

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

Data Collection: December 2021 - January 2022

Cox's Bazar, Bangladesh



Sexual Exploitation and Abuse by humanitarian workers (“SEA”) can occur in any humanitarian or development context and is a particular risk in emergency contexts characterized by violence, gross power imbalance, mass displacement, restricted access, dismantled family and societal structures and gender and social inequalities<sup>1</sup>. Sexual exploitation is defined as actual or attempted abuse of a position of vulnerability, power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. As another form of GBV, sexual abuse is defined as actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.<sup>2</sup>

This assessment aims to understand Rohingya population’s knowledge and the perception of the available complaints and feedback mechanisms (CFMs) in the camps. Besides the general complaints, this assessment specifically focuses on reporting sensitive issues, especially on Sexual Exploitation and Abuse (SEA). Information collected will be used to improve existing complaint and feedback mechanisms and increase the reporting of sensitive issues.

## Key Findings

- The majority of the respondents (80%) know what to do if they want to raise a complaint and/or face any problem with humanitarian assistance or services.
- A large majority of females (82%) would go to their families when they face a sensitive issue such as bad behaviour from humanitarian workers, which was followed by reporting the issue to the Women and Girls Safe Spaces (67%). Similarly, for males, family was mentioned by the highest number of male respondents (63%) which was followed by InfoHubs/ Information and Feedback Centers (47% of males) which were less preferred by females.
- Although very large majority of the respondents (88%) reported that they have used one of the mechanisms at least once for their complaints and feedback. the majority of the respondents (82%) did not use any of the mechanisms before for the reporting of sensitive issues.
- Most of the survey participants (55%) reported that non-confidentiality is the main reason why they would not use aforementioned channels for the reporting of any sensitive issues.

Map 1: Assessed Camps (Kutupalong-Balukhali Expansion Area)

1 [https://www.humanitarianresponse.info/sites/www.humanitarianresponse.info/files/documents/files/final\\_cxb\\_sea\\_complaint\\_referral\\_sop.06.20\\_0.pdf](https://www.humanitarianresponse.info/sites/www.humanitarianresponse.info/files/documents/files/final_cxb_sea_complaint_referral_sop.06.20_0.pdf)  
2 Ibid

## Methodology

Between 5th December 2021 and 13th January 2022, IOM Needs and Population Monitoring (NPM) and PSEA Network conducted a quantitative survey with 571 respondents from the Rohingya community in Camp 4 Extension, Camp 13, Camp 15, and Camp 16. Camps were selected where the initial PSEA assessments were conducted in the camps as a part of the PSEA communication strategy.

NPM mobilized a total of 5 female and 4 male Rohingya enumerators. 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 the male participants were conducted by male enumerators. Moreover, the selected camps were also equally represented and the number of participants selected satisfies and exceeds 95% confidence level and 10% margin of error. Participants of the survey were randomly selected.



4 camps:  
4EXT,13,15,16



5 December 2021-  
13 January 2022

## Limitations

SEA related issues were asked using the following phrase “bad behaviour from anyone including those sexual in nature from humanitarian workers”. The sampling frame satisfies 95% confidence interval and 10% margin of error for each camp, and includes more participants than the minimum number of participants needed for this sampling. Although, it ensures representativity in camp level, as 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 of the camps were selected from KBE, 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.

## Demographic Information

A total of 571 surveys have been conducted. Half of the respondents were female and half of them were male. The average age of the female respondents was lower than that of the male survey participants.



571 Surveys



Females: 50%

Males: 50%

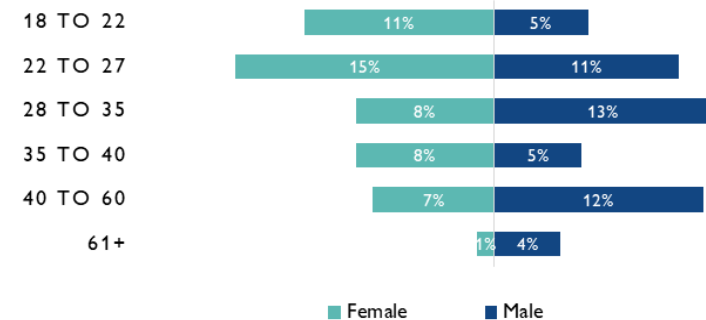


Figure 1: Different age groups of respondents by gender

## Awareness of Complaints and Feedback Mechanisms

A large majority of the respondents (80%) reported that they know what to do if they want to raise a complaint and/or face any problem with humanitarian assistance or services. Awareness among females is higher than awareness among males, while 83 per cent of the females reported that they know what to do, the same was reported by 76 per cent of the males.

