

Introduction and Overview

In May 2014 Internews launched Boda Boda Talk Talk (BBTT) in the United Nations Mission in South Sudan (UNMISS) UN House Protection of Civilian (PoC) sites in Juba (PoC 1 and PoC 2), to provide people affected by the conflict with lifesaving and life enhancing information. The project was rolled out following the success of the BBTT project in Tong Ping, which was launched earlier in the year in February.

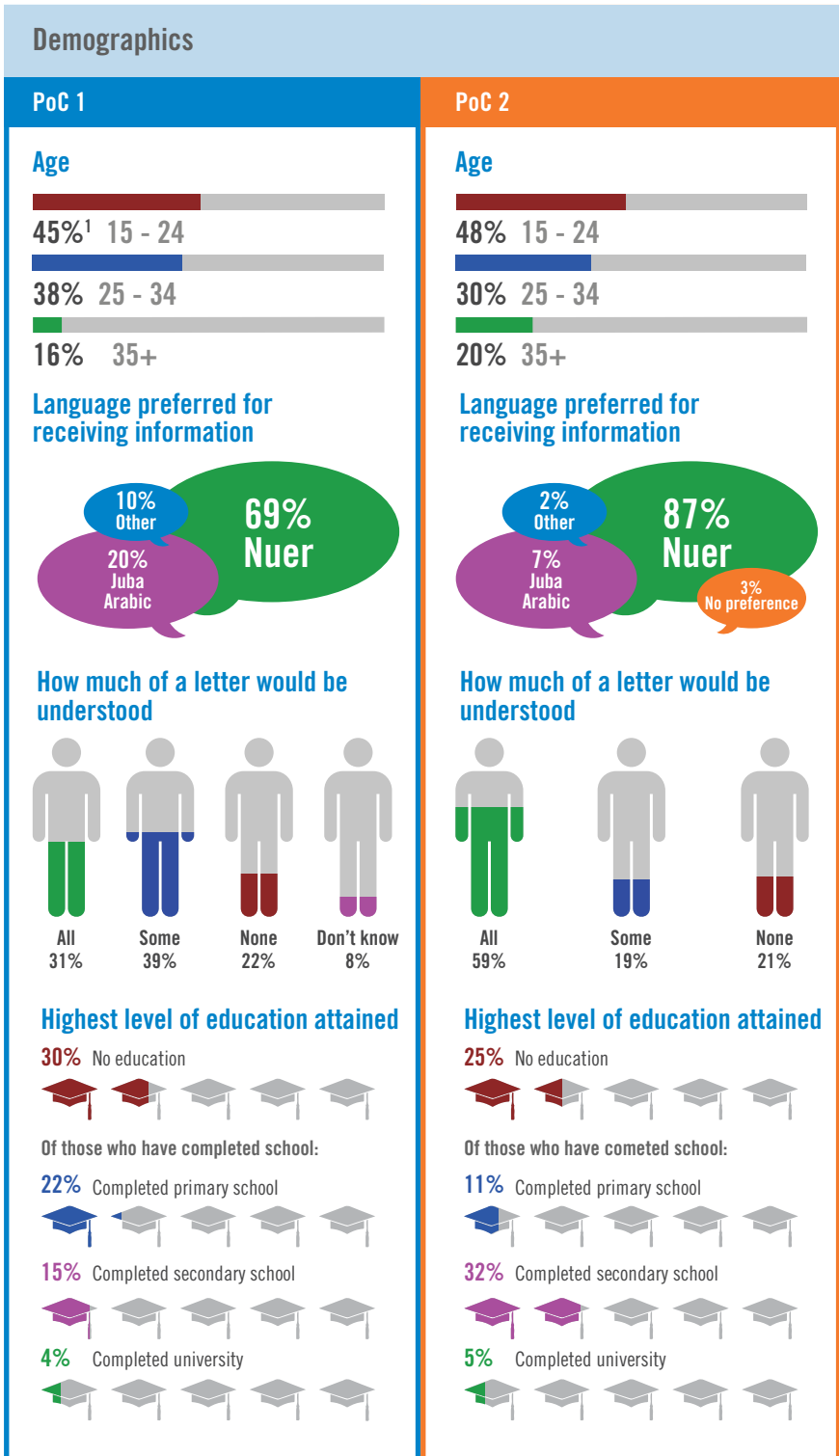
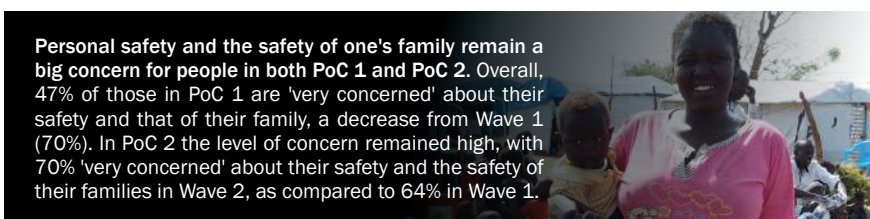
BBTT is a professionally produced recorded audio Humanitarian Information Service (HIS). In order to reflect the voices of the community, Internews recruited and trained community correspondents who themselves had been affected and displaced from their homes. The service is designed as a platform for people to discuss issues, share ideas, and ask questions of each other and humanitarian agencies operating in the PoC.

The HIS uses low technology 'mini-media' with two new 20-minute programs a week, recorded to SD cards and played on speakers and radios. Although there are radio stations in Juba that reach the PoCs, the information produced is specific to and contained within the sites for protection reasons. The program includes engaging content including a three-minute drama, Q&As, feature stories, music and bulletins to share information. The BBTT program provides people living in the PoCs with 'hyper local' relevant, accurate, and timely information that helps people navigate life inside the site. The programs aim to inform, entertain, dispel rumors and reduce tensions and the correspondents act as mediators in what can be high-tension environments.

This Wave 2 survey was conducted in January 2015 as a follow-up to a first wave of surveying in August 2014. The first survey aimed to inform Internews on the nature and content for BBTT, and assess people's need for, and access to, information in a context where communication channels are limited and access outside the sites are limited. This second survey aims to ascertain the impact and benefit BBTT has provided individuals in the UN House PoC 1 and 2 sites. Findings will also be compared to HIS studies done in other sites across the country to help evaluate the best way to establish an HIS and to have the greatest impact.

PoC 1 is the larger of the two sites with an estimated 13,000 people, largely from the Nuer community. PoC 2 is divided into two sections - half is a site for the Nuer community, while the other half is for 'foreign nationals' (Somalis, Ethiopians and Eritreans), with a combined total of approximately 3,000 people. The third UN House PoC, referred to as PoC 3, was established later in July 2014, to accommodate the relocation of IDPs from Tong Ping UNMISS PoC. Both Wave 1 and Wave 2 assessments for PoC 3 were completed at the same time as PoC 1 & 2, but are reported on separately due to the significant differences in dates of site opening and program launch.

In total 441 interviews with individuals were collected inside PoC 1 and PoC 2 sites. Due to the content of the survey and language barriers, it was decided that the survey be carried out in the South Sudanese IDPs section of PoC 2 only.





Introduction: The UN House Context

Children play as a BBT episode is played/Photo by Fatuma Adan

Recent political events have dramatically changed the landscape of South Sudan, with more than 1.5 million people displaced, and access to media and information at a premium. A series of studies on the Humanitarian Information Service (HIS) projects implemented by Internews in Central Equatoria, Upper Nile and Unity states from January 2014 to date, aims to identify how best to reach displaced populations with the information they need to make informed decisions about their lives. The research presented here is a brief summary of the Wave 2 survey of the HIS project conducted January 2015 in UN House PoC 1 and 2. This Wave 2 survey aims to assess impact and provide insight into future programmatic choices. It is one of nine studies conducted in six different sites that have experienced massive displacement and conflict (Tong Ping, and PoC 3 in Juba; Mingkaman, Leer and Malakal), and in which Internews is implementing an HIS Project.

More than 15,000 people have been displaced to the United Nations Mission in South Sudan (UNMISS) Protection of Civilians (PoC) sites 1 and 2 in Juba. PoC 1 and 2 sites were unplanned when thousands of people descended to the UN Mission base to seek refuge from the conflict; 13 months into the crisis the PoCs are functioning with makeshift shelters, emergency water and sanitation facilities with a range of humanitarian actors providing services and support. According to IOM the current population of PoC 1 stands at 13,361; PoC 2 has a population of 2,019 who are South Sudanese and 598 who are foreign nationals from the Somali and Ethiopian community. Including the 19,294 residents in PoC 3 (see separate report), UN House currently has more than 35,000 IDPs seeking safety.

Unlike Tong Ping PoC in town, which was officially closed in December 2014, the UN House sites are located on a hill and are less prone to flooding. However, while agencies have been working to improve conditions, the environment and people's temporary shelters are congested, especially in PoC 1. There are new plans to relocate people in PoC 2 to PoC 3. There are ongoing risks for serious illnesses (e.g., cholera, malaria, severe watery diarrhea, and respiratory infections).

UN House itself is some way outside of the main town and many people are reluctant to leave the site. Unlike those who lived in the Tong Ping PoC site, IDPs in UN House PoC 1 and 2 are less able to move into the main town in the daytime, due to the on-going threat of insecurity; many people end up sending their young children or only leaving in the daylight. The closure of the pedestrian path at the main gate of UN House has made it more risky for IDPs, since they have to go all the way to the Yei Road check point manned by the South Sudan National Police Service (SSNPS).

In addition there is complex community representation and leadership issues – with people displaced away from their normal clans, protective social structures have become broken. With many people unemployed and with former combatants also reported to be living in the sites, tension can easily flare up. The concentration of people in the site can translate into tension, violence, and growing, largely untreated, psychosocial needs.

As such, PoC 1 has experienced a number of issues in the last few months. In September of 2014, the introduction of commodity vouchers for food distribution lead to violence, and the increased insecurity and threats towards NGO staff forced most partners operating in PoC 1 to withdraw services for several weeks. It wasn't until January 2015 that a way forward was found and the World Food Programme (WFP) resumed with its first food distribution of the year.

Over the past months, additional security concerns around the closure of the pedestrian path at the main gate, reports of kidnapping and sexual harassment of women when going out of the gate, and complaints about a 6pm curfew has led to violence between community members and UN Police who guard the gates. There are additional protection concerns amongst women who fear they will be forced to go outside the camps to buy charcoal, as some services are coming to an end in the camp.

