

Bentiu UN Protection of Civilians (PoC) site - Unity State, South Sudan

Information Needs Baseline: September 2015

Introduction and Overview

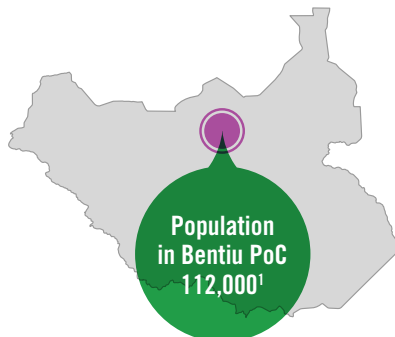
Internally displaced persons (IDPs) in the Bentiu PoC site are concerned about their safety and health. Overall, 83% of IDPs are 'very concerned' about their safety and that of their family and 81% are 'very concerned' about their health and that of their family.

In October 2015, Internews began a Humanitarian Information Service (HIS) in the Bentiu Protection of Civilians (PoC) site in Unity state. The HIS initiative in Bentiu is called Boda Boda Talk Talk (BBTT), a hyper-local approach to information sharing that has been successfully implemented at PoC sites across the country. Community correspondents, recruited from among the affected and displaced population, are professionally trained to produce BBTT audio programs. This service is a platform for people to hear localized information that can be used to discuss issues, share ideas, and ask questions of each other and humanitarian agencies. The BBTT program takes the form of two 20 to 30 minute recorded programs per week that are played on speakers attached to boda bodas, or motorbikes, which rove through the site and play at dedicated listening stops throughout the POC. Fostering community dialogue and disseminating important humanitarian information, the information shared on BBTT will provide people living in the Bentiu PoC site with life-saving, life-enhancing, relevant, accurate and timely information.

Although the Bentiu PoC site has been operating since early 2014, Internews was unable to start the establishment of an information project in the site until August 2015 due to a variety of security concerns. Lessons learned from the five BBTT projects already being implemented by Internews, as well as three different security assessments, have additionally been used to design this project. This specific needs assessment aims to inform the planning and development of BBTT by investigating current information needs and sources, media access, and levels of 'feeling informed' about various health and personal safety issues among the IDP population within the Bentiu PoC site. In addition, overarching findings from this needs assessment will contribute to a growing body of knowledge relating to best practices for establishing effective humanitarian information programs and campaigns in Bentiu and in South Sudan in general.

A probability proportionate to size (PPS) sample was designed to be representative of the population in all six sectors in the site and large enough to analyze Sector 1 separately with statistical significance. In September 2015 Forcier Consulting conducted 795 observations from all 6 sectors of the site that were weighted to a total of 1,053 (with a weighted total of 117 in Sector 1 and 937 in Sectors 2-6). All percentages and figures described in this report are based off the weighted totals and therefore aggregate measures may appear slightly greater or less than individual elements summed.

Due to political sensitivities and divisions, the IDP population in Sector 1 is largely separated from the rest of the site. In addition, humanitarian agencies tend to provide services and utilize communication strategies separately for IDPs in Sector 1 than for IDPs in Sectors 2-6. Therefore, most findings consider the population within the Bentiu PoC site as two distinct groups: Sector 1 and the remaining five sectors (sectors 2-6). Where possible findings are also presented for individual sectors.



Do you think you have enough information to make good decisions for yourself and your family?

Sector 1: (base all, N=117)



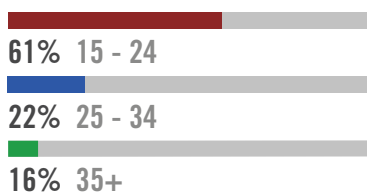
Sector 2-6: (base all, N=937)



Demographics - By Sector 1 vs. Sector 2-6

Sector 1 (N=117)

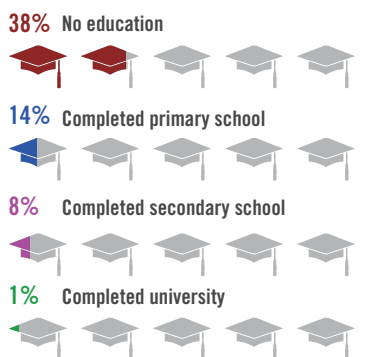
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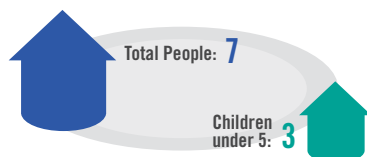
Language preferred for receiving information



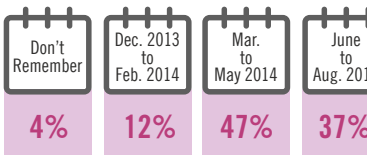
Highest level of education attained



Average Household Size

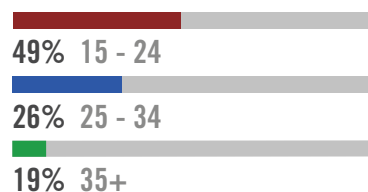


Date of arrival at site



Sectors 2-6 (N=937)

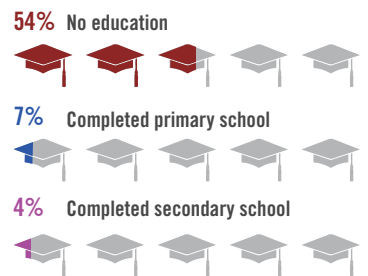
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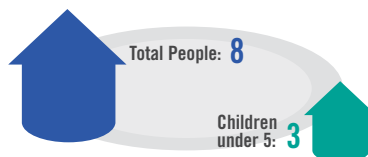
Language preferred for receiving information



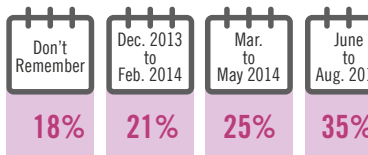
Highest level of education attained



Average Household Size



Date of arrival at site





Introduction: The Bentiu Context

A community correspondent collecting stories with women inside the PoC/Photo by Internews

The research presented here is a brief summary of an information needs assessment conducted in the Bentiu PoC site, Unity state from 26 August- 9 September 2015. The survey aims to assess the information needs and access to media among the displaced population in the Bentiu PoC in order to inform the development of a HIS tool, BBTT. HIS tools have been successfully implemented by Internews across South Sudan in places such as UN House (Central Equatoria), Malakal (Upper Nile), Bor (Jonglei), and Mingkaman (Lakes).

