INFORMATION IN THE MIDST OF CRISIS

Addressing the Information Needs of Internally Displaced Persons at the Tong Ping Protection of Civilians Site, Juba, South Sudan

Updated December 2014

All Photo Credits: Meena Bhandari, 2014

Legal Notice and Disclaimer

Internews is an international non-profit media development organization whose mission is to empower local media worldwide to give people the news and information they need, the ability to connect, and the means to make their voices heard. The organization began work in South Sudan in 2006 with financial assistance from USAID. Currently, it manages a network of four community radio stations and a fifth FM station based in Juba called Eye Radio. The latter is managed in partnership with Eye Media, a locally registered NGO. For further information, please visit www.internews.org.

Internews is funded by the United States Agency for International Development:

FORCIER CONSULTING

Forcier Consulting is a development research firm that operates in challenging post-conflict environments. Established in 2011 in South Sudan, Forcier Consulting has invested in developing methodologies and approaches to research that are contextually appropriate and feasible, whilst adhering to international standards for social science research and utilizing the latest data collection technology available. Our core services include population and social science research, project evaluations, market assessments for livelihoods and vocational trainings, private sector and market research for feasibility studies, strategic planning and representation, and training and capacity building workshops. For further information, please visit www.forcierconsulting.com.

INFORMATION IN THE MIDST OF CRISIS: ADDRESSING THE INFORMATION NEEDS OF INTERNALLY DISPLACED PERSONS AT THE TONG PING PROTECTION OF CIVILIANS SITE, SOUTH SUDAN - DECEMBER 2014

i

ACKNOWLEDGEMENTS

CONTENTS

INFORMATION IN THE MIDST OF CRISIS: ADDRESSING THE INFORMATION NEEDS OF INTERNALLY DISPLACED PERSONS AT THE TONG PING PROTECTION OF CIVILIANS SITE, SOUTH SUDAN - DECEMBER 2014

iii

TABLES & FIGURES

LIST OF TABLES

LIST OF FIGURES

INFORMATION IN THE MIDST OF CRISIS: ADDRESSING THE INFORMATION NEEDS OF INTERNALLY
DISPLACED PERSONS AT THE TONG PING PROTECTION OF CIVILIANS SITE, SOUTH SUDAN - DECEMBER 2014

v

ACRONYMS

BBTT	BodaBoda Talk Talk
CPA	Comprehensive Peace Agreement
CSCW	Centre for the Study of Civil War
CwC	Communication with Communities
GoNU	Government of National Unity
GoS	Government of Sudan
GoSS	Government of South Sudan
HIS	Humanitarian Information Service
IDPs	Internally Displaced Persons
MSF	Médicins Sans Frontières
POC	Protection of Civilians
SPLM/A	Sudan People's Liberation Movement/Army
UNMISS	United Nations Mission in South Sudan

EXECUTIVE SUMMARY

This report demonstrates how providing information to Internally Displaced Persons (IDPs) in South Sudan can dramatically increase their health, safety and well-being and make a positive impact on their lives in the midst of an ongoing conflict. Since the most recent fighting broke out in South Sudan on December 15, 2013, the number of IDPs has grown exponentially. According to a recent Situation Report from the United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA), there are approximately 1.5 million people displaced by violence in South Sudan, 378,000 of whom have fled to other countries while the remaining 1,122,000 have been displaced within the country. As a result, South Sudan has one of the highest concentrations of IDPs in the world today, giving it the dubious distinction of being at the forefront of a growing global dilemma involving displaced persons.

IDPs need life-saving information in a wide variety of areas ranging from daily survival needs and security issues to information associated with relocation, reintegration, and reconciliation. Meeting these needs is not only a humanitarian imperative, but also a fundamental right of all IDPs. The Guiding Principles on Internal Displacement specifically emphasizes the right of IDPs to make informed decisions on their own behalf, and calls attention to the life saving capacity of objective, practical, and relevant information. In Africa, these convictions are

reinforced further by ongoing efforts to ratify the Kampala Convention, the first regional treaty in the world with the aim of protecting and assisting IDPs. South Sudan became a signatory to the Kampala Convention in 2013.

In this context, Internews was requested by the Protection Cluster and other humanitarian agencies to provide humanitarian information to IDPs at the Protection of Civilians (POC) site at Tong Ping, which sits in the capital city of Juba. Relief agencies initially registered approximately 33,000 IDPs at the site; the newest registration in June 2014 found there were 14,000. There have been serious concerns over the ability to meet the information needs of IDPs while coordinating and generally improving the communications strategies of the various agencies involved. Internews responded to the request and launched a unique Humanitarian Information Service (HIS) audio program that focuses on life-saving "news-you-can-use." From program content and format to method of delivery, every aspect of the HIS program has been developed by working together with humanitarian agencies and communities themselves to meet the information needs unique to the Tong Ping site.

Boda Boda Talk Talk (BBTT) was the first HIS program to be developed by Internews in response to the conflict. It utilizes staff and community correspondents hired from within the Tong Ping site in order to deliver vital information in such areas as: how to obtain food, water, shelter, and non-food items; receiving medical assistance and other forms of help including referral services, registration/legal assistance and special services for women, girls, the disabled, and the elderly; available educational opportunities; family reunification procedures; health promotion and disease prevention; and information related to protection and security. The program also provides a platform for people to share their views and experiences to camp management and others about all aspects of life at the site. It has also incorporated short, two-minute drama pieces to help spread information in a more engaging way. BBTT is broadcast from speakers attached to a quad bike, which rotates to various Listening Stops around the site. In addition, the programs are broadcasted at several static listening stops at the tents of three other NGOs:

Worldwide, Médicins Sans Frontières (MSF), and Magna, and as well as the transit site for IDPs moving to UN House, an entirely different POC outside of the city center. To date, 45 programs have been researched, professionally produced, and broadcast more than 125 times across the site with an estimated 200 listeners a day. Since the program's inception, an estimated 20,000 people have listened.

In February, 2014, Internews worked with Forcier Consulting to conduct a baseline survey of 612 respondents from the Tong Ping site to identify information needs, sources, and preferences to help guide their intervention strategies, and in April 2014 Internews again teamed up with Forcier Consulting in order to conduct a second wave of data collection and assess the impact of BBTT while working towards a deeper understanding of general information needs at the Tong Ping site. A total of 402 respondents participated in the April 2014 information needs assessment.

The results were extremely encouraging as community members in overwhelming numbers stated that they were listening frequently, and that they found the program both relevant and trustworthy. Nearly all (95.8%) survey respondents had heard of BBTT and of these almost two thirds (62.1%) listened to the program frequently. The majority of frequent listeners identified BBTT

Figure 2: Children in Tong Ping

INFORMATION IN THE MIDST OF CRISIS: ADDRESSING THE INFORMATION NEEDS OF INTERNALLY DISPLACED PERSONS AT THE TONG PING PROTECTION OF CIVILIANS SITE, SOUTH SUDAN - DECEMBER 2014

1

programming as very interesting (85.4%), very helpful (81.6%), and very relevant (78.7%). In addition, almost three quarters of frequent listeners (70.7%) reported having a great deal of trust in the information they received from BBTT.

BBTT also made a positive impact in terms of meeting people's information needs at the Tong Ping site. Overall, there was an increase from the baseline survey (31.7%) to Wave 2 (37.1%) in respondents who reported having all the information they needed to make decisions about their life in the site. Frequent BBTT listeners were more likely (41.0%) to report having all the information they needed as opposed to respondents who never listened to BBTT (22.2%). In addition, after less than two months of BBTT broadcasting, community members said their need for information was greatly reduced: a greater number of respondents reported to be in need of information a few times a day (24.2%) or even a few times an hour (17.3%) during the baseline survey when compared to Wave 2 respondents, of which the majority reported being in need of information only a few times a week (40.8%).

BBTT had also made a positive impact in terms of changing people's behavior. Overall, the majority of BBTT listeners (94.1%) reported changing their behaviour with some degree of frequency as a result of the BBTT program. Well over one third (39.6%) of all BBTT listeners reported frequently changing their behaviour and over half (54.5%) reported changing their behaviour sometimes as a result of something they heard on BBTT. These positive changes carried over into the specific areas of health promotion and female security, where BBTT listeners reported being significantly more informed and demonstrated positive changes in behaviour. For example, female respondents who were frequent BBTT listeners reported feeling better informed (42.1%) about protecting themselves while away from the compound than occasional listeners (17.6%). Similarly, female respondents who were frequent BBTT listeners reported feeling better informed (62.0%) about where to receive medical treatment if attacked than occasional BBTT listeners (54.4%).

The findings also suggest that BBTT programming encouraged engagement and discussion among listeners, as the more frequently respondents listened to BBTT, the more they discussed the information with other people.

Overall, these surveys indicate that BBTT program has been addressing the information access issues and meeting the information needs of South Sudan's IDPs at the Tong Ping site. It is doing so in measurable and significant ways, thus meeting its objectives of providing life-saving information to people displaced by the country's most recent conflict.

This report begins with a background of South Sudan and its media landscape, followed by a discussion of the aims and methodologies of the surveys, and an explanation of standard demographic indicators. The key findings are described in three sections. The first findings section (Section 4) compares the baseline and Wave 2 findings with a particular focus on the information needs of residents at the Tong Ping site. As the quantitative tools used in each wave intentionally differed, comparison between the two waves focused specifically on three main questions that were consistent between the two surveys. The reason the survey mechanism varied was in part due to the complexity of the environment; when Internews entered Tong Ping for the first time, the concept of BBTT had not been formulated, and the baseline was intended to determine level of access to information, specific information needs, and to assess options for disseminating information to the site's population. Once this was determined, the second wave survey mechanism was geared toward assessing the impact of BBTT once it had been implemented, as well as pinpointing listening and other behaviors. The resulting survey questions have since become the baseline survey for additional POC sites where an HIS project is up and running, or for planned expansions to new sites. As such, the second section (Section 5) presents key findings from the baseline regarding trusted sources of information and other information preferences. The third section (Section 6) presents and discusses the impact of BBTT programming based on findings from Wave 2 data. The report concludes with a summary of the findings together with a number of recommendations.

Since this report was first published in July 2014, a third wave of surveying has taken place in the Tong Ping site. This updated report concludes with an addendum (Section 8) with further commentary on overlap between waves as well as the most recent findings from a third wave of surveying.

Figure 3: Women in the Mother and Child nutrition tent listen everyday to the program on a solar powered radio.

01

INTRODUCTION & BACKGROUND

1.1 BACKGROUND ON SOUTH SUDAN

On 9 July 2011, South Sudan became the world's 193rd country, declaring its independence from Sudan. This referendum for independence, in which an overwhelming majority voted for succession from the North, came six years after the signing of the 2005 Comprehensive Peace Agreement (CPA) that ended two decades of civil war between the North and South. However, just three years after independence, the situation in South Sudan is critical.

"The very premise of [South Sudan]'s independence struggle -- a new beginning that was supposed to be founded on tolerance, good governance, accountability and unity -- is disappearing before our eyes."[1] Such was the assessment of UN Secretary-General Ban Ki-moon at the anniversary of a politically triggered conflict that began on December 15, 2013 and has since left millions displaced and thousands murdered.[2] One year later, the South Sudanese civilian population is grappling with several spillover effects, including famine, food insecurity, and competition over resources for already vulnerable

groups as well as continued violence and insecurity in many areas of the country.[3] Several rounds peace talks and ceasefire agreements aimed at quelling the violence between individuals loyal to President Salva Kiir and those aligned with former Vice President Riek Machar have failed to resolve the conflict.[4]

This recent conflict is yet another trial for the young nation that is already facing numerous development challenges. Though South Sudan is rich in natural resources, with 3.5 billion barrels of oil reserves as of January 2014, it remains dependent on Sudan, with whom it experiences revenue disagreements and armed conflict, to transport its oil.[5] The political climate of South Sudan is yet another challenge, with the Corruption Perceptions Index ranking South Sudan as the world's third-most corrupt nation,[6] to the detriment of the country's economic development. Furthermore, the nation faces several other critical challenges such as low rates of education,[7] poverty[8] and a lack of infrastructure.

---

[1] "People of South Sudan living in 'tinderbox' after year of conflict, warns UN rights chief" UN News Centre, December 15, 2014, accessed December 15, 2014, http://www.un.org/apps/news/story.asp?NewsID=49603 Note: This statement was delivered by the spokesperson for Secretary-General Ban Ki-moon.

[2] For more detailed information on the humanitarian crisis and displacement in South Sudan since December 2013, see United Nations, Office for the Coordination of Humanitarian Affairs, "South Sudan Crisis, Situation Report No. 51," 28 August 2014, 1, available at: http://reliefweb.int/sites/reliefweb.int/files/resources/South_Sudan_Crisis_Situation_Report_51_as_of_28_August.pdf.

[3] "South Sudan: Global Appeal 2015 Update" United Nations High Commissioner for Refugees, accessed December 12, 2014. Available at: http://www.unhcr.org/5461e6016.html

[4] See International Crisis Group, "CrisisWatch No. 132," 1 August 2014, available at: http://www.crisisgroup.org/en/publication-type/crisiswatch/2014/crisiswatch-132.aspx. See also: BBC News, "South Sudan rebels break ceasefire – Unmiss," 21 July 2014, available at: http://www.bbc.com/news/world-africa-28400777. See also: BBC News, "South Sudan crisis: Riek Machar rebels reject deal," 28 August 2014, available at: http://www.bbc.com/news/world-africa-28966971.

[5] "Sudan and South Sudan" U.S. Energy Information Administration September 3, 2014. accessed December 13, 2014. http://www.eia.gov/countries/cab.cfm?fips=su

[6] "Corruption Perceptions Index 2013." Transparency International. Available at http://www.transparency.org/cpi2013/results.

[7] Comprehensive Africa Agriculture Development Programme, "Nutrition Country Paper-South Sudan." February 2013. Available at http://www.fao.org/fileadmin/user_upload/wa_workshop/ECAfrica-caadp/South-Sudan_NCP_210213.pdf   [8] Ibid.

INFORMATION IN THE MIDST OF CRISIS: ADDRESSING THE INFORMATION NEEDS OF INTERNALLY DISPLACED PERSONS AT THE TONG PING PROTECTION OF CIVILIANS SITE, SOUTH SUDAN - DECEMBER 2014

3

Figure 4: The program provides women with vital information, and gives them a channel to have their questions and concerns answered.

> "From program content and format to method of delivery, every aspect of the HIS program has been developed by working together with humanitarian agencies and communities themselves to meet the information needs unique to the Tong Ping site."

1.2   MEDIA LANDSCAPE

In the years following the CPA, the need for widespread dissemination of information has been immense. Some FM stations were established nationwide to inform citizens on the rapidly changing political landscape, the results of the CPA, the referendum, and the elections. The South Sudanese government has established additional state-run radio stations in nine of the country's 10 state capitals. However, due to the lack of a legal environment and framework that supports freedom of expression, regulatory methods remain unclear, and the SPLM retains tight political control of the government radio broadcasts.

Due in large part to the nation's recent independence, South Sudan's media infrastructure is still in the process of building national capacity. Few households own televisions or computers, and internet access is extremely limited. The production and distribution of print media occurs exclusively in the national capital and low national literacy rates make print media inaccessible to the majority of the population. Radio media remains the most important and widely accessed source of information in South Sudan. A recent media survey revealed that 71% of respondents claimed radio was their most important source of information, while 66% indicated that radio was the most reliable source of information available. [9]

Currently, every state capital in South Sudan receives at least one FM radio station, while smaller local stations cover the more rural areas. FM stations are typically organized by churches, community organizations, NGOs, or private businesses. Nationwide, 28% of households are in possession of a radio or transistor and 36% have regular access to a radio outside of the home. [10]

A radio media study conducted just prior to the recent conflict demonstrated how important radio is to the average South Sudanese citizen.

Figure 5: Boda Boda Talk Talk Logo (Internews, 2014)

An astounding 92.4% of respondents believed that listening to radio improved their understanding of political processes, while an additional 88.2% indicated that those in their community who listened to radio were more respectful of one another as a result of radio programming.[11] While significant challenges to national media in South Sudan remain, it is clear that FM radio is the most important and wide-reaching feature of the media landscape in the country, and radio programming reaches more communities with more regularity than ever before.[12]

1.3 ALTERNATIVE STRATEGIES

The recent conflict in the South Sudan and the subsequent displacement of massive numbers of people created a huge need for innovative strategies to provide people with life-saving information. While FM radio remains an important source of news and information, the unique nature of the way the conflict unfolded within Juba required a new way of addressing these needs.

When the conflict erupted in December, community members fled by the tens of thousands onto UNMISS bases around the country for protection. In Juba, this created an entirely new community – almost completely of Nuer ethnicity – confined within massively overcrowded UN bases with serious health, protection and security concerns.

Immediately, it was obvious that there was a serious need to communicate directly with this beneficiary population. The lack of appropriate channels to share information was hampering the effectiveness of aid delivery and leading to growing tensions within the bases. Agencies needed a way to share specific information relating to day-to-day activities and events in the sites, which may be unsafe or unnecessary to update the outside world, e.g. information on food distribution locations, verification counts, vaccination campaigns, or closure of the gates, including relevant UNMISS security arrangements. Providing such sensitive information over traditional FM radio would mean all of Juba would be apprised of issues related only to the POC resident population. Such wide dissemination of information poised serious concerns to agencies, aid workers and the community alike. An alternative method was needed.

Internews was one of the first organizations in South Sudan to develop a strategy to address this need by launching a unique Humanitarian Information Service (HIS) audio program at the Tong Ping POC site for IDPs called Boda Boda Talk Talk (BBTT). The focus of HIS programming is on providing life-saving "news-you-can-use." From program content and format to method of delivery, every aspect of the HIS program has been developed by working together with humanitarian agencies and communities themselves to meet the information needs unique to the Tong Ping site.

BBTT utilizes staff and community correspondents hired from within the Tong Ping site in order to deliver vital information in such areas as: how to obtain food, water, shelter, and non-food items; receiving medical assistance and other forms of help including referral services, registration/legal assistance and special services for women, girls, the disabled, and the elderly; available educational opportunities; family reunification procedures; health promotion and disease prevention; and information related to protection and security. The program also provides a platform for people to share their views and experiences to camp management and others about all aspects of life at the site. It has also incorporated short, two-minute drama pieces to help spread information in a more engaging way.

BBTT is broadcast from speakers attached to a quad bike, which rotates to approximately eight dedicated "Listening Stops" around the site. In addition, the programs are broadcast at several static listening stops at the tents of three other NGOs: Worldwide, MSF and Magna, and as well as the transit site for IDPs moving to UN House, an entirely different POC outside of the city center. The twice-weekly program is played in each of these locations, for a total of approximately 50 broadcast per week. During a distribution the quad bike remains on site to broadcast to a captive audience – often waiting in long lines in the heat or the rain. To date, 33 programs have been researched, professionally produced, and broadcast more than 125 times across the site with an estimated 450 listeners a day. Since the program's inception, an estimated 20,000 people have listened.

Information provided by HIS is non-political, non-religious and strongly focused on humanitarian issues that support the most vulnerable people in the PoC (usually women and children who have limited access to information). All content is broadcast in Nuer, a national language of South Sudan, which is the language most children and women displaced to Tong Ping speak - with many unable to communicate in English and Arabic.

[9] *Education Development Center, South Sudan Media Survey. March 2010. Available at: http://pdf.usaid/gov/pdf_docs/PNADR807.pdf*   [10] *Internews, South Sudan National Audience Survey, 2013.*
[11] *Intermedia, Light in the Darkness, May 2011.*   [12] *Foundation Hirondelle, Media Access and Use in Southern Sudan, October 2008.*

02 PURPOSE OF ASSESSMENT & METHODOLOGY

2.1 AIM OF ASSESSMENT

The aim of the HIS baseline survey conducted in the UNMISS Protection of Civilians (PoC) site of Tong Ping in February 2014 was to assess the information needs and habits of Tong Ping residents in order to inform a dissemination strategy for the informational audio program, Boda Boda Talk Talk (BBTT).

The second wave of data collection in April 2014 evaluated the impact of BodaBoda Talk Talk on the population in the Tong Ping site by assessing whether or not there had been any change in behaviors since the launch of the program.[13] An additional objective of Wave 2 was to provide a deeper understanding of the information needs and habits among the population in the Tong Ping site.

The overall goal of Internews is to maintain a consistent flow of high quality, useful, and actionable information between the humanitarian community and IDP beneficiaries and to encourage the participation of target communities in information activities and programming.

2.2 METHODOLOGY

2.2.1 HIS Baseline Survey

The HIS baseline survey was conducted in the Tong Ping UNMISS site in Juba, South Sudan from 17-21 February 2014. Fifteen Forcier Consulting enumerators and two Internews staff members collected 612 observations from a quota sample size of 630. The sample size was set to specifically address the diversity of the population under study. Aerial photographs of the site also helped to inform the sample size and were used to identify starting points for random walk sampling. Water Points were identified as starting points for the random walks since they were distributed roughly in proportion to the population. Enumerators carried out random walks from the Rwanda Battalion, Indian Battalion, Bangladesh Water Point, Sector 4, and Sector 7 Water Points. They also began random walks from the market, which Forcier's Consulting research team identified as another central location. Random walks and sampling intervals were conducted in a manner to increase the likelihood of including everyone who used a specific Water Point in the sample.

---

[13] *Tong Ping Humanitarian Information Service, Information Needs Assessment, Inception Report, p.3nal Audience Survey, 2013.*
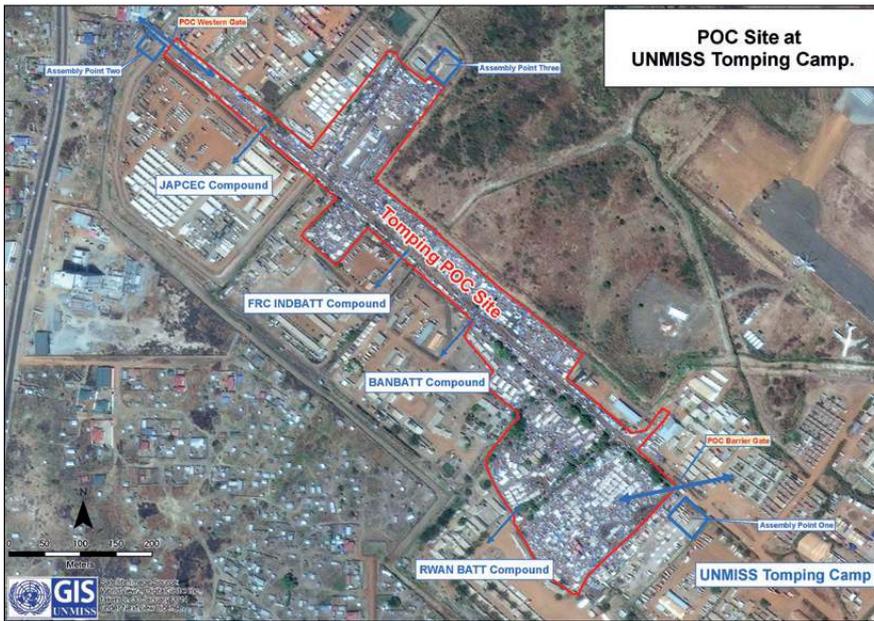
Figure 6: Map on the UNMISS base with the Protection of Civilian Area marked.

