



**GROUND TRUTH
SOLUTIONS**

Client Voice and Choice Initiative

JUBA / SOUTH SUDAN ROUND 1

November 18 – 24, 2015



Putting people first in humanitarian operations.

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Background

In April 2015, the IRC launched the Client Voice and Choice Initiative (CVC) to meet the strategic commitment of becoming more responsive to its clients – people affected by conflict and disaster around the world. Under this initiative funded by DFID, the IRC has partnered with Ground Truth Solutions (GT), to collect feedback from clients and help to bring their perspectives more systematically into decision-making calculations. GT conducts regular micro-surveys to provide a stream of accurate data on client perceptions and concerns, and supports the IRC in analysing and responding to the feedback received.

In South Sudan, the first pilot country, GT is collecting three rounds of feedback on the IRC's protection programme in the UN bases/PoCs in Juba, with a focus on the IRC's Information and Counselling Centres (hereinafter: IRC centres) in PoCs 1 and 3. The IRC centres constitute a key platform to conduct awareness-raising activities and provide information about available services in 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, with colours ranging from dark red for negative answers to dark blue for positive ones. For questions 3-9, there are two bar charts to display the responses collected in PoC 1 and 3 respectively.

Questions 3-8 used a Likert scale of 1-5 to quantify responses. The labels under the bar charts show each of the answer options, from very negative (1) to very positive (5). A mean score was calculated for each of these questions, by adding all scores between 1-5 that were chosen by all respondents, and dividing them by the number of valid responses. The mean is displayed at the right side of the bar charts.

In subsequent rounds, the trend of average scores for each question will be visualized with a simple line graph.

Summary Findings and Recommendations – Round 1

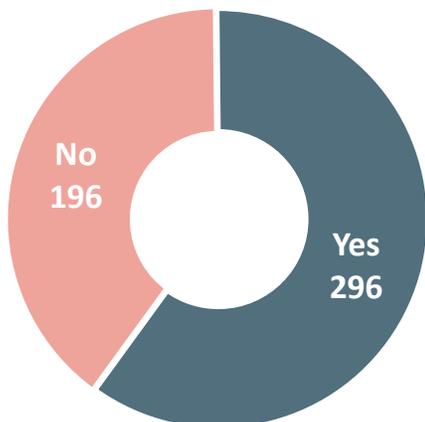
This report analyses the first of at least three rounds of data collected from internally displaced persons (IDPs) living in PoCs 1 and 3 about their perceptions of the IRC centres. The first round was conducted between November 18 and 24, 2015. For more information on survey development, sampling methodology, sample size and demographics, and the data collection process, see the *Methodology* section (pp. 12-15) of this report.

- **Knowledge of the IRC centre could be increased:** The majority (60%) of respondents knew about the IRC centre, but still 40% did not. The process of engaging with clients and communicating back the results of the feedback (see the GT Guidance on Conducting Dialogue) could serve as a useful awareness building tool, reaching out to particular groups who do not know about the centre, for instance those having arrived prior to 2015 (for details, see p. 14).
- **Overall positive perceptions of the IRC centre:** The general perception of IRC's centre was positive (mean of >3 out of 5 across all responses). There was no significant difference in perceptions between respondents in PoCs 1 and 3. However, people who have been living in the PoCs for longer tended to be more positive than those who arrived more recently. It would be useful to inquire about the reasons behind this difference in more detail. This might suggest the need for more engagement work with new arrivals to better understand their needs.
- **Perceptions of actual users of the IRC centre were positive, but with room for improvement:** Respondents who have been to the IRC centre were positive about their experience overall, and the majority (63%) would recommend the centre to a friend (question 7). However, around 14% were negative, and 24% undecided. Similarly, around 14% were negative and 24% neutral when asked whether they received an appropriate service or information from the centre (question 8), and more than one third of people stated that the IRC had not followed-up with them (question 9).
- **Least positive results on empowerment question:** Out of all the questions, the most negative responses (around 20%) were given to the question whether the IRC centre helps people make informed choices about which services they can access (question 5). It would be good to explore the reasons why. For instance, is it not clear what the IRC centre offers, or was the advice provided not helpful? Perhaps some of this negativity stems from the end-services provided, too, which needs to be understood.



