



**GROUND TRUTH
SOLUTIONS**

Client Voice and Choice Initiative

JUBA / SOUTH SUDAN – ROUND 2

January 29 – February 4, 2016



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 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. The IRC protection programme in the PoCs in Juba is coming to an end after additional funding was not secured. Hopefully, the lessons learnt and recommendations can be applied to both similar programmes elsewhere and other programmes in South Sudan. With this in mind, the recommendations are kept relatively 'high-level'.

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 (questions 2-9), the colours of the bars range from dark red for negative answers to dark blue for positive ones. The labels under the bar charts show each of the answer options, from very negative (1) to very positive (5).

We have calculated a mean score for each Likert scale question, by adding all scores between 1-5 that were chosen by all respondents, and dividing them by the number of valid responses. Mean scores are compared across rounds 1 and 2, with the trend of mean scores being visualized with a simple line graph on the right side of each question.



Summary Findings and Recommendations – Round 1

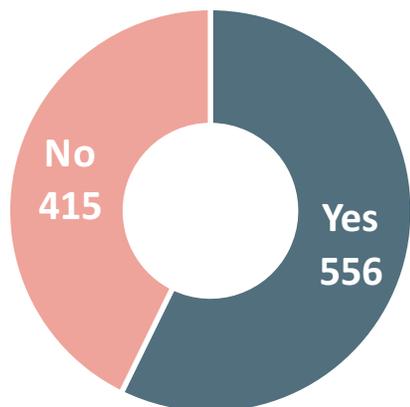
This report analyses the second of two rounds of data collected from internally displaced persons (IDPs) living in PoCs 1 and 3 about their perceptions of the IRC centres. The first round was conducted between November 18 and 24, 2015, and the second round was conducted between January 20 and February 4, 2016. For more information on survey development, sampling methodology, sample size and demographics, and the data collection process, see the Annex (pp. 15-19) of this report.

- **Knowledge of the IRC centre could be increased:** The majority (57%) of respondents knew about the IRC centre, compared to 60% in Round 1. In general, a robust dialogue process – engaging with clients and communicating back the results of the feedback – is a great way to increase awareness. It does not appear that awareness has improved, however, in this context, which might prompt a discussion on what dialogue activities were done, and which might be most useful in the future and in other programmes.
- **Overall positive perceptions of the IRC centre:** The general perception of IRC's centre was positive and 56% say they would go there if they needed information. That said, over a third of respondents consider the service of providing information unimportant. As IRC evaluates the success of the ending programme, perhaps this is a question that could be discussed further within the POCs, especially if it is a model that the IRC plans to apply to other contexts. Those agencies still providing services in the camp might also be interested in the underlying feelings towards information provision.
- **Safety an ongoing issue:** Safe access to the IRC centre is a concern, especially in POC 1. It is unclear whether this is specifically an issue in accessing the IRC centre, or a general security concern, but either way, it deserves detailed follow-up. The perceived safety of IDPs living in the PoCs is of relevance to other agencies as well, and IRC could use it to advocate for a safe camp.
- **Perceptions of actual users of the IRC centre less positive:** Respondents who have been to the IRC centre were generally positive about their experience, but only 49% would recommend the centre to a friend (compared to 63% in Round 1). IRC should enquire further on the reason behind this drop.



- **Static results on empowerment question:** The results of this important question have by and large not changed, and 23% of respondents found that IRC did not help them make informed choices. Ideally, the follow-up around the Round 1 data would have been an opportunity to explore the reasons why. Perceptions of empowerment are relevant for end service providers in the PoCs as well. They have a role to ensure people know how to access their services and that the services are appropriate. With the end of the IRC centre, that is more important than ever.
- **Respect and dignity could be further increased:** Though scores have increased overall since Round 1, there are discrepancies between various groups: male and female, length of time in the camp and whether or not they have used the service. In responding to such feedback, it is important to understand the reasons behind these variations, and to address them – ensuring any service is seen equally by all groups in a community.
- **Trace results of feedback question over time:** Around 49% 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. We would expect an increase of scores for this question after Round 1, however, scores have decreased. It could be that without adequate follow-up and dialogue by the IRC, the survey contributed to survey fatigue in the PoCs. When collecting feedback, there is an obligation to use it and to inform respondents and communities how you are doing so. This move beyond data extraction to dialogue is key in developing the relationships that are necessary for programmes to be successful.

