



**Online Validation Workshop**  
**8.09.2020      3pm – 5pm**

**Language and communication barriers in  
Accountability to Affected Populations**





## House rules

House  
Rules

Camera Off

Mic off

Thumbs up/down

Raise hands to ask  
questions



## **Before we start the session...**

### **Participants, please ensure you have**

- Up to 2 hours of uninterrupted time
- Phone/computer with stable internet connection to join the training and a smartphone with Google Chrome installed
- A Notebook and pen to take notes



## **Learning outcomes from this session**

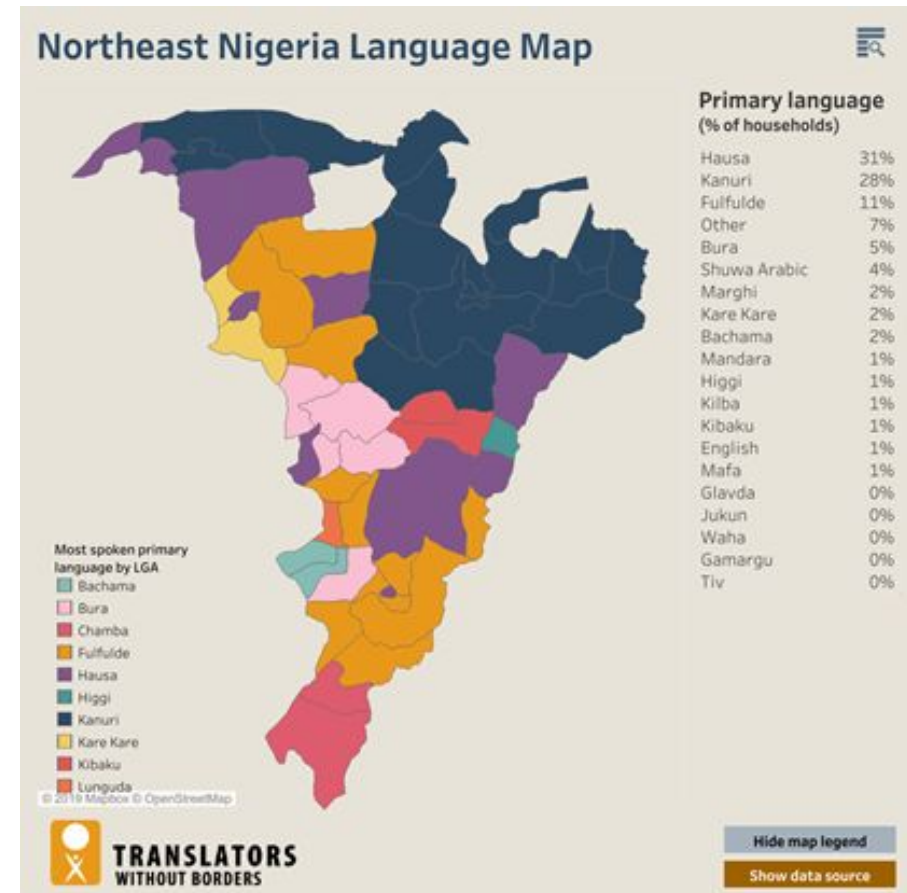
- Key findings and recommendations based on discussions about language dynamics in accountability
- Existing solutions and ways forward





# Rationale: a complex language picture

- The humanitarian response is primarily conducted in English, Hausa, and Kanuri
- MSNA 2019 data on primary language of affected people shows:
  - 31% speak Hausa
  - 28% speak Kanuri
  - 11% speak Fulfulde
- The remaining 272,000 households (30%) speak more than 30 primary languages
- 41% of households report reading Hausa “not well” or “not at all”
- Women’s literacy levels and comprehension of spoken Hausa is lower than men's
- Many respondents need friends or family to read information for them



<https://translatorswithoutborders.org/language-mapping/>



# Research objectives

1. **Language and communication** (language-sensitive approaches to community Engagement and AAP)
2. **Evidence-based findings** to inform complaints and feedback strategies
3. **Recommendations**





# Research Questions

- What are the **preferred languages and formats** for complaints and feedback mechanisms in the humanitarian response in Borno and Adamawa States?
- What **language and communication practices** could TWB recommend to minimize future language challenges in AAP?