In PoC 2, foreign nationals were housed separately because the various nationalities were regularly clashing with the larger Nuer community. This site has experienced a number of confrontations between the South Sudanese and the foreign national population, most of them concerning shelter, water and even competition for shop ownership. In September 2014, the foreign nationals raised the concern of language used in school, complaining that most schools in PoC 2 teach in the Nuer language and therefore make it hard for foreign national children to attend school due to the language barrier.

Though the UN House PoC 1 and 2 have good access to service providers and humanitarian actors, the levels of insecurity and the range and severity of health and protection issues are significant. The humanitarian needs, including the information needs, of the displaced population in Juba are great – despite having good access to radio and mobile phones.

UN House PoC 1 & 2 Juba - Central Equatoria State

Wave 2 Assessment: January 2015

Comparing findings across PoC 1, 2 & 3

UN House is divided into 3 separate PoC sites, each with unique characteristics and population distributions. UN House hosts an ethnically diverse group of individuals, composed primarily of Nuer tribes from 16 different counties across South Sudan. PoC 2 also hosts smaller populations of foreign nationals, namely Ethiopians, Somalis, and Eritreans. In addition to different ethnographic characteristics among PoCs in UN House, the available services as well as the distance between sites and the gate entrances resulted in differing movement patterns and levels of access among the three PoCs. It is important to note that PoC 3 is a new site adjacent to UN House that was created to accommodate people who were relocated from the UNMISS Tong Ping site. As the new site is full to capacity, there are currently no new registrations of people permitted, although people still arrive by the day and are reported to be sharing services and accommodation with the existing population.

Because of these differences, findings are presented for each individual PoC within UN House, rather than an aggregate for the three sites as a whole. However, there are several areas in which it can be useful to compare PoCs directly to each other to further highlight the differences as well as commonalities between PoCs.

How concerned are you about the safety of yourself or your family?

(Base all in Wave 2, N= 299 for PoC 1; N=142 for PoC 2; N=319 for PoC 3)

Very concerned (red), Somewhat concerned (green), Not at all concerned (orange)



Top sources of decision-making information

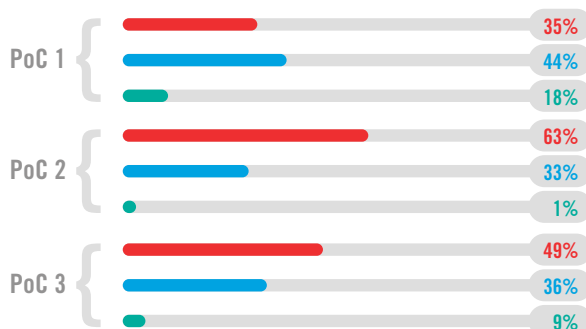
(Among those that have 'some' or 'all' of the information they need to make good decisions)

Source	PoC 1		PoC 2		PoC 3	
	Wave 1 (N=267)	Wave 2 (N=236)	Wave 1 (N=127)	Wave 2 (N=137)	Wave 1 (N=92)	Wave 2 (N=272)
Radio	71%	64%	50%	71%	75%	54%
Television	6%	20%	8%	21%	30%	70%
Newspapers	17%	12%	13%	15%	13%	21%
Boda Boda Talk Talk	65%	57%	48%	23%	39%	41%
Loudspeakers	10%	22%	14%	9%	19%	17%
Facebook	6%	23%	4%	2%	11%	10%
Internet	11%	38%	9%	7%	7%	14%
Twitter	8%	12%	6%	2%	0%	0%
Friends/Family	3%	17%	2%	4%	10%	7%
Religious Leaders	4%	10%	0%	1%	7%	2%

Wave 2 "Currently in this protection site, do you think you have all the information you need to make good decisions?"

(Base all in Wave 2, N= 299 for PoC 1; N=142 for PoC 2; N=319 for PoC 3)

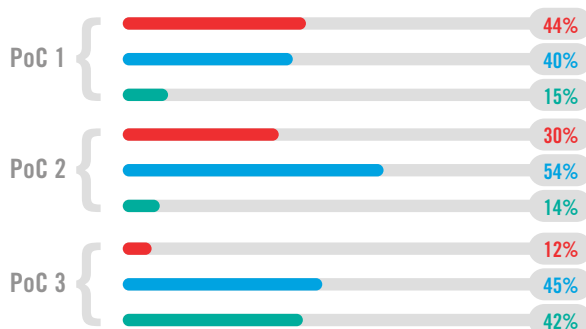
Yes, all the info I need (red), No, I have some, but I need more (blue), No, none of the info I need (green)



Wave 1 "Currently in this protection site, do you think you have all the information you need to make good decisions?"

(Base all in Wave 1, N= 319 for PoC 1; N=151 for PoC 2; N=161 for PoC 3)

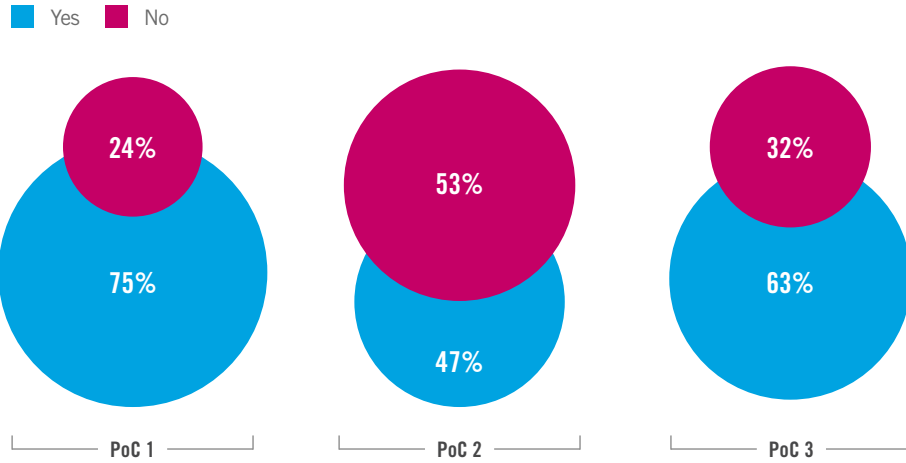
Yes, all the info I need (red), No, I have some, but I need more (blue), No, none of the info I need (green)



Comparing findings across PoC 1, 2 & 3 (cont...)

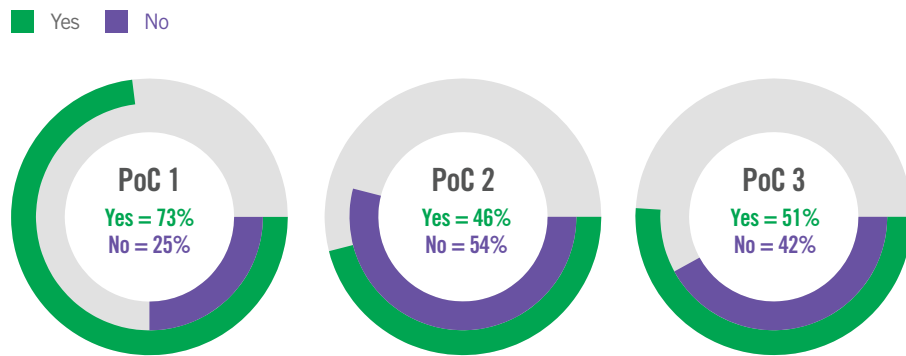
Currently, in the protection site, do you have access to a mobile phone?

(Base all in Wave 2, N=299 for PoC 1; N=142 for PoC 2; N=319 for PoC3)



Currently, in the protection site, are you able to listen to a radio?

(Base all in wave 2, N= 299 for PoC 1; N=142 for PoC 2; N=319 for PoC 3)



Which radio stations do you listen to?

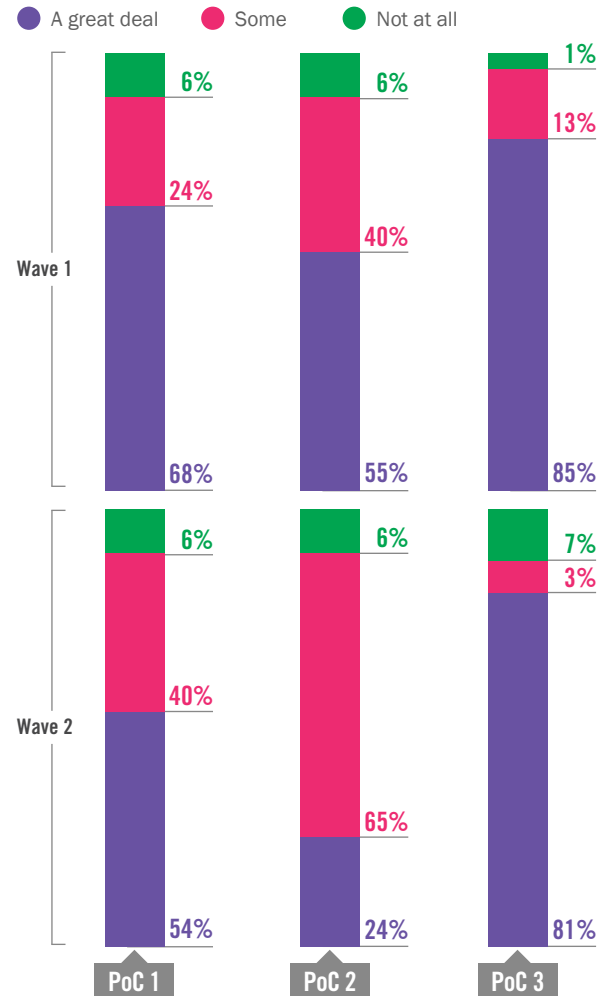
(Among those with access to a radio)

	PoC 1		PoC 2		PoC 3	
	Wave 1 (N=204)	Wave 2 (N=219)	Wave 1 (N=63)	Wave 2 (N=65)	Wave 1 (N=56)	Wave 2 (N=164)
BBC World Service (English)	51%	53%	43%	55%	29%	75%
BBC World Service (Arabic)	59%	49%	35%	40%	61%	74%
Radio Miraya	51%	56%	43%	46%	50%	67%
Eye Radio	67%	73%	35%	22%	54%	46%
Boda Boda Talk Talk	37%	48%	19%	34%	11%	44%
Voice of America	19%	11%	38%	39%	54%	49%
Bakhita FM	19%	19%	24%	8%	48%	39%

How much do you trust the information you hear on BBTT?

(Among weekly BBTT listeners in Wave 1, N=293 for PoC 1; N=145 for PoC 2; N=95 for PoC 3)

(Among weekly BBTT listeners in Wave 2, N=265 for PoC 1; N=124 for PoC 2; N=280 for PoC 3)



Key Findings in Wave 1 and Wave 2



Key Findings in Wave 1 and Wave 2 (cont...)