South Sudan currently has 2.2 million IDPs who have been affected by recent political events, with more than 178,000 seeking refuge in United Nation's peacekeeping bases across the country.² When people first began arriving at UNMISS base Protection of Civilians (PoC) site in Bentiu, Unity State in early 2014, it was estimated that 30,000 to 50,000 people would be in need of refuge. However, increased violence, ongoing conflict and growing food scarcity in the state, has meant many tens of thousands more have fled to the PoC. As of September 2015, the Bentiu PoC site was sheltering close to 112,000 IDPs; that figure continues to rise, and within a few months of conducting this survey, it stood at 127,000.³ IDPs are also being registered at the nearby Bentiu Town. As a result, many humanitarian agencies are at capacity, and are facing challenges meeting the growing needs of the increasing population. The PoC site layout has been extended in late 2015 to accommodate the recent influx of IDPs, and is currently divided into 6 sectors. Sectors 1-5 are divided into blocks by a grid system, while Sector 6 is a contingency area that is comparatively less organized.

At the time of this assessment, a number of issues have been reported in the site. The unprecedented growth both inside the PoC site and in nearby Bentiu Town has strained resources and placed a high dependency on humanitarian agencies. According to recent OCHA reports, health issues continue to plague the population and the under-5 mortality rate exceeds the emergency threshold, due mainly to malaria, malnutrition, measles, pneumonia, and sepsis.⁴

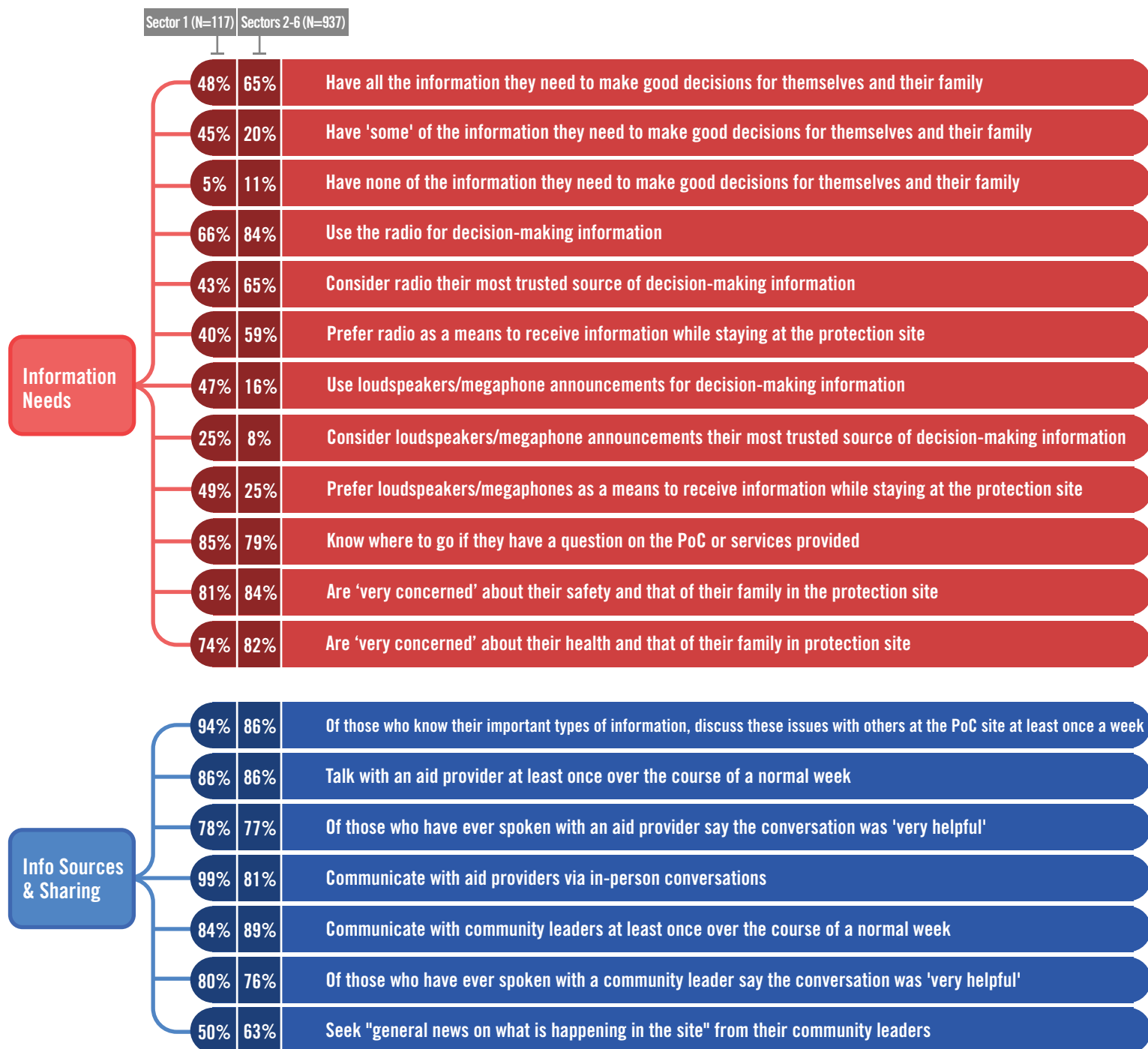
Further, according to a UN special representative, the human rights situation in Bentiu and other neighboring counties of Unity state is grim. Gender-based violence is rampant, particularly as women leave the site to collect firewood, with the UN special representative on sexual violence in armed conflict stating that Bentiu is the worst situation she had seen in decades.⁵ Armed groups have been accused of abducting, raping, and killing young children, as well as razing entire villages.⁶

This research was conducted in September 2015, just weeks before the BBTT service became operational in the Bentiu PoC site. In the period between this research and the first episode of BBTT, Internews staff have recruited and trained several members of the IDP community to work as community correspondents. The program now shares much needed, localized information with IDPs and humanitarian workers at the PoC site.