2.2.2 Information Needs Assessment Survey (Wave 2)

The Information Needs Assessment survey (Wave 2) was conducted in the Tong Ping UNMISS site in Juba, South Sudan from 16-23 April 2014. Following Internews instructions,[14] data were collected in different areas of the compound, including: Red Cross Water Point, Bangladesh Water Point (Bang Eng), Indian Battalion (Indbatt), Japan Battalion, MSF Clinic, Rwanda Battalion (Rwandbatt) Welcome Gate, Rwanda Battalion Water Point 1, Rwanda Battalion Water Point 2, Distribution Centre and Registration Area. These locations were chosen to reflect the initial set of sampling locations of the HIS survey baseline, as well as to include additional locations from where BBTT was broadcast.

Quantitative data collection for the second wave survey was carried out through random walks within the Tong Ping site. Random sampling was found to be the most appropriate methodology after preliminary conversations with Internews and community leaders indicated that selecting specific individuals to interview might lead respondents to feel they were being targeted. At the time of survey design, the total camp population was estimated at approximately 15,000-20,000 people.[15] Given this population estimate, Forcier chose a sample quota of 400 respondents to ensure a 95% confidence level and ±5% margin of Data for both surveys were analyzed using statistical software to ensure reliability and verification checks during processing. SwissPeaks, an independent quality control firm, provided technical guidance.

2.3 LIMITATIONS

The area surveyed was characterized by consistent fluctuations in population, which might limit the comparability of findings from the present report with future surveys and assessments. However, no substantial limitations were encountered during data collection or analysis.

Locations within Tong Ping Site	Total Quota	Collected Observations (per site)	Total Observations Collected
Red Cross Water Point		39	
Bangladesh Water Point		41	
Indian Battalion		39	
Japan Battalion		40	
MSF Clinic		40	
Rwanda Battalion Welcome Gate	400	43	403
Rwanda Battalion Water Point 1		41	
Rwanda Battalion Water Point 2		41	
Distribution Center		40	
Registration Area		39	

Table 1: Quantitative Data Collection Quotas and Observations Collected (Tong Ping Site, Central Equatoria State, April 2014)

[14] Meena Bhandari, Director for Media Development and Partnership, identified the sites. [15] According to an estimate by ACTED.

INFORMATION IN THE MIDST OF CRISIS: ADDRESSING THE INFORMATION NEEDS OF INTERNALLY DISPLACED PERSONS AT THE TONG PING PROTECTION OF CIVILIANS SITE, SOUTH SUDAN - DECEMBER 2014

7

SOCIO-DEMOGRAPHIC PROFILE OF RESPONDENTS

Of 612 total respondents who participated in the baseline survey, 61.8% (n=378) were male and 38.2% (n=234) were female. When disaggregated by age, the majority (78.1%, n=478) of respondents were between 25 and 44 years of age.

Of 402 respondents who participated in Wave 2 of the survey, 50.7% (n=204) were female and 49.3% (n=198) were male. When disaggregated by age, 22.9% (n=92) of respondents were between 30-34 years of age, 21.1% (n=85) of respondents were between 25-29 years of age, and another 20.9% (n=84) of respondents belonged to the 30-34 age group. The following figure shows the age ranges of Tong Ping site survey respondents disaggregated by survey.

The majority of respondents who participated in the baseline survey (92.5%, n=566) were born in South Sudan. Of these respondents, 35.7% (n=202) were born in Unity State, 29.3% (n=166) were born in Upper Nile State, 22.8% (n=129) were born in Jonglei State, and 9.0% (n=51) were born in Central Equatoria State. Almost half (53.4%, n=327) of baseline survey respondents arrived at the UNMISS site from Central Equatoria State. Others arrived from Unity State (15.4%, n=94), Upper Nile State (13.4%, n=82), or Jonglei State (12.7%, n=78).

The majority (96.5%, n=388) of Wave 2 survey respondents were also born in South Sudan. Almost three quarters (72.4%, n=291) arrived at the Tong Ping

Figure 7: Age Pyramid of Survey Respondents, Disaggregated by Survey (Tong Ping Site, Central Equatoria State, February & April 2014)

Baseline (n=612)
Wave 2 (n=402)

Age	Baseline	Wave 2
65+	0.7%	0.2%
60-64	1.6%	1.2%
55-59	3.6%	1.5%
50-54	5.2%	3.2%
45-49	7.2%	8.5%
40-44	14.5%	10.4%
35-39	15.2%	20.9%
30-34	19.3%	22.9%
25-29	16.0%	21.1%
20-24	13.1%	7.5%
15-19	3.6%	2.5%

site in December 2013. It is important to note that their home areas were comparable to those from the baseline survey. Wave 2 respondents arrived from the states of Central Equatoria (32.1%, n=129), Upper Nile (21.1%, n=85), Unity (19.9%, n=80), or Jonglei (15.4%, n=62).

The majority of baseline survey respondents (86.1%, n=527) reported speaking Nuer as their primary language. Other languages identified by respondents as their primary language included English, Arabic, Shilluk, and Dinka. Almost ten percent (9.8%, n=60) of respondents reported that they did not speak a secondary language.

The majority (88.8%, n=357) of Wave 2 respondents also identified Nuer as their primary language.[16] When disaggregated by gender, more male respondents (92.4%, n=183) identified Nuer as their primary language than female respondents (85.3%, n=174). Juba Arabic was the second most commonly cited primary language for both male (4.5%, n=9) and female respondents (8.3%, n=17).[17]

[16] Due to a formatting error, rates of languages contain some assumptions regarding responses and are therefore to be considered as estimates only.

[17] Other languages cited by respondents included English (3.2%, n=13) and Classical Arabic (0.7%, n=3), or other (0.5%, n=2). One respondent (0.2%) refused to answer.

Baseline (n=457)
Wave 2 (n=296)

	Baseline	Wave 2
Some primary school	14.7%	20.3%
Completed primary school	11.6%	16.6%
Some secondary school	15.5%	12.5%
Completed Secondary school	24.9%	15.5%
University student now	13.1%	14.5%
University graduate	14.2%	13.5%
Religious education	3.1%	4.4%
Other	2.2%	1.4%
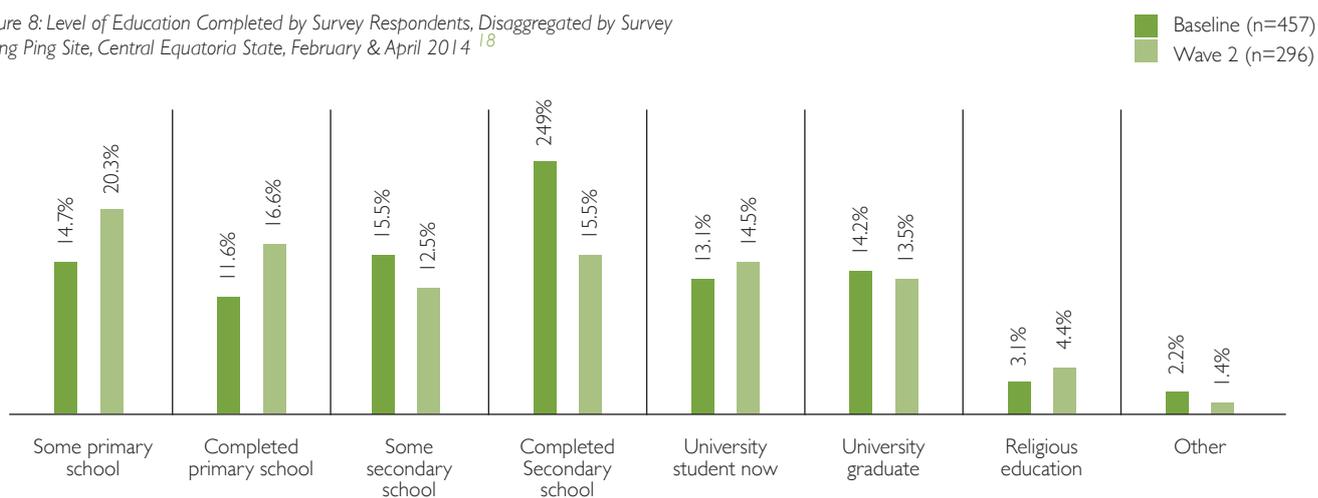
One fifth (19.9%, n=122) of baseline respondents reported that they could not read. This response was more common among female respondents (28.2%, n=66) than male respondents (14.8%, n=56). Half (51.6%, n=316) of survey respondents reported that they could read, with more male respondents (57.9%, n=219) than female respondents (41.5%, n=97) indicating that they could do so. One fifth (21.4%, n=131) of survey respondents reported that they were partially able to read, a percentage that was consistent when disaggregated by gender.

Additionally, three quarters of baseline respondents (74.7%, n=457) attended school. More male respondents (84.4%, n=319) reported having attended school than female respondents (59.0%, n=138). The majority (90.9%, n=20) of respondents who attended school were from the 15-19 age group. Similar to the baseline survey, nearly three quarters (73.6%, n=296) of Wave 2 survey respondents attended school. Rates of school attendance were higher among male respondents (79.3%, n=157) than female respondents (68.1%, n=139).

Finally, almost half (46.2%, n=283) of baseline survey respondents were previously employed outside the home. There was a noticeable gender gap to this pattern, with more male respondents (52.4%, n=198) than female respondents (36.3%, n=85) answering in the affirmative. Of respondents who were previously employed, the most common occupations involved working in 'business' (22.3%, n=63), as a 'government employee/public service' (13.4%, n=38), or a 'professional' (13.1%, n=37).

Wave 2 respondents were also asked if they were employed before arriving at the Tong Ping site. Female respondents were just as likely to have been employed (47.5%, n=97) or unemployed (52.0%, n=106) while nearly two thirds (63.6%, n=126) of male respondents reported having been employed and over one third (34.8%, n=69) having been unemployed. When disaggregated by age, 15-24 year olds reported the highest rates of unemployment.[19]

Figure 9: Humanitarian Journalism Trainer Nimaya Manasseh interviews a woman for the first program.

[18] The base for Baseline survey (n=457) and for Wave 2 (n=296) is represented by respondents who attended school. Those who responded 'Don't know' (n=2) and 'Refused to answer' (n=1) were excluded from the Baseline survey due to low response rates. Those who responded 'Don't know' (n=2) and 'Refused to answer' (n=2) were excluded from the Wave 2 survey for a similar reason.

[19] 70.0% (n=7) of 15-19 year olds reported being unemployed; 56.7% (n=17) of 20-24 year olds reported being unemployed before arriving in the Tong Ping site.

INFORMATION IN THE MIDST OF CRISIS: ADDRESSING THE INFORMATION NEEDS OF INTERNALLY DISPLACED PERSONS AT THE TONG PING PROTECTION OF CIVILIANS SITE, SOUTH SUDAN - DECEMBER 2014

9

04 KEY COMPARATIVE FINDINGS FROM BASELINE AND WAVE 2

For further commentary on overlap between waves as well as the most recent findings from a third wave of surveying, see the Addendum (Section 8).

The baseline survey conducted in Tong Ping was foundational; at the time of the survey, the BBTT concept was not formulated and the baseline was meant to not only determine levels of access to information, but as well to provide information on how people would prefer to receive information. Much like most initiatives taking place in a humanitarian setting, the fluid environment and need to develop programming quickly added a level of complexity to producing both the baseline and Wave 2 questionnaires.

Respondents in the baseline and Wave 2 surveys were asked questions regarding their information needs and habits while at the UNMISS site. They were also asked to rank or prioritize their information needs. Specifically, in addition to the 15 demographic questions asked in each survey, this area of inquiry involved the questions that were consistent between the two surveys and thus formed the basis for comparison. The questions are provided in the following table.

Overall, the data suggest that BBTT programming has made a positive impact in terms of providing life-saving information to people at the Tong Ping site. When asked whether they had enough information to make good decisions for themselves and their families since arriving at the UNMISS compound, the proportion of respondents who reported having all the information necessary increased from the baseline survey (31.7%, n = 194) to Wave 2 (37.1%, n=149). In addition, more respondents in Wave 2 (52.5%, n=211) reported having some of the information they needed when compared to baseline survey respondents (42.6%, n=261). Finally, fewer respondents in Wave 2 (10.4%, n=42) reported having none of the information they needed then respondents from the baseline survey (22.4%, n=137). The following figure summarizes respondents' answers.

Currently in UNMISS, do you think you have enough information to make good decisions for you and your family?	During the day, sometimes you will have a question about something and need to find out the answer. Currently, in UNMISS, how many times a day do you have a question that you want to find an answer for?	There are many types of information that are helpful to find out about. Currently, living in UNMISS, what kind of information is MOST important for you to find out?

Table 2: Questions Consistent in Baseline/Wave 2 Questionnaires (Tong Ping Site, Central Equatoria State, February & April 2014)[20]

[20] *These questions appear as Q. 15 in the baseline and Q. 6 in Wave 2; Q. 16 in the baseline and Q. 7 in Wave 2; and Q. 18 in the baseline and Q. 9 in Wave 2, respectively.*

Further suggesting that BBTT was meeting people's information needs, Wave 2 respondents reported being in need of information less frequently than those from the baseline survey. Respondents from the baseline survey were more likely to report being in need of information a few times a day (24.2%, n=48) or even a few times an hour (17.3%, n=106). In contrast, respondents from the Wave 2 survey were more likely to report being in need of information a few times a week (40.8%, n=164).

Respondents indicated that general news in the immediate area was the most important type of information. Approximately 52.5% (n = 211) of respondents from Wave 2 prioritized this as the most important information area compared to 38.2% (n =234) of respondents from the baseline survey.[22] Other information areas that respondents prioritized in increasing numbers from the baseline to the Wave 2 survey included: information on the security situation in the immediate area, how to get shelter and accommodation, and how to get healthcare and medical attention.

Figure 10: Adequate Access to Information for Survey Respondents, Disaggregated by Survey (Tong Ping Site, February & April 2014) [21]

Baseline (n=612)
Wave 2 (n=402)
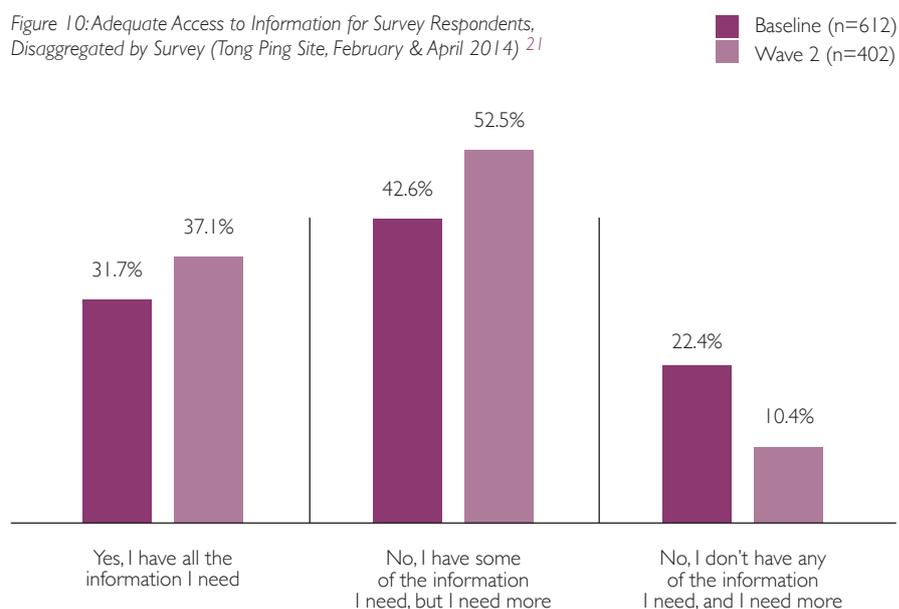
Figure 11: Most Important Type of Information for Site Residents, Disaggregated by Type of Survey (Tong Ping Site, February & April 2014) [23]

Baseline (n=612)
Wave 2 (n=402)
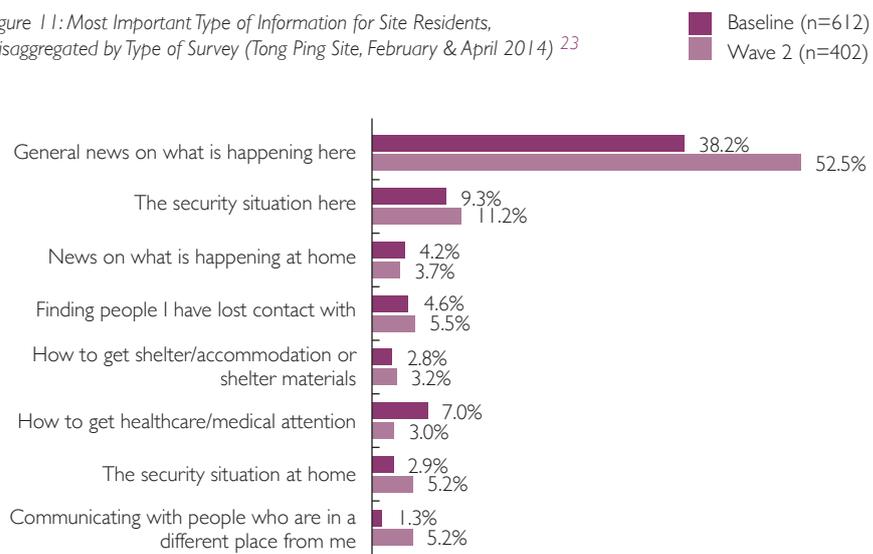
[21] 'Don't know' (n=0) and 'Refused to answer' (n=0) were excluded from the Wave 2 survey due to receiving no responses. 'Refused to answer' (n=0) was excluded from the Baseline survey for a similar reason. 'Don't know' (3.3%, n=20) is excluded from values for the Baseline due to a low response rate.
[22] Information needs among Wave 2 respondents will also be discussed in Section 6.2.
[23] Some answers were excluded due to low response rates. For reference, please see topline tables for both surveys.

INFORMATION IN THE MIDST OF CRISIS: ADDRESSING THE INFORMATION NEEDS OF INTERNALLY DISPLACED PERSONS AT THE TONG PING PROTECTION OF CIVILIANS SITE, SOUTH SUDAN - DECEMBER 2014

11

In addition to the findings presented above, the February 2014 baseline gathered data regarding sources of information, the level of trust in each source, and preferences for receiving information among Tong Ping site residents.

The majority of site residents viewed access to information as very important (76.1%, n=466) or somewhat important (16.7%, n=102). As mentioned above, respondents prioritized as their most important information needs: general news in the immediate area (38.2%, n=234) and information on security in the immediate area (9.3%, n=57). As shown in the following figures, radio was the most common (52.9%, n=320) and most trusted (52.4%, n=305) source of information for Tong Ping residents.

When disaggregated by gender, these findings remained relatively consistent with the exception of mobile phone calls, which was a more commonly cited source of information among male respondents (24.4%, n=91) than female respondents (13.8%, n=32).

Almost half (48.9%, n=299) of respondent identified radio as the most preferred information source at Tong Ping.

Figure 12: Sources of Information for Respondents, n=605 (Tong Ping Site, Central Equatoria State, February 2014) [24]
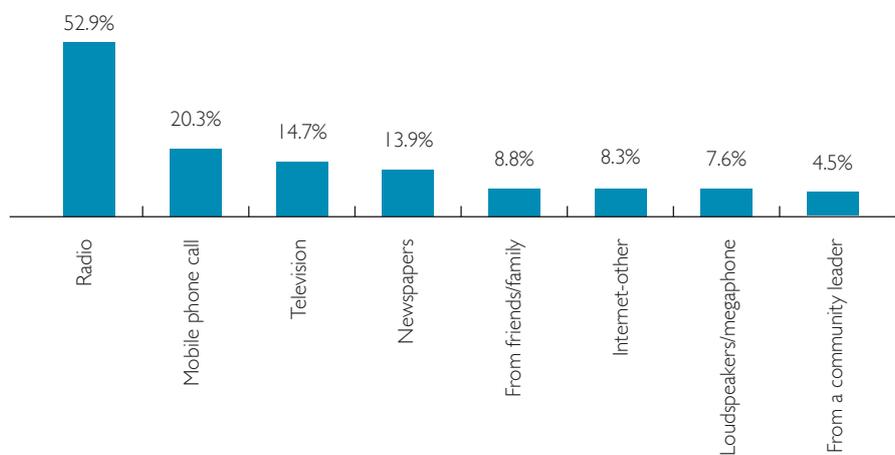
Figure 13: Most Trusted Source of Information, n=582 (Tong Ping Site, Central Equatoria State, February 2014) [25]
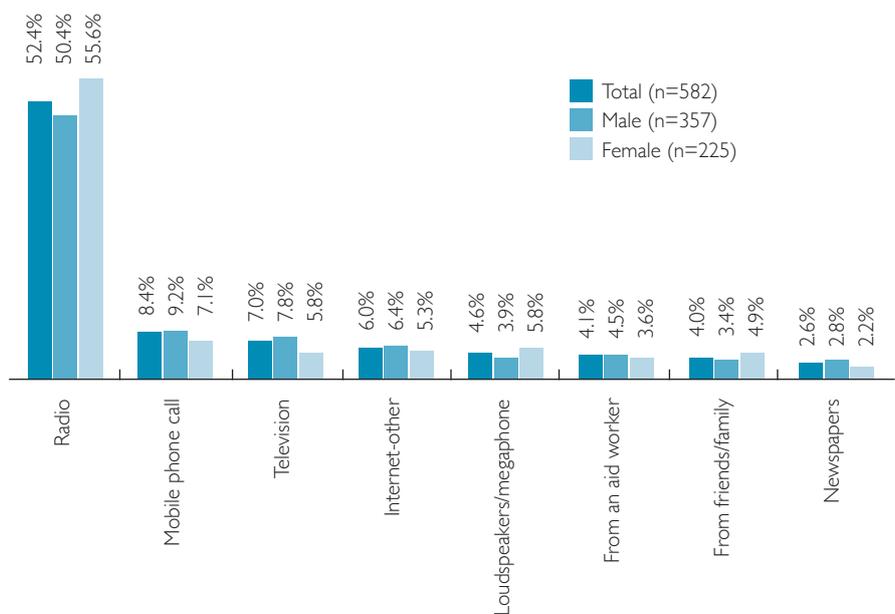
[24] Only the most common responses are shown in this figure. For a complete list please see Topline tables (Q21). This base includes only respondents who identified important information needs. Respondents could select more than one option.
[25] This figure includes only the top responses. For a complete list of responses, see Topline tables (Q22). The base includes only respondents who identified an information source for their most important information needs (n=582).

