Multi-Sector Needs Assessment - Host Community
Jalia Palong Union, Ukhia Upazila, Cox’s Bazar, Bangladesh

Background and Methodology
Since August 2017, an estimated 728,306 Rohingya refugees have arrived in Bangladesh’s Cox’s Bazar district from Myanmar, bringing the total number of refugees residing in Cox’s Bazar, Bangladesh to approximately 906,527. The rapid and massive increase of the refugee population, concentrated in the south of the district in Ukhia and Teknaf, has reportedly had an substantial impact on Bangladeshi host communities’ food security, economic vulnerability, market access, labour opportunities and environment.

Based on an identified data gap regarding the needs of the host community population after August 2017, a multi-sector needs assessment (MSNA) was conducted under the coordination of ISCG and facilitated by REACH, in partnership with NPM-ACAPS Analysis Hub, and Translators Without Borders in consultation with Union Nirbahi Officers (UNO). The MSNA targeted the Bangladeshi host community population living in 11 unions across two Upazilas: Ukhia (5 unions) and Teknaf (6 unions). This series of factsheets (14 in total) presents the findings at the Union level (11), the Upazila level (2), and the overall level (1). This factsheet presents the findings for Jalia Palong union. A household survey was conducted using a stratified random sample to produce results for Jalia Palong where 265 households, that comprised of 1,489 individuals, were surveyed. The results are generalisable to 95% confidence level and 6% margin of error for Jalia Palong. Data for this assessment was collected between 11 November - 6 December 2018. The assessment aimed for a 50/50 balance between male and female respondents.

Demographics

Average age of respondent: 37
Average household size: 5.6

Composition of surveyed households:

- 4% 60+ years
- 16% 25-59 years
- 7% 18-24 years
- 8% 12-17 years
- 10% 5-11 years
- 6% 0-4 years

- 55% female respondents
- 45% male respondents

Health

- 90% of households with children under 5 reported all children under 5 having an immunization card
- 91% of households with children under 5 reported all children under 5 sleeping under a mosquito net the night prior to data collection

Population:

- Households: 8,511
- Individuals: 47,656

1. As reported by UNHCR in the population data and key demographical indicators (31 Dec 2018)
2. In Bangladesh the Upazila Nirbahi Officer often abbreviated UNO, is the chief executive of an Upazila (sub-district) and a mid-level officer of the Bangladesh Civil Service (Administration Cadre)
3. As reported by Bangladesh Bureau of Statistics in -“District Statistics 2011 Cox’s Bazar”. See link: http://www.bbs.gov.bd/site/page/258a550d-d8b6-4735-badd-54b70462a77d.
17% of households with children under 5 reported the presence of at least one child under 5 ill with diarrhoea in the two weeks prior to data collection.

38% of households reported facing challenges in accessing medical clinics.

% of households reporting facing challenges in accessing medical clinics, by challenges:
- Services are too far: 31%
- Services are too expensive: 22%
- Required treatment unavailable: 8%
- Services are over crowded: 5%

22% of households reported the presence of individuals with an illness serious enough to require medical treatment in the 30 days prior to data collection.

Of individuals reported to have had an illness serious enough to require medical treatment in the 30 days prior to data collection, 96% individuals sought treatment for the illness.

Of individuals who sought treatment, % accessing different treatment sources:
- Male: Pharmacy 52%, Private clinic 42%, Government clinic 20%
- Female: Pharmacy 46%, Private clinic 46%, Government clinic 26%

81% of households did not seek health services from facilities built in response to the Rohingya influx in 2017.

