# Annex 7A: Key informant interview checklist: Community representatives (IDPs, refugee and host communities)

### Why use the checklist

Obtaining a broader understanding of IDPs, refugees, and host community members affected by issues of access and use of essential services due to displacement, as well as inter- and intra-group dynamics can be difficult to obtain in household interviews. Key informant interviews with community representatives provide an opportunity to explore a range of issues in more detail and triangulate primary or secondary data.

### The objective of the checklist

The objective of this checklist is to provide user(s) of the UMVAT with a range of related topics for consideration and inclusion in key informant interviews with community representatives.

### How to use this checklist

The following checklist serves as a template for key informant interviews (KIIs) with community representatives and will require editing based on the key informant profile, context, time available, and information needs. The checklist includes a range of topics, questions and sub-questions.

Please keep in mind the following when using this checklist:

* This is not an exhaustive list and should be contextualised prior to use depending on the objective of the interview, type of community representative interviewed, context, availability of reliable secondary data and interview time available. The questions set out below are not to be used as a questionnaire – rather they should be considered as guides to cover the main research issues of importance. Interviewers should prioritise thematic areas, or questions, according to the information needs of the assessment, their knowledge of the context, and depending on the direction of the conversations with study participants.
* Aspects relating to gender, protection, youth and age should be mainstreamed as and where appropriate.
* If there is specific interest in a particular topic, ensure the community representatives have some knowledge of this topic and adapt the checklist accordingly.
* This checklist assumes the user’s interest in either the wider displaced or host communities or a specific population group(s) living in a specific area that is being assessed. The population is referred to as **‘the population of interest’**, and the area **‘the area of interes**t’.

### Getting started

At the start of the interview it is very important to undertake the following actions:

1. Introduce yourselves and outline the purpose of the discussion and double check that they are the right person to speak to.
2. Make sure you inform the key informant of the population/ geographical area/ topic you are interested in knowing more about. (You may have to remind the key informant of these aspects during the interview, just to make sure the information remains relevant).
3. Provide an approximation of interview duration, to double check the key informant’s availability for the duration of the meeting. Follow-up meetings can be arranged.
4. Explain whether the data will be kept confidential or shared, and obtain their consent for the taking of notes. This is especially important if sensitive topics are discussed.
5. **Make sure you are speaking the same language.** Clarify definitions for terms/ words used in the interview.

### Tools to use during the discussion

Use a checklist, a notebook, flip-charts, maps, and information from preliminary primary and secondary data analysis to support your discussion.

##### **Checklist thematic content**

Thefollowing checklist includes questions and sub-questions in relation to the following themes:

* Population represented within the area of interest
* Formal and informal social organisations and networks and groups
* Relationships between groups
* Disagreements and conflict resolution
* Access to services
* Access to information, documents and government representation
* Access to employment
* Access to shelter, and
* Access to financial services (formal and informal).

### Getting started: key informant details

* Name (including title if necessary)
* Position held
* Contact details (email, mobile and landline numbers)
* Possibility to contact again if further questions arise? And if so what is their availability?
* Knowledge of affected area (personal or professional knowledge)

### Population represented within the area of interest

* What is the history of the area of interest? Is it a growing area? How is it perceived by: local and national government, economists, public health professionals, businesses and service providers?
* What groups of people live within this area of interest? (Local/ displaced/ refugee/ migrants/ illegal/ legal/ asylum seekers/ host households – for example?) What distinguishes one group from another?
* What local names are used to determine differences between these groups?
* Why do people want to live here? What are the pulling factors/ benefits to being located here?
* Where and how do these groups interact on a daily basis?
* How can we find the displaced/ host/ refugee community that we would like to know more about?
  + What would be the best way of approaching them and asking them to participate in our assessment? Is there anyone that could introduce us to the most vulnerable households to speak to?
  + In what areas in the community do these households live?
  + Are there any patterns in their behaviour that would be interesting to us?

### Formal and informal social organisations, representation, networks and groups

Considering formal and informal social organisations and networks; what can be said about the following (for each question, consider gender and age):

* Are the displaced represented by anyone/ organisation (formally/ informally)? If they have a problem – who do they seek advice from?
* Are the displaced organised into any groups (formally and/or informally)?
* Who organised these groups? (eg are they organised by men or women? What age group?)
* Who is represented in these groups (consider gender and age representation)? Is there any discrimination against any specific types of people in these groups? If so, who and why?
* What is the main objective of these exchanges (meeting basic needs, improving income, complying with social obligations, keeping a network of useful relationships, etc.)? (What is the link between gender representation in groups and their objective?)
* How regularly are these groups activated (is there a link between gender representation (ie are they a mix of men and women, or only one gender)?
* Are informal groups organised around specific family events (funerals, weddings, etc.)? What other types of events would trigger the mobilisation of these groups? Does gender representation in groups influence how they are organised and/or mobilised?
* What is exchanged in a group or a network (consider: services, goods, information, moral support, etc.)? How does gender representation influence what is exchanged (eg is there a difference in groups with more – or only – men/women)?