Figure 14: Respondent Preference for Best Way for Site Residents to Receive Information, by Gender n=612 (Tong Ping Site, Central Equatoria State, February 2014)

Legend:
- Total (n=612)
- Male (n=378)
- Female (n=234)

Radio: 48.9%, 46.3%, 53.0%
Loudspeakers/megaphone: 27.0%, 26.7%, 27.4%
Newspapers: 3.4%, 2.6%, 4.7%
Group meetings: 3.3%, 3.4%, 3.0%
Magazine: 2.0%, 2.1%, 1.7%
From a community leader: 2.0%, 2.1%, 1.7%
From an aid worker: 1.8%, 2.4%, 0.9%
Community events: 1.8%, 1.3%, 2.6%
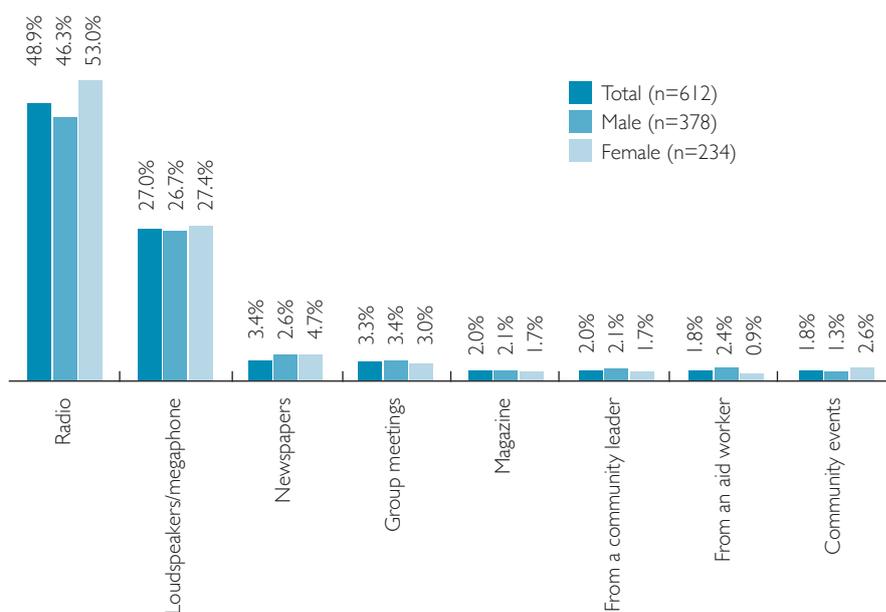
Respondents were also asked their opinions on the use of loudspeaker/ megaphone announcements to convey information at the site. Nearly three-quarters (71.2%, n=436) of respondents reported that they would be very helpful. In terms of a preferred time of the day to receive information in this manner, respondents identified the following hours: 8-10 am (37.4%, n=229), anytime (29.7%, n=182), or 4-6 pm (15.5%, n=95). Almost three-quarters of respondents identified Nuer as their preferred language when it came to sharing information through a loudspeaker (73.7%, n=451). Finally, respondents identified the following locations as the most preferred when sharing information via loudspeaker: the MSF tent (26.6%, n=163), Water Point 3 (Rwanda Battalion) (22.2%, n=136), or Water Point 1 (Indian Battalion 2) (15.4%, n=94).

Figure 15: Preferred Time of Day for Information to be Shared Through a Loudspeaker, n=612 (Tong Ping Site, Central Equatoria State, February 2014)

Legend:
- Total (n=612)
- Male (n=378)
- Female (n=234)

37.4%, 38.6%, 35.5%
6.5%, 5.0%, 9.0%
3.1%, 3.2%, 3.0%
3.1%, 2.9%, 3.4%
15.5%, 15.9%, 15.0%
29.7%, 28.6%, 31.6%
2.3%, 3.4%, 0.4%
1.3%, 1.1%, 1.7%
1.0%, 1.3%, 0.4%
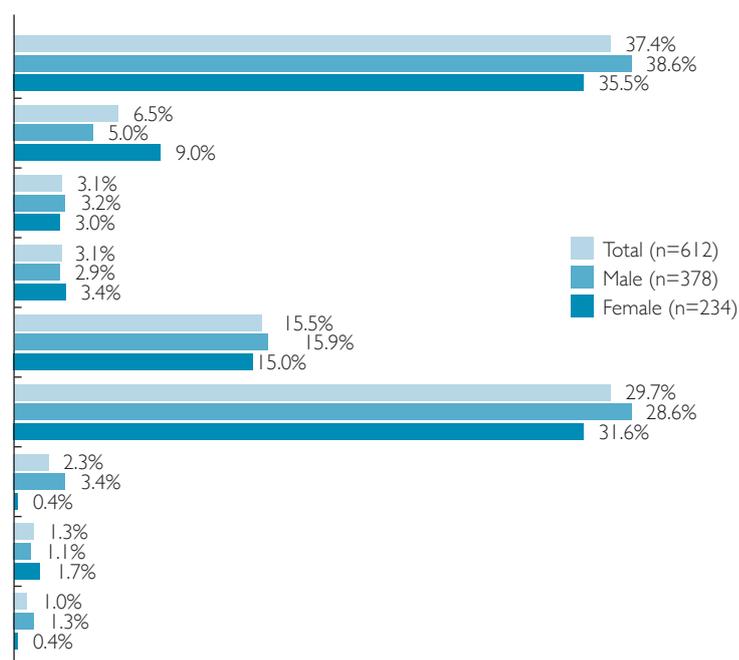
*Figure 16: Preferred Location for Information to be Shared Through a Loudspeaker, n=612
(Tong Ping Site, Central Equatoria State, February 2014)*

Legend:
- Total (n=612)
- Male (n=378)
- Female (n=234)

Location	Total	Male	Female
MSF tent	26.6%	24.3%	30.3%
Water point 3 (Rwandbatt)	22.2%	24.1%	19.2%
Water point 1 (Ind batt 2)	15.4%	14.3%	17.1%
Water point 2 (Ban Eng)	14.7%	15.6%	13.2%
Westgate	8.7%	8.7%	8.5%
Other	5.1%	4.8%	5.6%
Barricade (Easterngate)	3.9%	4.0%	3.8%
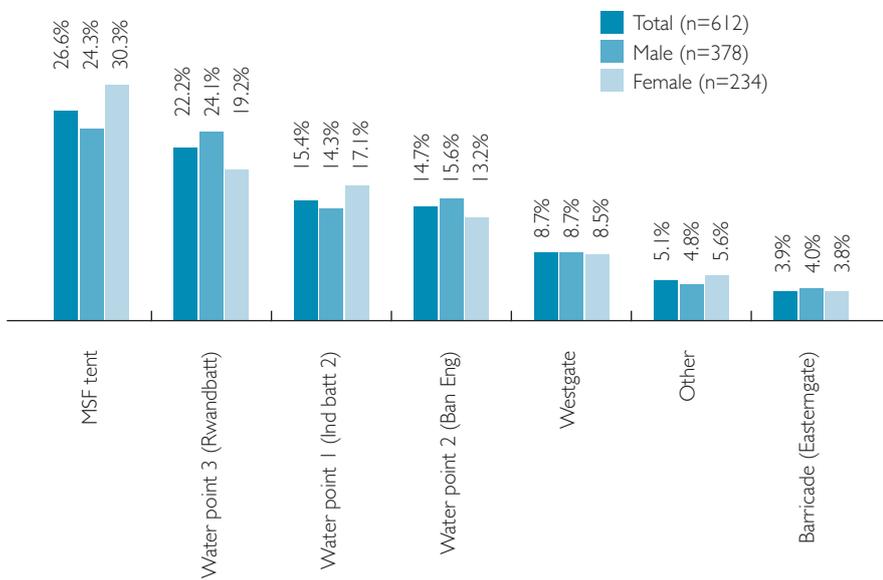
*Figure 17: Preferred Language for Information to be Shared in Through a Loudspeaker, n=612
(Tong Ping Site, Central Equatoria State, February 2014)*

1.0% 0.3%
10.6%
10.1%
4.2%
73.7%

Legend:
- English
- Juba Arabic
- Arabic (classical)
- Nuer
- Other
- Refused to answer
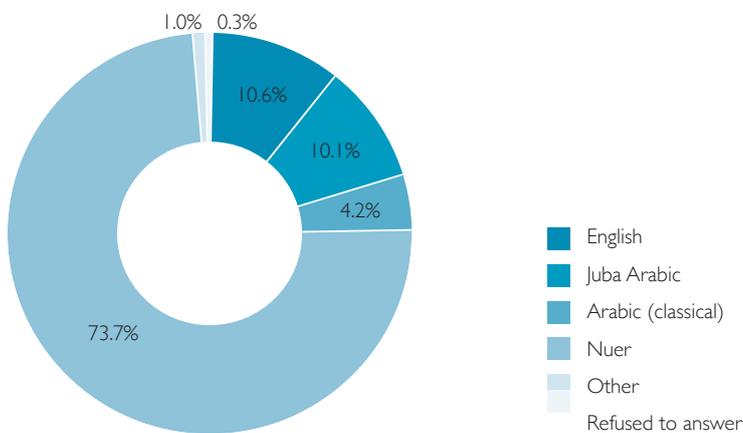
06

KEY FINDINGS: BBTT IMPACT AND PERCEPTIONS (WAVE 2)

This section examines the impact of Internews' BBTT informational audio program, which has been broadcast via loudspeakers at the Tong Ping site. Overall, the majority of BBTT listeners (94.1%, n=354) reported changing their behaviour with some degree of frequency as a result of the BBTT program. [26] However, perceptions of BBTT programming were somewhat varied when disaggregated by listenership. In general, those who listened to BBTT more frequently held more favourable opinions of the program when compared to occasional listeners: the majority of frequent listeners identified BBTT programming as very interesting (85.4%, n=204), very helpful (81.6%, n=195), and very relevant (78.7%, n=188). More frequent listeners (70.7%, n = 169) reported to have a great deal of trust in the information they received from BBTT than occasional listeners (35.0%, n=48).

6.1 BBTT LISTENER HABITS AND PERCEPTIONS

Nearly all (95.8%, n=385) survey respondents had heard of BBTT. Of these, almost two thirds (62.1%, n=137) listened frequently and over one third (35.6%, n=137) were occasional listeners. With respect to listening locations, frequent listeners were more likely (62.3%, n=149) to have heard the program being broadcast from a quad bike than occasional listeners (46.7%, n=64) who were more likely to hear the programs at a static site.

Overall, the majority of BBTT listeners reported changing their behaviour with some degree of frequency as a result of listening to the program. In terms of total BBTT listeners, over one third (39.6%, n=149) reported frequently changing their behaviour and over half (54.5%, n=205) reported sometimes changing their behaviour as a result of listening to the program. More frequent BBTT listeners (53.1%, n=127) reported frequently changing their behaviours because of BBTT programming than occasional listeners (16.1%, n=22).

Figure 18: Locations Where BBTT Listeners Hear BBTT, n=376 (Tong Ping Site, Central Equatoria State, April 2014)

Legend:
- Quad bike
- Waiting room
- Listening Group

TOTAL listeners (n=376): 56.6%, 22.1%, 24.2%
Frequent BBTT listeners (n=239): 62.3%, 20.9%, 20.5%
Occasional BBTT listeners (n=137): 46.7%, 24.1%, 30.7%
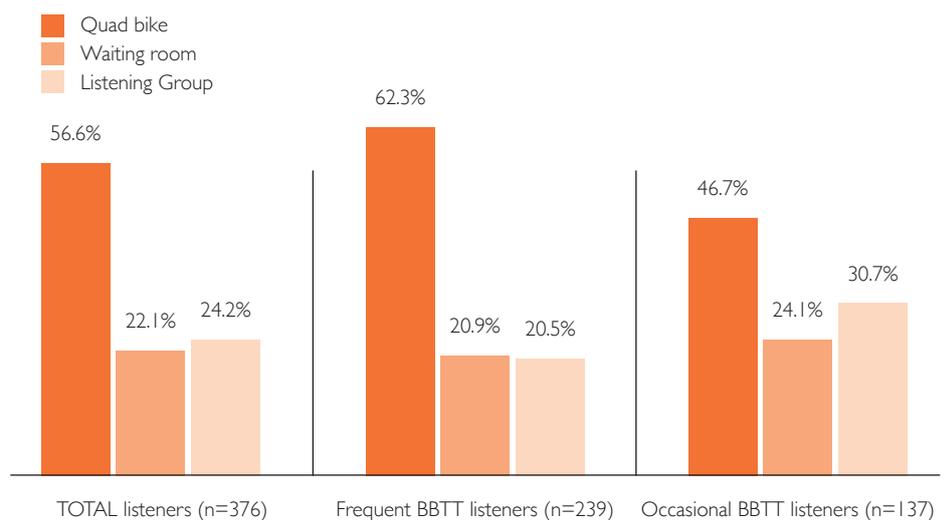
[26] *For total BBTT listeners, over one third (39.6%, n=149) reported frequently changing their behaviour and over half (54.5%, n=205) reported sometimes changing their behaviour as a result of something they heard on BBTT.*

Figure 19: Frequency of BBTT Listeners Changing Their Behavior, by Gender, n=376 (Tong Ping Site, Central Equatoria State, April 2014)[27]

Legend:
- Frequently
- Sometimes
- Never

TOTAL (n=376): 39.6%, 54.5%, 5.1%
Male (n=187): 38%, 55.6%, 5.3%
Female (n=189): 41.3%, 53.4%, 4.8%
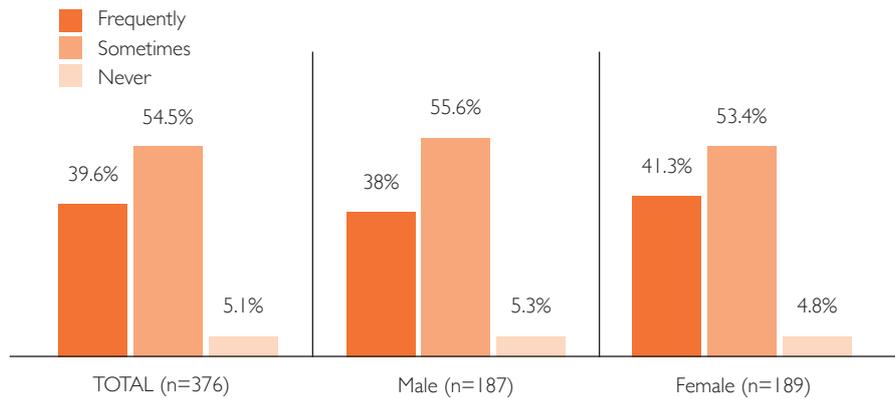
Figure 20: Frequency of BBTT Listeners Changing Behavior, by Listenership, n=376 (Tong Ping Site, Central Equatoria State, April 2014)[28]

Legend:
- Frequently
- Sometimes
- Never

Frequent BBTT listeners (n=239): 53.1%, 44.4%, 2.5%
Occasional BBTT listeners (n=137): 16.1%, 72.3%, 9.5%
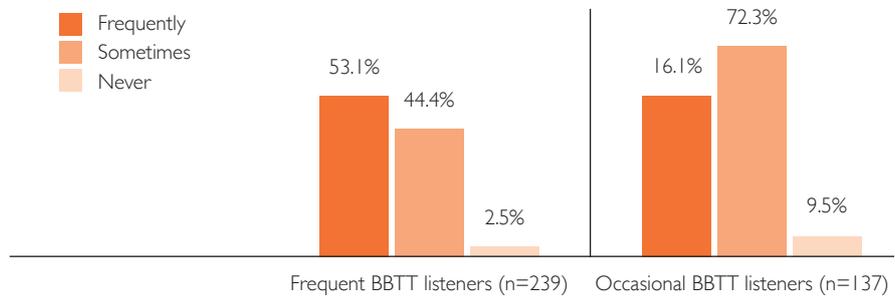
Almost all (94.2%, n = 225) frequent BBTT listeners reported that they shared information heard on BBTT with others. While the majority (80.3%, n = 110) of occasional BBTT listeners also reported sharing such information with others, they did so on a less frequent basis. The figure to the right shows the frequency with which listeners discuss information heard on BBTT with others.

In addition to discussing information with others more often, the majority of frequent listeners found the information they heard on BBTT very interesting (85.4%, n=204), very helpful (81.6%, n=195), and highly relevant to their daily life (78.7%, n=188). These numbers were far greater than those associated with occasional listeners. The following figures illustrate this information.

Figure 21: Frequency of Discussing Information Heard on BBTT with Others, n=376 (Tong Ping Site, Central Equatoria State, April 2014)[29]

Legend:
- Frequently
- Sometimes
- Never

Frequent BBTT listeners (n=239): 61.1%, 33.1%, 5.9%
Occasional BBTT listeners (n=137): 17.5%, 62.8%, 18.2%

Figure 22: Level of Interest in BBTT, by Listenership, n=376 (Tong Ping Site, Central Equatoria State, April 2014)[30]

Legend:
- Very interesting
- Somewhat interesting
- Not at all interesting

TOTAL (n=376): 72.9%, 25.5%, 1.1%
Frequent BBTT listeners (n=239): 85.4%, 13.8%, 0.8%
Occasional BBTT listeners (n=137): 51.1%, 46%, 1.5%
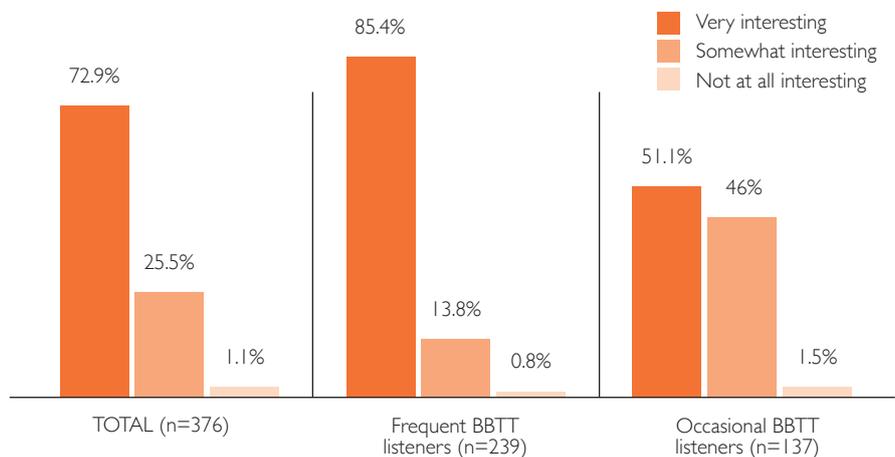
[27] *'Refused to answer' is not shown in this figure because few respondents (0.8%, n=3) chose this response.*
[28] *'Don't know' was excluded from this figure because few respondents (0.5%, n=2) chose this response.*
[29] *51.1% (n=70) of occasional BBTT listeners found the information they heard on BBTT very interesting and very helpful. 61.3% (n=84) of occasional listeners found BBTT highly relevant to their daily life (i.e., they chose 'a great deal' when asked how relevant the program was to their daily life).*
[30] *'Don't know' was excluded from this figure because few respondents (0.5%, n=2) chose this response.*

Figure 23: Perceptions on Helpfulness of BBTT Information, by Listenership, n=376 (Tong Ping Site, Central Equatoria State, April 2014) 31

TOTAL (n=376)
1.9% 0.5%
27.1%
70.5%

Frequent BBTT listeners (n=239)
2.1%
16.32%
81.6%

Occasional BBTT listeners (n=137)
1.5% 1.5%
46.0%   51.1%

- ■ Very helpful
- ■ Somewhat helpful
- ■ Not at all helpful
- ■ Don't know
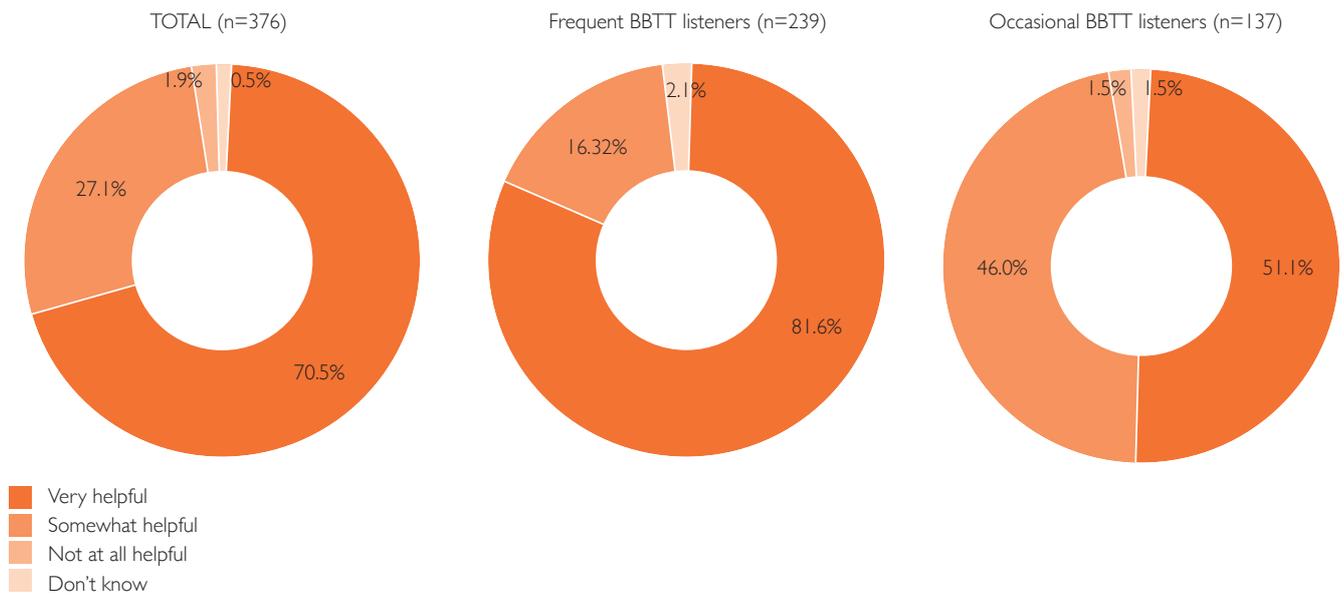
Figure 24: Perceptions on BBTT Relevance to Daily Life, by Listenership, n=376 (Tong Ping Site, Central Equatoria State, April 2014) 32

- ■ A great deal
- ■ Somewhat
- ■ Not at all

TOTAL (n=376)
72.3% 26.3% 1.1%

Frequent BBTT listeners (n=239)
78.7% 20.9% 0.4%

Occasional BBTT listeners (n=137)
61.3% 35.8% 2.2%
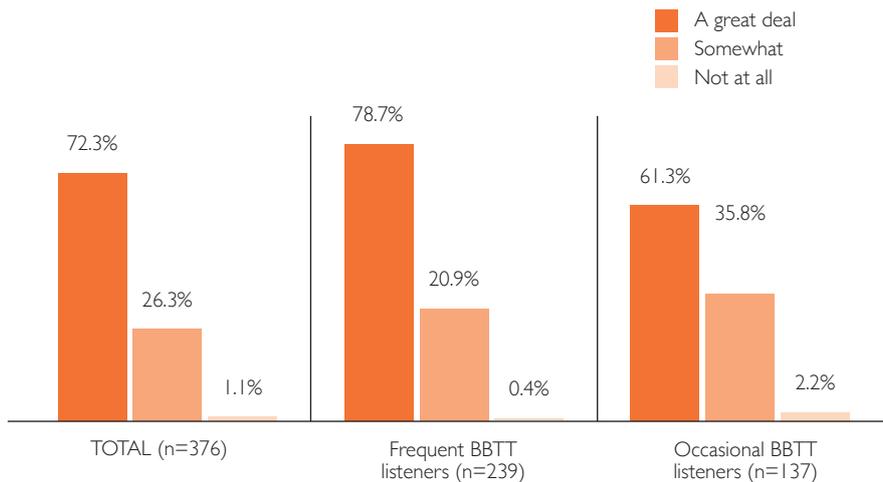
When disaggregated by gender, responses associated with level of interest, perceptions of helpfulness, and perceptions of relevance to daily life remained relatively consistent when compared to total respondents.

