Rohingya Refugee Response
Bangladesh

Protection from Sexual Exploitation and Abuse
Bangladesh - Cox's Bazar

PSEA: Awareness of Reporting Mechanisms for Sensitive Issues in the Rohingya Camps

Data Collection: August 2022 - September 2022

Cox's Bazar, Bangladesh

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List of Acronyms

1. CFM- Complaints and Feedback Mechanisms
2. CiCs- Camp-in-Charges
3. CFS- Child-Friendly Space
4. IOM- International Organization for Migration
5. Info-Hub- Information Hub
6. ISCG- Inter Sector Coordination Group
7. NPM- Needs and Population Monitoring
8. PSEA- Protection from Sexual Exploitation and Abuse
9. SMS- Short Message Service
10. WGSS- Women and Girls Safe Space

1. INTRODUCTION

1.1 Overview

In the displacement contexts, it is likely that the psychosocial implications of displacement and the breakdown of the usual protective institutions such as the family, community, government, law enforcement structures, etc. increases the intensity of different protection issues. Since affected populations might have limited awareness of their rights and entitlements in an unfamiliar environment also instigates risks of exploitation and abuse.

Although Sexual Exploitation and Abuse (SEA) by humanitarian workers can occur in any humanitarian or development context, in the emergency context there is a higher risk of all forms of misconduct, including SEA [1] as the emergency leads to a rapid increase in the number of partners operating in the humanitarian response, rapid recruitments and staff turnover, high work pressures, and challenges to ensuring effective coordination and oversight.

A PSEA network was enacted in 2017 for the prevention of and response to sexual exploitation and abuse. Currently, IOM-NPM in coordination with the PSEA network conducted an assessment to investigate the perception of Rohingya refugees on existing complaints and feedback mechanisms (CFMs) in the camps especially focusing on reporting sensitive issues including Sexual Exploitation and Abuse (SEA). The same assessment was conducted between December 2021 and January 2022 in four different camps (Camps 4 Ext, 13, 15, and 16). In this round, 6 new camps were assessed that employ 90 surveys in each camp.

1.2 Objectives:

- To understand the Rohingya population's knowledge and perception on the available complaints and feedback mechanisms (CFMs) in the camps. Besides the general complaints, this assessment specifically focuses on reporting sensitive issues, especially Sexual Exploitation and Abuse (SEA).

- To improve existing complaint and feedback mechanisms and increase the reporting of sensitive issues for them to be addressed efficiently and effectively.

[1]https://emergency.unhcr.org/entry/32428/protection-from-sexual-exploitation-and-abuse-psea

1.3 Key Findings:

- **Awareness of Complaint and Feedback Mechanisms:** The majority of the respondents (96%) know what to do if they want to raise a complaint and/or face any problem with humanitarian assistance or services and it was the same for both females (99%) and males(92%).

- **Usage of Complaint and Feedback Mechanism:** Out of the respondents who were aware of the CFMs out of them a very large majority of the respondents (97%) reported that they have used one of the mechanisms at least once for their complaints and feedback regarding general issues, and 6% of the respondents mentioned the use of CFMs before to report any sensitive issues.

- **Reporting of Sensitive Issues:** For reporting sensitive issues, the majority of the respondents would prefer Family/relatives (51%) and a difference could be seen between males and females where 41% male respondents mentioned they would report their complaints and feedback to their family or relatives which is 60% for females. The other two preferred mechanisms were CiCs (49%), and Women and girls safe spaces (47%).

- **Top Three Preferred Mechanisms for General Issues:** CiCs (82%), Majhis (71%), and In-person reporting to humanitarian workers (59%). CiC was reportedly the main preferred mechanism for both males and females.

- **Top Three Preferred Mechanisms for Sensitive Issues:** Family / Relatives for sensitive issues (51%), CiCs (49%), and Women and Girls Safe Spaces (47%). For females respondents, the first preference would be family and relatives (60%) whereas for males it the CiCs (64%).

