checkbox"/> (15)
C03.16	Another person – friends/family	<input type="checkbox"/> (16)	<input type="checkbox"/> (16)	<input type="checkbox"/> (16)
C03.17	Another person – community leader	<input type="checkbox"/> (17)	<input type="checkbox"/> (17)	<input type="checkbox"/> (17)
C03.18	Another person – religious leader	<input type="checkbox"/> (18)	<input type="checkbox"/> (18)	<input type="checkbox"/> (18)
C03.19	Another person – government official	<input type="checkbox"/> (19)	<input type="checkbox"/> (19)	<input type="checkbox"/> (19)
C03.20	Another person – army/police	<input type="checkbox"/> (20)	<input type="checkbox"/> (20)	<input type="checkbox"/> (20)
C03.21	Another person – aid worker	<input type="checkbox"/> (21)	<input type="checkbox"/> (21)	<input type="checkbox"/> (21)
C03.22	Other ( <b>WRITE IN</b> )	<input type="checkbox"/> (22)	<input type="checkbox"/> (22)	<input type="checkbox"/> (22)
C03.23	Don't know	<input type="checkbox"/> (98)	<input type="checkbox"/> (98)	<input type="checkbox"/> (98)
C03.24	Refused	<input type="checkbox"/> (99)	<input type="checkbox"/> (99)	<input type="checkbox"/> (99)

**SECTION D – RADIO ACCESS AND CONSUMPTION HABITS**

"I'm going to ask you some questions about radio"

**D01 Do you currently listen to the radio? [MARK ONE RESPONSE]**  
 Yes (1) **SKIP TO D03**  
 No (2)  Don't know (98)  Refused (99) **CONTINUE**

<b>D02</b>	<p><b>You said you do not currently listen to radio – why not? DO NOT READ OUT [MARK MULTIPLE RESPONSES]</b></p> <p><input type="checkbox"/> Don't have access to set<sup>(1)</sup>   <input type="checkbox"/> Don't trust available channels<sup>(2)</sup>   <input type="checkbox"/> No access to electricity<sup>(3)</sup>   <input type="checkbox"/> No information available<sup>(4)</sup>  <input type="checkbox"/> Don't like the radio<sup>(5)</sup>   <input type="checkbox"/> Don't have time to listen<sup>(6)</sup>   <input type="checkbox"/> Content not relevant<sup>(7)</sup>   <input type="checkbox"/> No programmes in my language<sup>(8)</sup>  <input type="checkbox"/> No batteries<sup>(9)</sup>   <input type="checkbox"/> Radio set damaged<sup>(10)</sup>   <input type="checkbox"/> No radio stations on air<sup>(11)</sup>   <input type="checkbox"/> Don't know<sup>(98)</sup>   <input type="checkbox"/> Refused<sup>(99)</sup>  <input type="checkbox"/> Other, please state<sup>(12)</sup> <b>SKIP TO E01</b></p>
<b>D03</b>	<p><b>Where do you generally listen to radio? PROMPT IF NECESSARY [MARK MULTIPLE RESPONSES]</b></p> <p><input type="checkbox"/> Home<sup>(1)</sup>   <input type="checkbox"/> While I work<sup>(2)</sup>   <input type="checkbox"/> At a friend's/relative's place<sup>(3)</sup>   <input type="checkbox"/> Collective place (e.g. water/food collection point)<sup>(4)</sup>  <input type="checkbox"/> NGO office<sup>(5)</sup>   <input type="checkbox"/> At school<sup>(6)</sup>   <input type="checkbox"/> On my mobile phone<sup>(7)</sup>   <input type="checkbox"/> I always have my radio with me<sup>(8)</sup>   <input type="checkbox"/> Outside in town<sup>(9)</sup>  <input type="checkbox"/> Outside in the fields<sup>(10)</sup>   <input type="checkbox"/> At a restaurant/tea shop/café<sup>(11)</sup>   <input type="checkbox"/> Other (<b>WRITE IN</b>) _____<sup>(12)</sup>  <input type="checkbox"/> Don't know<sup>(98)</sup>   <input type="checkbox"/> Refused<sup>(99)</sup></p>
<b>D04</b>	<p><b>What time(s) of day do you generally listen to the radio here? [MARK MULTIPLE RESPONSES]</b></p> <p><input type="checkbox"/> Early morning (5am to 8am)<sup>(1)</sup>   <input type="checkbox"/> Morning (8am to 11am)<sup>(2)</sup>   <input type="checkbox"/> Mid-day (11am to 2pm)<sup>(3)</sup>   <input type="checkbox"/> Afternoon (2pm to 5pm)<sup>(4)</sup>  <input type="checkbox"/> Evening (5pm to 8pm)<sup>(5)</sup>   <input type="checkbox"/> Late Evening (8pm to 11am)<sup>(6)</sup>   <input type="checkbox"/> Overnight (11pm to 5am)<sup>(7)</sup>   <input type="checkbox"/> Any time<sup>(8)</sup>  <input type="checkbox"/> Don't know<sup>(98)</sup>   <input type="checkbox"/> Refused<sup>(99)</sup></p>
<b>D05</b>	<p><b>Please name the radio stations and programs you listen to the most here? Can you think of anymore?</b>  <b>INTERVIEWER: WRITE IN NAME OF UP TO THREE RADIO STATIONS. USE CAREFUL SPELLING.</b></p> <p>1) _____ ASK What program on this station do you listen to most? _____  2) _____ ASK What program on this station do you listen to most? _____  3) _____ ASK What program on this station do you listen to most? _____</p>

