

COMMUNITY CONSULTATIONS ON HUMANITARIAN AID

Findings From SOUTH SUDAN



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Photo above, cover photo: Charlotte Cans/OCHA

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1. Introduction

In preparation for the World Humanitarian Summit (WHS), the WHS secretariat commissioned Ipsos to conduct community consultations with crisis-affected communities in multiple focus countries. The countries chosen for the consultations were **Afghanistan, Guinea, South Sudan, Syria, and Ukraine**, representing a diverse range of geographic regions, humanitarian contexts, and actors.

Ipsos conducted semi-structured interviews and community workshops in each country to gain in-depth information on how affected communities respond to crises, the role they see for international humanitarian responders, issues related to service delivery, and ways to improve identified shortcomings within the humanitarian system.

This complements the consultations with crisis-affected communities and stakeholder groups which took place in previous years and which were synthesized in the report, “Restoring Humanity: Global Voices Calling for Action.” This report highlighted the importance of involving marginalized populations in the planning of humanitarian responses, such as women, children, the elderly, the disabled, and displaced persons, and maintained a focus on security, dignity, and economic opportunity, emphasizing that:¹

People’s safety and dignity must be considered the primary aim of humanitarian activity, regardless of the context or actor.

The “Restoring Humanity” report draws on several priority themes that are critical in ensuring that people’s safety and dignity remain the primary aim of the global humanitarian aid system:² **Put People First: Adapt to Context; Build Diverse Partnerships; and Guarantee Reliable Finance.**

¹ World Humanitarian Summit, “Restoring Humanity: Synthesis of the Consultation Process for the World Humanitarian Summit,” 2015.

<https://consultations.worldhumanitarian summit.org/bitcache/32aeda5fe90ceba891060ad51d0bd823da273cf9?vid=555986&disposition=inline&op=view>

² Ibid.

In this report these are reflected in the following chapters:

1. Key needs and priorities;
2. Livelihoods and employment;
3. Security and personal safety;
4. Social cohesion;
5. Gender;
6. The challenges of accessing assistance;
7. The role of organizations; and,
8. Information needs and communication channels.

The community consultations conducted by Ipsos seek to create a greater understanding of these priority themes through amplifying the voices of those who have most at stake in maximizing the effectiveness of humanitarian programs.

This report summarizes the findings of the community consultations from South Sudan. The community consultation for South Sudan consisted of quantitative and qualitative research with 578 conflict-affected community members.



Photo: OCHA

South Sudan, with a total population of around 12 million people, gained its independence from Sudan in July 2011, after a referendum in which 99% of southern Sudanese voted to secede.³ A little more than two years after independence, South Sudan found itself engulfed in civil conflict when a political struggle between President Salva Kiir and former Vice President Riek Machar took on an ethnic dimension.⁴ Violence spread rapidly throughout the country, with armed groups targeting civilians, committing acts of sexual violence, looting and destroying property, and conscripting child soldiers.

The conflict has generated massive humanitarian needs. More than 2.3 million people have been displaced, including more than 1.69 million people internally displaced and at least 700,000 people who have fled to neighboring countries as refugees. Since the onset of the conflict, as many as 85,000 civilians have sought protection from the violence in eight compounds across the country run by the UN Mission in South Sudan (UNMISS).⁵ This displacement has placed immense pressure on limited resources in communities and camps, and has in some places served to weaken social cohesion.

Tens of thousands of people have been killed or injured, and sexual and gender based violence is rampant. Food insecurity has reached record levels as farmers have been prevented from planting or harvesting crops, markets have collapsed and people's purchasing power has diminished. In July 2014, the UN Security Council declared South Sudan's food crisis the worst in the world, warning that some four million people — a third of South Sudan's population — could be affected and up to fifty thousand children could die of hunger.⁶ While Kiir and Machar signed a peace agreement in August 2015, the implementation remains tenuous, as both sides blame the other for cease-fire violations.⁷

³ BBC News, South Sudan Profile — Overview.

<http://www.bbc.com/news/world-africa-14019208>

⁴ Council on Foreign Relations, "Civil War in South Sudan."

<http://www.cfr.org/global/global-conflict-tracker/p32137#1/conflict/civil-war-in-south-sudan>

⁵ United Nations Mission in South Sudan (UNMISS), Background.

<http://www.un.org/en/peacekeeping/missions/unmiss/background.shtml>

⁶ Ibid.

⁷ Ibid.

2. Summary of Findings

In South Sudan, the protracted conflict has resulted in massive food shortages, widespread injuries, and the loss of homes and farms. Thus it is unsurprising that among the participants surveyed, the most pressing needs are food, medical treatment, and shelter. In terms of receiving assistance, there is a wide disparity between those living in camps and those living outside camps, with the former group more likely to have access to assistance in all areas. Nearly two-thirds of respondents have received food assistance, more than half received medical treatment or healthcare, and more than half have received shelter. All of these forms of assistance were more common in the Juba Protection of Civilian (PoC) camp.

Financial assistance was considered less of a priority. Participants in the qualitative research highlighted that regardless of where they were located, money was irrelevant to them, as they lacked access to markets. Thus, actual food items such as milk, sugar, and grain were much more important, as were long-term development projects like roads and hospitals. Access to employment and jobs was considered a most needed service by about four in ten of those surveyed. The qualitative research showed that those living inside camps often felt that they were being denied employment opportunities by the organizations operating there, despite having the qualifications. As many are unable to leave the camps, this leads to a sense of frustration and resentment.

Large percentages of respondents had experienced traumatic events related to armed conflict — with more than half reporting that an immediate family member has been killed in the conflict, and nearly two thirds having lost contact with a close relative. However, only four out of ten respondents in South Sudan reported that security and protection is a most needed resource, indicating that more immediate needs such as food and shelter take precedence. Conflict and dispute resolution was more of a



priority in South Sudan, with more than half of respondents saying that this is most needed. Many participants in the qualitative workshops felt that the lack of progress in achieving peace and reconciliation was hindering effective assistance and development, particularly in areas outside of the camps. The qualitative groups also indicated that while people think the international community has a responsibility to bring peace to South Sudan, this needs to be done in collaboration with South Sudan's national government to be effective in the long term.

Women reported greater challenges accessing income generation opportunities and spoke more often about the need for training programs and employment to be directed specifically at women, so that they could gain more self-sufficiency and help to support their families. Unsurprisingly, women were therefore more likely than men to report that financial assistance was their most-needed resource. Sexual violence was also identified as a key concern for women in South Sudan — one in three respondents reported that someone they knew well was a victim of sexual violence.

Corruption was a primary barrier to accessing assistance, followed by discrimination or social status and the black market. The qualitative research shows that many perceive either the local organizations or governmental authorities to be keeping aid funds for themselves instead of distributing to local communities. Location was also a key barrier to access, with those outside of camps having had much less access to assistance than those within them. This is confirmed by the quantitative data — while all locations received at least some assistance, those in the Juba PoC site were much more likely to have received assistance, and to have that assistance meet their needs, than their counterparts outside the camps. When asked about influence over the support that they had received, two-thirds of respondents said that they had some influence over assistance received — this sentiment was also reflected in the qualitative focus groups, where people connected their lack of influence over assistance to the lack of assistance received overall.

Almost two thirds said that they have received assistance from the United Nations, with practically all of those in the Juba PoC site reporting that they had received UN assistance. Nearly half of respondents received

assistance from the International Red Cross, and one-third received assistance from Médecins Sans Frontières/Doctors without Borders. Almost all respondents felt that the United Nations should take the most responsibility in providing assistance during the crises in South Sudan, with smaller percentages reporting that the International Red Cross and international NGOs and charities should take responsibility.

There is general lack of connectivity or access to more modern forms of media, preventing many people from receiving accurate or timely information about assistance. The majority of those surveyed used the radio to find out about receiving support or assistance, followed by traditional sources such as local community leaders, local religious leaders, and friends and family.



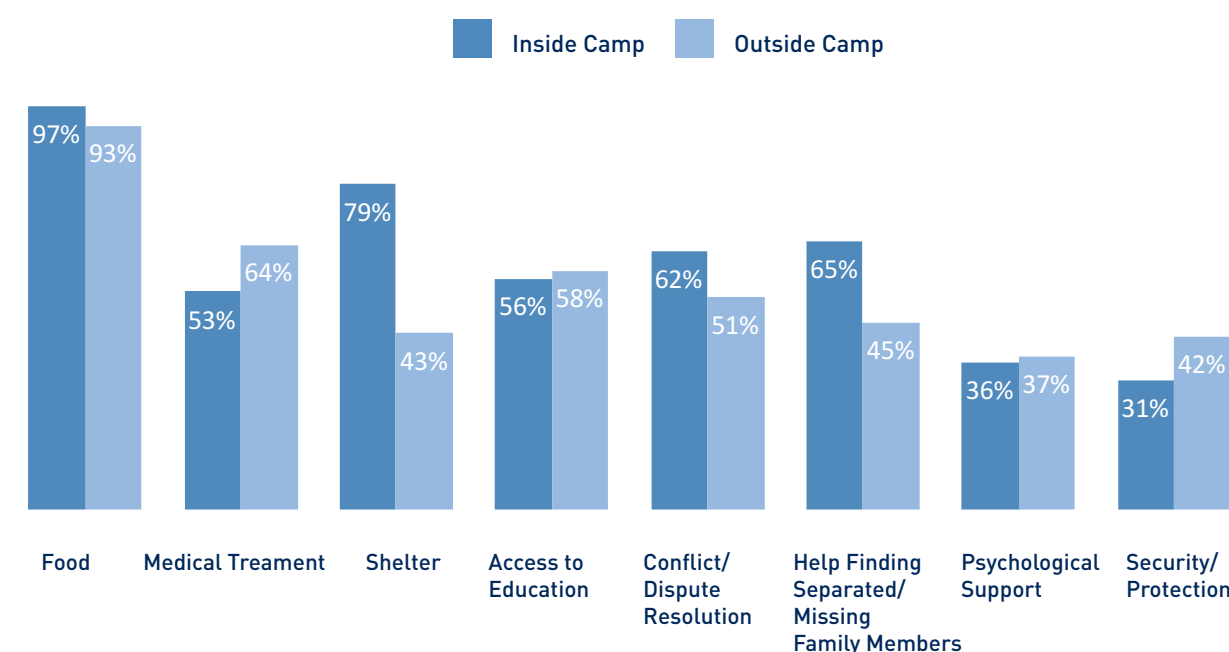
Photo: Charlotte Cans/OCHA/

3. Detailed Findings: South Sudan

3.1 Needs and Priorities

For the participants in this study, who included residents in a Juba PoC site as well as IDP and non-IDP populations in urban, suburban, and rural Juba and Bor, food, medical treatment and psychological services, and shelter are their most pressing needs, which is unsurprising considering the fact that the protracted conflict has resulted in massive food shortages, widespread injuries, and the loss of homes and farms, which have presented significant protection concerns.

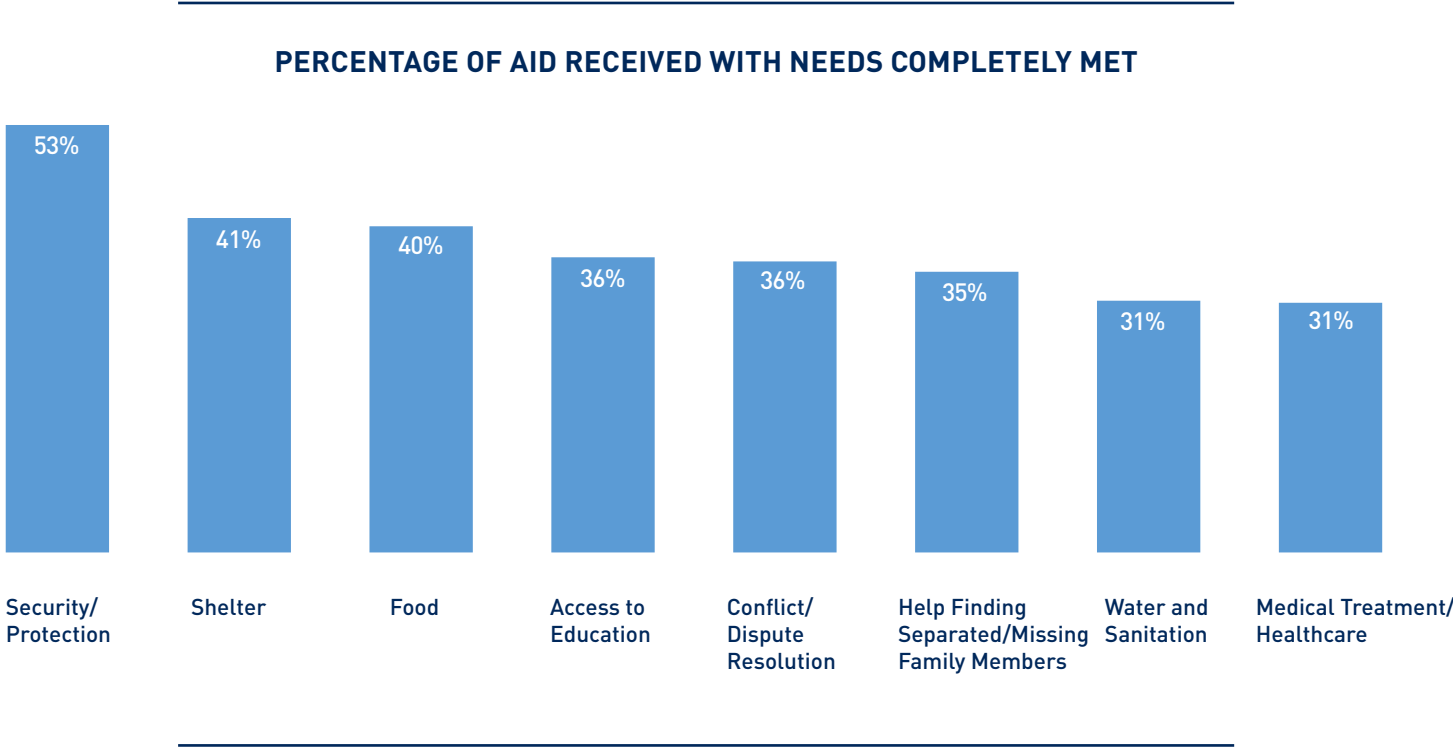
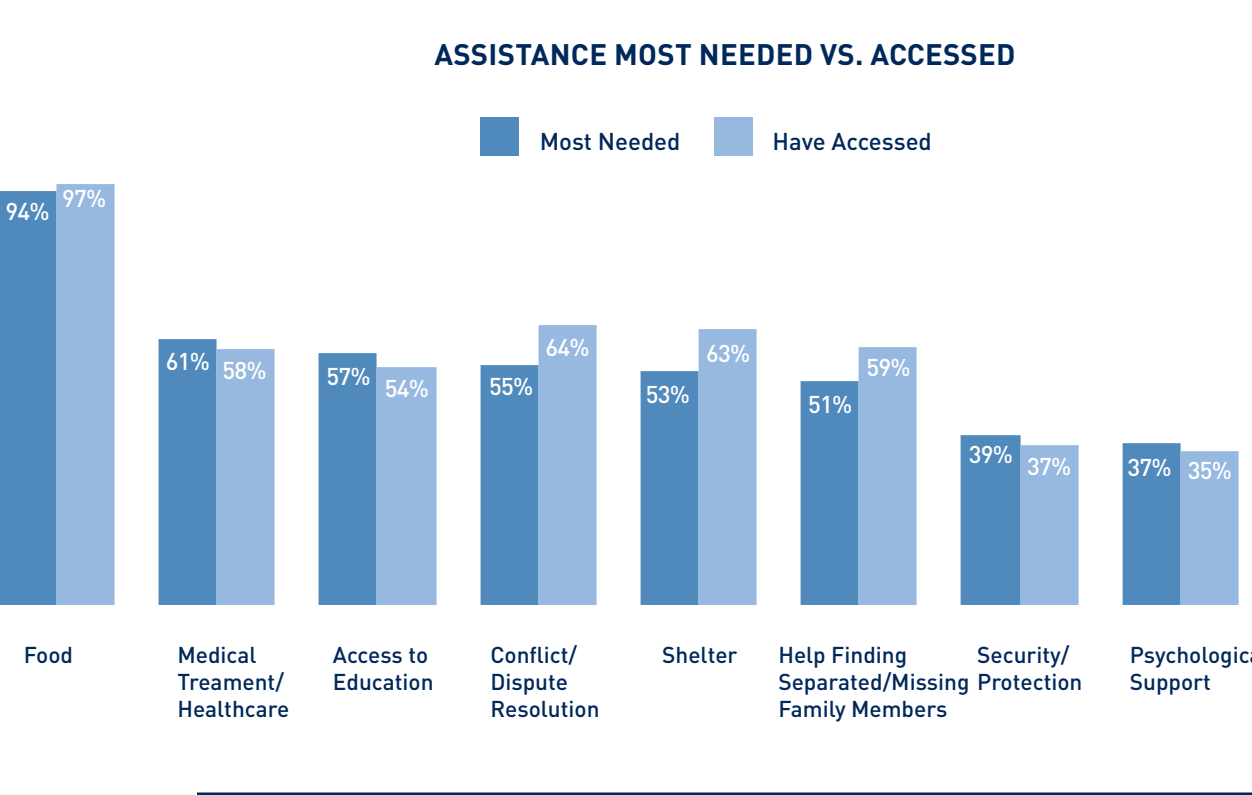
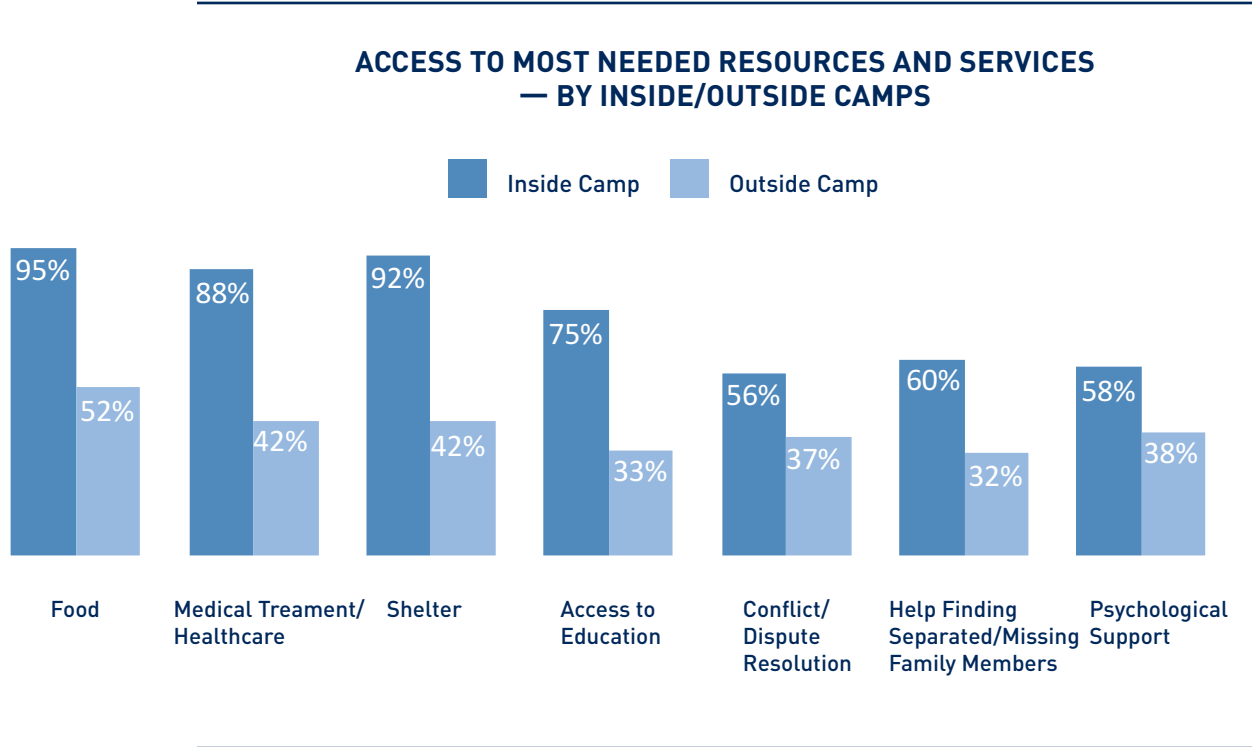
MOST NEEDED RESOURCES AND SERVICES — BY INSIDE/OUTSIDE CAMPS



We have experienced a lot of challenges during the recent conflict here. We lost many of our belongings, damaged our properties, lost our beloved ones, lost our family members, lost our means of income like jobs, farm land, wounded in conflict. And living in fear up to now.

— Female, Juba, Outside Camps

Residents of the Juba PoC site where interviews took place have generally had more experience with receiving assistance, due to greater ease of access. This results in an overall disparity in both the quantitative and qualitative findings between those inside the Juba PoC site and those outside, with the former group more likely to have received assistance in all areas. In addition, with 95% of IDPs living in the Juba PoC site and 62% of the site consisting of IDPs, there is general overlap in findings between those two groups.



FOOD

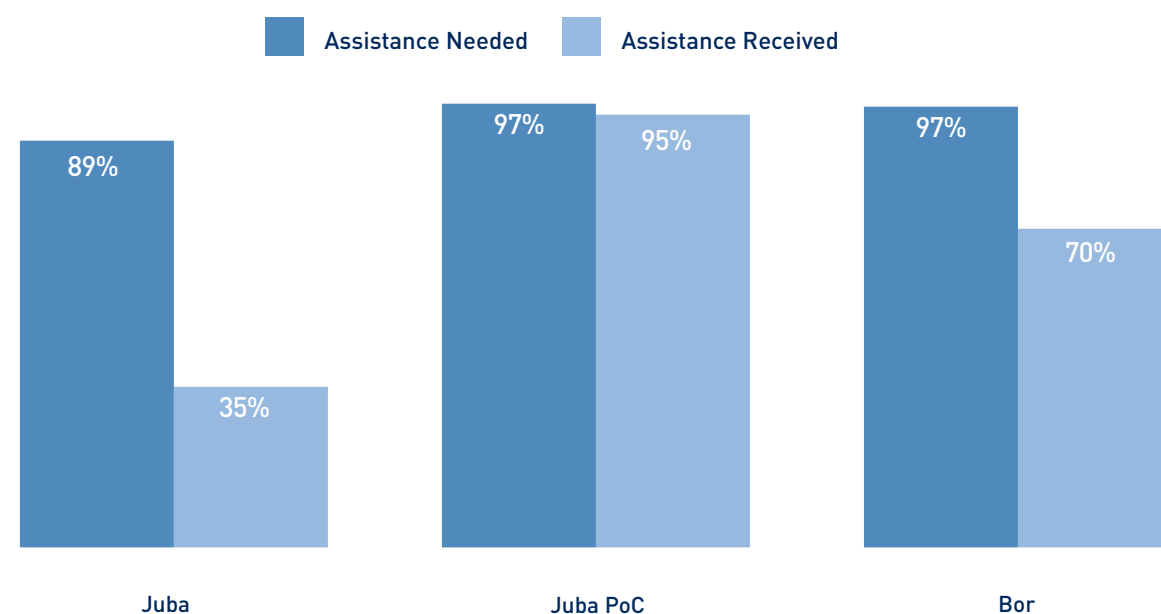
Look at us — do we look healthy? We used to look fat and healthy like a boran cow! But now look at us! We are suffering a lot. We eat one meal a day and sometime we go without food.
— Male, Juba, Outside Camps

Almost all respondents (94%) reported that food is a resource that is most needed. This was slightly higher inside the Juba PoC site (97%) and Bor (97%), in urban locations (95%), and among those that have received assistance (97%).

Nearly two-thirds (65%) of respondents have received food assistance. This was much more commonly reported inside the Juba PoC site, where almost all (95%) of respondents had received food assistance, compared with Bor (70%), and Juba outside of the PoC site where only one third had received any assistance (35%).

We don't know if this year we will be having hunger or there is no hunger. We just know when the rain comes, we dig and eat.
— Female, Bor

PERCENTAGE THAT REPORTED FOOD AS A MOST NEEDED RESOURCE VS. PERCENTAGE THAT HAVE RECEIVED FOOD — BY LOCATION



Food assistance had been received more frequently by IDPs (78%, compared with 53% of non-IDPs), those in urban locations (74%, compared with 37% of those in rural locations), and those over the age of 45 (71%).

Of those that have received food assistance, almost all (92%) said the assistance met their need to some extent, although only 40% reported it completely met their need. Those that received assistance inside the Juba PoC site were more likely to report their need was met to some extent (97%), than those outside the Juba PoC site (88%).

Despite the fact that they are more likely to receive food assistance, those inside the Juba PoC site reported in the qualitative workshops that they also suffer from a shortage of food. This seems to be due primarily to newcomers in the site who have not registered for food assistance, who increase the demand for food without a corresponding increase in supply. Such pressures can fuel tensions and therefore considerations to conflict-sensitive programming and opportunities to promote social cohesion are paramount.

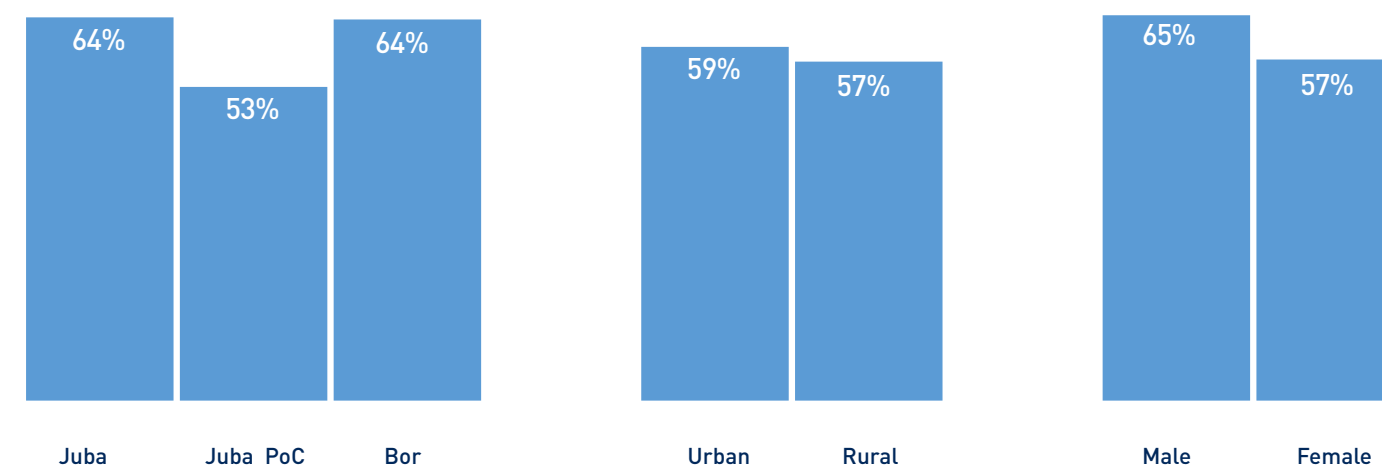
The situation in the camp here is not good due to shortage of food and water. A problem that is really very demanding is community members coming from where they are affected by the war and they have not registered for food. So we are sharing this food with them.