- **Respect and dignity could be further increased:** Though around 70% of respondents answered that the IRC centre treats people with respect and dignity, around 30% are still neutral or negative on this important question.
- **Trace results of feedback question over time:** Around 40% of all respondents were undecided (“maybe”) on the question whether IRC will respond to their feedback, which gives the question the lowest means of all in the survey. Reasons may be the survey fatigue in the PoCs, or that this is the first of such surveys on the centre. It will be interesting to see whether respondents answer more positively after the next rounds of data collection, when IRC staff have gone back to their clients to communicate and respond to their feedback.

SECTION I – PEOPLE WHO KNOW THE IRC CENTRE

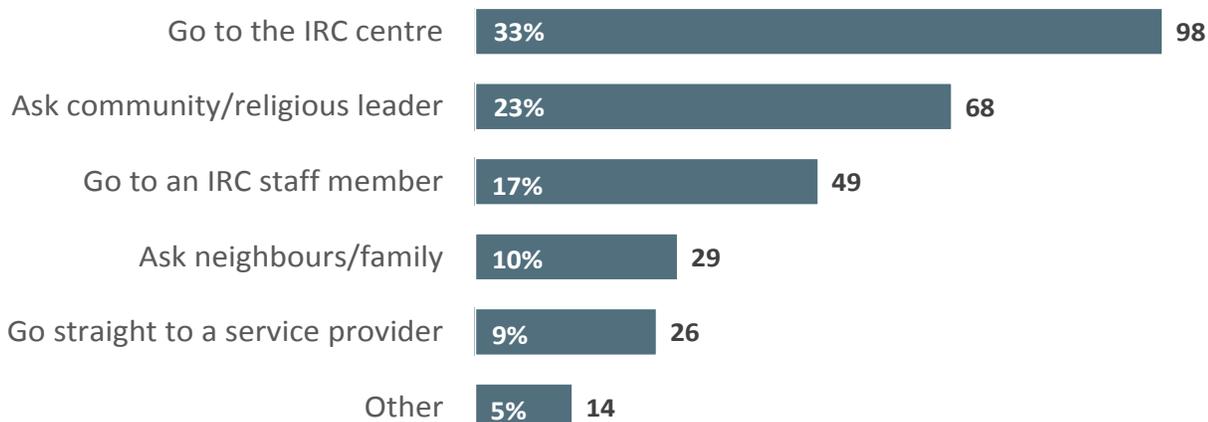


Do you know the IRC centre?

The following seven questions were **only asked to the 60%** (i.e. 296) of all 492 respondents who said that they **knew about the IRC centre**.

To learn more about the demographic breakdown of the ones who know the centre and those who don't, please go to the *Sample Size and Demographics* section on pages 13 – 15.

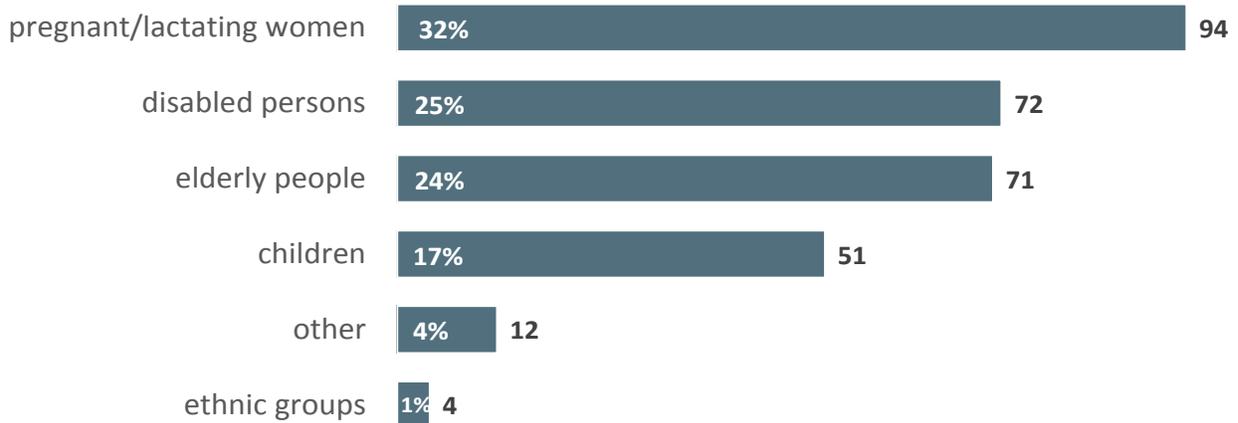
Question 1: If you need something, or help in finding a service in the camp, what would you do?