Awareness was the highest in Camp 4 EXT compared to the other camps assessed, whereas Camp 16 was the camp with the lowest awareness ratio. Camp 16 was also the camp with the highest gender gap. While 75 per cent of the females reported that they are aware of the mechanisms, only 41 per cent of the males mentioned the same.

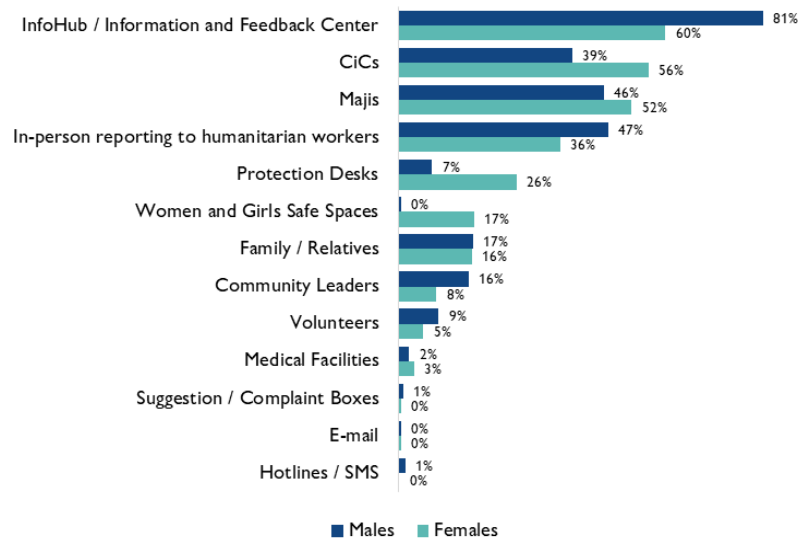


Figure 3: Where/ to whom respondents report their complaints and feedback by gender

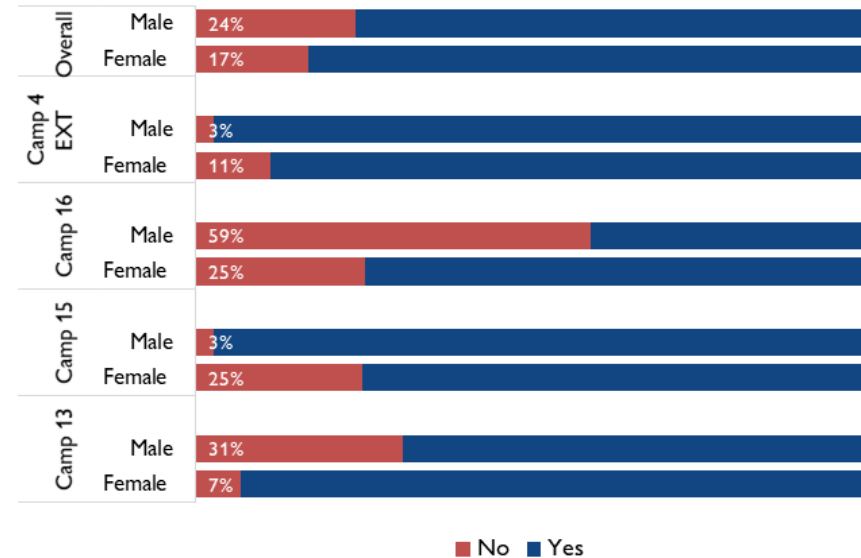


Figure 2: Whether the respondents are aware of complaints and feedback mechanisms in the camps, by gender

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, Infohubs/ Information and Feedback Centers were mentioned by the highest proportion of the survey participants (70%). It was followed by Majhis<sup>1</sup> (49%) and CiCs (48%), and in person reporting to the humanitarian workers (41%).

The use of Infohubs/information centers and in person reporting to the humanitarian workers were importantly higher among males compared to females. On the other hand, females mentioned CiCs and Majhis significantly more than males. While females listed CiCs more than Majhis, Majhis were mentioned more than CiCs by males.