**SECTION E – TELEVISION ACCESS AND CONSUMPTION HABITS**

"I'm going to ask you some questions about television"

<b>E01</b>	<p><b>Do you watch television at the moment? [MARK ONE RESPONSE]</b></p> <p><input type="radio"/> Yes<sup>(1)</sup> <b>SKIP TO E03/04/05</b>  <input type="radio"/> No<sup>(3)</sup>   <input type="radio"/> Don't know<sup>(98)</sup>   <input type="radio"/> Refused<sup>(99)</sup> <b>CONTINUE.</b></p>
<b>E02</b>	<p><b>You said you do not watch television here - why not? [MARK MULTIPLE RESPONSES]</b></p> <p><input type="checkbox"/> Don't have access<sup>(1)</sup>   <input type="checkbox"/> Don't trust available channels<sup>(2)</sup>   <input type="checkbox"/> No access to electricity<sup>(3)</sup>   <input type="checkbox"/> No information available<sup>(4)</sup>  <input type="checkbox"/> Don't like television<sup>(5)</sup>   <input type="checkbox"/> Don't have time to watch<sup>(6)</sup>   <input type="checkbox"/> Content not relevant<sup>(7)</sup>   <input type="checkbox"/> No programmes in my language<sup>(8)</sup>  <input type="checkbox"/> Television set is damaged<sup>(9)</sup>   <input type="checkbox"/> Don't know<sup>(98)</sup>   <input type="checkbox"/> Refused<sup>(99)</sup>   <input type="checkbox"/> Other, please state<sup>(10)</sup> <b>SKIP TO F01</b></p>
<b>E03</b>	<p><b>Where do you generally watch television? PROMPT IF NECESSARY [MARK MULTIPLE RESPONSES]</b></p> <p><input type="checkbox"/> Home<sup>(1)</sup>   <input type="checkbox"/> At work<sup>(2)</sup>   <input type="checkbox"/> At a friend's/relative's place<sup>(3)</sup>   <input type="checkbox"/> Collective place (e.g. water/food collection point)<sup>(4)</sup>  <input type="checkbox"/> NGO office<sup>(5)</sup>   <input type="checkbox"/> At school<sup>(6)</sup>   <input type="checkbox"/> On my mobile phone<sup>(7)</sup>   <input type="checkbox"/> At a restaurant/tea shop/café<sup>(8)</sup>  <input type="checkbox"/> Other (<b>WRITE IN</b>) _____<sup>(9)</sup>   <input type="checkbox"/> Don't know<sup>(98)</sup>   <input type="checkbox"/> Refused<sup>(99)</sup></p>
<b>E04</b>	<p><b>What time(s) of day do you generally watch television here? [MARK MULTIPLE RESPONSES]</b></p> <p><input type="checkbox"/> Early morning (5am to 8am)<sup>(1)</sup>   <input type="checkbox"/> Morning (8am to 11am)<sup>(2)</sup>   <input type="checkbox"/> Mid-day (11am to 2pm)<sup>(3)</sup>   <input type="checkbox"/> Afternoon (2pm to 5pm)<sup>(4)</sup>  <input type="checkbox"/> Evening (5pm to 8pm)<sup>(5)</sup>   <input type="checkbox"/> Late Evening (8pm to 11am)<sup>(6)</sup>   <input type="checkbox"/> Overnight (11pm to 5am)<sup>(7)</sup>   <input type="checkbox"/> Any time<sup>(8)</sup>  <input type="checkbox"/> Don't know<sup>(98)</sup>   <input type="checkbox"/> Refused<sup>(99)</sup></p>
<b>E05</b>	<p><b>Please name the TV stations you watch the most here? Can you think of anymore?</b>  <b>INTERVIEWER: WRITE IN NAME OF UP TO THREE TV STATIONS. USE CAREFUL SPELLING.</b></p> <p>1<sup>st</sup> response _____ ASK What program on this station do you watch most? _____  2<sup>nd</sup> response _____ ASK What program on this station do you watch most? _____  3<sup>rd</sup> response _____ ASK What program on this station do you watch most? _____</p>