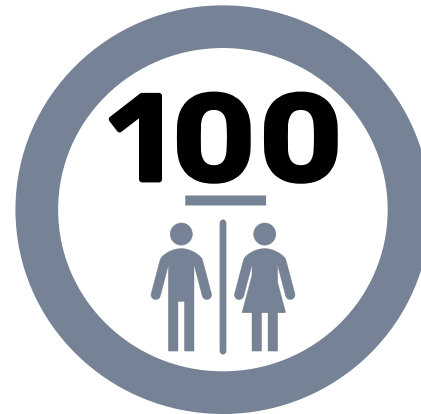




# Methodology



**Child  
beneficiaries**



**Adult  
beneficiaries**



**Humanitarian  
staff**

**Qualitative**  
(KII's & FGDs)

**Phone interviews**  
(During COVID19)





# Demographics and sample size

Location	Boys	Girls	Men	Women
Gwoza	10	10	20	20
Mubi North	10	10	10	10
Mubi South	10	-	10	10
Michika	10	10	10	10
<b>Total</b>	40	30	50	50



## **Finding: Communication is not as effective as humanitarians assume**

- Communities prefer to provide feedback verbally
- Feedback systems would be improved if they communicated in local languages
- Not everyone speaks Hausa, and there are accent differences (Gwoza, Michika)



## **Finding: Language & literacy barriers limit access to feedback mechanisms for women & older people**

- Suggestion boxes remain a standard feedback mechanism
- Boxes are not suitable for non-literate individuals
- Communities are encouraged to put their complaints in writing





# Why language barriers matter?

- Marginalized language speakers
- Among the most important people to reach and communicate within an emergency
- Among the hardest



## What are we learning...

- Communities prefer to discuss sensitive issues in person
- Communication challenges make it harder to establish trust
- Responding to feedback and providing program information in Hausa and English limits the reach, impact and transparency of communication efforts
- Information on humanitarian programs and services is not equally accessible to all



## **Recommendations: Address general communication issues**

- Recruit more local language speakers for community engagement roles
- Provide more training for field staff and volunteers
- Expand the use of audio recording systems and hotlines in local languages
- Expand the use of community meetings for listening to affected people's concerns and complaints.





## **Recommendations: Accessing mechanisms for vulnerable groups**

- Expand in-person collection of feedback from vulnerable groups, taking steps to minimize the health and confidentiality risks to all involved.
- Explore expanding remote communication tools such as hotlines and chatbots in local languages for reporting misconduct and other confidential issues.
- Encourage more women participation in coordination meetings and other important gatherings



# Re-think pictorial communication

- Posters are largely in English
- Develop and field-test multilingual low text signages and pictorials for humanitarian services in camps and host communities





# Closing the feedback loop in a timely manner

- Collecting and summarising feedback
- Translating in written and audio format





# **TWB supports ProSPINE+ in four main ways**

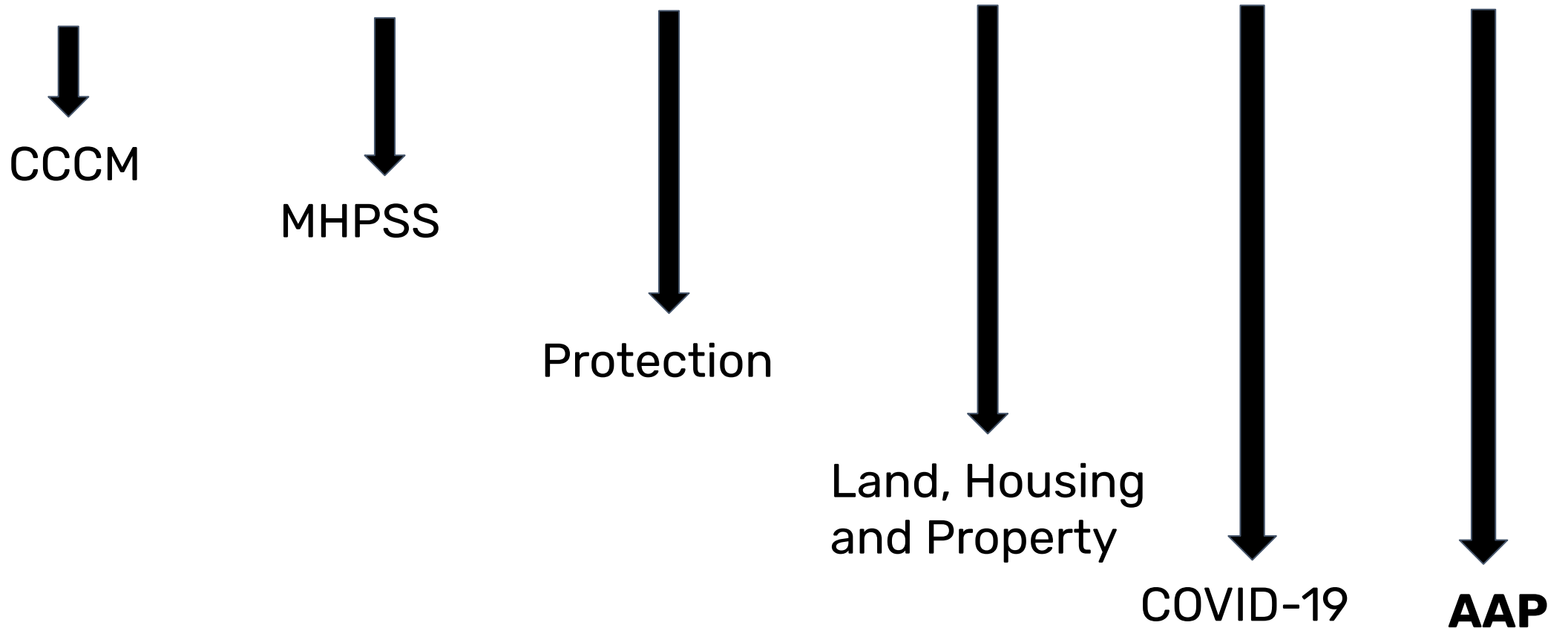
We promote two-way multilingual communication by providing:

