(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.

INTERVIEWER: please fill in before the interview:
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) ____________________________________

"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/ human 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?"

[** Insert respondent selection explanation here]

SECTION A – DEMOGRAPHIC INFORMATION

A01 Gender - DO NOT ASK. OBSERVATION
○ Male (1)  ○ Female (2)

A02 Age - DO NOT ASK. OBSERVATION
○ 15-19 (1)  ○ 20-24 (2)  ○ 25-29 (3)  ○ 30-34 (4)  ○ 35-39 (5)  ○ 40-44 (6)  ○ 45-49 (7)  ○ 50-54 (8)  ○ 55-59 (9)  ○ 60-64 (10)  ○ 65+ (11)
○ Don’t know (08)  ○ Refused (99)

A03 Disability – DO NOT ASK. OBSERVATION
Does the interviewee have a disability?
○ No (1)  ○ Yes (2)

A04 Where are you staying at the moment?
[Insert relevant options depending on context – village/area/camp]

A05 Were you born here? If Yes, skip to question A06
If no, continue
○ Yes (1)  ○ No (2)  ○ Don’t know (08)  ○ Refused (99)

A06 You said you were not born here - what is the approximate date of your arrival here? Day ____ Month ____ Year ____

SECTION B – LANGUAGE, LITERACY & EDUCATION

B01 What languages/dialects do you speak? PROBE: Any others? DO NOT PROMPT [MANY RESPONSES POSSIBLE]
○ Language 1 _____________________________ (1)  ○ Language 2 _____________________________ (2)  ○ Language 3 _____________________________ (3)  ○ Language 4 _____________________________ (4)
○ Other (WRITE IN) _____________________________ (1)  ○ Language 2 _____________________________ (2)  ○ Language 3 _____________________________ (3)  ○ Language 4 _____________________________ (4)
○ Don’t know (08)  ○ Refused (99)

B02 Which language/dialect do you speak most often with your family? [1 RESPONSE ONLY]

B03 Can you read? If yes, what languages/dialects can you read in? DO NOT PROMPT [MANY RESPONSES POSSIBLE]
○ Language 1 _____________________________ (1)  ○ Language 2 _____________________________ (2)  ○ Language 3 _____________________________ (3)  ○ Language 4 _____________________________ (4)
○ Other (WRITE IN) _____________________________ (1)  ○ Language 2 _____________________________ (2)  ○ Language 3 _____________________________ (3)  ○ Language 4 _____________________________ (4)
○ Cannot read (24)  ○ Don’t know (08)  ○ Refused (99)

[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 ____________________
- ○ Language 2 ____________________
- ○ Language 3 ____________________
- ○ Language 4 ____________________
- ○ Other (WRITE IN) ____________________
- ○ 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
- ○ Some primary school
- ○ Completed primary school
- ○ Some secondary school
- ○ Completed secondary school
- ○ University student now
- ○ University graduate
- ○ Religious education
- ○ Other (WRITE IN) ____________________
- ○ Don’t know (98)
- ○ Refused (99)

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

"I would like to ask you 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
- ○ Radio
- ○ Newspaper
- ○ Magazine
- ○ Twitter
- ○ Facebook
- ○ Internet – other (WRITE IN) ____________________
- ○ Mobile phone SMS
- ○ Internet
- ○ Mobile phone call
- ○ Mobile phone SMS
- ○ Television
- ○ Radio
- ○ Mobile phone SMS
- ○ Community events
- ○ From another person – friends/family
- ○ From another person – community leader
- ○ From another person – religious leader
- ○ From another person – government official
- ○ From another person – army/police
- ○ From another person – aid worker
- ○ Other (WRITE IN) ____________________
- ○ Don’t know
- ○ 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
- ○ Radio
- ○ Newspaper
- ○ Magazine
- ○ Twitter
- ○ Facebook
- ○ Internet – other (WRITE IN) ____________________
- ○ Mobile phone SMS
- ○ Mobile phone call
- ○ Mobile phone SMS
- ○ Community events
- ○ From another person – friends/family
- ○ From another person – community leader
- ○ From another person – religious leader
- ○ From another person – government official
- ○ From another person – army/police
- ○ Other (WRITE IN) ____________________
- ○ Don’t know
- ○ 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.*