SECTION I – PEOPLE WHO KNOW THE IRC CENTRE



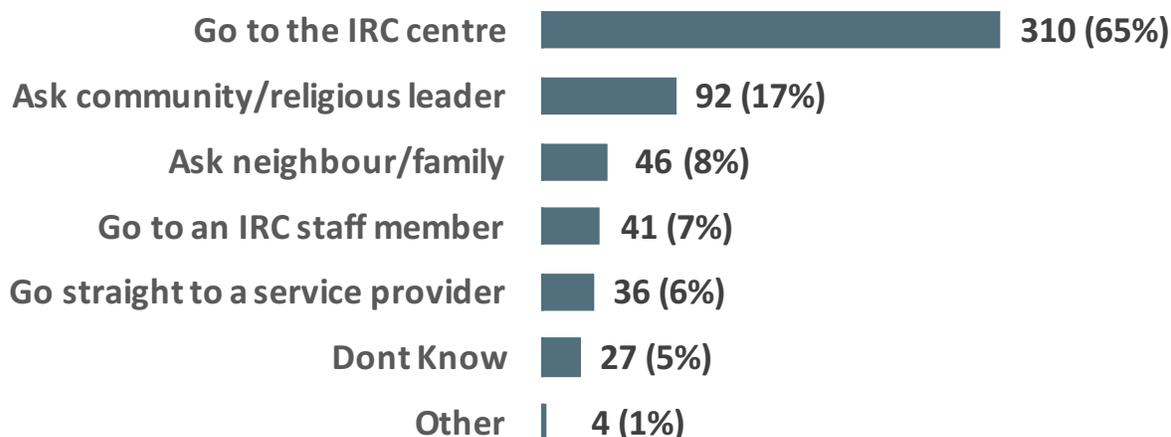
Do you know the IRC centre?

Out of a total of 971 respondents that were approached for this survey, 57% (556) said they knew about the IRC centre (61% from PoC 3; 44% from PoC 1). The following seven questions were **asked only to those 556 respondents who knew 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 Annex (pp. 15-18).

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

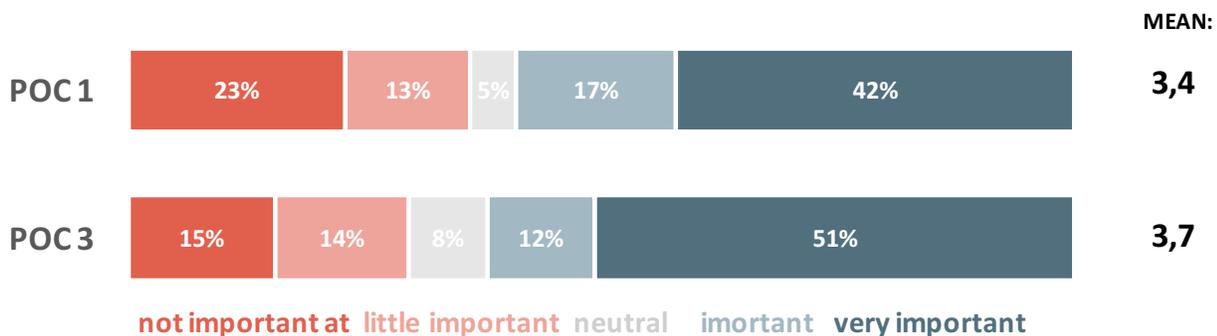
This question examines how many people turn to the IRC centre or staff when they need something or help in finding a service in the PoCs, and what are popular alternatives. It helps determine the relevance of the IRC service.



Almost two thirds of respondents said they would go to the IRC centre or approach IRC staff (70% of women and 59% of men), while 37% indicated they would seek help elsewhere. The 70% is more than in Round 1, where only one third of respondents had said they would go to the IRC centre or an IRC staff member. Those who had been to the IRC centre before were more likely to indicate that they would turn to the IRC centre/staff than those who had not visited it before. Of those that had not been to the IRC centre before, 26% would prefer to ask a community or religious leader and 14% would go straight to a service provider.

Question 2: IRC provides information about the services available at the PoCs. How important is this type of support to you?