2. METHODOLOGY

2.1 Research Method and Tool Development:

Assessment design and indicators selection were jointly done by NPM and PSEA network , and the tool was finalized by NPM. NPM provided technical support to transform the tool into a format supported for digital data collection. Kobo collect platform was used for data collection. The tool was also translated into Rohingya after consultation with Rohingya enumerators. The questionnaire was divided into two parts.

Part I: those who know what to do if they want to raise a complaint and/or face any problem with humanitarian assistance or services.

Part II: those who do not know what to do if they want to raise a complaint and/or face any problem with humanitarian assistance or services.

2.2 Sampling Strategy:

The assessment was conducted in 6 camps which had various levels of protection-related complaints and feedback made to the 'Common Feedback Platform' (CFP is a response level complaint and feedback mechanism). The 4 camps (Camps 4 Ext, 13, 15 and 16) that were used in Round 1 data collection were excluded in this round.

Moreover, the selected camps were also equally represented, and the number of participants selected satisfies and exceeds a 95% confidence level and 10.5% margin of error. Participants in the survey were randomly selected.

2.3 Data Collection:

Data collection took place between 15th August and 20th September 2022, and it was conducted by IOM-NPM. NPM mobilized a total of 4 female and 4 male Rohingya enumerators for the data collection. They conducted a total number of 539 household-level surveys (90 surveys per camp) from the Rohingya community.

Equal gender representation was prioritized in the assessment. For this purpose, half of the sample was drawn from female Rohingyas. While female respondents were surveyed by female enumerators, surveys with male participants were conducted by male enumerators.

2.4 Limitations:

Although the sampling ensures representativity at the camp level but the assessment does not cover all the camps and each camp might have different reporting mechanisms and awareness of them, the findings cannot be generalized to the whole population. Since all the camps were selected from KBE (Kutupalong-Balukhali Extension), there was no representation of Teknaf in this assessment. Finally, surveys were mostly conducted within the shelters, therefore it was sometimes challenging to ensure full privacy.