<sup>1</sup> More information on the governance structures in the Rohingya camps and role of the majhis is available here: [https://www.acaps.org/sites/acaps/files/products/files/20180606\\_acaps\\_npm\\_report\\_camp\\_governance\\_final\\_0.pdf](https://www.acaps.org/sites/acaps/files/products/files/20180606_acaps_npm_report_camp_governance_final_0.pdf)

## Awareness of Complaints and Feedback Mechanisms for Sensitive Issues

When it comes to reporting sensitive issues such as bad behaviour from anyone including those sexual in nature from humanitarian workers, significant differences were observed compared to general complaints and feedback in terms of mechanisms respondents would be willing to use to report their issues. A large majority of females (82%) reported that in case they would face a sensitive issue including bad behaviour from humanitarian workers, they would go to their families, which was followed by Women and Girls Safe Spaces (67%). InfoHubs/ Information and Feedback Centers were preferred much less by females for the reporting of sensitive issues compared to a general reporting. Majhis and CiCs were also less preferred for sensitive issues compared to general complaints and feedback. Similarly, for males, family was mentioned by the highest number of male respondents (63%). On the other hand, for males, again InfoHubs/ Information and Feedback Centers (47% of males) were one of the main places that they would go to report sensitive issues. Being similar to the general complaints and feedback, Majhis and CiCs were preferred less by males compared to females for sensitive issues too.

The majority of the respondents reported that they do not know about how to report sensitive issues through e-mails (69%) or hotlines/SMS (53%) which were followed by suggestion/ complaint boxes (40%).

## Usage of Complaints and Feedback Mechanisms

A very large majority of the respondents (88%) reported that they have used one of the aforementioned mechanisms at least once for their complaints and feedback. This ratio was higher for males compared to females.

On the contrary, for the reporting of sensitive issues, the majority of the respondents (82%) did not use any of the mechanisms before. Females (28% of females) reported sensitive issues significantly higher than males (8% of males).

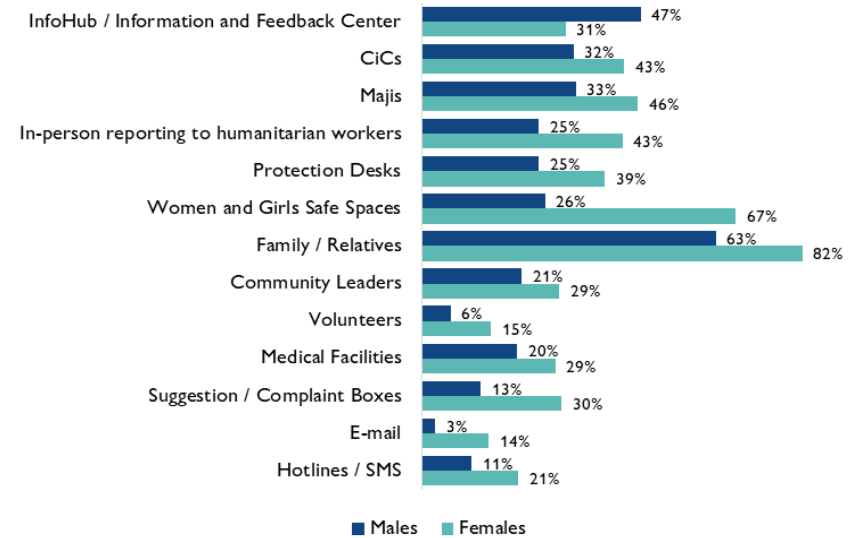


Figure 4 Where/ to whom respondents would report any sensitive issues such as bad behaviour from anyone including those sexual in nature from humanitarian workers by gender

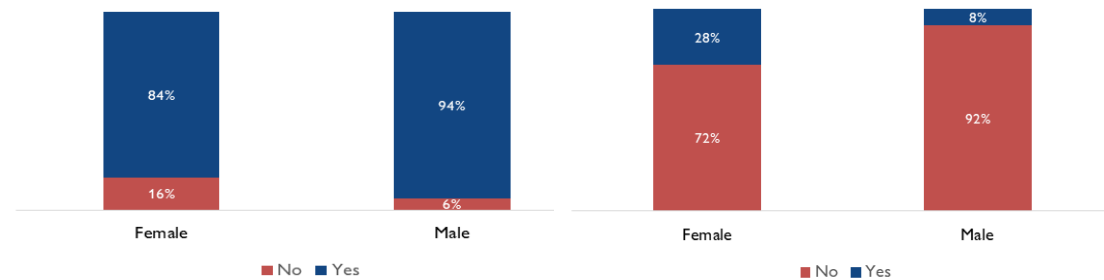


Figure 5: Whether the respondents have used complaint and feedback mechanisms to report any issue by gender