Frequent BBTT listeners also reported high rates of trust (70.7%, n=169) and understanding (88.7%, n=212) when it came to the information they heard on BBTT. These numbers were also much greater than those associated with occasional listeners.[40] The figure to the left shows levels of listener trust and understanding associated with information heard on BBTT.

Figure 25: Level of Trust in Information Heard on BBTT, by Listenership, n=376 (Tong Ping Site, Central Equatoria State, April 2014) 33

- ■ A great deal
- ■ Somewhat
- ■ Not at all

TOTAL (n=376)
57.7% 38.6% 2.4%

Frequent BBTT listeners (n=239)
70.7% 26.4% 2.1%

Occasional BBTT listeners (n=137)
35.0% 59.9% 2.9%
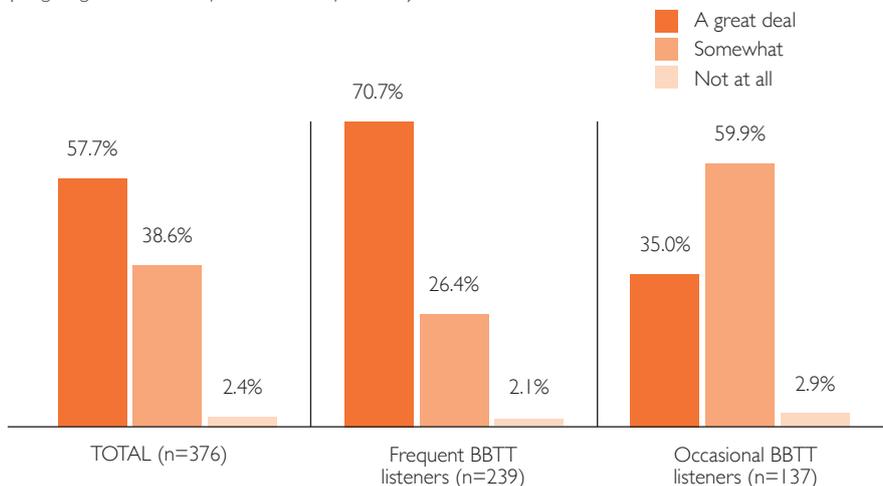
31 'Don't know' was excluded from this figure because few respondents (0.3%, n=1) chose this response.
32 Approximately 35.0% (n=48) of occasional BBTT listeners claimed to have a great deal of trust in the information they heard on BBTT while 58.4% (n=80) claimed to understand all of it.
33 The following responses were excluded from this figure because few respondents chose them: 'don't know' (1.1%, n=4) and 'refused to answer' (0.3%, n=1).

When disaggregated by gender, levels of trust and understanding associated with information heard on BBTT were consistent when compared to total BBTT listeners. However, the rate of female BBTT listeners who reported having a great deal of trust in the information they heard on BBTT was slightly higher (59.8%, n=113) than that of male BBTT listeners (55.6%, n=104).

Finally, BBTT listeners were asked questions regarding political and religious bias in BBTT programming. Overall, respondents were more likely to perceive BBTT programming as having no or just some political bias (51.3%, n=193) than those who viewed it as having a great deal (36.2%, n=136). Likewise, respondents were more likely to perceive BBTT as having no or just some religious bias (47.3%, n=178) than those who thought it had a great deal (39.6%, n = 149). Frequent listeners were more likely than occasional listeners to view BBTT programming as having a great deal of political or religious bias; approximately 49.8% (n=119) of frequent listeners felt there was a great deal of political bias while 51.5% (n=123) believed there was a great deal of religious bias.[43] The following figures show perceptions of political and religious bias in BBTT programming by listenership.

When disaggregated by gender, the rates of male and female BBTT listeners who reported BBTT as having a political bias were consistent with those for total listeners. However, more female BBTT listeners (13.8%, n=26) reported not knowing if BBTT had a political bias than male BBTT listeners (7.5%, n=14). The rates of male and female BBTT listeners who reported BBTT as having a religious bias were also consistent with those for total listeners. However, more male BBTT listeners (33.7%, n=63) felt there was no religious bias than female BBTT listeners (25.4%, n=48).

Figure 26: Level of Understanding Associated with Information Heard on BBTT by Listenership, n=376 (Tong Ping Site, Central Equatoria State, April 2014) [34]
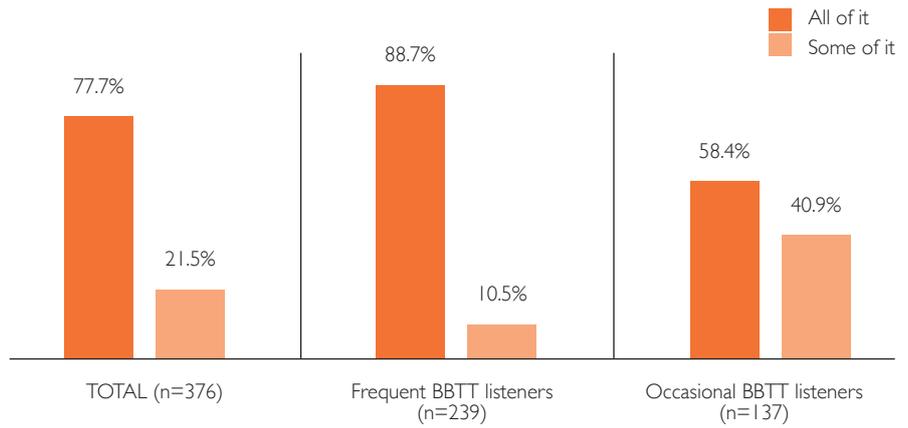
Figure 27: Perception of BBTT Having a Political Bias or Agenda, by Listenership, n=376 (Tong Ping Site, Central Equatoria State, April 2014) [35]
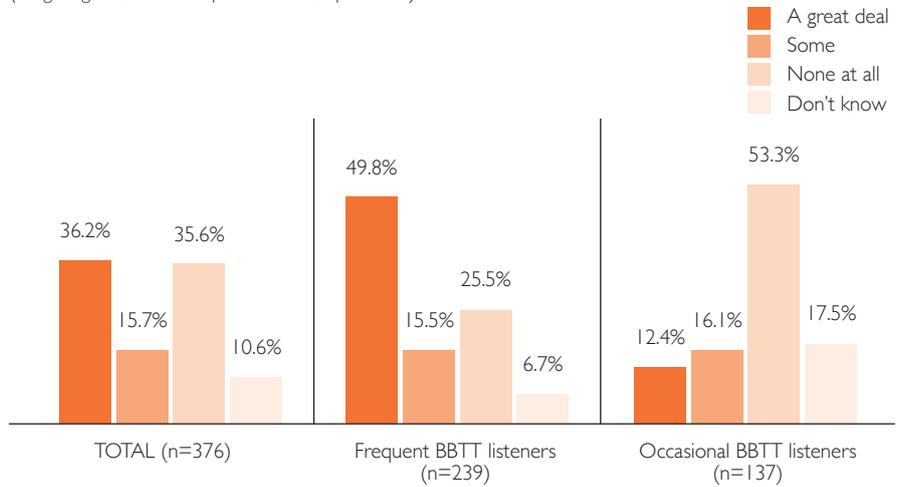
Figure 28: Perceptions of BBTT Having a Religious Bias or Agenda, by Listenership, n=376 (Tong Ping Site, Central Equatoria State, April 2014) [36]
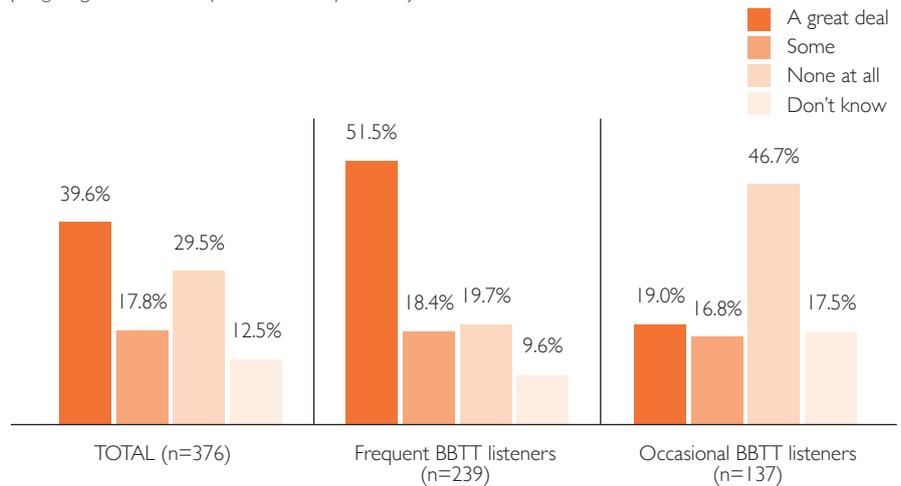
34 'None of it' was excluded from this figure because few respondents (0.8%, n=3) chose this response.
35 12.4% (n=17) of occasional BBTT listeners perceived a great deal of political bias and 19.0% (n=26) perceived a great deal of religious bias in BBTT programming.
36 'Refused to answer' was excluded from this figure because few respondents (1.9%, n=7) chose this response.

6.2 INFORMATION NEEDS

Respondents from Wave 2 were also asked a series of questions regarding their information needs. Overall, well over one-third (37.1%, n=149) of Wave 2 respondents felt that they had all the information necessary to make good decisions for themselves and their family. As previously mentioned in Section 4 of this report, this number is a notable increase (in less than two months) from those who indicated feeling this way during the baseline survey (31.7%).

Looking more closely at Wave 2 responses, just over half (52.5%, n=211) of respondents reported having only some of the information necessary while the remaining 10.4% (n=42) indicated having none at all. Once again, these numbers represent significant improvements from the baseline survey (also highlighted in Section 4). When disaggregated by gender, the numbers for Wave 2 respondents were consistent. However – and consistent with the findings above – frequent BBTT listeners were more likely (41.0%, n=98) to report having all of the information required than occasional listeners (29.2%, n=40) or those who never listened to BBTT (22.2%, n=2).

Wave 2 respondents were also asked how often they required information. Again reflecting the positive impact of BBTT programming, frequent BBTT listeners from Wave 2 were almost twice as likely (22.6%, n=54) than occasional listeners (13.1%, n=18) to report never being in need of information. When disaggregated by gender, the most common response for both males (43.4%, n=86) and females (38.2%, n=78) was a few times a week, followed by a few times a day (22.2%, n=44 for males; 27.9%, n=57 for females). Approximately one-fifth (20.6%, n=42) of female respondents and 17.2% (n=34) of male respondents reported that they never had a need for information.

Over half of respondents (52.5%, n=211) reported that their most important information need involved general news about what was happening in their immediate area while living at UNMISS. These findings remained consistent when disaggregated by gender with the following exception: female respondents were more likely (5.4%, n=11) than male respondents (0.5%, n=1) to identify communication with people from another area as their most important information need. The following figures show the most important information needs for BBTT listeners.

Figure 29: How often BBTT Listeners Required Information, N=402 (Tong Ping Site, Central Equatoria State, April 2014)
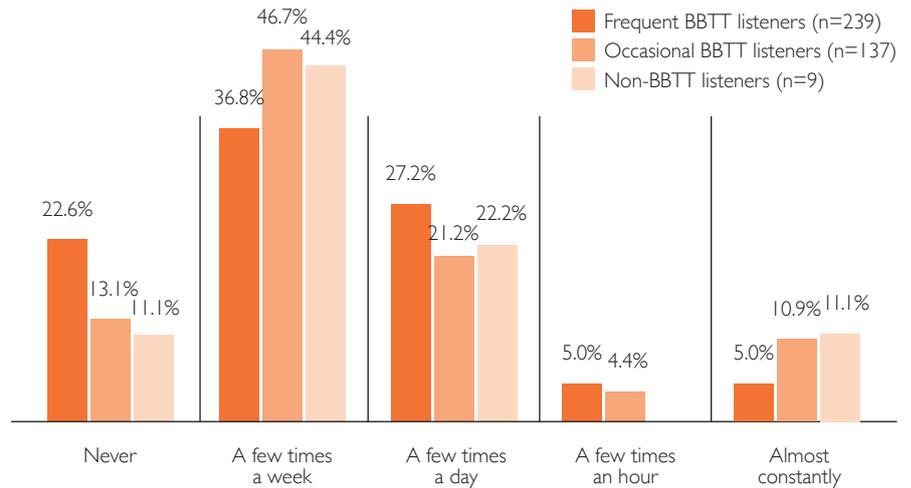
Figure 30: Most Important Information Needs at the Current Time, n=402 (Tong Ping Site, Central Equatoria State, April 2014) [47]
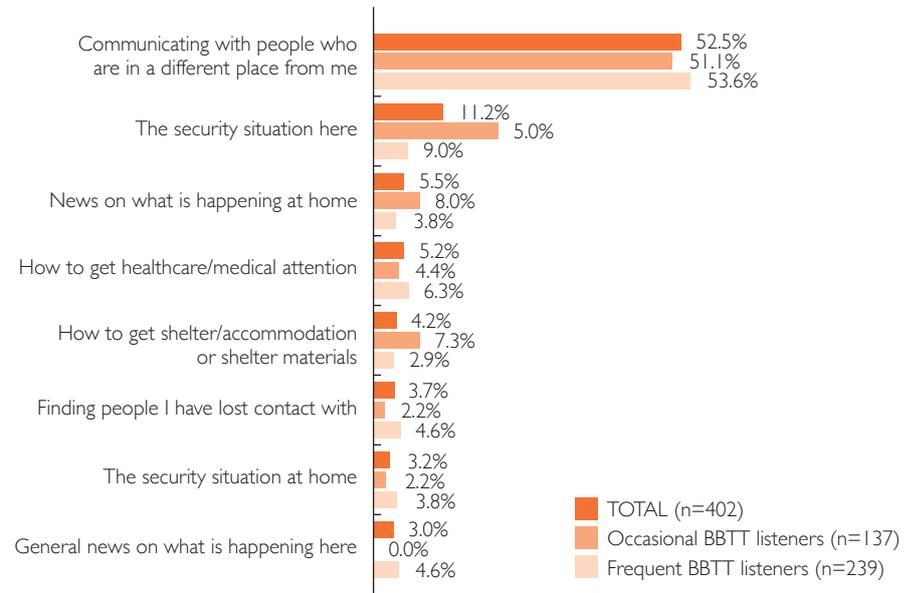
When asked about the second most important information needs, respondents also prioritized as important information pertaining to the security situation in the immediate area (28.1%, n=113) and finding people they had lost contact with (13.7%, n=55). These findings were consistent when disaggregated by gender and BBTT listenership.

Over two-thirds (64.7%, n=260) of respondents had actually heard messages involving information they prioritized as important. This finding was consistent when disaggregated by gender and among frequent and occasional BBTT listeners, though fewer non-BBTT listeners (55.6%, n=5) reported hearing such messages than frequent listeners (66.9%, n=160) or occasional listeners (62.0%, n=85). BBTT was the most commonly cited source of such important information (69.2%, n=180) among respondents who had actually heard messages involving their most important information needs. The figure to the right shows information sources from which respondents received information they prioritized as important.

The majority of BBTT listeners (87.1%, n=350) discussed with others the information they prioritized as important while staying at the UNMISS compound.[38] Respondents from the 15-19 age group were more likely to do so on a frequent basis (70.0%, n=7) while those from the 40-44 age group were the least likely to do so on a frequent basis. The following figure shows the frequency with which BBTT listeners discussed the information they prioritized as important with others (note that responses were consistent when disaggregated by gender).

Figure 31: Sources of Information Pertaining to Important Information, n=260 (Tong Ping Site, Central Equatoria State, April 2014) [37]
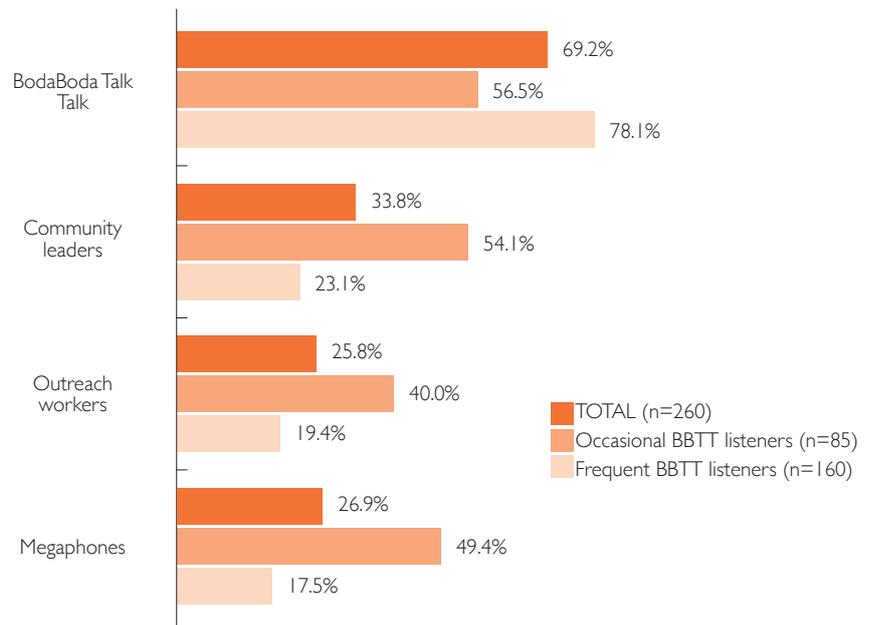
Figure 32: How Often Respondents Discussed the Information they Prioritized as Important with Others, n=402 (Tong Ping Site, Central Equatoria State, April 2014) [39]
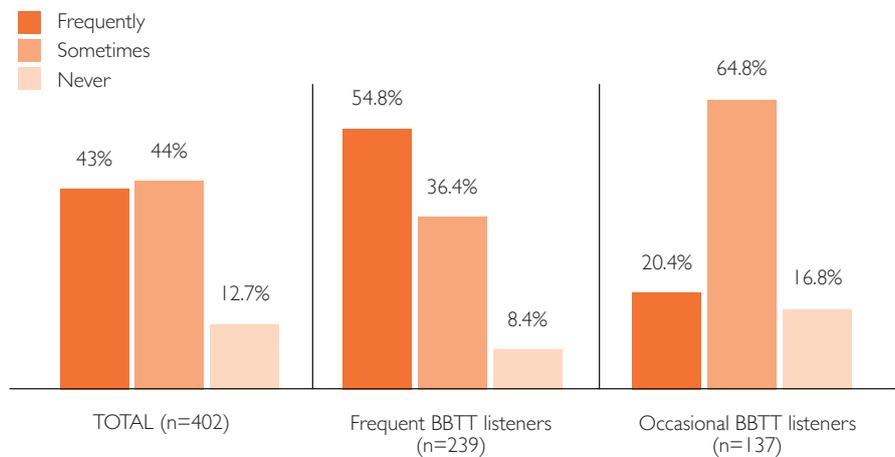
37 'This figure draws from a base of n=260 (which represents the total number of respondents who had heard messages involving information they prioritized as important while staying at UNMISS). The following responses were excluded from this figure because few individuals chose them: 'Don't know' (0.4%, n=1) and 'Refused to Answer' (0.4%, n=1). Disaggregation does not include responses from non-BBTT listeners due to the low number of observations (n=9). Respondents were allowed to report more than one source of important information.

38 This includes approximately 43.0% (n=173) of respondents who discussed this information frequently and 44.0% (n=177) who did so sometimes.

39 'Refuse to answer' is not shown in this figure because few respondents (0.4%, n=1) chose this response. Disaggregation does not include responses from non-BBTT listeners due to the low number of observations (n=9).

INFORMATION IN THE MIDST OF CRISIS: ADDRESSING THE INFORMATION NEEDS OF INTERNALLY DISPLACED PERSONS AT THE TONG PING PROTECTION OF CIVILIANS SITE, SOUTH SUDAN - DECEMBER 2014

6.3 HEALTH ISSUES

The majority of respondents expressed some degree of concern about their own health and the health of their families: over two thirds (65.2%, n=262) of respondents were very concerned while an additional 29.9% (n=120) were somewhat concerned. Responses were similar when disaggregated by gender. Respondents from the 15-19 age group were the least likely (40.0%, n=4)[40] to be very concerned about their health and that of their families while those from the 20-24 age group (70.0%, n=21) and 25-29 age group (71.8%, n=61) were the most likely to be very concerned.

The impact of BBTT's health-related programming was similar for both frequent and occasional listeners. When disaggregated by BBTT listenership, a relatively equal proportion of respondents who were either frequent or occasional BBTT listeners felt informed on key health issues (such as diarrhoea,[41] cholera,[42] and malaria prevention[43]). Overall, respondents were most likely to feel very well informed about cholera prevention (77.4%, n=311), followed by diarrhoea prevention (66.9%, n=269) and malaria prevention (61.2%, n=246). The figures to the right show the proportion of BBTT listeners who felt informed on key health issues by listening frequency.[44]

The high number of respondents who felt well-informed about cholera prevention mirrors equally high rates of cholera vaccinations: approximately 75.9% (n = 305) of respondents reported that all of their family members had been vaccinated against cholera while an additional 20.6% (n = 83) reported that some members had been vaccinated.

Figure 33: Proportion of Respondents Who Felt Informed About Diarrhea Prevention by Listening Frequency, n=402 (Tong Ping Site, Central Equatoria State, April 2014) [45]
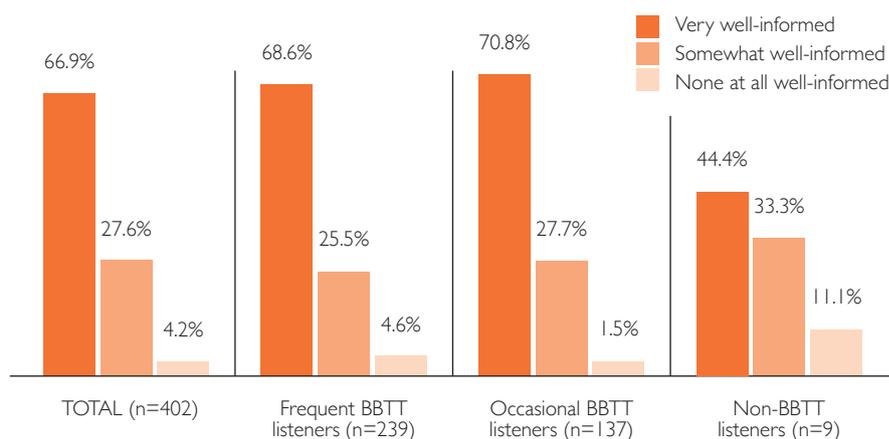
Figure 34: Proportion of Respondents who Felt Informed About Cholera Prevention by Listening Frequency, n=402 (Tong Ping Site, Central Equatoria State, April 2014) [46]

---
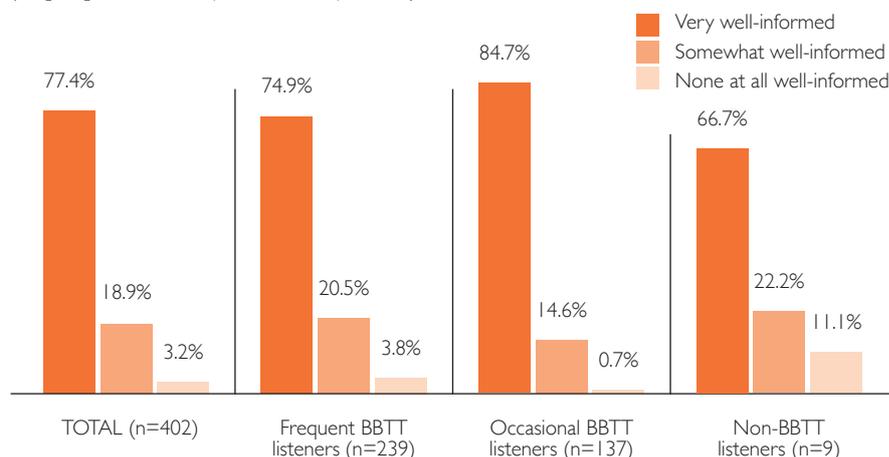
[40] 'While findings may indicate a wider trend, the low number of observations for 15-19 year olds (n=10) limits the ability to draw strong comparisons between age groups.