### Relationships between groups

* Are there any intercommunity marriages? How often?
* Are there examples of mutual assistance? How does mutual assistance materialise (within families, social networks, religious groups, etc.; how are men and women involved in this)?
* Are there issues of mistrust and suspicion among certain households or groups?
* Describe recent examples of collective actions within the community.
* Who initiated these activities? How did people mobilise? (What are the different roles and capacities of community members – men and women – in these activities?)
* Are there any constraints (belonging to a minority, being poor, being women, having a disability, being elderly etc.) that limit the activities and inclusion/participation of certain groups?
* Are certain groups, neighbourhoods or households more likely than others to work together? If so, why? Are some groups less likely to work together?
* In your opinion, what are the limitations that prevent people from working together (lack of time, lack of solidarity or confidence regarding the success of collective projects, suspicion, conflict of interest, etc.)?

### Disagreements and conflict resolution

* What are the sources of tension or reasons for conflict? Are they between host communities and IDPs/ refugees? Among members of a network/group? (For example, is there competition for access to certain resources, social splits, or social and economic inequalities; are sources of tension related to gender inequalities, eg do women have equal access as men to resources)?
* Where one or more persons do not respect the rules of the group, how are they sanctioned?
* Are there any recurring disagreements among groups/networks? Open conflicts?
* What kinds of mediations have been implemented to help the community solve conflicts? Did they work? Why? For how long? How were men and women involved/participate in mediation?
* What formal or informal mechanisms have been put into place for people or groups to ask community leaders or official representatives to explain their actions?
* Which groups or segments of the community have the greatest influence on public institutions? What is the reason for their influence (size, ability to mobilise members, relationships with influential authority figures, economic importance, etc.). Conversely, which group has the least influence on public institutions, and why?

### Access to services

* What public and private services are available within the area of interest? Consider: water, waste management, electricity, fuel, health care, education, registry offices, and such like.
* Does the population have access to the services needed? Is access sporadic or constant? Are any of these services rationed/ restricted? If services are lacking, what are reasons for this – and what are the wider impacts and implications for public health, etc.? Do men and women have equal access to the services? If not, what/why are there differences in access?
* Do all groups in society have equal access to these services? Is there any discrimination in access to services? If so, what services, who and why? What tends to happen/ how do the discriminated access these services – if at all?
* How easy is it for displaced households to access services? What are the procedures? What groups are marginalised from accessing services? (Consider for example people with disabilities, older people, or women).
* What is preventing public services from reaching the most disadvantaged populations? Are the reasons political, or related to ethnicity, religion, gender, other diversity issues (eg disability and age) or geographical isolation?
* Do some groups within the area of interest have better access to services than others? Why?
* What percentage of children goes to school? If there is poor attendance, what are the reasons behind this? What do the children do instead of studying? What is being done to reduce this phenomenon at a policy, school, community, and household level?
* Who does the childcare for female-headed households? Are there any local affordable crèche / childcare facilities? Are these facilities accessible and used by all households?

### Access to information, documents and government representation

* What government services and representation is available within the area? How is this accessed? Do some groups living in the area of interest use these services and seek representation more than others? If so, who (eg men / women?) and what for?
* Are there any groups within the community that are unable to access these services due to their gender or ethnicity (discrimination)? Who and why? What tends to happen? Case studies?
* Are people living in the area of interest aware of government policy and regulations? Do these aspects play a role in people’s lives?
* Do the people living in the area feel represented and supported by their government officials? How often do government officials visit households as part of their work? Do men and women think/feel differently about if they feel represented and supported by government officials?
* What documents do most of the displaced households lack? What importance do these documents have on their lives and livelihoods? How easy is it to access these documents? How do gender, age, and diversity/disability influence people’s ability to access documents?
* What information sources are available within the community? Are there community members who are excluded from using certain sources?
* Do most of the households have access to mobile phones and the Internet? Are there many Internet cafes in the area of interest?
* Who is responsible for providing and sharing this information?
* Is information provided for groups with specific needs (women, youth, refugees, people with disabilities, etc.) in a manner and language that is accessible to them?