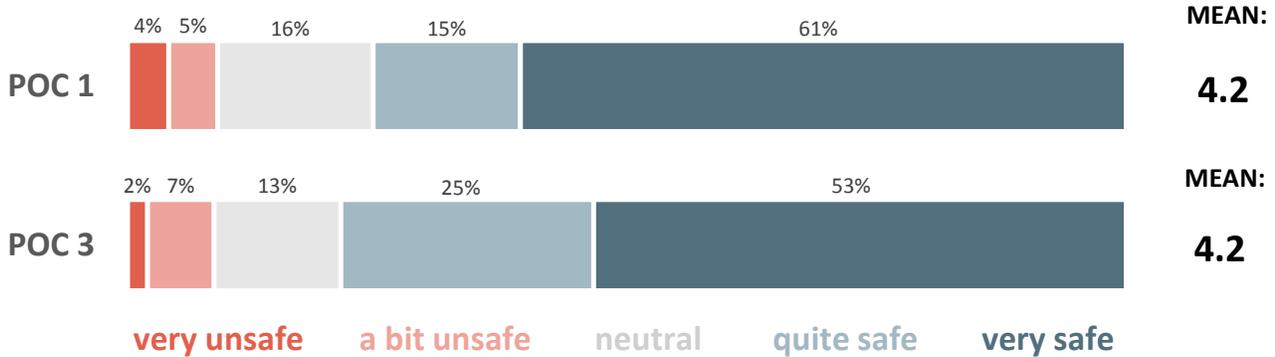
One third of the respondents said they would go to the IRC centre. Those respondents who indicated that they had special needs (see p. 15) were more likely to go to the IRC centre than those that did not indicate that they had special needs, which most frequently chose to ask a community or religious leader (please note that this is a small proportion of the sample; 17 respondents or 3% of the whole sample). It makes sense for IRC to engage with community/religious leaders to enquire why. One possible explanation is that the IRC centre or staff are strongly associated with providing services to vulnerable groups.



Question 2: Are there specific groups who cannot access services in this camp? [multiple choice question]



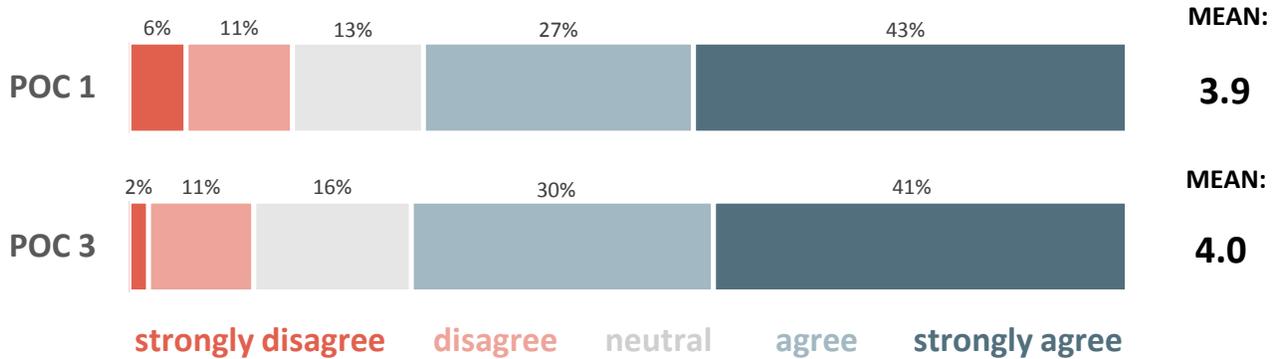
Question 3: Do people feel safe using the IRC centre?



Respondents answered this question very positively. Although the mean is the same in both PoCs, there were more respondents in PoC 3 who felt very safe. Also, a smaller percentage of women (75%) answered they felt quite or very safe than men (85%), and those who arrived in 2013 seemed to be more positive than those who arrived subsequently. Understanding the specific needs of women and new arrivals is key for the centre.