	PoC 1	Wave 1 (N=319)	Wave 2 (N=299)		PoC 2	Wave 1 (N=151)	Wave 2 (N=299)
Info Needs & Resources		15%	18%	Say they have 'none' of the info they need to make good decisions but...		14%	1%
		44%	35%	Say they have 'all' of the info they need to make good decisions		30%	63%
		68%	33%	Are 'very concerned' about the health of themselves or family while in UN House		62%	67%
		70%	47%	Are 'very concerned' about the safety of themselves or family while in UN House		64%	70%
		71%	64%	Use the radio for information on decision making		50%	71%
		65%	57%	Use Boda Boda Talk Talk for decision-making info		48%	23%
		45%	27%	Consider the radio their most trusted source of decision-making information		37%	66%
		38%	37%	Consider BBTT their most trusted source of decision-making information		32%	18%
Boda Boda Talk Talk		95%	93%	Are aware of Boda Boda Talk Talk		96%	94%
		97%	95%	Of those aware of BBTT listen to it at least once weekly		100%	93%
		37%	25%	Of those aware of BBTT would describe it as a loudspeaker on a quad bike		17%	2%
		15%	14%	Of those aware of BBTT would describe it as a 'loudspeaker'		49%	56%
		65%	34%	Of BBTT weekly listeners listen to it via the quad bike		38%	80%
		65%	46%	Of BBTT weekly listeners report 'frequently' making behavior change improvements as a result of BBTT messaging		43%	17%
		97%	91%	Of BBTT weekly listeners overall report making a positive behavior change as a result of BBTT information		80%	98%
		85%	81%	Of behavior changers (post-BBTT listening) said they improved their hand washing		66%	61%
		80%	60%	Of behavior changers (post-BBTT listening) said they had stopped or reduced using drainage ditches to bathe or wash dishes		68%	69%
		57%	75%	Of behavior changers (post-BBTT listening) said they increased their mosquito net usage		60%	51%
		79%	59%	Of BBTT weekly listeners find BBTT content 'very helpful'		71%	53%
		68%	54%	Of BBTT weekly listeners trust BBTT content 'a great deal'		55%	24%
Mobile Phone		68%	75%	Have mobile phone access in UN House		57%	47%
		93%	71%	Of those with mobile phone access own it themselves		97%	93%
		61%	70%	Of those with mobile phone access use an internet-enabled handset		45%	66%
		77%	55%	Of those with mobile phone access prefer info contact as a call rather than text but...		71%	61%
		76%	82%	Of those with mobile phone access would sign up to receive info on PoC activities/services via SMS		79%	64%

UN House PoC 1 & 2 Juba - Central Equatoria State

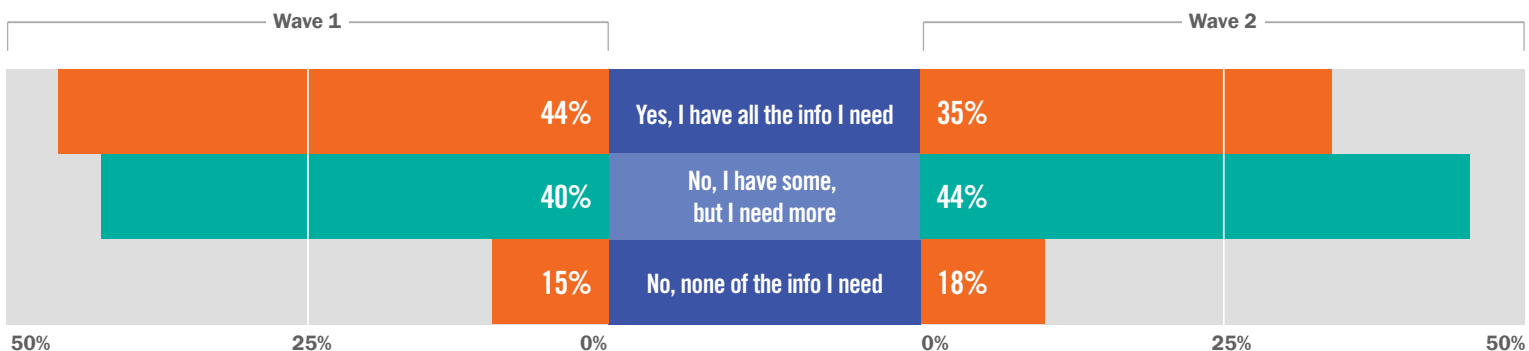
Wave 2 Assessment: January 2015

What we know about the main information needs of the IDPs at UN House PoC 1

Good decision-making information is still required by many IDPs in PoC 1, though the majority have at least some of the information they need: Compared to Wave 1 (44%), slightly fewer respondents say they have 'all' the information they need (35%). However, roughly the same amount say they have 'none' (18% in Wave 2, 15% in Wave 1).

Currently in this protection site, do you have all the information you need to make good decisions?

(Base all in PoC 1, N=319 in Wave 1; N=299 in Wave 2)

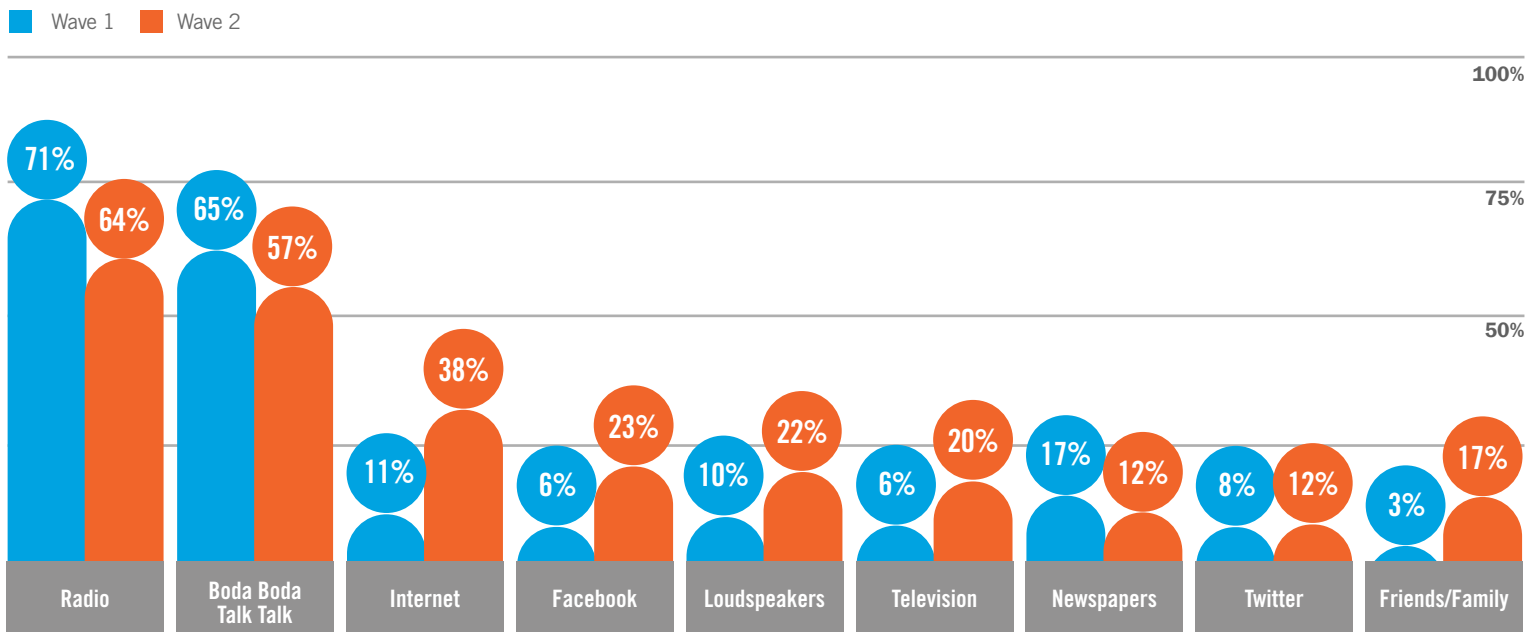


Nevertheless, at least some information about IDPs' most important issues at this site is getting through: Similar to the rate in Wave 1, nearly two-thirds (65%) of UN House PoC 1 IDPs said they heard information addressing their important issues while staying at the site.

Radio remains the main source for decision-making information by IDPs in PoC 1, though BBTT has gained considerable traction. At 57%, BBTT is more commonly cited as this type of source in PoC 1 than in the other PoCs. In addition, electronic sources such as the Internet and Facebook have become more common sources of decision-making information, (from 11% in Wave 1 to 38% in Wave 2 for the Internet; and from 6% in Wave 1 to 23% in Wave 2 for Facebook).

Top sources of information used for good decision-making in UN House PoC 1

(Among those that have 'some' or 'all' of the information they need to make good decisions, N=267 in Wave 1; N=236 in Wave 2)



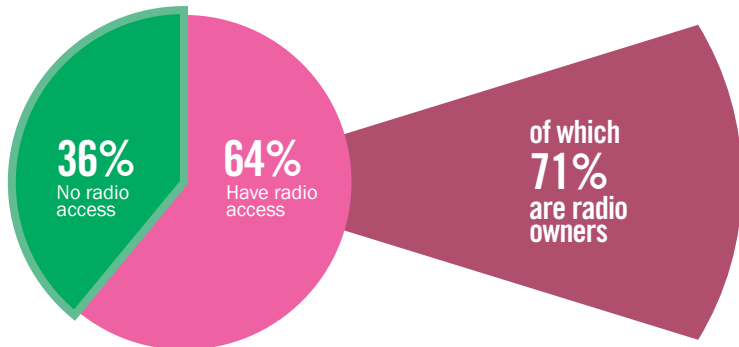
UN House PoC 1 & 2 Juba - Central Equatoria State

Wave 2 Assessment: January 2015

What we know about the main information needs of the IDPs at UN House PoC 1 (cont...)