- Language data and analysis
- Research, awareness raising and custom trainings
- Practical tools for communicating in local languages
- Language services - including translation, plain language, localization, audio recording, and pictorial messaging



# TWB Nigeria Glossary is a valuable tool

## The glossary reflects sector terminology



	English	Hausa	Kanuri	Fulfulde	Shuwa A	Shuwa L
CCCM	access to critical facilities	samun damar wuraren bukata	diwal awoa/karea faida dano fandobe	lawol hebugo ko maraa haaje	التاريخ هنا الاشيا اليساعن الناس	altarikh ha alnas
CCCM	active screening for malnourished children	tantance yaran da suke da matsalar rashin abinci mai gina jiki gida-gida	gayarta nduli kumbu ndaneyabe mbauzenama	seenditugo bikkoy hafdata be damuwa soynde nyamdu wo`inta bandu	مصافات العيل المالهم نشاط	musaffa h nashad
CCCM	adapted communication	sadarwa wadda take bukatar a aika da amsa.	diwal kawuliye dawartə gənatenama	maatootiral marngal haaje jawaabu	الدرب هنا المناقشة	aldarb han
CCCM	anchor	ginshiki	shuwo mbərsheya	dariido	اساس هنا البنا	asas hana
CCCM	anecdotal	rahoton da ba'a tantance ba	zande dalil baa	ko taskitaaka	الكلا الصحيح	alkalam al
CCCM	angle	kusurwa	zuwumi	loomoodu	وسط اللي	wusud alla
CCCM	armed opposition group (AOG)	yan tawaye	karapka am balimiyaye	turtuɓe	المجرمين	almujirimi
CCCM	bio data	bayani game da rayuwa, da jiki, da aikin mutum	gargam kamma gota	bayani ha dow yaakeeji godɗo	التاريخ	altarikha
CCCM	biometric	aune-aunen halin jikin mutum	gargam kamma gonəm faidata	foondugo yanayi bandu godɗo	البصمات	albasamat
CCCM	biometrically register	rijistar mutane	kamro rigista kundo	rigista poondol yimɓe	تسجيل هنا البصمات	tasjil hana
CCCM	block	rukunin gine-gine	kor	buulok	دفي	diffe
CCCM	borehole	rijiyar burtsatse	baram fərifərinobe	boohol	بوقول	bauhol
CCCM	brace	abin karfafa gini	bres	darnde	امود هنا الحديد	amud han
CCCM	burn	konawa	warta	wulugo	التھريك	althaharek
CCCM	case-by-case	yn abu day bayan daya	fal-fallo awo kundo	wadīrgo kuje gootel-gootel	واوحد بعد واوحد	wahid ba'a
CCCM	cash voucher for NFIs	bocar sayen abubuwan da ba abinci ba	boca awo kumbun nguronbenne	kaati soodugo kuujeeji ko lattaay nyaamdu	ككدا حيل شغل ألمي حيل أكل	kakkada h
CCCM	cash voucher for rental	bocar biyan kuɗin haya	boca fato agaritabe	kati yobugo ceede haya	ككدا حيا ، غل	kakkada h
CCCM	cash voucher for shelter	bocar biyan mahalli				kkada h
CCCM	checkpoint	wajen bincike				kan taf
CCCM	chlorinated water	ruwan da aka saka masa sinadarin kulorin	nji kəluwu shamma	ndiyam ko ɓe waati kulorin	الالمى ابى مغنى	al'alme ab

<https://glossaries.translatorswb.org/nigeria/>





# **TWB Nigeria Glossary**

**Link of the Glossary with both audio & written:**

<https://glossaries.translatorswb.org/nigeria/>

**Link of the COVID-19 Glossary with Nigerian Languages,  
among others:**

<https://glossaries.translatorswb.org/covid19/>



# **TRANSLATORS WITHOUT BORDERS**

**Questions?**