Of 81% households not using facilities built for Rohingya influx, % reporting reasons for non-use:
- Don’t know about these services: 44%
- Prefer the services that already exist: 42%
- Services are too far: 33%
- Services are not available to host community: 20%

4. Four most common challenges accessing medical clinics are shown, and respondents could select more than one option.
5. Sample size male (n=147) and female (n=183)
6. Three most common treatment sources are shown.
7. Respondents could select more than one option.
8. Formal education includes government-run schools, Allah madrassahs (madrassahs teaching government-certified curriculum), and private schools.
9. Nonformal education includes NGO schools, madrassahs other than Allah madrassahs (and hence not government certified), and vocational training courses.
10. This question was only asked if respondent household contained boys/girls of primary (5-11) and secondary (12-17) school age.
% of households reporting barriers accessing primary and secondary education for boys and girls, by barrier

<table>
<thead>
<tr>
<th>Barrier</th>
<th>Primary</th>
<th></th>
<th>Secondary</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Boys</td>
<td>Girls</td>
<td>Boys</td>
<td>Girls</td>
</tr>
<tr>
<td>Facilities are too far</td>
<td>5%</td>
<td>5%</td>
<td>12%</td>
<td>13%</td>
</tr>
<tr>
<td>Services are too expensive</td>
<td>3%</td>
<td>4%</td>
<td>7%</td>
<td>13%</td>
</tr>
<tr>
<td>Safety concern at or on the way to facilities</td>
<td>2%</td>
<td>2%</td>
<td>6%</td>
<td>6%</td>
</tr>
</tbody>
</table>

5% of households reported receiving awareness training on child rights in the 6 months prior to data collection

5% of households reported receiving awareness training on importance of education in the 6 months prior to data collection

23% of households with children aged 5-11 reported receiving aid distribution from formal schools in the 6 months prior to data collection

23% of households with children aged 12-17 reported receiving aid distribution from formal schools in the 6 months prior to data collection

% of households reporting use of different fuels as their primary fuel for cooking

<table>
<thead>
<tr>
<th>Fuel</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Firewood</td>
<td>82%</td>
</tr>
<tr>
<td>LPG/gas cylinder</td>
<td>16%</td>
</tr>
<tr>
<td>Dried leaves/hay</td>
<td>2%</td>
</tr>
</tbody>
</table>

64% of households reported being connected to the electricity grid

Of households that reported being connected to the grid, % that reported average electricity availability per day in the 30 days prior to data collection

<table>
<thead>
<tr>
<th>Availability</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>More than 6 hours</td>
<td>85%</td>
</tr>
<tr>
<td>Less than 6 hours</td>
<td>13%</td>
</tr>
</tbody>
</table>

10% of households reported receiving training on how to protect their shelter from strong wind/cyclone.

10% of households reported receiving training on how to protect their shelter from flood

% of households reporting the NFIs most urgently needed for their shelter

<table>
<thead>
<tr>
<th>Aid</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cooking stove</td>
<td>60%</td>
</tr>
<tr>
<td>Kitchen set</td>
<td>44%</td>
</tr>
<tr>
<td>Solar lamp</td>
<td>38%</td>
</tr>
<tr>
<td>Blanket</td>
<td>34%</td>
</tr>
<tr>
<td>Other</td>
<td>16%</td>
</tr>
</tbody>
</table>

% of households by shelter type

- Jhuprie: 12%
- Kutcha: 36%
- Semi Pucca: 35%
- Pucca: 17%

11. Three most common education barriers are shown, and respondents could select more than one option. Sample size aged 5-11 boys (n=120) and girls (n=123) and aged 12-17 boys (n=125) and girls (n=116)

12. Respondents could select more than one option. The option of food was not included in the types of aid. Sample size for household with children aged 5-11 (n=26) and children aged 12-17 (n=56)

13. In Bangladesh, housing is classified into four categories according to structure type and the materials used:
- Jhuprie (temporary): are shacks made from branches, bags, tarpaulin, jute, etc.
- Kutcha (temporary): made of mud, bamboo, wood and corrugated iron sheets (CIS) as roofs.
- Semi-pucca (semi-permanent): where walls are made partially of bricks, floors are made from cement, and roofs from corrugated iron sheets.
- Pucca (permanent): with walls of bricks and roofs of concrete.