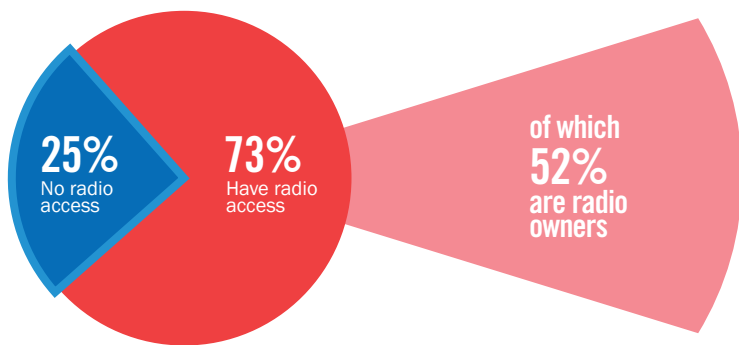
Radio access and ownership in PoC 1 (Wave 1)

(Base all in PoC 1, N=319 in Wave 1)



Radio access and ownership in PoC 1 (Wave 2)

(Base all in PoC 1, N=299 in Wave 2)

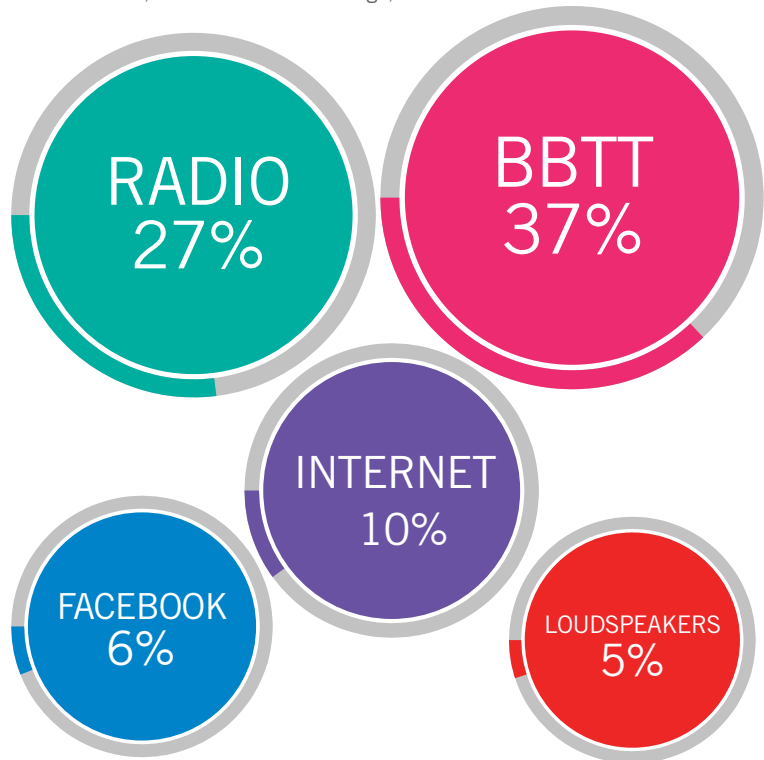


In terms of access to radio, 73% have access to radio: Among those that do have access, roughly half (52%) own the radio set outright. 38% of all IDPs surveyed at PoC 1 are both radio listeners and radio owners. In Wave 1, slightly fewer IDPs in PoC 1 had access to a radio (64%), but slightly more were both radio listeners and radio owners (45%). There was a gender gap in terms of access to radio in Wave 2: Access to radio is more common for males (77%) than females (69%). Further, among those who have access, radio ownership is more common for males (56%) than females (46%).

5 most trusted sources of information for good decision-making in UN House PoC 1 in Wave 2

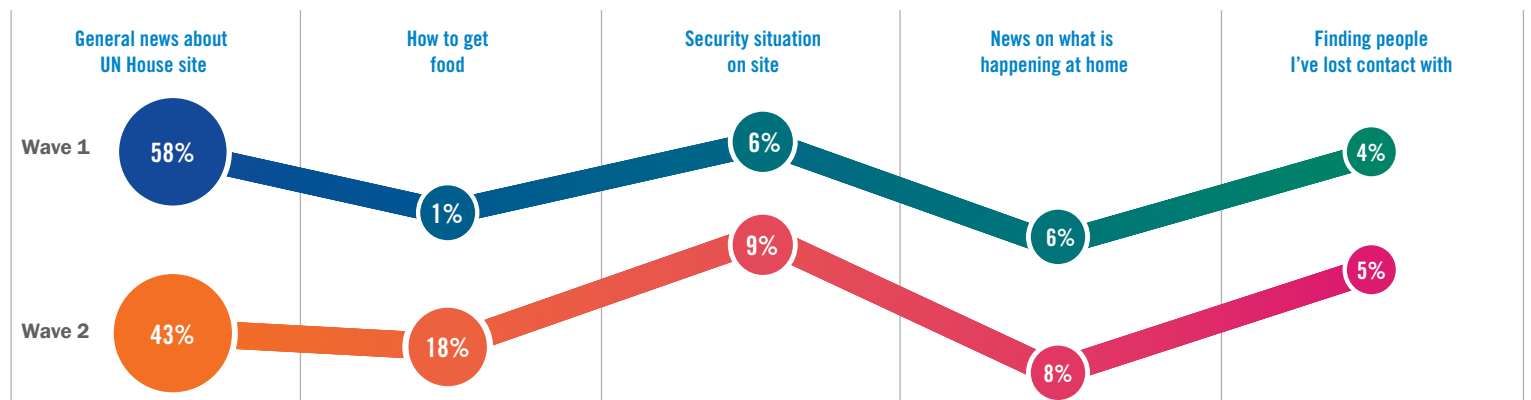
(Among those that have 'some' or 'all' of the information they need to make good decisions and know the source of this kind of information, N=232)

Boda Boda Talk Talk is now the most trusted source of decision-making information for IDPs in PoC 1: With the exception of radio, the rates of the top most trusted sources of information, remained similar in Wave 2 as they had been reported in Wave 1. In Wave 1, radio was the most trusted source of this kind, at 45%. By Wave 2, this decreased to 27% of respondents who say radio is the most trusted source, while BBTT remained high, at 37%.



Top 5 information topics IDPs in UN House PoC 1 are most interested to find out

(Base all, N=319 in Wave 1; N=299 in Wave 2)



General 'site-local' news and information dominates UN House PoC 1 IDPs' top information priorities: As in Wave 1, IDPs in PoC 1 are most interested to hear about general news happening in UN House, though the overall rate for this type of information decreased (58% in Wave 1). However, where in Wave 1 information on healthcare was the second-most important topic (10%), information on how to get food was the second most important topic for respondents in Wave 2 (18%), a sharp increase from Wave 1 (1%). There was not much change between the other less commonly cited topics.

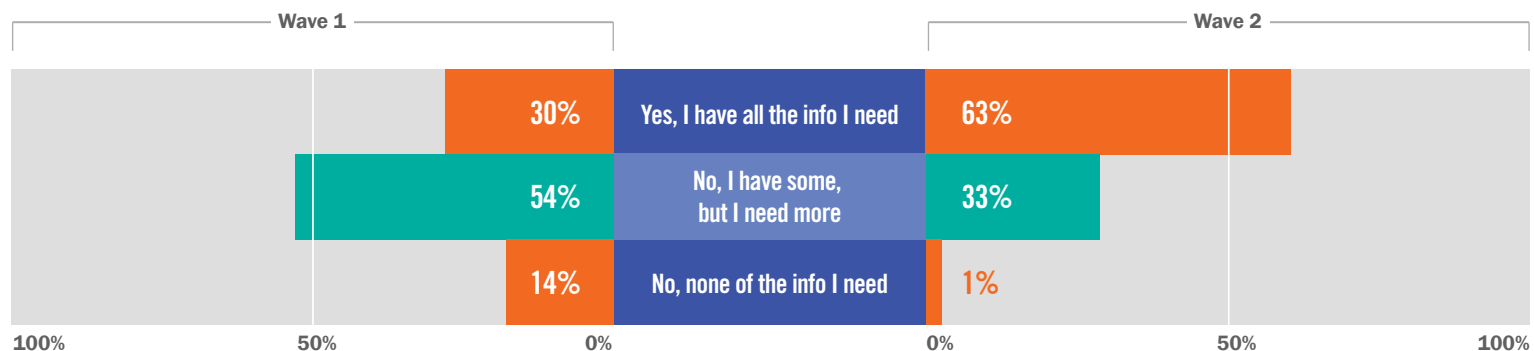
Personal safety is a major worry for IDPs at UN House PoC 1: Nearly half (47%) of IDPs interviewed in Wave 2 described themselves as 'very concerned' about their safety and that of their families while staying within UN House PoC 1, with a further 39% saying they were 'somewhat concerned' about it. Total levels of concern were consistent with findings in Wave 1, though the severity has decreased. In Wave 1, 70% of those in PoC 1 said they are 'very concerned' about their safety, with a further 21% who said they were 'somewhat concerned' about it.

What we know about the main information needs of the IDPs at UN House PoC 2

More IDPs in PoC 2 say they have adequate information for good decision-making than they did in Wave 1: In Wave 1, 30% of IDPs said they had 'all' the information they needed to make good decisions, which rose to 63% in Wave 2. Meanwhile, in Wave 1, 14% felt they had 'none' of the information they needed, a response conveyed by almost no (1%) PoC 2 IDPs in Wave 2.

Currently in this protection site, do you have all the information you need to make good decisions?

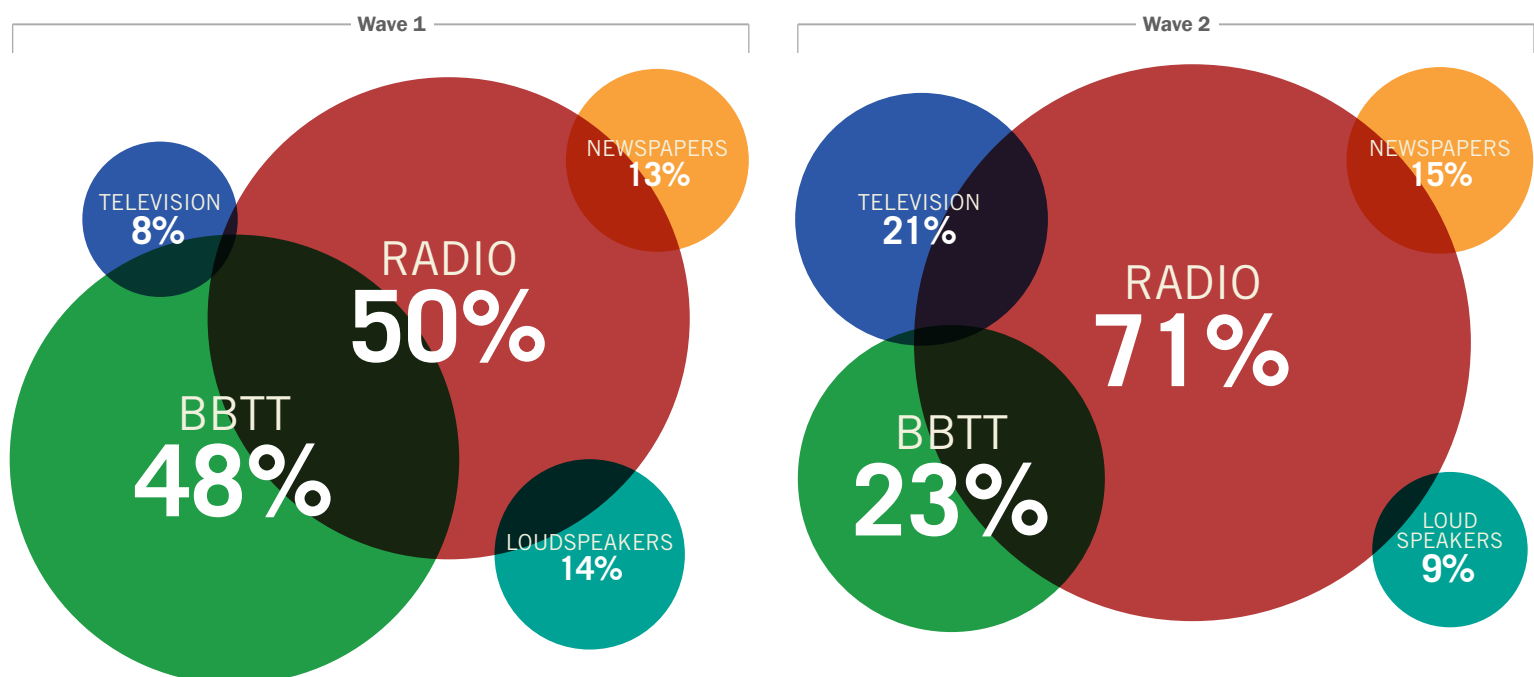
(Base all in PoC 2, N=151 in Wave 1, N=142 in Wave 2)