Figure 6: Whether the respondents have used complaint and feedback mechanisms to report any sensitive issue by gender

## Reasons for Not Reporting the Sensitive Issues

Most of the survey participants (55%) reported that non-confidentiality is the main reason why they would not use aforementioned channels for the reporting of any sensitive issues. This reason was more prominent for females (57% of females) compared to males (52% of males). For females, non-confidentiality was followed by not feeling safe (45%) which was not a significant concern for males. Lack of belief that their problem will be resolved was the main reason for the majority of the male respondents (62%).

Among the respondents who expressed that they would not report to Majhis, non-confidentiality was the main reason and mentioned by the majority, the same reason was also valid for the majority of the respondents who did not want to report a sensitive issue to CiCs, humanitarian workers, and InfoHubs/ Information and Feedback Centers. Women and Girls Safe Spaces (WGSSs) and family were the mechanisms that the respondents felt the lowest safety issues among all. On the other hand, both WGSSs and family were the mechanisms that people had least faith that their issue can be resolved among the respondents who expressed their unwillingness to use these mechanisms. Fear for stigmatization was mainly mentioned for not reporting to humanitarian workers, Majhis, CiCs, community leaders and family.

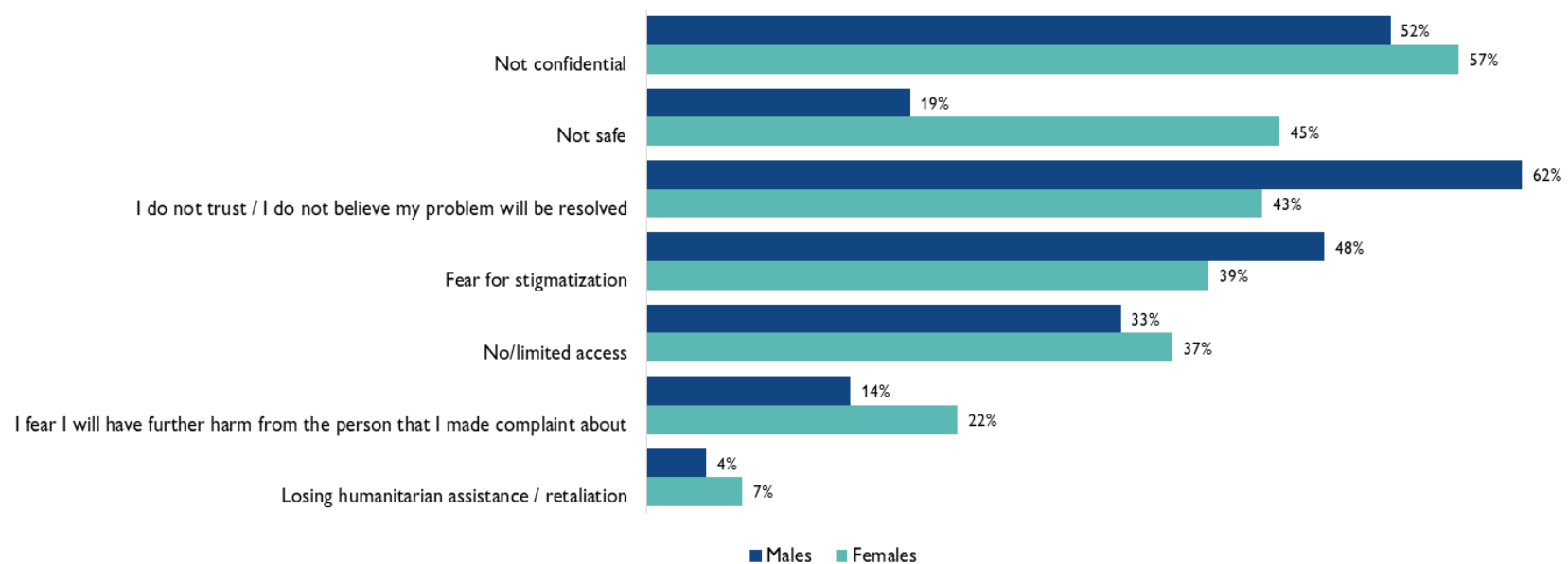


Figure 7: Reasons why the respondents would not report their sensitive issues to the mechanisms that they do not prefer using by gender