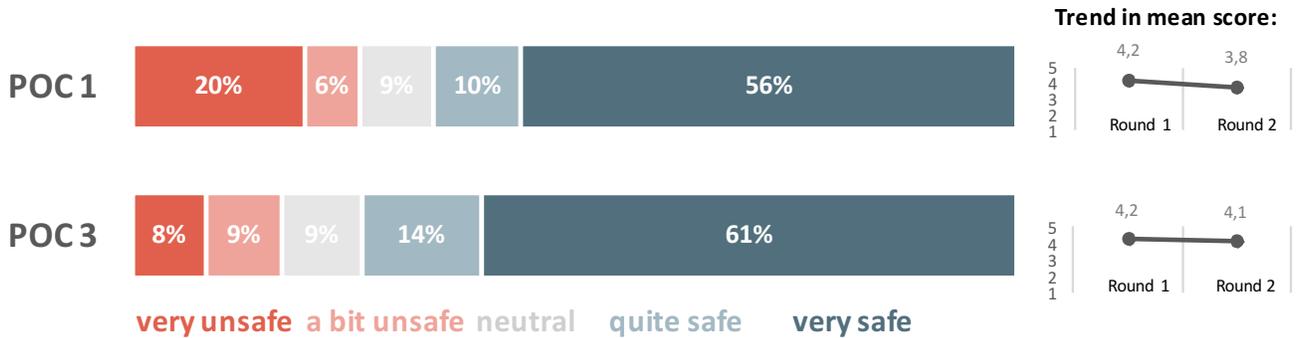
This question also asks about the relevance of the services offered by IRC, namely the provision of information about the services that different organizations provide in the PoCs. It was only added in Round 2 of data collection, as many respondents in Round 1 seemed to be unaware about the services provided by IRC.



More than a third of respondents considered the provision of information by the IRC in the PoCs as relatively unimportant (36% in PoC 1; 29% in PoC 3). Fewer men found the services provided important than women (51% of men compared to 66% of women). Interestingly, but perhaps not surprisingly, respondents who had arrived in the PoCs in 2015 found IRC's support much more important than those who had arrived earlier (72% found it 'very important', compared to 36% of those who arrived in 2013).

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

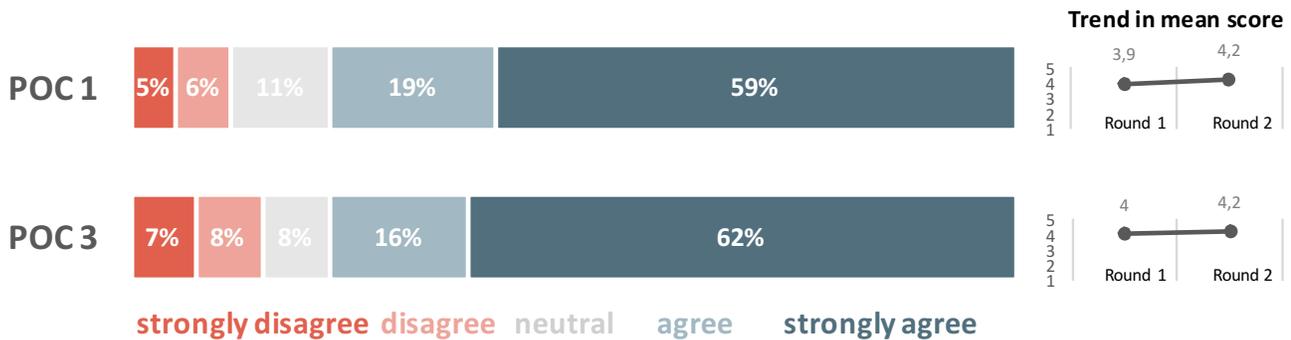
This question looks at the issue of safe access, a central component of any humanitarian response, by asking respondents how safe people feel in using the IRC centre.



Respondents answered this question slightly less positive than in Round 1, particularly in PoC 1. In PoC 1, a total of 26% felt unsafe, out of which 20% said they felt very unsafe. The perceived lack of safety particularly in PoC 1 needs to be investigated. It could reflect that PoC 1 is perceived as less safe than PoC 3 in general. Interestingly, a smaller percentage of men than women (60% as opposed to 78% of women) said they felt safe. On average, a higher percent (75%) of those who have visited the IRC centre before said that they felt safe using its service than those who had not yet been to the IRC centre (62%, with 25% feeling rather unsafe).

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

This question enquires into the relationship between IRC staff and people in the PoCs. By asking respondents about their perception of whether the IRC centre treats people with respect and dignity – another central component of a humanitarian response – it also sheds light on the quality of services provided.