Radio remains the main source for decision-making information by IDPs in UN House PoC 2, while BBTT has decreased since Wave 1: In Wave 1, BBTT followed closely as a source of decision-making information (48%). In Wave 2, the gap widened, with radio as the main source of this type of information for 71% of IDPs who have at least some of their decision-making information, while rates of BBTT as a main source decreased to 23%, though it remains the second most common source.

Top 5 sources of information used for good decision-making in UN House PoC 2

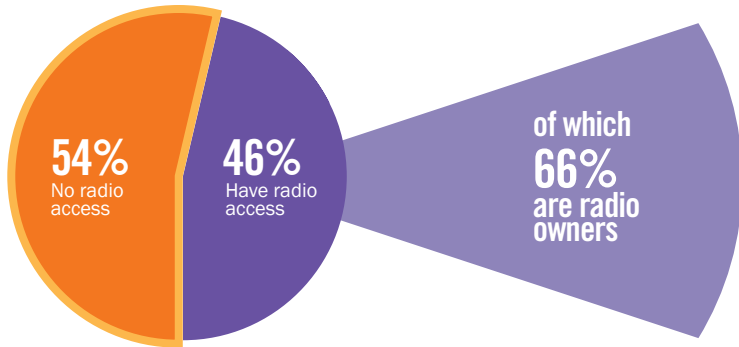
(Among those that have 'some' or 'all' of the information they need to make good decisions, N=127 in Wave 1; N=137 in Wave 2)



What we know about the main information needs of the IDPs at UN House PoC 2 (cont...)

Radio access and ownership in PoC 2

(Base all in Wave 2, N=142)



However in terms of access to radio, over half (54%) say they do not have it. The rate of access did not change since Wave 1, when 58% did not have access to a radio. Among those that do have access in Wave 2, two-thirds (66%) own the radio themselves, which is an important benefit in terms of how much control they may have over the stations tuned in to. 30% of all IDPs surveyed at UN House PoC 2 in Wave 2 are both radio listeners and radio owners, a rate that has not changed much since Wave 1 (26%). Wave 2 findings suggest a gender gap in terms of access to radio: access to radio is more common for males (51%) than females (40%).

All radio listeners in PoC 2 reported that they tune in at least once daily, with the majority (80%) tuning in multiple times a day: However, listenership for some specific stations has fluctuated. Listenership to BBC World Service in English (43% in Wave 1; 55% in Wave 2), "BBTT" (19% in Wave 1; 34% in Wave 2), Radio Tamazuj (6% in Wave 1; 26% in Wave 2), Radio Montecarlo (3% in Wave 1; 17% in Wave 2) increased. Listenership of Bakhita FM (24% in Wave 1; 8% in Wave 2) and Eye Radio, (35% in Wave 1; 22% in Wave 2) decreased.

In addition, the stations PoC 2 listeners tune into differ from those in PoC 1 and PoC 3. Listenership of Eye Radio (22%) is lower in PoC 2 than any other PoC in UN House, while listenership of Radio Tamazuj (26%) and Radio Montecarlo (17%) are more common in PoC 2 than any other PoC site in UN House.

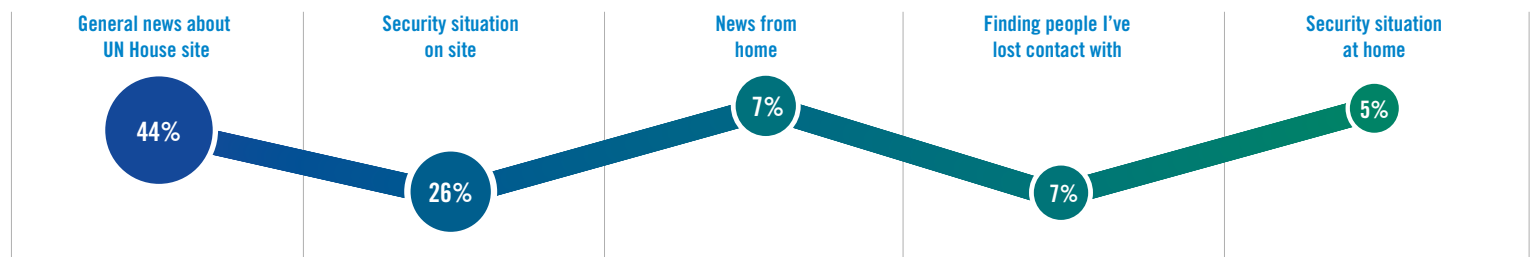
Radio also dominates as UN House PoC 2 IDPs' most trusted source of information: Trust in radio as a source of decision-making information has almost doubled since Wave 1 (37%). Trust in BBTT fell slightly, from 32% in Wave 1 to 18% in Wave 2 who cited it as their most trusted source of decision making information. Levels of trust in the other sources of information remained similar between waves.

Nearly all IDPs in PoC 2 who know their most important types of information have heard them addressed while at the protection site: 93% of IDPs in PoC 2 say they heard at least some information addressing their important issues while staying at the site, an increase from Wave 1 (72%). Of these, 64% say they heard this kind of information from community leaders, 61% heard it from the radio, and 54% heard it from BBTT. Radio and BBTT as sources of important information are consistent with their frequent citations as sources of decision-making information. However, while many IDPs in PoC 2 hear important information from community leaders (64%), community leaders are not frequently regarded as a source of decision-making information (2%).

'Site-local' news and information continue to top the IDPs' priority list at UN House PoC 2: Interest in 'general news about UN House' and the security situation on site doubled since Wave 1 (21% and 13%, respectively) but with the same overall rank. Interest in most other topics was consistent with Wave 1.

Top information topics IDPs in UN House PoC 2 are most interested to find out

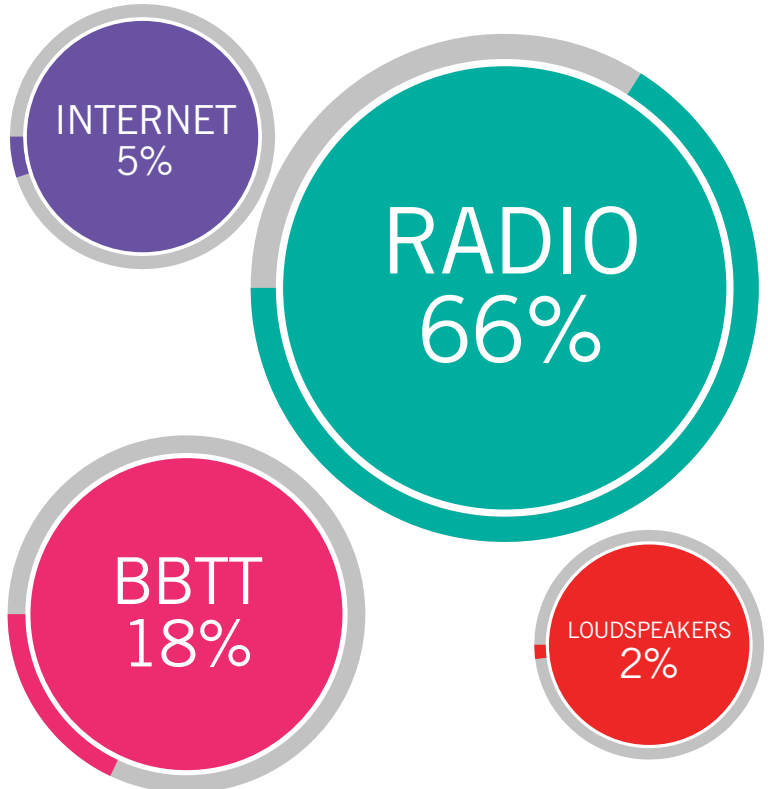
(Base all in Wave 2, N=142)



Personal safety at UN House PoC 2 remains a worrying subject for the vast majority of IDPs there: Nearly all IDPs in PoC 2 are at least somewhat concerned about their safety or that of their families. 70% of IDPs interviewed in PoC 2 described themselves as 'very concerned' about their safety and that of their families while staying within UN House PoC 2, with a further 24% saying they were 'somewhat concerned' about it. This high level of concern has persisted since Wave 1.

Top most trusted sources of information for good decision-making in PoC 2

(Among those that have 'some' or 'all' of the information they need to make good decisions and know the source of this kind of information, N=131)



Are Boda Boda Talk Talk services having an impact at UN House PoC 1 yet?

Awareness and listenership of Boda Boda Talk Talk is extremely high at UN House PoC 1:

93% of those surveyed have heard of it.

95% of those aware are also weekly listeners, at rates similar to Wave 1.

Overall, 37% of those aware listen to BBTT 2-3 times per week and 47% listen 4+ times weekly.

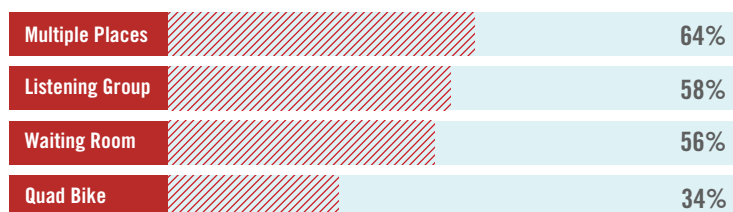
Where have you listened to BBTT?

