

Stronger Together **Сильнее вместе**
Сильніші разом با هم قوی تریم
يوخای غبنتلي **Plus forts ensemble**
Juntos somos más fuertes معا اقوى



We are a refugee led group working
in partnership with the UNHCR, the
UN Refugee Agency.

We want to hear from you. Scan the QR code with
your phone to learn more and complete our survey.



**Irish
Refugee
Advisory
Board**

COMMUNICATIONS SURVEY 2024



**Irish
Refugee
Advisory
Board**

Introduction

Individuals arriving into Ireland with refugee status, or those seeking asylum here, very often enter the country with few, if any, pre-established networks, or knowledge of how to access systems and services. They need easy, accessible ways to receive and share information. Understanding how these communities communicate and how they get and share information is an important part of supporting them to integrate and helping them to avoid isolation, whether in the short, medium or long term.

This short report outlines the results of a survey focusing on how people with a refugee or asylum seeker background living in Ireland receive, share, and seek out information. It looks at which channels these communities use and trust most. It also looks at the barriers they face when receiving information, and what information is most important to them.

The results reflect the views and practices of more than 400 respondents living in Ireland, aged from 16 to 95 years of age, all from a refugee or asylum seeker background from January 2023 to February 2024.

The online survey was designed by UNHCR Ireland and the [Refugee Advisory Board](#) and was distributed through existing community networks, at events and conferences in accommodation and reception centres, and on the UNHCR website, helpsite and social media channels.

Thank you to all the members of the Irish Refugee Advisory Board who worked on the design, translation and dissemination of this survey.

Profile of Respondents:

Respondents came from 57 countries.

At birth, 47.7% were female, 51.5% as male and 0.8 % as intersex.

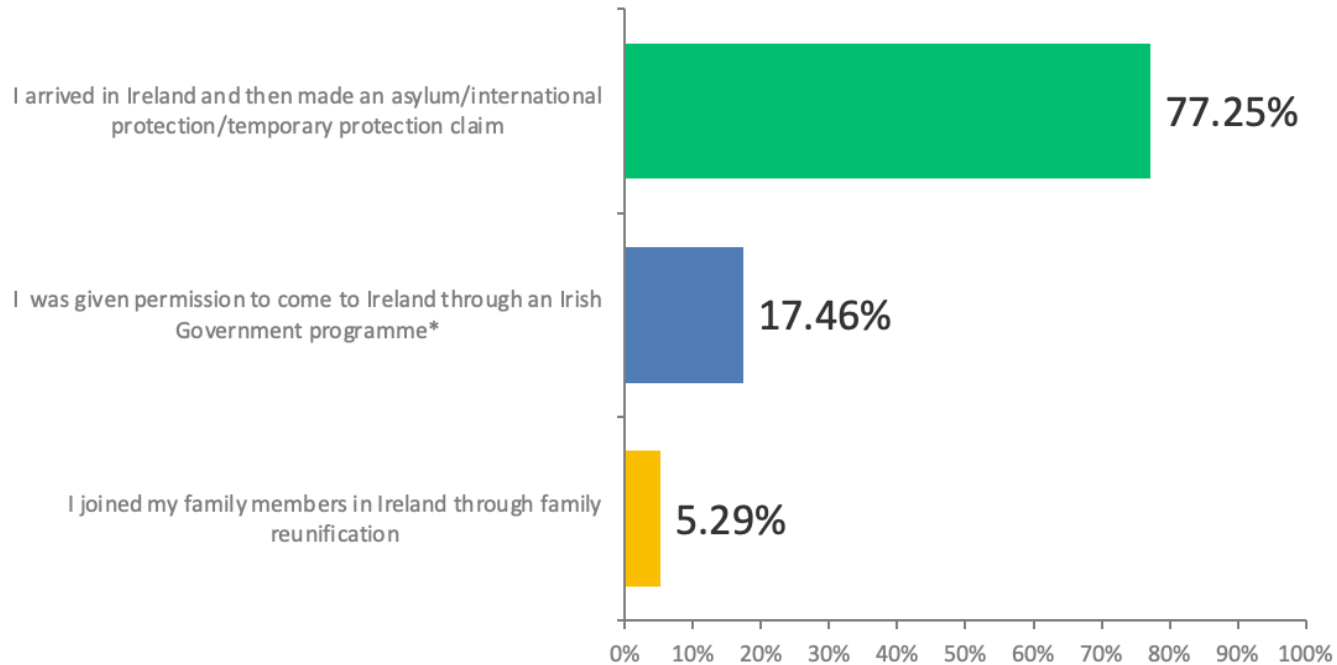
49.7 % identify as women, 50.2% as men, 0.77% as non-binary and 2.3% as transgender.