**SECTION F – MOBILE PHONE ACCESS AND CONSUMPTION HABITS**

"I am going to ask you some questions about your use of mobile phones"

<b>F01</b>	<p><b>Are you using a mobile phone at the moment? [MARK ONE RESPONSE]</b></p> <p><input type="radio"/> Yes<sup>(1)</sup> <b>SKIP TO F04</b>  <input type="radio"/> Yes but with problems<sup>(2)</sup> <b>CONTINUE</b>  <input type="radio"/> No<sup>(3)</sup>   <input type="radio"/> Don't know<sup>(98)</sup>   <input type="radio"/> Refused<sup>(99)</sup> <b>CONTINUE</b></p>
<b>F02</b>	<p><b>You said you are having problems or are not using a mobile phone - why? [MARK MULTIPLE RESPONSES]</b></p> <p><input type="checkbox"/> No batteries<sup>(1)</sup>   <input type="checkbox"/> No network signal<sup>(2)</sup>   <input type="checkbox"/> Need SIM card<sup>(3)</sup>   <input type="checkbox"/> No electricity to charge phone<sup>(4)</sup>   <input type="checkbox"/> Phone is damaged<sup>(5)</sup>  <input type="checkbox"/> No mobile handset<sup>(6)</sup>   <input type="checkbox"/> No telephone credit<sup>(7)</sup>   <input type="checkbox"/> Other (<b>WRITE IN</b>) _____<sup>(8)</sup></p>
<b>F03</b>	<p><b>If there is no signal where you are, how can you get a signal to make a call or send a text? PROMPT IF NECESSARY. [MARK MULTIPLE RESPONSES]</b></p> <p><input type="checkbox"/> There is no signal anywhere<sup>(1)</sup>   <input type="checkbox"/> Walk 1km<sup>(2)</sup>   <input type="checkbox"/> Walk 1km-5km<sup>(3)</sup>   <input type="checkbox"/> Walk more than 5km<sup>(4)</sup>   <input type="checkbox"/> Climb a hill<sup>(5)</sup>   <input type="checkbox"/> Climb a tree<sup>(6)</sup>  <input type="checkbox"/> Only works during some hours of the day (<b>WRITE IN THE TIME RANGES THAT THE PHONE WORKS</b>) _____<sup>(7)</sup>  <input type="checkbox"/> Other (<b>WRITE IN</b>) _____<sup>(8)</sup>   <input type="checkbox"/> Don't know<sup>(98)</sup>   <input type="checkbox"/> Refused<sup>(99)</sup></p>
<b>F04</b>	<p><b>What do you usually use your mobile phone for? READ LIST [MARK MULTIPLE RESPONSES]</b></p> <p><input type="checkbox"/> Calling friends and family<sup>(1)</sup>   <input type="checkbox"/> Receiving calls from friends and family<sup>(2)</sup>   <input type="checkbox"/> Conducting business<sup>(3)</sup>  <input type="checkbox"/> Receiving news/information alerts<sup>(4)</sup>   <input type="checkbox"/> Money transfers<sup>(5)</sup>   <input type="checkbox"/> Sending text messages (SMS)<sup>(6)</sup>  <input type="checkbox"/> Receiving text messages (SMS)<sup>(7)</sup>   <input type="checkbox"/> Sending or receiving an MMS<sup>(8)</sup>  <input type="checkbox"/> Taking photos<sup>(10)</sup>   <input type="checkbox"/> Sending a photo to others<sup>(11)</sup>   <input type="checkbox"/> Taking a video<sup>(12)</sup>  <input type="checkbox"/> Downloading and viewing a video clip<sup>(13)</sup>   <input type="checkbox"/> Sending a video to others<sup>(14)</sup>   <input type="checkbox"/> Recording audio<sup>(15)</sup>   <input type="checkbox"/> Accessing social media like Facebook/Twitter<sup>(16)</sup>   <input type="checkbox"/> Accessing the internet<sup>(17)</sup>   <input type="checkbox"/> Sending or receiving an email<sup>(18)</sup>   <input type="checkbox"/> Listening to the radio<sup>(19)</sup></p>