(Among weekly BBTT listeners in PoC 1, N=293 in Wave 1; N=265 in Wave 2)

Wave 1



Wave 2

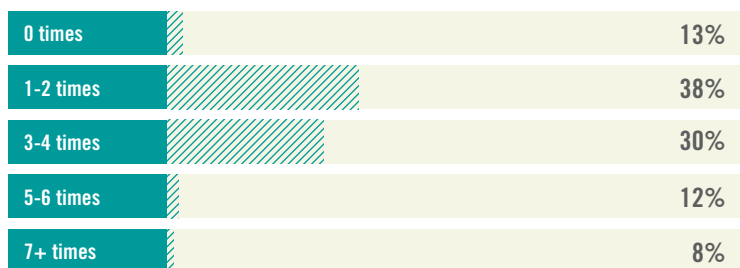


Information heard on BBTT is fairly frequently discussed with others over a normal week at this site: As a specific frequency, weekly listeners in Wave 2 most often said they discussed BBTT content '1 to 2 times per week' (51%) but overall 23% are discussing it with others 3 or more times weekly. Almost one quarter (24%) do not discuss it at all over this time frame.

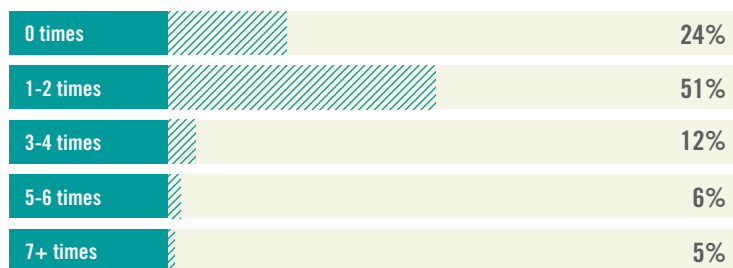
How often do you discuss the information you hear on BBTT with others?

(Among weekly BBTT listeners in PoC 1, N=293 in Wave 1; N=265 in Wave 2)

Wave 1

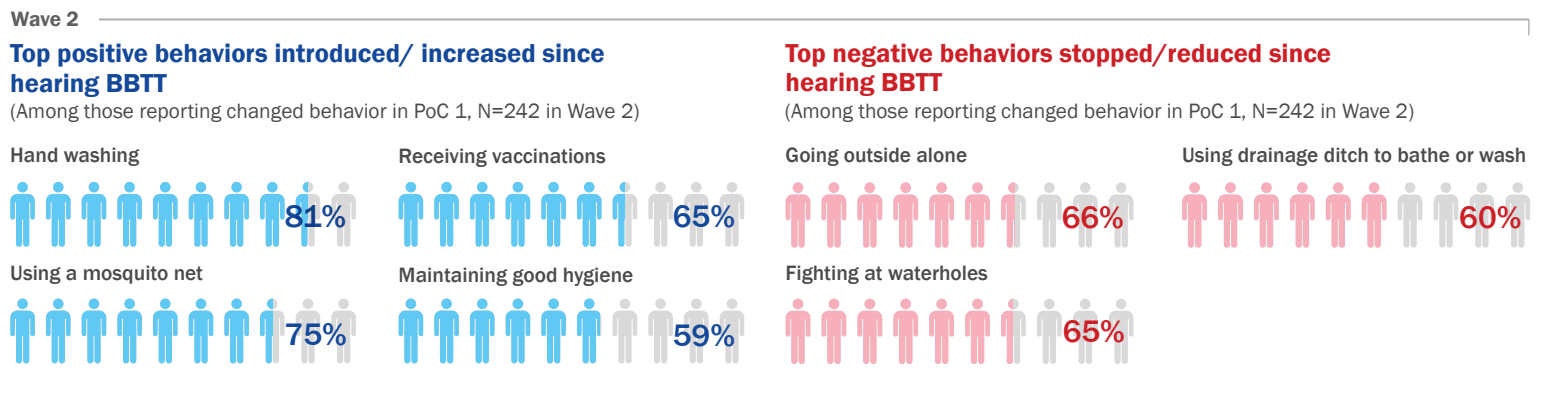
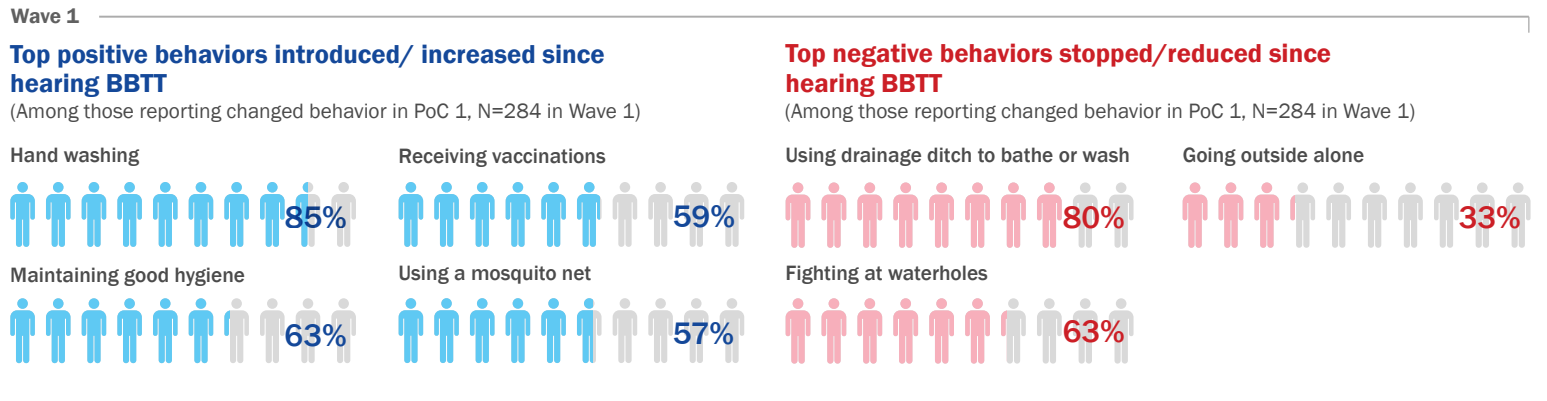


Wave 2



Are Boda Boda Talk Talk services having an impact at UN House PoC 1 yet? (cont...)

According to self-reports, BBT content appears to be making a behavioral impact at UN House PoC 1: Just under half of weekly listeners (46%) report 'frequently' making some behavior changes as a result of content they heard on BBT. Overall, at least 91% mentioned changing their behavior either 'frequently' or 'sometimes' in Wave 2, similar to the rate in Wave 1 (97%).



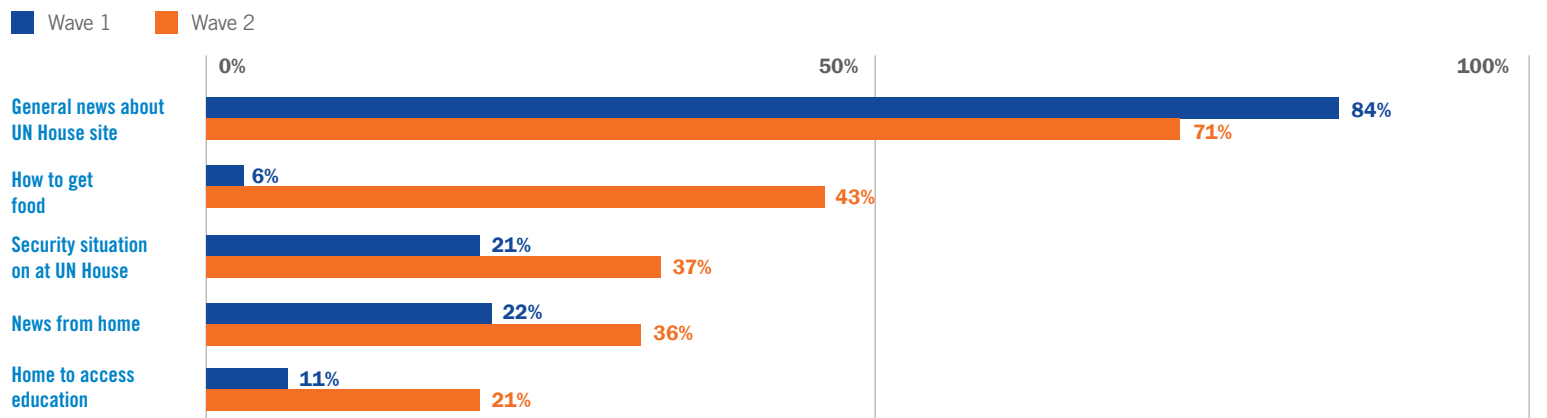
BBT's audio programming is almost unanimously perceived as helpful among its weekly listener base: 59% consider it 'very helpful', with an additional 40% who consider it 'somewhat helpful.' Wave 1 listeners expressed a similarly high rate of perceived helpfulness.

The BBT content is also highly trusted as an information source: 54% of weekly listeners said they trust the information that they hear on BBT 'a great deal' (a slight decrease from Wave 1, 68%) while only 6% said 'not at all.'

Unlike the general types of information IDPs in PoC 1 said they think are important, that remained similar in Wave 1 and Wave 2, the specific types of information BBT listeners seek from the program have changed significantly: Listeners in Wave 2 seek a wider range of issues and topics from BBT than in Wave 1, suggesting that the program is trusted as a resource for specific and general issues in UN House.

Top 5 topics BBT listeners in UN House PoC 1 are interested to hear covered in future episodes

(Among weekly listeners in PoC 1, N=293 in Wave 1; N=265 in Wave 2)



UN House PoC 1 & 2 Juba - Central Equatoria State

Wave 2 Assessment: January 2015

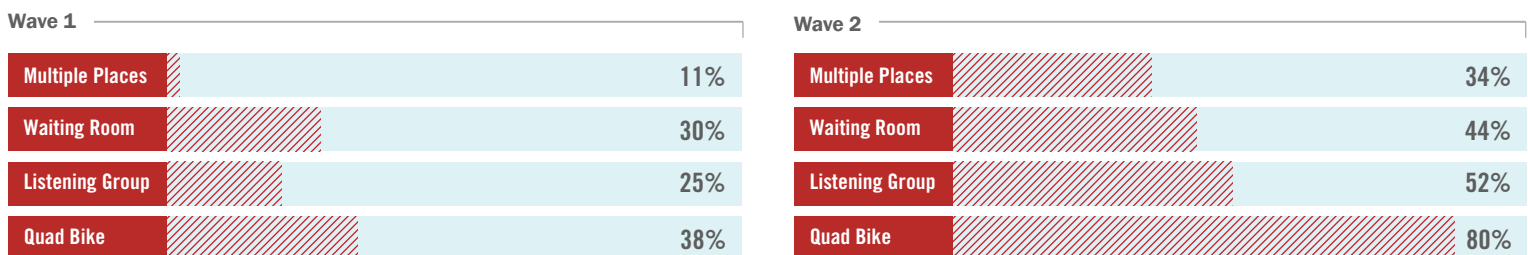
Are Boda Boda Talk Talk services having an impact at UN House PoC 2 yet?