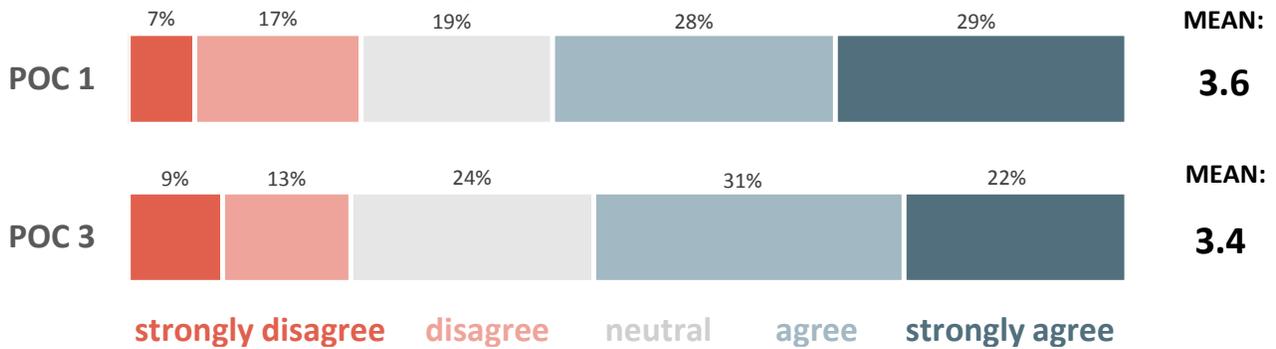


Question 4: Does the IRC centre treat people with respect and dignity?



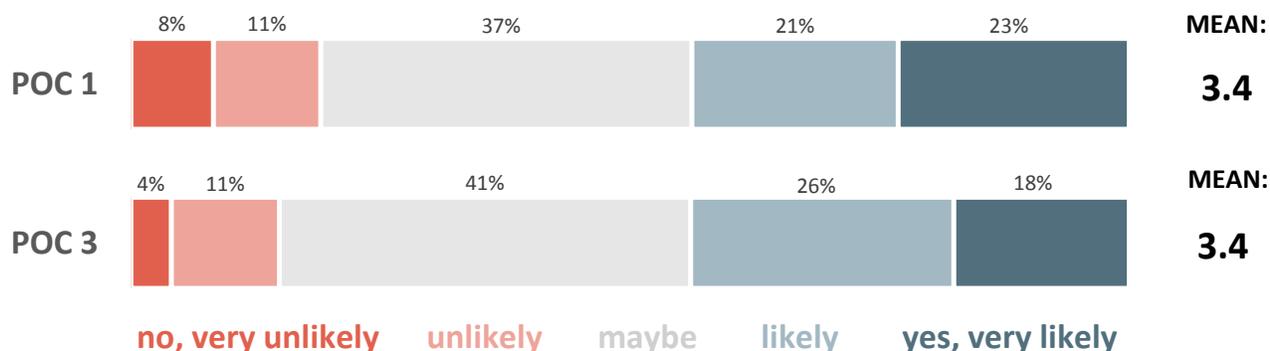
Most respondents were positive on this question. The older the respondents, the more positively they answered. It will be interesting to explore this link in the dialogue sessions. Female respondents were slightly less positive on this question than male respondents (mean of 3.9 vs. 4.1). Those who had been to the IRC centre were more positive than those who had not been (mean of 4.1 vs. 3.7). This is not surprising, and suggests that more outreach and awareness building work needs to emphasize how the centre treats people with respect and dignity.

Question 5: Does the IRC centre help people make informed choices about which services they can access?



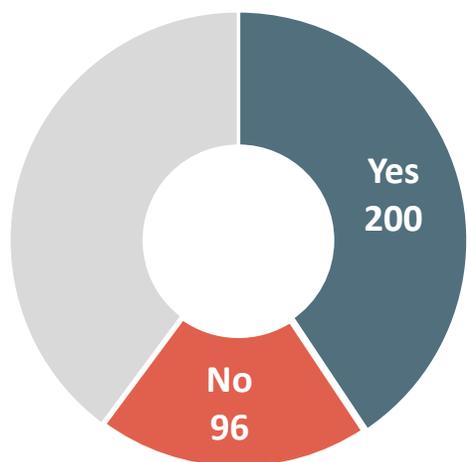
While there were more positive than negative responses to this question overall, in both PoCs, more than 20% of respondents said the IRC centre does not help them to make informed choices. Female respondents answered this question slightly more positively than male respondents (means: 3.6 vs. 3.4). The later they arrived in the camp, the more negatively the respondents answered this question. There was no big difference between those who have actually gone to the IRC centre and those who have not, and no big difference across age groups. Given the main aim of the centre is to allow people to make informed decisions, investigating this further is crucial; what can be done to further empower people? In doing so, the IRC might want to partner with direct service delivery agencies in the POCs to explore the quality of the end-services being provided.