![](https://example.com/image)

**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)
- ○ No (2)
- ○ Don’t know (98)
- ○ Refused (99) CONTINUE
D02 You said you do not currently listen to radio – why not? DO NOT READ OUT [MARK MULTIPLE RESPONSES]
☐ Don’t have access to set(1)  ☐ Don’t trust available channels (2)  ☐ No access to electricity (3)  ☐ No information available (4)
☐ Don’t like the radio(5)  ☐ Don’t have time to listen (6)  ☐ Content not relevant (7)  ☐ No programmes in my language (8)
☐ No batteries (9)  ☐ Radio set damaged (10)  ☐ No radio stations on air(11)  ☐ Don’t know(98)  ☐ Refused(99)
☐ Other, please state (12)  SKI TO E01

D03 Where do you generally listen to radio? PROMPT IF NECESSARY [MARK MULTIPLE RESPONSES]
☐ Home(1)  ☐ While I work(2)  ☐ At a friend’s/relative’s place(3)  ☐ Collective place (e.g. water/food collection point)(4)
☐ NGO office(5)  ☐ At school(6)  ☐ On my mobile phone(7)  ☐ I always have my radio with me (8)  ☐ Outside in towns(9)
☐ Outside in the fields(10)  ☐ At a restaurant/tea shop/cafe(11)  ☐ Other (WRITE IN)____________________
☐ Don’t know(99)  ☐ Refused(99)

D04 What time(s) of day do you generally listen to the radio here? [MARK MULTIPLE RESPONSES]
☐ Early morning (5am to 8am)(1)  ☐ Morning (8am to 11am)(2)  ☐ Mid-day (11am to 2pm)(3)  ☐ Afternoon (2pm to 5pm)(4)
☐ Evening (5pm to 8pm)(5)  ☐ Late evening (8pm to 11am)(6)  ☐ Overnight (11pm to 5am)(7)  ☐ Any time(8)
☐ Don’t know(99)  ☐ Refused(99)

D05 Please name the radio stations and programs you listen to the most here. Can you think of anymore?
INTERVIEWER: WRITE IN NAME OF UP TO THREE RADIO STATIONS. USE CAREFUL SPELLING.
1) __________________________
2) __________________________
3) __________________________

SECTION E – TELEVISION ACCESS AND CONSUMPTION HABITS
“I’m going to ask you some questions about television”

E01 Do you watch television at the moment? [MARK ONE RESPONSE]
☐ Yes(1)  SKIP TO E03/04/05
☐ No(3)  ☐ Don’t know(99)  ☐ Refused(99) CONTINUE.

E02 You said you do not watch television here - why not? [MARK MULTIPLE RESPONSES]
☐ Don’t have access (1)  ☐ Don’t trust available channels (2)  ☐ No access to electricity (3)  ☐ No information available (4)
☐ Don’t like television (5)  ☐ Don’t have time to watch (6)  ☐ Content not relevant (7)  ☐ No programmes in my language (8)
☐ Television set is damaged (9)  ☐ Don’t know(99)  ☐ Refused(99)  ☐ Other, please state (10)  SKI TO E01

E03 Where do you generally watch television? PROMPT IF NECESSARY [MARK MULTIPLE RESPONSES]
☐ Home(1)  ☐ At work(2)  ☐ At a friend’s/relative’s place(3)  ☐ Collective place (e.g. water/food collection point)(4)
☐ NGO office(5)  ☐ At school(6)  ☐ On my mobile phone(7)  ☐ At a restaurant/tea shop/cafe(8)
☐ Other (WRITE IN)____________________
☐ Don’t know(99)  ☐ Refused(99)

E04 What time(s) of day do you generally watch television here? [MARK MULTIPLE RESPONSES]
☐ Early morning (5am to 8am)(1)  ☐ Morning (8am to 11am)(2)  ☐ Mid-day (11am to 2pm)(3)  ☐ Afternoon (2pm to 5pm)(4)
☐ Evening (5pm to 8pm)(5)  ☐ Late evening (8pm to 11am)(6)  ☐ Overnight (11pm to 5am)(7)  ☐ Any time(8)
☐ Don’t know(99)  ☐ Refused(99)

E05 Please name the TV stations you watch the most here. Can you think of anymore?
INTERVIEWER: WRITE IN NAME OF UP TO THREE TV STATIONS. USE CAREFUL SPELLING.
1st response __________________________ ASK What program on this station do you watch most?
2nd response __________________________ ASK What program on this station do you watch most?
3rd response __________________________ ASK What program on this station do you watch most?

