

INFORMATION IN THE PREFERRED LANGUAGE

Process indicator

Indicator Phrasing

English: % of the target population receiving information in their preferred language

French: % de la population cible recevant des informations dans leur langue préférée

Spanish: % de la población destinataria que recibe información en su lengua preferida

Portuguese: % da população-alvo que recebe informação na sua língua preferida

Czech: % cílové populace dostávající informace v jimi preferovaném jazyku

What is its purpose?

The indicator measures the proportion of the target group members who are receiving information about humanitarian or development programmes, available assistance or their rights in their preferred language of communication.

How to Collect and Analyse the Required Data

To determine the indicator's value, use the following methodology:

1) **Define in which language(s) is information about humanitarian or development intervention(s) provided** to the target population. If the languages used for written and spoken communication are (sometimes) different, specify them.

2) **Conduct individual interviews** with a [representative sample](#) of the target group members to understand in which language(s) they prefer to receive information.

RECOMMENDED SURVEY QUESTIONS (Q) AND POSSIBLE ANSWERS (A)

Q1: *Aid organizations often provide people with various types of information. Can you please tell me in which language(s) you prefer to receive spoken information?*

A1: provide a list of locally spoken languages; multiple choices possible

Q2: *Can you please tell me in which language(s) you prefer to receive written information?*

A2: provide a list of relevant languages; multiple choices possible

3) To **calculate the indicator value**, divide the number of respondents who receive spoken as well as written information in (one of) the preferred languages by the total number of respondents. Multiply the result by 100 to convert it to a percentage.

Disaggregate by

[Disaggregate](#) the data by ethnicity, gender, age groups, and other relevant criteria.

Important Comments

1) In addition to reporting on the indicator's value, report also on the percentage of people who receive **spoken** information in their preferred language and the percentage of people who receive **written** information in their preferred language.

2) Some respondents might be comfortable with communicating in multiple languages. Therefore, **ensure that the enumerators probe** (in a neutral, non-leading manner) about all the languages the respondent is comfortable using.