## Preferred Complaints and Feedback Mechanisms

When respondents who were not aware of the feedback and complaint mechanisms in their camps were asked if they were aware of the mechanisms in place to whom/where they would report issues, family members (70%) and majhis (70%) were mentioned most. Males (78% of males) preferred majhis more than females (59% of females). There was a significant difference between males and females in terms of the interest in reporting issues to Infohubs/ Information and Feedback Centers. While a majority of males (65%) would report issues to Infohubs/ Information and Feedback Centers, this ratio was only 33 per cent for females. On the other hand, females trusted humanitarian workers (61% of females) and CiCs (39%) more than males (54% and 24% respectively). Interestingly, protection desks were preferred by males (21% of males) more than females (12%).

## Preferred Complaints and Feedback Mechanisms for Sensitive Issues

When it comes to reporting sensitive issues such as bad behaviour from anyone including those sexual in nature from humanitarian workers, a large majority of respondents who were not aware of the complaint and feedback mechanisms reported that they would share the issue with their families (74%), this ratio was higher for females compared to males. Majhis were preferred less for sensitive issues compared to general complaints and feedback. Women and Girls Safe Spaces were highly mentioned by females, on the other hand protection desks were listed by males as a preferred mechanism more than females.

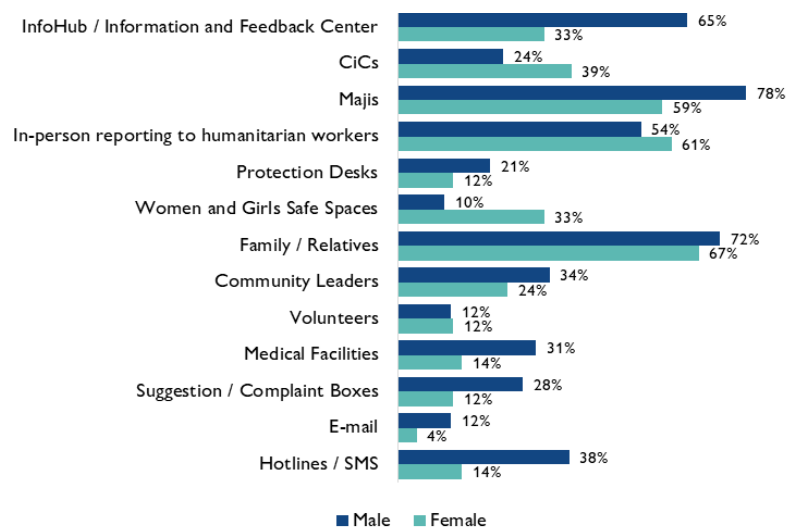


Figure 8: Where/ to whom respondents would report their complaints and feedback if they knew about the mechanisms in place by gender

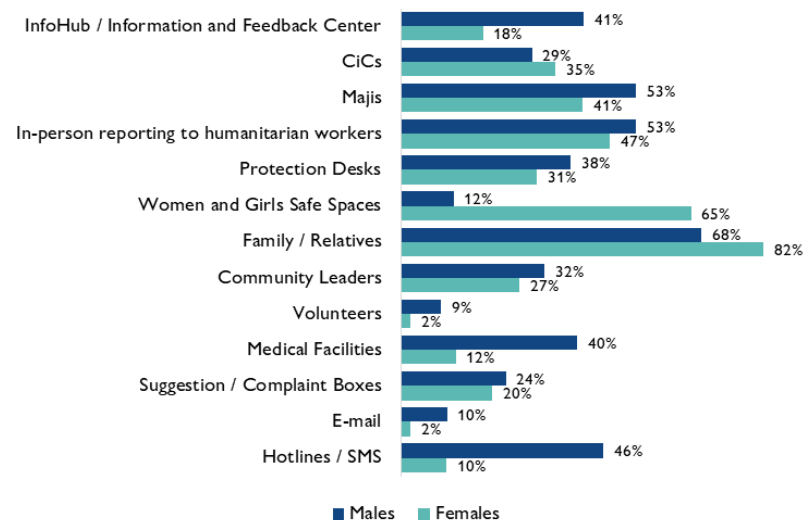


Figure 9: Where/ to whom respondents would report sensitive issues if they knew about the mechanisms in place by gender

## Reasons for Not Reporting the Sensitive Issues

A majority (59%) of the respondents reported that if they knew they could report sensitive issues, lack of trust that their problem will be solved would be the main reason why they would not report those issues which was followed by the belief that they would have no/limited access to those mechanisms (47%). This was a more prominent reason for males (56% of males) compared to females (35% of females). Belief in lack of confidentiality was the main reason for not reporting for females (63% of females), on the other hand it was mentioned only by 29 per cent of the males. Feeling unsafe and fear of stigmatizations in terms of reporting sensitive issues were also more prominent reasons for females (45% and 37% respectively) compared to males (24% and 22% respectively).