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Information Needs Baseline: September 2015

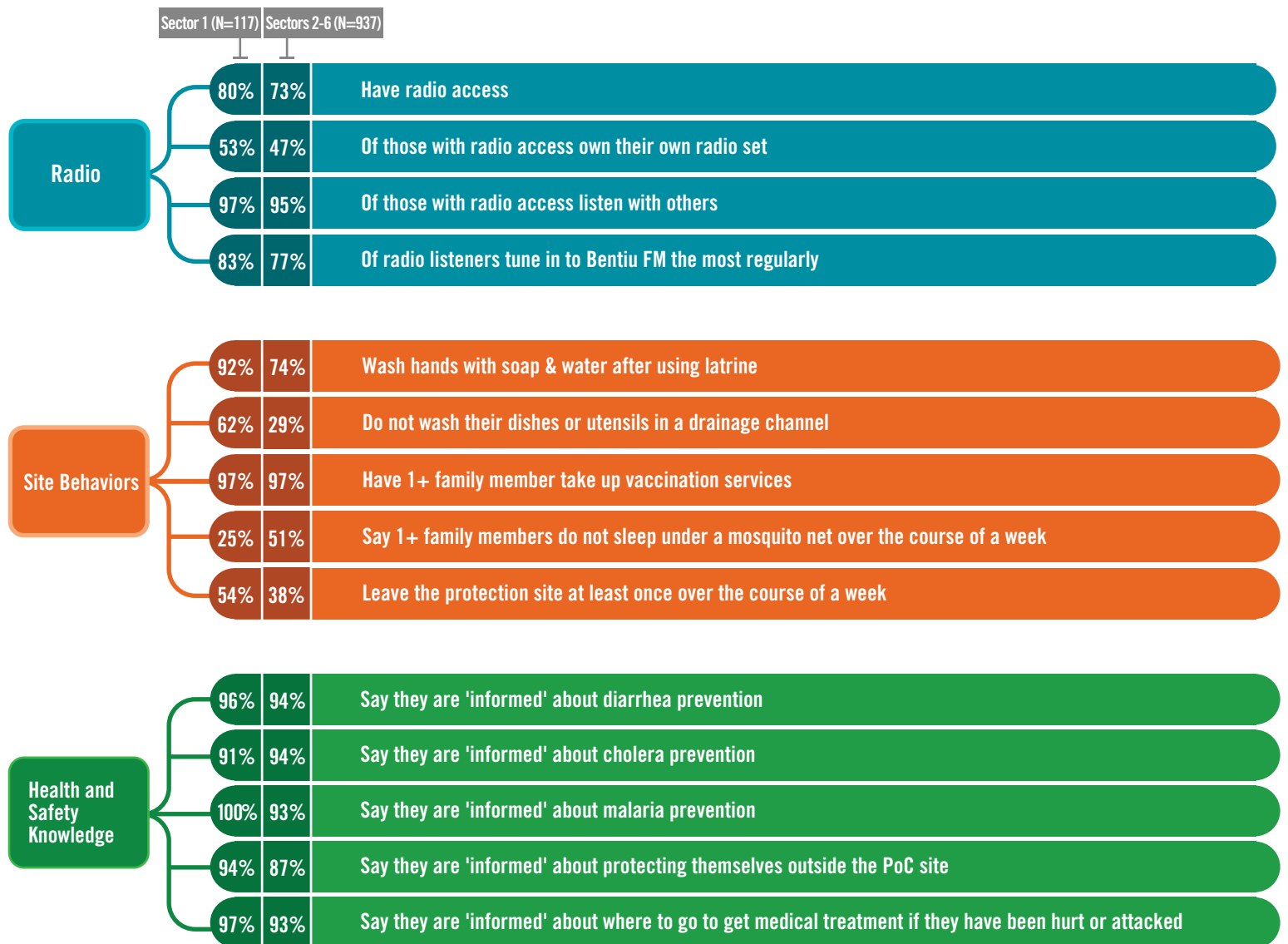
Key Findings (Note: Percents and bases shown are from weighted N-values)



Bentiu UN Protection of Civilians (PoC) site - Unity State, South Sudan

Information Needs Baseline: September 2015

Key Findings (cont...)