25–34-year-olds were the highest respondent with 37% response rate , followed by 35-44 at 30% and then 16-24 at 17%.

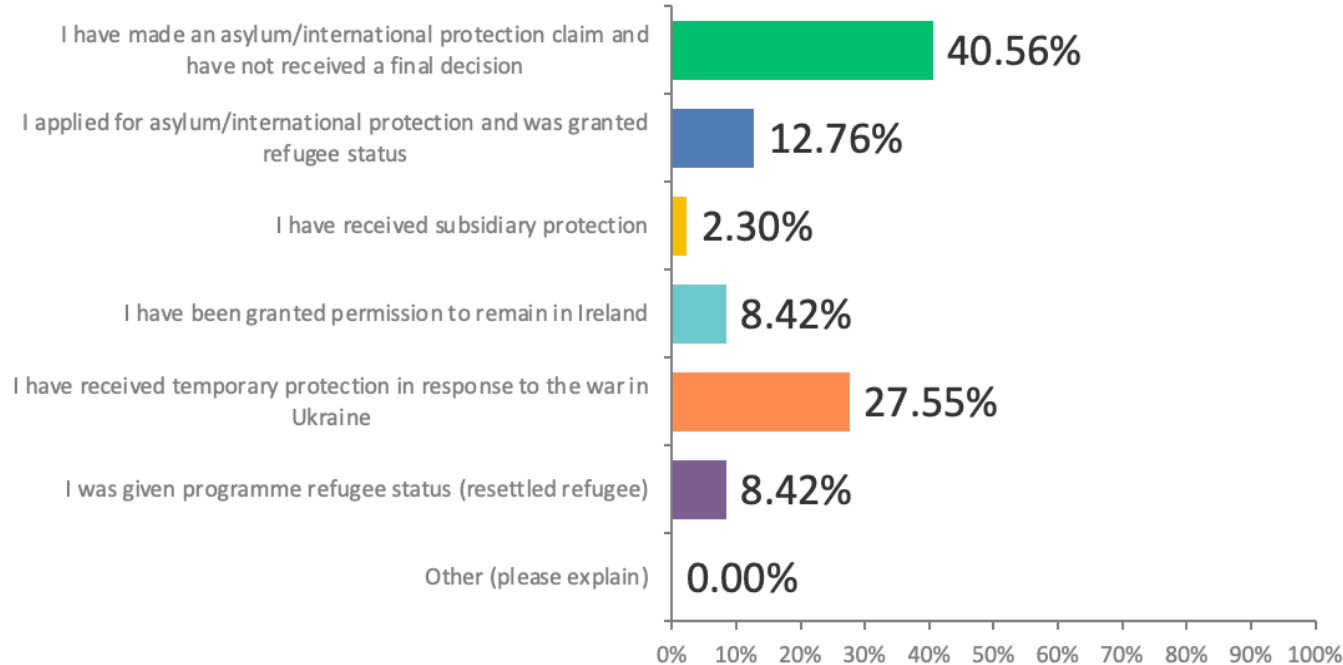
60% have lived in Ireland for less than a year and 18% for more than six years.

70% of respondents are not naturalized Irish citizens. 16% have been naturalised. And 14% are in the process of becoming Irish Citizens.

