Digital Connectivity & Entrepreneurship in Refugee Camps & Settlements

ILO Report Launch Webinar
29.04.2021
Hervé Nicolle & Jared Owuor
Results: The reality of digital opportunities and barriers in refugee settlement & camps

- High smartphone access within refugee communities offers new opportunities for mobile based services.
- Young refugees are more likely to use smartphones than older refugees.
- Refugees with a higher level of education are more likely to own a smartphone.
- Income level likely to influence the type of mobile device ownership.

“There are opportunities, but they are not many or known to the majority of those who should be benefiting.”
Barriers: Accessing Services Over the Internet

- Poor literacy
- Limited financial resources
- Poor phone signal coverage
- Electricity shortages
Opportunities for Policy Makers

1. Use of ICT to enhance education & vocational development
2. Incentivising mobile operators to lower the cost of access to mobile connectivity
3. Further research to contextualise interventions and better understand the living realities of refugees
4. Invest more in enabling and inclusive infrastructure.
Our research connects the voices of communities to change-makers for more inclusive societies.