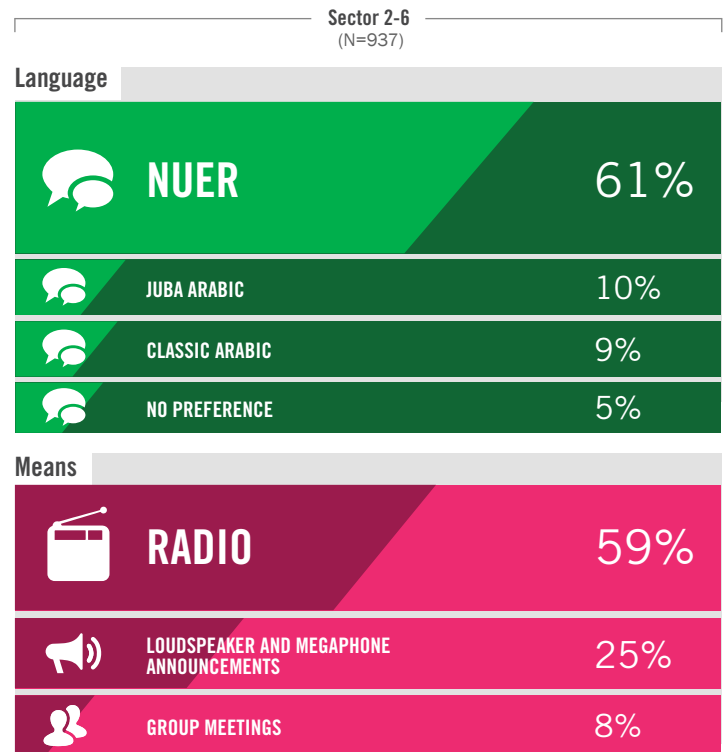
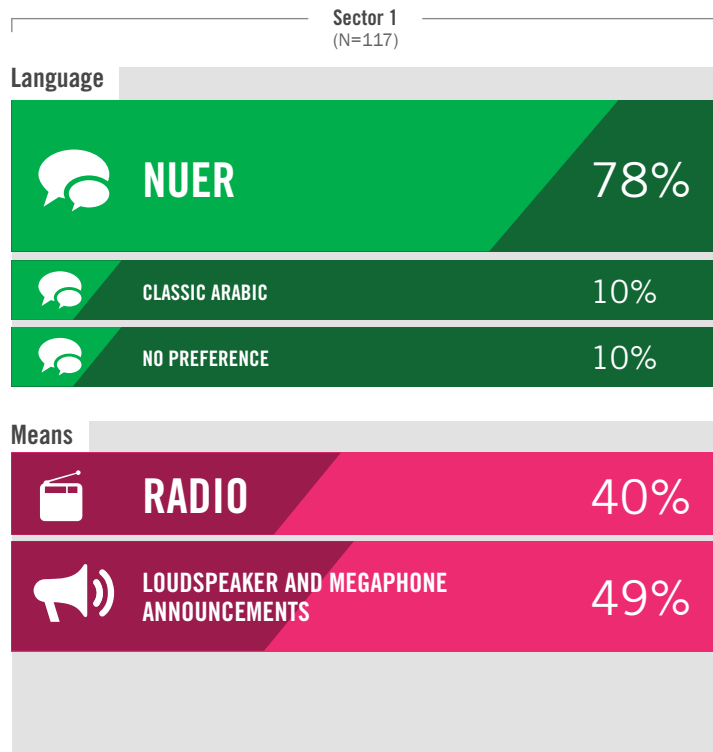


Bentiu UN Protection of Civilians (PoC) site - Unity State, South Sudan

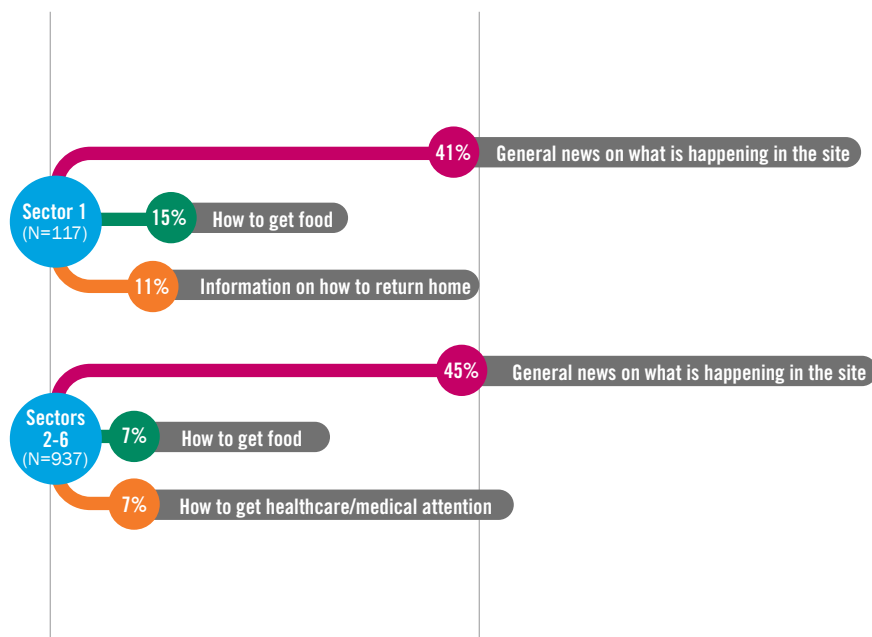
Information Needs Baseline: September 2015

What is known about the information needs of the community in the Bentiu PoC site?

What is the best way for you to receive information?



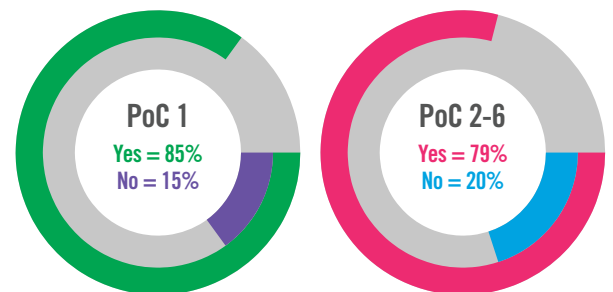
What kind of information is most important for you to find out?



Most IDPs seek general news in the site and a large number have only some of the information they need to make good decisions. A relatively small proportion of IDPs say they are living with 'none' of the information they need to make good decisions, at 5% within Sector 1 and 11% within Sectors 2-6. However, 45% of IDPs in Sector 1 and 20% of IDPs in Sectors 2-6 say they have only some of the information they need to make good decisions. In all sites, IDPs are most interested to find out about general news and information about the site.