Path to arrival in Ireland:

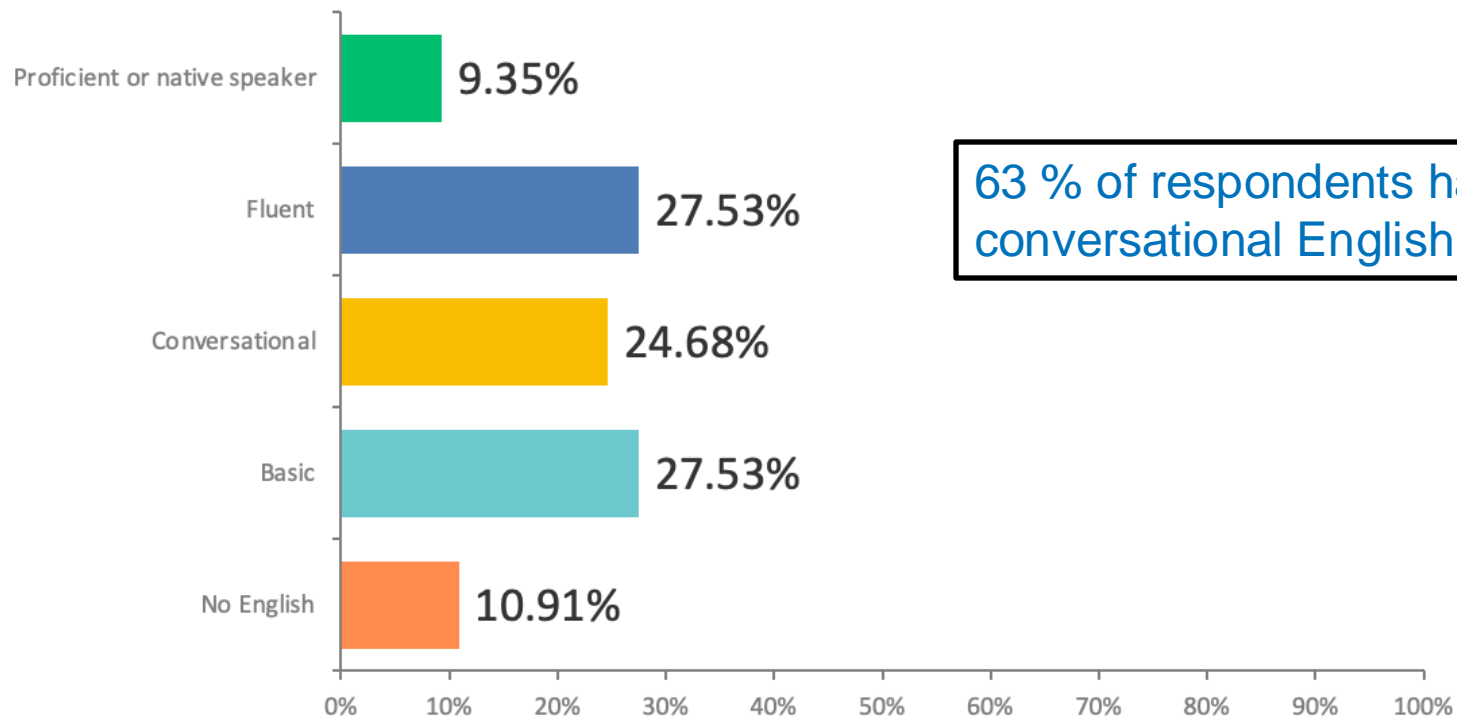


Initial immigration permission granted of respondents:



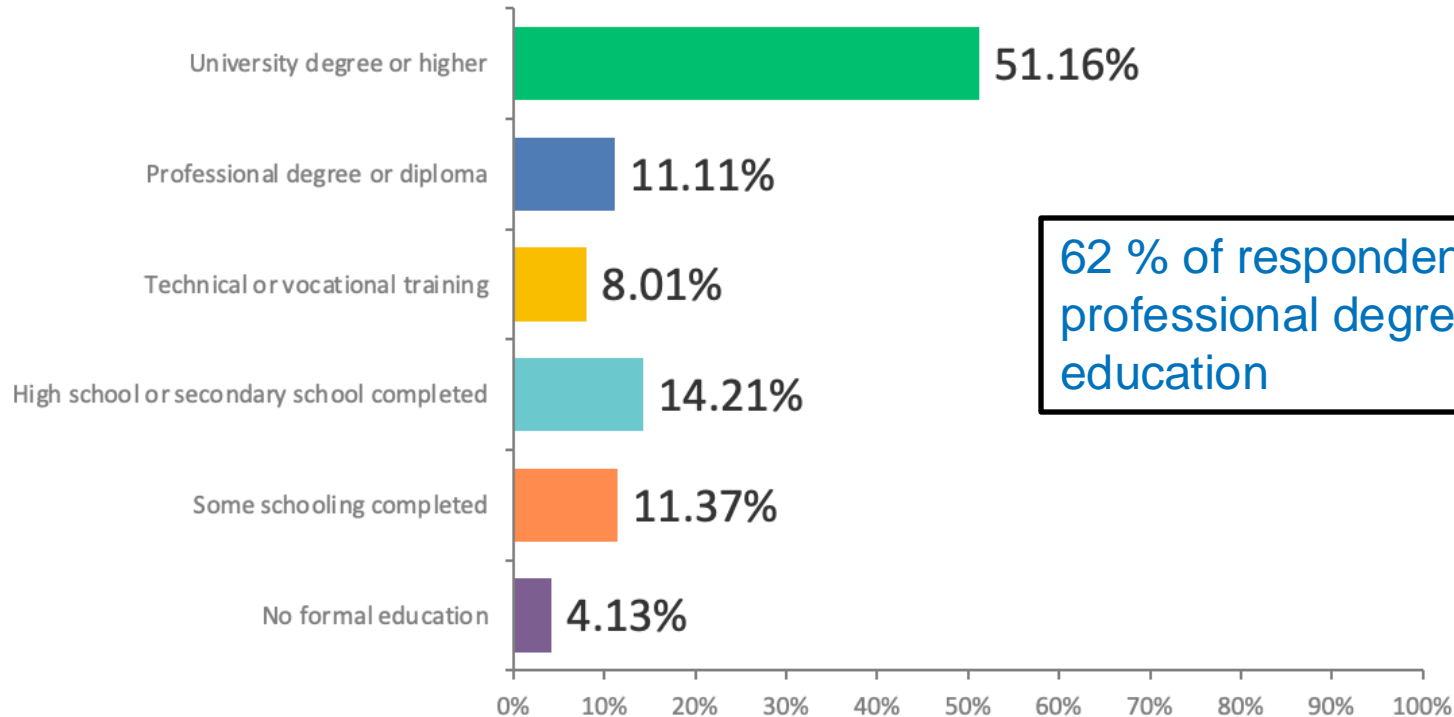
Answered: 392 Skipped: 0

Level of English:



63 % of respondents have conversational English or less.

Level of Education:

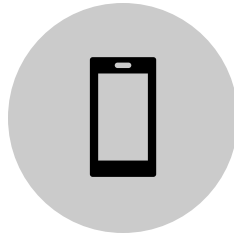


62 % of respondents have professional degrees or higher education

The use of internet and devices to access information:



99% USE THE INTERNET



90% OF RESPONDENTS
HAVE SMARTPHONES

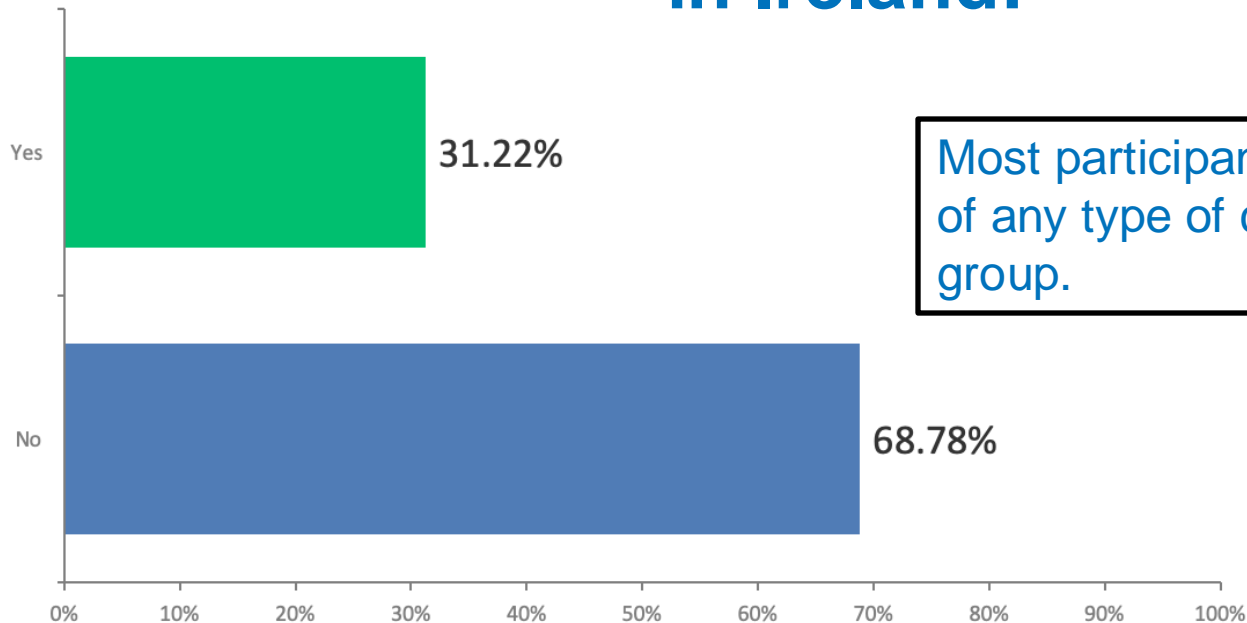


55% CAN ACCESS THE
INTERNET RELIABLY
WHENEVER THEY WANT



42%
HAVE PERSONAL LAPTOP
/ TABLET / DESKTOP
COMPUTER

Participants involved in a community/ asylum seeker/ refugee /diaspora group in Ireland:



Most participants are not part of any type of community group.

Channels used to FIND or RECIEVE information in Ireland:



65% ONLINE
NEWS SITES



39% FACEBOOK
PAGES/GROUPS



35% INTERNET
SEARCH



27%
WHATSAPP
/EMAIL/TELEGRAM



26% WORD OF
MOUTH



17% COMMUNITY
GROUPS

Channels used to SHARE information:



61%
WHATSAPP



31% PHONE
CALLS



29%
TELEGRAM



27%
FACEBOOK
PAGE/GROUPS



26%
EMAIL/NEWS
SITES

Barriers to receiving information:

36% I don't know where to look

33% Language

24% I don't know people in my community

26% I can easily access the information I need

12% I don't trust the information I receive

Sources of most trusted information:

1. Irish Government and Institutions

2. Internet search

3. Social media timelines

4. Friends and family

5. Messaging groups (WhatsApp, Signal, Facebook etc.)

6. Humanitarian organisations


Topics participants want more information about:

 58% work

 53% long term housing

 46% school / university / training programmes.

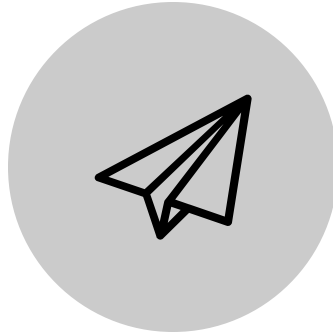
 44% Irish news

 41% Medical

Channels participants would like to receive information through:



WHATSAPP
49%



EMAIL 49%



ONLINE NEWS
SITES 36%