



**GROUND TRUTH
SOLUTIONS**

Client Voice and Choice Initiative

JUBA/ SOUTH SUDAN - ROUND 3

March 23 - March 31, 2016



Putting people first in humanitarian operations



Background

As part of the IRC Client Voice and Choice Initiative (CVC) to meet the strategic commitment of becoming more responsive to its clients, GT had been collecting feedback on the IRC's protection programme in the UN bases/PoCs in Juba (South Sudan). The programme recently came to an end, however, after additional funding was not secured. This report represents the final feedback on the closure of IRC's service and will hopefully provide useful information for further programming elsewhere, as well as the impact the loss of the service will have on the PoCs.

Reading the charts

The bar charts in this report show the frequency (in percent) that each option was chosen for a particular question. For all Likert scale questions, the colours of the bars range from dark red for negative answers to dark blue for positive ones. We have calculated a mean score for each Likert scale question. Scores cannot be compared to previous rounds, as the survey used was totally new.

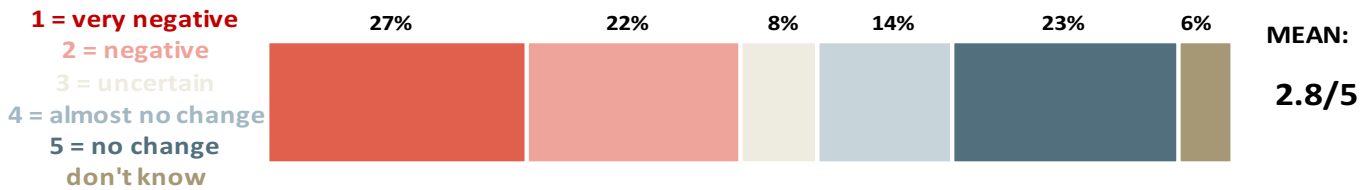
Summary findings

- Respondents seem split on how the closure will impact them and their families – with 49% reporting a likely negative impact and 37% reporting no likely impact. On the specific question of those with special needs, respondents are less sure, but similarly half (50%) report a likely negative impact in accessing services.
- Two thirds of those surveyed were aware of the recent CVC initiative, with 52% reporting that it has improved the IRC service. Conversely, a large proportion (40%) saw little or no improvement, with almost a third seeing no improvement at all.
- Over 60% would like to be asked for their views in the future, while 30% are not interested in providing feedback. There is a correlation between seeing improvements as a result of their feedback and wanting to provide more feedback.

Survey Questions

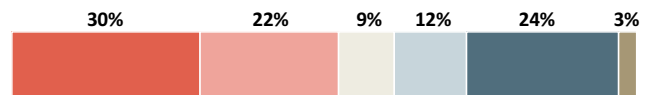
Question 1

The IRC centre has closed and will no longer provide information about services in the POC. To what extent will this affect you and your family?

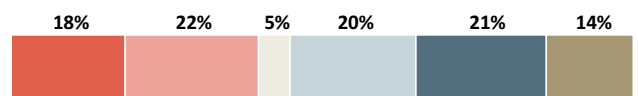


• Unsurprisingly, those who had visited the centre were more concerned about the possible impact of it closing down than those who had not used the centre.

Those who visited the centre:

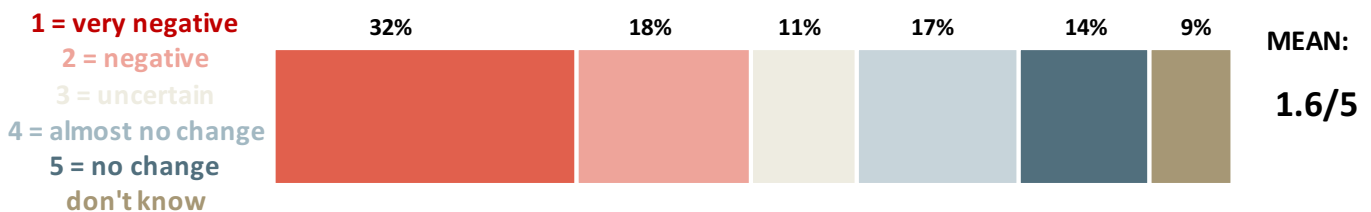


Those who have not visited the centre:



Question 2

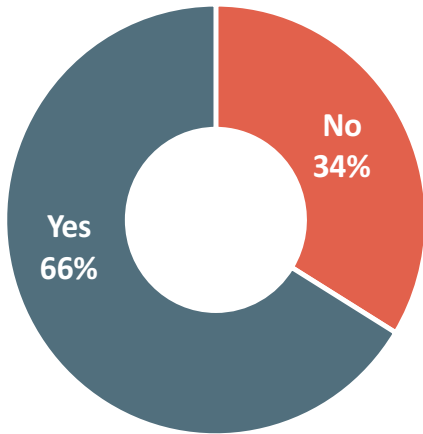
To what extent will the closure affect the ability of people with special needs to access services?



- Again, those who had visited the centre were more negative than those who had not: 54% answered negatively compared to 37%.
- Those in need of legal protection expected the most negative effects with a mean score of 1.3.
- There was a strong correlation between the answers to this question and the answers to question 1 - those who answered either negatively about the closure of the centre tended to feel the same about the effect on those with special needs.