[41] '68.6% of frequent BBTT listeners and 70.8% of occasional BBTT listeners felt very well informed about diarrhea prevention.

[42] '74.9% of frequent BBTT listeners and 84.7% of occasional BBTT listeners felt very well informed about cholera prevention.

[43] '61.5% of frequent BBTT listeners and 62.8% of occasional BBTT listeners felt very well informed about malaria prevention.

[44] 'Respondents were also asked a series of questions to assess the impact of BBTT's health-related programming. After establishing BBTT and beginning to work with partner NGOs at the site, it was clear that these health issues were prominent concerns as it is these behaviours that lead to higher disease rates. As stated above, to demonstrate further the impact of BBTT programming, these questions, including questions more specific to behaviours, will be added to baseline questionnaires when assessing new HIS programs newly established throughout South Sudan.

[45] The following responses were excluded from this figure because few respondents chose them: 'Don't know' (1.0%, n=4), and 'Refused to answer' (0.2%, n=1).

[46] The following responses were excluded from this figure because few respondents chose them: 'Don't know' (0.2%, n=1), and 'Refused to answer' (0.2%, n=1).

Approximately 61.2% of BBTT listeners felt very well informed about malaria prevention. The majority of listeners adopted prevention measures against malaria: 80.5%, (n=305) always slept under a mosquito net while an additional 15.6% (n=59) did so sometimes. These numbers were almost the same for all respondents (listeners and non-listeners): 80.6% (n=324) always slept under a mosquito net while 15.7% (n=63) did so sometimes.

Figure 35: Proportion of Respondents who Felt Informed About Malaria Prevention by Listening Frequency, n=402 (Tong Ping Site, Central Equatoria State, April 2014) 47
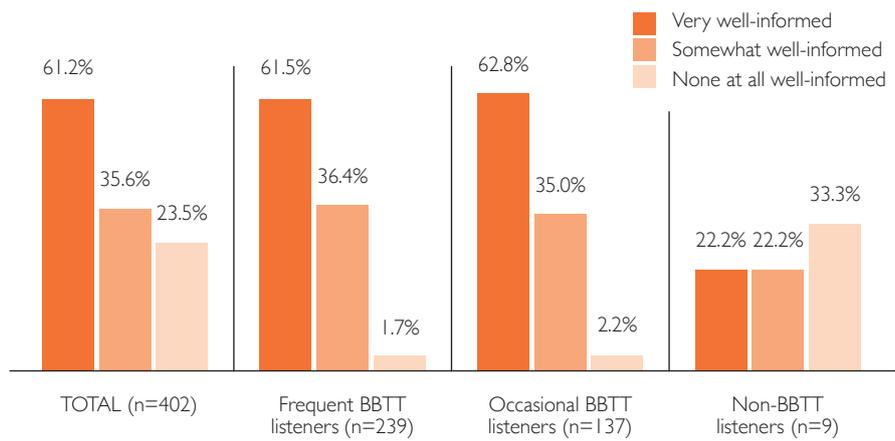
6.4 FEMALE SECURITY

Female respondents were also asked a series of questions to assess the impact of security-related information provided by BBTT programming. The following figure shows how often female respondents leave the UNMISS compound (for any reason) by listening frequency.

The majority of female respondents (87.3%, n=178) left the UNMISS compound in order to grind sorghum. Of these, over one third (34.3%, n=61) reported that they were always alone during this activity while an additional 60.7% (n=108) reported being sometimes alone.

When disaggregated by BBTT listenership, female respondents who were frequent BBTT listeners reported feeling better informed (42.1%, n=51) about protecting themselves while away from the compound than occasional listeners (17.6%, n=12). Similarly, female respondents who were frequent BBTT listeners reported feeling better informed (62.0%, n=75) about where to receive medical treatment if attacked than occasional BBTT listeners (54.4%, n=37). The following figure illustrates these results.

Figure 36: How Often Female Respondents Leave the UNMISS Site By Themselves (any reason) by Listening Frequency, n=204 (Tong Ping Site, Central Equatoria State, April 2014) 48
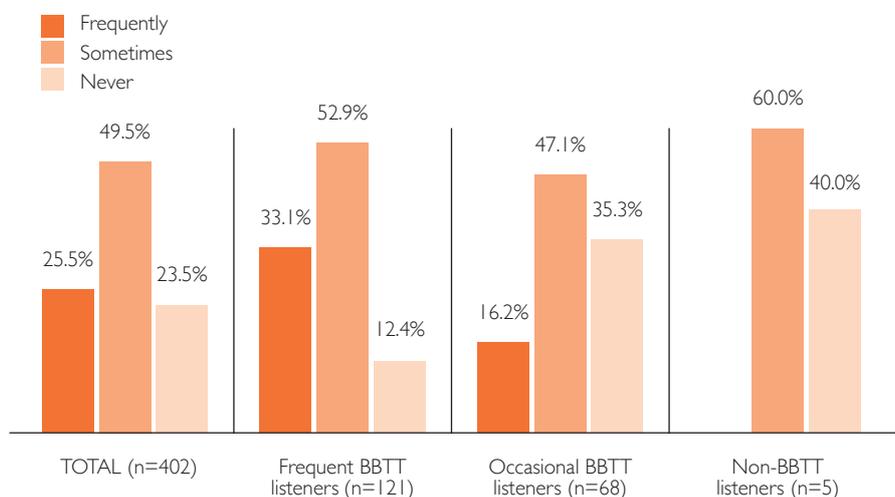
47 *The following responses were excluded from this figure because few respondents chose them: 'Don't know' (0.5%, n=2), and 'Refused to answer' (0.2%, n=1).*
48 *'Don't know' is not shown in this figure because few respondents (1.5%, n=3) chose this response.*

Figure 37: Degree to Which Female Respondents Feel Informed About Self-Protection When Away from the UNMISS Compound, by Listening Frequency, n=204 (Tong Ping Site, Central Equatoria State, April 2014) [49]

Legend:
- Very well-informed
- Somewhat well-informed
- None at all well-informed

TOTAL (n=402): 33.3%, 32.8%, 31.9%
Frequent BBTT listeners (n=121): 42.1%, 30.6%, 25.6%
Occasional BBTT listeners (n=68): 17.6%, 35.3%, 45.6%
Non-BBTT listeners (n=5): 60.0%, 20.0%
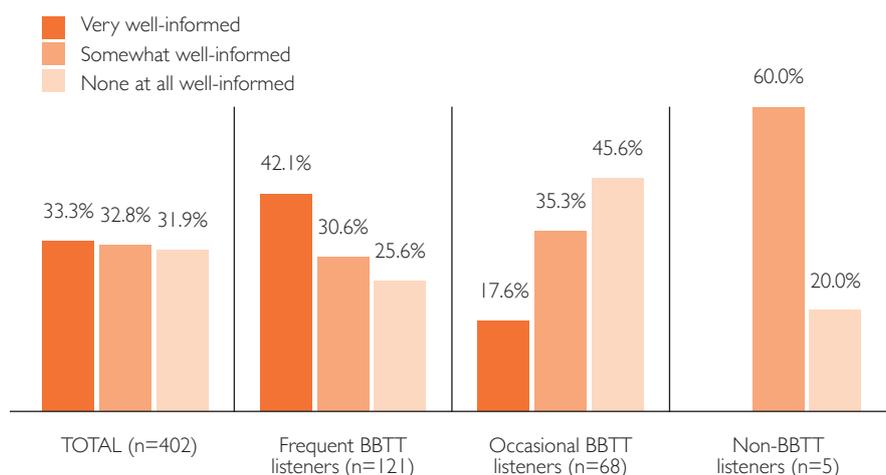
Figure 38: Degree to Which Female Respondents Feel Informed About Where to Receive Medical Treatment if Attacked, by Listening Frequency n=204 (Tong Ping Site, Central Equatoria State, April 2014) [50]

Legend:
- Very well-informed
- Somewhat well-informed
- None at all well-informed

TOTAL (n=402): 58.8%, 30.4%, 10.3%
Frequent BBTT listeners (n=121): 62.0%, 29.8%, 8.3%
Occasional BBTT listeners (n=68): 54.4%, 33.8%, 10.3%
Non-BBTT listeners (n=5): 60.0%, 20.0%, 20.0%
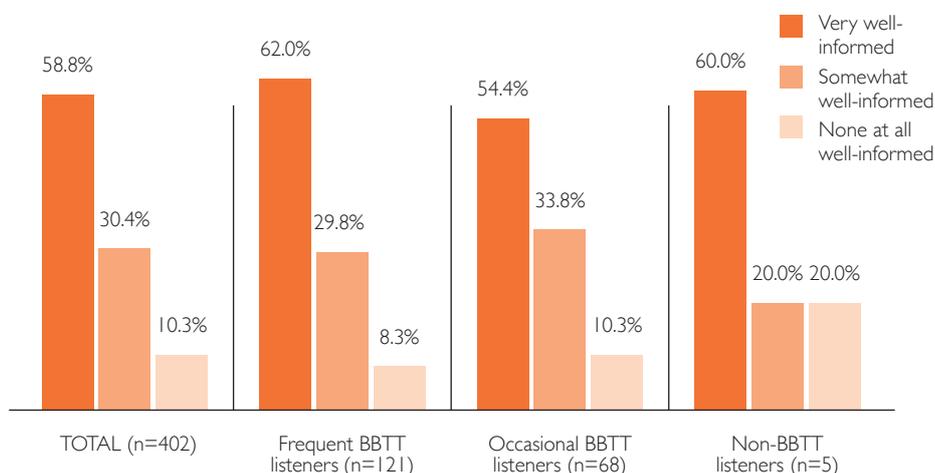
6.5 IDEAS AND RECOMMENDATIONS FROM BBTT LISTENERS

Overall, both frequent and occasional BBTT listeners wanted the program to be broadcast in more locations within the POC: 85.8% (n=205) of frequent listeners and 66.4% (n=91) of occasional listeners expressed this desire. These proportions remained high when disaggregated by gender: 79.7% (n=149) of males and 77.8% (n=147) of females wanted BBTT programming expanded to more locations. Approximately one quarter (24.8%, n=34) of occasional BBTT listeners felt that BBTT should be broadcast in fewer locations.

BBTT listeners were also asked to suggest topics for future programming. The most commonly cited topics included general news and security information in their immediate area. Over half of frequent listeners (55.2%, n=132) as well as occasional BBTT listeners (56.2%, n=77) suggested news in their immediate area. After news, the most commonly cited topic involved information about the security situation in the immediate area: 12.6% (n=30) of frequent listeners and 10.9% (n=15) of occasional listeners highlighted security. These numbers remained relatively consistent when disaggregated by gender: 56.1% (n=105) of male listeners and 55.0% (n=104) of female listeners expressed a desire to hear more about news in the immediate area while 15.5% (n=29) of male listeners and 8.5% (n=16) of female listeners highlighted security as important.

Figure 39: The quad bike at a Listening Stop in Rwanda Battalion market, Tong Ping

49 *'Don't know' is excluded from this figure because few respondents (0.2%, n=4) chose this response.*
50 *'Don't know' is excluded from this figure because few respondents (0.5%, n=1) chose this response.*

07 KEY FINDINGS & RECOMMENDATIONS

The dissemination of reliable news and information is critical for IDPs living at the UNMISS Protection of Civilians (POC) site in Tong Ping. Regardless of the specific topic, the information needs of IDPs at the Tong Ping site are complex and require an efficient, relevant, and accessible information dissemination strategy.

Overall, the needs assessment survey conducted by Forcier Consulting on behalf of Internews found that the Humanitarian Information Service (HIS) Boda Boda Talk Talk programs had become common and trustworthy sources of information at the Tong Ping site. As such, they were meeting many of the information needs of IDPs, keeping listeners informed on a wide variety of critical topics, and making a positive impact on behaviour. These findings were particularly true of BBTT programming, which Internews has been broadcasting over audio speakers throughout the site. Key findings include the following:

- **Radio is the most common and trusted source of information.** Radio was the most common (52.9%, n=320) and most trusted (52.4%, n=305) source of information for Tong Ping residents. Almost half (48.9%, n=299) of respondent identified radio as the most preferred information source at Tong Ping.

- **News and security in the immediate area are the most important information needs.** Over half of respondents (52.5%, n=211) reported that their most important information need involved general news about what was happening in their immediate area (while living at UNMISS). After news,

respondents cited security (28.1%, n = 113) and finding people they had lost contact with (13.7%, n = 55). Information topics that saw increases from the baseline to the Wave 2 survey in the number of respondents who cited them as important included: news in the immediate area, information on the security situation in the immediate area, how to get shelter and accommodation, and how to get healthcare and medical attention.

- **People know about BBTT, they are listening frequently, and they find the program relevant and trustworthy.** Nearly all (95.8%, n=385) survey respondents had heard of BBTT. Of these, almost two thirds (62.1%, n=137) listened frequently and over one third (35.6%, n=137) were occasional listeners. The majority of frequent listeners identified BBTT programming as very interesting (85.4%, n=204), very helpful (81.6%, n=195), and very relevant (78.7%, n=188). Over two-thirds (64.7%, n=260) of respondents had actually heard messages involving information they prioritized as important. Almost three quarters of frequent listeners (70.7%, n = 169) reported having a great deal of trust in the information they received from BBTT. Finally, residents overwhelming stated that they get their most important information from BBTT as opposed to any other source: among respondents who had heard messages involving information they prioritized as important while at UNMISS, a majority of 69.2% had heard such messages from BBTT.

- **BBTT is making a positive impact in terms of meeting people's information needs.** Overall, there was an increase from the baseline survey (31.7%, n = 194) to Wave 2 (37.1%, n=149) in respondents who reported having all the information they needed. Frequent BBTT listeners were more likely (41.0%, n=98) to report having all the information they needed than occasional listeners (29.2%, n=40) or respondents who never listened to BBTT (22.2%, n=2). In addition, fewer respondents in Wave 2 (10.4%, n=42) reported having none of the information they needed than respondents from the baseline survey (22.4%, n=137). While respondents from the baseline survey were more likely to report being in need of information a few times a day (24.2%, n=48) or even a few times an hour (17.3%, n=106), respondents from the Wave 2 survey were more likely to report being in need of information a few times a week (40.8%, n=164).

- **BBTT is making a positive impact in terms of changing people's behaviour.** Overall, the majority of BBTT listeners (94.1%, n=354) reported changing their behaviour with some degree of frequency as a result of the BBTT program. Well over one third (39.6%, n=149) of all BBTT listeners reported frequently changing their behaviour and over half (54.5%, n=205) reported changing their behaviour sometimes as a result of something they heard on BBTT. In terms of health, the majority of BBTT listeners felt very

well informed about cholera prevention (77.4%, n=311), followed by diarrhoea prevention (66.9%, n=269) and malaria prevention (61.2%, n=246). In terms of female security, female respondents who were frequent BBTT listeners reported feeling better informed (42.1%, n=51) about protecting themselves while away from the compound than occasional listeners (17.6%, n=12). Similarly, female respondents who were frequent BBTT listeners reported feeling better informed (62.0%, n=75) about where to receive medical treatment if attacked than occasional BBTT listeners (54.4%, n=37).

- **Concerns raised by some BBTT listeners include bias and too much time being spent on certain issues.** In terms of bias, more frequent listeners than occasional listeners identified BBTT programming as having political or religious bias; approximately 49.8% (n = 119) of frequent listeners felt there was some political bias while 51.5% (n = 123) believed there was some religious bias. In terms of time spent on certain issues, approximately three quarters of both male listeners (72.2%, n=135) and female listeners (76.7%, n=145) felt that BBTT spent too much time on health issues. Similar findings were evident with respect to women's issues: 72.8% (n=174) of frequent listeners and 37.2% (n=51) of occasional listeners felt that too much time was spent on this topic. When disaggregated by gender, these numbers remained relatively high and consistent.

Based on the findings, the following recommendations can be made:

- **Address listener concerns regarding bias.** Efforts should be made to understand the indications of religious or political bias. Determine why there is a high rate of listeners (especially frequent listeners) who view the program as having political or religious bias; or do listeners assume bias as a negative or positive thing?

- **Address listener concerns regarding time spent on certain topics.** Future HIS programming should focus on topics that were deemed most important by respondents from both the baseline and Wave 2 surveys. Specifically, these topics include general news and security in the immediate area at UNMISS, which were prioritized by listeners and rated as the most important topics for future programming.

- **Expand BBTT programming.** BBTT should be played in more locations, including waiting rooms and listening groups. While frequent listeners were more likely to hear the program being broadcast from a quad bike, many occasional listeners were likely to hear the program broadcast while participating in listening groups or at waiting rooms. Increased BBTT broadcasting in listening groups and waiting rooms could therefore increase the frequency of listenership.

- **Continue to coordinate closely with all actors in the POC sites to effectively combat cholera and other diseases:** A key component in amplifying the impact of any Communication with Communities (CwC) campaign is to ensure a coordinated effort among all implementing agencies, working together to deliver the same message, using multi-channel, multi-platform methods. Data from this survey indicates that such coordination has great potential to help community members receive and understand critical information, and to change behaviours based on the information received. It is recommended that information initiatives are well coordinated with humanitarian actors, local media and community members themselves for the greatest impact.

08

ADDENDUM

1.1 ADDENDUM OVERVIEW AND KEY FINDINGS

In February and April 2014, Forcier Consulting undertook a baseline (Wave 1) and second wave of surveys to measure the impact of Boda Boda Talk Talk (BBTT) in the UNMISS Tong Ping Protection of Civilian (PoC) site. The purpose of this addendum is to summarize the impact of BBTT, after a third and final survey wave was conducted in August 2014.

The BBTT audio program was the first Humanitarian Information Service (HIS) project developed by Internews in response to the December 2013 conflict. This addendum assesses the progression of internally displaced persons (IDPs) in the Tong Ping site along the spectrum of media access, trust, and usage as captured in three waves of surveying that took place in February, April and August 2014. Broadcasting via Boda Boda Talk Talk has

ended inside Tong Ping via the Quad bike distribution method as of October 2014; however it is still played at clinics and static sites. This addendum seeks to document how successful BBTT was in providing lifesaving and life enhancing information to IDPs while at the height of the crisis in the site.

Key findings:

- Opinions on information sources have shifted significantly since surveying began, with BBTT now occupying the space once held by radio. As of the most recent wave, **BBTT is the most popular, most trusted, and most preferred source of information;**

- **Demand for BBTT programming remained high**, with the majority of listeners reporting that they think it should be played in more locations. In addition, the program is useful: over half of listeners reported that they frequently change their behaviors because of something they heard on BBTT;

- By the most recent wave of surveying, information sought from BBTT programming shifted, with fewer people turning to BBTT for general news in the area, but more people turning to BBTT for security-related news in the area and information about their home;

- Reflective of the general climate in the area, information gaps have worsened since February 2014 and certainly since before the conflict (December 2013). Simultaneously, access to media such as radio and phones has decreased. Overall, the **need for information remains acute.**

Together, these three waves of surveys indicate that the BBTT program successfully addressed the information access issues and information needs of South Sudan's IDPs at the Tong Ping site. It did so in measurable and significant ways, thus meeting its objectives of providing lifesaving and life-enhancing information to people displaced by the country's most recent conflict.

Figure 40: Key Events in Tong Ping

Pre-Conflict
Wave 1 recall period, after VP Riek Machar was dismissed, beforethe start of the conflict

BBTT Starts
Broadcasts begin. Wave 1 research conducted with 612 respondents

Transfers Begin
Civilians begin being moved from UNMISS Tong Ping to UN House POC 3 site

| Nov 2013 | Dec 2013 | Feb 2014 | Apr 2014 | June 2014 | Aug 2014 |

Conflict Begins
Violence breaks out in the capital of Juba on December 15th and quickly spreads throughout the country

Rapid Impact
Wave 2 research conducted with 403 respondents

Sustained Impact
Wave 3 research conducted with 591 respondents. BBTT begins airing a combined Tong Ping/UN House program

1.2 NOTE ON WAVE FINDINGS

The following findings describe changes or differences between waves only when there was data available to do so. Where a wave is not mentioned, it may be assumed that the corresponding question was not included in the unmentioned wave(s) or differences were not significant. The following table is not exhaustive of each questionnaire, but summarizes questions relevant to the findings presented in this addendum.

Table 3: Presence or Absence of Questions in Three Waves of Surveying of Tong Ping

	Question Type	Wave 1 [51]	Wave 2	Wave 3
Information Needs & Sources	Information need (amount for making good decisions)	X*	X	X
	Most important kind of information to know	X*	X	X
	Sources of information (for making good decisions) [52]	X*		X
	Most trusted source of information	X*		X
	Frequency of information need	X	X	X
	Preferred means of receiving information	X		X
	Heard important information while at UNMISS		X	X
	Level of feeling informed about cholera, diarrhea, malaria, self-protection, and seeking medical treatment		X	X
	Concern for safety	X		X
	Concern for health	X	X	X
Media Access	Radio access	X		X
	Station listenership	X		X
	Mobile phone access, usage, & features	X		X
BBTT	BBTT awareness		X	X
	Location of listening to BBTT		X	X
	Changed behaviors because of something heard on BBTT		X	X
	Helpfulness of BBTT		X	X
	Political or religious bias		X	X
	Level of trust in information heard on BBTT		X	X
	Topics of interest to be covered by BBTT		X	X
	Date arrived in UNMISS Tong Ping site		X	X

51 'In addition to questions about current (at the time of survey) information needs, the Baseline (Wave 1) also included a series of recall questions in which respondents were asked about their information needs in 2013 (before the conflict). These questions are indicated with an asterisk in the table.
52 BBTT was added to the sources list in Wave 3 only.

1.3 BBTT APPEAL AND DEMAND

As illustrated in Table 3, questions specifically addressing BBTT were only included in Waves 2 and 3. Overall, BBTT programming was popular and well received throughout both waves. The program was perceived as helpful and relevant and it remained in high demand throughout the survey period.