At 94%, awareness of Boda Boda Talk Talk at UN House PoC 2 is extremely high: Nearly all (93%) of those aware of BBTT in PoC 2 are weekly listeners, a level similar to Wave 1. Over three-quarters (76%) of listeners hear the program two or three times per week, whereas the majority of listeners in Wave 1 (94%) listened one or two times per week, suggesting that listeners tune in more frequently.

BBTT is consumed across a variety of locations within UN House PoC 2, though listening via 'the quad bike' has increased substantially: 38% of listeners in Wave 1 listened via 'quad bike,' which doubled in Wave 2 to 80%.

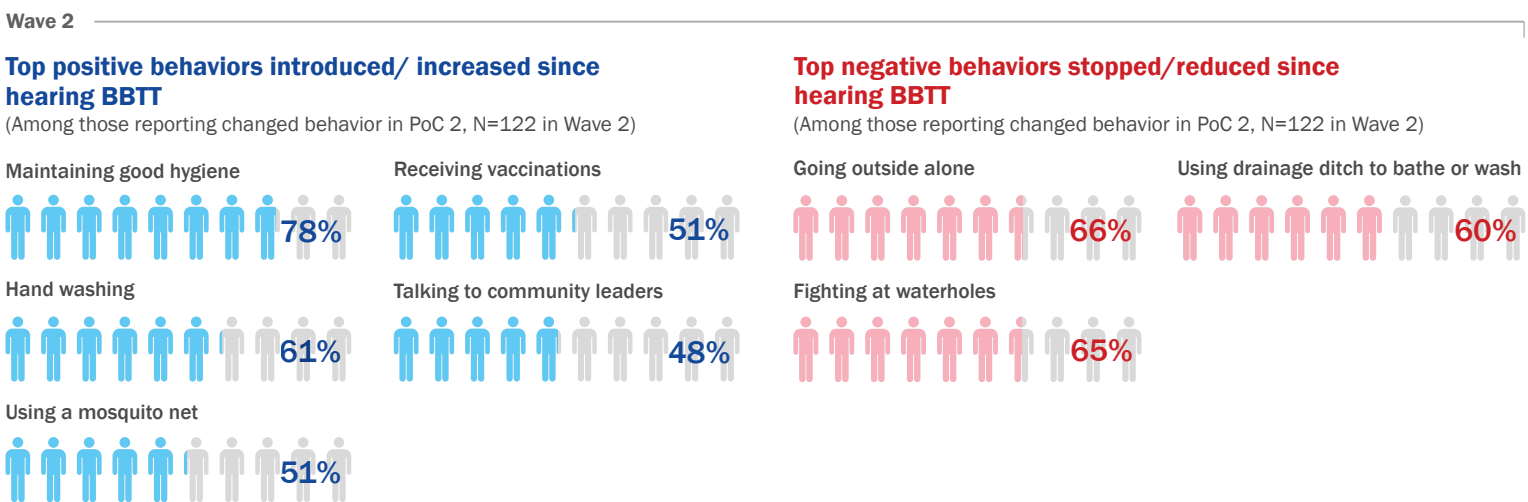
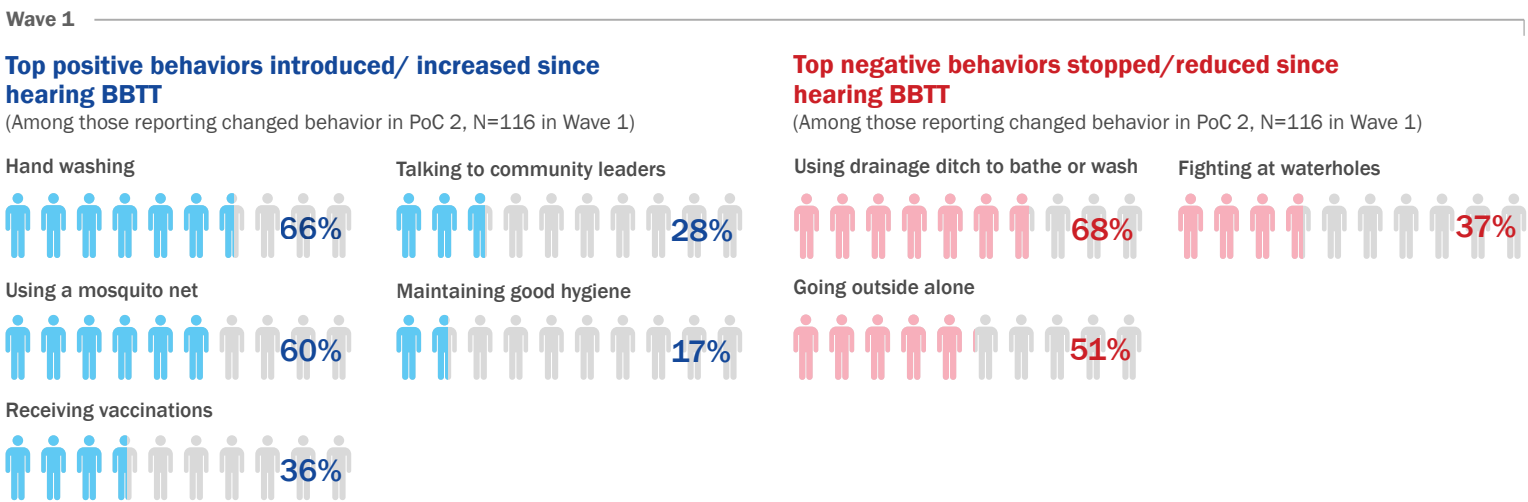
Where have you listened to BBTT?

(Among weekly BBTT listeners in PoC 2, N=145 in Wave 1; N=124 in Wave 2)



In both waves, nearly all listeners in PoC 2 discuss BBTT content with others over a normal week at this site: In Wave 1, most weekly listeners (75%) discussing BBTT content '1-2 times.' In Wave 2, most weekly listeners most often said they discussed BBTT content '1 to 2 times per week' (61%) but an additional 36% are discussing it with others 3 or more times weekly.

Among its weekly listeners, BBTT content seems to be making an impact at UN House PoC 2: Overall, 82% of listeners say they 'sometimes' change their behaviors and 17% say they 'frequently' change their behaviors because of something they've heard on BBTT, indicating more behavior-changers overall than in Wave 1 (80%). Several more behavior-changers reported that they have maintained good hygiene in Wave 2 (78%) than in Wave 1 (17%).



Are Boda Boda Talk Talk services having an impact at UN House PoC 2 yet? (cont...)

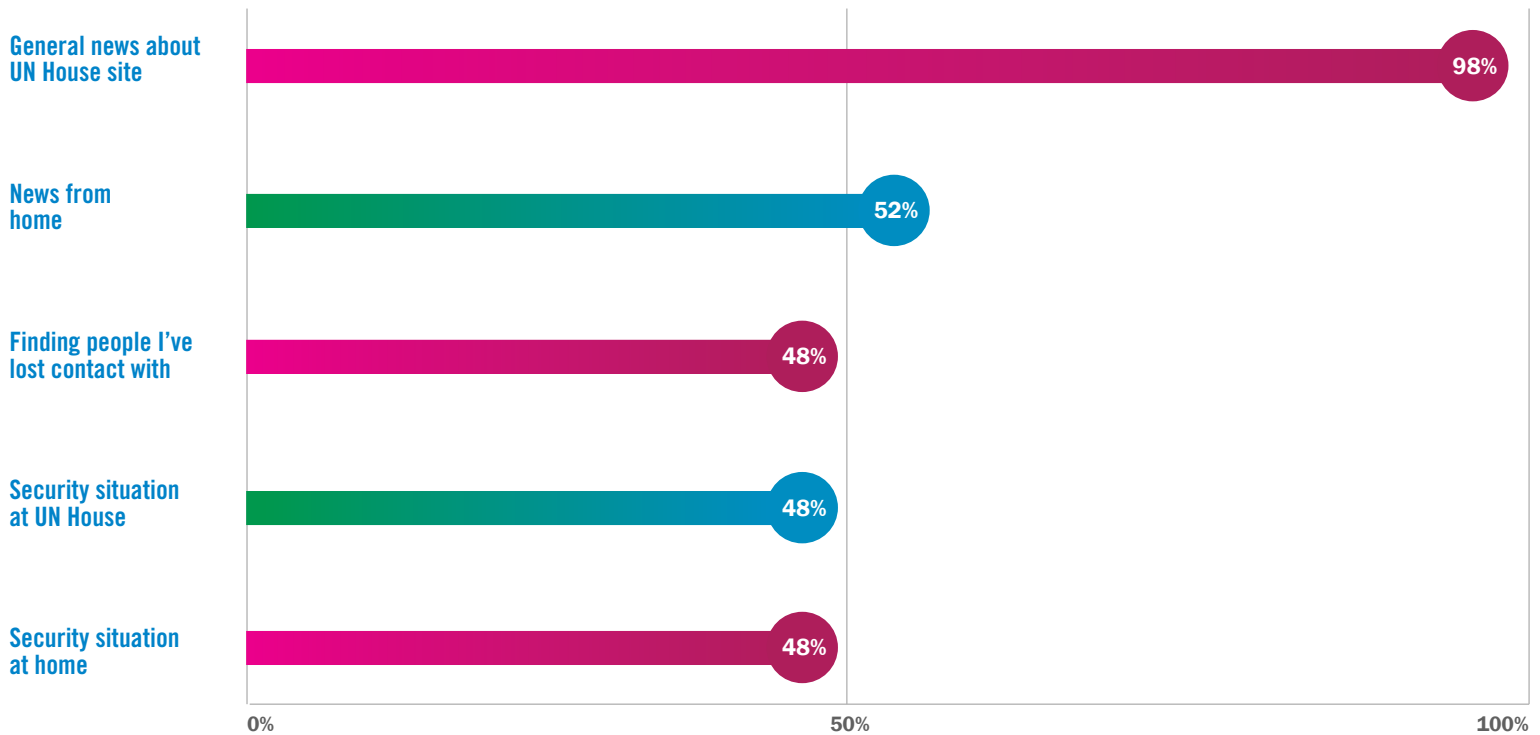
In both Wave 1 and Wave 2, nearly all listeners found the BBTT program helpful: In Wave 1, listeners found the information on BBTT either 'very helpful' (71%) or 'somewhat helpful' (29%), with no listeners feeling it was unhelpful. In Wave 2, 53% of listeners consider it 'very helpful' and an additional 46% consider it 'somewhat helpful.'