— Female, Juba PoC

MEDICAL TREATMENT AND HEALTHCARE

More than two-thirds of respondents (70%) have no or limited access to healthcare and medical treatment, half (51%) know someone who has suffered from a public health crisis or an infectious disease, and almost half (44%) report having have been wounded during a conflict or a natural disaster. It is therefore unsurprising that medical treatment and healthcare is reported to be a most pressing need in South Sudan by two thirds (61%) of respondents.

PERCENTAGE THAT REPORTED MEDICAL ASSISTANCE AS A MOST NEEDED RESOURCE — BY SUBGROUP



Medical treatment and healthcare was slightly more likely to be a pressing need in areas in South Sudan that were outside of the Juba PoC site (64%), among those that have experienced a public health crisis (70%), those that have not received assistance (64%), and parents (62%).

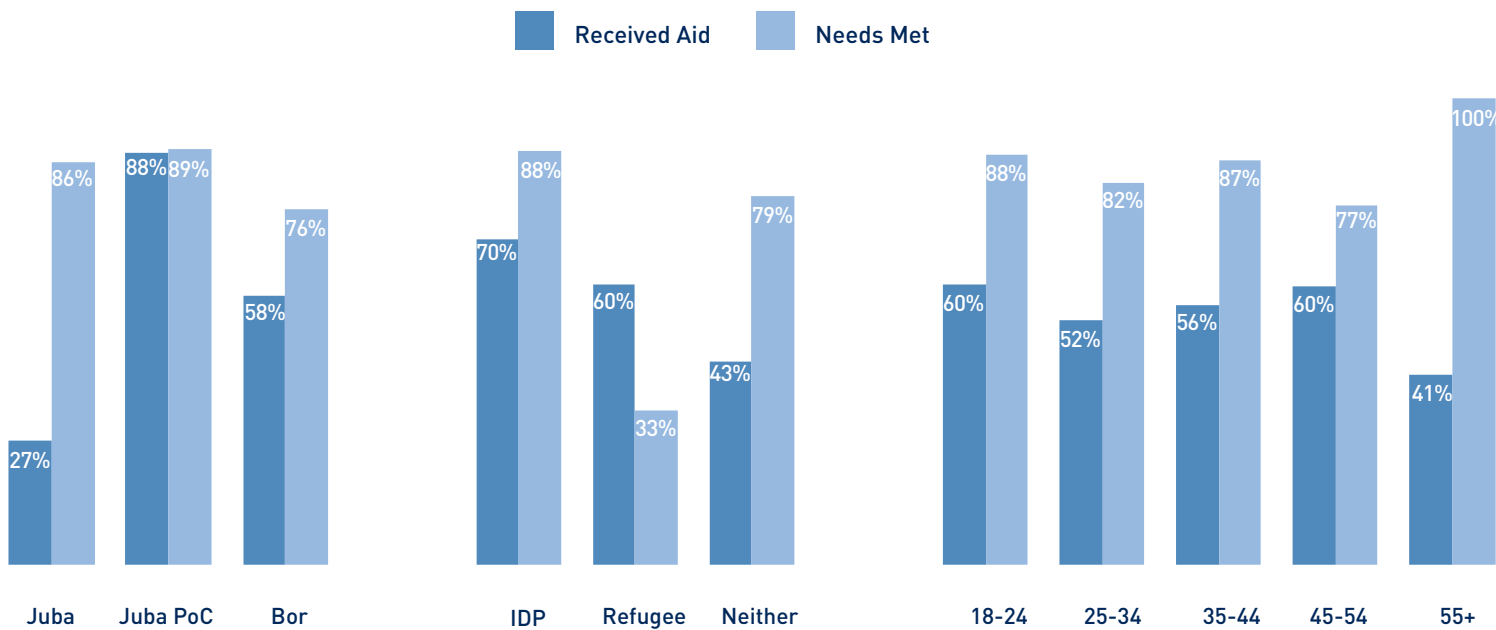
More than half of respondents reported to have received medical treatment or healthcare (55%) and this was much more commonly reported inside the Juba PoC site (88%) and in Bor (58%) than in Juba (27%). IDP populations in general were also more likely to have received medical treatment or healthcare (70% compared with 44% of non-IDP populations, as were those in urban areas (65%), parents (57%), those that have experienced natural disaster (68%), and the unemployed (58%).

In the qualitative workshops it was reported that those living outside of IDP camps or PoC sites often had to travel long distances to get medical treatment and healthcare. Facilitating access to healthcare or medical treatment should be a priority either by providing a mode of transportation to healthcare facilities or bringing healthcare facilities to them.

There are no hospitals here. If someone is sick you have to take him or her up to the hospital in Juba and it is difficult there and even far.

— Female, Juba, Outside Camps

PERCENTAGE THAT RECEIVED MEDICAL ASSISTANCE
VS. PERCENTAGE OF THOSE THAT HAD THEIR NEEDS MET
— BY LOCATION, IDP STATUS, AND AGE



Among those that have received medical treatment or healthcare, most (82%) felt that their needs had been met by the assistance, although only one third (31%) felt their needs had been fully met. Those in Bor were least likely to feel that their medical treatment and healthcare needs had been met fully (16%), compared with more than one third in Juba (35%) and inside the Juba PoC site (40%).

Regarding more specific healthcare needs, one quarter (24%) reported that access to reproductive health services as a most needed service. This was more often expressed in suburban locations (38%) than urban (23%) or rural (19%) locations.

In my opinion women should be trained about maternity care, childcare and personal hygiene, because they have a lot to care for in their various families.
— Male, Bor

Only one third (36%) of respondents report having received access to reproductive health services, and like other healthcare services, this is more common inside the Juba PoC site (54%) and in Bor (41%) than in Juba (17%). IDP populations more often reported receiving reproductive health services (44%), as did those in urban locations (43%), compared with just 12% of those in rural locations.

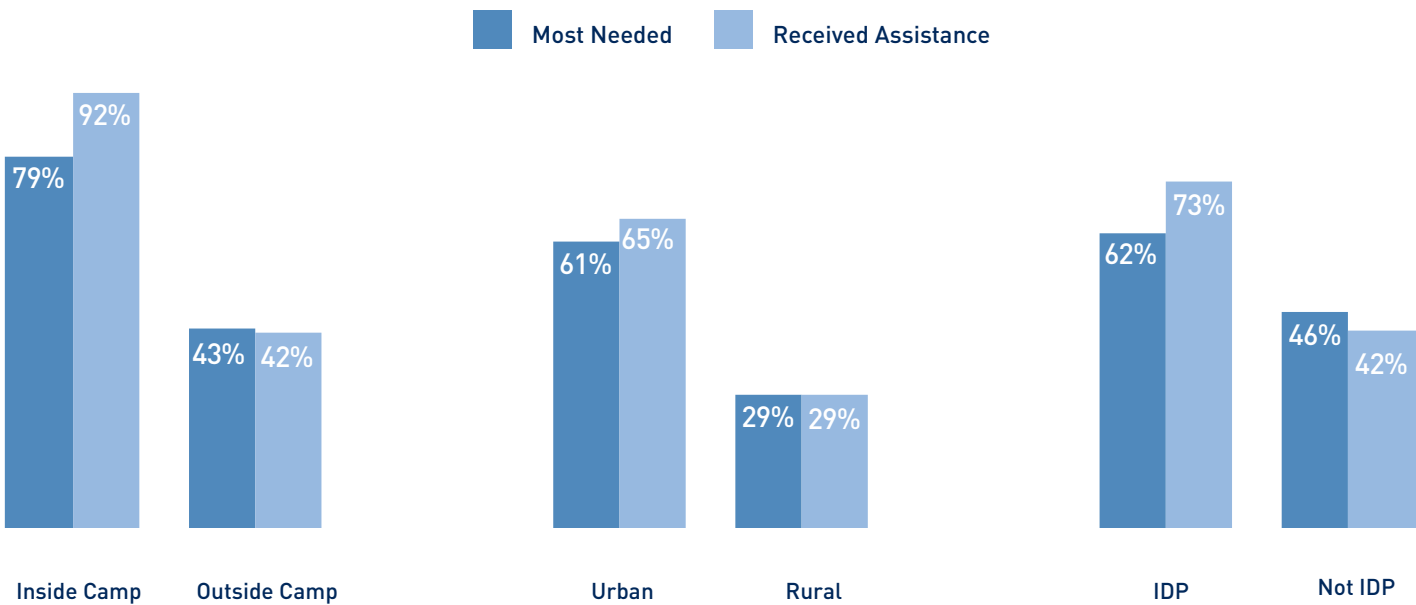
Among those that have received reproductive health services, two thirds (67%) reported that their needs were met to some extent, with just 22% saying that their needs were fully met.

SHELTER

I'm very excited to express my views concerning our suffering within the camp, concerning the tents where we are staying. These plastic sheets are damaged — they need to be changed before the rain comes.
— Male, Juba PoC

Two-thirds (66%) of study participants have been forced to leave their home. In addition, 64% reported having sustained serious damage to their property. It is not surprising, then, that more than half of respondents (53%) reported that shelter is a most needed resource. Those who report needing shelter were more likely to be inside the Juba PoC site (79%) and in Bor (62%) than in Juba (25%), and in urban locations (61%) than in rural (29%).

PERCENTAGE THAT REPORTED SHELTER AS A MOST NEEDED RESOURCE
VS. PERCENTAGE THAT HAVE RECEIVED SHELTER
— BY LOCATION AND IDP STATUS



More than half (56%) have received shelter as a form of assistance, and not surprisingly this was more often reported in the Juba PoC site (92%) than in Bor (57%) or Juba (28%), it was also more often reported among IDP populations (73%) and those in urban locations (65%).

Of those who have received shelter, 91% said it met their needs to some extent, with 41% saying it completely met their needs. Nearly all (96%) of those that received shelter in the Juba PoC site said that their needs were met to some extent, with 57% saying it completely met their needs.

WATER AND SANITATION

Despite the deprivation of other basic necessities, most respondents reported having regular access to water. Thus, water and sanitation were seen as most-needed resource by only one-third (30%) of respondents. Rural populations were much more likely to consider this a key need (39%), compared to their urban (29%) and suburban (24%) counterparts. Those in the Juba PoC site were also more likely to consider this a key need (34%), compared to those outside the site (29%).

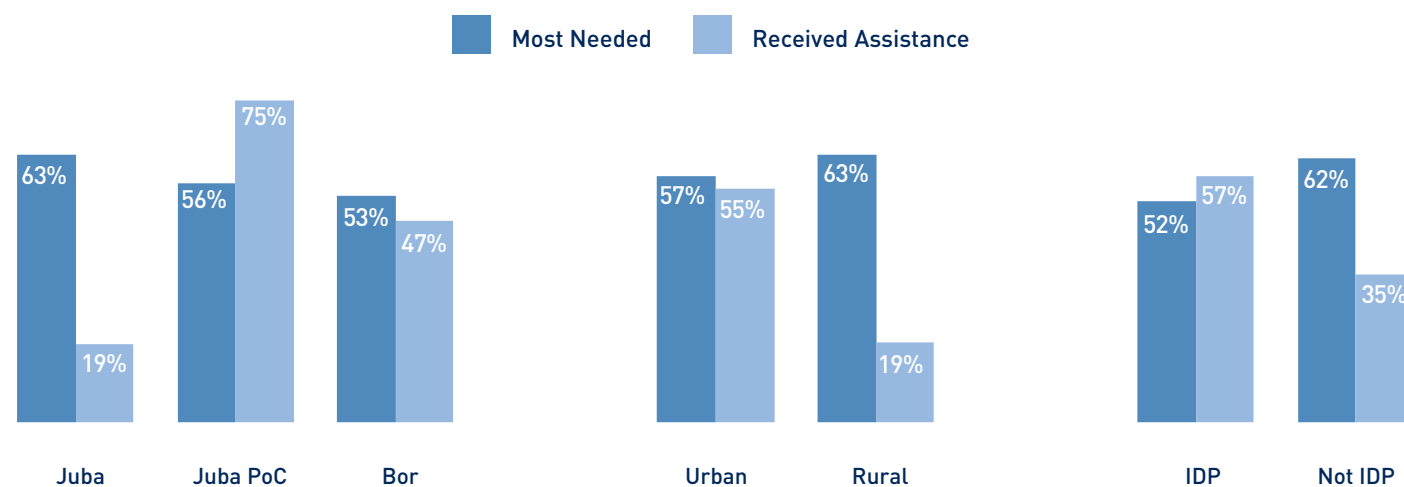
EDUCATION

Education was also a major priority, with over half (57%) of respondents perceiving access to education as a most needed service. This was more common in Juba (63%) than in the Juba PoC site (56%) or in Bor (53%), and among non-IDPs (62%) than with IDP populations (52%). In the qualitative research, participants, particularly within the Juba PoC site, noted the importance of education for youth, who often have nothing else to do if they are not in school and are at risk of negative behaviors. In addition to access to education, South Sudanese youth should have access to educational community centers with activities to keep youth occupied and away from negative influences.

Like now you can see the youth are at around the gate there.
Some of them end up drinking alcohol, taking drugs;
and this is just because we have nothing to do.
— Male, Juba PoC

Those in rural areas (63%) and those who have not received assistance (61%) were slightly more likely to perceive education as a much needed service, possibly correlated to their living outside of areas — mainly PoC sites — which had received education assistance.

PERCENTAGE THAT REPORTED ACCESS TO EDUCATION AS A MOST NEEDED SERVICE VS. PERCENTAGE THAT HAVE RECEIVED ACCESS TO EDUCATION — BY LOCATION AND IDP STATUS

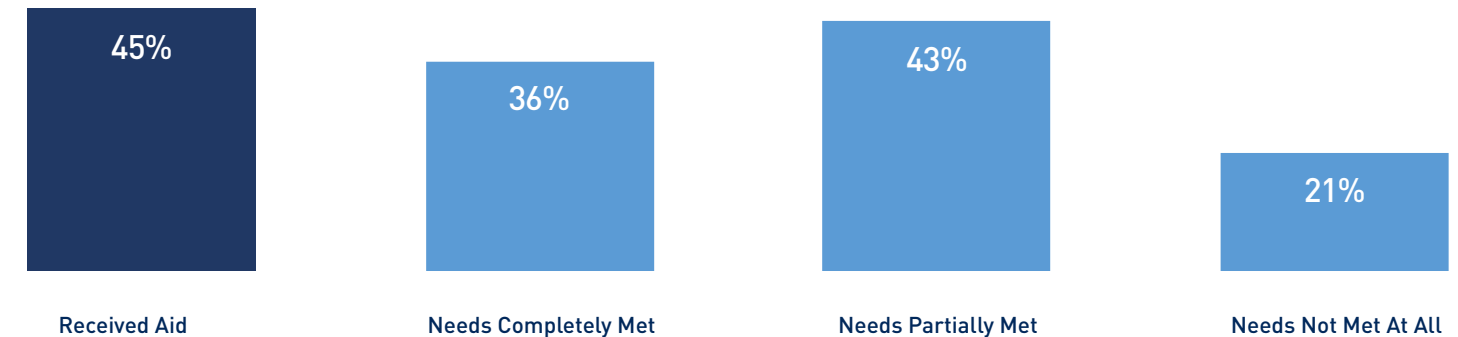


From the qualitative research, it seems education also encompasses books, uniforms, and school supplies, which are required for children's schooling but not usually provided. Several additional hurdles need to be removed to ensure children have access to education. Aid organizations should work with education providers to remove any barriers to accessing education, such as the requirement for school uniforms, or the provision of school items such as pens and workbooks.

The organization that is responsible for the education used to tell the kids to get uniforms, meanwhile, they do not give them something to get the uniforms. We are IDPs. We do not have jobs. Some of the kids — their parents are not there. It is very hard for you to get this uniform. So let this thing be taken forward because it is really a problem for the community to get a pen, an exercise book, to get this uniform.
— Male, Juba, PoC

Less than half (45%) of respondents have received access to education, much more so in the Juba PoC site (75%) and Bor (47%) than in Juba (19%). IDP populations in general were also more likely to receive these services (57%), as were those in urban locations (55%), and parents (46%).

PERCENTAGE THAT RECEIVED ACCESS TO EDUCATION ALONG WITH HOW WELL THOSE NEEDS WERE MET



Among those that have received access to education, the majority (79%) said that their needs were met, either fully (36%) or partially (43%). Needs were more often reported met inside the Juba PoC site (47% fully, 40% partially) than outside (26% fully, 46% partially).

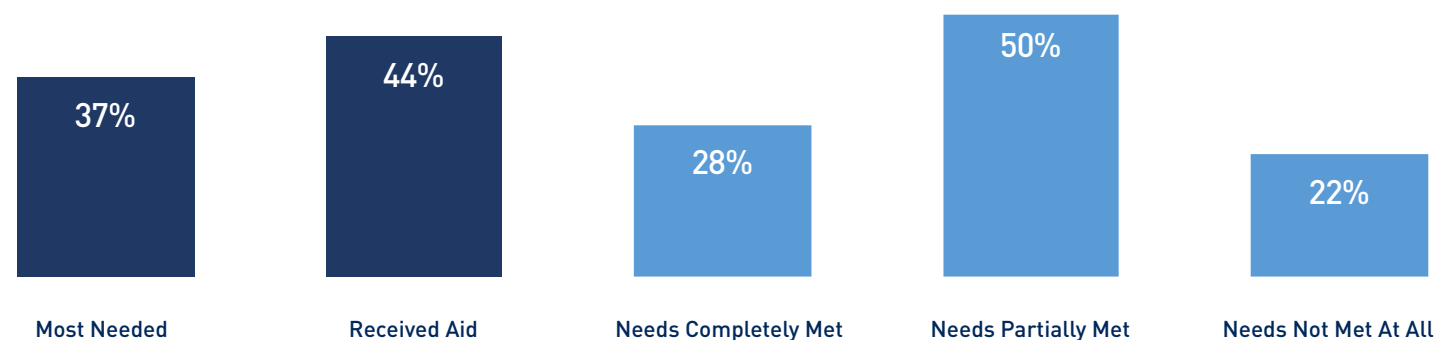
PSYCHOLOGICAL SERVICES

Psychological services were another key need, with over one third (37%) of respondents saying this was a most needed service. This was more commonly reported in Juba (42%) than in the Juba PoC site (36%) or Bor (32%), more common among IDP populations in general (41%) than non-IDPs (34%), and more common in rural (42%) and suburban (43%) locations than in urban (34%).

Psychological support was also reported as a most needed service among more men (42%) than women (32%), among non-parents (47%). Not surprising considering the traumatic impacts of the recent conflict, those that experienced armed conflict were more likely to consider psychological support a most needed service (37%) than those who experienced a public health crisis (28%) and those who experienced natural disaster (28%).

We need some counseling center that can come and help us in the camp such that those with emotional problems can at least come back to a normal stage where they can also enjoy their lives.
— Male, Juba, PoC3

PERCENTAGE REPORTING PSYCHOLOGICAL SUPPORT AS A MOST NEEDED SERVICE, PERCENTAGE THAT RECEIVED THIS AID AND HOW WELL NEEDS WERE MET



Nearly half of respondents (44%) have received psychological support, mostly in the Juba PoC site (58%) and in Bor (53%), and much less so in Juba (24%). IDP populations in general were also more likely to report receiving these services (51%), as were those in urban locations (50%), and parents (45%).

Among those that have received psychological support, a large majority reported that it met their needs (78%). Though they were less likely to receive psychological support, those in Juba were more likely to report that the services met their needs (83%, compared with 79% in the Juba PoC site and 74% in Bor), as did IDP populations (83%).

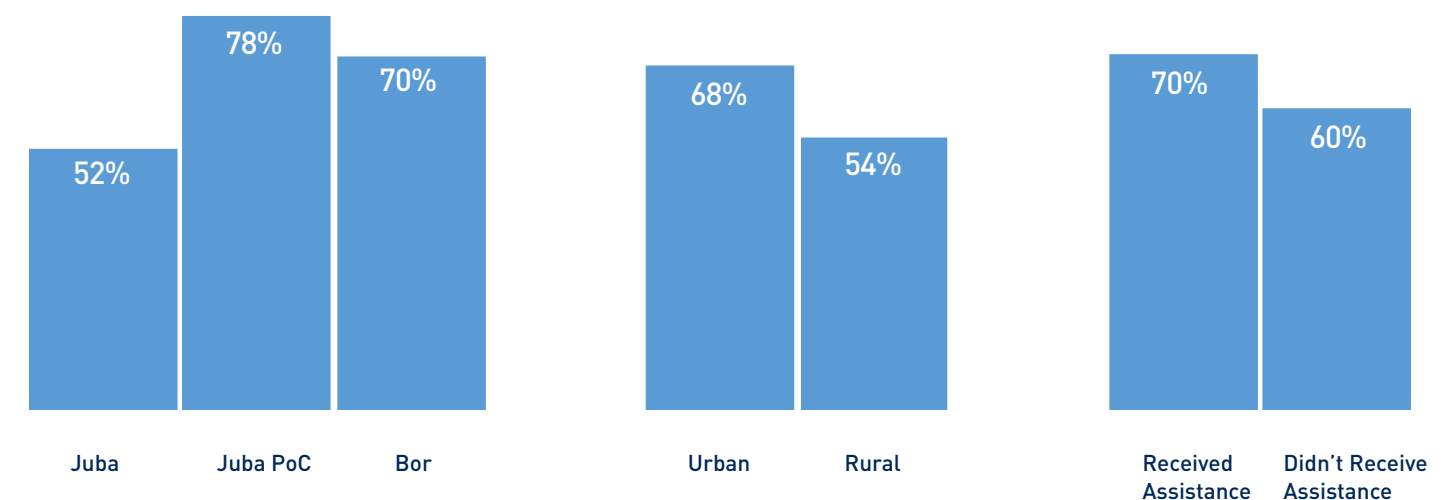
3.2 Livelihoods and employment

Displacement, destruction of farms and livelihood inputs and cattle raiding has caused significant damage to people's livelihoods. This has left people in dire need of both the resources to survive day-to-day, as well as employment opportunities that would allow them to attain long-term self-sufficiency.

AID ORGANIZATIONS SHOULD ENABLE THOSE WITH SKILLS LIVING IN CAMPS TO BE PART OF THE WORKFORCE

Two thirds of respondents (66%) reported that they have lost their means of income as a result of the crisis in South Sudan. This was more common in the Juba PoC site (78%) and amongst IDPs (71%). Those in urban (68%) or suburban (71%) locations were also more likely to report that they had lost their means of income as the result of crises than those in rural locations (54%), as were those that have received assistance (70% compared with 60% of those that have not). Also, only 14% of those surveyed were working full-time, with 12% working part-time, 30% unemployed and looking for work, and 14% unemployed and not looking for work.

PERCENTAGE THAT LOST MEANS OF INCOME AS A RESULT OF THE CRISIS — BY SUBGROUP



Access to employment and jobs was considered a most needed service by 38% of those surveyed. Those in Juba expressed this need more often (45%) than those in the Juba PoC site (21%) or Bor (31%), as did non-IDPs (40% compared with 25% of IDP populations), and those in rural areas (47% compared with 31% urban, 16% suburban). Those in the middle age brackets also more commonly expressed a need for access to employment (37% of those aged 25-44 compared with 31% of those 18-24 and 26% of those 45 and over), as did those that have experienced a public health crisis (45% compared with natural disaster 37%, armed conflict 33%).

The qualitative research showed that those living inside camps often felt that they were being denied employment opportunities by the organizations operating there, despite having the qualifications. In all locations, there is a feeling that the lack of job opportunities prevents individuals and communities from moving forward. As many are unable to leave the camps, this leads to a sense of frustration and resentment. Such feelings may fuel tensions in a delicate conflict-affected environment.

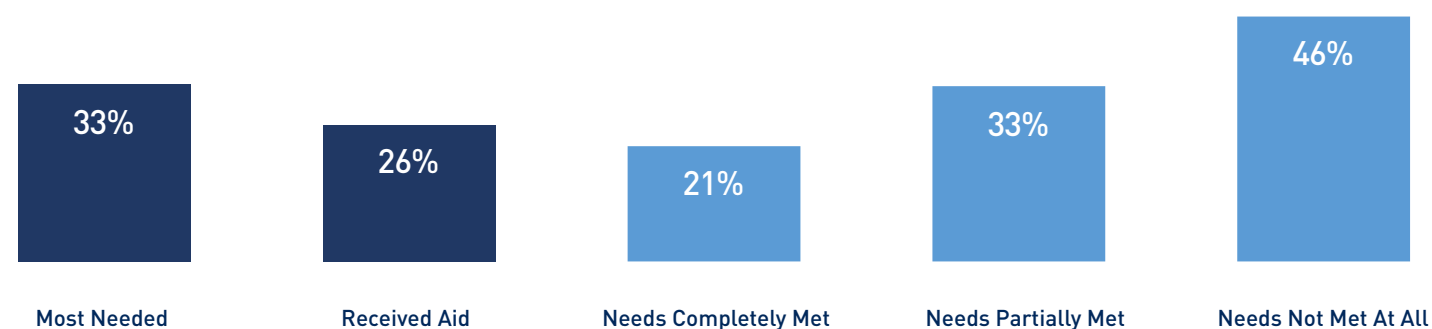
More coordination among aid organizations and communication is needed to allow those with the required expertise to find work within the camps even if those outside the camps receive the ultimate benefit. Moreover, organizations should explore opportunities with businesses outside PoC camps for those residing within the PoC camps to support.