Even if not all IDPs have all the information they need, most know where they can get their questions answered. 85% of IDPs in Sector 1 and 79% of IDPs in Sectors 2-6 say they know where to go if they have a question on the PoC or services provided.

Do you know where to go if you have a question on the PoC or services provided?

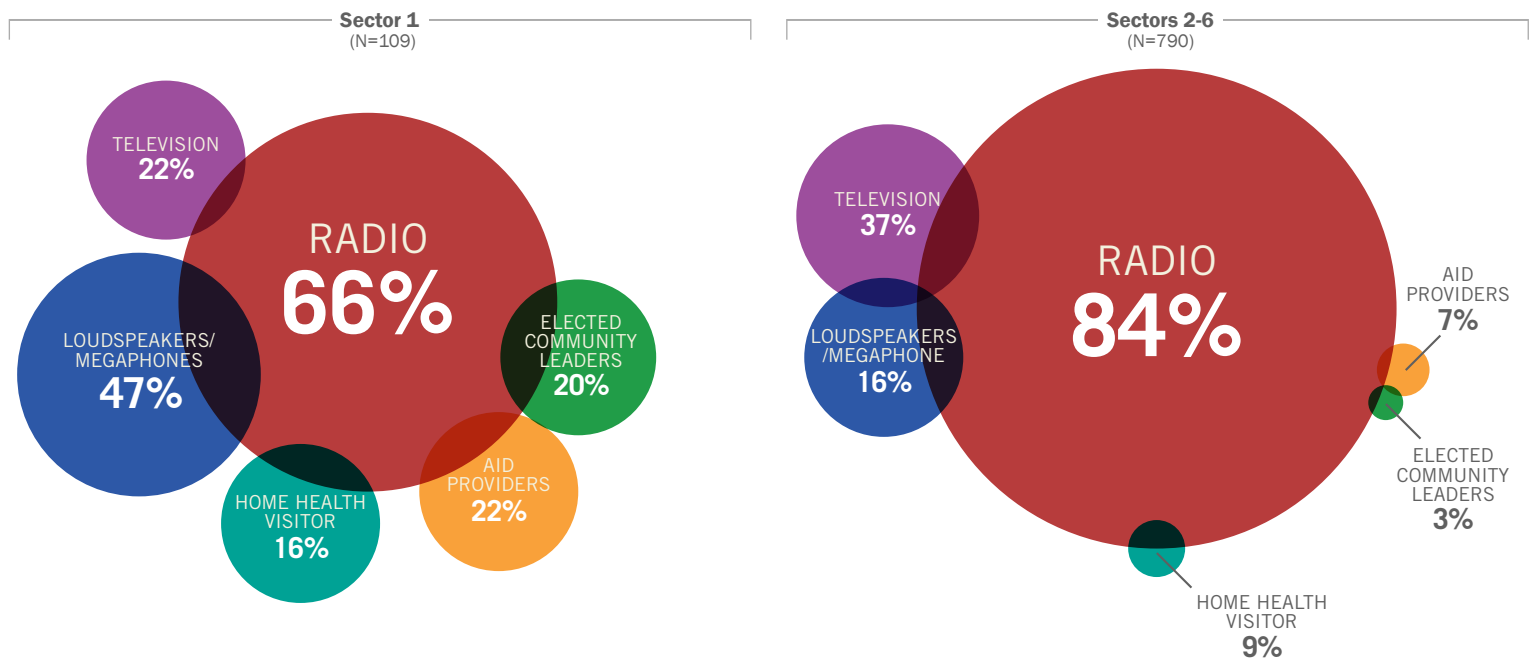


Important information is typically shared and discussed among IDPs. The majority of those who know their most important information topics talk about these issues with others at the PoC site. 95% of those in Sector 1 and 88% of those in Sectors 2-6 speak with others about these issues at least once a week.

Accessing Information in the Bentiu PoC site

IDPs in Bentiu prefer audio media such as radio or loudspeakers as sources of information. Radio access is high inside the site and it is the most popular and trusted source of decision-making information in both Sector 1 and Sectors 2-6.

Top sources of information (among those who have 'some' or 'all' of the information they need to make good decisions)



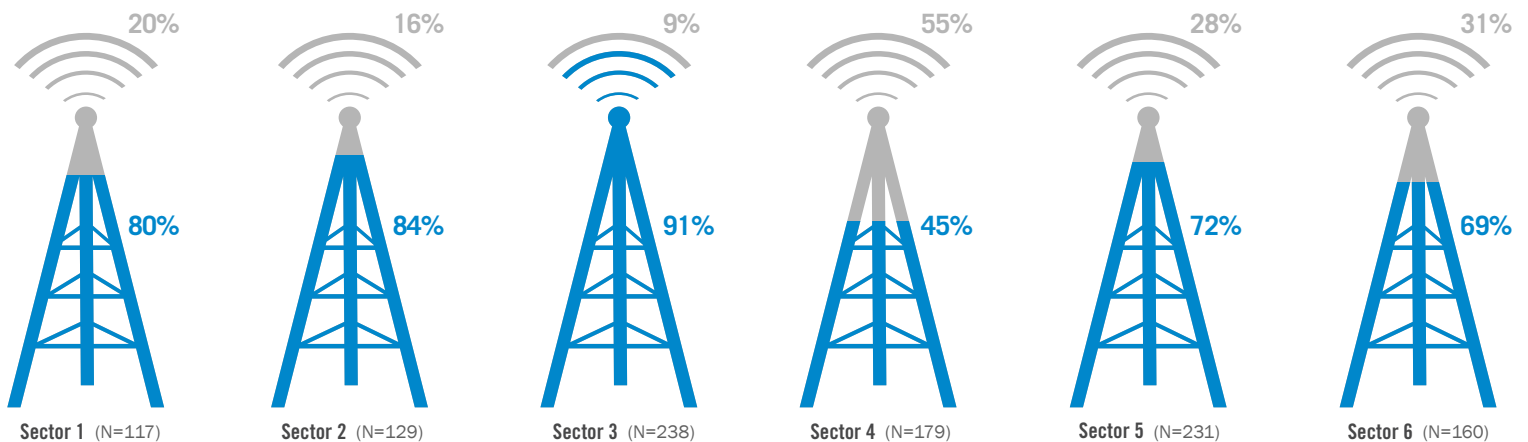
Most trusted sources of information (among those who have 'some' or 'all' of the information they need to make good decisions)