One of the complaint and feedback mechanisms asked about throughout the survey was "Family and relatives". After the consultations with the enumerators upon the completion of the data collection, it was concluded that reactions towards sharing a sensitive issue with an immediate family might be different than sharing with a relative. Moreover, the gender of the family member/relative might play a role.
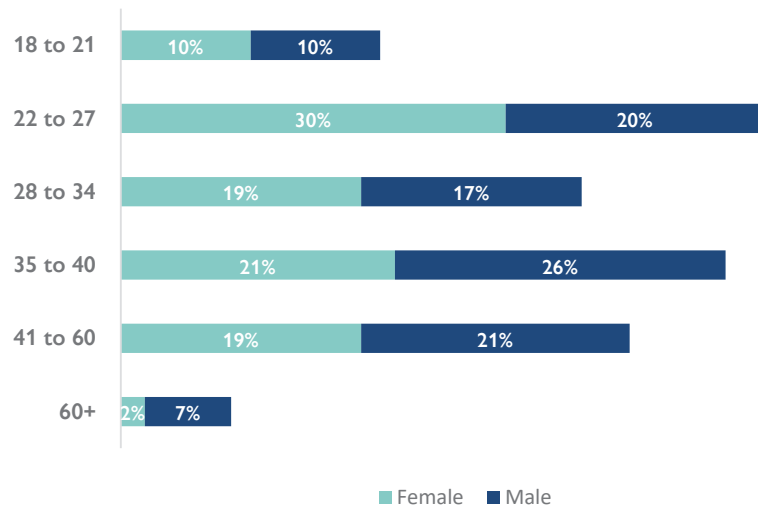
3. MAP (ASSESSED CAMPS)
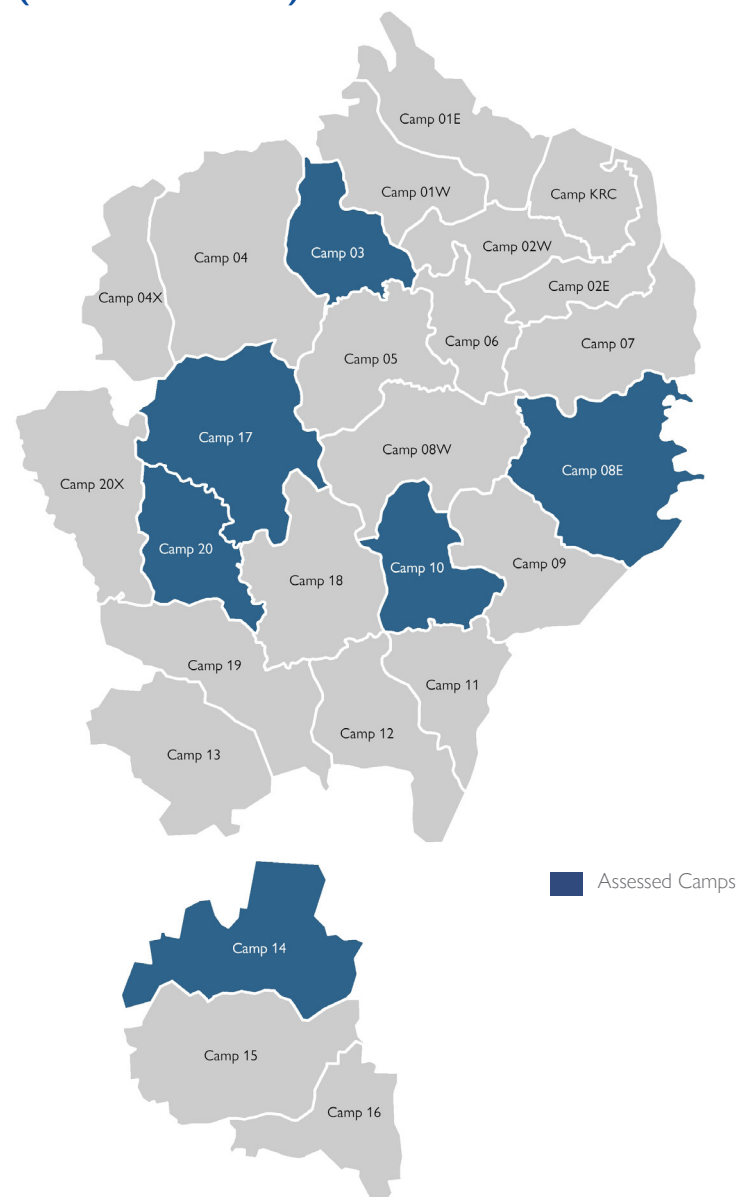
4. DEMOGRAPHIC INFORMATION

A total of 539 surveys was conducted. Half of the respondents were female and half of them were male.

539
Total number of respondents

50%
Respondents were female

50%
Respondents were male
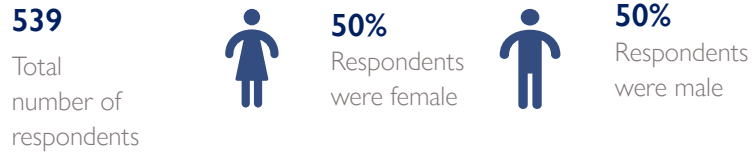
Overall, the majority of the respondents were between the age group 22 to 27 (25%) followed by 35 to 40 (23%). The greatest number of females were between the age group 22 to 27 (30%) and for males, it was the age group between 35 to 40 (26%).

**Figure 1: Different Age Groups of Respondents by Gender**

Age Group	Female	Male
18 to 21	10%	10%
22 to 27	30%	20%
28 to 34	19%	17%
35 to 40	21%	26%
41 to 60	19%	21%
60+	2%	7%

■ Female ■ Male

5. MAIN FINDINGS

Several topics covered in the findings section are shown along with the sample size in the flow chart that follows below:

Number of total respondents-539

Respondents who were aware of CFMs

516 respondents

Respondents who were not aware of CFMs- 23 respondents

Findings part I based on results from the queries:

a) 516 respondents were asked if they used any CFMs before for reporting any general issue- 499 respondents said 'yes'

b) 516 respondents were asked if they used any CFMs before for reporting any sensitive issue -29 respondents said 'yes'

c) 516 respondents were asked if they were to raise a complaint in their camp to report any sensitive issues such as bad behavior from anyone including those sexual in nature from humanitarian workers would they use different CFMs.