14. Three most common primary fuels for cooking are shown.

15. This question was only asked to the 64% of respondents who reported their households were connected to the grid.

16. Five most common items are shown, and respondents could select up to three options.
   "Other" option included home repair material, television, refrigerator, water tank etc.
25% of households reported having a solar light

Security of tenure

% of households reporting ownership of their plot of land and/or house

- Yes, I own the land: 89%
- No, I do not own the land: 7%
- Land is co-owned: 4%

Of households who reported ownership of their plot of land or house, 88% reported holding the deed to it

% of households who reported renting or being hosted on their plot of land or house17

- Renting: 1%
- Hosted: 6%

WASH

Water

% of households with access to improved drinking water sources

- Improved water sources: 100%
- Piped water tap/tapstand into settlement site: 14%
- Tubewells/borehole/handpump: 86%
- Unimproved water sources: 0%
- Surface water (river, dam, lake, pond, stream, canal): 0%

Of households reporting access to an improved drinking water source, % that reported different levels of reliability on availability of water18

- Always/year-round: 89%
- Intermittently (predictable): 10%
- Intermittently (unpredictable): 1%

79% of households reported having enough water for drinking, cooking, washing and bathing

% of households by time required to travel in both directions and queuing at the water source

- To and from water source: 78% 10 min or less
- At water source: 80% 10 min or less
- 13% 15 min
- 2% 20 min
- 4% 25 min
- 1% 30 min
- 2% > 30 min

25% of households reported having problems collecting water

% of households reporting problems collecting water, by problem19

1. Water source is too far: 14%
2. Water tastes bad: 9%
3. Path to water source is too steep: 5%

10% of households reported treating water before drinking

% of households reporting use of different water treatment practices20

- Household filters: 5%
- Cloth filters: 4%
- Boiling: 1%

17. This question was asked to households that reported not owning land.
18. This question was asked only to the 100% respondents who reported improved sources of water as their primary water source.
19. Three most common problems of collecting water are shown, and respondents could select more than one option.
20. Three most common water treatment methods are shown, and respondents could select more than one option.
Sanitation

% of households by reported usual defecation location

- Household Latrine: 89%
- Communal Latrine: 9%
- Open defecation: 2%

34% of households reported facing problems accessing latrines

% of households reporting problems accessing latrines, by problem:
1. Latrine is not private: 16%
2. Latrine is not safe: 14%
3. Latrine is not clean: 11%

Environmental sanitation

% of households reporting visible presence of solid waste, stagnant water or human faeces within 30 metres of their shelter during the 30 days prior to data collection:

- Trash/ solid waste: 47%
- Stagnant water: 28%
- Human faeces: 26%

Hygiene

50% respondents were able to name at least 3 of the 5 critical times for handwashing

% of households where respondent named different handwashing times:

- Before eating: 92%
- After defecation: 91%
- Before cooking: 49%
- Before feeding children: 11%
- After cleaning a child's bottom: 9%

37% of households reported women facing problems with accessing menstrual hygiene materials

% of households reporting problems accessing menstrual hygiene material, by problem:

- Too expensive: 24%
- Other needs are prioritized: 24%
- Not enough available in market: 6%
- Preferred type not available: 3%

Food Security and Livelihood

% of households reporting primary food source

- Market: 95%
- Own production: 5%
- Other: 0%

% of households falling into different food consumption groups based on household Food Consumption Score:

- Acceptable: 53%
- Borderline: 38%
- Poor: 9%

21. Three most common problems accessing latrine are shown, and respondents could select more than one option.
22. Respondents were asked about solid waste, stagnant water and human faeces in three separate questions.
23. Respondents could select more than one option.
24. Questions on menstrual hygiene management were only asked to female respondents, by female enumerators.
25. The frequency weighted diet diversity score or “Food Consumption Score” is a score calculated using the frequency of consumption of 9 different food groups consumed by a household/individual during the 7 days before data collection. Based on the score they receive, households are categorised into food consumption groups indicating different levels of dietary diversity. Bangladesh-specific thresholds were used to make these calculations. See link: https://www.wfp.org/content/cooking-strategies-index-field-methods-manual-2nd-edition
Average household Coping Strategy Index (CSI) was 8 (out of a possible 56)\(^{26}\)

% of household reporting use of different consumption based coping strategy\(^{27}\)