The majority of IDPs in the Bentiu PoC have radio access. Roughly three-quarters of IDPs in Sector 1 (80%) and Sectors 2-6 (73%) are able to listen to a radio. While access is high overall, the rate of radio access is slightly higher among men (79%) than women (70%), and Sector 4 has the lowest rate of radio access among all the sectors, at 45%.

Do you currently have access to a radio? (Base all)

● Radio access ● No Radio access

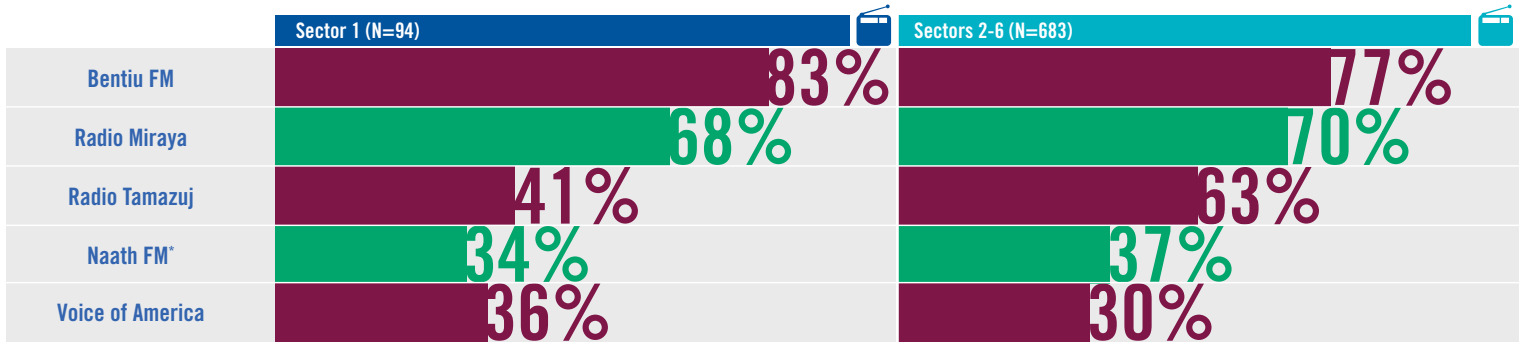


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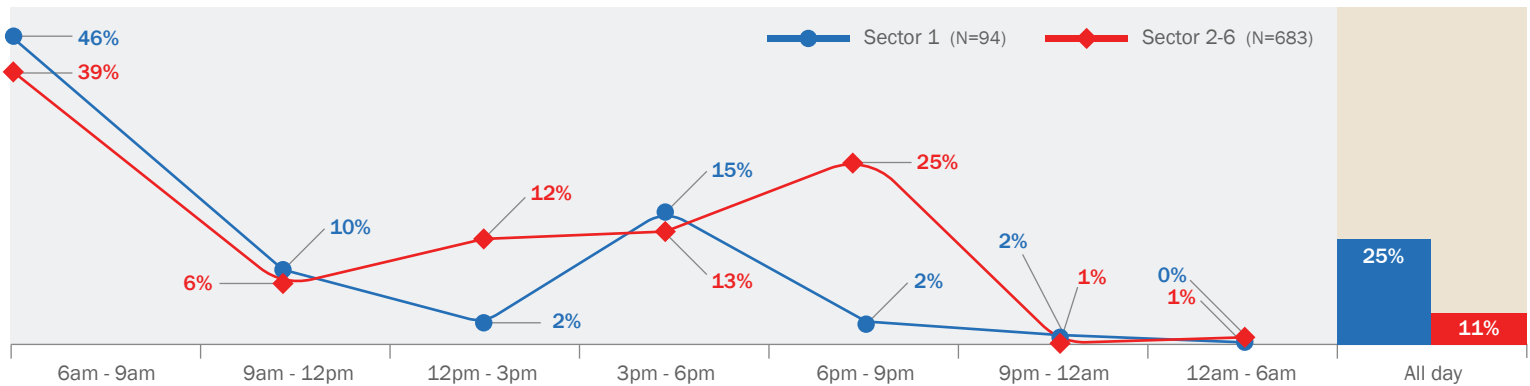
Accessing Information in the Bentiu PoC site (cont.)

What radio stations do you currently listen to? (Among those with radio access)