Another thing are the jobs. We can see that there are other organizations that are working here, they have vacancies but they don't take people who are living inside. They bring their staff from outside which is not good because it makes people feel traumatized — because we ourselves have qualifications.
— Male, Juba PoC

The employed also indicated a greater need for employment assistance (38% compared with 32% of the unemployed) perhaps indicating that they consider their current jobs to provide insufficient income. They were also more likely to have received these services (31% compared with 24% of the unemployed)

One quarter of respondents (26%) have received assistance related to access to employment and/or jobs, mostly in the Juba PoC site (31%) and Bor (32%), and less so in Juba (16%). Those in urban locations also reported more commonly receiving these services (31% compared with 14% of rural), as did women (28% compared with 24% of men), those that have experienced a natural disaster (36%).

PERCENTAGE REPORTING ACCESS TO EMPLOYMENT AS A MOST NEEDED SERVICE, PERCENTAGE WHO RECEIVED THIS SERVICE, AND HOW WELL NEEDS WERE MET



Among those that have received assistance related to access to employment and jobs, over half (54%) said their needs were met either fully (21%) or partially (33%). Those living in the Juba PoC site were slightly more likely to report that their needs had been met to some extent (60% compared with 51% outside of the PoC site). However, non-IDPs were also more likely to report needs being met (59% compared with 49% of IDP populations). Men were also more likely to report their needs had been met to some extent (58% compared with 51% of women).

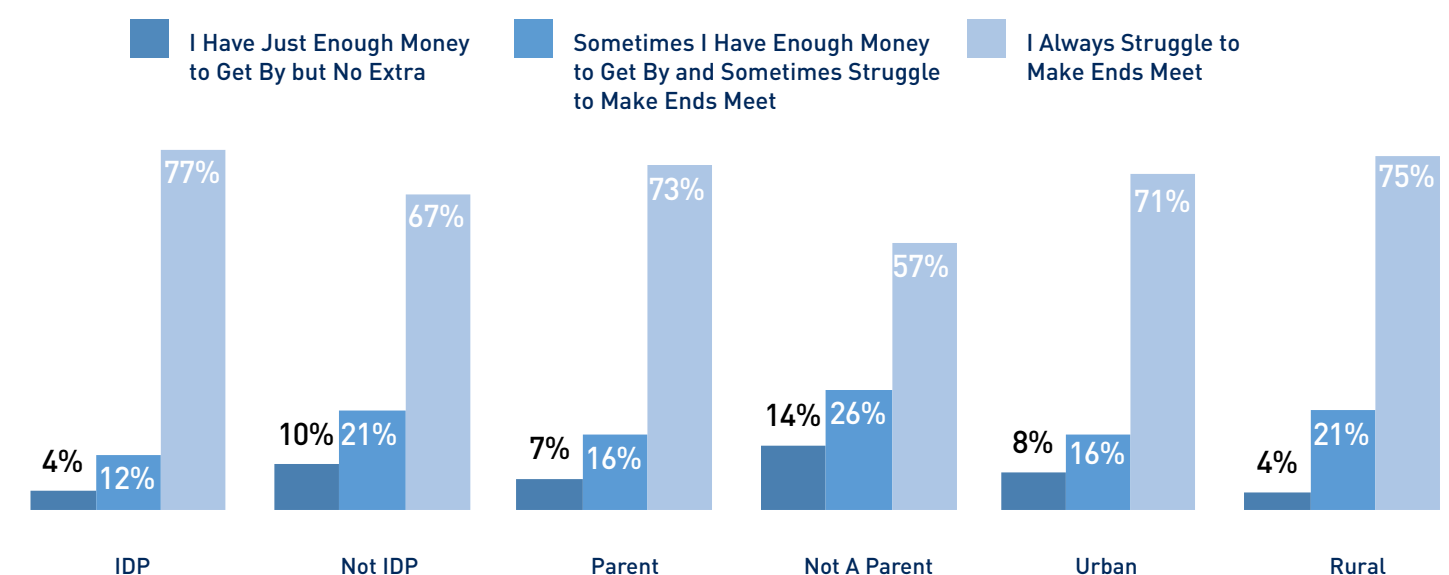
BASIC NEEDS ARE MORE IMPORTANT THAN FINANCIAL NEEDS

While there is a clear need for financial help amongst consultation participants in South Sudan, receiving financial assistance was not perceived to be as critical a priority as some of the basic necessities described in the previous section (only 8% felt that economic or financial assistance is a most needed resource). The qualitative data suggest that this is because other needs, such as food, medical care, and housing, are simply much more urgent and immediate, although there is a recognition that there needs to be more long-term assistance in the future if communities are to become self-sufficient.

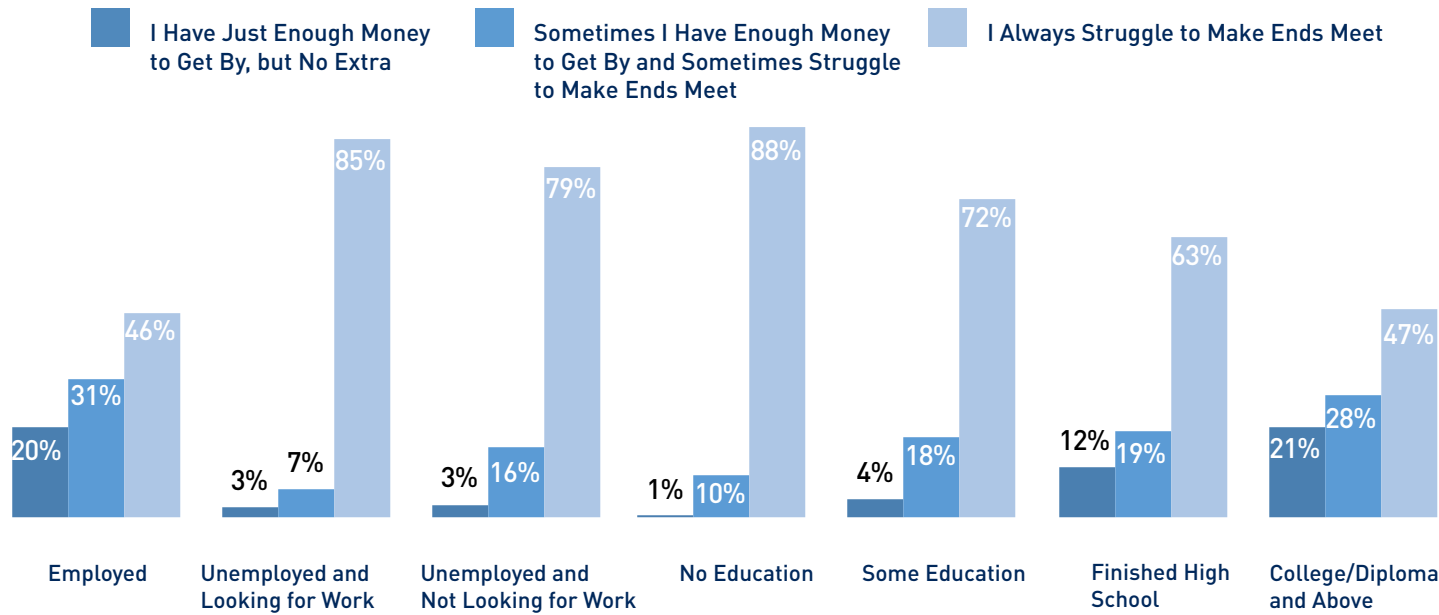
The most important things are all the main services, which are the food, the water, the housing and the health. Really, the organizations, which are working for us, are only sustaining our lives, but it is not the real way for human beings to survive.
— Male, Juba PoC

The majority of respondents (72%) reported that they always struggle to make ends meet financially. This was felt more commonly inside the Juba PoC site (87%), where jobs are few and residents rely on assistance, among IDPs (77%), parents (73%), and the unemployed (81%) and uneducated (88%).

INCOME LEVEL — BY IDP STATUS, PARENTAL STATUS, AND URBAN/ RURAL

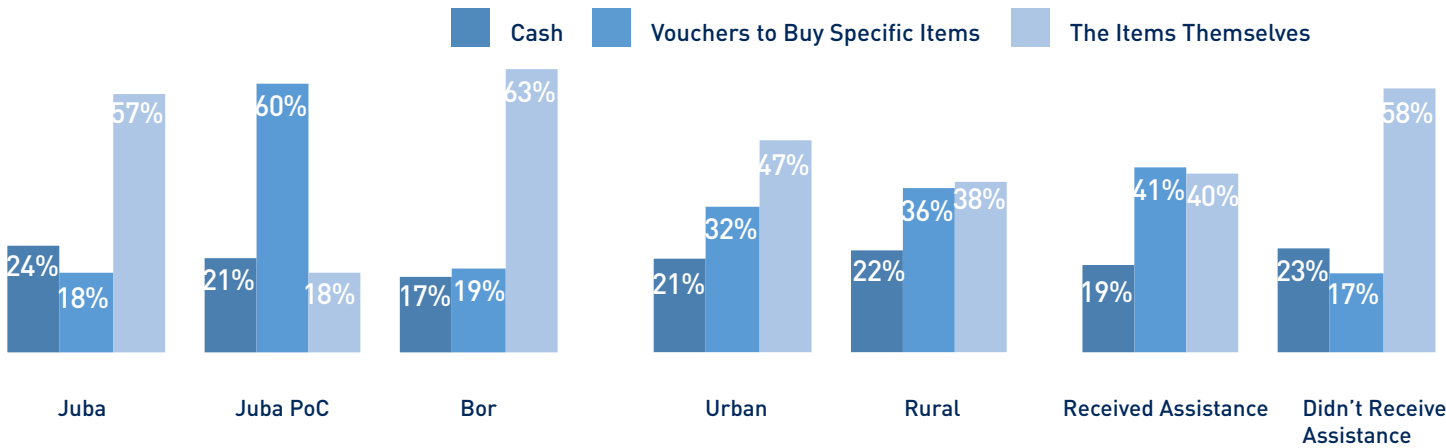


INCOME LEVEL — BY EMPLOYMENT STATUS AND EDUCATION



In terms of support received, 18% of respondents indicated that they have received economic or financial assistance of some kind, although the majority of those who had received financial assistance (61%) indicated that their needs were not met at all by this assistance.

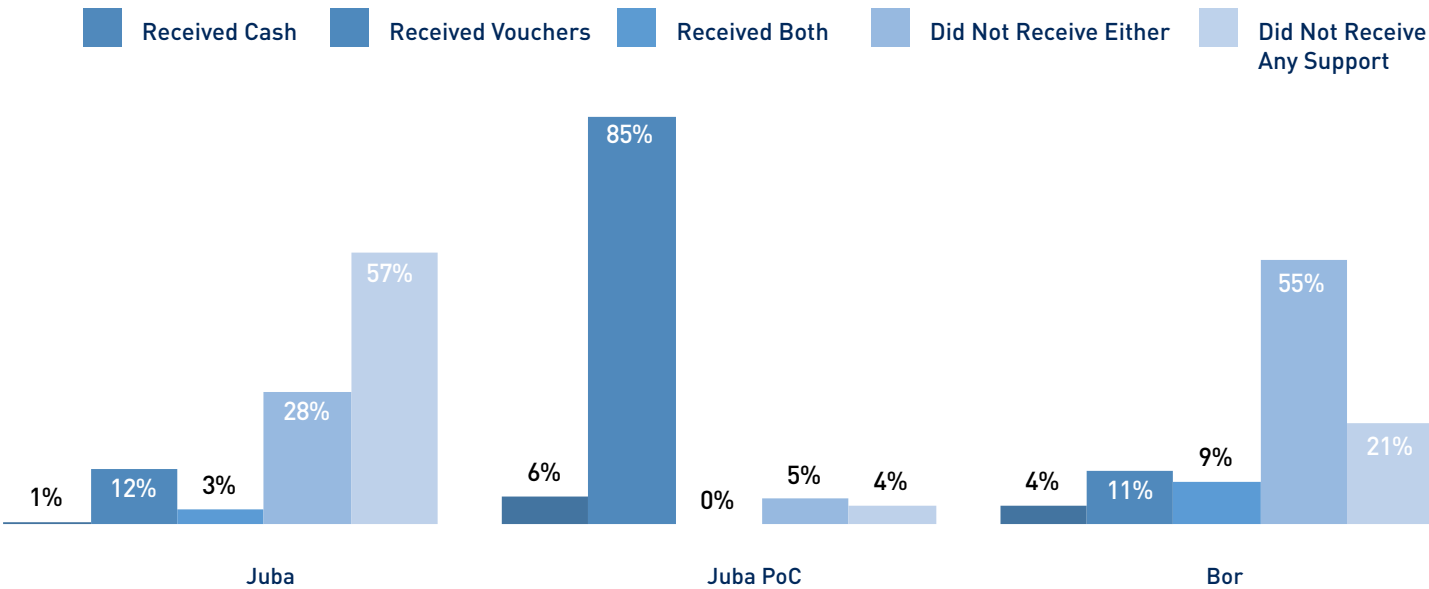
PREFERRED METHOD OF FINANCIAL ASSISTANCE — BY SUBGROUP



Almost half (48%) of respondents said that they prefer to receive items themselves rather than financial assistance such as vouchers (31%) or cash (21%). Those in Juba and Bor in particular, as well as in rural locations, indicated a strong preference for receiving items (57%, 63% and 57% respectively).

Inside the Juba PoC site there is a strong preference for receiving vouchers (60%), and 85% of respondents inside the Juba PoC site reported they had received vouchers (compared with 12% in Juba and 11% in Bor).

TYPE OF FINANCIAL ASSISTANCE RECEIVED — BY LOCATION



In the qualitative research, participants highlighted that regardless of where they were located, money was irrelevant to them, as they lack access to markets. Thus, actual food items such as milk, sugar, and sorghum (grain) were much more important, as were long-term development projects like roads and hospitals.

What I know is that instead of paying money, they should build the clinics, they should make roads, they should even give enough food to them, so I think it can be helpful.
— Male, Bor

In addition, it was felt that cash assistance was at risk of being diverted away from helping people who need it the most.

We prefer items to cash because cash can be misused and diverted.
— Male, Juba, Outside Camps

3.3 Security and Personal Safety

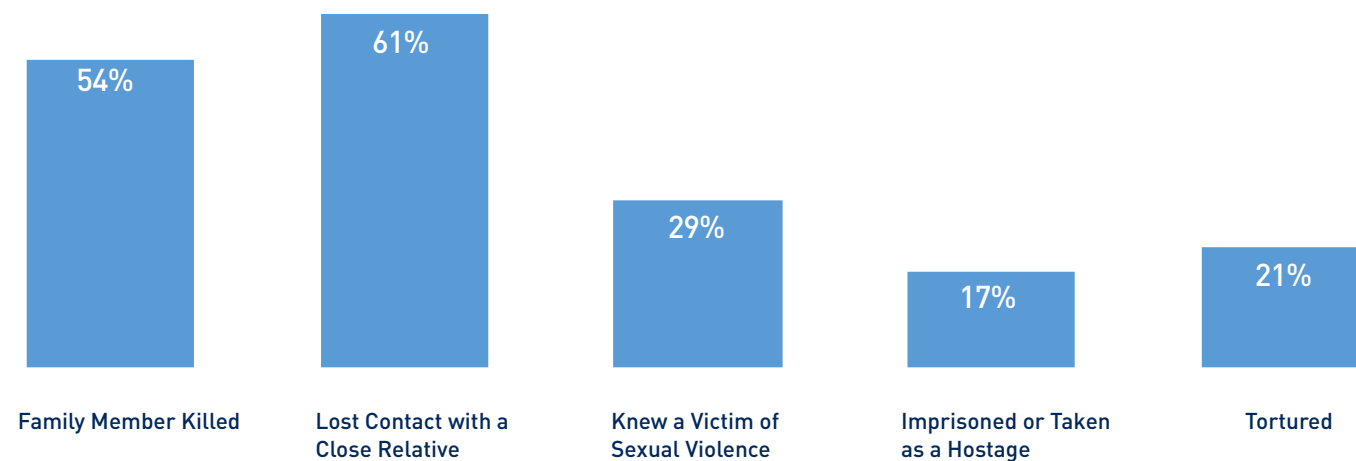
There must be peace and reconciliation because without peace and reconciliation there will still be fear.

— Male, Bor

Due to the ravages of the conflict from which many South Sudanese are still suffering, safety and security are major priorities. Almost half reported that some of their greatest fears are the inability to protect themselves and their family (46%) and losing a loved one (45%).

These fears appear to be founded in actual experiences, with more than half (54%) reporting that an immediate family member has been killed in the conflict, and two thirds (61%) having lost contact with a close relative. In addition, one third (29%) reported that someone they know well has experienced sexual violence, one fifth (21%) reported that they have been tortured, and slightly fewer (17%) have been imprisoned or taken hostage, with those in Juba somewhat more likely to report all of these experiences than those in Bor.

PERCENTAGE THAT DEALT WITH TRAUMATIC EXPERIENCES



When asked an open-ended question about how life in South Sudan could be improved, more than one third (39%) suggested ways related to peace and security, 16% suggested ways related to peace and reconciliation, and 10% suggested ways related to conflict resolution and dialogue.

They have to give trainings like “war is not good”, so that people should avoid this kind of fighting

— Interviewee, Bor

SAFETY AND PROTECTION

Depending on where respondents lived, issues of safety and security varied greatly. However, the need was relatively equal among men and women, those living in urban and rural areas, and those who have experienced different types of crises.

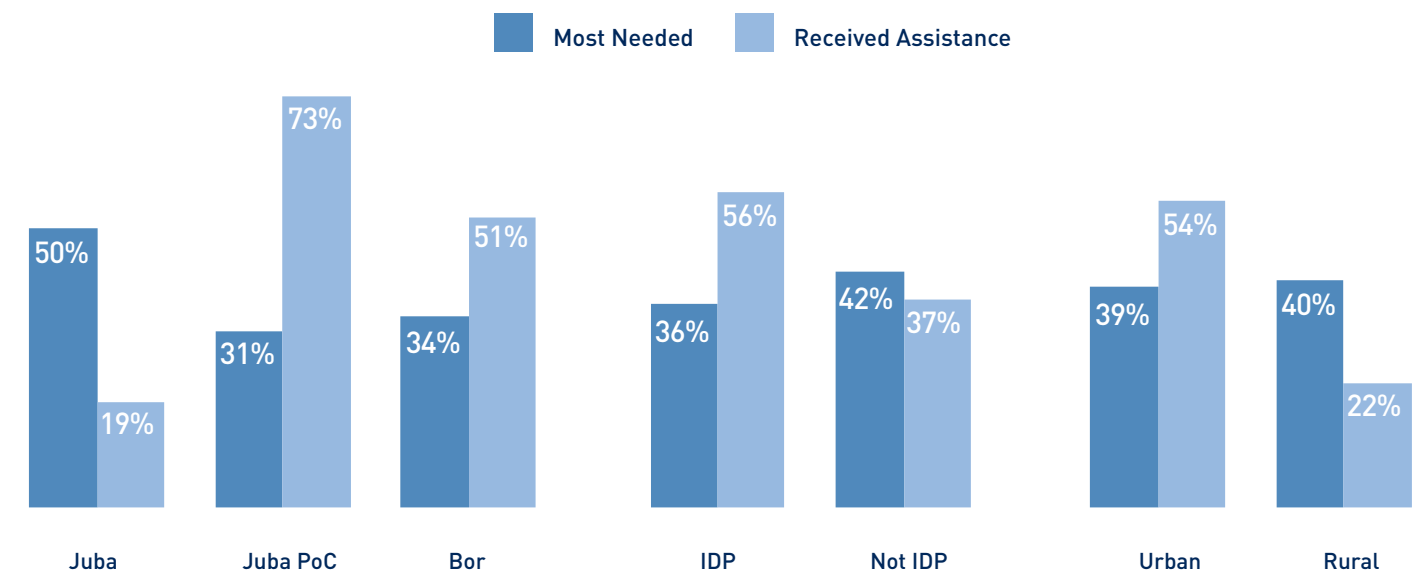
Overall, two out of five respondents (39%) reported that security and protection is a most needed resource. This was felt more strongly in Juba (50%), and less strongly in Bor (34%) and the Juba PoC site (31%), presumably due to the fact that there is more access to official protection within the camps. Security and protection was as likely to be reported to be a most needed service relatively equally by men and women, those living in urban and rural areas, and those who have experienced different types of crises.

But first of all we need peace to be the priority so that the community can move freely.

— Interviewee, Bor

Nearly half (46%) of respondents have been provided with access to security and protection services, much more so in the Juba PoC site (73%) and Bor (51%), compared with Juba (19%). More than half (56%) of IDPs have benefited from access to safety and protection compared with one third (37%) of non-IDPs. Those in urban locations also more often reported receiving such services (54%).

PERCENTAGE THAT REPORTED SAFETY AS A MOST NEEDED VS. PERCENTAGE THAT HAVE RECEIVED SECURITY ASSISTANCE — BY LOCATION AND IDP STATUS



Among those that have received access to these services, most (83%) found that they met their needs, with half (53%) reporting their needs were met fully. Those in the Juba PoC site more often reported that their needs had been met (93%) than those outside camps (74%).

Participants in the qualitative groups believed that international organizations, whether the UN or a combination of other countries' governments, should take responsibility for bringing peace and security to South Sudan, though they also want that to be done in cooperation with South Sudan's national government.

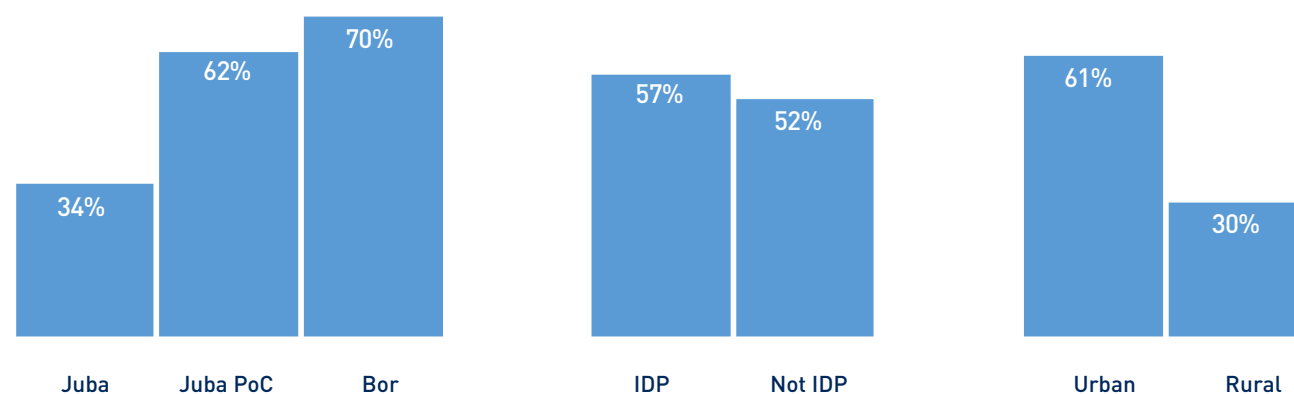
The UN needs to help in a peaceful way — they need to help the Government. But they have to start down from the community... because when the war starts, it starts down here with the people. The politics itself plays its role up there but the people who suffer are the citizens.
— Interviewee, Bor

CONFLICT PREVENTION AND SOCIAL COHESION

More than half of respondents (55%) said that conflict/dispute resolution is most needed in South Sudan. The qualitative workshops supported this, with participants widely feeling that the lack of progress in achieving peace and reconciliation was hindering effective assistance and development, particularly in areas outside of the Juba PoC site.

The first thing the government itself needs reconciliation, the warring parties need to reconcile so that they can even welcome the NGOs and show them the areas that need much assistance. So without reconciliation I don't think the NGOs can operate everywhere, they can only concentrate in Juba.
— Interviewee, Bor

PERCENTAGE THAT REPORTED CONFLICT RESOLUTION AS A MOST NEEDED SERVICE — BY LOCATION AND IDP STATUS



Fewer than half (42%) have received assistance with conflict and dispute resolution, and this help is concentrated mostly in the Juba PoC site (56%) and Bor (57%). IDPs were also more likely to receive help with conflict and dispute resolution (48%), as were those in urban locations (50%).

Of those who received help with conflict and dispute resolution, for the majority (82%) their needs had been met, with one third reporting that their needs were met fully (36%). Those in the Juba PoC site were more likely to report that their needs had been fully met by these services (55%) compared with Bor or Juba (both 24%).

AID DISTRIBUTION AND CONFLICT

Those living in the Juba PoC site in particular reported that localized conflict was also a major problem, and that aid distribution was often a direct cause of quarrelling breaking out. Issues related to organization, timely and equitable distribution of assistance often caused friction among those living in the PoC site. Aid organizations should ensure Do No Harm in the design and delivery of assistance, striving to ensure better communication with affected populations, improve aid delivery coordination across organizations to improve fair and timely distribution.

The food does not come on time and when it comes, also there is quarrelling and fighting which makes us think too much.
— Female, Juba PoC

HELP FINDING MISSING FAMILY MEMBERS IS A PRIORITY NEED

We have families that were separated by the war in different places, but we have no means of giving them support to unite again. We can maybe send somebody an amount of money for us to come and live together. So if it is possible, if they can try to help us find our missing families, brothers and sisters that are living far away from us.
— Male, Juba PoC

Half (51%) of respondents reported that one of the key protection services they need most is family tracing and help in finding missing or separated family members. This was more commonly reported inside the Juba PoC site (65%), among IDPs (61%), and those in urban (55%) or suburban (52%) locations. Parents were also much more likely to report help finding missing or separated family members as a most needed service (53%), as were those that have experienced natural disaster (62%).

PERCENTAGE THAT REPORTED HELP FINDING MISSING FAMILY AS A MOST NEEDED SERVICE VS. PERCENTAGE THAT RECEIVED ASSISTANCE



Forty percent (40%) of respondents report that they have received help finding missing or separated family members. This was more commonly reported in the Juba PoC site (60%) than in Bor (41%) or Juba (23%), and more common among IDP populations in general (51% compared with 31% of non-IDP populations). Those in urban locations were also more likely to report receiving help finding missing or separated family members (46%), as were those aged 45 years and older (50%).

Among those that received help finding missing or separated family members, only one third (35%) reported that this help fully met their needs. Women were slightly more likely than men to report their needs were met by these services (93%), as were those aged 45 and over (92%).