<table>
<thead>
<tr>
<th>Coping Strategy</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rely on less preferred and less expensive food</td>
<td>76%</td>
</tr>
<tr>
<td>Borrow food, or rely on help from a friend or relative</td>
<td>36%</td>
</tr>
<tr>
<td>Limit portion size at mealtimes</td>
<td>31%</td>
</tr>
<tr>
<td>Reduce number of meals eaten in a day</td>
<td>17%</td>
</tr>
<tr>
<td>Restrict consumption by adults in order for small children to eat</td>
<td>15%</td>
</tr>
</tbody>
</table>

% of households reporting three main sources of income sustaining their household in the 30 days prior to data collection\(^{28}\)

<table>
<thead>
<tr>
<th>Source</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skilled wage labour</td>
<td>31%</td>
</tr>
<tr>
<td>Small business</td>
<td>28%</td>
</tr>
<tr>
<td>Agricultural production and sales</td>
<td>22%</td>
</tr>
<tr>
<td>Agricultural/fishing casual labour</td>
<td>18%</td>
</tr>
<tr>
<td>Domestic work</td>
<td>16%</td>
</tr>
</tbody>
</table>

% of households reporting changes in their economic status in the 12 months prior to data collection

<table>
<thead>
<tr>
<th>Status</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Significantly improved</td>
<td>3%</td>
</tr>
<tr>
<td>Somewhat improved</td>
<td>19%</td>
</tr>
<tr>
<td>Not changed</td>
<td>36%</td>
</tr>
<tr>
<td>Somewhat deteriorated</td>
<td>32%</td>
</tr>
<tr>
<td>Significantly deteriorated</td>
<td>10%</td>
</tr>
</tbody>
</table>

% of households reporting changes in cost of living in the 12 months prior to data collection

<table>
<thead>
<tr>
<th>Status</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Significantly increased</td>
<td>27%</td>
</tr>
<tr>
<td>Somewhat increased</td>
<td>51%</td>
</tr>
<tr>
<td>Not changed</td>
<td>19%</td>
</tr>
<tr>
<td>Somewhat decreased</td>
<td>3%</td>
</tr>
<tr>
<td>Significantly decreased</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Nutrition**

% of households where women of reproductive age were reported to have awareness of different sources of support for infant and young child feeding\(^{29}\)

<table>
<thead>
<tr>
<th>Source</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctors</td>
<td>79%</td>
</tr>
<tr>
<td>Midwife/nurse</td>
<td>23%</td>
</tr>
<tr>
<td>Older relatives</td>
<td>20%</td>
</tr>
</tbody>
</table>

**Protection**

29% of females aged 20-25 years were reported to have married before age 18\(^{30}\)

% of households reporting the presence of community based protection mechanisms\(^{31}\)

1. None 66%
2. Health 14%
3. Natural disaster response 12%

88% of households reported feeling secure in their current location.

Perceived attitudes and experiences regarding Rohingya refugees

% of households reporting different levels of interaction with Rohingya refugees

<table>
<thead>
<tr>
<th>Frequency</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>66%</td>
</tr>
<tr>
<td>Once a month</td>
<td>13%</td>
</tr>
<tr>
<td>Once a week</td>
<td>11%</td>
</tr>
<tr>
<td>Everyday</td>
<td>10%</td>
</tr>
</tbody>
</table>

26. This assessment used the “reduced” CSI (rCSI), which measures coping behaviours in the 7 days prior to the data collection in response to inadequate food or insufficient money to buy food.
27. Respondents where asked on each coping strategy and how many day in the past 7 days did they use this strategy.
28. Five most common main sources of income are shown, and respondents could select up to three options.
29. This question was asked to female respondents, by female enumerators. Respondents could select more than one option. The results are generalisable to 95% confidence level and 10% margin of error.
30. This question was only asked for women/men between the age of 20-25, who reported to be married. Sample size male (n=28) and female (n=76).
31. Three most common responses are shown, and respondents could select more than one option. Question was framed as follows: “Are you aware of any groups or committees of community members in your location that are working on any of the following issues?”
Multi-Sector Needs Assessment - Host Community
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Child Protection

15% of households reported the presence of at-risk children

- Children involved in child labour
- Children at risk of early marriage
- Separated children
- Unaccompanied children

% of households reporting the presence of safety risks to boys and girls in their communities