Findings part II- based on results from the queries:

a) 23 respondents who reported that they were not aware of CFMs were asked If they were to raise a complaint in their camp to report general and sensitive issues such as bad behavior from anyone including those sexual in nature from humanitarian workers would they use different CFMs.

5.1 Findings Part I: The findings below are from 96% of the respondents (516) who reportedly know what to do if they want to raise a complaint and/or face any problem with humanitarian assistance or services.

5.1.1 Awareness of Complaints and Feedback Mechanisms for Reporting General issues:
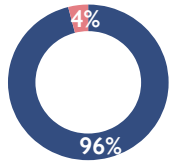
A large majority of the respondents (96%) reported that they know what to do if they want to raise a complaint and/or face any problem with humanitarian assistance or services. The percentage of awareness was almost equal between females (98%) and males (96%). It was highest in Camps 3, 14, and 20 (100%) with all respondents reportedly being aware of the complaint and feedback mechanisms compared to the other camps assessed, whereas Camp 10 (84%) had the lowest awareness ratio.

Usage of CFMs for General Issues: **97%** (A very large majority of respondents) reported they have used at least one of the complaint and feedback mechanisms at least once **for reporting general issues** they faced.

When the respondents who reported that they are aware of the complaint and feedback mechanisms were asked where they would go or to whom they would report their complaints/ feedback, 'CiCs (82%)' were mentioned by the highest proportion of the survey participants. It was followed by 'Majhis (71%)', 'In-person Reporting to the Humanitarian Workers (59%)'.

A notable difference could be observed between males and females regarding the use of some mechanisms. While a very large majority of males (72%) reported that they would go to the info-hub/ information and feedback center, the same was reported by a much lower proportion of females (7%). More males (69% of males) reported they would go to humanitarian workers than females (50% of females). Among all the respondents who reported that they would go to volunteers for their feedback and complaints, 22% of them were males whereas the proportion was 0% for females. Reporting to suggestion/complaint boxes was significantly higher among males (14%) compared to females (1%). The percentage of reporting to CiCs and protection desks were almost the same for males and females.

Figure 2: Where/ to Whom Respondents Report their Complaints and Feedback for General Issues by Gender
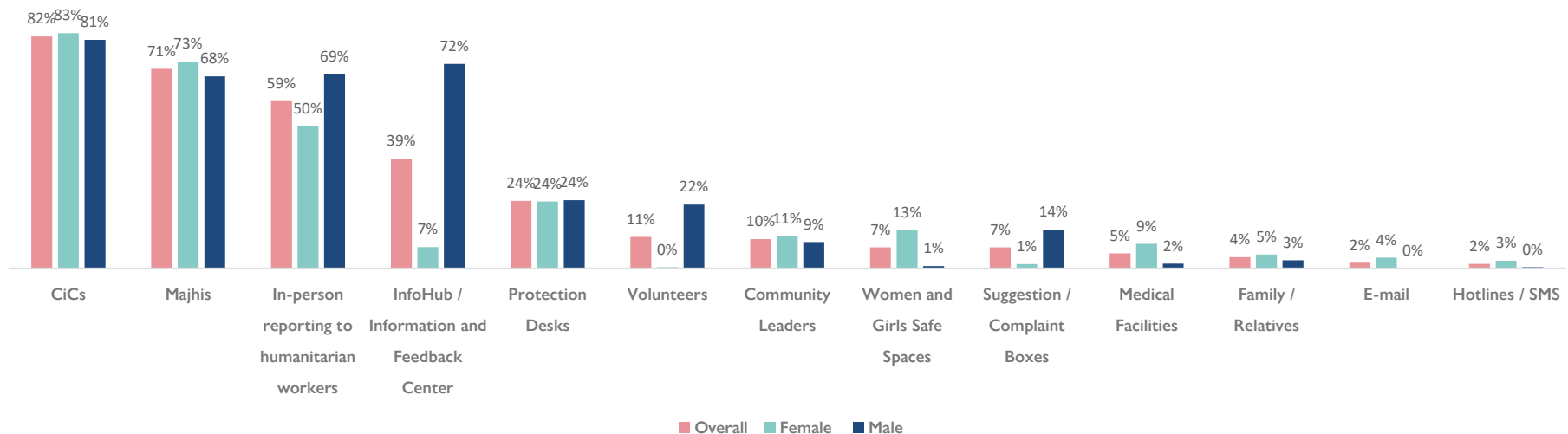
5.1.2 Preferred Complaints and Feedback Mechanisms for the Reporting of Sensitive Issues:

Usage of CFMs for Sensitive Issues: **6%** of the respondents informed that they **reported sensitive issues such as bad behavior from anyone including those sexual in nature from humanitarian workers** using one of the complaint and feedback mechanisms. 94% of respondents mentioned they never used any mechanism for reporting sensitive issues.

Respondents who have not used (94%) CFMs for reporting sensitive issues were asked 'if they would use the specific complaint and feedback mechanisms if they were to raise a complaint in their camp to report any sensitive issues such as bad behavior from anyone including those sexual in nature from humanitarian workers, Respondents were asked about each mechanism one by one and the findings are below :

The top preferred mechanism for reporting sensitive issues was 'Family/relatives' while more than half of the respondents (51%) reported that they would go to a family member or relative in case they would face a sensitive issue including bad behavior from humanitarian workers. Females (60%) preferred this channel more strongly than males (41%).

Though generally, it is quite common that for any issue people rely on family at first but here still almost half of the respondents mentioned they would not prefer this channel likely after the consultations with the enumerators upon the completion of the data collection, it was concluded that reactions towards sharing a sensitive issue with an immediate family might be different than sharing with a relative. Moreover, the gender of the family member/relative might also play a role.

For respondents who reported that they would go to a family member or relative for their sensitive issues 'Maintaining Confidentiality' (69%) was the main reason for this preference. On the contrary, out of the respondents who reported they would not prefer 'Family/Relatives' for sensitivities issues' the main reason was 'Fear of stigmatization' reported by 57% of respondents.

The other two top preferred mechanisms were 'CiCs' (49%) and 'Women and Girls Safe Spaces' (47%). There was a significant difference between males and females for selecting 'CiCs' while 64% of the males chose this option, it was mentioned by only 34% of the males. Almost all of them (92%) mentioned that they have trust that their problem will be solved by CiCs. And respondents who did not prefer this majority of them stated 'Fear of stigmatization' (68%).

Almost half of the respondents (47%) informed that they would go to the 'Women and Girls Safe Spaces' for their sensitive issues and the proportion was significantly higher for females (78%) compared to males (13%). In Camp 20 18 male respondents reported they would prefer 'Women and Girls Safe Spaces'.

According to the NPM enumerator who worked in camp 20, there are a good number of WGSSs in different blocks, and volunteers from WGSSs visit households and share that they can directly contact the WGSSs staff irrespective of their gender in case they face a sensitive issue.

41% of respondents reported that they would go to 'Protection Desks' for the reporting of sensitive issues, whereas 59% of male respondents reported they would prefer this channel the percentage is quite low for female respondents (23%), as a reason for not choosing this channel more than half of the female respondents (55%) mentioned about lack of trust and lack of confidentiality as main reasons.

In addition, one-third of the respondents' preferred channels were Majhis (37%), 'In-person Reporting to Humanitarian Workers' (36%), and 'Info-hub / Information and Feedback Center' (29%) for reporting sensitive issues followed by the top preferred mechanism discussed above.

The percentage between males and females preferring 'Majhi' was the same, but a considerable difference could be observed between males and females in selecting 'In-person reporting humanitarian workers' and 'Info-hub / information and feedback center'. While 31% of females reported they would prefer humanitarian workers the percentage is double for males (59%). The reason for the less preference for this channel by females was not having enough trust reported by 64% of the female respondents.

Out of the respondents (6%)[2] who reported that they have used CFM mechanisms for reporting sensitive issues were also asked 'if they would use the specific complaint and feedback mechanisms if they were to raise a complaint in their camp to report any sensitive issues such as bad behavior from anyone including those sexual in nature from humanitarian workers. The majority of them said they would prefer 'CiCs' (83%) which is followed by 'Majhi' (76%), 'In-person reporting to humanitarian workers' an 'Info-hub' (48%).