Question 6: Do you think that the IRC will respond to your feedback?



Respondents seemed to be undecided on this question, with more than a third of respondents stating 'maybe'. It will be interesting to track the results for this question over time, as it could reflect the extent to which the IRC engages with respondents on the feedback collected in each round. Those who have been to the IRC centre were more positive than those who have not (mean 3.7 vs. 3.1). This suggests a certain level of trust amongst those that have used the centre, which is affirming.

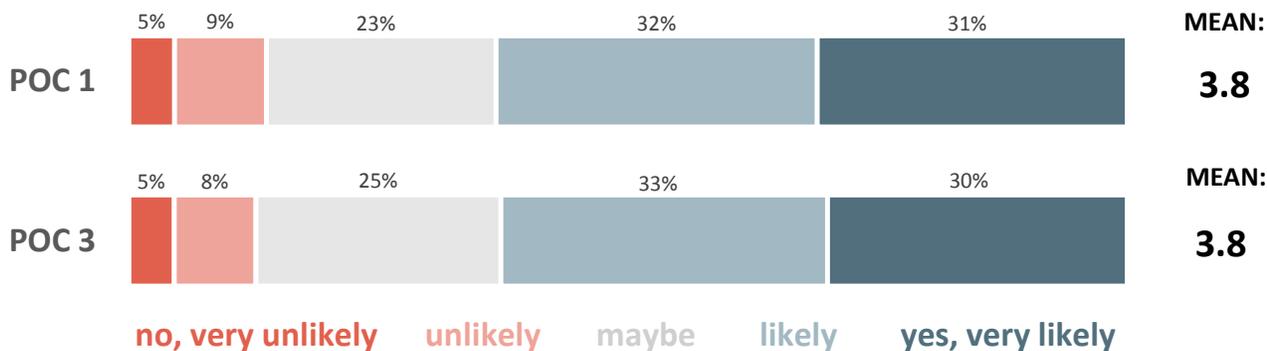
SECTION II – PEOPLE WHO HAVE BEEN TO THE IRC CENTRE



Have you gone to the IRC centre?

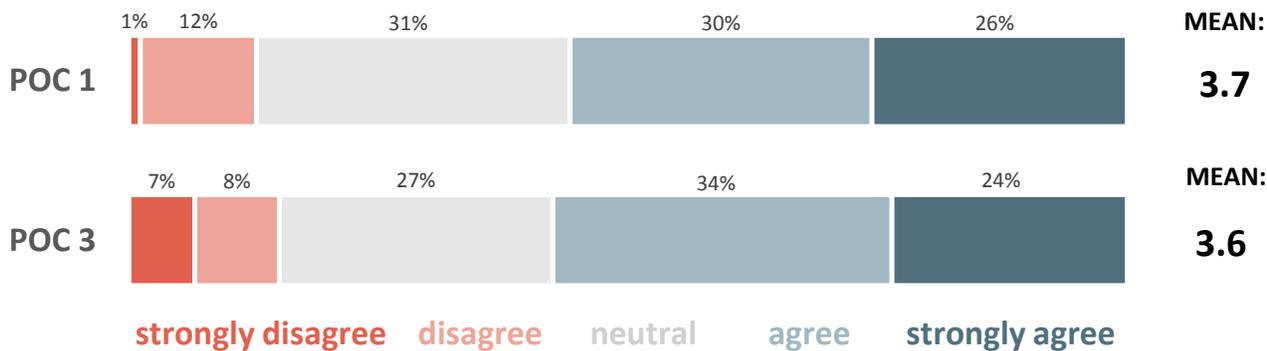
60% of the 296 respondents who said they knew the IRC centre **have actually visited it**, that is 41% of the total number of respondents (492) that were approached for this survey.

Question 7: Would you recommend the IRC centre to a friend or a family member?



