



**GROUND TRUTH
SOLUTIONS**

Client Voice and Choice Initiative

iCCM Program / Aweil East/ South Sudan

ROUND 2

March 8 – 13, 2016



Putting people first in humanitarian operations.

Question 1: Were you happy with the service you received the last time you went to the CBD?



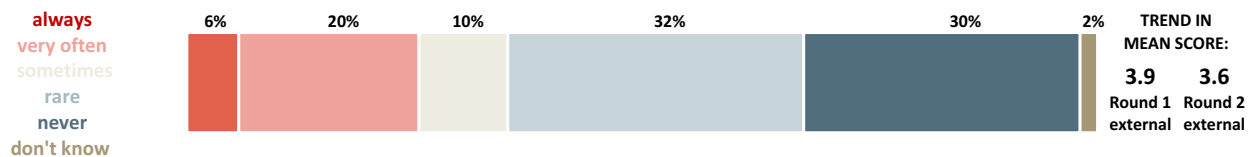
In all bomas, between 85 and 95% of mothers and other caretakers replied that they feel 'happy' or 'very happy' with the service received.

Question 2: How often did you receive information from the CBD that will help you prevent your children from getting sick again?



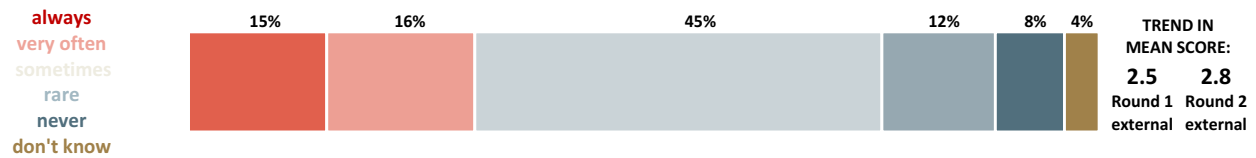
More mothers responded that they received information than other caretakers (67% compared to 52%). Respondents from Mabok Tong answered more negatively than those from other bomas.

Question 3: Have you faced any danger or threats to your physical safety when accessing the CBD services?



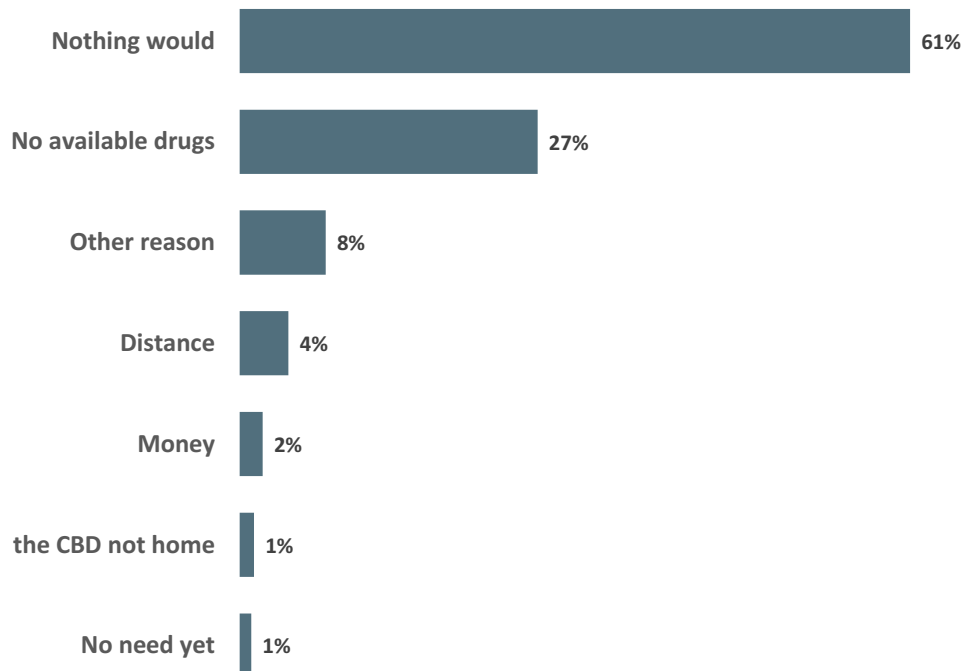
Almost one third (28%) of respondents from Mabok Tong and Ajiep indicated that they 'always' or 'very often' feel endangered when accessing CBD services.