[2]n=29 respondents

Table 1: Preferred CFMs for Reporting Sensitive Issues with Top Reason for Prefer/Not Prefer by Gender

CFMs		Percentages			Top reason for preferring/not preferring			
		Overall	Females	Males	Prefer/ Not prefer	Overall	Females	Males
Family / Relatives	Respondents who prefer	51%	60%	41%	Maintain confidentiality	69%	80%	51%
	Respondents who do not prefer	47%	37%	58%	Fear of stigmatization	57%	43%	66%
	Respondents who do not know	2%	3%	1%				
CiCs	Respondents who prefer	49%	34%	64%	Having trust or belief that the problem will be resolved-	92%	86%	96%
	Respondents who do not prefer	49%	61%	36%	Fear of stigmatization	68%	64%	75%
	Respondents who do not know	2%	5%	0%				
Women and Girls Safe Spaces	Respondents who prefer	47%	78%	13%	Maintain confidentiality-77%	77%	76%	81%
	Respondents who do not prefer	30%	10%	52%	No access / limited access	81%	46%	88%
	Respondents who do not know	23%	12%	35%				
Protection Desks	Respondents who prefer	41%	23%	59%	Having trust or belief that the problem will be resolved	73%	63%	77%
	Respondents who do not prefer	36%	52%	18%	Lack of trust	56%	55%	58%
	Respondents who do not know	23%	24%	22%				
Majhis	Respondents who prefer	37%	34%	39%	Easy access	85%	76%	94%
	Respondents who do not prefer	63%	65%	60%	Lack of trust	66%	72%	59%
	Respondents who do not know	0%	1%	0%				

Table 1: Preferred Complaints and Feedback Mechanisms for Sensitive Issues with Top Reason for Prefer/Not Prefer, by Gender

CFMs		Percentages			Top reason for preferring/not preferring			
		Overall	Females	Males	Prefer/ Not prefer	Overall	Females	Males
Info-hub/Information and Feedback Center	Respondents who prefer	29%	21%	51%	Easy access	70%	85%	61%
	Respondents who do not prefer	45%	40%	39%	Lack of trust/belief that problem will be solved	59%	52%	64%
	Respondents who do not know	26%	40%	11%				
Suggestion / Complaint Boxes	Respondents who prefer	22%	15%	30%	Maintaining confidentiality	65%	76%	59%
	Respondents who do not prefer	42%	57%	27%	Lack of trust/belief that problem will be solved	54%	50%	64%
	Respondents who do not know	36%	28%	43%				
Community Leaders	Respondents who prefer	13%	15%	10%	Easy access	92%	93%	92%
	Respondents who do not prefer	85%	81%	88%	Lack of trust/belief that problem will be solved	73%	70%	76%
	Respondents who do not know	0%	3%	2%				
Hotlines / SMS	Respondents who prefer	6%	1%	12%	Easy access	79%	33% (n=1)#	83% (n=25)#
	Respondents who do not prefer	11%	17%	5%	Not safe	47%	58% (n=26)#	3% (n=12)#
	Respondents who do not know	83%	82%	83%				
Medical Facilities	Respondents who prefer	4%	3%	5%	Trust	75%	100% (n=7)#	62% (n=13)#
	Respondents who do not prefer	90%	87%	94%	Lack of trust/belief that problem will be solved	77%	67%	86%
	Respondents who do not know	6%	11%	1%				
Email	Respondents who prefer	2%	0%	4%	Safe	90%	0%	100% (n=9)#
	Respondents who do not prefer	10%	19%	1%	Not safe	59%	59% (n=30)#	67% (n=2)#
	Respondents who do not know	88%	81%	95%				

*The top reason within the group (male/female)

#Here 'n' refers to sample size of the subset it is mentioned here since the sample size of these subset group is small.