Loudspeakers vs. BBTT:

BBTT is an audio program recorded on USB sticks that is then broadcast via large speakers. Sometimes the speakers are attached to the back of a quad bike which roves around the site, other times it is played at "static sites" where the speaker is hosted at a clinic or tent. During the surveys, respondents were allowed to select either "loudspeakers" or "BBTT" for questions regarding sources of information. Respondents may have easily confused BBTT with loudspeakers, or assumed they were one and the same. In addition, other agencies sometimes use megaphones for communication, which is another potential source of confusion. As revealed by the data, the distinction was clear regarding BBTT as a trusted source, but less clear as a preferred source or simply as a source. Overall, though, BBTT was always more commonly selected than loudspeakers in general.

Awareness of BBTT was high among men and women of all ages in both Wave 2 and Wave 3. This suggests that the programming successfully established a presence among all IDPs at the Tong Ping site. Likewise, BBTT listenership frequency tended to stay consistent across demographics of age and sex. In Wave 2, nearly all (96%) survey respondents had heard of BBTT and of these almost two thirds (62%) listened to the program frequently. The majority of frequent listeners identified BBTT programming as very interesting (85%), very helpful (82%), and very relevant (79%).

Awareness of BBTT remained high in Wave 3 (74%), a finding that was consistent when disaggregated by gender. While still high, there was a slight decrease in awareness from Wave 2 (96%) to Wave 3 (74%). While Wave 3 participants who arrived to the Tong Ping site prior to Wave 2 tended to have high rates of awareness of BBTT (nearly 90% or above), there was no overall statistically significant relationship between the month IDPs arrived at the site and their awareness of BBTT present in either wave.[53] However, slightly more BBTT listeners in Wave 3 (77%) described the program as 'very helpful', compared with 71% in Wave 2, a difference that is statistically significant.

In Wave 3, rates of literacy did seem to play a role in BBTT awareness, though not necessarily in frequency of listening. Respondents who were literate were also much more likely (90%) to be aware of BBTT than respondents who were illiterate (60%) or only partially literate (56%). However, literacy did not appear to factor strongly into the frequencies of listening among those that were aware of BBTT.

The majority of BBTT listeners in Wave 2 (79%) and Wave 3 (80%) wanted BBTT to be played in more locations, demonstrating high demand for the information shared on the program. General news remains the most popular demand from BBTT, with around half of respondents in Wave 2 and Wave 3 listing it as something they would like covered in BBTT. However, the difference between Wave 2 (56%) and Wave 3 (48%) was statistically significant. While demand for general news in the area decreased slightly, there was also increasing demand for BBTT to cover the security situation in the respondents' immediate area (12% wanted this in Wave 2; 18% wanted this in Wave 3).[54] People are also much more interested in receiving news on what is happening in their homes from BBTT programming in Wave 3 than they were in Wave 2. There are several possible explanations for this shift in topics that listeners would like BBTT to cover. For instance, it could indicate that respondents simply wanted to go home or known more about their friends/ family back home who did not come to Juba, but it could also indicate that respondents were beginning to look to BBTT to fill more specialized and diverse information needs.[55] The latter could be supported by an increase in the number of BBTT listeners who felt the station had no political bias, as expressed by 37% of listeners in Wave 1 and 53% of listeners in Wave 3. If people are more confident that BBTT was unbiased, it may have contributed to them relying on and trusting BBTT for a wider range of information needs.

---

53 Not all respondents in Wave 3 could recall the date that they arrived to the Tong Ping site. Among those who could recall, the majority reported having arrived in December 2013 (85%) or between January and March 2014 (7%) in Wave 3. All respondents in Wave 2 recalled when they arrived; the majority (72%) arrived in December 2014 and a further 16% arrived in January, prior to the start of BBTT programming, but there was still no overall statistically significant relationship between the month respondents arrived at the site and their awareness of BBTT.
54 Respondents in Wave 1 were not asked about the topics they would like BBTT to cover in future episodes.
55 Combining responses of 'general news from home' and 'security information about home', the difference between Wave 2 and Wave 3 is statistically significant.

The high level of BBTT awareness and the low level of participants who could identify Internews as responsible for BBTT, suggest that the BBTT brand is stronger than the Internews brand. Few participants in Wave 3 (43%), six months after the program began, were able to identify who ran BBTT. In general, female listeners were much less likely (26%) to identify the program as run by Internews than males (54%). Overall, 45% reported outright that they did not know, with an additional 12% citing an incorrect answer. [57] Nevertheless, awareness of the program remained high (74%) in Wave 3. This finding can be interpreted in several ways. On one hand, it may indicate success in the program's ability to utilize community correspondents to amplify local voices to the extent that many listeners did not realize the program was run by an external organization. On the other hand, it is possible that greater awareness of the program's origin may have mitigated opinions of station bias, as transparency of funding could reinforce the program's non-political, non-religious nature.

Figure 41: Most Important Kind of Information to Know Across 3 Waves (Tong Ping Site, Central Equatoria State, August 2014) [56]
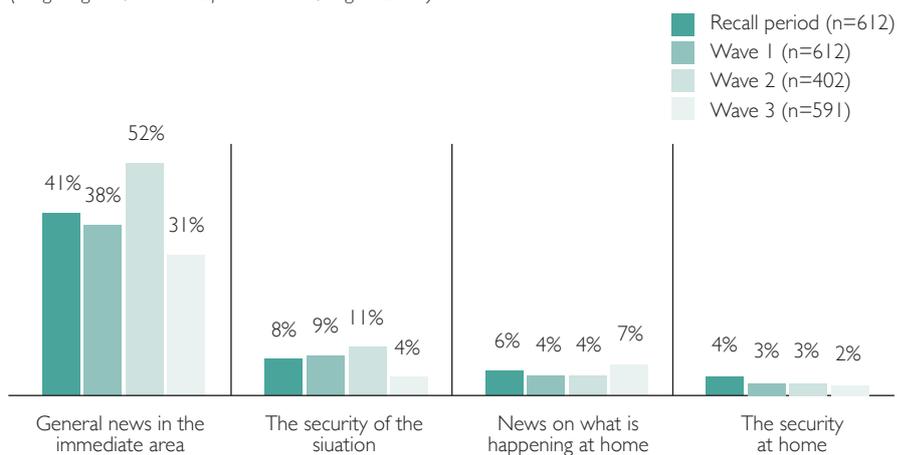
1.4 ACCESS TO MEDIA

BBTT's programming was incredibly timely, as access to both radio and mobile phones decreased since Wave 1. Furthermore, access to both mediums appeared to have a relation with literacy and education.

Fewer people reported having a radio in Wave 3 (30%) than did in Wave 2 (57%). Non-literate respondents in Wave 3 reported particularly low levels of access, with less than 10% reporting they were able to listen to a radio in the site. Of Wave 3 respondents with some level of literacy, 44% were able to access a radio at the site. These proportions remained similar when disaggregated by education: just over 10% of those who had never attended school had radio access, while 47% of those who attended school had radio access. Almost two-thirds of Wave 3 respondents who use BBTT as a source of information did not have access to a radio (61%), suggesting that BBTT was able, at least in part, to fill this media access gap. Rates of using BBTT as a source were fairly even when disaggregated by literacy rates. [58]

Respondents were asked about specific radio stations in Wave 1 and Wave 3 only. Among those with access to the radio, there was substantial change in terms of station listenership, but statistically significant change for only a handful of stations. The stations that saw a significant increase in listeners are: **BBC World Service (English), Radio Miraya, Radio Tamazuj, Voice of America, Bakhita, and Eye Radio.** The only station to see a significant decrease in listenership is Radio Easter. The BBC World Service in Arabic did not exhibit a statistically different change, but remained popular in both Wave 1 and Wave 3. There are several possible factors to consider when looking at these changes. For instance, many of these stations (namely, Radio Miraya) may have changed their programming between the waves. Due to the survey design and scope, specific differences in programming for every single station that reaches Tong Ping that could account for changes in listenership were not investigated. Furthermore, the most recent instance of listening was not specified. Given the fluctuation of the population at Tong Ping, it is possible that some respondents were referring to stations in their home states or counties or parts of Juba that do not have coverage in the PoC. [59]

---

56 *Only the most common responses are shown in this figure.*
57 *Other than Internews (43%), the most common guess for who runs BBTT was ACTED (4%).*
58 *55% of illiterate respondents use BBTT as a source of important information, compared with 53% of respondents with some level of literacy. This finding is slightly different than rates of simple BBTT awareness and frequency of listening to BBTT, as respondents selected BBTT as a source of important information.*
59 *This may account for the drop in listenership of Radio Easter, which is based in Yei River County, Central Equatoria. In addition, though Eye Radio has a coverage area of an approximately 60km radius, it may not consistently reach the PoC.*

Figure 42: Listenership of Most Popular Radio Stations Among Tong Ping IDPs in Wave 1 and Wave 3 (Tong Ping Site, Central Equatoria State, August 2014) [60]

Legend: Wave 1 (n=346), Wave 3 (n=176)

- BBC World Service (Arabic): 44%, 42%
- BBC World Service (English): 45%, 59%
- Radio Miraya: 16%, 68%
- Radio Tamazuj: 3%, 9%
- Voice of America: 18%, 49%
- Bakhita FM: 8%, 27%
- Eye Radio: 4%, 19%
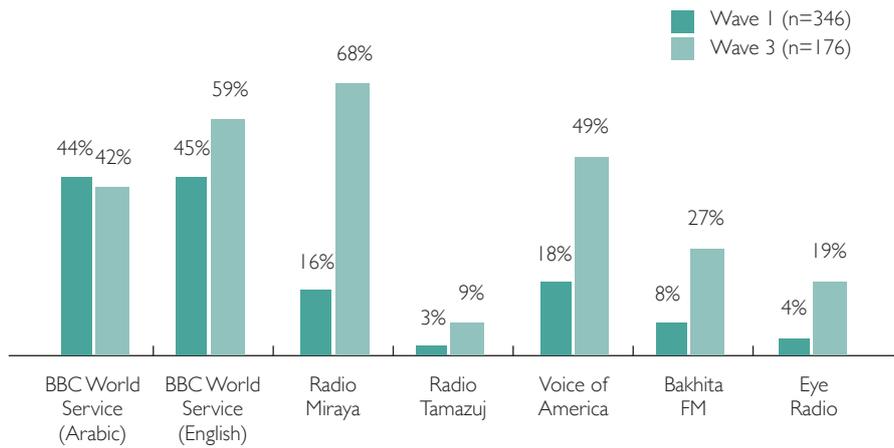
Access to mobile phones (87%), most often owned outright by those with access, was much more common than access to radio (57%) in Wave 1. The rate of access to mobile phones was similar to the rate of access to radio in Wave 3. By Wave 3, just over half (55%) of respondents had access to a mobile phone, though ownership remained high (95%) for those with access. The features available on accessible phones have also diminished. Fewer respondents with access to a mobile phone reported that it had an FM radio (61%) or Internet access (40%) in Wave 3 than in Wave 1. [61] This change in features may be attributable to the shifts in camp population at the time of Wave 3, as younger respondents tended to have phones with more features than older respondents and youth were more likely to have been transferred out of Tong Ping.

A phone call remains the preferred method for contact via mobile phone, at a rate roughly triple to those who prefer to receive a text message/SMS in both Wave 1 and Wave 3. Similar to access to radio, Wave 3 respondents with some degree of literacy tended to have more access to mobile phones (66%) than illiterate respondents (32%). Given the literacy required for operating a mobile phone, this finding is unsurprising. It does, however, further highlight the complexity of various types of information needs among vulnerable populations to be considered when developing means of dissemination. Gender is another such complexity. Data revealed gender gaps in terms of media access, with fewer females having access to both mobile phones and radio in both Waves 1 and 3, as shown in the figures below.

Figure 43: Access to Radio and Mobile Phones in Wave 1 and 3 (Tong Ping Site, Central Equatoria State, August 2014) [62]

Legend: Do not have access, Have access

- Wave 1 - Radio: 41%, 57%
- Wave 3 - Radio: 69%, 30%
- Wave 1 - Mobile Phone: 11%, 87%
- Wave 3 - Mobile Phone: 43%, 55%
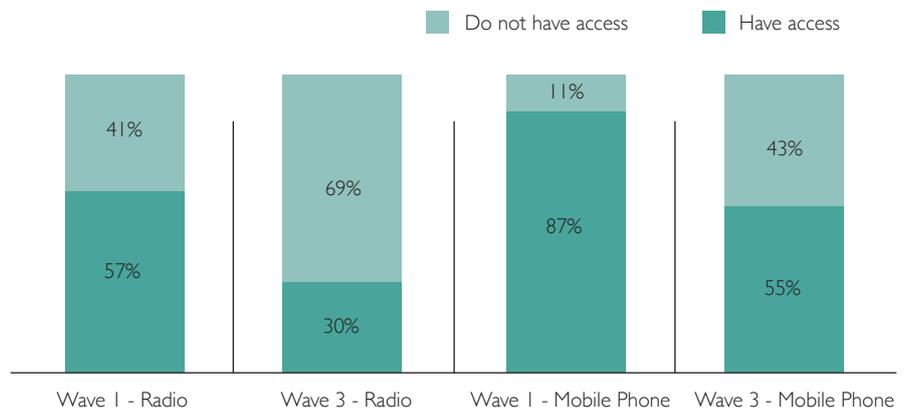
60 Of a list of more than 32 possible stations, only the most popular are illustrated here. The bases are drawn from respondents who had access to a radio at the time of survey.
61 Among respondents with access to a mobile phone in Wave 1, 87% of these phones had an FM radio and 70% had Internet access. These findings are based on self-reporting, enumerators did not verify phone features.
62 This figure is drawn from two different bases: 612 total respondents in Wave 1 for access to radio; 346 total respondents for Wave 1 in access to mobile phone. There were 591 total respondents in Wave 3 for access to radio and mobile phone. The responses 'don't know' and 'refused to answer' have been excluded from this figure.

Legend: ■ Total ■ Males ■ Females

Wave 1: 57% (Total), 59% (Males), 53% (Females)
Wave 3: 30% (Total), 39% (Males), 17% (Females)

Figure 45: Respondents With Mobile Phone Access in Wave 1 and Wave 3, by Gender (Tong Ping Site, Central Equatoria State, August 2014) [64]

Legend: ■ Total ■ Males ■ Females

Wave 1: 87% (Total), 90% (Males), 82% (Females)
Wave 3: 55% (Total), 63% (Males), 44% (Females)
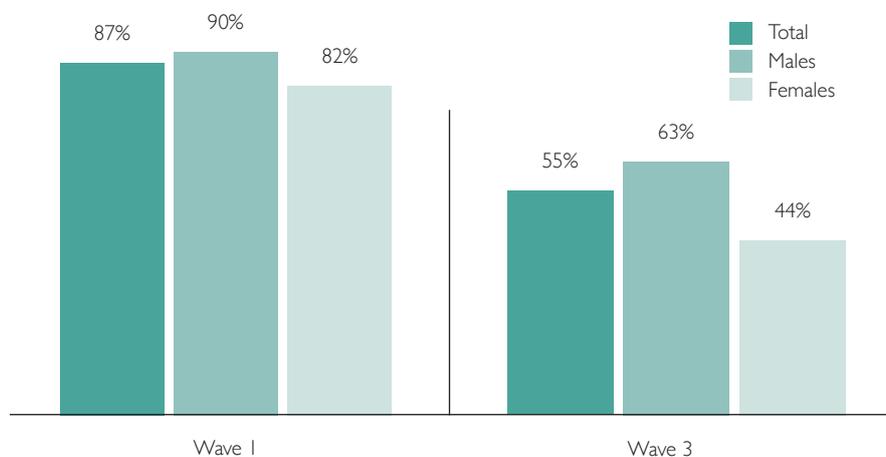
Regardless of access to media, information gaps remain stark. Partial but inadequate access to information appears to be the norm, with roughly 40-50% of respondents in all waves reporting they only have some of the information they need to make good decisions for themselves and their family at UNMISS. While still under 50%, respondents reported the highest levels of having all the information they need in the November 2013 recall period, suggesting that **information gaps have worsened after the December 2013 crisis.**

Overall, there was a slight increase from Wave 1 (32%) to Wave 2 (37%) in respondents who reported having all the information they needed to make decisions about their life in the site. Furthermore, in Wave 2, frequent BBTT listeners were more likely (41%) to report having all the information they needed as opposed to respondents who never listened to BBTT (22%)[65] which suggests that BBTT was beginning to fill this gap. Overall, however, the need for information remains acute, as slightly more people reported having none of the information they need in Wave 3 (16%) than in Wave 2 (10%). This is likely reflective of the general climate for IDPs in the area in which access to information remains at a premium, as there was no overall statistically significant relationship between the month that respondents arrived at the site and the amount of information they need.[66]

63 This figure is drawn from two different bases: 612 total respondents in Wave 1 (of which 378 were male and 234 were female) and 591 total respondents in Wave 3 (of which 347 were male and 244 were female).

64 This figure is drawn from two different bases: 346 total respondents in Wave 1 (of which 221 were male and 125 were female) and 591 total respondents in Wave 3 (of which 347 were male and 244 were female). The small base for Wave 1 was due to a technical error in the survey design that caused only respondents with access to a working radio to be asked about their access to a mobile phone.

65 As reported in a July 2014 Internews report "Information in the Midst of Crisis: Addressing the Information Needs of Internally Displaced Persons at the Tong Ping Protection of Civilians Site, South Sudan", the frequency of needing information was also reduced. After less than two months of BBTT broadcasting, community members said their need for information was greatly reduced: a greater number of respondents reported to be in need of information a few times a day (24%) or even a few times an hour (17%) during Wave 1 when compared to Wave 2 respondents, of which the majority reported being in need of information only a few times a week (41%).

66 As previously noted, the majority of respondents in both Wave 2 and 3 reported that they had arrived to the site in December 2013, and would therefore have been present since before and after the BBTT program began (February 2014). In Wave 2, those who arrived to the site in January 2014 were more likely to respond that they had 'none' of the information they needed (19%) than those who arrived in December 2013 (8%). However, this does not translate to a statistically significant relationship overall.

1.5 TRUST

It is clear that BBTT was overcoming radio, a historically popular source, as a trusted and preferred source of important information. Although BBTT was not listed as an option in Wave 1 or the recall period, according to Wave 3 data, BBTT is now the most trusted source of information in Tong Ping, surpassing radio.[67] In the November 2013 recall period, roughly half (49%) of respondents trusted the radio the most. By Wave 3, that number had decreased to 25%, making BBTT the new most trusted source, at 36%. At the same time, trust in television declined steadily, from 12% in the period before the conflict, to a mere 3% in Wave 3.[68] This is likely attributable to the fact there are few televisions in the site. Given the possibility of confusion between loudspeakers in general and BBTT as previously mentioned, it is important to note that in Wave 3, BBTT was commonly specified as a trusted source, as opposed to questions of source preference, where BBTT remained the most preferred source but

was less commonly distinguished from loudspeakers in general. This indicates that the BBTT brand itself was recognizable and trusted, though it is possible that respondents who selected 'loudspeaker' were indeed referring to BBTT.

Nonetheless, levels of trust and preference for BBTT specifically as an information source remained relatively consistent across demographic groups, though trust in BBTT was slightly higher among those with no literacy than those with some level of literacy.

It remained apparent that trust in BBTT has grown when respondents were asked about the program directly. Referencing how much they trust the information heard on BBTT, two-thirds (66%) reported in Wave 3 that they trust the program a great deal, an increase from the 58% in who trust the program a great deal in Wave 2. This finding complements the previously stated findings that BBTT is the most trusted source of information overall and that more people said the station has no political or religious bias in Wave 3 than in Wave 2.

In the most recent wave, BBTT was also the most preferred method (38%) of receiving information, with an additional 20% preferring loudspeakers but not specifying BBTT. As mentioned, BBTT could easily be confused for loudspeaker announcements carried out by other agencies. The BBTT program is broadcast through large speakers, most often on the back of a Boda Boda, but other agencies and organizations working within the Tong Ping site use megaphones for messaging. Overall, however, BBTT was specified more often than loudspeakers alone as a preferred source of information. This distinction was the least pronounced among non-literate respondents. Those with some level of literacy were twice as likely to specify BBTT as their preferred source than illiterate respondents. In addition, over half of those with access to a radio still trust BBTT or loudspeakers the most as a source of information. Furthermore, BBTT and loudspeakers combined were found to be more preferred even of those that reported they trust radio the most as a source. Perhaps related to decreased levels of access, far fewer people preferred radio as a source of information in Wave 3 (15%) than did in Wave 1 (49%).

Figure 46: Most Trusted Source of Information, Wave 1 and Wave 3 (Tong Ping Site, Central Equatoria State, August 2014) [69]

Legend:
- Recall period (n=600)
- Wave 1 (n=582)
- Wave 3 (n=387)

Radio: 49%, 52%, 25%
Television: 12%, 7%, 3%
Loudspeaker: 5%, 5%, 2%
BBTT: 36%
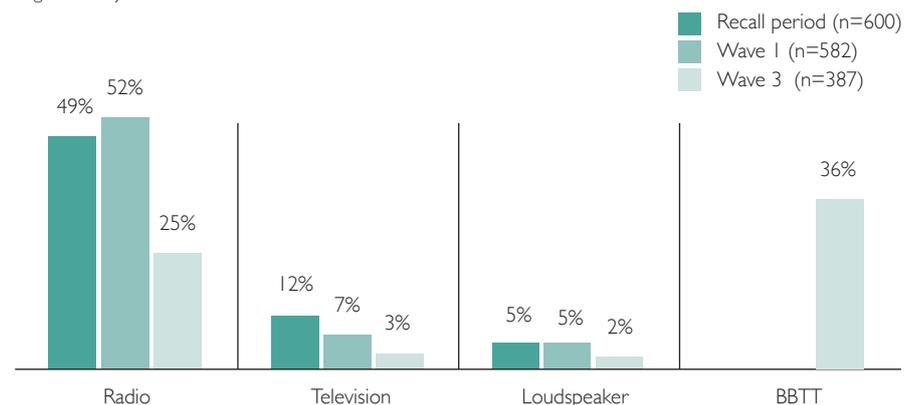
67 *Radio stations were not specified; only 'radio' as a catchall option was available.*
68 *7% trusted television as a source of information when asked about the current time when Wave 1 survey. This question was not included in Wave 2.*
69 *This figure is drawn from different bases, reflecting the number of respondents who knew the source of their important information at a given period. Only the top responses are shown here. As noted above, BBTT was not an option in the recall period or "current" period from Wave 1.*

1.6 USAGE

In addition to growing trust and preference, the BBTT program was becoming the most popularly used source overall. Furthermore, as an information delivery instrument, findings also suggest that BBTT programming was impactful and effective. The information provided by BBTT was useful, with the majority of listeners discussing the material with others and frequently changing their behavior because of information heard on BBTT.

When compared with what people remember doing before the conflict,[70] more people began turning to loudspeakers, and fewer turned to radio or television as sources of important information in Wave 3. Overall, rates of radio and television usage as sources of important data were highest in the November 2013 recall period (before the conflict) than rates reported in any other wave. Radio and television remained the top sources of important information, though rates for these sources declined slightly between Wave 1 and Wave 3. Conversely, loudspeakers steadily became a more popular source. By Wave 3, BBTT in particular was most commonly specified as a source.