	<input type="checkbox"/> Using an app (a software program for mobile phones and computers) <sub>(20)</sub> <input type="checkbox"/> Nothing <sub>(21)</sub> <input type="checkbox"/> Other <b>(WRITE IN)</b> _____ <sub>(22)</sub> <input type="checkbox"/> Don't know <sub>(98)</sub> <input type="checkbox"/> Refused <sub>(99)</sub>
<b>F05</b>	<b>Are any of the following available on the phone you have access to? READ LIST. IF THE RESPONDENT DOESN'T KNOW, ASK "Please may I see the phone?" CHECK WHICH CAPABILITIES THE PHONE HAS, AND RECORD [MULTIPLE RESPONSES]</b> <input type="checkbox"/> An FM radio receiver <sub>(1)</sub> <input type="checkbox"/> Internet access <sub>(2)</sub> <input type="checkbox"/> Bluetooth <sub>(3)</sub> <input type="checkbox"/> None of above <sub>(4)</sub> <input type="checkbox"/> Don't know <sub>(98)</sub> <input type="checkbox"/> Refused <sub>(99)</sub>

**SECTION G – Print Media**

"I'm going to ask you some questions about reading newspapers and magazines"

<b>G01</b>	<b>Do you read either of the following? [MARK MULTIPLE RESPONSES]</b> <input type="checkbox"/> Newspapers <sub>(1)</sub> <input type="checkbox"/> Magazines <sub>(2)</sub> <b>SKIP TO G03</b> <input type="radio"/> No <sub>(4)</sub> <input type="radio"/> Don't know <sub>(98)</sub> <input type="radio"/> Refused <sub>(99)</sub> <b>CONTINUE</b>
<b>G02</b>	<b>You said that you do not read newspapers/magazines. Why is this?</b> <input type="checkbox"/> I can't read <sub>(1)</sub> <input type="checkbox"/> None available in my language <sub>(2)</sub> <input type="checkbox"/> None available at all <sub>(3)</sub> <input type="checkbox"/> Can't afford to buy them <sub>(4)</sub> <input type="checkbox"/> Not relevant to me <sub>(5)</sub> <input type="checkbox"/> Don't know <sub>(98)</sub> <input type="checkbox"/> Refused <sub>(99)</sub>
<b>G03</b>	Please name the newspaper/magazine you read the most here? <b>ASK</b> Can you think of anymore? <b>INTERVIEWER: WRITE IN NAME OF UP TO THREE NEWSPAPERS. USE CAREFUL SPELLING.</b> 1 <sup>st</sup> response _____ 2 <sup>nd</sup> response _____ 3 <sup>rd</sup> response _____

**SECTION H – Internet**

"I am going to ask you some questions about your use of the internet"

<b>H01</b>	<b>Do you use the Internet? [MARK ONE RESPONSE]</b> <input type="radio"/> Yes, most days <sub>(1)</sub> <b>SKIP TO H03</b> <input type="radio"/> Yes, about once a week <sub>(2)</sub> <b>SKIP TO H03</b> <input type="radio"/> Yes, about once every 2 weeks <sub>(3)</sub> <b>SKIP TO H03</b> <input type="radio"/> Yes, about once every month <b>SKIP TO H03</b> <input type="radio"/> Very rarely <sub>(4)</sub> <b>SKIP TO H03</b> <input type="radio"/> No, never <sub>(3)</sub> <input type="radio"/> Don't know <sub>(98)</sub> <input type="radio"/> Refused <sub>(99)</sub> <b>CONTINUE.</b>
<b>H02</b>	<b>You said that you have problems using, or do not use the Internet, why is this?</b> <input type="checkbox"/> No computers <sub>(1)</sub> <input type="checkbox"/> No electricity <sub>(2)</sub> <input type="checkbox"/> Can't afford it <sub>(3)</sub> <input type="checkbox"/> No connection <sub>(4)</sub> <input type="checkbox"/> Not relevant <sub>(5)</sub> <input type="checkbox"/> Slow connection <sub>(6)</sub> <input type="checkbox"/> Don't know <sub>(98)</sub> <input type="checkbox"/> Refused <sub>(99)</sub>
<b>H03</b>	<b>How do you access the internet when you use it?</b> <input type="checkbox"/> Laptop <sub>(1)</sub> <input type="checkbox"/> Home computer <sub>(2)</sub> <input type="checkbox"/> Work computer <sub>(3)</sub> <input type="checkbox"/> Cyber café <sub>(4)</sub> <input type="checkbox"/> Mobile phone <sub>(5)</sub> <input type="checkbox"/> Other <sub>(6)</sub> <b>(WRITE IN)</b> _____ <input type="checkbox"/> Don't know <sub>(98)</sub> <input type="checkbox"/> Refused <sub>(99)</sub>