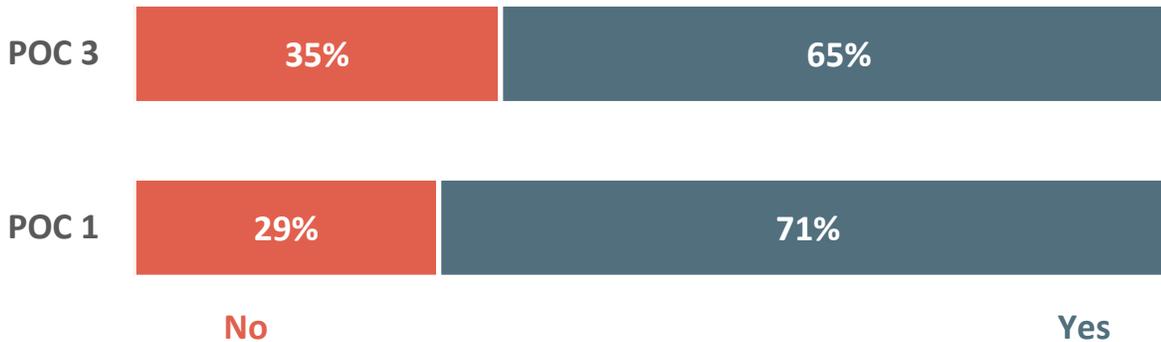
The majority of respondents said they would be likely or very likely to recommend the IRC centre to friends or family. The ones who have been living in the PoCs the longest (those who arrived in 2013) were most positive (mean: 4.0). That said, almost 40% were not active promoters, which needs to be explored further.

Question 8: Were you referred to an appropriate service or did you receive the information you wanted?



Answers were positive overall, but almost a third of respondents were neutral on this question. The oldest age group (above 35 years old) was most positive on this question. Again, around 40% were not in agreement, which needs to be looked at further. There are two underlying issues that could be investigated – the quality of the referral from IRC and the quality of the end-services administered.

Question 9: Did the IRC centre follow up to make sure you got the help you needed?



The majority of respondents said they were contacted to make sure they had received the service they needed after having been to the IRC centre for advice. But still about a third of respondents said they did not receive a follow-up from the IRC centre. The longer they have lived in the camp, the more likely they were to answer the question with yes. It will be interesting to discuss this data internally and to review protocols for follow-up visits.

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 designed to cover the IRC centre – in terms of quality, accessibility and importance – as well as perceived outcomes and relationship metrics which included the extent to which it treated people with respect and dignity. Service related questions (Q1-Q3, Q5 and Q7-9) were the questions local staff felt were key to improving the service itself, while the relationship questions (Q4 and Q6) spoke to the overall interaction between IRC and clients. Both sets of questions were discussed and agreed collaboratively and combine perceptual factors as well as more factual elements. In designing the question wording, it was ensured that each question a) would make sense to the respondent and that they could answer it, and b) that it would provide IRC staff with the basis for improving how it operates.

Most questions use a 1-5 Likert scale to quantify answers, while some are multiple-choice or yes/no questions. The survey questionnaire was provided in English and Nuer, and enumerators offered on-site translations into Classical or Juba Arabic as needed.

Sampling Methodology

The survey used a random sampling methodology. Enumerators sought to capture the views of different groups in PoCs 1 and 3, but did not enforce proportionality based on gender or the shelter count of each of the PoCs.

Data collection

The first round of data was collected between November 18 and 24, 2015 by IMPACT, an international research firm that was contracted by GT for this purpose. The IMPACT team consisted of an Assessment Manager and an Assessment Assistant/Database at IMPACT's branch office in Juba, South Sudan, as well as 10 enumerators. 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.

One challenge during the data collection process was to get a larger number of men to respond to the questions. The majority (81% in both PoC 1 and PoC 3) of the 296 respondents were women, whereas only 49% of the total population living in PoC 1 are female, and 48% for PoC 3. More women answered the survey than men because they are the ones that are at home during the day. For this reason, women are the dominant information source in virtually all assessments conducted in the PoCs.