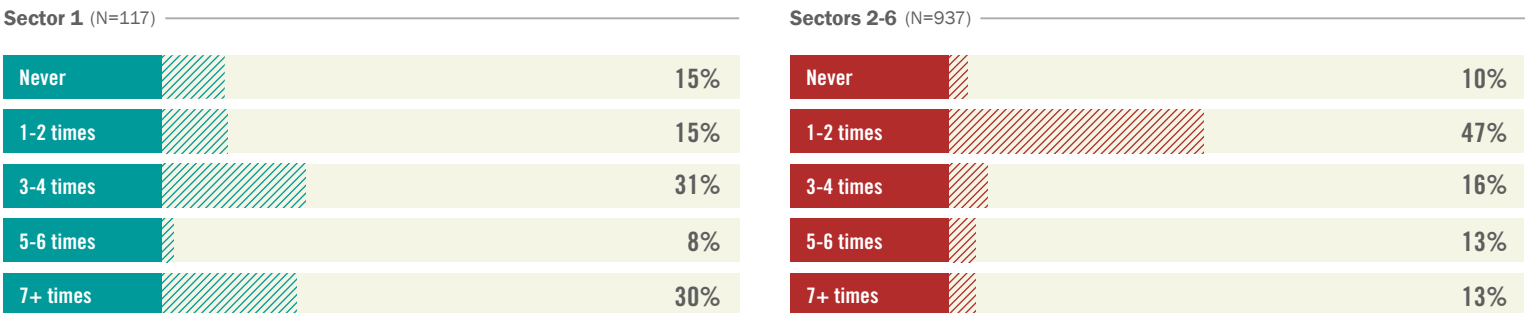
*Radio listeners were asked which stations they currently listen to. Respondents cited Naath FM despite the fact that at the time of survey, the station had been off air for roughly three months.

What time of day do you most often listen to the radio? (Among those with radio access)

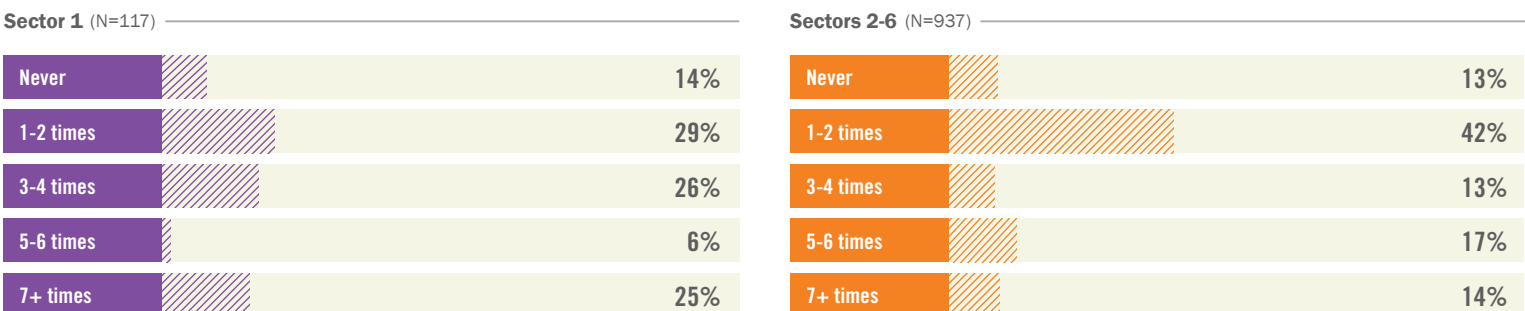


IDPs in Bentiu frequently communicate with aid providers and community leaders and tend to find these interactions helpful. Roughly three-quarters of those who speak with aid providers at least once a week say the conversations are 'very helpful' (78% in Sector 1; 77% in Sectors 2-6). A similarly high proportion of those who speak with their community leaders at least once a week also say the conversations are 'very helpful' (80% in Sector 1; 76% in Sectors 2-6). However, despite the high level of interaction, aid providers are not seen as the most common source of decision-making information (22% in Sector 1; 7% in Sectors 2-6).

How often do you communicate with community leaders over the course of a normal week? (Base all)

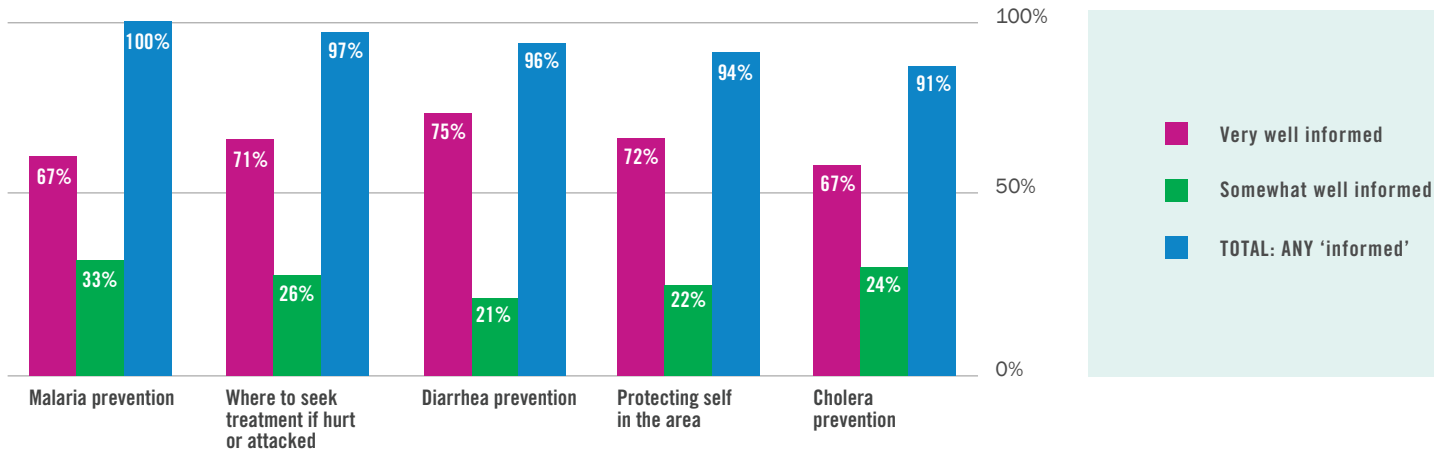


How many times do you talk to an aid provider over the course of a normal week? (Base all)



What is known about respondents' health knowledge and behaviors in the Bentiu PoC site?