SECTION F – MOBILE PHONE ACCESS AND CONSUMPTION HABITS
“If I am going to ask you some questions about your use of mobile phones”

F01 Are you using a mobile phone at the moment? [MARK ONE RESPONSE]
☐ Yes(1)  SKIP TO F04
☐ Yes but with problems (2)  CONTINUE
☐ No(3)  ☐ Don’t know(99)  ☐ Refused(99) CONTINUE.

F02 You said you are having problems or are not using a mobile phone - why? [MARK MULTIPLE RESPONSES]
☐ No batteries(1)  ☐ No network signal (2)  ☐ Need SIM card(3)  ☐ No electricity to charge phone(4)  ☐ Phone is damaged (5)
☐ No mobile handset(6)  ☐ No telephone credit(7)  ☐ Other (WRITE IN)____________________
☐ Don’t know(99)  ☐ Refused(99)

F03 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]
☐ There is no signal anywhere(1)  ☐ Walk 1km(2)
☐ Walk 1km-5km(3)  ☐ Walk more than 5km(4)  ☐ Climb a hill(5)  ☐ Climb a tree(6)
☐ Only works during some hours of the day (WRITE IN THE TIME RANGES THAT THE PHONE WORKS)
☐ Other (WRITE IN)____________________
☐ Don’t know(99)  ☐ Refused(99)

F04 What do you usually use your mobile phone for? READ LIST [MARK MULTIPLE RESPONSES]
☐ Calling friends and family(1)  ☐ Receiving calls from friends and family(2)
☐ Conducting business(3)  ☐ Receiving news/information alerts(4)  ☐ Money transfers(5)
☐ Sending text messages (SMS)(6)  ☐ Sending text messages (SMS)(7)  ☐ Sending or receiving an MMS(8)
☐ Taking photos(9)  ☐ Sending a photo to others(10)  ☐ Taking a video(11)
☐ Downloading and viewing a video clip(12)  ☐ Sending a video to others(13)  ☐ Recording audio(14)
☐ Accessing social media like Facebook/Twitter(15)  ☐ Accessing the internet(16)  ☐ Sending or receiving an email(17)  ☐ Listening to the radio(19)
How to access aid, essential items and healthcare

General information

If there are any 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?

Note: Depending on responses received, it may be more appropriate to leave this section as open text, rather than checkboxes.

SECTION G – Print Media

“I am going to ask you some questions about reading newspapers and magazines”

SECTION H – Internet

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

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.
### J02. Communication with aid providers