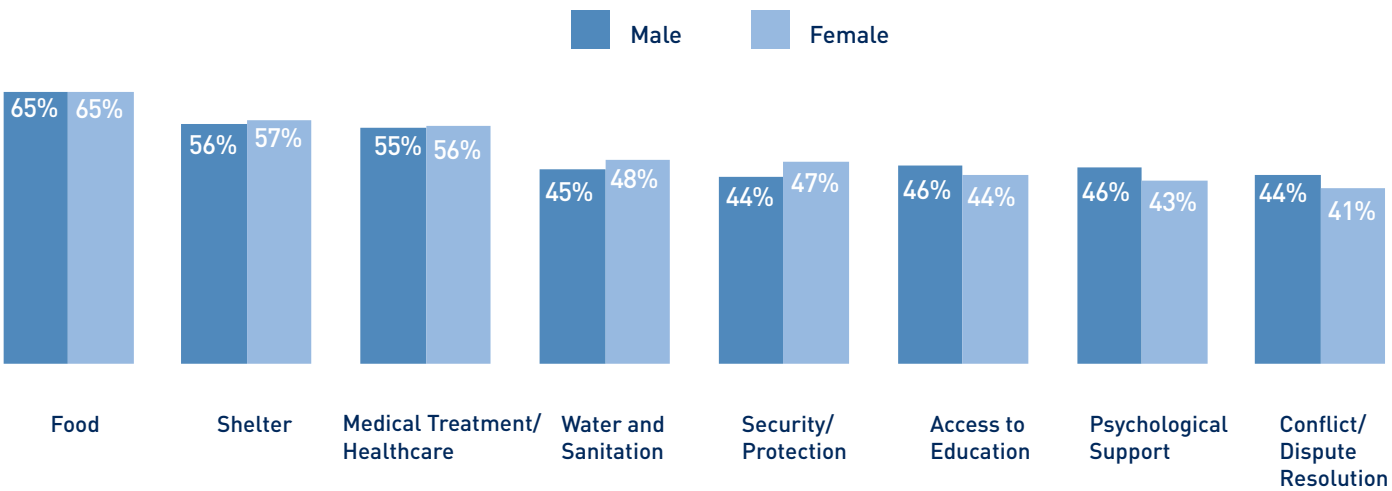
Photo: OCHA

3.4 Gender

MORE NEEDS TO BE DONE TO UNDERSTAND THE NEEDS AND CONCERNS OF WOMEN VERSUS MEN, AND TO ENSURE ASSISTANCE IS BETTER-TAILORED TO MEET THEM

In the quantitative research, women and men often expressed the same need for resources and services, and received the same services, yet in many cases women were slightly more likely to have their needs met by assistance provided (including shelter, conflict resolution, help finding missing family members, reproductive health services, including sexual violence recovery).

PERCENTAGE OF TOP RESOURCES AND SERVICES RECEIVED — BY GENDER

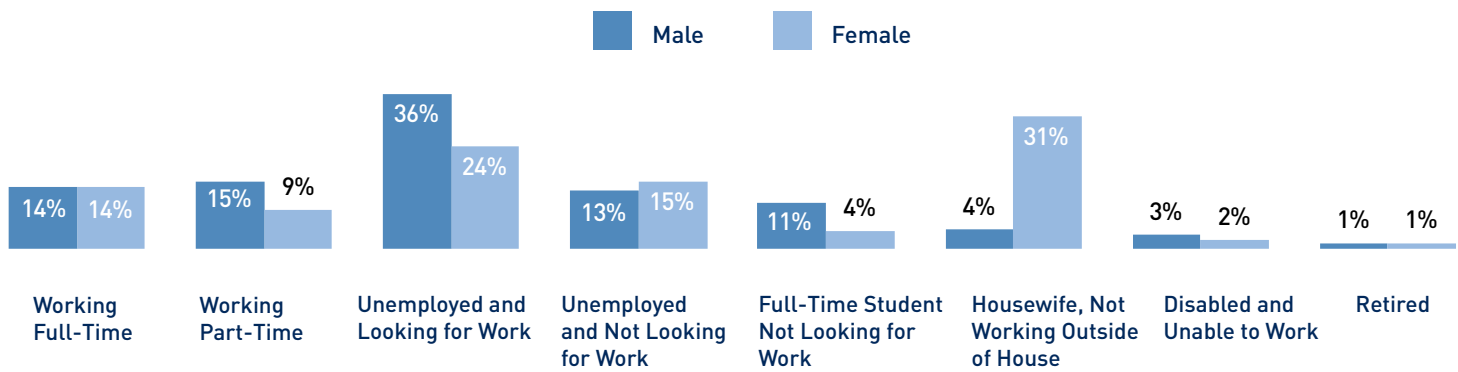


Women were less likely to have been asked their opinion about receiving support or assistance previously (31% compared with 38% of men), and less likely to report that they had “a lot” of influence over support received (7% compared with 13% of men). Aid organizations should ensure that consultations with women’s groups constitute an integral part of needs assessments to ensure that aid programmes meet the specific needs of women. More targeted studies should be done to gain a deeper understanding of women’s needs and capacities to identify ways of improving appropriate design and delivery of aid for women’s needs.

WOMEN ARE LESS LIKELY TO HAVE THEIR LIVELIHOODS AND EMPLOYMENT NEEDS MET

Though women and men equally reported the need for access to employment and jobs, and women received these services slightly more often (28%, compared with 24% of men), men were more likely to report that they have had their needs met by this assistance (58% compared with 51% of women).

EMPLOYMENT STATUS — BY GENDER



In the qualitative workshops, some women also spoke of the need for training programs and employment directed specifically at women, so that they could gain more self-sufficiency and help to support their families.

We as a women we need midwives, trainings on midwifery and biomass start-up like training for tailoring for girls, and to be supported financially so that some of us (women and girls) can also be able to start up a business of their own for them to support their families.

— Female, Juba, Outside Camps

The most pronounced differences appeared in the financial data, where women were more likely to report that the inability to earn a living was among their greatest fears (53%, compared with 46% of men). Women were also more likely to report that financial assistance was a most-needed resource (11%, compared with 6% of men), and that they have received some type of financial assistance (21%, compared with 15% of men).

SEXUAL VIOLENCE IS A MAJOR CONCERN FOR WOMEN

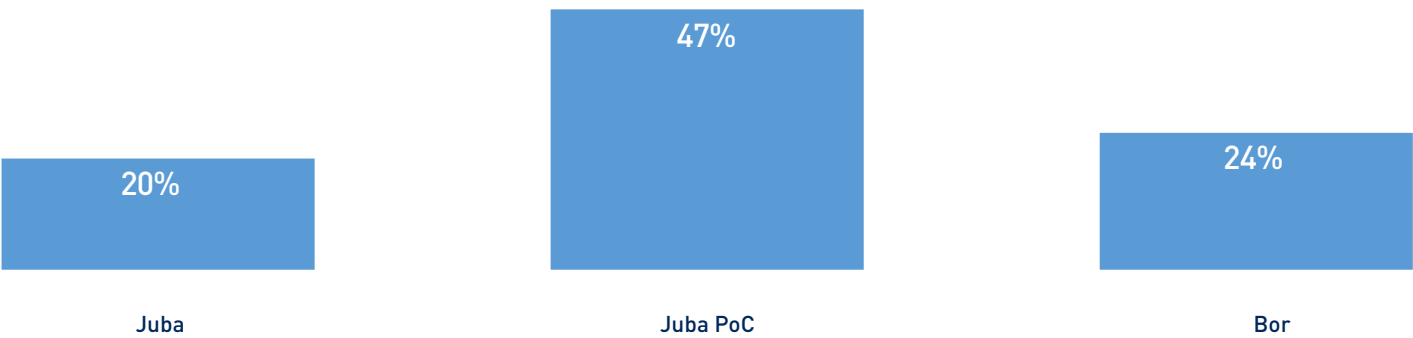
One in three respondents (29%) reported knowing someone they knew well who was a victim of sexual violence, with a higher incidence coming from within the camps (47%). This metric was reportedly equal between men and women, and was highest between the ages of 25 to 54, with the 45-54 age group reporting the highest number people they knew that were victims of sexual violence (34%).

Some in the qualitative groups emphasized that women inside the PoC site were at risk of sexual violence when they would go out to find firewood for cooking, indicating that women’s physical vulnerability is connected to their economic circumstances and social roles. Given the limited access to key protection services such as reproductive health, it is important that programmes consider ways to strengthen programming to support recovery services for sexual violence, including psychosocial care, alongside comprehensive sexual violence prevention programming. Simple things such as access to firewood in the PoC sites may have a significant impact on vulnerabilities of women going outside of the camp.

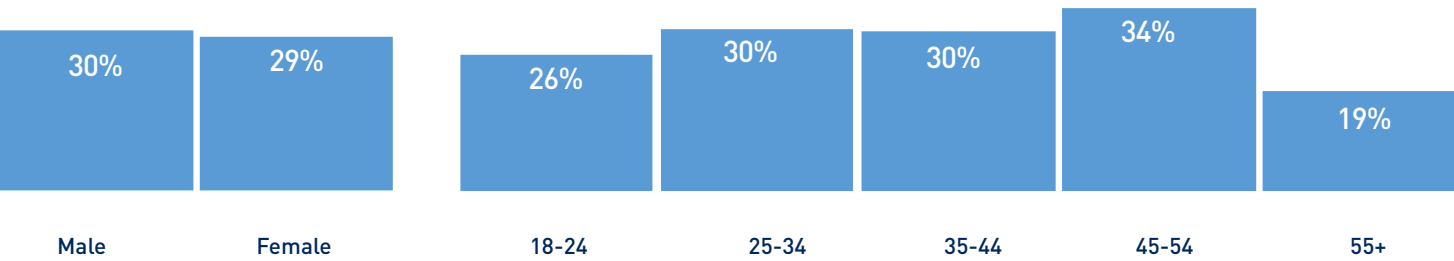
You find sometimes when there is no charcoal, you want to cook food for yourself. Especially the women, who used to go outside to collect firewood, would find themselves facing problems. Some of them were raped, some of them were caught and taken away.

— Male, Juba PoC

PERCENTAGE THAT KNEW A VICTIM OF SEXUAL VIOLENCE — BY LOCATION



PERCENTAGE THAT KNEW A VICTIM OF SEXUAL VIOLENCE — BY GENDER AND AGE GROUP



While these statistics are staggering, due to the sensitivity of the topic and the perceived shame associated with sexual violence, figures around sexual violence are typically underreported. The data collection methodology may be a factor in underreporting reality. Aid organizations need to delve more deeply into these figures. Collection of this information should be done in such a way that protects the dignity of those reporting on this topic such as in anonymous surveys or women only groups.

THERE IS A PERCEPTION THAT REPRODUCTIVE HEALTH ASSISTANCE ONCE RECEIVED IS NO LONGER BEING PROVIDED

Participants in the qualitative research indicated that since women are considered to be the caretakers of children and the family, they are more in need of assistance. Reproductive health services and sanitary needs were cited as particularly important, especially within the Juba PoC site where it seems that assistance is no longer provided for these needs. This is probably due to the exacerbated situation and the increase in people requiring assistance, aid organizations should understand the reason behind these findings and whether more can be done to provide the most needed items, or improve access to them.

We had utensils, non-food items like soap, mats, like Always (brand of sanitary towels), saucepans, plates, spoons, cups. All those things of the kitchen and also the things for our health like the soap, underwear, Always, bras. But not anymore. Why? Does it mean that there is no organization, which can take over about these things concerning the women?
— Female, Juba PoC



Photo: Jake Dinneen/UNHCR

3.5 The challenges of accessing assistance

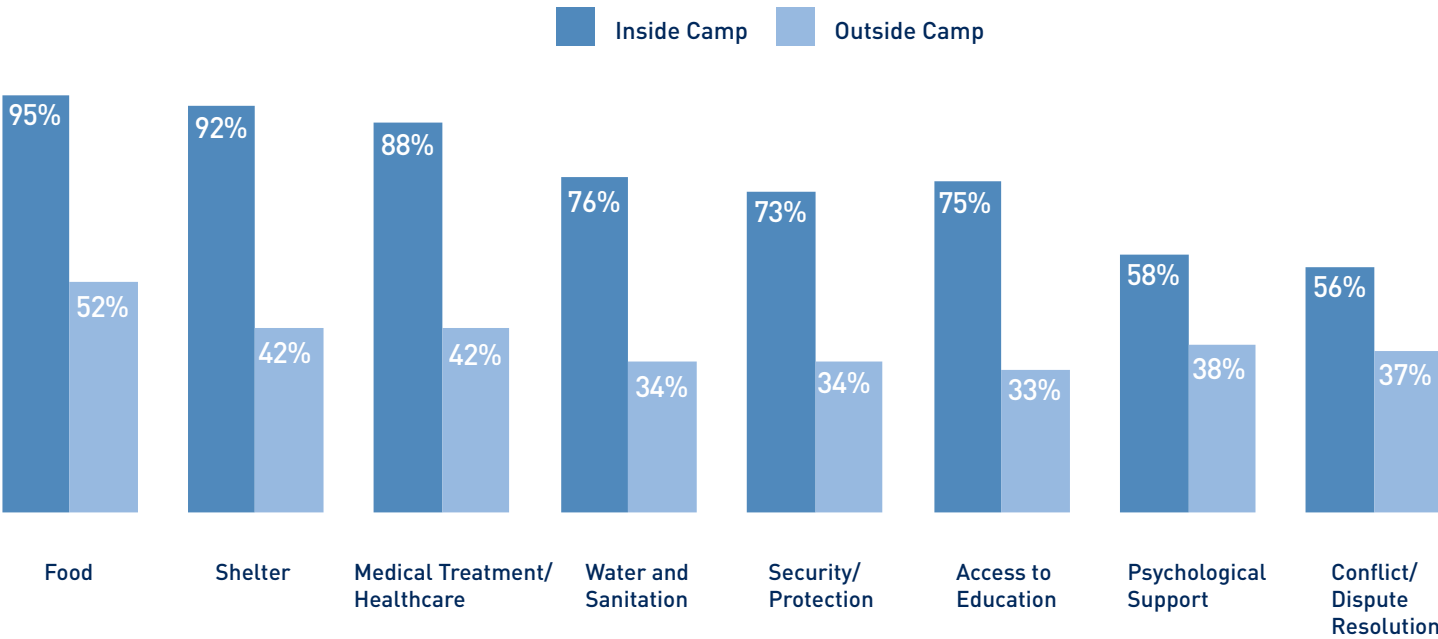
Numerous factors have been identified as hindering access to assistance, most prominently people’s residence outside camps (as described earlier in Section 3.1), barriers specific to urban and rural populations, infrastructural issues, lack of information about assistance, corruption and the black market, and discrimination.

THERE IS LITTLE TO NO ASSISTANCE AVAILABLE TO SURVEY PARTICIPANTS OUTSIDE OF CAMPS

Participants in the qualitative research, particularly those outside of the Juba PoC site, indicated that there was little to no assistance currently available to them. They often expressed frustration because of this, and indicated that it was unfair that those inside the PoC camps received so much help when they received little to none.

The assistance what we see now it was being given to those who are seeking the refugees in the UNMISS Camp. But if you’re not in the UNMISS [camp], you are not getting something but even those who are outside living in the villages in whatever, those people, they are also hungry like those seeking refuge in UNMISS Camp.
— Male, Bor

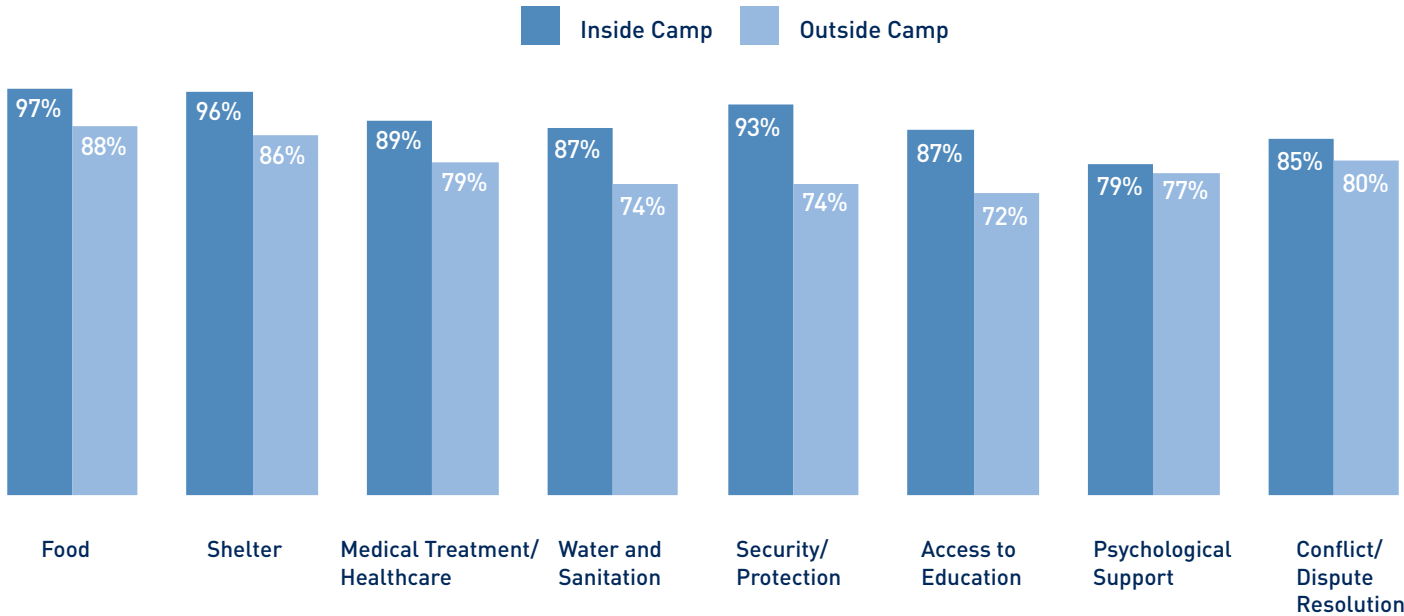
PERCENTAGE OF TOP RESOURCES AND SERVICES RECEIVED INSIDE CAMP VS. OUTSIDE CAMP



It doesn't matter but they never came to provide this assistance for us. How can I know if none of them came here and provide for us this assistance?
— Male, Juba, Outside Camps

This is confirmed by the quantitative data — while all locations received at least some assistance, those in the Juba PoC site were much more likely to have received assistance, and to have that assistance meet their needs, than their counterparts outside the camps.

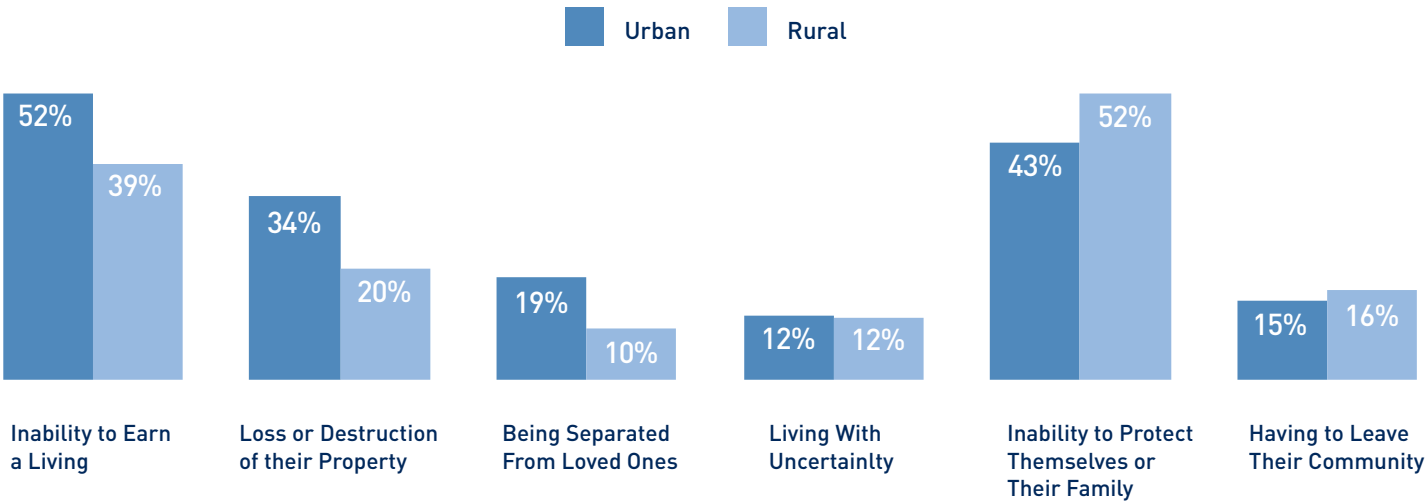
PERCENTAGE OF TOP RESOURCES AND SERVICES THAT MET NEEDS INSIDE CAMP VS. OUTSIDE CAMP



THOSE IN URBAN LOCATIONS WORRY MORE ABOUT EARNING A LIVING WHILE THOSE IN RURAL LOCATIONS WORRY MORE ABOUT PROTECTING THEMSELVES AND THEIR FAMILIES

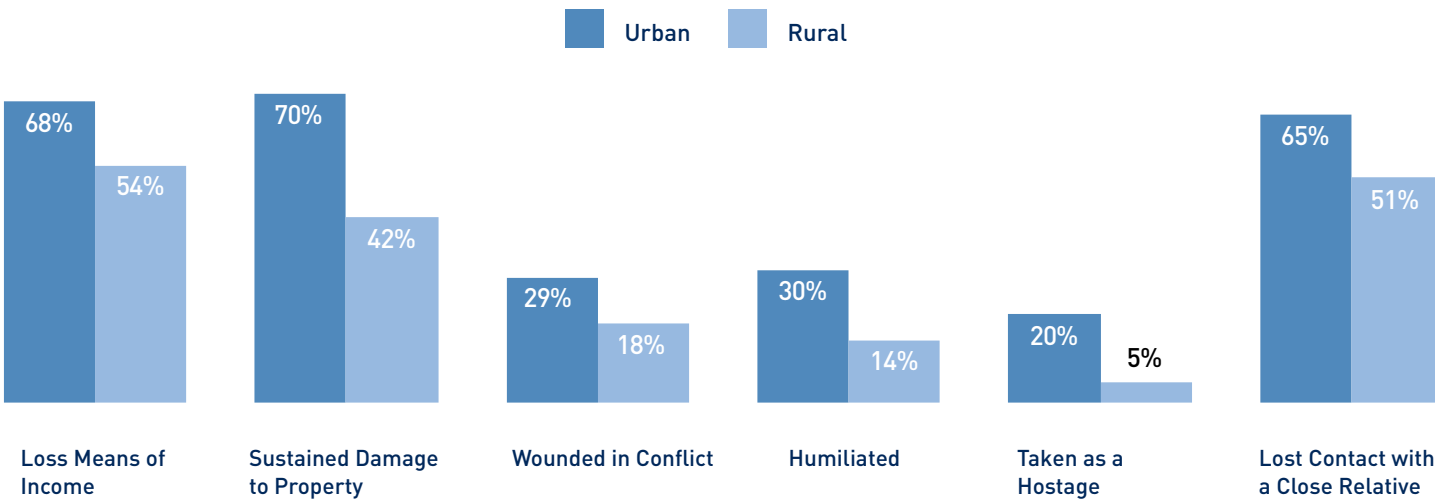
Urban and rural populations in South Sudan each grapple with a separate set of fears and needs. People living in urban areas more often reported that their greatest fears were the inability to earn a living, the loss or destruction of their property, being separate from loved ones, and living with uncertainty. Those in rural areas were more likely to say the inability to protect themselves and their family and having to leave their community were among their biggest fears.

GREATEST FEARS, URBAN VS. RURAL

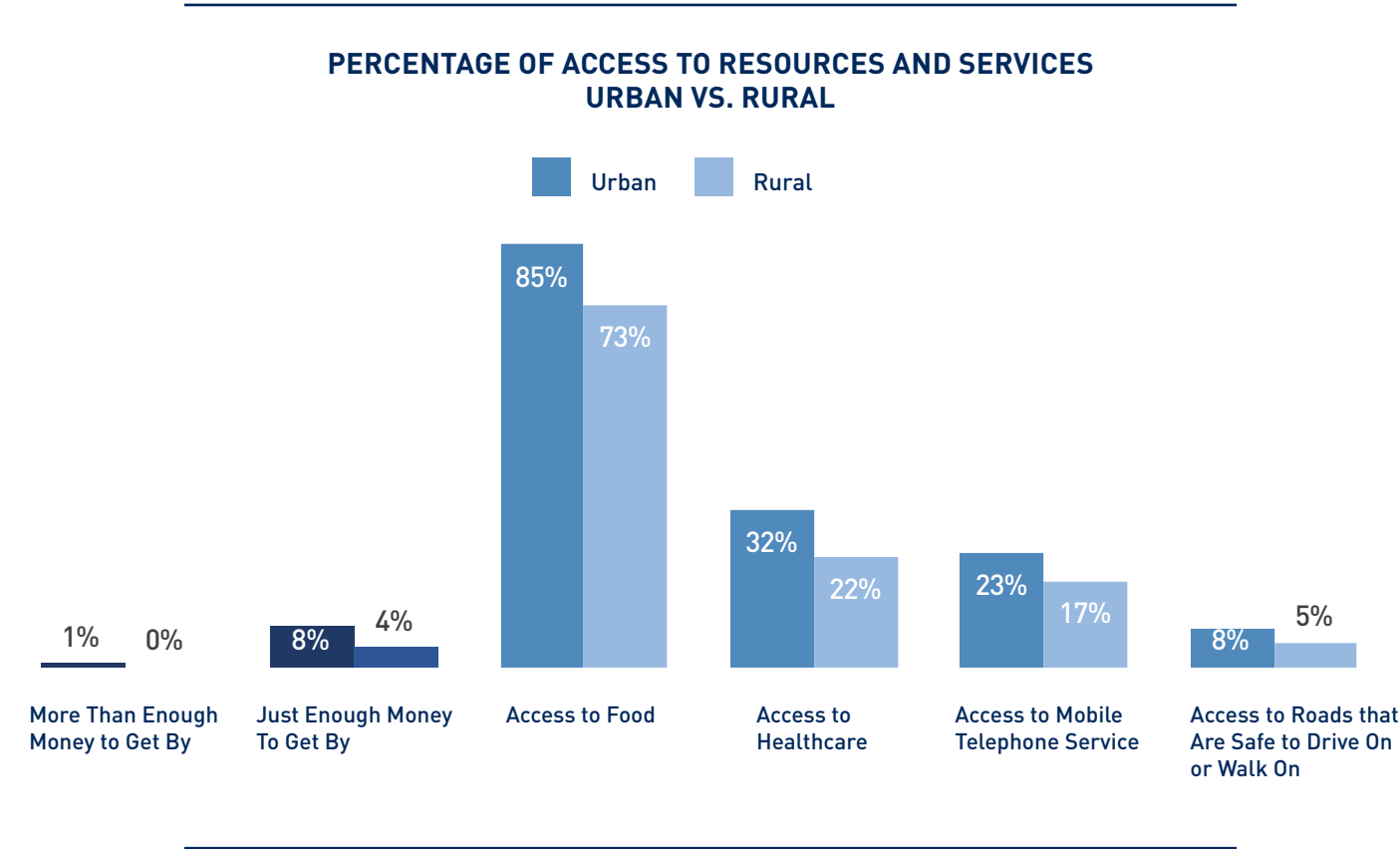


These fears appear to be well-founded as those in urban areas more often reported that they had lost their means of income, sustained damage to their property, been wounded, humiliated, abused, or taken hostage, and/or lost contact with a close relative.