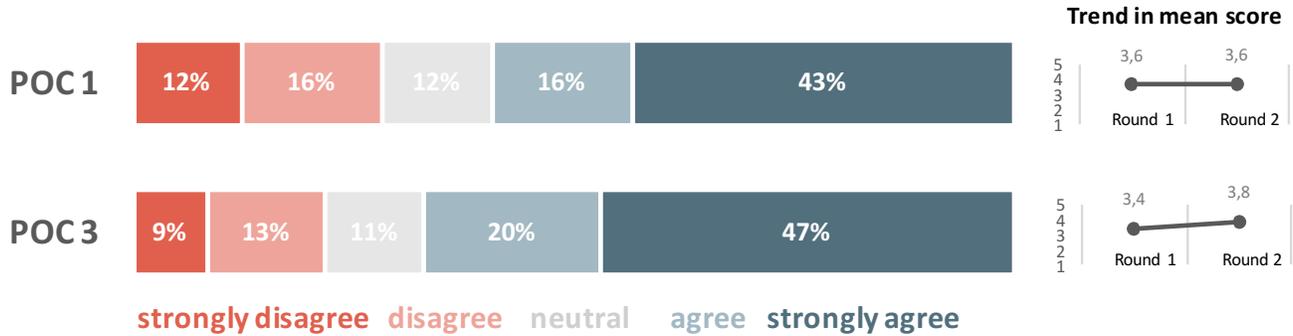


Most respondents (78%) were positive on this question, which is more than in Round 1. In contrast to Round 1, however, male respondents were less positive than female respondents (69% of men, compared to 82% of women). 79% of those who arrived in 2015 strongly agreed that they felt treated with respect, which is considerably more than those who arrived earlier. Importantly, more respondents (82%) who had visited the IRC centre gave positive answers to this question than those who only knew about it (58%, with 26% disagreeing).



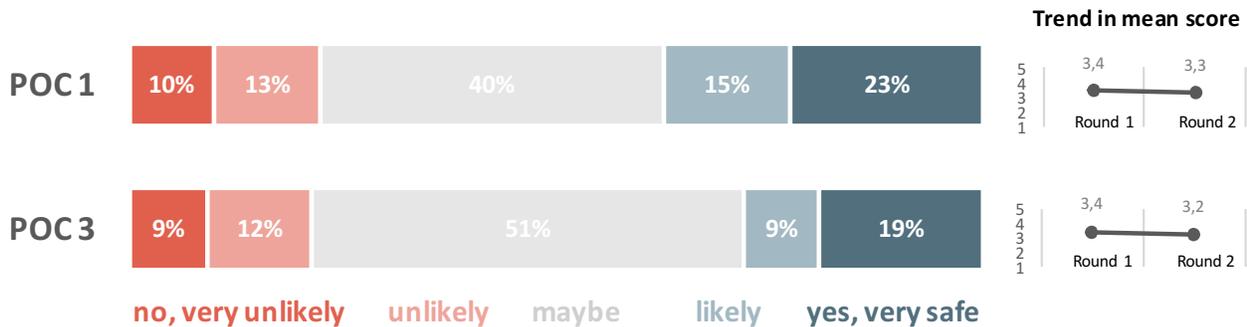
Question 5: Does the IRC centre help people make informed choices about which services they can access?

This question aims to find out whether the services provided by the IRC centre are seen to increase people's sense of agency.



66% of respondents said that IRC helps people make informed choices about which services they can access, while 23% disagreed (compared to around 20% in Round 1). Again, female respondents answered this question more positively than male respondents (69% of women and 57% of men). Respondents under 24 were more positive than older ones, and people who had arrived in the camp in 2015 were more positive than those that had arrived earlier.

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

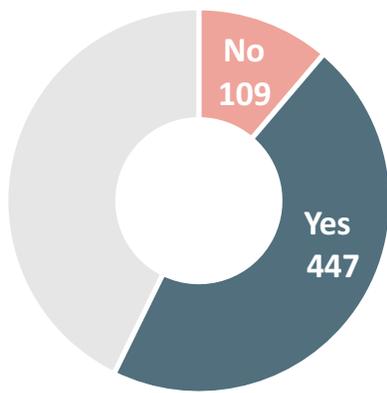


In both PoCs, the mean has decreased between Rounds 1 and 2. Only 29% considered it likely that the IRC would respond to their feedback, whilst 49% were unsure and 22% found it unlikely.



Uncertainty was common among respondents of all age groups and both genders, but particularly people who had been to the camps longer (30% of those who arrived in 2013 found it unlikely that the IRC will respond to their feedback). Responses were similar for respondents who only knew the IRC centre, and for those who had also visited it – whereas for almost all other questions, those that had been to the IRC centre seemed to answer more positive. This speaks to a credibility issue, which IRC should address across all programmes.