Sample Size and Demographics

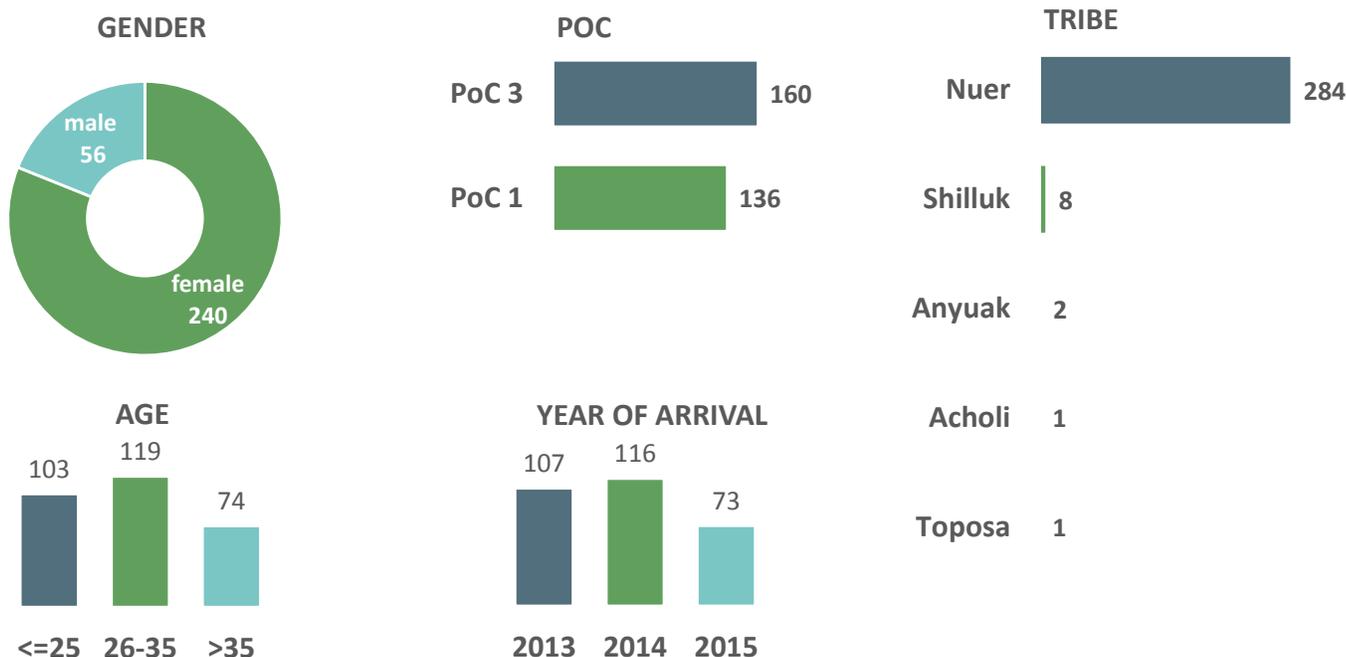
The sample size was 492 respondents out of a population of 27,990 in PoCs 1 (7,434) and 3 (20,556), which gives a representative sample at the overall level. 296 said that they knew about the IRC centre, and were hence asked the main questions of the survey instrument (questions 1-9).

As indicated before, the majority (81% in both PoC 1 and PoC 3) of these 296 respondents were women, whereas only 49% of the total population living in PoC 1 are female, and 48% for PoC 3. Moreover, the vast majority of respondents were Nuer by ethnicity, which is also by far the largest ethnicity in the PoCs.

Round	Date	No. of respondents	No. of respondents who know the IRC centre
Round 1	November 2015	492	296

RESPONDENTS WHO KNOW THE IRC CENTRE

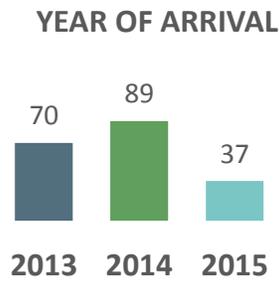
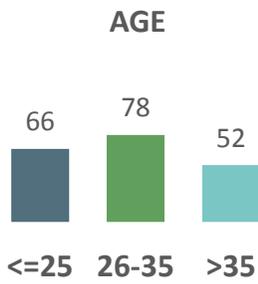
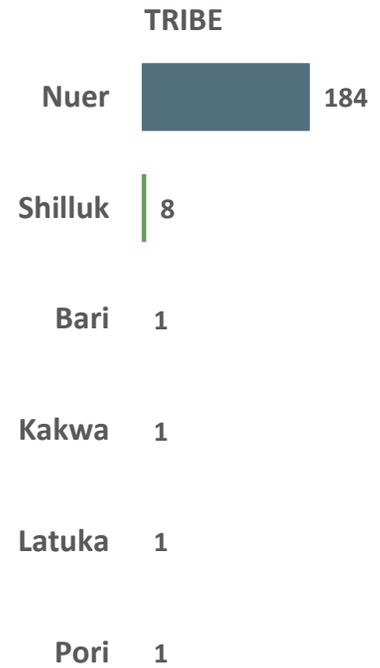
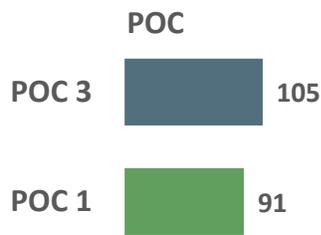
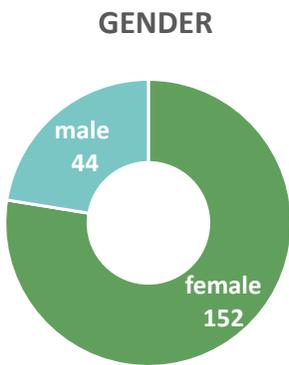
The graphs below depict the demographic breakdown of the 296 respondents who know the IRC centre. The values state the count of respondents.