PERCENTAGE THAT DEALT WITH TRAUMATIC EXPERIENCES, URBAN VS. RURAL

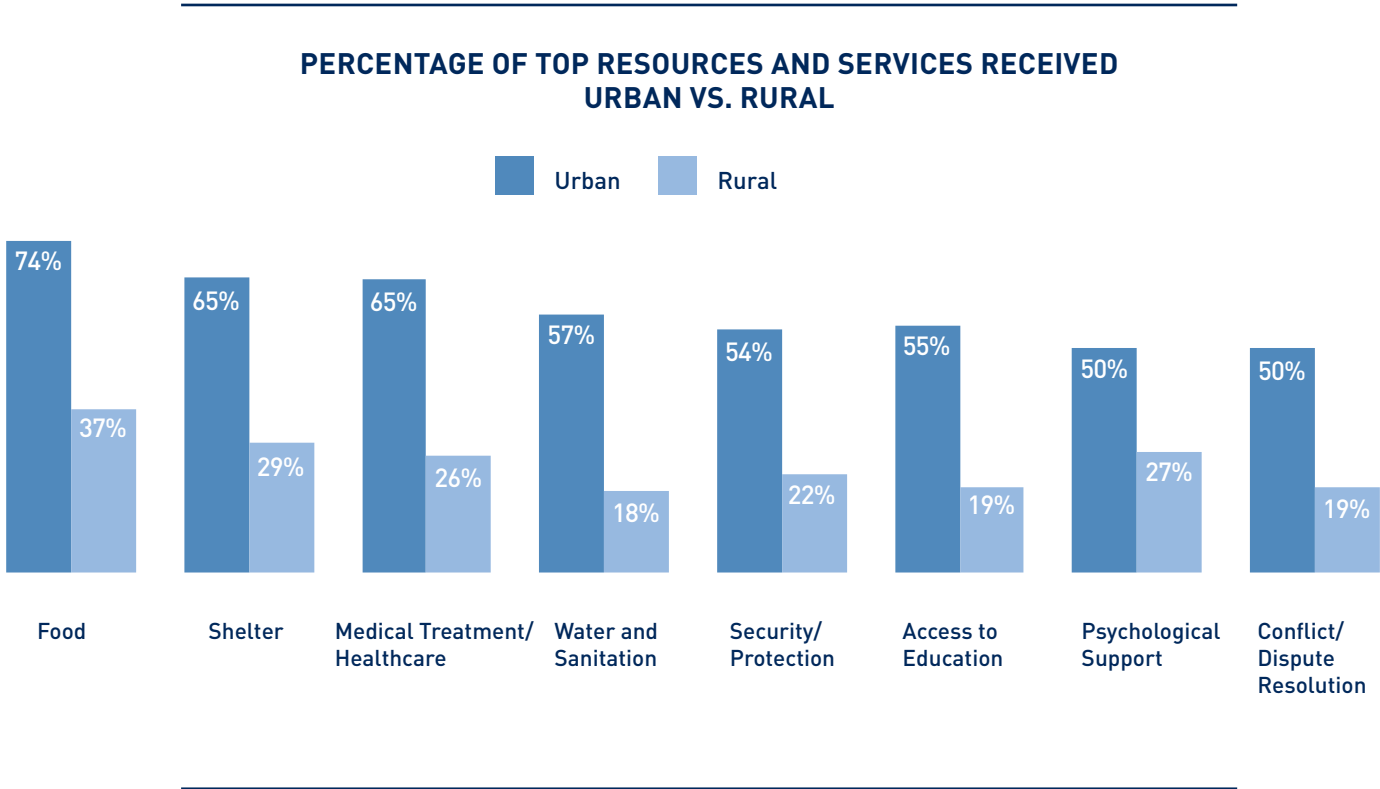


However, those in rural areas were less likely to report that they had enough, or more than enough, money to get by, and were more likely report lack of regular access to key necessities including food, healthcare, mobile telephone service, and safe roads.



In terms of assistance received, those in urban locations more often reported that they had received assistance across the board, perhaps because of the issues of access and security in rural areas mentioned above. This lack of assistance was also cited in the qualitative community work where participants from rural areas often complained at the lack of assistance and that relief organizations rarely helped those living outside of the PoC camps in general, and outside of town centers in particular.

So I would like to request that they treat South Sudan as a whole because South Sudanese who are in the camp are not the only ones who are hungry. I am requesting the UN plus the NGOs to assist South Sudan as a whole, in the villages not only the ones in the camp.
— Male, Bor



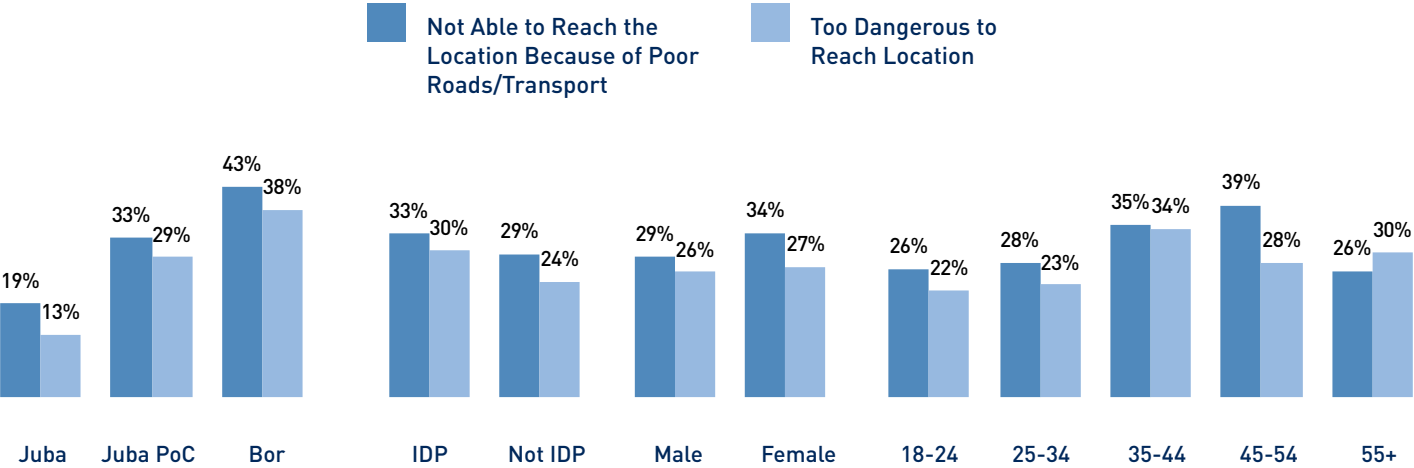
INFRASTRUCTURE IS A MAJOR BARRIER TO ACCESSING AID

Beyond the barriers presented by residency outside camps and urban/rural issues, poor infrastructure also prevents many from receiving support or assistance in South Sudan. In the qualitative workshops, people spoke of the fact that even when they were aware that a certain type of assistance was available, there was no way to reach it, due to the lack of roads.

The solution is that in the villages, the most important factor is that there is no road, although you have the facilities that you want to take to the place, there is no road.
— Male, Bor

Only 7% of respondents reported that they had access to roads that were safe to drive or walk on. One in three respondents (31%) said that they were unable to receive support or assistance because they were unable to reach the distribution locations, and a quarter (26%) said it was because the distribution locations were too dangerous to reach. A thorough analysis of the distribution locations would help to identify more efficient logistical arrangements for distributing aid to those who need it.

PERCENTAGE THAT WERE PREVENTED FROM REACHING HELP
DUE TO POOR ROADS OR IT BEING TOO DANGEROUS — BY SUBGROUP



Respondents that were unable to receive assistance because they were not able to reach the location were more frequent in Bor (43%) or in the Juba PoC site (33%), and less often in Juba (19%). This was also more often cited as an issue in suburban areas (41%) than in urban (33%) or rural (19%) locations, more often for women (34%, compared with 29% of men), older populations (36% of those 35 and older, compared with 27% of those under 35), and parents (33% compared with 14% of non-parents). In the qualitative groups, even those in the Juba PoC site said that some necessities, such as medical care, food, and water, were in limited supply, thus preventing people who might not have arrived early enough on a particular day to access the aid.

Respondents who were unable to receive assistance because the location was too dangerous to reach were also more frequent in Bor (38%), followed by respondents at the Juba PoC site (29%), and less often in Juba (13%). This was also more often cited as an issue among IDP populations (30%, compared with 24% of non-IDPs), in urban areas (30%, compared with 26% in suburban areas and 14% in rural areas), and among parents (27%, compared with 20% of non-parents).

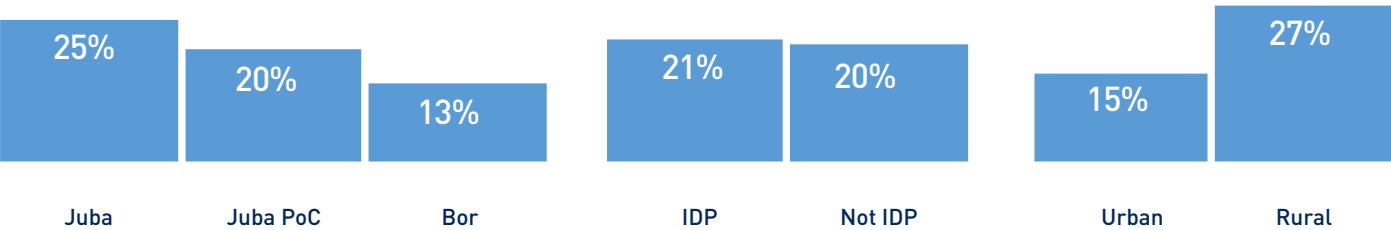
LACK OF INFORMATION ABOUT WHAT SERVICES ARE
AVAILABLE AND WHERE TO RECEIVE THEM ARE A MAJOR BARRIER

Lack of information about what services are available — and where to receive them — also constitutes a major barrier to access. Almost one in five (18%) said that information about receiving support or assistance is a most needed service. Relatedly, only 37% have received information about receiving support or assistance, much more commonly inside the Juba PoC site (55%) and in Bor (43%) than in Juba (16%), and among IDP populations (45%) than among non-IDPs (30%). Information was also more often received by urban areas (43%, compared with 29% of those in suburban areas and 16% of those in rural areas).

Among those that have received information about support or assistance, many did not have their needs met by the service: one quarter (27%) had their needs met completely, about half (49%) had their needs met partially, and one quarter (24%) did not have their needs met at all. Those in Juba were least likely to have their needs met by these services (58% needs met to some extent).

One in five (19%) of respondents said that the main thing preventing them from receiving assistance was that they were unaware that it was available. This was more commonly reported as a barrier in Juba (25%), among IDP populations (21%), and in rural locations (27%).

PERCENTAGE THAT WERE PREVENTED FROM REACHING HELP
DUE TO BEING UNAWARE IT WAS AVAILABLE — BY SUBGROUP



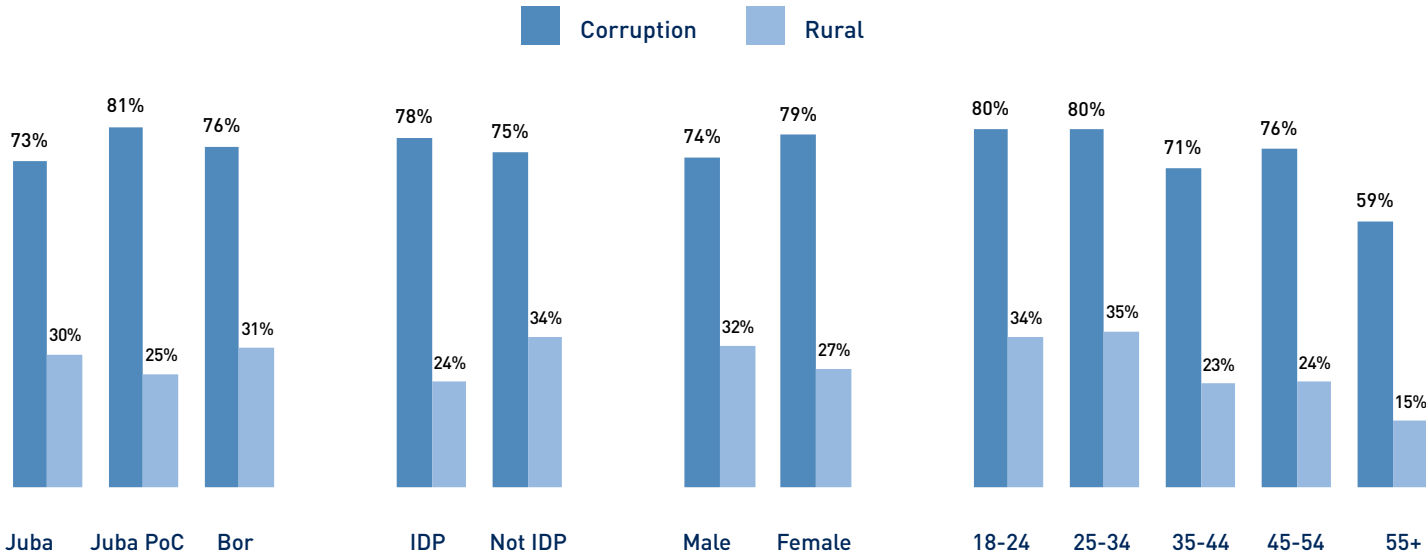
CORRUPTION MUST BE TACKLED

Three quarters (76%) of respondents said that corruption was a primary reason that prevented them from getting the help or support needed during the recent crises in South Sudan. This response was slightly more common in the Juba PoC site (81%) than in Bor (76%) and Juba (73%), and more common among women. The qualitative research shows that many perceive either the local organizations or the government to be keeping aid funds for themselves instead of distributing to local communities.

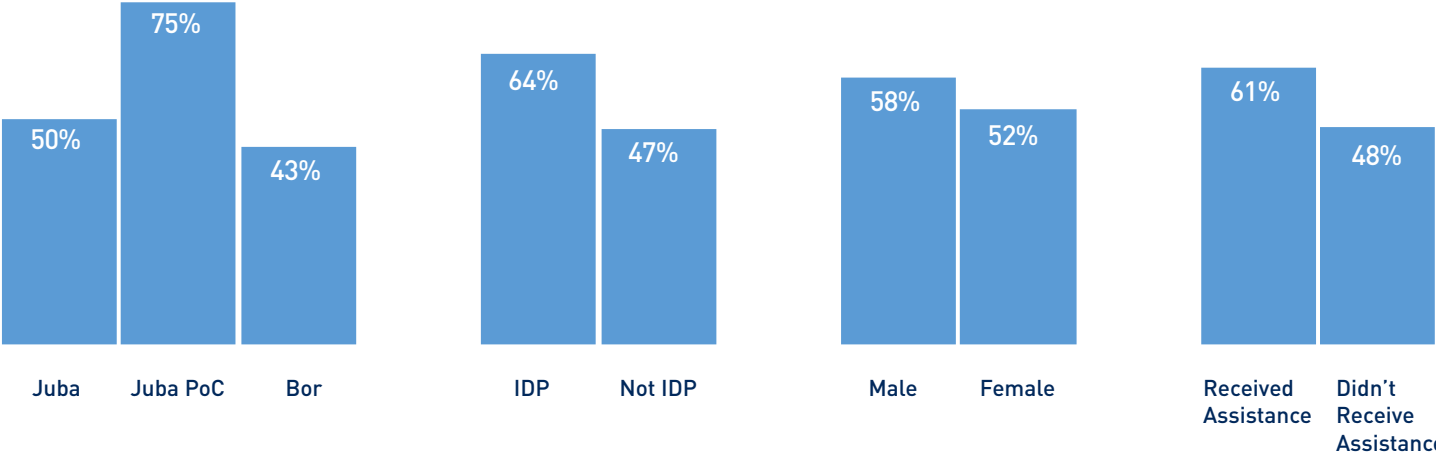
Sometimes when there is money to the other organizations in order to bring to the IDPs help, it does not really reach to us. Some remains for these local NGOs, some remains with the government. And then when it reaches here, it is very little.
— Male, Juba PoC

Related to this, one in three participants (29%) said that the black market was the main thing preventing them from receiving the support or assistance needed. This was reported slightly more often outside camps (30%) than in the Juba PoC site (25%), more often among non-IDP populations in general (34%, compared with 24% of IDPs), and more often among men (32% compared with 27% of women).

PERCENTAGE THAT WERE PREVENTED FROM REACHING HELP DUE TO CORRUPTION OR THE BLACK MARKET — BY SUBGROUP



PERCENTAGE THAT WERE PREVENTED FROM REACHING HELP DUE TO DISCRIMINATION — BY SUBGROUP



DISCRIMINATION IS ANOTHER BARRIER TO RECEIVING AID

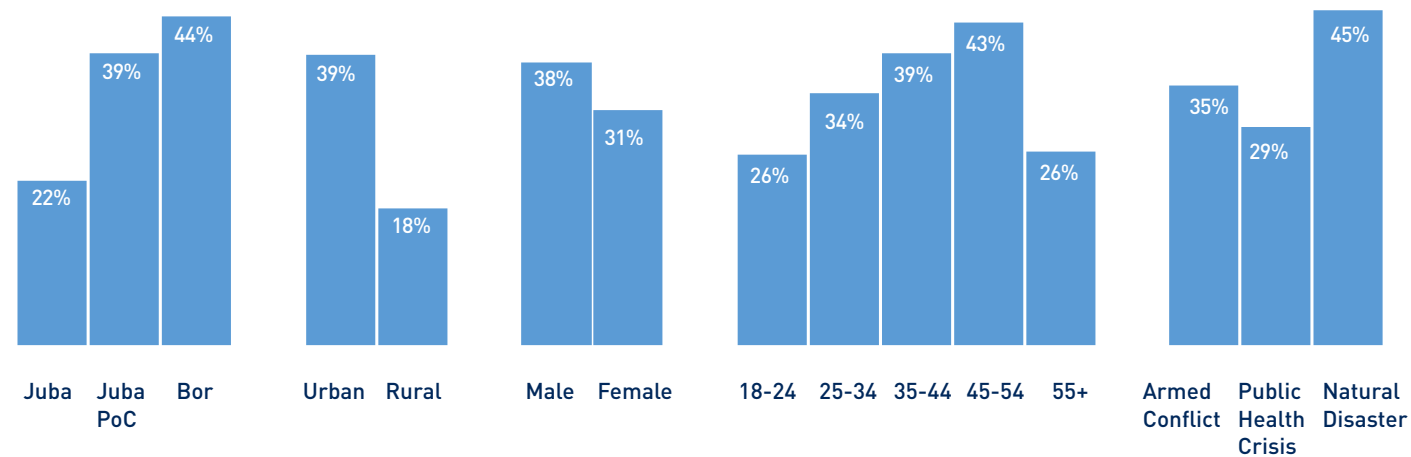
Over half (55%) of respondents cited discrimination or social status as a main thing that prevented them from receiving support or assistance, particularly in the Juba PoC site (75%, compared with 47% in Bor and Juba) and among the IDP population in general (64%, compared with 47% of non-IDPs). Discrimination was also cited more often as an issue in urban areas (58% compared with 48% in suburban areas, and 47% in rural), among men (58% compared with 52% of women), parents (56% compared with 43% of non-parents), and the unemployed (57% compared with 49% of the employed. This was also a more common reason among those that have already received assistance (61%, compared with 48% of those that have not). Considering the ethnic dimension to the conflict in South Sudan, it is unsurprising the discrimination may be perceived as a major impediment to receiving support.

AID ORGANIZATIONS SHOULD DO MORE TO UNDERSTAND THE ACTUAL NEEDS OF AID RECIPIENTS

One third of respondents said they had been asked about their experience receiving assistance prior to their participation in the survey. This was more commonly reported in Bor (44%) and the Juba PoC site (39%) than in Juba (22%), and more common in urban (39%) and suburban (36%) areas than rural (18%). Men also more frequently reported that they had been asked about their experience of receiving assistance (38% compared with 31% of women), as were older populations (39% of those aged 35 years and older, compared with 31% of those under 35), parents (36% compared with 20% of non-parents), and those that have experienced natural disaster (45% compared with 35% armed conflict, 29% public health crisis). Those in the qualitative workshops generally had not been asked about their experience with assistance.

There hasn't been a time, a day where an organization came and asked us what do you need? what would you like? — never.
— Female, Bor

PERCENTAGE THAT HAVE BEEN PREVIOUSLY ASKED ABOUT ASSISTANCE
— BY SUBGROUP



Despite this, when asked about influence over the support that they had received, 64% of respondents said that they had some influence over assistance received, though the majority of those said it was only a little (35%), and another 34% said they had no influence at all.

This sentiment was also reflected in the qualitative focus groups, where people connected their lack of influence over assistance to the lack of assistance received overall. There was some frustration over this, as they felt that community members — particularly leaders — were in the best position to determine and communicate what was needed.

We didn't receive any help, therefore had no influence on assistance given. Our community leaders have acted as mediators in communicating the needs of the community to the organizations offering assistance. We could have suggested the best methods to provide assistance effectively because we are familiar with our people and other needs.
— Male, Juba, Outside Camps

PERCEIVED INFLUENCE OVER ASSISTANCE — BY LOCATION

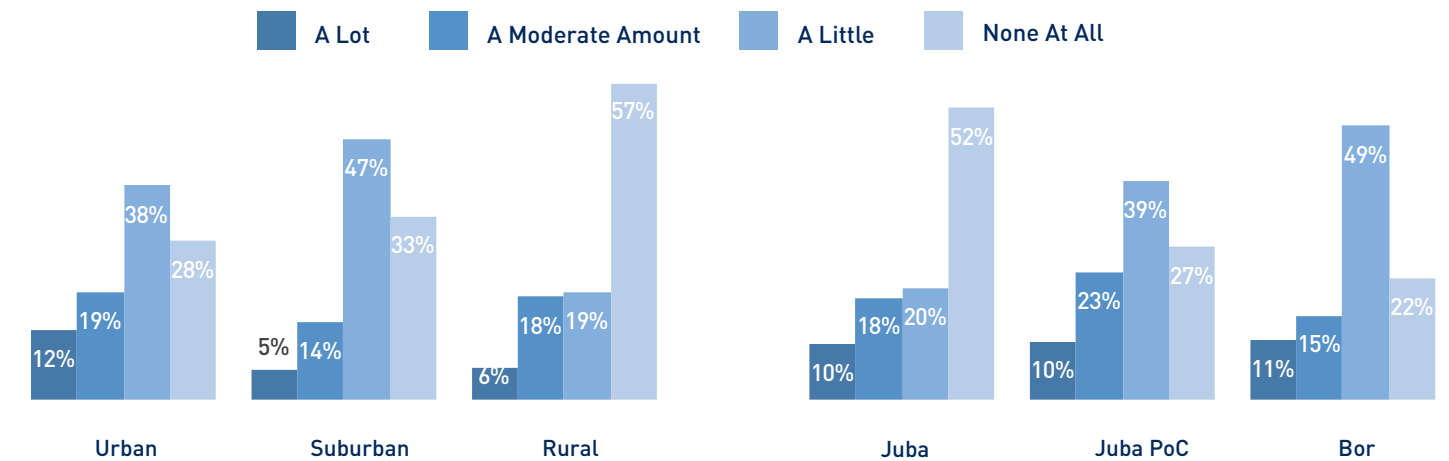


Photo: Dan DeLorenzo/OCHA

3.6 The role of organizations

THE UN IS SEEN AS AN ORGANIZATION THAT SHOULD BE PLAYING A LARGE ROLE

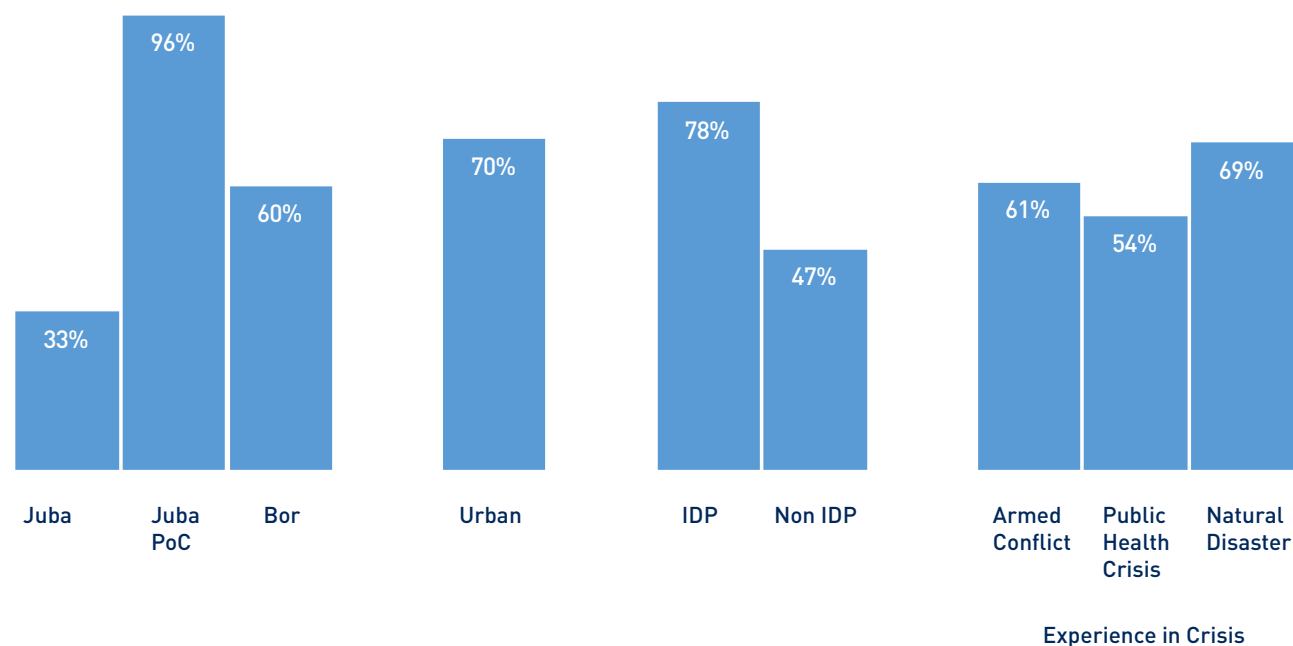
INTERNATIONAL ORGANIZATIONS

In the qualitative research, participants were most likely to name the UN as an organization providing support to people in South Sudan. This may be because of the UN Mission in South Sudan's role as peacekeepers, or in its role to provide protection and physical security in and around the PoC sites. Other international organizations were mentioned as well, including Catholic Relief Services, Oxfam, the International Rescue Committee, and the International Organization for Migration. However, though their reach seemed more limited, and this was most often in the context of organizations that were no longer providing support or assistance.

