



# Exploring the usage, trends and impacts of different digital platforms among FDMNs

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## Access to digital platforms in camps

This research aims to identify the access to key information and communication gatekeepers among the Rohingya communities and explore possible synergistic opportunities to enable better service provisioning, security, and communication.

## Methodology: Qualitative + Quantitative



Qualitative data were collected through **FGDs** and **KIIs**.



**Participants** were shopkeepers in camps, community leaders, field practitioners, policymakers, local government officials, development partners, academia etc.



Quantitative data were collected from **630** Rohingyas.



**50%** male  
**50%** female



Area covered: **10** Rohingya camps



## KEY FINDINGS

### Indicator of digital footprint

The Rohingyas are not legally allowed to avail Bangladeshi SIM card.



However we found the majority of their adults (**60%** women and **79%** men) use mobile phone procuring SIM cards through **black market**.



**22%** of them use dual SIM (Bangladeshi and Burmese).



**45%** of total respondents mainly use feature phones.



**Voice calls** are most trusted and popular mode of communication.



**imo** and **WhatsApp** scored 2nd in popularity for communicating within and outside the camp areas.



Men use mobile apps for music, downloading videos, and watching news.



women mostly use phones for making calls.

# KEY FINDINGS

## What attracts them more?



The Rohingyas mostly watch downloaded audio-visual contents from WhatsApp and YouTube.

## Most popular audio-visual content among Rohingyas



Religious sermons or waaj, Rohingya tarana, news, bollywood movies, daily soaps, english language learning videos are the most popular audio-visual content among Rohingyas.

## Power matrix in digital communication

### Usage of Smart phones



### Access of social media



Men has **3** times more access than women.

### Spend on mobile services



## Accessibility barriers

### major blockades for digital access



Poor network



High cost



Unavailability of legal SIM



**50%** Rohingya respondents reported absence of Internet connectivity as a barrier.



# MAJOR RECOMMENDATIONS



The Government of Bangladesh should lift the official ban on mobile network and internet services inside the camps and introduce an inclusive information and communication network for the FDMN communities.



We should prioritise audio based materials and applications for designing any Communication with Communities (CwC) initiative to create more acceptance among the FDMNs.



The Government can coordinate with the law enforcement agencies, related service providers, humanitarian agencies, and FDMN communities to design and implement a sustainable, legal, and transparent ICT infrastructure.