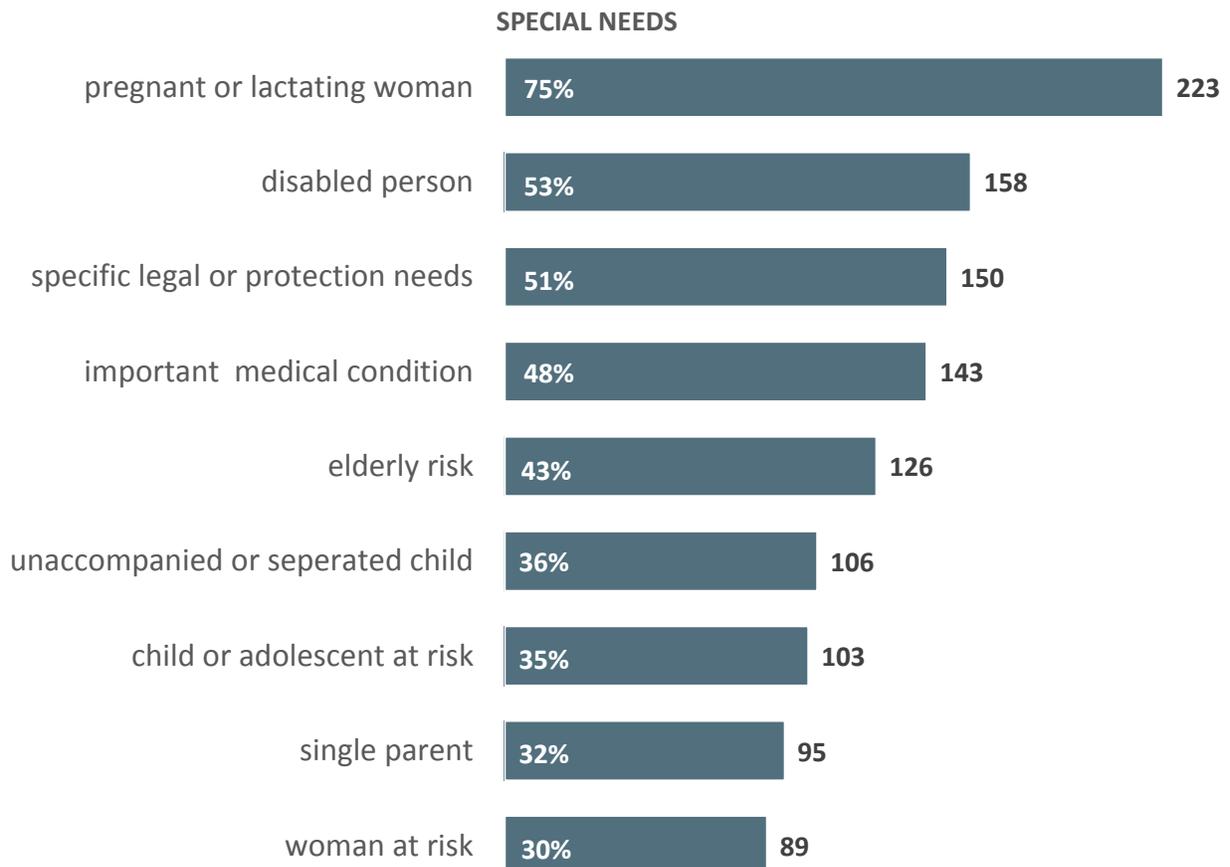
RESPONDENTS WHO DO NOT KNOW THE IRC CENTRE

The graphs below depict the demographic breakdown of the 196 or 40% of all 492 respondents who said they did not know the IRC centre. The values state the count of respondents.





All 492 respondents were asked (i.e. self-identify) if they had any special needs, and were given multiple options to choose from. The graph below depicts the number of respondents who chose each option.



The findings and recommendations in this report represent the analysis and views of Ground Truth Solutions. They do not necessarily reflect the views of the IRC or DFID.