UNITED NATIONS

Almost two thirds (61%) said that they have received assistance from the United Nations, with the vast majority (96%) of those in the Juba PoC site reporting that they had received UN assistance, as well as in Bor (60%), and less so in Juba (33%). IDP populations in general also more commonly reported that they received UN assistance (78%, compared with 47% of non-IDPs), as did those in urban areas (70% compared with 53% of those in suburban areas and 33% of those in rural areas).

PERCENTAGE THAT HAVE RECEIVED ASSISTANCE FROM THE UN
— BY SUBGROUP



Among those that received this assistance, almost all (95%) found the assistance helpful, either very (62%) or somewhat (33%). Those in Juba and the Juba PoC site more often reported the assistance as helpful (97% and 99%, respectively) than those in Bor (89%). IDP populations in general more often reported that the assistance the UN provided was very helpful (71%, compared with 50% of non-IDPs), as did those in rural locations (71%, compared with 60% of those in urban locations), and women (67%, compared with 56% of men).

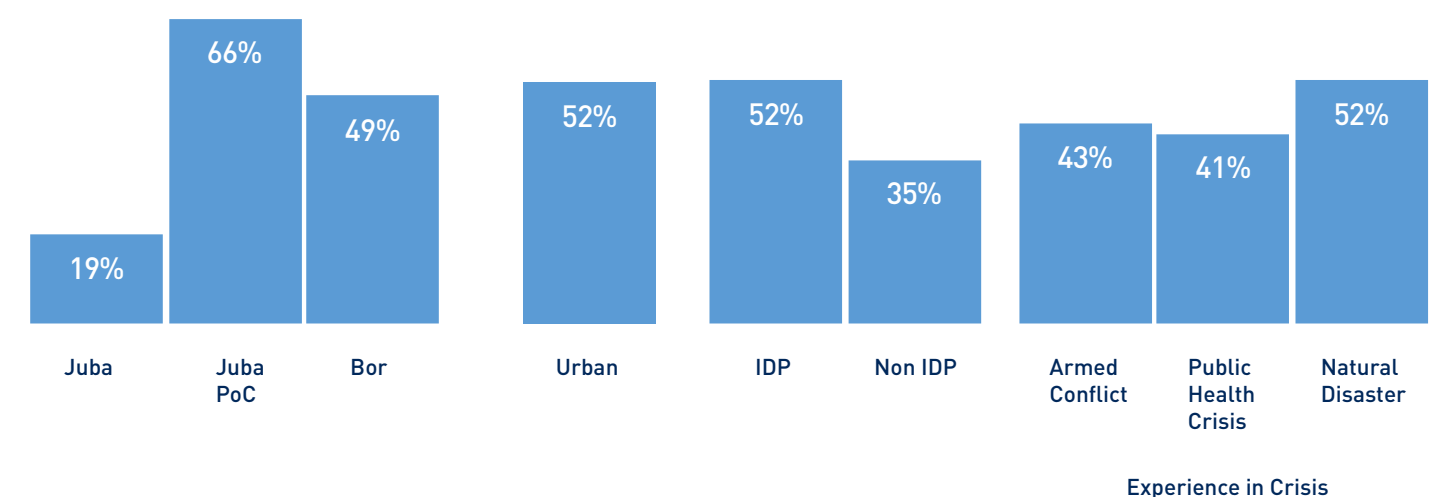
Despite these numbers, in the qualitative research some participants reported that while they knew what the UN was in theory, they had never interacted with it, didn't know what it meant, and were unaware of any support that was provided by the UN. Others knew the support was provided, but had not received it and were quite angry with this. It is important for the UN to identify ways of continuing to communicate their mission through the various means of effective communication to help aid recipients understand their role and aid recipients' rights, and what to expect from other organizations.

We just know UN, but we don't know the types of organizations, which organize anything that is helping. We know just UN — their nickname we know, but we don't know which organization is that.
— Female, Bor

INTERNATIONAL RED CROSS

Though it wasn't often mentioned in qualitative groups, the organization respondents most often said they received assistance from — after the UN — was the International Red Cross, with 43% of respondents reporting they have received help from them. Those in the Juba PoC site were most likely to report that they received help from the International Red Cross (66%), followed by those in Bor (49%), and Juba (19%). In general, more IDPs reported receiving this assistance (52%, compared with 35% of non-IDP populations), as did those in urban settings (52%, compared with 23% in suburban and rural locations).

PERCENTAGE THAT HAVE RECEIVED ASSISTANCE FROM THE RED CROSS
— BY SUBGROUP

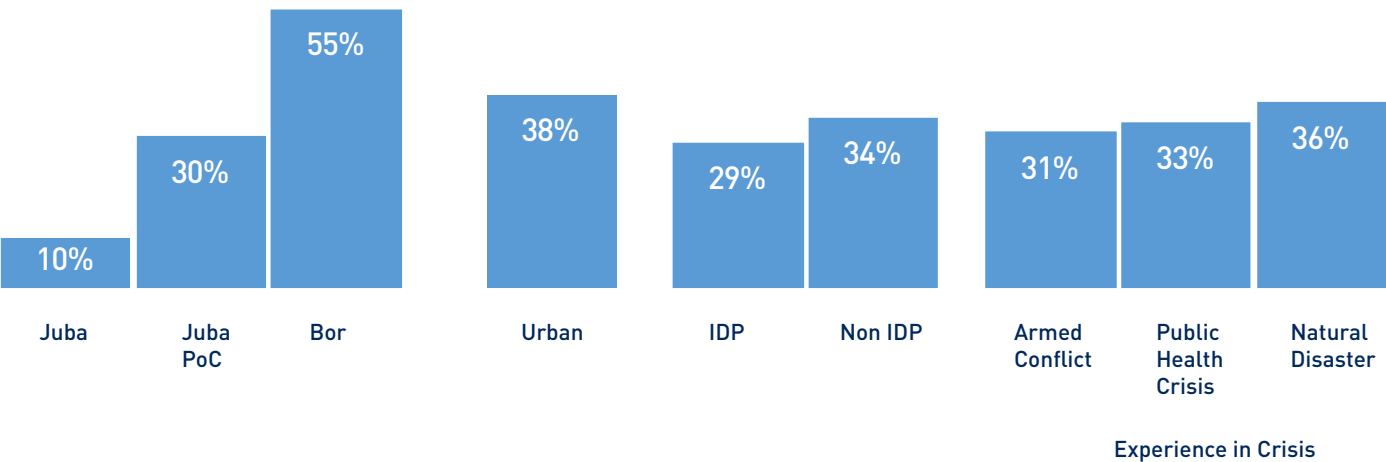


Among those that received assistance from the International Red Cross, the majority (85%) found it to be helpful. Though they were least likely to receive this assistance, more of those in Juba found this assistance to be helpful (97%) than those in Bor (82%) or the Juba PoC site (84%), as did those in rural and suburban settings (95%, compared with 84% in urban settings).

OTHER INTERNATIONAL ORGANIZATIONS

One in three (31%) respondents in South Sudan said they have received assistance from Médecins Sans Frontières/Doctors without Borders. Those in Bor most commonly received assistance from this organization (55%), compared to those in Juba PoC site (30%) and Juba (10%), as did those in urban areas (38%) compared with those in rural/suburban areas (15%). Among those that received this assistance, the majority (84%) said it was helpful, either very (41%) or a little (43%). Those outside of the Juba PoC site more often reported that the assistance was helpful (87%, compared with 76% inside the camp).

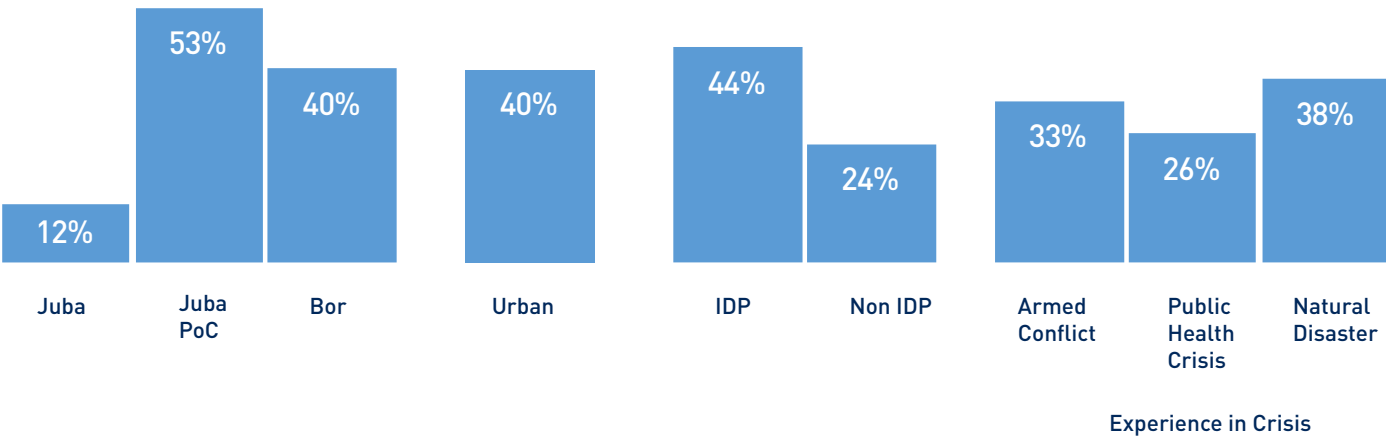
PERCENTAGE THAT HAVE RECEIVED ASSISTANCE FROM MEDECINS SANS FRONTIERES/DOCTORS WITHOUT BORDERS — BY SUBGROUP



One third (34%) said they've received assistance from other international NGOs or charities, mostly in the Juba PoC site (53%) and Bor (40%), and less so in Juba (12%). In general, IDP populations more often reported receiving this type of assistance (44%), as did those in urban areas (40%).

Among those that received this assistance, the majority (69%) said it was helpful. Those inside the Juba PoC site were more likely to report this assistance as being helpful (74% compared with 65% outside), as did IDP populations (73%, compared with 64% of non-IDPs), and women (76%, compared with 63% of men).

PERCENTAGE THAT HAVE RECEIVED ASSISTANCE FROM INTERNATIONAL NGOS — BY SUBGROUP



THE UN SHOULD TAKE THE MOST RESPONSIBILITY IN PROVIDING ASSISTANCE IN SOUTH SUDAN

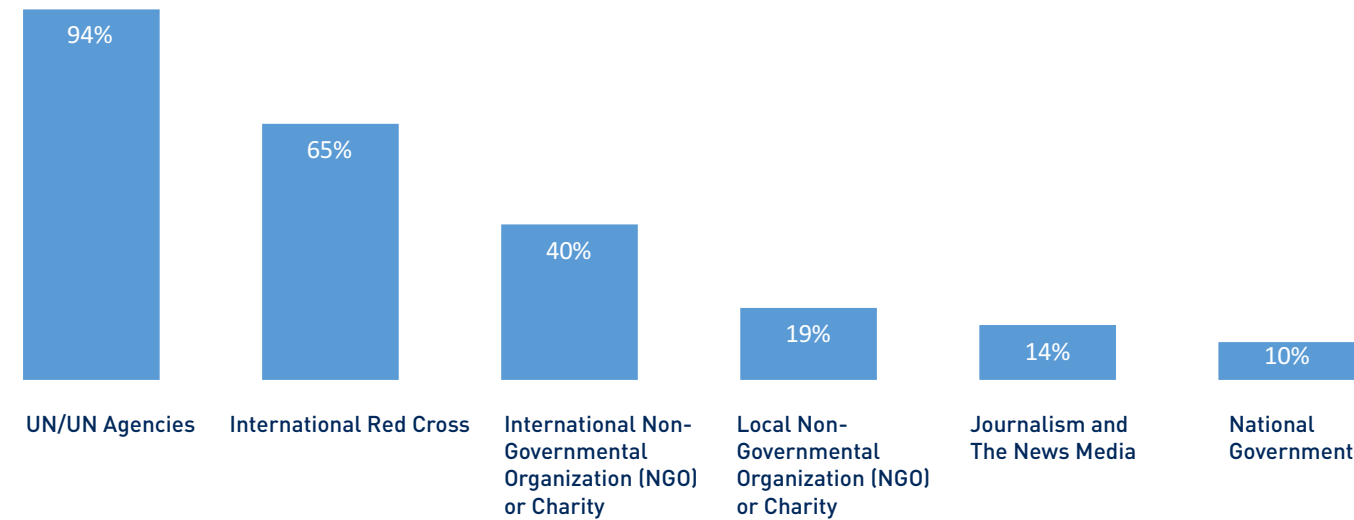
INTERNATIONAL ORGANIZATIONS

Almost all respondents (94%) said that the United Nations should take the most responsibility in providing assistance during the crises in South Sudan. This number was higher in Juba (96%) and in the Juba PoC site (99%) than in Bor (86%), and higher among IDP populations in general (97%) than among non-IDPs (91%), likely due to the greater interactions of those groups with the UN in PoC sites. It was also higher in rural locations (98%) than in urban (93%) or suburban (90%) locations.

They (the UN) are supposed to provide for us food, medicine, shelter, clothing and other things. They should provide for us soldiers who help with peace keeping. They can contribute for us clothes, food and many other things that they wish to give for us.
— Female, Juba, Outside Camps

In addition to the United Nations, two out of three (65%) respondents said that the International Red Cross should take the most responsibility. This was higher in the Juba PoC site (77%) than in Juba (61%) or Bor (59%), and higher among IDP populations in general (73%). It was also higher in urban locations (67%) than in rural (58%) or suburban (62%) areas.

PERCENTAGE THAT SELECTED THE FOLLOWING ORGANIZATIONS AS ORGANIZATIONS THAT SHOULD BE TAKING THE MOST RESPONSIBILITY IN PROVIDING ASSISTANCE



Forty percent (40%) believed that international NGOs and charities should take responsibility when crises like the conflict in South Sudan occur. This was most common in the Juba PoC site (50%), and less common in Juba (32%) and Bor (39%). In general, IDP populations were more likely to choose international NGOs and charities (48%), as did those in urban locations (43%), and those that have received assistance (48%).

NATIONAL AND LOCAL AUTHORITIES

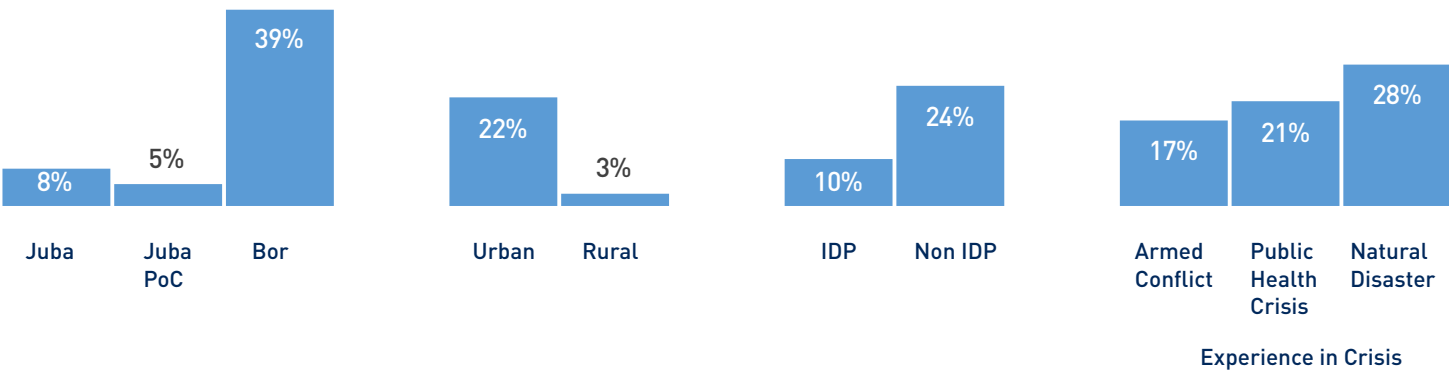
Only 10% of respondents think that the national authorities of South Sudan should take the most responsibility to provide assistance. This was most common in Juba (18%, compared with 4% in the Juba PoC site and 7% in Bor). There is an opportunity for the UN to work together with the national authorities of South Sudan to coordinate the provision of aid and re-build trust. The qualitative workshops indicated that people perceived the government’s role mainly as ensuring that assistance funds are being used properly.

What I want appeal to the Government that when they donate money, they need to come and supervise what they have given to the country so that people will know that what they donate to the country is really helping the people or its going to the other side to eat.
— Male, Bor

This number drops lower when asked about local or regional authorities, with only 6% of respondents saying that they should take the most responsibility in proving assistance, and numbers are similarly sparse when asked about the military (3%) and politicians or political parties (1%).

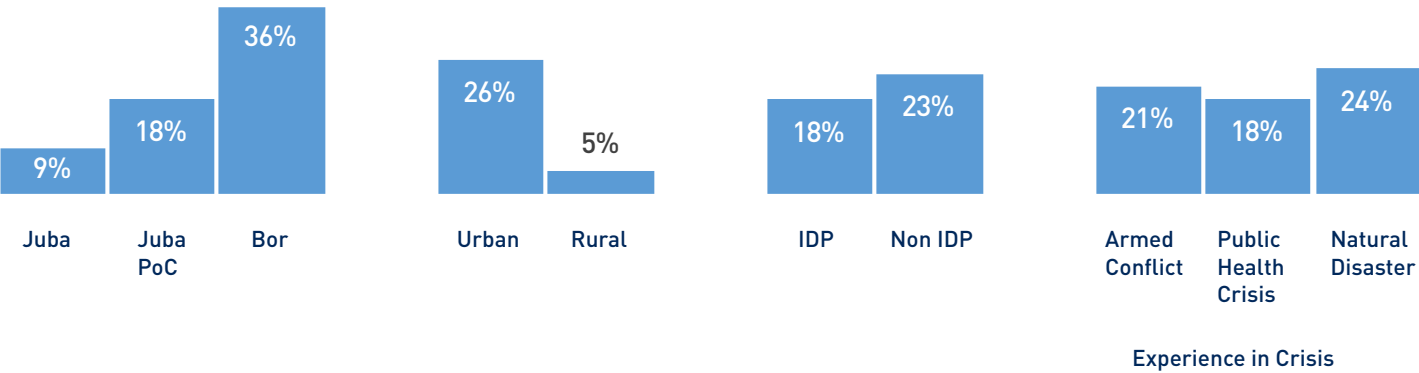
This is not surprising, as only 18% of respondents said that they have received assistance from national authorities, more so in Bor (39%) than in Juba (8%) or the Juba PoC site (5%). In general, non-IDP populations more often reported that they had received assistance from national authorities (24%, compared with 10% of IDPs), as did those in urban (22%) or suburban areas (19%, compared with 3% of those in rural areas). Among those that have received this assistance, two thirds (68%) said it was helpful, either very (28%) or a little helpful (40%).

PERCENTAGE THAT HAVE RECEIVED ASSISTANCE FROM THE NATIONAL GOVERNMENT — BY SUBGROUP



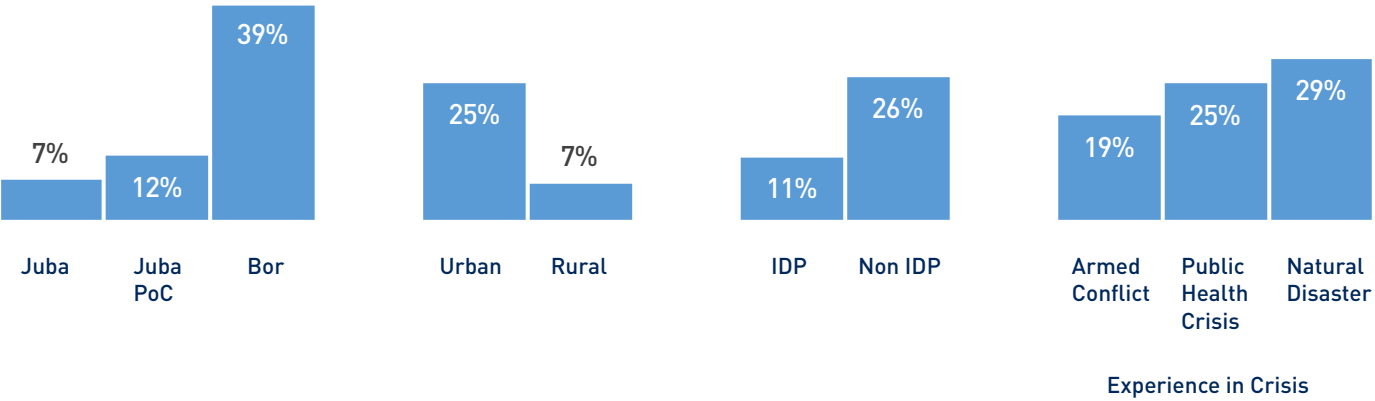
One in five respondents (21%) said that they have received assistance from local or regional authorities, mostly in Bor (36%) and in the Juba PoC site (18%), and less commonly in Juba (9%). In general, non-IDP populations more often reported that they received assistance from local or regional authorities (23% compared with 18% of IDP populations), as did those in urban (26%) and suburban locations (21%, compared with 5% of those in rural areas), and those that have received assistance (28%) compared with 12% of those that have not. Among those that have received this assistance, two thirds (66%) said it was helpful, either very (28%) or a little helpful (38%).

PERCENTAGE THAT HAVE RECEIVED ASSISTANCE FROM THE LOCAL/REGIONAL GOVERNMENT — BY SUBGROUP



In addition to national and regional authorities, 19% of respondents said that they received assistance from the military or the army, mostly in Bor (39%) and less so in Juba (7%) or the Juba PoC site (12%). In general, non-IDP populations more often reported that they received assistance from the military or army (26% compared with 11% of IDP populations), as did those in urban locations (25% compared with 9% in suburban locations, 7% in rural), and those that have received assistance (22% compared with 16% of those that have not). Those that have experienced a public health crisis or natural disaster also more often reported that they received assistance from the military or army (25% and 29%, respectively, compared to 19% of those that experienced armed conflict).

PERCENTAGE THAT HAVE RECEIVED ASSISTANCE FROM THE MILITARY — BY SUBGROUP



Among those that have received this assistance, three quarters (73%) said it was helpful, either very (46%) or a little (26%). Women more often reported that this assistance was helpful (77% compared with 67% of men).

LOCAL NGOS OR INDIVIDUALS MAY FILL THE HUMANITARIAN ASSISTANCE GAPS

Local NGOs or individuals in the community may fill any humanitarian assistance gaps. The qualitative groups indicated that many people tried to share what little they had with other members of their community, despite overall shortages and deprivation.

Everything is not enough. Water, food — all of them are not enough. When people go home without these things, they also try to share. People are living here through sharing only. Only sharing.
— Female, Juba PoC

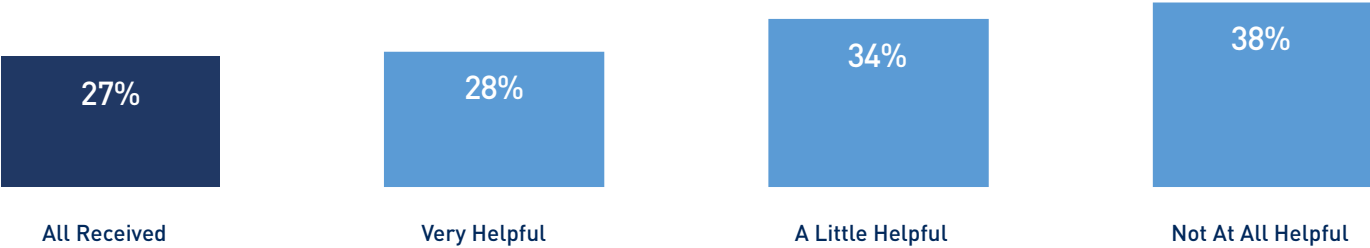
LOCAL NGOS AND CHARITIES

Over one quarter (27%) of respondents said that they’ve received help from local NGOs or charities, mostly in Bor (36%) and in the Juba PoC site (38%), and much less in Juba (9%). In general, IDP populations were more likely to report receiving assistance from local NGOs or charities (33%, compared with 21% of non-IDPs), as did those in urban (32%) or suburban (26%) locations (compared with 8% of those in rural locations).

Participants in the qualitative work mentioned two local NGOs in particular, Nile Hope and THESO, that was working in the Juba and Bor areas of South Sudan. In general, though it is understood that their capacity and abilities are much less than that of the UN or other international NGOs, local NGOs such as Nile Hope and THESO were perceived very well by the community.