**SECTION I – INFORMATION NEEDS**

"Getting the right information must be vital to you in the current situation. I want to ask you a few questions about what you most need information about right now"

**Note: This question is sometimes difficult for respondents to understand and results in answers about general needs. Ask if there is anything they are confused about, or feel like they don't have enough information on.**

**To triangulate data, ask local key informants what questions Members of the community have been asking frequently.**

<b>I01</b>	<b>There are many different things people are confused about or feel they need to know about. What is the main thing you need to know about right now? DO NOT READ CATEGORIES. MARK THEN ASK Is there anything else?</b>  <b>Note: Depending on responses received, it may be more appropriate to leave this section as open text, rather than checkboxes.</b>
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		MAIN ISSUE	SECOND ISSUE	THIRD ISSUE
General information				
I01.1	General news on what is happening here	<input type="checkbox"/> <sub>(1)</sub>	<input type="checkbox"/> <sub>(1)</sub>	<input type="checkbox"/> <sub>(1)</sub>
I01.2	News on what is happening at home	<input type="checkbox"/> <sub>(2)</sub>	<input type="checkbox"/> <sub>(2)</sub>	<input type="checkbox"/> <sub>(2)</sub>
I01.3	The weather	<input type="checkbox"/> <sub>(3)</sub>	<input type="checkbox"/> <sub>(3)</sub>	<input type="checkbox"/> <sub>(3)</sub>
Security				
I01.4	The security situation here	<input type="checkbox"/> <sub>(4)</sub>	<input type="checkbox"/> <sub>(4)</sub>	<input type="checkbox"/> <sub>(4)</sub>
I01.5	The security situation at home	<input type="checkbox"/> <sub>(5)</sub>	<input type="checkbox"/> <sub>(5)</sub>	<input type="checkbox"/> <sub>(5)</sub>
I01.6	How to get help after attack or harassment	<input type="checkbox"/> <sub>(6)</sub>	<input type="checkbox"/> <sub>(6)</sub>	<input type="checkbox"/> <sub>(6)</sub>
I01.7	How to stay safe to prevent attack/harassment	<input type="checkbox"/> <sub>(7)</sub>	<input type="checkbox"/> <sub>(7)</sub>	<input type="checkbox"/> <sub>(7)</sub>
How to access aid, essential items and healthcare				
I01.8	How to register for aid	<input type="checkbox"/> <sub>(8)</sub>	<input type="checkbox"/> <sub>(8)</sub>	<input type="checkbox"/> <sub>(8)</sub>
I01.9	Finding missing people	<input type="checkbox"/> <sub>(9)</sub>	<input type="checkbox"/> <sub>(9)</sub>	<input type="checkbox"/> <sub>(9)</sub>
I01.10	How to get water	<input type="checkbox"/> <sub>(10)</sub>	<input type="checkbox"/> <sub>(10)</sub>	<input type="checkbox"/> <sub>(10)</sub>
I01.11	How to get food	<input type="checkbox"/> <sub>(11)</sub>	<input type="checkbox"/> <sub>(11)</sub>	<input type="checkbox"/> <sub>(11)</sub>
I01.12	How to get shelter/accommodation or shelter materials	<input type="checkbox"/> <sub>(12)</sub>	<input type="checkbox"/> <sub>(12)</sub>	<input type="checkbox"/> <sub>(12)</sub>