While BBTT listeners retain a high level of trust in the information they hear on the program, it appears to have waned since Wave 1: While 55% of listeners in Wave 1 said they trusted it 'a great deal', only 24% of listeners in Wave 2 expressed this level of trust in the information they hear on BBTT. However, most listeners in both Wave 1 (94%) and Wave 2 (90%) expressed some level of trust in the information they hear on BBTT.

The top topics of interest for BBTT listeners in PoC 2 did not change much from Wave 1: While total percentages for each of the top five categories doubled, their overall ranking remained the same. This finding suggests that more listeners are interested in hearing more topics covered by BBTT, but the specific topics of interest remain as they were in Wave 1.

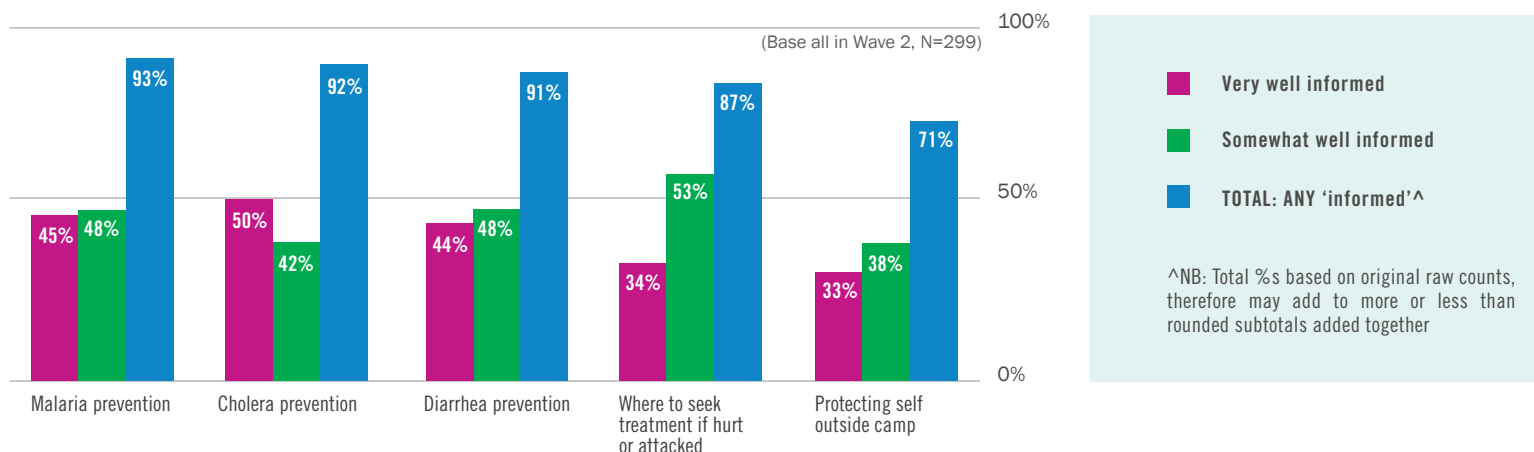
Top 5 topics BBTT listeners in UN House PoC 2 are interested to hear covered in future episodes

(Among weekly BBTT listeners in PoC 2, N=124 in Wave 2)



What is known about IDPs' health knowledge at UN House PoC 1?

Overall, health knowledge at PoC 1 remains relatively high and did not change much since Wave 1: Regarding disease and illness prevention, UN House PoC 1 IDPs mostly said they were very well informed (based on their own self-assessment of their level of understanding), at rates that did not change drastically from Wave 1 to Wave 2. However, PoC 1 IDPs' knowledge about protecting themselves outside the site remains weaker than disease prevention topics, with 71% expressing some level of feeling informed about it.

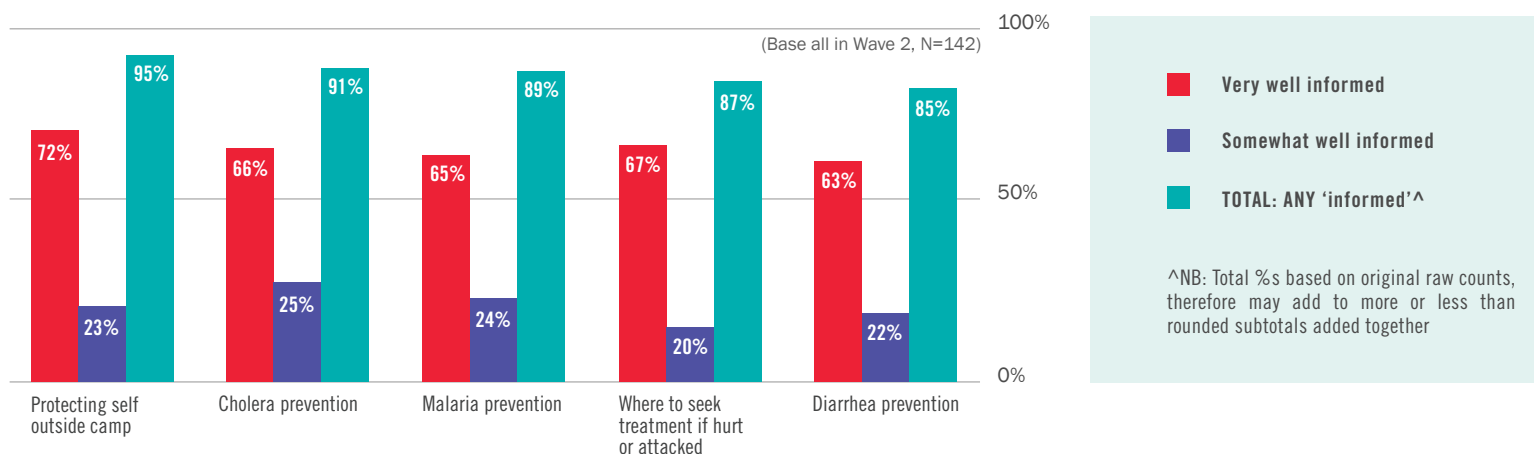


UN House PoC 1 IDPs' knowledge about mental health issues and services onsite was somewhat weaker compared to their familiarity with clinical disease issues: Over half (58%) were aware of mental health services available onsite, while around one third (32%) did not know why such services would be sought, rates similar to Wave 1. Where reasons for seeking mental health services were given, 'trauma' (36%) and 'depression' (33%) were most commonly mentioned.

Knowledge of which other health services are available at UN House PoC 1 was high - Many respondents were able to name several conditions that could be treated there. Those aware of general healthcare clinics at the site knew of services such as childbirth assistance (53%), cholera treatment (49%), malaria testing (43%), vaccination (40%), and malnutrition feeding (34%), all at rates similar to Wave 1. However, slightly fewer respondents were aware of cholera and malnutrition feeding than in Wave 1 (75% and 48% in Wave 1, respectively).

What is known about IDPs' health knowledge at UN House PoC 2?

Regarding disease and illness prevention, UN House PoC 2 IDPs are well informed (based on their own self-assessment of how much illness prevention knowledge they had - per topic), at rates similar to Wave 1. However, there was an increase from Wave 1 (79%) in overall levels of feeling informed about protecting oneself outside the site. This increased to 95% of IDPs in PoC 2 feeling informed about protecting oneself outside the camp in Wave 2, although 78% say they did not actually leave the site in the week prior to interview.



UN House PoC 2 IDPs' knowledge about mental health issues and services onsite was weaker compared to their familiarity with clinical disease issues: Only half (50%) were aware of mental health services being available onsite, though this is an increase from such awareness in Wave 1 (29%). Where reasons for seeking mental health services were given, about the same amount of IDPs cited 'trauma' (68%) as in Wave 1, but far more cited 'depression' in Wave 2 (55%) than had in Wave 1 (9%).

Knowledge of which health services are available at UN House PoC 2 was varied: Awareness of clinical services to treat cholera and malaria on site stand out at 51% and 64% respectively, rates similar to Wave 1 (though knowledge of malaria services did increase from 43% in Wave 1). The next most well known treatments/services were diarrhea (37%) and vaccination (36%, rates which increased since Wave 1 (25% and 26%, respectively).



Research Methodology and Specifications

A BBT driver prepares to share the program inside the PoC/ Photo by Fatuma Adan

Methodology	Face-to-face interviews, conducted via Computer Assisted Personal Interviewing (CAPI) with adults aged 15+; systematic random sampling through random walks with a Kish Grid respondent selection
Questionnaire design	Internews and Forcier Consulting
Fieldwork dates	16-21 January 2015
Fieldwork & analysis	Forcier Consulting

	PoC 1	PoC 2	PoC 3
Sample size	299 completed interviews	142 completed interviews	319 completed interviews
Market scope	Population of internally displaced persons at UN House PoC 1 UNMISS site, estimated to be 13,000 as of January 2015	Population of internally displaced persons at UN House PoC 2 UNMISS site, estimated to be 3,000 as of January 2015	Population of internally displaced persons at UN House PoC 3 UNMISS site, estimated to be 19,000 as of January 2015
Wave 1	Where possible, findings from Wave 1 are cited, drawing on 319 interviews in PoC 1, 151 in PoC 2, and 161 in PoC 3.		

Limitations

- The area surveyed was characterized by fluctuations in population, which might limit the comparability of findings from the present report with future surveys and assessments. In addition, UN House is divided into 3 separate PoC sites, each with unique characteristics and population distributions. Any comparisons between the sites must therefore be considerate of the drastic differences between PoCs.
- Some respondents expressed survey fatigue or disinterest, saying that they do not experience any changes in their circumstances despite lots of research being carried out. There were also some instances where security considerations in the site, such as power struggles between key leaders in PoC 1, may have influenced respondents' decisions to participate in the survey. In both cases, it is possible that such individuals had little motivation to provide the most earnest and truthful responses possible.
- However, no substantial limitations were encountered during data collection or analysis.

¹ While all individual figures cited have been rounded to the nearest percent, combined figures are based on original raw counts, therefore may add to more or less than rounded category percentages added together.