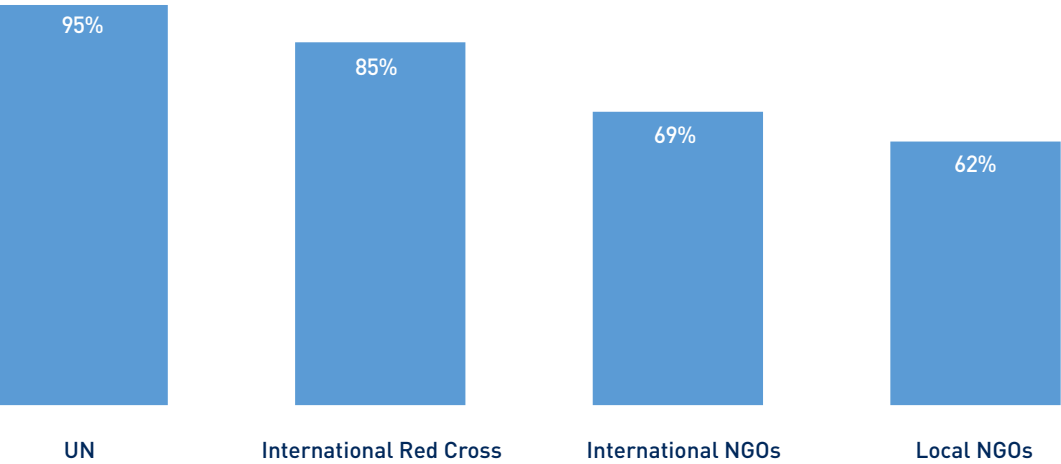
Now we can see a bit of changes because THESO is constructing these latrines and also bringing water. We suspect these things because it is a local NGO. Another thing, when Nile Hope was available, they were doing good things like the way THESO is doing.
— Male, Juba PoC

PERCENTAGE THAT RECEIVED HELP FROM LOCAL NGOS, ALONG WITH HOW HELPFUL IT WAS



Among those that have received this assistance, the majority (62%) said it was helpful, either very (28%) or a little (34%). Those inside the Juba PoC site more often reported that the assistance provided by local NGOs or charities was helpful (76% compared with 52% outside of the camp), as did IDP populations in general (69% compared with 55% of non-IDPs), and those affected by armed conflict (61% compared with 50% of those affected by natural disaster).

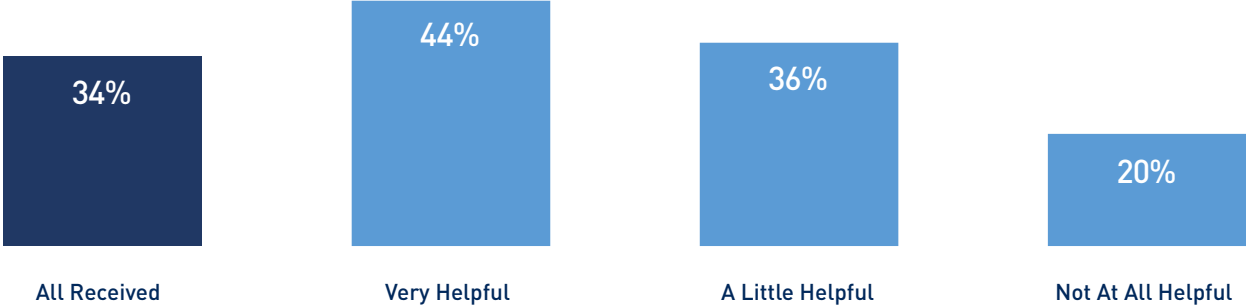
PERCENTAGE THAT FOUND ASSISTANCE FROM UN, ICRC, OTHER INTERNATIONAL NGOS, AND LOCAL NGOS HELPFUL



COMMUNITY-BASED ASSISTANCE

One third (34%) said they have received assistance from relatives or friends. This assistance was most often reported as received in Bor (54%), followed by in the Juba PoC site (31%), and in Juba (17%), and among non-IDP populations more generally (37%, compared with 30% of IDPs). Those in urban areas also more often reported that they received help from their relatives or friends (39%, compared with 28% in suburban areas, and 17% in rural areas).

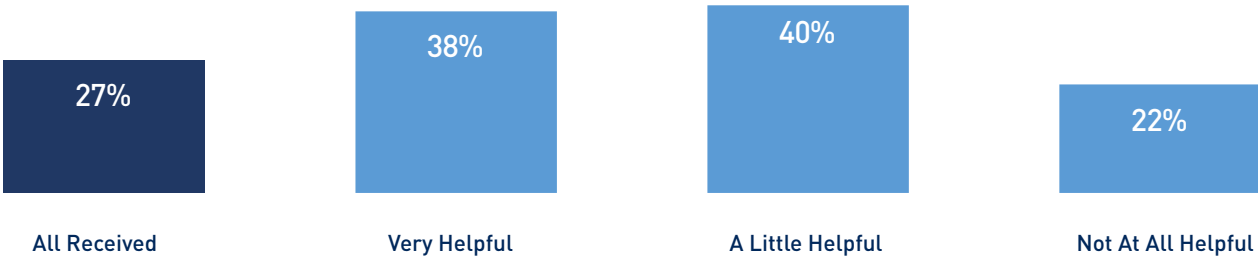
PERCENTAGE THAT RECEIVED HELP FROM RELATIVES OR FRIENDS ALONG WITH HOW HELPFUL IT WAS



Among those that received assistance from friends or relatives, the majority (80%) found it helpful. Those outside the Juba PoC site more often reported that this assistance was helpful (84%, compared with 70% inside the camp), as did women (88%, compared with 73% of men).

One quarter (27%) said that they have received assistance from individuals within their community. Similar to those that received help from friends or relatives, this was more commonly reported in as received in Bor (45%), followed by in the Juba PoC site (28%), and in Juba (10%). Those in urban areas also more often reported that they received help from those in their community (32%, compared with 26% in suburban areas, and 12% in rural areas).

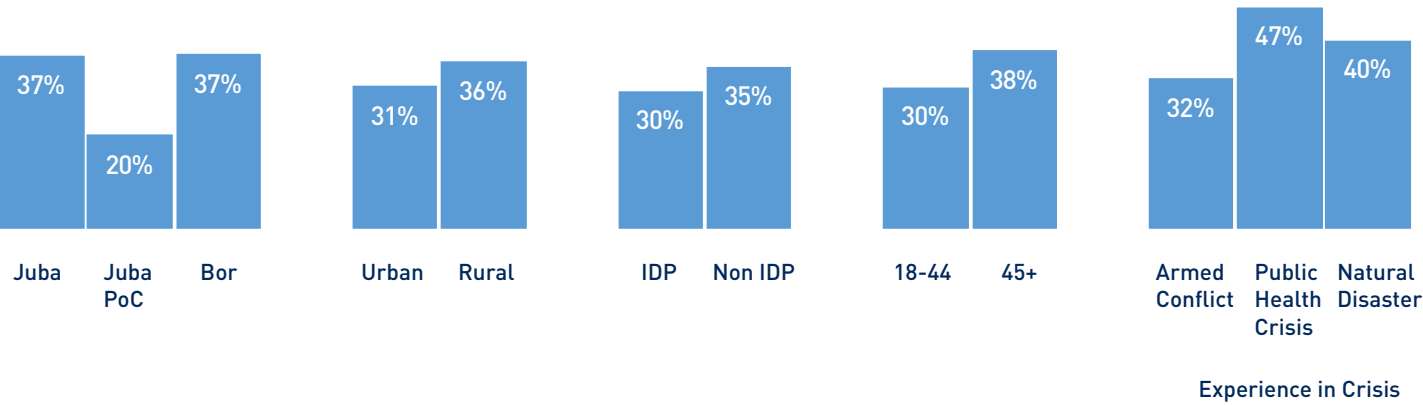
PERCENTAGE THAT RECEIVED HELP FROM INDIVIDUALS IN THE COMMUNITY ALONG WITH HOW HELPFUL IT WAS



Among those that received assistance from friends or relatives, over three quarters (78%) found it very or a little helpful. Those outside the Juba PoC site more often reported that this assistance was helpful (80%, compared with 72% inside the camp), as did non-IDP populations (82%, compared with 74% of IDPs), and women (83%, compared with 74% of men).

Related to this, one third (32%) of respondents have given help to others, more commonly outside the Juba PoC site (37% in Juba and Bor), than within it (20%). Similar to other findings on community support, non-IDP populations more often reported that they had given help to others (35%, compared with 30% of IDPs). However, unlike other findings, those in rural and suburban communities provided help to others slightly more often than those in urban areas (36%, compared with 31% in urban areas).

PERCENTAGE THAT HAVE GIVEN HELP TO OTHERS — BY SUBGROUP



Among those that provided assistance to others, the most common forms of assistance provided were food (62%), clothing (40%), shelter (28%), or various other services (childcare 25%, counselling 22%, care for the elderly 21%).

Yeah it happened in the 2007-2013 when that conflict erupted, people of Jonglei went to Awerial the people in Rumbek contributed. Other people contributed clothes, foodstuffs, and mattresses.
— Male, Bor

Despite the local community’s ability to provide support and assistance, most respondents did not think that the responsibility to provide should sit locally. While 19% of respondents said that local NGOs or charities should take the most responsibility to provide assistance, only 6% said friends or relatives should take the most responsibility, and 4% said individuals from the community.

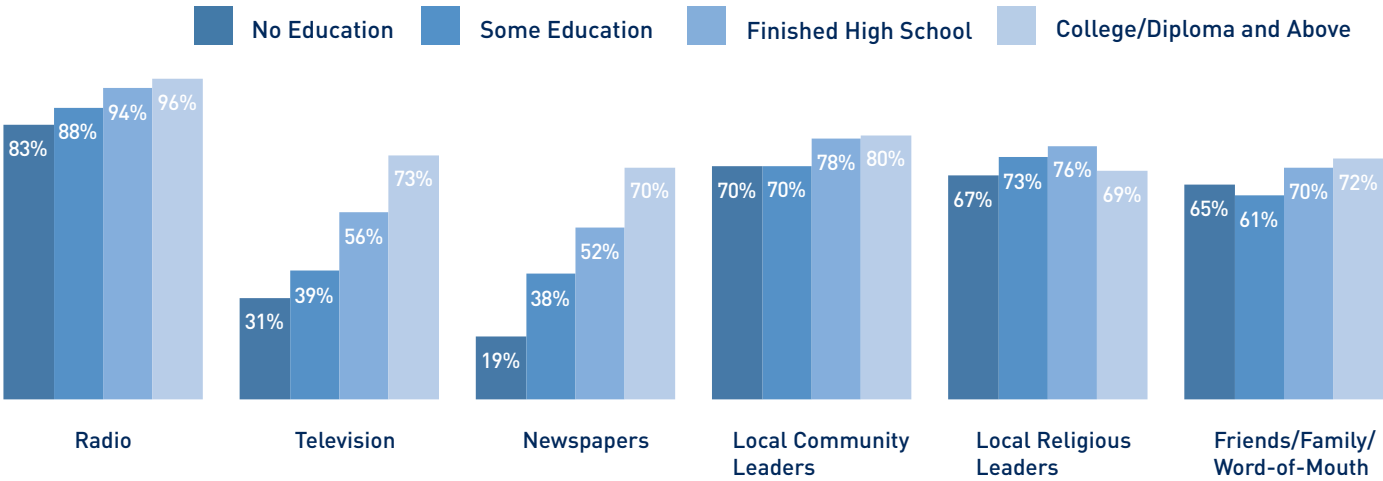
3.7 Information needs and communication channels

There is a general lack of connectivity or access to more modern forms of media among South Sudanese, often preventing them from receiving accurate or timely information about assistance. Participants in qualitative groups indicated that while radio and television are used, information is much more likely to come to them from local community leaders or friends and family. It is important to note that this research used a relatively urban sample in South Sudan, indicating that rates of radio, television, newspaper, and internet usage is lower throughout South Sudan as a whole.

If a problem happens in a community or a country not all people understand from the radio, TV and the internet because ¾ of the population doesn’t have access to those things.
— Male, Bor

Additionally, 58% South Sudanese have not completed secondary education, and almost a quarter (23%) is illiterate. This most likely explains the low usage of newspapers or other written methods of communication as reliable sources of information. Aid organizations should more heavily rely on means of communication that cater to the less educated and illiterate such as word-of-mouth and radio programming.

PERCENTAGE THAT HAVE RECEIVED INFORMATION ABOUT ASSISTANCE FROM THE FOLLOWING SOURCES — BY EDUCATION LEVEL

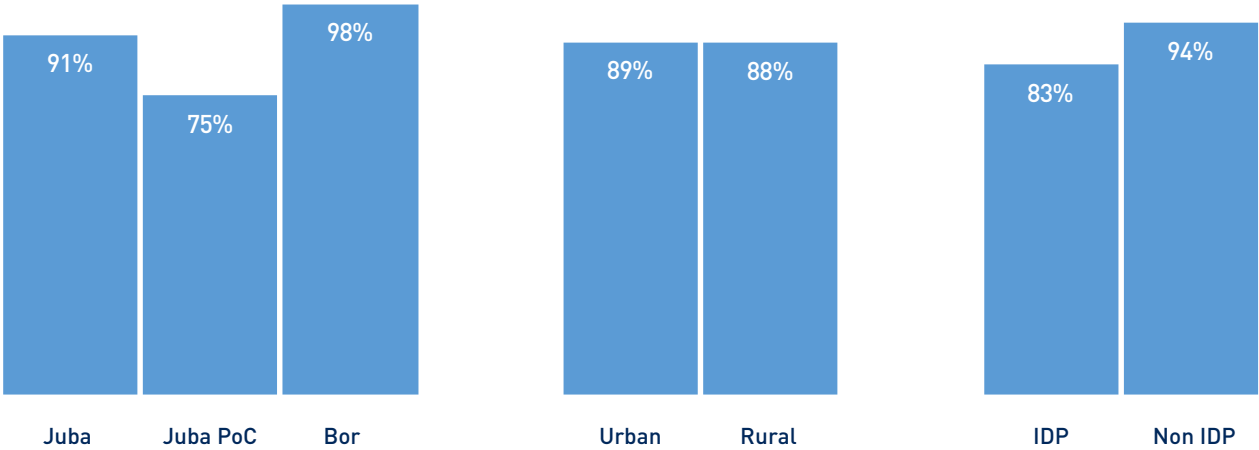


LOCAL RADIO PROGRAMMING IS A MAJOR SOURCE OF INFORMATION

The majority of those surveyed used the radio to find out about receiving support or assistance (89%), mostly local radio (67%) or national (17%), very few listened to any international radio programming (4%). National sources were more popular in the Juba PoC site (20%) and Bor (25%), while international radio was more common in Juba (10%). In general, radio listener-ship was more common among non-IDP populations (94%) than IDPs (83%), however among IDP populations that did use the radio to find out about receiving support or assistance national sources were more common (22% compared with 17% of non-IDP populations). Similarly, those in suburban locations more commonly reported that they used national radio sources (35%).

We always get news from radio and also from our local chief here in Kafuri. Some people go to Juba and come with information. But most of the information is radio Katwe (rumours).
—Male, Juba, Outside Camps

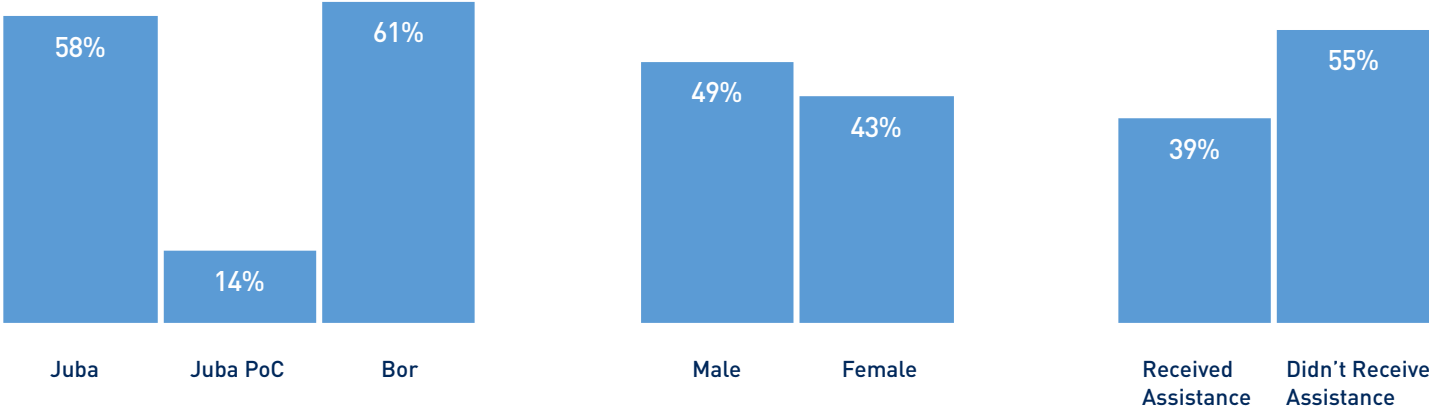
PERCENTAGE THAT USE RADIO TO FIND OUT ABOUT RECEIVING ASSISTANCE
— BY SUBGROUP



TELEVISION IS NOT A RELIABLE SOURCE OF COMMUNICATIONS

Less than half (46%) reported that they used television to find out about receiving support or assistance, mostly local (44%) or national (49%) sources. Those using television were largely located outside of the Juba PoC site (59%, compared with only 14% inside), and slightly more likely to be male (49%).

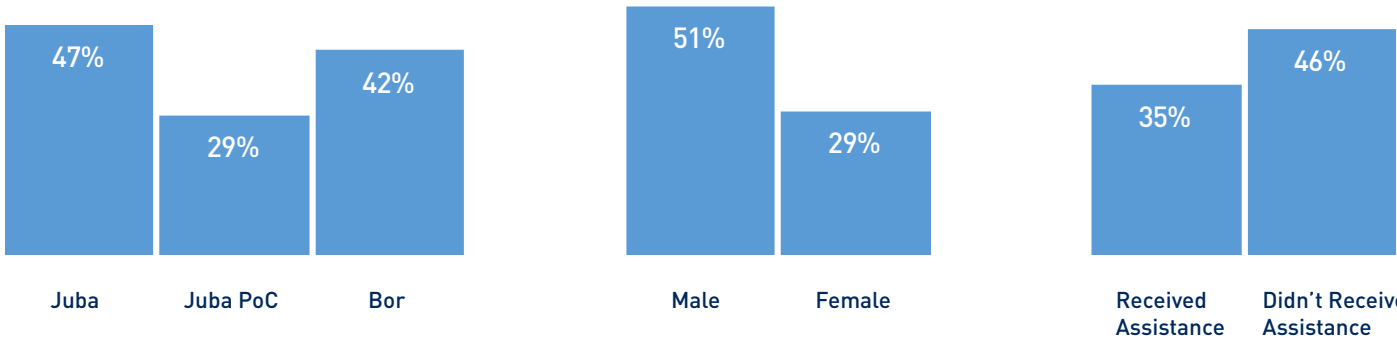
PERCENTAGE THAT USE TELEVISION TO FIND OUT ABOUT RECEIVING ASSISTANCE
— BY SUBGROUP



NEWSPAPERS ARE NOT A RELIABLE SOURCE OF COMMUNICATIONS

Two in five (40%) of South Sudanese surveyed said that they used newspapers to find out about receiving support or assistance. While most of this group used local sources (50%), a substantial minority also used national (29%) or international (21%) sources. Use of newspapers was more common in Juba (47%) and Bor (42%), compared with inside the Juba PoC site (29%), and among men (51%) than women (29%), likely related to higher literacy and education rates among men.

PERCENTAGE THAT USE NEWSPAPERS TO FIND OUT ABOUT RECEIVING ASSISTANCE
— BY SUBGROUP

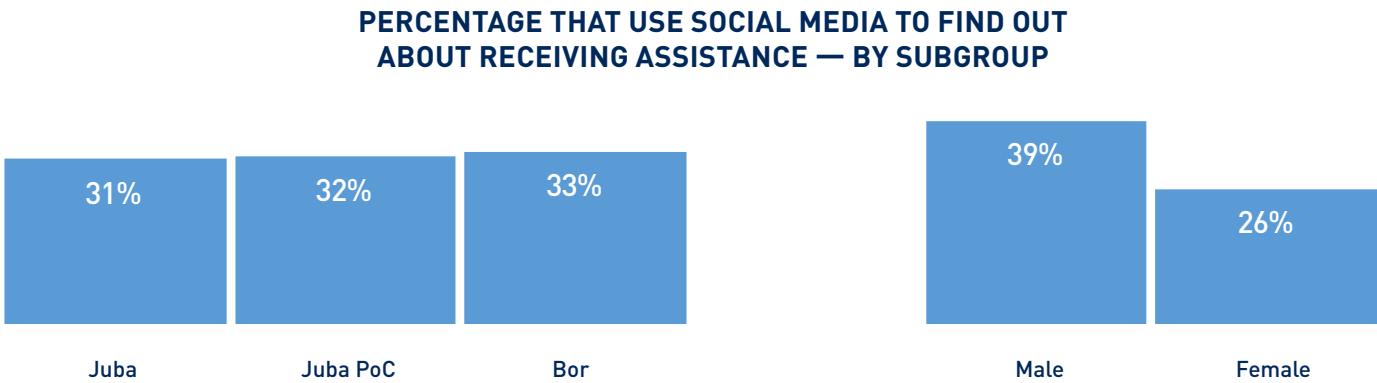


We here as women, community of women, we don't know about what is in paper or what is in radio. But, somebody like you who write are mostly the ones who know what is happening here in Jonglei. But us, we just stay like blind people. We don't know anything. Sometime peoples tell us...sometimes nothing.
—Female, Bor

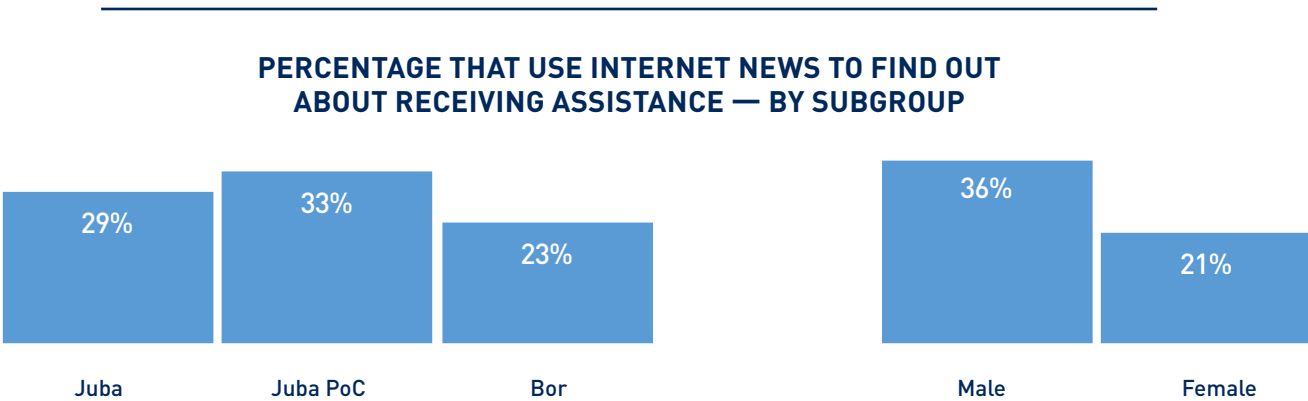
INTERNET, SOCIAL MEDIA, AND MESSAGING
ARE NOT A RELIABLE SOURCE OF COMMUNICATIONS

Internet and social media usage rates are even lower. Social media or messaging was used by 32% of respondents to find out about receiving support or assistance, mostly from local sources (52%), with some using national (17%) or international (31%) sources. Those inside the Juba PoC site were mostly accessing information from local sources (80%, compared with 40% outside the site), while those outside the camp were more likely to be accessing information from national (22% compared with 6% inside the Juba PoC site) or international (38% compared with 14% inside the Juba PoC site) sources.

In general men were more likely to use social media and messaging (39% compared with 26% of women), though women were slightly more likely to use national sources (23% compared with 13% of men) and men more likely to use local sources (56% compared with 46% of women).



Less than one third (28%) of respondents said that they used the internet to find out receiving support or assistance, mostly from international sources (48%) or local (37%) sources. Availability of internet-based news appears to be more common inside the Juba PoC site, with 33% of respondents reporting they used the internet to find out about assistance compared with 26% of those outside of the camp. However, among those inside the Juba PoC site that used the internet, local sources were much more commonly used (73% compared with 18% outside the camp), while outside the site national (21% compared with 4%) and international (60% compared with 24%) were more common. Men were more likely to use the internet to find out about receiving support and assistance (36% compared with 21% of women).



In terms of accessibility, two thirds (64%) of those surveyed said that they had access to a feature phone, whether it was for their own use (41%) or shared with friends/family (23%), and 13% said they had access to a smartphone (11% their own, 2% shared). However, the availability and quality of connection may contribute to the lack of consistent connectivity, only 22% of those surveyed said they had regular access to mobile telephone services, and 3% regular access to the internet. It is therefore likely that people are accessing mobile and/or internet connections at communal locations, such as an internet café, or at the center of a PoC site.



NON-TRADITIONAL MEANS OF COMMUNICATIONS
ARE SIGNIFICANT IN SOUTH SUDAN:
COMMUNITY AND RELIGIOUS LEADERS, FRIENDS AND
FAMILY, AND TOWN CRIERS, POSTERS AND LEAFLETS

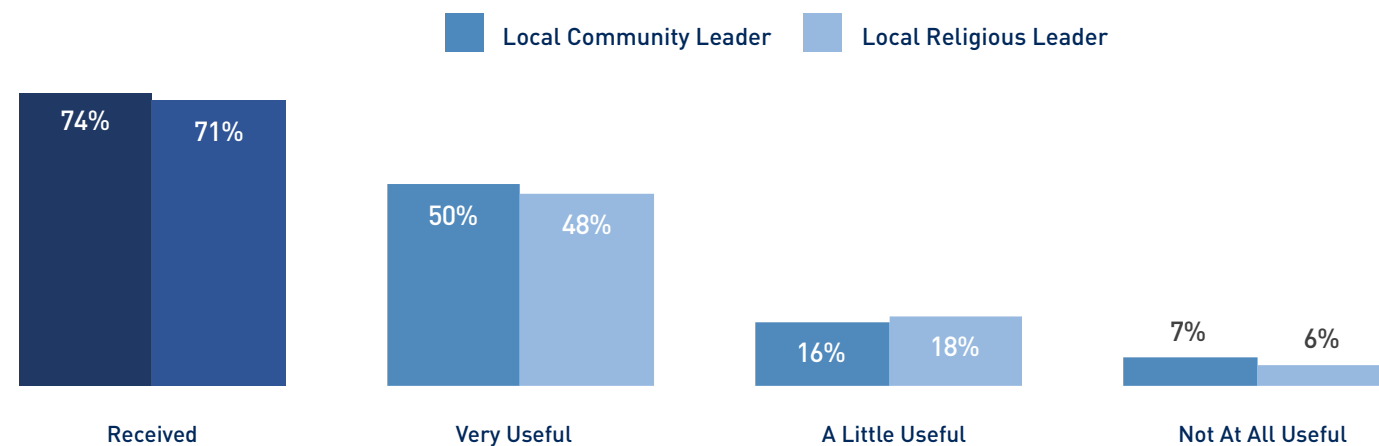
There are several more traditional forms of communication that are more common in South Sudan than many of the media sources named above, indicating that these sources will be essential to spreading information about support and assistance in the future. With that said, it is more difficult to get standard messages across using these sources of information. Focus should be placed on these sources of information and ensuring they are getting the same messages across.