The majority of listeners (89%) in Wave 2 also discussed information heard on BBTT with others, over half of which discussed the information frequently. In addition, among listeners, BBTT's influence increased. The majority of listeners reported changing their behavior because of something they heard on BBTT in both Wave 2 and Wave 3, indicating that the program was successful in delivering life-saving "news-you-can-use." In Wave 2, roughly 40% of listeners reported that they frequently changed behaviors because of something they heard on BBTT, with an additional 55% who sometimes changed their behaviors. By Wave 3, over 50% were frequently changing their behaviors, with an additional 29% who sometimes changed behaviors.[71]

These positive changes carried over into the specific areas of health promotion and female security, critical areas in which BBTT listeners in Wave 2 reported being significantly more informed than non-listeners or occasional listeners. For example, female respondents who were frequent BBTT listeners reported feeling better informed (42%) about protecting themselves while away from the compound than occasional listeners (18%). Similarly, female respondents who were frequent BBTT listeners reported feeling better informed (62%) about where to receive medical treatment if attacked than occasional BBTT listeners (54%). In Wave 3, the results were not conclusive as to whether or not female BBTT listeners felt more informed about protecting themselves outside the camp, however there was a slight indication that BBTT listeners felt slightly more informed about where to seek medical attention if they had been attacked. [72]

70 As expressed in Wave 1 when respondents were asked to recall their sources of important information in November 2013.
71 Questions relating to BBTT usage were not included in Wave 1.
72 In Wave 3, frequency of listening to BBTT was reported as instances per week, whereas in Wave 2, frequency of listening was reported descriptively, such as 'frequently' or 'occasional.' For Wave 3, levels of feeling informed about various self-protection issues were cross analyzed with any amount of listening to BBTT. These questions were not included in Wave 1.

9.1 QUANTITATIVE QUESTIONNAIRE: HIS BASELINE

Question	Type	Logic
1. Date	Date	
2. Enumerator code	Numeric	
3. Survey ID number [generate unique id]	Numeric	
4. Survey location	Text	
Good morning/afternoon Sir/Madam, my name is _____. I work for an organization called Internews. Internews is preparing to set up an information system in the camp to help you get important information about what is happening while you are staying here. We are conducting a survey to better understand the information needs of people in your community so that together with humanitarian agencies, we can do a better job of providing you the important information you need every day. We would like to take about 15-20 minutes of your time to ask you some questions. Your answers will be kept completely confidential. 5. Do you consent to participate in this survey? • Yes (1) • No (2)	Intro	
The following questions are about how you used to get information. Please think back all the way to before the recent problems began in South Sudan. So before Christmas, before December 16th, all the way back to November and earlier last year. Are you thinking about that time now? [NOTE TO ENUMERATORS: make sure they understand when we're asking them about.]		All screened in (IF Q5=1)
6. In November 2013, what state in South Sudan were you living in? • Central Equatoria (1) • Eastern Equatoria (2) • Western Equatoria (3) • Lakes (4) • Warrap (5) • Northern Bahr el Ghazal (6) • Western Bahr el Ghazal (7) • Unity (8) • Upper Nile (9) • Jonglei (10) • Was not living in South Sudan (11)	Single	All screened in (IF Q5=1)
7 In November 2013, how important did you think it was to be able to get information for you and your family? • Very important (1) • Somewhat important (2) • Not at all important (3) • Don't know (888) • Refused to answer (999)	Single	All screened in (IF Q5=1)
8. In November 2013, did you think you had enough information to make good decisions for you and your family? • Yes, I had all the information I needed (1) • No, I had some of the information I needed, but I needed a lot more (2) • No, I didn't have any of the information I needed (3) • Don't know (888) • Refused to answer (999)	Single	All screened in (IF Q5=1)

Question	Type	Logic
10. In November 2013, what kind of information was MOST important for you to know? [ONLY if struggling to think of anything prompt with "Some sort of news or how to get a service or thing, or how to get help with something from someone"] • General news on what is happening here (1) • News on what is happening at home (2) • Finding people I have lost contact with (3) • The security situation here (4) • The security situation at home (5) • Communicating with people who are in a different place from me (6) • How to register for aid (7) • How to get water (8) • How to get food (9) • How to get shelter/accommodation or shelter materials (10) • Information about nutrition (11) • Food prices (12) • Local crop/livestock prices (13) • How to get cooking fuel/firewood (14) • The weather (15) • How to get healthcare/medical attention (16) • How to get help after (sexual attack or harassment) (17) • How to replace personal documentation (e.g. ID, birth certificate…) (18) • How to access vocational skills/training (19) • How to access to education (20) • How to find work (21) • How to get transport (22) • How to get money/financial support (23) • Information about relocation (24) • Don't know (888) • Refused (999)	Single	IF Q9=1-24
11. In November 2013, what kind of information was THIRD MOST important for you to know? [ONLY if struggling to think of anything prompt with "Some sort of news or how to get a service or thing, or how to get help with something from someone"] • General news on what is happening here (1) • News on what is happening at home (2) • Finding people I have lost contact with (3) • The security situation here (4) • The security situation at home (5) • Communicating with people who are in a different place from me (6) • How to register for aid (7) • How to get water (8) • How to get food (9) • How to get shelter/accommodation or shelter materials (10) • Information about nutrition (11) • Food prices (12) • Local crop/livestock prices (13) • How to get cooking fuel/firewood (14) • The weather (15) • How to get healthcare/medical attention (16) • How to get help after (sexual attack or harassment) (17) • How to replace personal documentation (e.g. ID, birth certificate…) (18) • How to access vocational skills/training (19) • How to access to education (20) • How to find work (21) • How to get transport (22) • How to get money/financial support (23) • Information about relocation (24) • Other (997) • Don't know (888) • Refused (999)	Single	IF Q10=1-24

INFORMATION IN THE MIDST OF CRISIS: ADDRESSING THE INFORMATION NEEDS OF INTERNALLY DISPLACED PERSONS AT THE TONG PING PROTECTION OF CIVILIANS SITE, SOUTH SUDAN - DECEMBER 2014

35

Question	Type	Logic
12. In November 2013, where did you get these types of information from? [PROMPT IF NECESSARY. MARK MULTIPLE RESPONSES] • Television (1) • Radio (2) • Newspapers (3) • Magazines (4) • YouTube or similar (5) • Twitter (6) • Facebook (7) • Internet – other (8) • Email (9) • Mobile phone call (10) • Mobile phone SMS (11) • Billboards (12) • Posters (13) • Leaflets (14) • Loudspeakers/megaphone announcements (15) • Community events (16) • From another person – friends/family (17) • From another person – community leader (18) • From another person – religious leader (19) • From another person – government official (20) • From another person – army/police (21) • From another person – aid worker (22) • Don't know (888)	Multiple	IF Q9=1-24 OR Q10=1-24 OR Q11=1-24
13. In November 2013, which information source did you trust the most? • Television (1) • Radio (2) • Newspapers (3) • Magazines (4) • YouTube or similar (5) • Twitter (6) • Facebook (7) • Internet – other (8) • Email (9) • Mobile phone call (10) • Mobile phone SMS (11) • Billboards (12) • Posters (13) • Leaflets (14) • Loudspeakers/megaphone announcements • (15) • Community events (16) • From another person – friends/family (17) • From another person – community leader • (18) • From another person – religious leader (19) • From another person – government official • (20) • From another person – army/police (21) • From another person – aid worker (22) • Don't know (888) • Refused to answer (999)	Single	IF Q12=1-22
14. In November 2013, do you have access to a working radio? • Yes (1) • No (2) • Don't know (888) • Refused to answer (999)	Single	All screened in (IF Q5=1)

Question	Type	Logic
CURRENT INFORMATION HABITS Now please think about what your life is like now in Mingkaman. The following questions are about what kind of information would be most helpful to you currently.		Single
15. Currently, how important do you think it is to be able to get information for you and your family? • Very important (1) • Somewhat important (2) • Not at all important (3) • Don't know (888) • Refused to answer (999)	Single	All screened in (IF Q5=1)
16. Currently, do you think you have enough information to make good decisions for you and your family? • Yes, I have all the information I need (1) • No, I have some of the information I need, but I need more (2) • No, I don't have any of the information I need, and I need more (3) • Don't know (888) • Refused to answer (999)	Single	All screened in (IF Q5=1)
17. During the day, sometimes you will have a question about something and need to find out the answer. Currently, how many times a day do you have a question that you want to find an answer for? • Never (1) • A few times a week(2) • A few times a day (3) • A few times an hour (4) • Almost constantly (5) • Don't know (888) • Refused to answer (999)	Single	All screened in (IF Q5=1)
18. There are many types of different information that are helpful to find out about. Currently, what kind of information is MOST important for you to find out? [ONLY if struggling to think of anything prompt with "Some sort of news or how to get a service or thing, or how to get help with something from someone"] • General news on what is happening here (1) • News on what is happening at home (2) • Finding people I have lost contact with (3) • The security situation here (4) • The security situation at home (5) • Communicating with people who are in a different place from me (6) • How to register for aid (7) • How to get water (8) • How to get food (9) • How to get shelter/accommodation or shelter materials (10) • Information about nutrition (11) • Food prices (12) • Local crop/livestock prices (13) • How to get cooking fuel/firewood (14) • The weather (15) • How to get healthcare/medical attention (16) • How to get help after (sexual attack or harassment) (17) • How to replace personal documentation (e.g. ID, birth certificate…) (18) • How to access vocational skills/training (19) • How to access to education (20) • How to find work (21) • How to get transport (22) • How to get money/financial support (23) • Information about relocation (24) • Other (997) • Don't know (888) • Refused (999)	Single	All screened in (IF Q5=1)

Question	Type	Logic
19. Currently, what kind of information is SECOND MOST important for you to find out? [ONLY if struggling to think of anything prompt with "Some sort of news or how to get a service or thing, or how to get help with something from someone"] • General news on what is happening here (1) • News on what is happening at home (2) • Finding people I have lost contact with (3) • The security situation here (4) • The security situation at home (5) • Communicating with people who are in a different place from me (6) • How to register for aid (7) • How to get water (8) • How to get food (9) • How to get shelter/accommodation or shelter materials (10) • Information about nutrition (11) • Food prices (12) • Local crop/livestock prices (13) • How to get cooking fuel/firewood (14) • The weather (15) • How to get healthcare/medical attention (16) • How to get help after (sexual attack or harassment) (17) • How to replace personal documentation (e.g. ID, birth certificate…) (18) • How to access vocational skills/training (19) • How to access to education (20) • How to find work (21) • How to get transport (22) • How to get money/financial support (23) • Information about relocation (24) • Other (997) • Don't know (888) • Refused (999)	Single	IF Q18=1-24
20. Currently, what kind of information is THIRD MOST important for you to find out? [ONLY if struggling to think of anything prompt with "Some sort of news or how to get a service or thing, or how to get help with something from someone" DO NOT READ CATEGORIES] • General news on what is happening here (1) • News on what is happening at home (2) • Finding people I have lost contact with (3) • The security situation here (4) • The security situation at home (5) • Communicating with people who are in a different place from me (6) • How to register for aid (7) • How to get water (8) • How to get food (9) • How to get shelter/accommodation or shelter materials (10) • Information about nutrition (11) • Food prices (12) • Local crop/livestock prices (13) • How to get cooking fuel/firewood (14) • The weather (15) • How to get healthcare/medical attention (16) • How to get help after (sexual attack or harassment) (17) • How to replace personal documentation (e.g. ID, birth certificate…) (18) • How to access vocational skills/training (19) • How to access to education (20) • How to find work (21) • How to get transport (22) • How to get money/financial support (23) • Information about relocation (24) • Other (997) • Don't know (888) • Refused (999)	Single	IF Q19=1-24

Question	Type	Logic
21. Thinking back to the information you identified as being important to you in your previous answers, would you be willing to share this information with other people? • Yes (1) • No (2) • Don't know (888) • Refused to answer (999)	Single	F Q20=1-24 OR Q18=1-24 OR Q19=1-24
22. Currently, where do you get these types of information from? • Television (1) • Radio (2) • Newspapers (3) • Magazines (4) • YouTube or similar (5) • Twitter (6) • Facebook (7) • Internet – other (8) • Email (9) • Mobile phone call (10) • Mobile phone SMS (11) • Billboards (12) • Posters (13) • Leaflets (14) • Loudspeakers/megaphone announcements • (15) • Community events (16) • From another person – friends/family (17) • From another person – community leader • (18) • From another person – religious leader (19) • From another person – government official • (20) • From another person – army/police (21) • From another person – aid worker (22) • Don't know (888) • Refused to answer (999)	Multiple	IF Q20=1-24 OR Q18=1-24 OR Q19=1-24
23. Currently, which information source do you trust the most? • Television (1) • Radio (2) • Newspapers (3) • Magazines (4) • YouTube or similar (5) • Twitter (6) • Facebook (7) • Internet – other (8) • Email (9) • Mobile phone call (10) • Mobile phone SMS (11) • Billboards (12) • Posters (13) • Leaflets (14) • Loudspeakers/megaphone announcements • (15) • Community events (16) • From another person – friends/family (17) • From another person – community leader • (18) • From another person – religious leader (19) • From another person – government official • (20) • From another person – army/police (21) • From another person – aid worker (22) • Don't know (888)	Single	IF Q22=1-22

Question	Type	Logic
25. What other sources of information do you trust? (CODE UP TO 2 RESPONSES) • Television (1) • Radio (2) • Newspapers (3) • Magazines (4) • YouTube or similar (5) • Twitter (6) • Facebook (7) • Internet – other (8) • Email (9) • Mobile phone call (10) • Mobile phone SMS (11) • Billboards (12) • Posters (13) • Leaflets (14) • Loudspeakers/megaphone announcements • (15) • Community events (16) • From another person – friends/family (17) • From another person – community leader • (18) • From another person – religious leader (19) • From another person – government official • (20) • From another person – army/police (21) • From another person – aid worker (22) • Don't know (888) • Refused to answer (999)	Multiple	IF Q23=1-22
The following questions are about current access to radios and mobile phones.		
25. Currently, do you have access to a working radio? • Yes (1) • No (2) • Don't know (888) • Refused to answer (999)	Single	All screened in (IF Q5=1)
26. Currently, do you listen to the radio at your dwelling or do you go outside your dwelling to listen to it with others? • Go outside (1) • Stay inside (2) • Both • Don't know (888) • Refused to answer (999)	Single	IF Q24=1

Question	Type	Logic
27. Currently, what radio stations do you listen to? [DO NOT READ LIST] • BBC World Service (Arabic) (1) • BBC World Service (English) (2) • Radio Miraya (UN) (3) • Radio Tamazuj (4) • Voice of America (VOA) (5) • Radio Montecarlo (RFI) (6) • Radio Dabanga (7) • Radio Omdurman (8) • Bakhita FM (9) • Capital FM (10) • Eye Radio (11) • Grace FM (12) • Liberty FM (13) • Mingkaman 100 FM (14) • Nehemiah Trumpet Call (NTC) (54) • NgunKata FM (16) • Radio Anisa (17) • Radio Don Bosco (18) • Radio Easter (19) • Radio Emmanuel (20) • Radio Good News (21) • Radio Jonubna (22) • Radio Juba (23) • Radio Peace (24) • Radio Voice of Hope (25) • Saut al Mahabba (Voice of Love) (26) • Spirit FM (27) • Weerbei FM (28) • Voice of Eastern Equatoria State (29) • Voice of Peace – Gidel (30) • Voice of the People (VOP) (31) • Yambio 90.0 FM (32) • Other (99) • Don't know (888) • Refused to answer (999)	Multiple	IF Q25=1
28. Currently, how often can you tune into [answer from previous question] successfully? • Always (1) • Usually (2) • About half the time (3) • Rarely (4) • Never (5) • Don't know (888) • Refused to answer (999)	Single	IF Q25=1
29. Do you currently have access to a mobile phone? • Yes (1) • No (2) • Don't know (888) • Refused to answer (999)	Single	All screened in (IF Q5=1)
30. Does this phone belong to you only, or do you share it with other people? • My phone only (1) • Shared phone (2) • Don't know (888) • Refused to answer (999)	Single	IFQ29=1

Question	Type	Logic
31. Does it have an FM radio? • Yes (1) • No (2) • Unsure (3) • Don't know (888) • Refused to answer (999)	Single	IFQ29=1
32. Does it have internet access? • Yes (1) • No (2) • Unsure (3) • Don't know (888) • Refused to answer (999)	Single	IFQ29=1
33. Can you currently make and receive calls on this phone? • Make and receive (1) • Only make (2) • Only receive (3) • Neither (4) • Unsure (5) • Don't know (888) • Refused to answer (999)	Single	IFQ29=1
34. What is the reason you cannot currently make or receive calls on this phone? (Please select all that apply.) • No signal (1) • No SIM card (2) • No phone credit (3) • Not charged (4) • Other (997) • Don't know (888) • Refused (999)	Single	IF Q33=4 and IF Q33 NOT=2
35. Can you currently send and receive text/SMS messages on this phone? • Send and receive (1) • Send (2) • Receive (3) • Neither (4) • Don't know (888) • Refused to answer (999)	Single	IFQ29=1 and IF Q33 NOT=2
36. What is the reason you cannot currently send or receive text messages on this phone? (Please select all that apply.) • No signal (1) • No SIM card (2) • No phone credit (3) • Not charged (4) • Other(997) • Don't know (888) • Refused (999)	Multiple	IF Q35=4
37. How helpful would it be to you or your family if you were contacted through your cell phone with information, news, and other announcements? • Very helpful (1) • Somewhat helpful (2) • Not at all helpful (3) • Don't know (888) • Refused to answer (999)	Single	IFQ29=1

Question	Type	Logic
38. If we were to contact you about information on your cell phone, what would be the best way to do so? A call to you, an SMS to you, a call you make to hear a recorded message? • A phone call (1) • An SMS / text message (2) • Pre-recorded message (3) • Don't know (888) • Refused (999)	Single	IFQ29=1
Now please think about what would be most useful for you now. The following questions are about how to get information to you here in Ming-kaman.		All screened in (IF Q5=1)
39. What would be the best way for you and your family to receive information currently? [NOTE : DO NOT READ RESPONSE OPTIONS, JUST USE TO CODE ANSWERS] • Loudspeaker / megaphone announcements(1) • Radio (2) • Newspapers (3) • Magazines (4) • Group meetings (5) • Community events (6) • Mobile phone call (7) • Mobile phone SMS (8) • Leaflets (9) • From another person – friends/family (10) • From another person – community leader • From another person – religious leader (12) • From another person – government official • From another person – army/police (14) • From another person – aid worker (15) • Don't know (888) • Other (997) • Refused to answer (999)	Single	All screened in (IF Q5=1)
40. If we could not use that method to deliver information, how else would you like to receive it?[NOTE: DO NOT READ RESPONSE OPTIONS] • Loudspeaker / megaphone announcements (1) • Radio (2) • Newspapers (3) • Magazines (4) • Group meetings (5) • Community events (6) • Mobile phone call (7) • Mobile phone SMS (8) • Leaflets (9) • From another person – friends/family (10) • From another person – community leader • From another person – religious leader (12) • From another person – government official • From another person – army/police (14) • From another person – aid worker (15) • Other (please specify) (997) • Don't know (888) • Refused to answer (999)	Single	IF Q39=1-15

Question	Type	Logic
41. If information were to be shared what language would you want it to be in? • English (1) • Juba Arabic (2) • Arabic (classical)(3) • Nuer (4) • Dinka (5) • Other (997) • Don't know (888) • Refused to answer (999)	Single	All screened in (IF Q5=1)
42. Other (please specify)	Text	IF Q41=997
43. Does having more information make you feel more or less anxious? • Much more anxious (1) • Somewhat more anxious (2) • No impact in how anxious(3) • Somewhat less anxious (4) • Much less anxious (5) • Don't know (888) • Refused to answer (999)	Single	All screened in (IF Q5=1)
FEEDBACK MECHANISMS FOR AID PROVIDERS. Now I would like to ask some questions about getting and giving information from aid providers (such as non-governmental organizations, governmental organizations, the United Nations, and so on).		All screened in (IF Q5=1)
44. What kinds of things do you want to ask or tell aid providers? [PROMPT WITH "Can you think of anything else?"] • Questions about my current situation (1) • Questions about what is happening at home (2) • Questions about how to get services here (3) • Questions about how to find people here (4) • What is the best source of information for what is happening at home (5) • Tell them of my concerns about the current situation here (6) • Tell them of my concerns about the current situation at home (7) • Alert them to needs in my community here (8) • Alert them to needs in my community at home (9) • Tell them of my experiences here (10) • Tell them of my experiences at home (11) • Give positive feedback about the delivery of aid and services here (12) • Give negative feedback about the delivery of aid and services here (13) • Other (997) • Don't know (888) • Refused (999)	Multiple	All screened in (IF Q5=1)
45. How often do you talk to aid providers about your needs? Would you say you do this once a day, once a week, once a month, once a year, or never? • About once a day (1) • About once a week (2) • About once a month (3) • About once a year (4) • Never (5) • Don't know (888) • Refused to answer (999)	Single	All screened in (IF Q5=1)
46. When you have spoken with aid providers about your needs, how helpful have those conversations been? • Very helpful (1) • Somewhat helpful (2) • Not at all helpful (3)	Single	IFQ44=1,2,3,4

Question	Type	Logic
47. Do you think you spend too much time talking with aid providers about your needs, too little time talking with aid providers about your needs, or about the right amount of time? • Too much time (1) • About the right amount of time (2) • Too little time (3) • Don't know (888) • Refused to answer (999)	Single	IFQ44=1,2,3,4
48. How do you communicate with aid providers? [Prompt with "any other way?" but do not read categories.] • In person conversation (1) • Phone call (2) • SMS / text message (3) • Email (4) • Twitter (5) • Instant message (6) • Facebook (7) • In a meeting (8) • Through an intermediary (9) • Other (10) • Don't know (888) • Refused to answer (999)	Multi	IFQ44=1,2,3,4
49. Currently, how concerned are you about the safety of yourself or your family? • Very concerned (1) • Somewhat concerned (2) • Not at all concerned (3) • Don't know (888) • Refused to answer (999)	Single	All screened in (IF Q5=1)
50. Currently, how concerned are you about the health of yourself or your family? • Very concerned (1) • Somewhat concerned (2) • Not at all concerned (3) • Don't know (888) • Refused to answer (999)	Single	All screened in (IF Q5=1)
For our last set of questions we just want to know some basic information about you and your household.		
51. Were you born in South Sudan? • Yes (1) • No (2) • Don't know (888) • Refused to answer (999)	Single	All screened in (IF Q5=1)
52. What country were you born in? • Uganda (1) • Kenya (2) • Sudan (3) • Ethiopia (4) • Eritrea (5) • Somalia (6) • Other (997)	Single	If Q50=2

Question	Type	Logic
53. Other (please specify)	Text	If Q51=997
54. What state were you born in? • Central Equatoria (1) • Eastern Equatoria (2) • Western Equatoria (3) • Lakes (4) • Warrap (5) • Northern Bahr el Ghazal (6) • Western Bahr el Ghazal (7) • Unity (8) • Upper Nile (9) • Jonglei (10) • Don't know (888) • Refused to answer (999)	Single	IFQ44=1,2,3,4
55. Were you living in Mingkaman in November, 2013? • Yes (1) • No (2)		All screened in (IF Q5=1)
56. What month did you arrive in Ming-kaman? • December • January • February • March • April	Single	If Q53=2
57. What day did you arrive in Ming-kaman?	Numeric [restrict range 1-31]	If Q53=2
58. What state did you arrive here from? • Central Equatoria (1) • Eastern Equatoria (2) • Western Equatoria (3) • Lakes (4) • Warrap (5) • Northern Bahr el Ghazal (6) • Western Bahr el Ghazal (7) • Unity (8) • Upper Nile (9) • Jonglei (10) • Don't know (888) • Refused to answer (999)	Single	If Q53=2
59. Gender [DO NOT ASK. JUST RECORD AS OBSERVATION] • Male (1) • Female (2)	Single	All screened in (IF Q5=1)