SECTION II – PEOPLE WHO HAVE BEEN TO THE IRC CENTRE

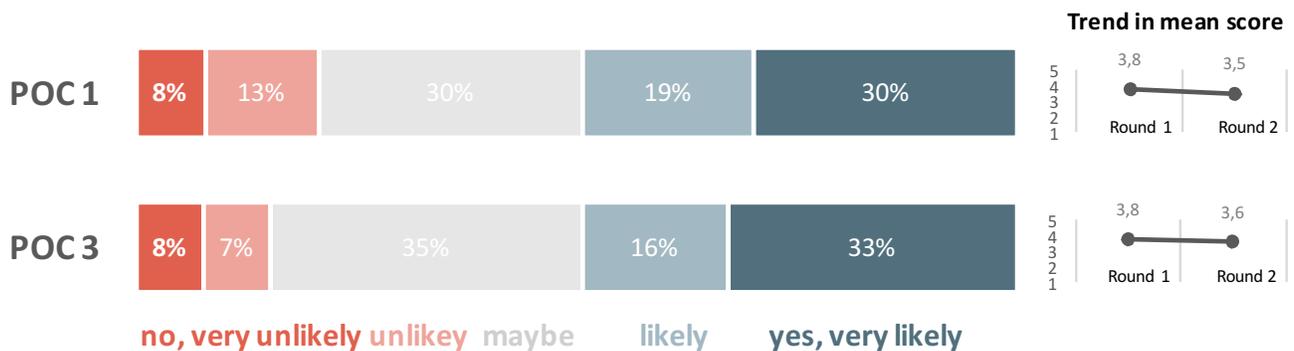


Have you gone to the IRC centre?

80% of respondents who know the IRC centre have actually visited it, that is 46% of the total number of respondents (971) that were approached for this survey. **The following questions were only asked to those that had gone to the IRC centre.**

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

This question asks about the satisfaction of respondents with the IRC centre. The likelihood of someone to recommend a service he/she has used generally counts as a good indicator of his/her overall satisfaction.

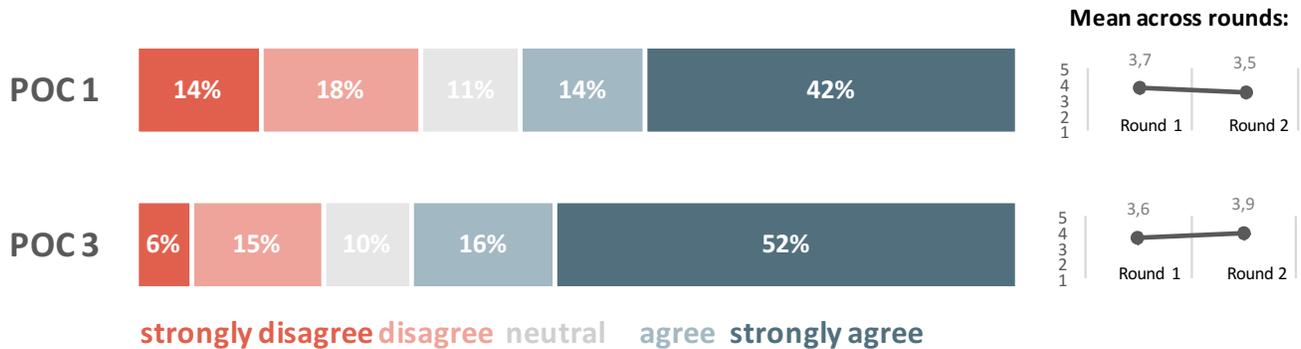


49% of respondents said they were likely to recommend the IRC centre to a friend or family member (47% of women, 55% of men). 34% (37% of women and 27% of men) were unsure, and 16% said they were unlikely. Half of all respondents were thus not active promoters of the IRC centre. 62% of respondents that had arrived to the camps in 2013 would recommend the IRC centre, compared to only 26% of those that had arrived in 2015 (65% of this group was undecided).