**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]
- Yes (12)  
- No (13)  
- Refused (14)  

**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

<table>
<thead>
<tr>
<th></th>
<th>MAIN WAY</th>
<th>SECOND WAY</th>
<th>THIRD WAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>J02.1</td>
<td>Telephone voice call to person(s)</td>
<td>(1)</td>
<td>(1)</td>
</tr>
<tr>
<td>J02.2</td>
<td>SMS message</td>
<td>(2)</td>
<td>(2)</td>
</tr>
<tr>
<td>J02.3</td>
<td>Telephone call to radio/TV Program</td>
<td>(3)</td>
<td>(3)</td>
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<tr>
<td>J02.4</td>
<td>Email</td>
<td>(4)</td>
<td>(4)</td>
</tr>
<tr>
<td>J02.5</td>
<td>Twitter or similar</td>
<td>(5)</td>
<td>(5)</td>
</tr>
<tr>
<td>J02.6</td>
<td>Facebook or similar</td>
<td>(6)</td>
<td>(6)</td>
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<tr>
<td>J02.7</td>
<td>Through a website (<a href="#">WRITE IN</a>)</td>
<td>(7)</td>
<td>(7)</td>
</tr>
<tr>
<td>J02.8</td>
<td>Suggestion box</td>
<td>(8)</td>
<td>(8)</td>
</tr>
<tr>
<td>J02.9</td>
<td>Face-to-face conversation</td>
<td>(9)</td>
<td>(9)</td>
</tr>
<tr>
<td>J02.10</td>
<td>Via community meetings</td>
<td>(10)</td>
<td>(10)</td>
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<tr>
<td>J02.11</td>
<td>Via community leaders</td>
<td>(11)</td>
<td>(11)</td>
</tr>
<tr>
<td>J02.12</td>
<td>Via religious leaders</td>
<td>(12)</td>
<td>(12)</td>
</tr>
<tr>
<td>J02.13</td>
<td>Other (<a href="#">WRITE IN</a>)</td>
<td>(13)</td>
<td>(13)</td>
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<tr>
<td>J02.14</td>
<td>Don’t Know</td>
<td>(14)</td>
<td>(14)</td>
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<tr>
<td>J02.15</td>
<td>Refused</td>
<td>(15)</td>
<td>(15)</td>
</tr>
</tbody>
</table>

**J03.** What information would you like to share with or ask the aid workers?

**ISSUE 1:**

**ISSUE 2:**
“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 (1)
- Yes, frequently (2)
- Yes, sometimes (3)
- Don’t know (98)
- Refused (99)

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.

<table>
<thead>
<tr>
<th>MAIN WAY</th>
<th>SECOND WAY</th>
<th>THIRD WAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone voice call to person(s)</td>
<td>[1]</td>
<td>[1]</td>
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<tr>
<td>SMS message</td>
<td>[2]</td>
<td>[2]</td>
</tr>
<tr>
<td>Telephone call to radio/TV Program</td>
<td>[3]</td>
<td>[3]</td>
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<tr>
<td>Email</td>
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<td>[4]</td>
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<tr>
<td>Twitter or similar</td>
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<td>Facebook or similar</td>
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<tr>
<td>Through a website (WRITE IN)</td>
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<td>Suggestion box</td>
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<td>[10]</td>
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<tr>
<td>Via community leaders</td>
<td>[12]</td>
<td>[12]</td>
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<tr>
<td>Via religious leaders</td>
<td>[13]</td>
<td>[13]</td>
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<tr>
<td>Other (WRITE IN)</td>
<td>[14]</td>
<td>[14]</td>
</tr>
<tr>
<td>Don’t Know</td>
<td>[98]</td>
<td>[98]</td>
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<tr>
<td>Refused</td>
<td>[99]</td>
<td>[99]</td>
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</tbody>
</table>

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 (1)
- No (2)
- Don’t know (98)
- Refused (99)

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]
I don't know(1)  ○ To a different camp(2)  ○ To a new relocation camp(3)  ○ Home(4)
○ To live on the street(5)  ○ To stay with family or friends(6)  ○ To move permanently to another area (SPECIFY) __________________(7)
○ Other (WRITE IN)_________________ (9)
○ Don't Know(8)  ○ Refused(9)

"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”

SECTION R – Interview Basic Data & Feedback
FOR INTERVIEWER COMPLETION ONLY -- DO NOT ASK RESPONDENT!
PLEASE COMPLETE THIS SECTION AS SOON AS POSSIBLE AFTER THE RESPONDENT HAS LEFT.
FIELD CONTROL
Interviewer’s name___________________________________________________________________
R01. Interviewer code: | | | | |
R02. Sex of interviewer (mark one)
○ Male(1)  ○ Female(2)
R03. Date of interview: Day | | | | Month | | | | Year | | | |
R04. Length of interview:_________________(minutes)
R05. Please provide any general feedback about the interview (any questions that were hard to answer; how the respondent seemed)

FOR SUPERVISOR AND CODER COMPLETION ONLY
R06. Please sign and complete the following:
Team leader ____________________________________________  MARK ONE
Accompanied ○(1)
Back checked ○(2)
Scrutinized ○(3)