I01.13	Information about nutrition	<input type="checkbox"/> (13)	<input type="checkbox"/> (13)	<input type="checkbox"/> (13)
I01.14	How to get cooking fuel/firewood	<input type="checkbox"/> (14)	<input type="checkbox"/> (14)	<input type="checkbox"/> (14)
I01.15	How to get healthcare/medical attention	<input type="checkbox"/> (15)	<input type="checkbox"/> (15)	<input type="checkbox"/> (15)
I01.16	How to replace personal documentation (e.g. ID, birth certificate...)	<input type="checkbox"/> (16)	<input type="checkbox"/> (16)	<input type="checkbox"/> (16)
I01.17	How to get access to education	<input type="checkbox"/> (17)	<input type="checkbox"/> (17)	<input type="checkbox"/> (17)
I01.18	How to get transport	<input type="checkbox"/> (18)	<input type="checkbox"/> (18)	<input type="checkbox"/> (18)
Livelihoods				
I01.19	How to find work	<input type="checkbox"/> (19)	<input type="checkbox"/> (19)	<input type="checkbox"/> (19)
I01.20	Food prices	<input type="checkbox"/> (20)	<input type="checkbox"/> (20)	<input type="checkbox"/> (20)
I01.21	Local crop/livestock prices	<input type="checkbox"/> (21)	<input type="checkbox"/> (21)	<input type="checkbox"/> (21)
I01.22	How to get money/financial support	<input type="checkbox"/> (22)	<input type="checkbox"/> (22)	<input type="checkbox"/> (22)
I01.23	Information about relocation	<input type="checkbox"/> (23)	<input type="checkbox"/> (23)	<input type="checkbox"/> (23)
Communication				
I01.24	Communicating with people who are in a different place	<input type="checkbox"/> (24)	<input type="checkbox"/> (24)	<input type="checkbox"/> (24)
I01.25	How to communicate with aid agencies	<input type="checkbox"/> (25)	<input type="checkbox"/> (25)	<input type="checkbox"/> (25)
I01.26	Other <b>(WRITE IN)</b> _____	<input type="checkbox"/> (26)	<input type="checkbox"/> (26)	<input type="checkbox"/> (26)
I01.27	Don't Know	<input type="checkbox"/> (98)	<input type="checkbox"/> (98)	<input type="checkbox"/> (98)
I01.28	Refused	<input type="checkbox"/> (99)	<input type="checkbox"/> (99)	<input type="checkbox"/> (99)

**I02** Do you think you have enough information to make good decisions for you and your family? **MARK ONE RESPONSE.**  
 Yes<sub>(1)</sub>  No<sub>(2)</sub>  Don't know<sub>(98)</sub>  Refused<sub>(99)</sub>

**I03** What would be the best way for you to receive this information? **MARK MULTIPLE RESPONSES/. DO NOT PROMPT.**  
 Radio<sub>(1)</sub>  Email<sub>(2)</sub>  Mobile phone call to you<sub>(3)</sub>  Mobile phone SMS<sub>(4)</sub>  Billboards<sub>(5)</sub>  Posters<sub>(6)</sub>  Leaflets<sub>(7)</sub>  
 Loudspeakers/megaphone announcements<sub>(8)</sub>  Community events<sub>(9)</sub>  From another person – friends/family<sub>(10)</sub>  
 From another person – community leader<sub>(11)</sub>  From another person – religious leader<sub>(12)</sub>  
 From another person – government official<sub>(13)</sub>  From another person – army/police<sub>(14)</sub>  
 From another person – aid worker<sub>(15)</sub>  
 Other **(WRITE IN)** \_\_\_\_\_<sub>(23)</sub>  Don't know<sub>(98)</sub>  Refused<sub>(99)</sub>

**SECTION J – COMMUNICATION WITH AID PROVIDERS**

“I would like to ask you a few questions about communicating with aid providers”

**J01** Are you able to speak to aid providers about your needs, ask them questions, or tell them if you have complaints? **[MARK ONE RESPONSE]**  
 No <sub>(1)</sub> **SKIP TO J03**  
 Yes, frequently<sub>(2)</sub>  Yes, sometimes <sub>(3)</sub>  Yes, some of them, specify \_\_\_\_\_<sub>(4)</sub>  Don't know <sub>(98)</sub>  Refused <sub>(99)</sub> **CONTINUE**

**J02** What is the MAIN way you communicate with aid providers? **CODE THE MAIN WAY. ASK Can you think of anymore? CODE UP TO 3 RESPONSES. DO NOT READ OUT**