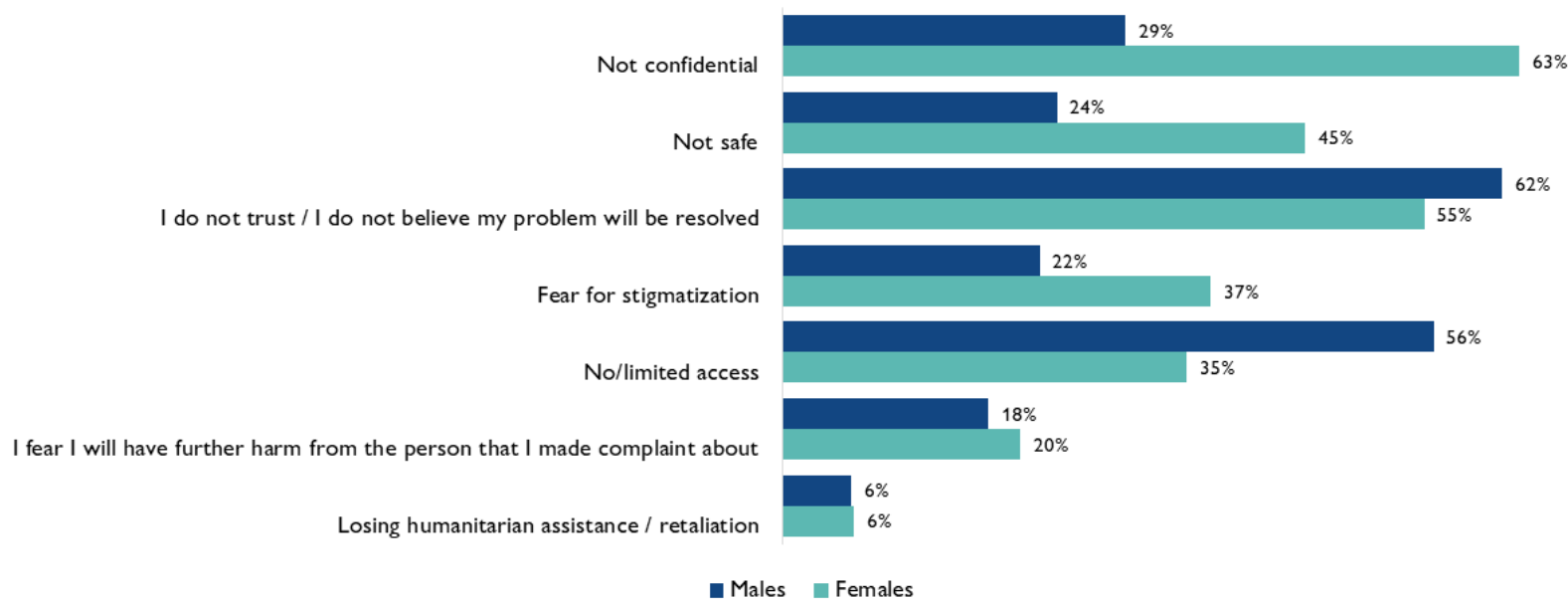


Figure 10: What would be the reasons why the respondents would not report their sensitive issues to the mechanisms that they do not prefer using if they knew those mechanisms exist by gender

For feedback, please contact: [npmbangladesh@iom.int](mailto:npmbangladesh@iom.int)

The International Organization for Migration | Bangladesh Mission

Needs and Population Monitoring | Cox's Bazar

Parjatan Luxury Cottage-1, Motel Road

Cox's Bazar, Bangladesh

Tel: +88 02 5504 4811 - 13

Email: [npmbangladesh@iom.int](mailto:npmbangladesh@iom.int)

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

More information on: <http://iom.maps.arcgis.com/>

© Copyright © NPM - IOM Bangladesh Mission 2022. All rights reserved