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

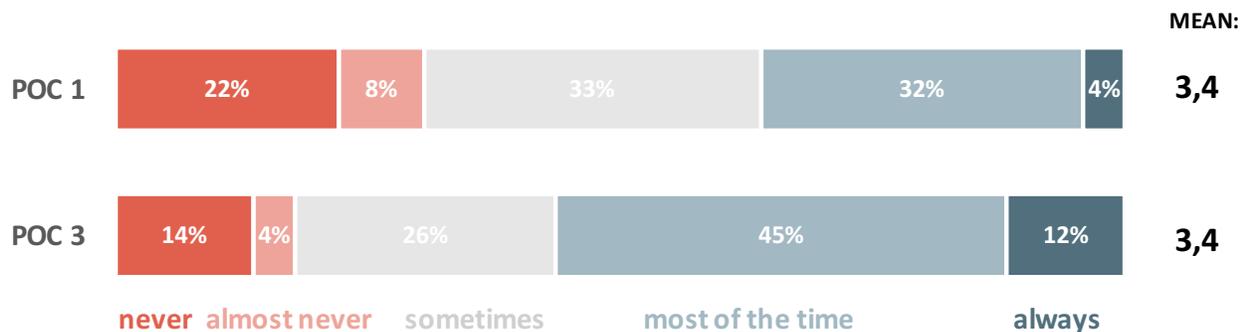
This question relates to the quality of services provided. It aims to reveal to what extent the IRC centre fulfills its declared objective.



Answers remained positive overall, with 67% agreeing that they were referred to an appropriate service or received the information they wanted, and 23% disagreeing. 81% of those arrived in 2015 agreed that they were referred to a relevant service or received appropriate information, compared to 50% of those who arrived in 2013. Again, 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?

This question relates to the quality of services provided. The IRC centre's objective is to follow up with each person that came to the centre and was referred to a service. The question was changed from a yes/no question to a Likert scale question in Round 2, hence there is no mean score for Round 1.



20% of all respondents who had been to the IRC centre said they had 'never' or 'almost never' received a follow-up. In PoC 1, it was 30% of respondents. The results were, however, slightly more positive than in Round 1. Interestingly, 74% of respondents who had arrived in 2015 reported that the IRC had followed-up with them compared to 35% of those who had arrived in 2013 and 38% of 2014 arrivals. Moreover, a greater portion of women (56%) reported that the IRC had followed-up with them than men (45%). This speaks directly to the service being provided, and should be used to discuss with IRC staff and perhaps a new system for checking on follow-ups could be implemented.

Annex: Methodology, Sample Size, Demographics

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 (questions 1-3, 5, and 7-9) were the questions local staff felt were key to improving the service itself, while the relationship questions (questions 4 and 6) spoke to the overall interaction between IRC and clients. The questions combine perceptual factors as well as more factual elements.

In designing the wording of the questions, the goal was to ensure that each question made sense to the respondent and that their answers provide IRC staff with the basis for improving performance.

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. Sample size per PoC was determined by dividing the PoCs up proportionally (based on quantity of households), 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 (approximately 650) among each block proportionally.

On two days of data collection, the sampling methodology was slightly altered to increase the proportion of male respondents in the sample. The data collection firm, with the help of community mobilizers and camp managers in each PoC, mobilized groups of men to participate in the survey. In addition, some enumerators focused on interviewing males to fill spatial gaps. The sample in Round 2 thus captures the views of men vis-à-vis the IRC centre more adequately than the sample in Round 1, where only 19% of respondents had been male, although more than half of the total population living in PoC 1 and 3 is male.

Data collection

The second round of data was collected between January 29 and February 4, 2016 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.

Sample Size and Demographics

The sample size after the cleaning of data was 971 respondents out of a population of 27,990 in PoCs 1 (7,434) and 3 (20,556), which suggests that our sample results reflect the opinion of the population, with a confidence level of 99% and a 5% margin of error. 556 said that they knew about the IRC centre, and were hence asked the main questions of the survey instrument (questions 1-6). Those 447 that had been to the IRC centre were also asked questions 7- 9.