- Risk for boys
  - Do not know
  - Risk of recruitment by armed groups
  - Risk of sexual abuse/violence
  - Risk of detention
- Risk for girls
  - Do not know

33% of households reported the presence of children exhibiting at least one behaviour relating to symptoms of distress in the 30 days prior to data collection

% of households who report the presence of children exhibiting behaviours that relate to symptoms of distress in the 30 days prior to data collection, by type of behaviour

- Headaches
- Change of appetite
- Stomach aches

34. Households were deemed to contain at-risk children if they reported the presence of at least one child that was separated, unaccompanied, at risk of early marriage, or involved in child labour.
35. For children at risk of early marriage, respondents were asked if there was anybody in the household under the age of 18 who was married or about to get married.
36. For separated and unaccompanied children, respondents were asked if any new members under the age of 18 had joined the household in the past 6 months (excluding births and marriages), and if so what their relationship to the head of household was. If children were related to the head of the household, they were categorised as separated; if not, they were categorised as unaccompanied.
37. Three most common safety risk for boys and girls are shown, and respondents could select more than one option.
38. Respondents could select more than one option.
39. Three most common symptoms of distress are shown. There were 14 other options including “none”. 67% reported none. Question was framed as follows: “Within the past 30 days, have any children in this household experienced any of the following signs of distress?”, options were read out to respondents; respondents could select more than one option.

Of households who reported different levels of interaction with Rohingya refugees in the 30 days prior to data collection, % reporting different types of interaction

- Male respondents
  - Casual interactions: 41%
  - Hiring them for work: 21%
  - Buying goods and services: 19%
- Female respondents
  - Casual interactions: 12%
  - Buying goods and services: 9%
  - Hiring them for work: 7%

% of households reporting types of relationships with Rohingya refugees

- No relationship: 85%
- Good: 11%
- Bad: 4%

% of households reporting attitudes towards the presence of Rohingya refugees in their communities

- Very happy: 1%
- Happy: 13%
- Neither happy or unhappy: 40%
- Unhappy: 29%
- Very unhappy: 17%

Of 46% households who reported being unhappy or very unhappy with the presence of Rohingya refugees in their communities, % who gave different reasons

1. Competition for services and utilities: 74%
2. Competition for resources: 64%
3. Threat of crime: 61%

32. Three most common interactions are shown, and respondents could select more than one option.
33. Respondents could select more than one option.
Gender-Based Violence

% of women with final say on specified household decisions\(^\text{40}\)

Who has a final say on whether or not you should work to earn money?

<table>
<thead>
<tr>
<th>Decision</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Husband/partner</td>
<td>49%</td>
</tr>
<tr>
<td>Respondent and husband/partner jointly</td>
<td>24%</td>
</tr>
<tr>
<td>Decision not made/not applicable</td>
<td>15%</td>
</tr>
<tr>
<td>Respondent</td>
<td>11%</td>
</tr>
<tr>
<td>Respondent and someone else jointly</td>
<td>1%</td>
</tr>
<tr>
<td>Someone else</td>
<td>0%</td>
</tr>
</tbody>
</table>

Who has the final say on whether or not to use a method to avoid having children?

<table>
<thead>
<tr>
<th>Decision</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respondent and husband/partner jointly</td>
<td>38%</td>
</tr>
<tr>
<td>Husband/partner</td>
<td>36%</td>
</tr>
<tr>
<td>Decision not made/not applicable</td>
<td>13%</td>
</tr>
<tr>
<td>Respondent</td>
<td>13%</td>
</tr>
<tr>
<td>Respondent and someone else jointly</td>
<td>0%</td>
</tr>
<tr>
<td>Someone else</td>
<td>0%</td>
</tr>
</tbody>
</table>

% of women that reported controlling the money needed to buy specified items\(^\text{40}\)

<table>
<thead>
<tr>
<th>Items</th>
<th>Yes</th>
<th>No</th>
<th>Don’t buy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vegetables or fruits</td>
<td>49%</td>
<td>33%</td>
<td>18%</td>
</tr>
<tr>
<td>Clothes for yourself</td>
<td>46%</td>
<td>45%</td>
<td>9%</td>
</tr>
<tr>
<td>Any kind of medicine for yourself</td>
<td>46%</td>
<td>41%</td>
<td>13%</td>
</tr>
<tr>
<td>Toiletries for yourself</td>
<td>41%</td>
<td>40%</td>
<td>19%</td>
</tr>
</tbody>
</table>