COMMUNITY AND RELIGIOUS LEADERS

Three quarters (74%) of respondents said they used local community leaders to find out about receiving support or assistance. This was more common outside of the Juba POC site (76%, compared with 68% inside the Juba PoC site), with non-IDPs (77%, compared with 70% of IDPs), and in urban areas (77%, compared with 62% in suburban areas and 69% in rural areas).

Among those that received information from local community leaders, 90% found it to be useful to some extent, more so in urban locations (92%), than in suburban (81%) or rural (86%) locations.

PERCENTAGE THAT RECEIVED INFORMATION ABOUT ASSISTANCE FROM A LOCAL COMMUNITY LEADER OR A LOCAL RELIGIOUS LEADER ALONG WITH HOW USEFUL THE INFORMATION WAS



Nearly three quarters (71%) said they use local religious leaders to receive information about receiving support or assistance. Receiving information from religious leaders was more common outside the Juba PoC site (76%, compared with 59% inside the Juba PoC site), and more common with non-IDPs than with IDP populations (76% non-IDPs compared with 65% of IDP populations).

Among those that received information from local religious leaders, 92% found it to be helpful to some extent, more so in urban locations (93%) than in suburban (85%) or rural (90%) locations.

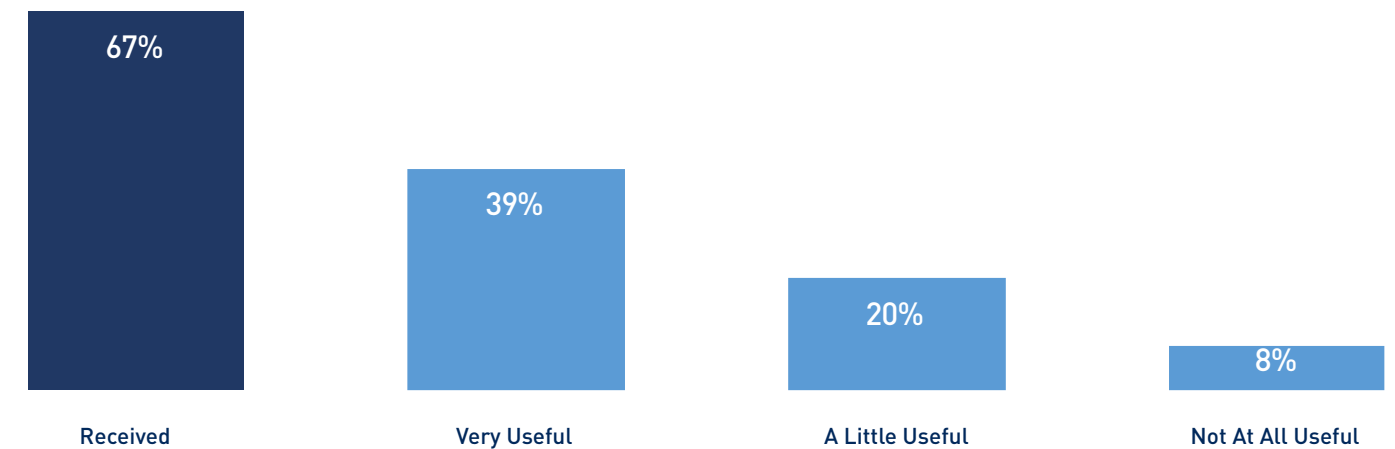
FRIENDS AND FAMILY

Two thirds of respondents (67%) said they used family, friends, or word-of-mouth to find out about receiving support or assistance. This was much more commonly reported in Juba (71%) and Bor (79%) than in the Juba PoC site (46%), and more common among non-IDPs (76%) than IDP populations (56%) in general.

Word of mouth is first. If a war happens like the recent one we wait and talk about it later, otherwise we don't receive information in advance

— Male, Bor

PERCENTAGE THAT RECEIVED INFORMATION ABOUT ASSISTANCE FROM FRIENDS AND FAMILY ALONG WITH HOW USEFUL THE INFORMATION WAS



Among those that have received information about receiving support or assistance from friends, family, or word-of-mouth, the majority (88%) found it useful, more commonly in Bor (93%) than in Juba (83%) or the Juba PoC site (87%).

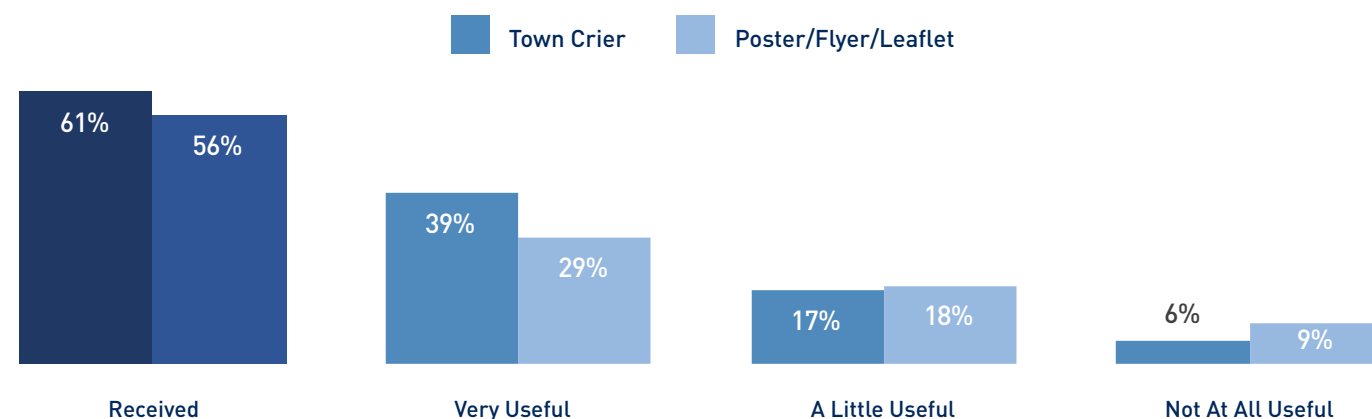
TOWN CRIERS, POSTERS, AND LEAFLETS

Nearly two-thirds of respondents (61%) used town criers to find out about receiving support or assistance. This was much more commonly reported in Juba (70%) and Bor (76%) than in the Juba PoC site (34%), and among non-IDPs in general (74%, compared with 46% of IDPs). The vast majority of those that received information about receiving support or assistance from a town crier said that it was useful (91%).

The information about the services here, we get them from within — through mega phones — a person moves around with a mega phone and, we also get the information from the church and also from the community leaders.

— Male, Juba PoC

PERCENTAGE THAT RECEIVED INFORMATION ABOUT ASSISTANCE FROM A TOWN CRIER OR A POSTER, FLYER, OR LEAFLET ALONG WITH HOW USEFUL THE INFORMATION WAS



Over half (56%) of respondents said that they have received information about receiving support or assistance from posters, flyers, or leaflets. This source of information was more common in Juba (75%) than in the Juba PoC site (40%) or Bor (49%), among non-IDPs (61%) than IDPs (50%), and among those in rural locations (67%) than those in urban (56%) or suburban (35%) locations.

The majority of those that received information from posters, flyers, or leaflets found it to be useful (83%). Though less people in the Juba PoC site received information from this source, many more there reported that the information received was useful to some extent (94%) when compared with Juba (84%) or Bor (75%). IDP populations in general were also more likely to find this information useful to some extent (90%, compared with 79% of non-IDP populations), as were those in rural locations (87% compared with 81% of urban populations).

INFORMATION FROM INTERNATIONAL ORGANIZATIONS AND NATIONAL AND LOCAL AUTHORITIES ARE LESS FREQUENTLY USED BUT IMPORTANT

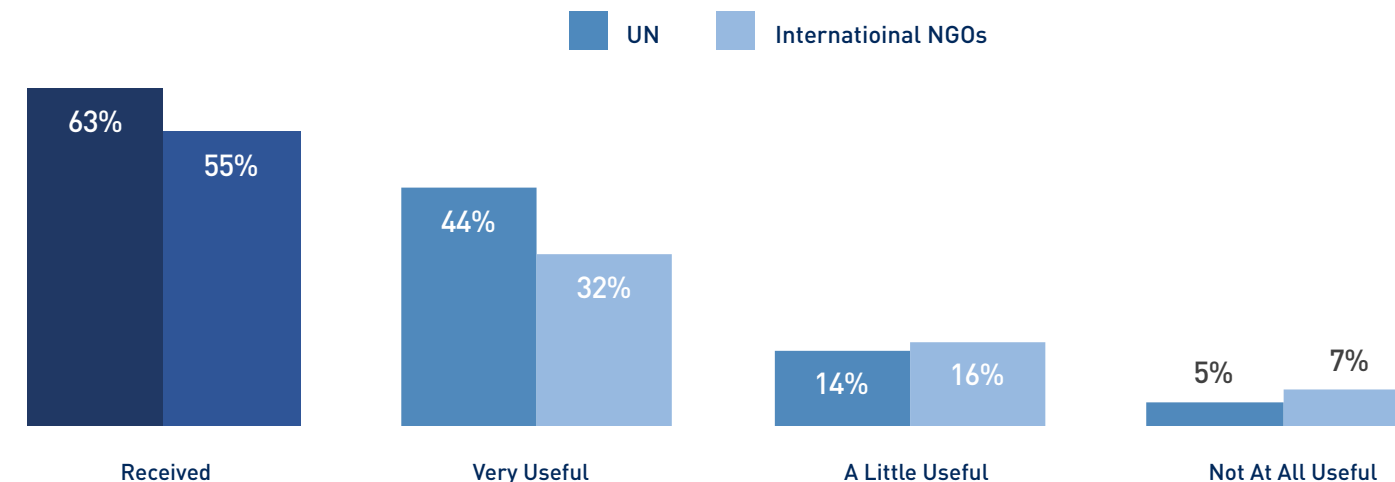
Although less frequently used than other traditional, word-of-mouth sources, local and national authorities are important sources of information about receiving support and assistance. Sources linked to local and national authorities are less common for those living inside the the Juba PoC site, presumably because already have some access to information from the United Nations or other international organizations.

INTERNATIONAL ORGANIZATIONS

Nearly two-thirds (63%) of respondents used the United Nations to find out about receiving support or assistance. Use of the United Nations to find out about receiving support or assistance was similar across Bor, Juba, and the Juba PoC site, although it was more commonly reported in urban areas (67% compared with 55% in suburban areas and 54% in rural areas).

Almost all (93%) of those that received information about receiving support or assistance from the United Nations said that it was useful. Those inside the Juba PoC site more often reported that they found information from the UN useful (97%, compared with 91% of those outside the site), likely because the UN is providing the majority of assistance received. Those in urban areas also more commonly reported information from the UN as useful (94%, compared with 88% in rural areas).

PERCENTAGE THAT RECEIVED INFORMATION ABOUT ASSISTANCE FROM A UN AGENCY OR AN INTERNATIONAL NGO ALONG WITH HOW USEFUL THE INFORMATION WAS



Over half (55%) of respondents used other international NGOs or charities to find out about receiving support or assistance. Use of international NGOs to find out about receiving support or assistance was also similar across Bor, Juba, and the Juba PoC site, though it was more common in urban areas (60% compared with 41% in suburban areas and 43% in rural areas).

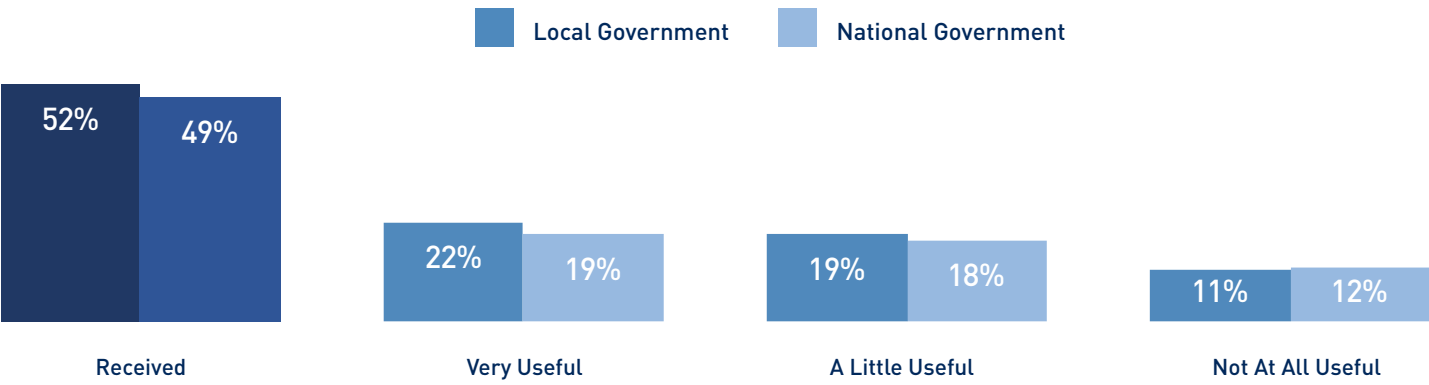
A large majority (87%) of those that received information about receiving support or assistance from the other international NGOs or charities said that it was useful. Those inside the Juba PoC site more often reported that they found information from international NGOs or charities useful (96%), than those in Juba (90%) or Bor (78%), as did IDP populations in general (97%, compared with 90% of non-IDPs).

LOCAL AND NATIONAL GOVERNMENT

Government sources were also common ways used to find out about receiving support or assistance, with 51% of respondents reporting that they used the local government. This was much more commonly reported in Bor (74%) and Juba (60%) than in the Juba PoC site (14%), more common among non-IDP populations (64%) than IDPs (35%), and more common in urban areas (53%) than rural areas (47%).

A large majority (80%) of those that received information about receiving support or assistance from the local government said that it was useful. Those in Bor more often reported that they found information from the national government useful (87%), than those in Juba (73%) or in the Juba PoC site (52%), as did non-IDP populations in general (82%, compared with 71% of IDPs), and those in urban areas (81%, compared with 76% in rural areas).

PERCENTAGE THAT RECEIVED INFORMATION ABOUT ASSISTANCE FROM THE LOCAL GOVERNMENT OR THE NATIONAL GOVERNMENT ALONG WITH HOW USEFUL THE INFORMATION WAS



Additionally, half (49%) of respondents reported that they used the national government of South Sudan to find out about receiving support and assistance. This was much more commonly reported in Bor (67%) and Juba (60%) than in the Juba PoC site (12%), and more common among non-IDP populations (62%, compared with 33% of IDPs).

Three quarters (76%) of those that received information about support or assistance from the national government said that it was useful, with those in Bor more likely to report that they found information from the national government useful (84%), than those in Juba (70%). Other groups who were more likely to find information from the national government useful were non-IDP populations in general (80%, compared with 68% of non-IDPs), and those in urban areas (77%, compared with 69% in rural areas).



Photo: Charlotte Cans/OCHA



Photo: Dan DeLorenzo/OCHA

4. Conclusions and Recommendations

KEY NEEDS AND PRIORITIES

The protracted conflict in South Sudan has resulted in people's most pressing needs to be their most basic ones such as food, medical treatment, and shelter. These needs vary only slightly between those living inside versus outside camps, and in urban versus rural areas. It is not surprising that of the nearly two-thirds of respondents that have received food assistance, the majority were inside camps, and most specifically, inside the Juba PoC site.

Nevertheless, food assistance received for those in camps was reported as insufficient. At a minimum, more needs to be done to ensure that those who are inside the relatively controlled areas of the camps receive the aid they need. A separate but focused strategy should be implemented to allow those outside of camps to receive better food assistance.

Similarly, medical treatment, healthcare and psychological services are limited to those outside of the camps, traveling long distances being the major obstacle. Facilitating access to healthcare or medical treatment should be a priority either by providing a mode of transportation to health-care facilities or bringing healthcare facilities to them.

Two-thirds of study participants have been forced to leave their home. So, when it comes to shelter, it is a priority need, particularly for those in the PoC camps in Juba and Bor.

Next, education has been identified as a priority need, but primarily to keep children occupied, especially in the PoC camps. Children often have nothing else to do if they are not in school and are at risk of negative behaviors. In addition to access to education, South Sudanese youth should have access to educational community centers with activities to keep youth occupied and away from negative influences. Additionally, aid organizations should work to remove any barriers to accessing education, such as the requirement for school uniforms, or the provision of school items such as pens and workbooks.

LIVELIHOODS AND EMPLOYMENT

Due to the severity of the existing conflict, the South Sudanese require basic needs more than financial support. But, for those that indicated a need for financial support, almost half said they preferred to receive items themselves rather than financial assistance in the form of vouchers or cash. This is also attributed to the lack of access to markets.

From an employment perspective, more coordination among aid organizations and communication is needed to allow those with the required qualifications within the camps to find work within the camps by the organizations operating there. The fact that positions within PoC camps are being outsourced to outsiders though individuals exist with the required qualifications is a source of frustration and resentment. Moreover, organizations should explore opportunities with businesses outside PoC camps for residents to support from inside the PoC camps.

SECURITY AND PERSONAL SAFETY

Participants in the study believe that international organizations, whether the UN or a combination of other countries' governments, should take responsibility for bringing security to South Sudan, though they also want that to be done in cooperation with South Sudan's national government.

Aid organizations should prioritize access to key protection services like family tracing, education, and sexual violence prevention and recovery. They should ensure that that aid is being coordinated across organizations and distributed in a fair and timely manner, and that this message is communicated in a clear and effective manner.

GENDER

Aid organizations should more deeply study the impact the South Sudan conflict is having on women. This could be more effectively done by collecting information in a way that protects the dignity of those reporting on this topic such as in anonymous surveys or women only groups.

In addition to gaining a deeper understanding for women's needs and how to improve equality in the social context of South Sudan, this type of study would help understand additional figures that are more troubling such as the occurrence and impact of sexual violence: one in three respondents reported knowing someone they knew well who was a victim of sexual violence, with higher incidence coming from within the camps. The actual number of people who have experienced or know someone who has experienced sexual violence is likely to be much higher.

Given the limited access to key protection services such as reproductive health, it is important that programmes consider ways to strengthen programming to support recovery services for sexual violence, including psychosocial care, alongside comprehensive sexual violence prevention programming. Simple things such as access to firewood in the PoC sites may have a significant impact on vulnerabilities of women going outside of the camp.

In the instances where aid was received, there is a general perception that the level of assistance has dwindled. This is probably due to the exacerbated situation and the increase in people requiring assistance, but aid organizations should understand the reason behind these findings and whether more can be done to provide the most needed items, or improve access to them.

THE CHALLENGES OF ACCESSING ASSISTANCE

Participants in the research, particularly those outside of the Juba PoC site, indicated that there was little to no assistance currently available to them. Infrastructure is the biggest barrier to accessing aid, along with a lack of information on the assistance being provided, corruption and discrimination. A thorough analysis of the distribution locations would help understand more efficient logistical means of distributing aid to those who need it.

Aid organizations should do more to understand the actual needs of aid recipients. And, more transparent communications by international aid organizations using traditional means of communication would alleviate the lack of information, corruption and discrimination against those receiving aid.

THE ROLE OF ORGANIZATIONS

Survey participants were most likely to name the UN as an organization providing support to people in South Sudan. This may be because of the UN Mission in South Sudan's role as peace-keepers, or in helping to run the PoC camps. Among those that received this assistance, almost all found the assistance helpful.

Despite these findings, some participants reported that while they knew what the UN was in theory, they had never interacted with it, didn't know what it meant, and were unaware of any support that was provided by the UN. Others knew the support was provided, but had not received it and were quite angry with this. It is important for the UN to identify ways of continuing to communicate their mission through the various means of effective communication to help aid recipients understand their role and aid recipients' rights, and what to expect from other organizations.

These communications as well as the provision of aid should be done in conjunction with the other organizations as well as the government of South Sudan to re-build a sense of trust. This includes working closely with local NGOs and individuals in the community to fill any gaps in humanitarian assistance.

INFORMATION NEEDS AND COMMUNICATION CHANNELS

Television, newspapers, the Internet, social media and messaging are not reliable sources of communications. About 60% of the population of South Sudan have not completed secondary education, and almost a quarter is illiterate. This most likely explains the low usage of written methods of communication as reliable sources of information.

Local radio programming and non-traditional means of communications such as community and religious leaders, friends and family, and town criers are the most reliable sources of information in South Sudan. With that said, it is more difficult to get standard messages across with these sources of information.

While information from international organizations and the government are less frequently used, they are an important source of trusted information. Aid organizations should more frequently and strategically utilize these non-traditional sources (the majority of which are inexpensive but effective means of communication) to execute campaigns to build awareness, set expectations and provide distribution updates, particularly for those who have a lower level of education and the illiterate.



Photo: Dan DeLorenzo /OCHA

Appendix: Detailed Methodology

The community consultation in South Sudan included quantitative and qualitative research, reaching a total of 578 crisis-affected community members in urban, suburban, and rural locations in Juba (including inside one PoC camp) and Bor from January to March 2016. The consultation was designed to cover all demographic groups, and to ensure that vulnerable populations such as women, children, the elderly, the wounded/disabled, and internally-displaced persons (IDPs) were given sufficient weight for analysis.

Including all of the constituents affected by the crisis in South Sudan was a particular challenge for the community consultation as security conditions inside the country are constantly in flux. For this reason, the consultation team selected areas where it was safe for interviewers to work and were relatively accessible.

Conducting interviews on sensitive topics such as humanitarian crises and assistance received was particularly challenging in South Sudan, where there are lingering tensions from ongoing ethnic strife as well as frustration about the lack of assistance received. These issues were compounded by the difficulty of undertaking travel and maintaining communications while conducting fieldwork in South Sudan.

IDPs are a critical group to consider when considering the humanitarian response to the crisis in South Sudan. IDPs face a diversity of circumstances depending on their journey and the area that they settle in. To ensure that a sufficient number of IDPs were included in the sample for the quantitative and qualitative data collection, we conducted quantitative interviews and one qualitative community workshop in PoC3, located outside of Juba.



Photo: Ahnna Gudmunds/WFP

Quantitative Survey

The quantitative survey was 30 minutes long and conducted with a total of 628 crisis-affected community members with the following breakdown using door-to-door interviewing for the general population.

	JUBA Total =286	JUBA PoC CAMP Total =162	BOR Total =180
IDP STATUS	34% IDP 65% Non-IDP 1% Refugee	95% IDP 4% Non-IDP 1% Refugee	14% IDP 84% Non-IDP 1% Refugee
URBAN/RURAL	44% Urban 8% Suburban 48% Rural	86% Urban 8% Suburban 7% Rural	82% Urban 17% Suburban 1% Rural
AGE	18-24 20% 25-34 36% 35-44 19% 45+ 25%	18-24 26% 25-34 30% 35-44 19% 45+ 25%	18-24 18% 25-34 34% 35-44 24% 45+ 24%
GENDER	45% Male 55% Female	52% Male 48% Female	48% Male 52% Female
EXPERIENCE OF CRISIS	99% Armed Conflict 22% Public Health Crisis 20% Natural Disaster	100% Armed Conflict 5% Public Health Crisis 24% Natural Disaster	98% Armed Conflict 33% Public Health Crisis 47% Natural Disaster
RECEIVED ASSISTANCE	93% Received 7% Did Not	91% Received 9% Did Not	97% Received 3% Did Not

- In each area interviews were conducted, the following approach to participant recruitment was taken:
1. A specified number of starting points within each region. Each starting point was considered the center of a “boma”. Where there were more than five bomas in an area, a list was used to randomly selected the bomas that would be included, where there were less than five, interviewers chose multiple starting points in each boma
 - A. Urban Juba: 3 bomas, 64 interviews per boma
 - B. Suburban/Rural Juba: 2 bomas, 47 interviews per boma
 - C. Juba PoC Camp: 3 bomas, 54 interviews per boma
 - D. Urban Bor: 2 bomas, 49 interviews per boma
 - E. Surburban/Rural Bor: 2 bomas, 41 interviews per boma
 2. Five interviewers were sent to each boma, and each randomly selected five households using random walk procedures (every fifth house in urban locations, every third house in suburban or rural locations).
 - 3- Since birthdays are not always known in South Sudan, quotas were used to select household-level respondents in order to ensure gender and age spread.
- All quantitative interviews were conducted by female Ipsos interviewers in local languages using pen-and-paper. Interviews were supervised, and call-backs were made to 10% of the sample to verify responses.

Qualitative Community Workshops

The qualitative community workshops were conducted with a total of 98 crisis-affected community members. In order to ensure coverage, one co-ed workshop was conducted in Juba, one in the Juba PoC camp, and two workshops were conducted in Bor, one with men and one with women. The Ipsos team carried out in-street recruitment for the qualitative workshops to quota.

Workshops lasted an average of 90 minutes and consisted of full and break-out group discussions of the themes of the consultation. The final profile of the qualitative participants is shown in the table below:

	JUBA Total =30	JUBA PoC CAMP Total =22	BOR (Male) Total =26	BOR (Female) Total =20
GENDER	14 male 16 female	14 male 8 female	26 male 0 female	0 male 20 female
AGE	18 – 50 years	18 – 50 years	18 – 50 years	18 – 50 years
OCCUPATION	16 unemployed, 11 self-employed 3 formal employed	All unemployed	All unemployed	All unemployed
EDUCATION	6 no education 18 primary 6 secondary	3 no education 9 primary 14 secondary 4 university graduates	6 no education 7 primary 8 secondary 1 university graduate	13 no education 4 primary 3 secondary

The qualitative workshops were conducted by an Ipsos moderator in Juba Arabic and English with translations to local language as necessary. The workshops were recorded, transcribed, and translated into English for analysis.



Photo: Michelle Delaney/OCHA



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