### Access to employment and income generation/economic activities

* How do people living within the area of interest find work? How is this different for men, women and youth from the various groups living in the area of interest? Are any of these forms of employment high risk – in terms of protection, health, and the environment?
* What employment and income-generating opportunities are available within the area of interest? Consider: formal and informal sectors, women and youth. Are employment opportunities available for all groups? All year round? What are the seasonal patterns, if any, that exist and how do they impact on household income?
* What economic activities are most people living in the area of interest engaged in? Are there differences between the various groups (incl. gender and age)? If so, what are they?
* What opportunities exist for the youth living in these areas?
* Is transportation needed to access these areas of work? If so, what transportation services are available to enable / facilitate access to work?
* Are these transportation services safe for men and women?
* What are the barriers to accessing work for the groups living in the area of interest? What could be done to enhance household access to work?

### Access to shelter

* How do households find somewhere to live? What are the procedures that need to be followed? Is the sector regulated at all? If so, by whom, how and how frequently? Are there procedures to make complaints and if so, what tends to happen (and is it possible for women to make complaints in the same way as men)? How often are they followed up?
* Is there sufficient access to good enough housing in the area? Has this always been the case or is the situation changing? What percentage of housing in the area can be categorised as ‘of a good standard’?
* Are the majority of living spaces owned by an individual/ some individuals? If so, who and what is the background to this?
* In what kinds of dwellings/ shelters are most households in the area living? Is there a relationship between the type of housing and the group and where they choose to live? If so, what is it, and why?
* What kind of shelter agreement do the majority of displaced households have? Is this a legal arrangement? What is the history of this agreement? Do women have the same security of tenure/shelter agreement/access to housing titles as men?
* Do displaced and non-displaced households have the same agreement and payment rates? If not, why not, and what are the significant differences?
* How do most displaced households pay for their living space? What is included in the payment – is access to basic services included – such as water, electricity, waste removal, etc.?
* What tends to happen if there is non-payment? Are consequences different for men and women?
* Have there been many cases of forced eviction? Is the number of cases increasing or decreasing? If there is a trend, what is causing it? What are the main reasons behind the evictions? Where do people go if they are forcibly evicted?
* How often do displaced households move in the area? Is this the same for non-displaced households? If not, why?
* Which groups are most vulnerable in terms of access to adequate housing? Why? In your opinion, what will happen to these groups over time? What can be done to support these groups?

### Access to financial services

* What financial service providers do the displaced population commonly use? Please consider the formal and informal sectors – banks, remittance agents, traders (for credit), micro-finance services, and informal loan providers within the community.
* Why are these service providers preferred compared to others, and how does this differ from the host community? Are there any specific/ local names assigned to these types of loan/ credit? Do men and women use different services?
* What is the main reason these services are sought? Consider: remittances, loans, credit, savings, etc.
* Is there a specific time of year when these services are sought? Why?
* Of the frequently used financial services, what terms and conditions are commonly placed on the use of these services? Is this the same for host populations? If not, how and why?
* How reliant are the refugees on these financial services?
* Are there any restrictions on their access to financial services – if so, what are they?
* Do they have the right documentation to enable financial service access and utilisation?
* Considering a typical refugee, how frequently are remittances received and approx. how much is sent?
* Where loans are taken from formal/ informal institutions – what is the default rate?
* In terms of displaced population’s and host population’s access to appropriate financial services, what are some of the biggest challenges? How do the challenges differ across displaced population groups and host communities, men and women, and youth? What could be done to alleviate them?

### In conclusion

* What significant problems do the displaced and host households have living here? Are these problems getting worse or better – for the same group and number of people, or for more people of different groups? What is the trend? What is likely to happen in three to six months’ time?
* Are there any significant differences in problems faced by women/ men and youth/ elderly and children?
* What could be done by the government to address some of these problems? Which problems and how?
* What could the local community do to address some of these problems? Which problems and how?
* What could the international community do to address some of these problems? Which problems and how?

### Closing questions and remarks

* Is there anything we have not asked you or discussed that you think may be relevant to us?
* Lessons from the past: Are there any lessons we can learn from the past?
* What the lessons are and their relevance to this shock.
* Where to source additional information (documents/ key informant contact details).
* Now that you know what we are interested in knowing:
* Is there anyone else you think we should speak to?
* Is there anything we have not asked you, that you think we should know?

**Concluding the discussion:**

* Highlight aspects that have been most interesting or useful to you, so the key informant can see that they have helped you.
* Remind the key informant of any documents/ contacts that they suggested sharing with you.
* Thank the key informant and organise a future meeting if needed.

**Acknowledgements:** Questions presented in this checklist have been adapted from ACF International (2010) `Identification of vulnerable people in urban environments’.