Question 3

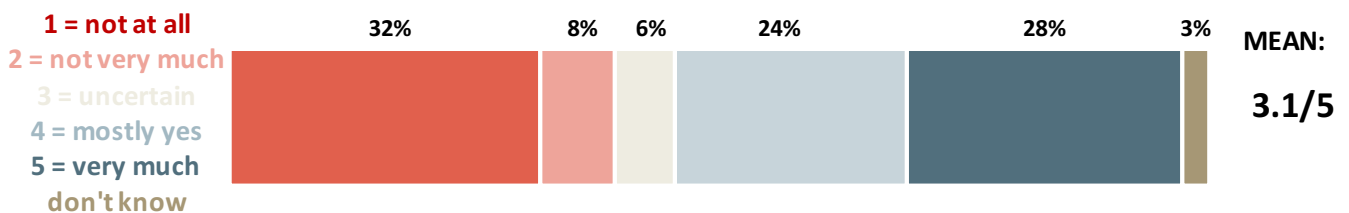
Were you aware of recent efforts by the IRC centre to get feedback on the services it offers?



- Those who had visited the centre were more aware of the recent efforts. 74% of respondents who had visited the IRC centre indicated that they were aware.
- Respondents from PoC 3 were more aware than those in PoC 1 (72% Vs 57%).

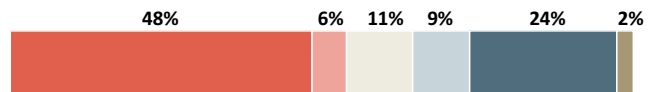
Question 4

Did you feel the IRC information provision service improved as a result?

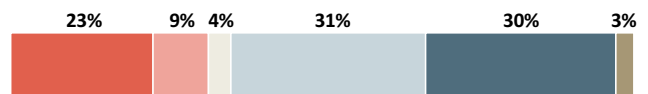


- Respondents from PoC 1 and PoC 3 varied in their answers: PoC 1 scored a mean of 2.5 while the mean for POC 3 was 3.4.
- In addition, those with physical problems (disabled and the elderly) were more negative (mean score of 2.6 compared to the total mean of 3.1).

POC1:



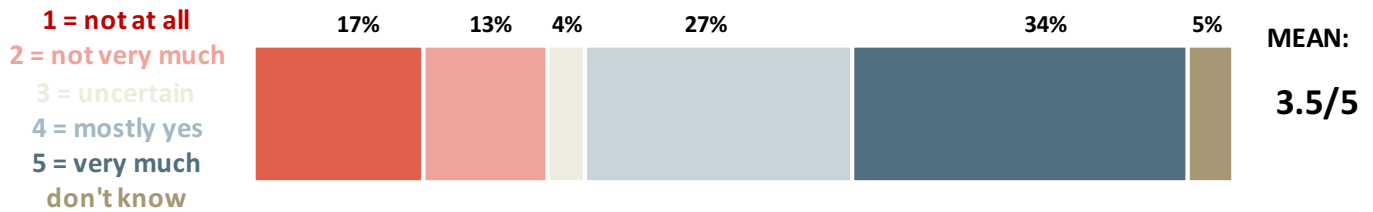
POC3:





Question 5

Would you like to be asked for your feedback on services provided by NGOs?



- Responses from PoC 1 were slightly more negative than PoC 3 (mean score of 3.3 compared to 3.7. This is unsurprising if respondents from PoC 1 also feel less has changed as a result of their feedback (question 4).
- Overall, there is a correlation between the answers to this question and the answers to question 4 - those who tended to see an improvement in services as a result of providing feedback also tended to want the opportunity to provide feedback in the future.



Conclusions and recommendations

This short survey - on top of previous rounds - suggests three key conclusions and recommendations for next steps:

1. Advocacy

The previous survey rounds suggest the IRC centre was by and large a useful resource and helped people access services in the PoCs. This survey draws a similar conclusion, and a significant proportion of the camp will miss its services. The IRC might consider sharing this feedback with other agencies still operational in the camp to leverage them to plug the information provision gap which remains, especially among those with special needs.

2. Learn and improve

There was room to improve how the IRC centre operated. This was consistent across all rounds, and this resulting learning should be used in future programming. In particular, attention should be focused on providing relevant service information, and following up to ensure services have been safely accessed by those who need them.

3. Close the feedback loop

In both previous rounds, people were uncertain if the IRC would respond to their feedback. This round suggests some felt improvements were made and some did not. Moreover, it suggests on the whole people want to continue providing feedback, especially if they can see changes as a result. It emphasises the need to close the feedback loop; to act on feedback received. This helps increase trust and respect and is likely to improve the relationships between the IRC and its clients.



Methodology

Survey Development

The survey questions and methodology were developed by GT, in close collaboration with the IRC protection staff in Juba and staff from the CVC initiative. Questions were changed from the previous two rounds to reflect the closure of the IRC centre. The questions, which form a sort of 'exit interview', are designed to provide the protection team both learning on their programme and advocacy for future programme design and with other NGOs still operational in the PoCs. In addition, it was designed to help make the case for on-going client responsiveness by the IRC. The survey questionnaire was provided in English and Nuer, and enumerators offered on-site translations into Classical or Juba Arabic as needed.

Data Collection

The third round of data was collected between March 23 and March 31, 2016 by IMPACT, an international research firm that was contracted by GT for this purpose. Enumerators conducted face-to-face interviews, presenting themselves as working for an organization independent from the IRC, and using smartphones with an ODK application to record responses.

Sample Design

The survey used a random sampling methodology. Sample size per PoC was determined by dividing the PoCs up proportionally using satellite imagery to estimate the number of households in each sector/block, and then dividing the number of shelters that needed to be assessed among each block proportionally. The total sample size was 795. 705 reported being aware of the IRC centre and were asked the substantive questions. This suggests that our sample results reflect the opinion of the population, with a confidence level of 99% and a 5% margin of error.

Gender		Awareness of the IRC centre	
Male	30%	Aware of the IRC centre	74%
Female	70%	Not aware of the IRC centre	26%
Age		Usage of the IRC centre	
31 and over	32%	Used the IRC centre	74%
30 or under	68%	Have not used the IRC centre	26%