Freedom of movement for women\(^\text{40}\)

% of women who reported they are allowed to move to specified places

<table>
<thead>
<tr>
<th>Place</th>
<th>Allowed</th>
<th>Not Allowed</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Market</td>
<td>17%</td>
<td>48%</td>
<td>35%</td>
</tr>
</tbody>
</table>

% of men with specified attitude on gender roles in family life\(^\text{41}\)

<table>
<thead>
<tr>
<th>Statement</th>
<th>Agree</th>
<th>Disagree</th>
<th>Depends</th>
</tr>
</thead>
<tbody>
<tr>
<td>The important decisions in the family should be made only by the men of the family.</td>
<td>68%</td>
<td>30%</td>
<td>2%</td>
</tr>
<tr>
<td>If the wife is working outside the home, then the husband should help her with household chores.</td>
<td>69%</td>
<td>27%</td>
<td>4%</td>
</tr>
<tr>
<td>A married woman should be allowed to work outside the home if she wants.</td>
<td>8%</td>
<td>83%</td>
<td>9%</td>
</tr>
<tr>
<td>The wife has a right to express her opinion even when she disagrees with what her husband is saying.</td>
<td>8%</td>
<td>78%</td>
<td>14%</td>
</tr>
<tr>
<td>A wife should tolerate being beaten by her husband in order to keep the family together.</td>
<td>37%</td>
<td>58%</td>
<td>5%</td>
</tr>
<tr>
<td>It is better to send a son to school than it is to send a daughter.</td>
<td>11%</td>
<td>87%</td>
<td>2%</td>
</tr>
<tr>
<td>Women should have a say in important decisions in the community.</td>
<td>32%</td>
<td>52%</td>
<td>16%</td>
</tr>
</tbody>
</table>

40. These questions were only asked to female respondents, by female enumerators. Respondents were asked for consent prior to discussing these topics. The results are generalisable to 95% confidence level and 10% margin of error.

41. These questions were only asked to male respondents, by male enumerators. Respondents were asked for consent prior to discussing these topics. The results are generalisable to 95% confidence level and 10% margin of error.
Communication with Communities

Early warning mechanism for cyclones

- 87% of households reported receiving early warning messages prior to the arrival of Cyclone Mora in May 2017
- 70% of households reported mosque loudspeaker as the most preferred way of receiving early warning sign in future

% of households reporting access to different means of communication/information sources in the 30 days prior to data collection

<table>
<thead>
<tr>
<th>Method</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Face to face conversation</td>
<td>72%</td>
</tr>
<tr>
<td>Mobile phone call</td>
<td>39%</td>
</tr>
<tr>
<td>Loudspeaker/megaphone announcement</td>
<td>37%</td>
</tr>
</tbody>
</table>

% of households reporting most preferred ways of providing feedback about services in their area

<table>
<thead>
<tr>
<th>Method</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speak face to face with community leader</td>
<td>66%</td>
</tr>
<tr>
<td>At a community meeting</td>
<td>28%</td>
</tr>
<tr>
<td>Speak face to face with service provider</td>
<td>26%</td>
</tr>
</tbody>
</table>

% of households reporting different information needs

<table>
<thead>
<tr>
<th>Information need</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>How to get more money/financial support</td>
<td>32%</td>
</tr>
<tr>
<td>How to get healthcare/medical attention</td>
<td>24%</td>
</tr>
<tr>
<td>How to find work</td>
<td>18%</td>
</tr>
<tr>
<td>How to get cooking fuel/firewood</td>
<td>16%</td>
</tr>
</tbody>
</table>
| None                                  | 16%        

42. Three most common main ways of accessing information are shown, and respondents could select more than one option. Question was framed as follows: “In the last 30 days, what were the main ways you got information about what is happening here?”

43. Three most common preferred ways of providing feedback about services are shown, and respondents could select more than one option.

44. Five most common different information needs are shown, and respondents could select more than one option.