Question 4: Since the last rainy season, did the CBD run out of drugs (Nov)?

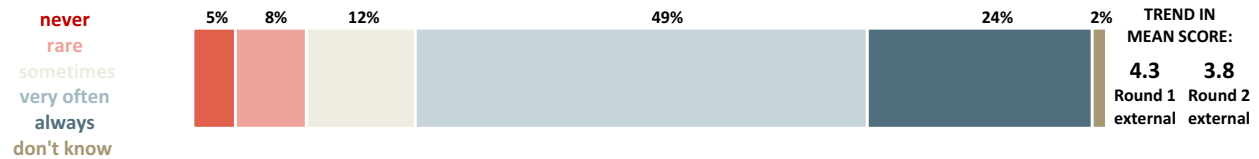


The mean score remains the lowest of all questions, though it is also the only mean score that has increased from Round 1. More than one third of respondents from Mabok Tong and War Baai indicated that their CBD ran out of drugs 'always' or 'very often'.

Question 5: If your child was sick, what would prevent you from taking them to the CBD?

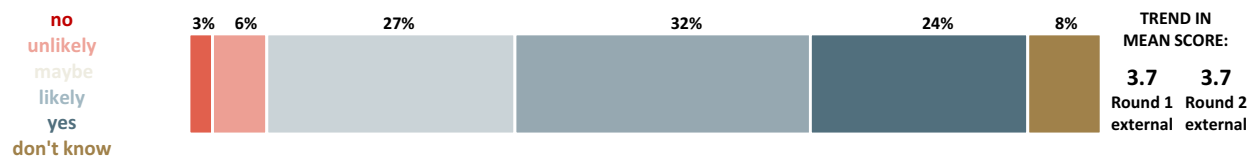


Question 6: Does the CBD treat people with respect and dignity?



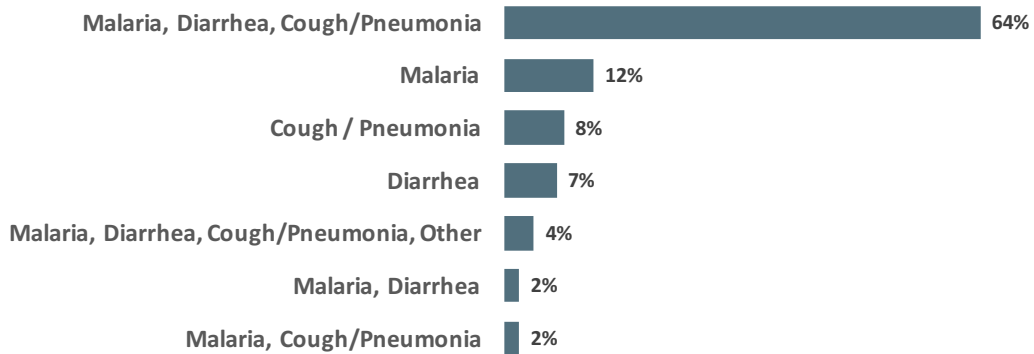
More mothers said they felt treated with respect and dignity than other caretakers (76% over 59%). Respondents from Mabok Tong gave the most negative answers, the most positive results came from War Baai.

Question 7: The community has raised some concerns during this survey. Do you think IRC will respond to these concerns?