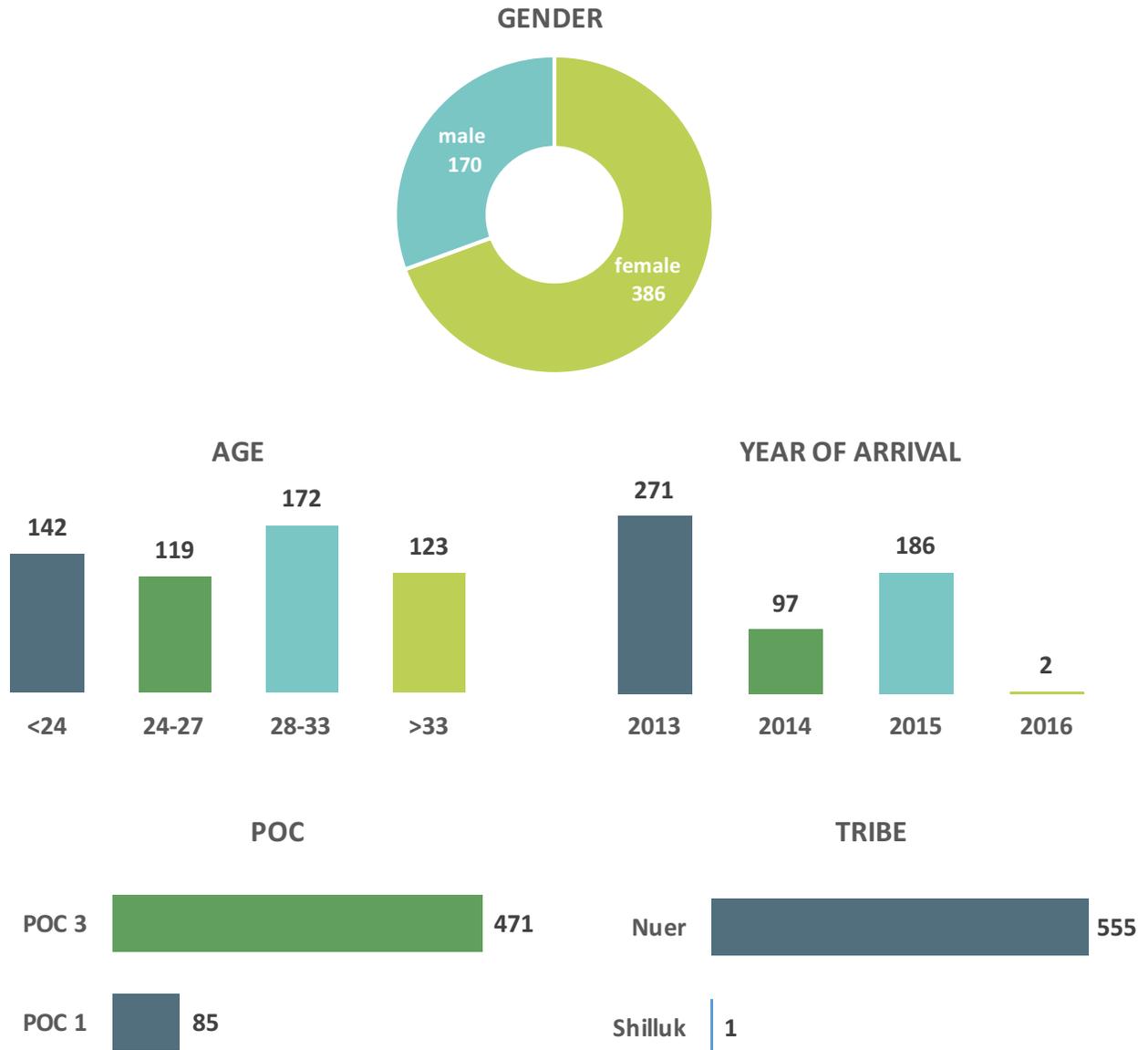
The majority (69%) of the 556 respondents that were asked all questions were women, although only 49% of the population living in the PoCs is female. A bigger proportion of the sample was male than in the first round of data collection, however, were 81% of respondents were women. Moreover, the vast 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
Round 2	January/February 2016	971	556



RESPONDENTS WHO KNOW THE IRC CENTRE

The graphs below depict the demographic breakdown of the 556 respondents who know the IRC centre. The values state the count of respondents.

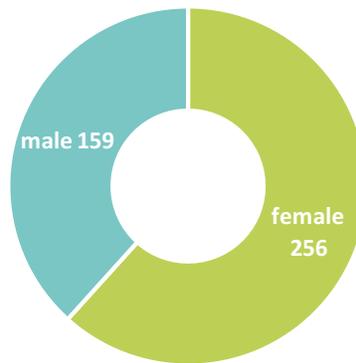




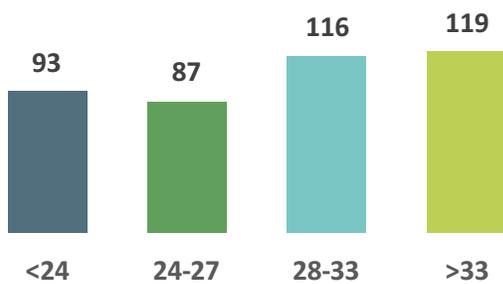
RESPONDENTS WHO DO NOT KNOW THE IRC CENTRE

The graphs below depict the demographic breakdown of the 415 or 43% of all 971 respondents who said they did not know the IRC centre. The values state the count of respondents.