The less preferred mechanisms were 'Suggestion / Complaint Boxes' (22%) and 'Community Leaders' (13%). Nearly half of the respondents mentioned they would not prefer this channel apparently many respondents do not know where the complaint boxes are there in camps and in some cases, they can't write when others will write on behalf of them he/she will know about it whom they do not want to trust. Most of the survey participants (85%) reported that they would not report to community leaders for sensitive issues. According to the NPM enumerators who collected data in this assessment, in some camps community leaders are not preferred for sensitive issues although they would have been preferred for general issues. There are also differences between the Mosque committee and Block committee leaders . Lack of belief that their problem will be resolved was the main reason for most of the respondents (73%).

A significant proportion of the respondents reported that they do not know how to report sensitive issues through 'E-mails' (88%) and 'Hotlines/SMS' (83%).

5.1.3 Differences in Using CFMs Between General and Sensitive Issues:

There are some differences in selecting mechanisms between general issues and sensitive issues. Although for sensitive issues reporting to family/relatives was the first preference reported by 4% of respondents but for general issues, only 4% of respondents reported they would prefer this channel for general issues. The highest number of respondents reported they would prefer 'CiCs' (82%) and 'Majhi' (71%) for general issues whereas for sensitive issues percentages for 'CiCs' (49%) and 'Majlis'(37%) were considerably low. The following graph shows a brief overview of this:

Figure 3: Variations in Using CFMs Between General and Sensitive Issues
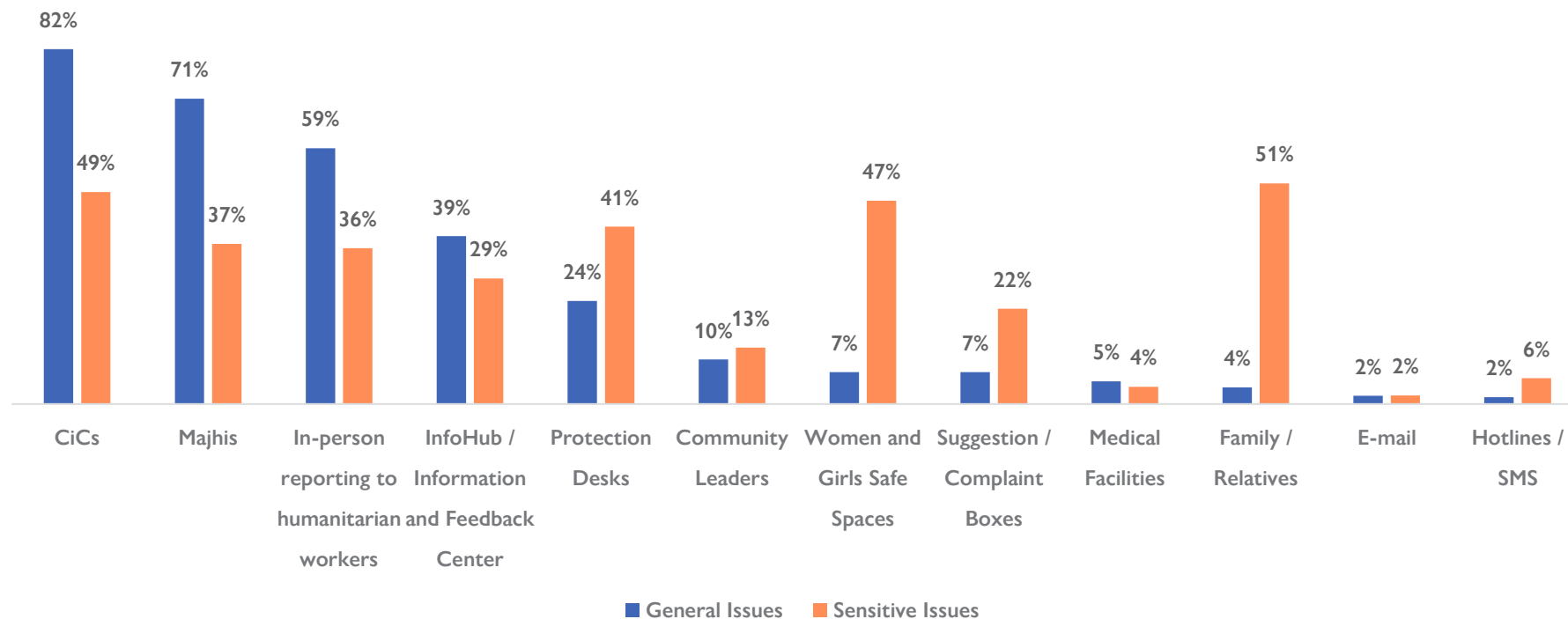
5.2 Part II: The findings below are from 4% of the respondents (23) who do not know what to do if they want to raise a complaint and/or face any problem with humanitarian assistance or services.