		MAIN WAY	SECOND WAY	THIRD WAY
J02.1	Telephone voice call to person(s)	<input type="checkbox"/> (1)	<input type="checkbox"/> (1)	<input type="checkbox"/> (1)
J02.2	SMS message	<input type="checkbox"/> (2)	<input type="checkbox"/> (2)	<input type="checkbox"/> (2)
J02.3	Telephone call to radio/TV Program	<input type="checkbox"/> (3)	<input type="checkbox"/> (3)	<input type="checkbox"/> (3)
J02.4	Email	<input type="checkbox"/> (4)	<input type="checkbox"/> (4)	<input type="checkbox"/> (4)
J02.5	Twitter or similar	<input type="checkbox"/> (6)	<input type="checkbox"/> (6)	<input type="checkbox"/> (6)
J02.6	Facebook or similar	<input type="checkbox"/> (7)	<input type="checkbox"/> (7)	<input type="checkbox"/> (7)
J02.7	Through a website <b>(WRITE IN)</b> _____	<input type="checkbox"/> (8)	<input type="checkbox"/> (8)	<input type="checkbox"/> (8)
J02.8	Suggestion box	<input type="checkbox"/> (9)	<input type="checkbox"/> (9)	<input type="checkbox"/> (9)
J02.9	Face-to-face conversation	<input type="checkbox"/> (10)	<input type="checkbox"/> (10)	<input type="checkbox"/> (10)
J02.10	Via community meetings	<input type="checkbox"/> (11)	<input type="checkbox"/> (11)	<input type="checkbox"/> (11)
J02.11	Via community leaders	<input type="checkbox"/> (12)	<input type="checkbox"/> (12)	<input type="checkbox"/> (12)
J02.12	Via religious leaders	<input type="checkbox"/> (13)	<input type="checkbox"/> (13)	<input type="checkbox"/> (13)
J02.13	Other <b>(WRITE IN)</b> _____	<input type="checkbox"/> (14)	<input type="checkbox"/> (14)	<input type="checkbox"/> (14)
J02.14	Don't Know	<input type="checkbox"/> (98)	<input type="checkbox"/> (98)	<input type="checkbox"/> (98)
J02.15	Refused	<input type="checkbox"/> (99)	<input type="checkbox"/> (99)	<input type="checkbox"/> (99)

**J03** What information would you like to share with or ask the aid workers?  
**ISSUE 1:**  
**ISSUE 2:**

**ISSUE 3:**

**SECTION K – COMMUNICATION WITH GOVERNMENT OFFICIALS**

“I would like to ask you a few questions about communicating with government officials”

**Note: In politicised contexts, interviewees have refused to answer these questions and stopped participating in the survey. Ensure you test this question before using it.**

**K01 Are you able to speak to government officials about your needs, ask them questions, or tell them if you have complaints? [MARK ONE RESPONSE]**

No <sup>(1)</sup> **SKIP TO K03**

Yes, frequently<sup>(2)</sup>  Yes, sometimes <sup>(3)</sup>  Don't know <sup>(98)</sup>  Refused <sup>(99)</sup> **CONTINUE**

**K02 What is the MAIN way you communicate with government officials? CODE THE MAIN WAY. ASK Can you think of anymore? CODE UP TO 3 RESPONSES. DO NOT READ OUT.**

		MAIN WAY	SECOND WAY	THIRD WAY
K02.1	Telephone voice call to person(s)	<input type="checkbox"/> <sup>(1)</sup>	<input type="checkbox"/> <sup>(1)</sup>	<input type="checkbox"/> <sup>(1)</sup>
K02.2	SMS message	<input type="checkbox"/> <sup>(2)</sup>	<input type="checkbox"/> <sup>(2)</sup>	<input type="checkbox"/> <sup>(2)</sup>
K02.3	Telephone call to radio/TV Program	<input type="checkbox"/> <sup>(3)</sup>	<input type="checkbox"/> <sup>(3)</sup>	<input type="checkbox"/> <sup>(3)</sup>
K02.4	Email	<input type="checkbox"/> <sup>(4)</sup>	<input type="checkbox"/> <sup>(4)</sup>	<input type="checkbox"/> <sup>(4)</sup>
K02.5	Twitter or similar	<input type="checkbox"/> <sup>(6)</sup>	<input type="checkbox"/> <sup>(6)</sup>	<input type="checkbox"/> <sup>(6)</sup>
K02.6	Facebook or similar	<input type="checkbox"/> <sup>(7)</sup>	<input type="checkbox"/> <sup>(7)</sup>	<input type="checkbox"/> <sup>(7)</sup>
K02.7	Through a website ( <b>WRITE IN</b> )	<input type="checkbox"/> <sup>(8)</sup>	<input type="checkbox"/> <sup>(8)</sup>	<input type="checkbox"/> <sup>(8)</sup>
K02.8	Suggestion box	<input type="checkbox"/> <sup>(9)</sup>	<input type="checkbox"/> <sup>(9)</sup>	<input type="checkbox"/> <sup>(9)</sup>
K02.9	Face-to-face conversation	<input type="checkbox"/> <sup>(10)</sup>	<input type="checkbox"/> <sup>(10)</sup>	<input type="checkbox"/> <sup>(10)</sup>
K02.10	Via community meetings	<input type="checkbox"/> <sup>(11)</sup>	<input type="checkbox"/> <sup>(11)</sup>	<input type="checkbox"/> <sup>(11)</sup>
K02.11	Via community leaders	<input type="checkbox"/> <sup>(12)</sup>	<input type="checkbox"/> <sup>(12)</sup>	<input type="checkbox"/> <sup>(12)</sup>
K02.12	Via religious leaders	<input type="checkbox"/> <sup>(13)</sup>	<input type="checkbox"/> <sup>(13)</sup>	<input type="checkbox"/> <sup>(13)</sup>
K02.13	Other ( <b>WRITE IN</b> )	<input type="checkbox"/> <sup>(14)</sup>	<input type="checkbox"/> <sup>(14)</sup>	<input type="checkbox"/> <sup>(14)</sup>
K02.14	Don't Know	<input type="checkbox"/> <sup>(98)</sup>	<input type="checkbox"/> <sup>(98)</sup>	<input type="checkbox"/> <sup>(98)</sup>
K02.15	Refused	<input type="checkbox"/> <sup>(99)</sup>	<input type="checkbox"/> <sup>(99)</sup>	<input type="checkbox"/> <sup>(99)</sup>