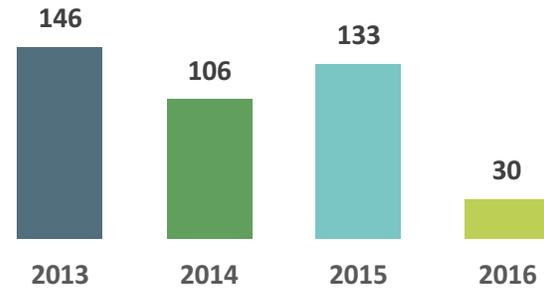
GENDER



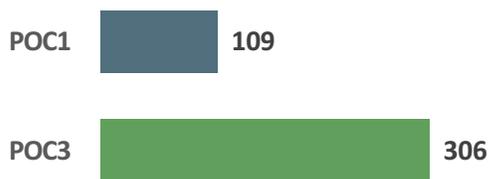
AGE



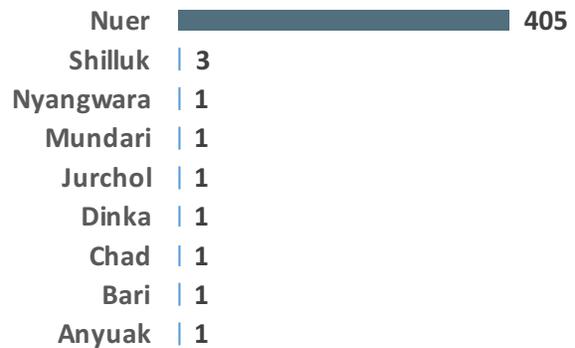
YEAR OF ARRIVAL



POC



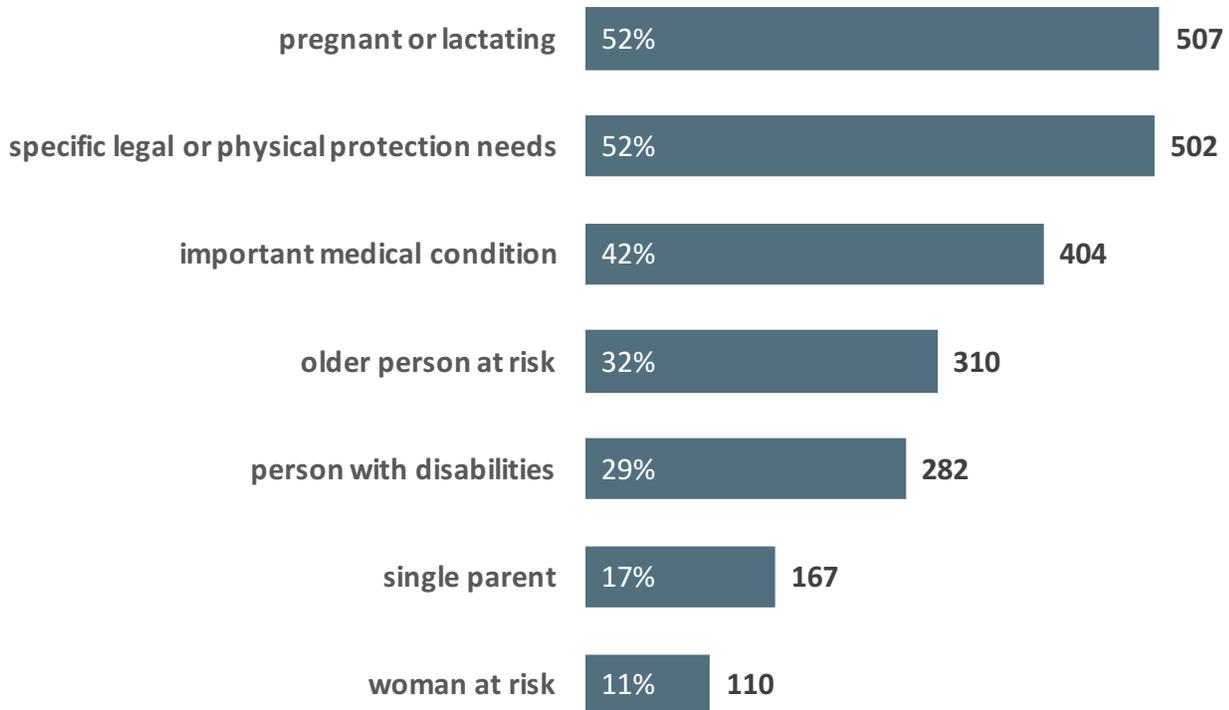
TRIBE





All 971 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.

SPECIAL NEEDS



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.