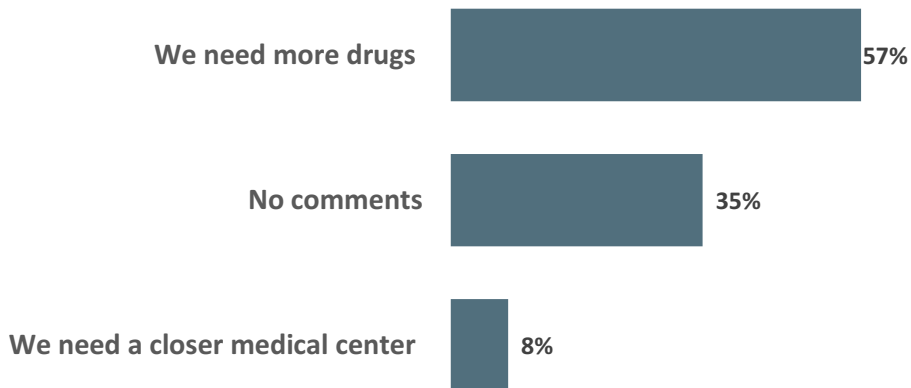


The most positive responses were received from the location of Amerjal, where 63% of the people felt confident the IRC would respond to their concerns.

Question 8: What does the CBD treat?



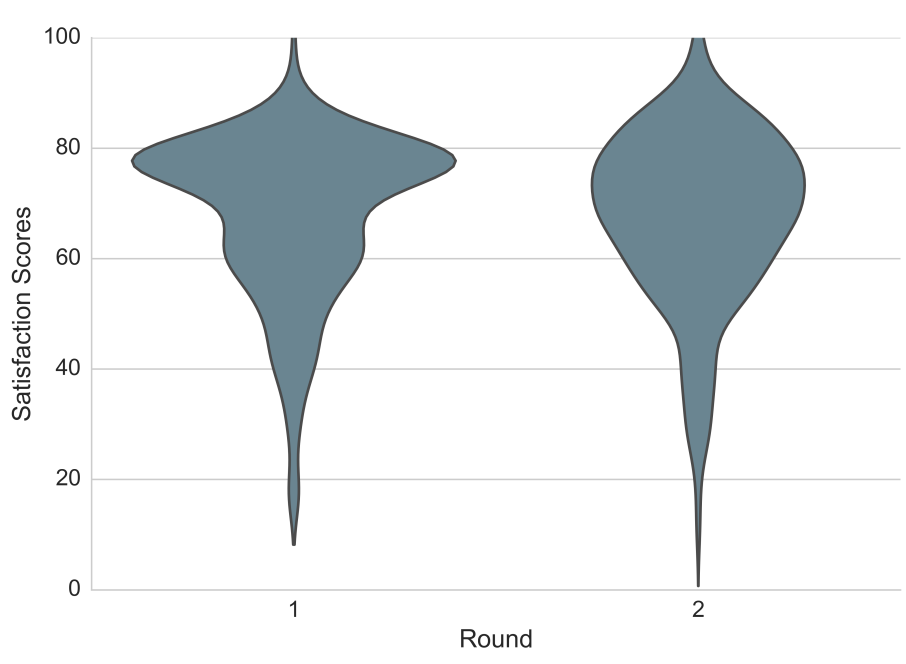
Question 9: Is there anything else you want to tell us about the CBD services?



Additional Statistical Analysis: General Satisfaction Score

To get a more sensitive measure of respondents' perceptions of the CBD services, we have combined information from three different questions in a general satisfaction score:

- Question 1: Were you happy with the service you received the last time you went to the CBD?
- Question 2: How often did you receive information from the CBD that will help you prevent your children from getting sick again?
- Question 4: Since the last rainy season, did the CBD run out of drugs (Nov)?



This graph shows the distribution of satisfaction scores for Round 1 and 2, with 0 on the scale indicating that a respondent is completely dissatisfied and 100 indicating that a respondent is completely satisfied. The thickest point for each distribution corresponds to the most common score for that round. The overall general satisfaction score for rounds 1 and 2 was almost the same (68 and 67).

Demographics

The following graphs provide additional information from questions posed to all respondents at the beginning of the survey: about the gender of the CBD they go to, or might go; the relationship of the respondent to these children (mother / other caretaker); the perceived distance of the next CBD and the next health facility; and the number of children living in the household.