**K03 What information would you like to share with or ask the government officials?**

**ISSUE 1:**

**ISSUE 2:**

**ISSUE 3:**

**SECTION L – FUTURE PLANS**

“Finally I'd like to ask you about your plans for the future”

**Note: This section applies specifically to people who have been displaced by the disaster.**

**L01 Do you want to stay here? [MARK ONE RESPONSE]**

Yes<sup>(1)</sup> **CONTINUE**

No<sup>(2)</sup>  Don't know<sup>(8)</sup>  Refused<sup>(9)</sup> **SKIP TO L03.**

**L02 What is the MAIN reason you want to stay here? Are there any other reasons? [WRITE IN UP TO 3 REASONS]**

**REASON 1:**

**REASON 2:**

**REASON 3:**

**L03 If you were to leave here, where would you most likely go? DO NOT READ CATEGORIES [MARK ONE RESPONSE]**

<input type="radio"/> I don't know <sub>(1)</sub> <input type="radio"/> To a different camp <sub>(2)</sub> <input type="radio"/> To a new relocation camp <sub>(3)</sub> <input type="radio"/> Home <sub>(4)</sub> <input type="radio"/> To live on the street <sub>(5)</sub> <input type="radio"/> To stay with family or friends <sub>(6)</sub> <input type="radio"/> To move permanently to another area (SPECIFY) _____ <sub>(7)</sub> <input type="radio"/> Other ( <b>WRITE IN</b> ) _____ <sub>(9)</sub> <input type="radio"/> Don't Know <sub>(98)</sub> <input type="radio"/> Refused <sub>(99)</sub>
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**“That was the final question. Thank you very much for your time and participation. Your responses will help us to understand what information you and others need and how you access information. Your answers will be treated in the strictest confidence”**

<b>SECTION R– Interview Basic Data &amp; Feedback</b>	
<b>FOR INTERVIEWER COMPLETION ONLY -- DO NOT ASK RESPONDENT!</b>	
<b>PLEASE COMPLETE THIS SECTION AS SOON AS POSSIBLE AFTER THE RESPONDENT HAS LEFT.</b>	
<b>FIELD CONTROL</b>	
Interviewer's name _____	
<b>R01.</b>	Interviewer code:  _ _ _ _
<b>R02.</b>	Sex of interviewer ( <b>mark one</b> ) <input type="radio"/> Male <sub>(1)</sub> <input type="radio"/> Female <sub>(2)</sub>
<b>R03.</b>	Date of interview: Day  _ _  Month  _ _  Year  _ _ _ _
<b>R04.</b>	Length of interview: _____ (minutes)
<b>R05.</b>	Please provide any general feedback about the interview (any questions that were hard to answer; how the respondent seemed)
<b>FOR SUPERVISOR AND CODER COMPLETION ONLY</b>	
<b>R06.</b>	Please sign and complete the following:
	Team leader _____
	Accompanied <input type="radio"/> <sub>(1)</sub>
	Back checked <input type="radio"/> <sub>(2)</sub>
	Scrutinized <input type="radio"/> <sub>(3)</sub>