5.2.1 Preferred Mechanisms for General Issues and Sensitive Issues When Respondents were Prompted about CFMs:

Respondents who mentioned that they are not aware of complaints and feedback mechanisms were asked 'would they use the specific complaint and feedback mechanisms 'if they were to raise a complaint in their camp to report any general issues and sensitive issues such as bad behavior from anyone including those sexual in nature from humanitarian workers. Respondents were asked about each mechanism for both general and sensitive issues one by one, and the findings are below. 'Majhis'(96%), 'In-person reporting to humanitarian workers (87%)' were highly preferred by the majority of the respondents for reporting general issues, and on the other hand for reporting sensitive issues most of the respondents mentioned 'Family/relatives (91%) and 'Majhi, CiCs, Protection Desks' (74%).

CFMs	General/Sensitive Issues	Yes	No	Do not know		CFMs	General/Sensitive Issues	Yes	No	Do not know
Majhis	General Issues	96%	4%	0%		Suggestion / Complaint Boxes	General Issues	13%	26%	61%
	Sensitive Issues	74%	22%	4%			Sensitive Issues	30%	22%	48%
In-person Reporting to Humanitarian Workers	General Issues	87%	13%	0%		Women and Girls Safe Spaces	General Issues	0%	91%	9%
	Sensitive Issues	65%	30%	5%			Sensitive Issues	0%	91%	9%
Family/Relatives	General Issues	78%	22%	0%		Email	General Issues	0%	0%	100%
	Sensitive Issues	91%	9%	0%			Sensitive Issues	4%	0%	96%
Info-Hub/Information and Feedback Center	General Issues	65%	26%	9%		Hotlines/SMS	General Issues	4%	5%	92%
	Sensitive Issues	27%	43%	30%			Sensitive Issues	4%	4%	92%
CiCs	General Issues	65%	30%	4%		Medical Facilities	General Issues	0%	96%	4%
	Sensitive Issues	74%	22%	4%			Sensitive Issues	9%	4%	87%
Community Leaders	General Issues	52%	48%	0%						
	Sensitive Issues	30%	65%	5%						
Protection Desks	General Issues	30%	65%	5%						
	Sensitive Issues	74%	4%	22%						

6. FURTHER INSIGHTS & CONCLUSION:

Many respondents shared their thoughts during and after the assessment which were then compiled by our enumerator teams to be able to reflect the community feedback in a more detailed way. Here are some qualitative insights and suggestions coming from the respondents:

1) Most of the respondents requested for a PSEA hotline number so that they could directly contact rather than not complaining through general complaint processes which are lengthy according to the respondents.

2) Many respondents asked suggestions from NPM enumerators regarding where it would be best to go if they face any issue. Respondents also showed their appreciation and mentioned that thanks to this assessment they learned more about PSEA and complaint and feedback mechanisms.

3) Camps where there are CFS/ WGSSs accessible, people are more likely to have a better understanding regarding the reporting of the sensitive issues. Respondents reported they can directly talk to volunteers/ staff there regarding their issues.

4) Most of the respondents mentioned that for general complaints they rarely get a reply which discourages them from making more complaints. They also mentioned that some organizations don't have channels to make complaints.

5) A similar survey will be conducted bi-yearly and the following study will aim at better understanding of impact of PSEA efforts in different camps.

For feedback, please contact: npmbangladesh@iom.int

The International Organization for Migration | Bangladesh Mission

Needs and Population Monitoring | Cox's Bazar

Website: https://bangladesh.iom.int/

More information on NPM products : http://iom.maps.arcgis.com/

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PSEA network website: https://www.humanitarianresponse.info/en/operations/bangladesh/protection-sexual-exploitation-and-abuse