Sector 1 (N=117)

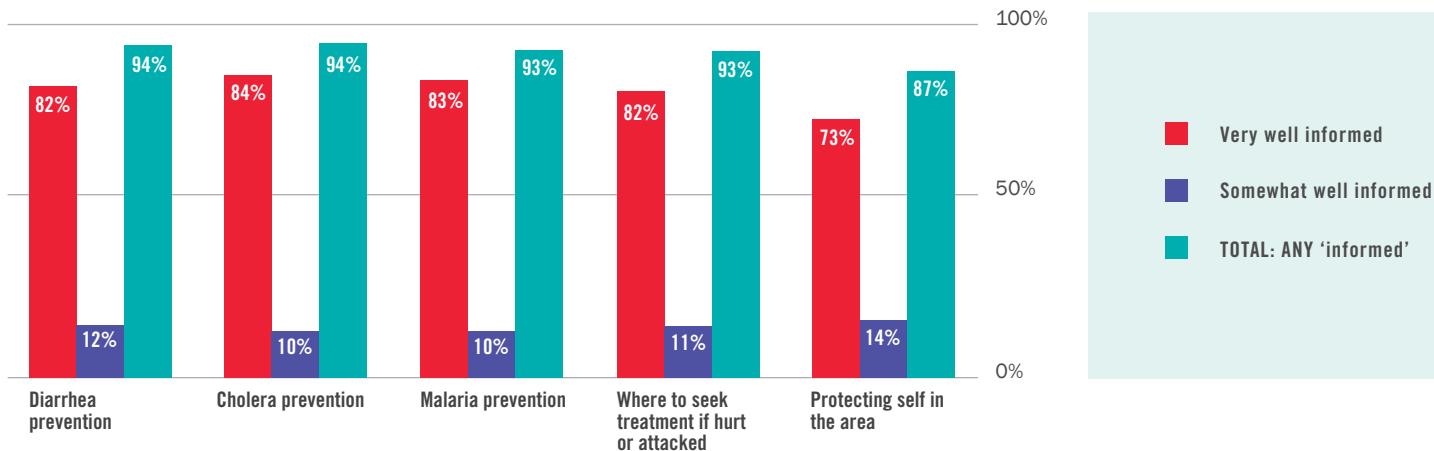


IDPs in Sectors 2-6 feel informed about ensuring their personal safety and disease prevention but do not always practice preventive measures. In practice, average levels of being informed do not always translate to consistent practices throughout the site. For instance, while the majority (94%) say they are informed about how to prevent diarrhea, there is room for improvement with WASH practices. 74% wash their hands with soap and water after using the latrine and only 29% do not wash their dishes or utensils in a drainage channel. Similarly, while 93% of IDPs in sectors 2 - 6 say they are informed about malaria prevention, half (51%) say they have at least one family member in their household who do not sleep under a mosquito net over the course of a week.

IDPs in Sector 3 have poorer WASH and malaria prevention practices than all other sectors in the site. Sector 3 in particular has the lowest rates of good WASH practices, with only 50% who wash their hands with soap and water after using the latrine (40% use water only). All (100%) Sector 3 IDPs say they wash their dishes and clothes in a drainage channel. This rate is also high in Sector 2, at 90%. It is recommended that WASH-related messages be targeted in Sectors 2 and 3. Sector 3 ranks lowest again for enacting the malaria prevention knowledge. Every household in Sector 3 said there is at least one family member who does not sleep under a mosquito net over the course of a normal week.

Most IDPs in Sectors 2-6 say they typically do not leave the protection site. This is especially true in Sector 6, where the majority (87%) say they never leave the protection site in a typical day. Sector 2 has the highest rate of people who leave the site at least once during the week. It is recommended that messages related to safety and protection outside of the site be targeted in Sector 2.

Sectors 2-6 (N=937)





Research Methodology and Specifications

BBTT community correspondents and drivers/Photo by Internews

Methodology	Constructed as a two-stage cluster sample, with 80 clusters of 10 observations each
Respondent selection	Data collection occurred as face-to-face interviews, conducted via Computer Assisted Personal Interviews (CAPI) with adults aged 15+ randomly selected from among all eligible household members using a Kish Grid
Final sample size	795 observations
Market scope	106,000 (population of the Bentiu PoC site as of July 2015). ⁷
Questionnaire design	Internews and Forcier Consulting
Fieldwork dates	26 Aug- 9 Sept 2015
Fieldwork team	16 enumerators, two field researchers, one field team leader

Limitations

- In and out migration from the Bentiu PoC site may result in the site demographics changing significantly over time in ways that may limit the comparability of this survey with future studies.

1 "Humanitarian Bulletin: South Sudan Bi-weekly update". UN OCHA. 18 Sept 2015. https://gallery.mailchimp.com/f2c222dd83de60ecbebe45951/files/OCHA_SouthSudan_HumanitarianBulletin_18September2015.pdf

2 UN OCHA. October 2015. <http://www.unocha.org/south-sudan/>

3 IOM South Sudan "Humanitarian Update # 56" 7 October 2015. and; IOM South Sudan "Humanitarian Update #59 " 20 November 2015.

4 "Humanitarian Bulletin".

5 "South Sudan: UN envoy, Government agree on steps to tackle widespread sexual violence". UN News Centre 13 October 2014 cited in McNeish, Hannah "Reliving the rape camps of South Sudan's civil war" Al Jazeera. 29 Sept 2015. <http://www.aljazeera.com/indepth/features/2015/09/reliving-rape-camps-south-sudan-civil-war-150929121909936.html>

6 "South Sudan groups accused of abusing children". Al Jazeera. 19 May 2015. <http://www.aljazeera.com/news/2015/05/children-targeted-south-sudan-report-150519134832760.html>

7 As of 19 July 2015, the Bentiu population was 106,176. "Site Plan for the Rehabilitation and Extension of Bentiu PoC". IOM. 19 July 2015 (drawing no: 6).