Question	Type	Logic
60. How old are you? [CHECK APPROPRIATE CATEGORY BELOW. MARK ONE RESPONSE.] • 15-19(1) • 20-24(2) • 25-29(3) • 30-34(4) • 35-39(5) • 40-44(6) • 45-49(7) • 50-54(8) • 55-59(9) • 60-64(10) • 65+(11) • Don't know (12) • Refused (13)	Single	All screened in (IF Q5=1)
55. Were you living in Mingkaman in November, 2013? • Yes (1) • No (2)		All screened in (IF Q5=1)
56. What month did you arrive in Ming-kaman? • December • January • February • March • April	Single	If Q53=2
57. What day did you arrive in Ming-kaman?	Numeric [restrict range 1-31]	If Q53=2
58. What state did you arrive here from? • Central Equatoria (1) • Eastern Equatoria (2) • Western Equatoria (3) • Lakes (4) • Warrap (5) • Northern Bahr el Ghazal (6) • Western Bahr el Ghazal (7) • Unity (8) • Upper Nile (9) • Jonglei (10) • Don't know (888) • Refused to answer (999)	Single	If Q53=2
59. Gender [DO NOT ASK. JUST RECORD AS OBSERVATION] • Male (1) • Female (2)	Single	All screened in (IF Q5=1)

INFORMATION IN THE MIDST OF CRISIS: ADDRESSING THE INFORMATION NEEDS OF INTERNALLY DISPLACED PERSONS AT THE TONG PING PROTECTION OF CIVILIANS SITE, SOUTH SUDAN - DECEMBER 2014

47

Question	Type	Logic
60. How old are you? [CHECK APPROPRIATE CATEGORY BELOW. MARK ONE RESPONSE.] • 15-19(1) • 20-24(2) • 25-29(3) • 30-34(4) • 35-39(5) • 40-44(6) • 45-49(7) • 50-54(8) • 55-59(9) • 60-64(10) • 65+(11) • Don't know (12) • Refused (13)	Single	All screened in (IF Q5=1)
61. Are you disabled? ☐ Yes, I have a physical disability (1) ☐ No (2)	Single	IF Q5=1
62. How would you describe yourself? ☐ Resident (1) ☐ IDP (2) ☐ Returnee (3) ☐ Migrant (4) ☐ Refuse to answer (999)	Single	IF Q5=1
63. Including yourself, how many people live in your HH?	Numeric	IF Q5=1
64. How many people in this HH are children under the age of 5?	Numeric	IF Q5=1
65. What is the gender of your head of household? ☐ Male (1) ☐ Female (2)	Single	IF Q5=1
66. What radio programming do you most enjoy? ☐ Music (1) ☐ News (2) ☐ Religious programming (3) ☐ Health issues (4) ☐ Children's programming (5) ☐ Women's issues (6) ☐ None of the above (7) ☐ Refuse to answer (999)	Single	IF Q5=1

Question	Type	Logic
67. What is the language/dialect that you speak most often at home? [DO NOT PROMPT.] ☐ Acholi (1)　☐ Juba Arabic (21)　☐ Murle (41) ☐ Aja (2)　☐ Jur (22)　☐ Naka (42) ☐ Anyuak (3)　☐ Jur Modo (23)　☐ Narim (43) ☐ Avokaya (4)　☐ Kakwa (24)　☐ Ndogo (44) ☐ Bai (5)　☐ Kaligi (25)　☐ Nilotic (45) ☐ Baka (6)　☐ Keliko (26)　☐ Nuer (46) ☐ Baleesi (7)　☐ Koyo (27)　☐ Nyangwara (47) ☐ Banda (8)　☐ Kresh (28)　☐ Olu'bo (48) ☐ Bari (9)　☐ Kuku (29)　☐ Opuo (49) ☐ Belanda (10)　☐ Lango (30)　☐ Pari (50) ☐ Viri (11)　☐ Lendu (31)　☐ Pojulu (51) ☐ Beli (12)　☐ Lokoya (32)　☐ Shilluk (52) ☐ Bongo (13)　☐ Lopit (33)　☐ Suri (53) ☐ Burulo (14)　☐ Lotuko (34)　☐ Surmic (54) ☐ Buya (15)　☐ Maban (35)　☐ Togoyo (55) ☐ Didinga (16)　☐ Madi (36)　☐ Toposa (56) ☐ Dinka (17)　☐ Mangaya (37)　☐ Uduk (57) ☐ English (18)　☐ Mangbetu (38)　☐ Zande (58) ☐ Homa (19)　☐ Moru (39)　☐ Other (997) ☐ Indri (20)　☐ Mundari (40)　☐ Refuse to answer (999)	Text	All screened in (IF Q5=1)
68. Other (please specify)	Text	IF Q67=997
69. If someone sent you a letter in [PIPE FROM 67], how much of it do you think you could read it by yourself? ☐ None of it (1) ☐ Some of it (2) ☐ All of it (3) ☐ Don't know (998) ☐ Refused (999)	Single	All screened in (IF Q5=1)
70. If you had to send a letter in [PIPE FROM 67], how much of it do you think you could write by yourself? ☐ None of it (1) ☐ Some of it (2) ☐ All of it (3) ☐ Don't know (998) ☐ Refused (999)	Single	All screened in (IF Q5=1)
71. Have you ever attended school? ☐ Yes (1) ☐ No (2) ☐ Don't know (998) ☐ Refused to answer (999)	Single	All screened in (IF Q5=1)
72. What is the highest level of education you have received? [READ CATEGORIES 1-7] ☐ Some primary school (1) ☐ Completed primary school (2) ☐ Some secondary school (3) ☐ Completed secondary school (4) ☐ University student now (5) ☐ University graduate (6) ☐ Religious education (7) ☐ Other (997) ☐ Don't know (998) ☐ Refused to answer (999)	Single	IF Q71=1

Question	Type	Logic
73. Are you currently employed? ☐ Yes (1) ☐ No (2) ☐ Don't know (888) ☐ Refused to answer (999)	Single	All screened in (IF Q5=1)
74. What is your work? [ENUMERATOR: DO NOT READ CATEGORIES] ☐ Business (1) ☐ Nomad (2) ☐ Professional (3) ☐ Tour guide (4) ☐ Education (5) ☐ Government employee/Public service (6) ☐ Police/Military (7) ☐ Skilled worker (8) ☐ Unskilled worker (9) ☐ Health worker (10) ☐ Farmer (11) ☐ Aid worker (12) ☐ Homemaker (13) ☐ Student (14) ☐ Religious leader (15) ☐ Unemployed (16) ☐ Retired (17) ☐ Other (997) ☐ Don't know (998) ☐ Refused to answer (999)	Single	IFQ73=1
75. Overall, is the income that your household takes in during a month more than your monthly expenses, less than your monthly expenses, or about the same amount as your monthly expenses? ☐ My income is a lot more than my expenses ☐ My income is a little more than my expenses ☐ About the same ☐ My income is a little less than my expenses ☐ My income is a little more than my expenses	Single	IF Q5=1
76. How many days a week do you or members of your HH skip meals because you don't have enough to eat? ☐ 0 (1) ☐ 1-2 (2) ☐ 3-4 (3) ☐ 5-6 (4) ☐ 7 (5)	Single	IF Q5=1
77. Which of the following best describes the structure of your home or dwelling? ☐ Incomplete building (1) ☐ Multi-story house (2) ☐ House constructed of wood (3) ☐ House of one floor made of brick or concrete (4) ☐ House of one floor made of mud (5) ☐ Villa (6) ☐ Flat or apartment (7) ☐ Tukul/Gottya made with sticks (8) ☐ Tukul/Gottya made with mud (9) ☐ Dwelling from straw mats (10) ☐ Tent (11) ☐ Other (997)	Single	IF Q5=1
78. Other (please specify)	Text	IF Q77=997

9.2 QUANTITATIVE QUESTIONNAIRE: INFORMATION NEEDS ASSESSMENT (WAVE 2)

Questions	Type	Logic	
1. What is the date today? ☐ April 17, 2014 (1) ☐ April 18, 2014 (2) ☐ April 19, 2014 (3) ☐ April 20, 2014 (4) ☐ April 21, 2014 (5) ☐ April 22, 2014 (6) ☐ April 23, 2014 (7) ☐ April 24, 2014 (8) ☐ April 25, 2014 (9) ☐ April 26, 2014 (10) ☐ April 27, 2014 (11) ☐ April 28, 2014 (12) ☐ April 29, 2014 (13) ☐ April 30, 2014 (14)	Single	All screened in	
2. Enumerator code	Numeric	All screened in	
3. Survey starting location ☐ Red Cross Water Point (1) ☐ Bangladesh Water Point (2) ☐ Indian Battalion (3) ☐ Japan Battalion (4) ☐ MSF clinic (5) ☐ RwandaBat Welcome Gate (6) ☐ RwandaBat Water Point 1 (7) ☐ RwandaBat Water Point 2 (8) ☐ Distribution Center (9) ☐ Registration Area (sector 7) (10) ☐ L11 (11) ☐ L12 (12) ☐ L13 (13) ☐ L14 (14)	Single	All screened in	Demographic
4. Good morning/afternoon Sir/Madam, my name is _____. I work for an organization called Forcier Consulting. We're conducting a survey for Internews, an organization that has set up an information system in the camp here to help you get information. We are conducting a survey to better understand the information needs of people in your community so that together with humanitarian agencies, we can do a better job of providing you the important information you need every day. We would like to take about 20 minutes of your time to ask you some questions. Your answers will be kept completely confidential. Do you consent to participate in this survey? ☐ Yes (1) ☐ No (2)	Single	All screened in	Intro
5. Gender [ENUMERATOR: DO NOT ASK. JUST RECORD AS OBSERVATION] ☐ Male (1) ☐ Female (2)	Single	All screened in (IF Q4=1)	Demographic data
CURRENT INFORMATION HABITS - Now please think about what your life is like now that you are living here in the UNMISS camp area. The following questions are about what kind of information would be most helpful to you while staying in UNMISS.	Instruction	All screened in (IF Q4=1)	

INFORMATION IN THE MIDST OF CRISIS: ADDRESSING THE INFORMATION NEEDS OF INTERNALLY DISPLACED PERSONS AT THE TONG PING PROTECTION OF CIVILIANS SITE, SOUTH SUDAN - DECEMBER 2014

51

Questions	Type	Logic	
6. Currently, in UNMISS, do you think you have enough information to make good decisions for you and your family? ☐ Yes, I have all the information I need (1) ☐ No, I have some of the information I need, but I need more (2) ☐ No, I don't have any of the information I need, and I need more (3) ☐ Don't know (888) ☐ Refused to answer (999)	Single	All screened in (IF Q4=1)	Information needs
7. During the day, sometimes you will have a question about something and need to find out the answer. Currently, in UNMISS, how many times a day do you have a question that you want to find an answer for? ☐ Never (1) ☐ A few times a week (2) ☐ A few times a day (3) ☐ A few times an hour (4) ☐ Almost constantly (5) ☐ Don't know (888) ☐ Refused to answer (999)	Single	All screened in (IF Q4=1)	Information needs
8. Does having more information make you feel more or less anxious? ☐ Much more anxious (1) ☐ Somewhat more anxious (2) ☐ No impact on how anxious (3) ☐ Somewhat less anxious (4) ☐ Much less anxious (5) ☐ Don't know (888) ☐ Refused to answer (999)	Single	All screened in (IF Q4=1)	Information needs
9. There are many types of different information that are helpful to find out about. Currently, living in UNMISS, what kind of information is MOST important for you to find out? [ENUMERATOR: ONLY if struggling to think of anything prompt with "Some sort of news or how to get a service or thing, or how to get help with something from someone"] ☐ General news on what is happening here (1) ☐ News on what is happening at home (2) ☐ Finding people I have lost contact with (3) ☐ The security situation here (4) ☐ The security situation at home (5) ☐ Communicating with people who are in a different place from me (6) ☐ How to register for aid (7) ☐ How to get water (8) ☐ How to get food (9) ☐ How to get shelter/accommodation or shelter materials (10) ☐ Information about nutrition (11) ☐ Food prices (12) ☐ Local crop/livestock prices (13) ☐ How to get cooking fuel/firewood (14) ☐ The weather (15) ☐ How to get healthcare/medical attention (16) ☐ How to get help after (sexual attack or harassment) (17) ☐ How to replace personal documentation (e.g. ID, birth certificate…) (18) ☐ How to access vocational skills/training (19) ☐ How to access to education (20) ☐ How to find work (21) ☐ How to get transport (22) ☐ How to get money/financial support (23) ☐ Information about relocation (24) ☐ Other (997) ☐ Don't know (888) ☐ Refused (999)	Single	All screened in (IF Q4=1)	Information needs

Questions	Type	Logic	
9. Currently, in UNMISS, what kind of information is SECOND MOST important for you to find out? [ENUMERATOR: ONLY if struggling to think of anything prompt with "Some sort of news or how to get a service or thing, or how to get help with something from someone"] ☐ General news on what is happening here (1) ☐ News on what is happening at home (2) ☐ Finding people I have lost contact with (3) ☐ The security situation here (4) ☐ The security situation at home (5) ☐ Communicating with people who are in a different place from me (6) ☐ How to register for aid (7) ☐ How to get water (8) ☐ How to get food (9) ☐ How to get shelter/accommodation or shelter materials (10) ☐ Information about nutrition (11) ☐ Food prices (12) ☐ Local crop/livestock prices (13) ☐ How to get cooking fuel/firewood (14) ☐ The weather (15) ☐ How to get healthcare/medical attention (16) ☐ How to get help after (sexual attack or harassment) (17) ☐ How to replace personal documentation (e.g. ID, birth certificate…) (18) ☐ How to access vocational skills/training (19) ☐ How to access to education (20) ☐ How to find work (21) ☐ How to get transport (22) ☐ How to get money/financial support (23) ☐ Information about relocation (24) ☐ Other (997) ☐ Don't know (888) ☐ Refused (999)	Single	IF Q9=1-25 Mask on not Q9	Information needs
10. Currently, in UNMISS, what kind of information is THIRD MOST important for you to find out? [ENUMERATOR: ONLY if struggling to think of anything prompt with "Some sort of news or how to get a service or thing, or how to get help with something from someone"] ☐ General news on what is happening here (1) ☐ News on what is happening at home (2) ☐ Finding people I have lost contact with (3) ☐ The security situation here (4) ☐ The security situation at home (5) ☐ Communicating with people who are in a different place from me (6) ☐ How to register for aid (7) ☐ How to get water (8) ☐ How to get food (9) ☐ How to get shelter/accommodation or shelter materials (10) ☐ Information about nutrition (11) ☐ Food prices (12) ☐ Local crop/livestock prices (13) ☐ How to get cooking fuel/firewood (14) ☐ The weather (15) ☐ How to get healthcare/medical attention (16) ☐ How to get help after (sexual attack or harassment) (17) ☐ How to replace personal documentation (e.g. ID, birth certificate…) (18) ☐ How to access vocational skills/training (19) ☐ How to access to education (20) ☐ How to find work (21) ☐ How to get transport (22) ☐ How to get money/financial support (23) ☐ Information about relocation (24) ☐ Other (997) ☐ Don't know (888) ☐ Refused (999)	Single	IF Q10=1-25 Mask on not Q9 And not Q10	Information needs

INFORMATION IN THE MIDST OF CRISIS: ADDRESSING THE INFORMATION NEEDS OF INTERNALLY DISPLACED PERSONS AT THE TONG PING PROTECTION OF CIVILIANS SITE, SOUTH SUDAN - DECEMBER 2014

53

Questions	Type	Logic	
11. Currently, in UNMISS, what kind of information is THIRD MOST important for you to find out? [ENUMERATOR: ONLY if struggling to think of anything prompt with "Some sort of news or how to get a service or thing, or how to get help with something from someone"] ☐ General news on what is happening here (1) ☐ News on what is happening at home (2) ☐ Finding people I have lost contact with (3) ☐ The security situation here (4) ☐ The security situation at home (5) ☐ Communicating with people who are in a different place from me (6) ☐ How to register for aid (7) ☐ How to get water (8) ☐ How to get food (9) ☐ How to get shelter/accommodation or shelter materials (10) ☐ Information about nutrition (11) ☐ Food prices (12) ☐ Local crop/livestock prices (13) ☐ How to get cooking fuel/firewood (14) ☐ The weather (15) ☐ How to get healthcare/medical attention (16) ☐ How to get help after (sexual attack or harassment) (17) ☐ How to replace personal documentation (e.g. ID, birth certificate…) (18) ☐ How to access vocational skills/training (19) ☐ How to access to education (20) ☐ How to find work (21) ☐ How to get transport (22) ☐ How to get money/financial support (23) ☐ Information about relocation (24) ☐ Other (997) ☐ Don't know (888) ☐ Refused (999)	Single	IF Q10=1-25 Mask on not Q9 And not Q10	Information needs
12. Thinking back to the information you identified as being important to you in your previous answers, how often do you talk about these issues with others here at the UNMISS camp? ☐ Frequently (1) ☐ Sometimes (2) ☐ Never (3) ☐ Refuse to answer (999)	Single	All screened in (IF Q9= 1-25 OR IF Q10= 1-25 OR IF Q11= 1-25)	Information needs
13. Thinking back to the information you identified as being important to you in your previous answers, have you ever heard any messages addressing them while staying here at the UNMISS camp? ☐ Yes (1) ☐ No (2) ☐ Don't know (888) ☐ Refuse to answer (999)	Single	All screened in (IF Q9= 1-25 OR IF Q10= 1-25 OR IF Q11= 1-25)	Information needs
14. From who or where did you hear these messages? (Check all that apply.) ☐ Community leaders (1) ☐ BodaBoda Talk Talk (2) ☐ Megaphones (3) ☐ Outreach workers (4) ☐ Other (997) ☐ Don't know (888) ☐ Refuse to answer (999)	Multiple	All screened in (IF Q9= 1-25 OR IF Q10= 1-25 OR IF Q11= 1-25)	BBTT listenership
15. How often do you discuss these messages with other people in the camp here at UNMISS? ☐ Frequently (1) ☐ Sometimes (2) ☐ Never (3) ☐ Don't know (888) ☐ Refused to answer (999)	Single	FILTER (IF Q13=1)	BBTT messaging effectiveness

Questions	Type	Logic	
HEALTH The following questions are about health issues here at UNMISS.		(Q4=1)	
16. Currently, how concerned are you about the health of yourself and your family? ☐ Very concerned (1) ☐ Somewhat concerned (2) ☐ Not at all concerned (3) ☐ Don't know (888) ☐ Refused to answer (999)	Single	All screened in (IF Q4=1)	Information needs
17. How well-informed do you feel about diarrhoea prevention? ☐ Very well-informed (1) ☐ Somewhat well-informed (2) ☐ Not at all well-informed (3) ☐ Don't know (888) ☐ Refused to answer (999)	Single	All screened in (IF Q4=1)	BBTT messaging effectiveness
18. How often do you or your family wash dishes or utensils in a drainage channel? ☐ Frequently (1) ☐ Sometimes (2) ☐ Never (3) ☐ Don't know (888) ☐ Refused to answer (999)	Single	All screened in (IF Q4=1)	BBTT messaging effectiveness
19. How well-informed do you feel about cholera prevention? ☐ Very well-informed (1) ☐ Somewhat well-informed (2) ☐ Not at all well-informed (3) ☐ Don't know (888) ☐ Refused to answer (999)	Single	All screened in (IF Q4=1)	BBTT messaging effectiveness
20. How many of your family here in UNMISS have been vaccinated against cholera? ☐ All of them (1) ☐ Some of them (2) ☐ None of them (3) ☐ Don't know (888) ☐ Refused to answer (999)	Single	All screened in (IF Q4=1)	BBTT messaging effectiveness
21. How often do you wash your hands with soap? ☐ Always (1) ☐ Sometimes (2) ☐ Never (3) ☐ Don't know (888) ☐ Refused to answer (999)	Single	All screened in (IF Q4=1)	BBTT messaging effectiveness
22. How well-informed do you feel about malaria prevention? ☐ Very well-informed (1) ☐ Somewhat well-informed (2) ☐ Not at all well-informed (3) ☐ Don't know (888) ☐ Refused to answer (999)	Single	All screened in (IF Q4=1)	BBTT messaging effectiveness
23. How often do you sleep under a mosquito net? ☐ Always (1) ☐ Sometimes (2) ☐ Never (3) ☐ Don't know (888) ☐ Refused to answer (999)	Single	All screened in (IF Q4=1)	BBTT messaging effectiveness

INFORMATION IN THE MIDST OF CRISIS: ADDRESSING THE INFORMATION NEEDS OF INTERNALLY
DISPLACED PERSONS AT THE TONG PING PROTECTION OF CIVILIANS SITE, SOUTH SUDAN - DECEMBER 2014

55

Questions	Type	Logic	
24. How well-informed do you feel about protecting yourself outside of the camp? ☐ Very well-informed (1) ☐ Somewhat well-informed (2) ☐ Not at all well-informed (3) ☐ Don't know (888) ☐ Refused to answer (999)	Single	FILTER (IF Q5=2) (Female only)	Information needs
25. How often do you go outside of the UNMISS camp ALONE for any reason? ☐ Frequently (1) ☐ Sometimes (2) ☐ Never (3) ☐ Don't know (888) ☐ Refused to answer (999)	Single	FILTER (IF Q5=2) (Female only)	BBTT messaging effectiveness
26. Do you ever go outside of the camp to grind sorghum? ☐ Yes (1) ☐ No (2) ☐ Refused to answer (999)	Single	FILTER (IF Q5=2) (Female only)	BBTT messaging effectiveness
27. How often do you go out of the UNMISS camp alone to grind your sorghum? ☐ Always (1) ☐ Sometimes (2) ☐ Never (3) ☐ Refused to answer (999)	Single	FILTER (IF Q26=1) (Female only)	BBTT messaging effectiveness
28. How well-informed do you feel about where to go to get medical treatment if you have been hurt or attacked? ☐ Very well-informed (1) ☐ Somewhat well-informed (2) ☐ Not at all well-informed (3) ☐ Don't know (888) ☐ Refused to answer (999)	Single	FILTER (IF Q5=2) (Female only)	BBTT messaging effectiveness
BODA BODA TALK TALK The following questions are about a program broadcast here at UNMISS every week called "BodaBoda Talk Talk."		(Q4=1)	
29. Whether or not you've listened to it, have you ever heard of BodaBoda Talk Talk? ☐ Yes (1) ☐ No (2) ☐ Don't know (888) ☐ Refused to answer (999)	Single	All screened in (IF Q4=1)	BBTT listenership
30. How often do you listen to BodaBoda Talk Talk? ☐ Frequently (1) ☐ Sometimes (2) ☐ Never (3) ☐ Don't know (888) ☐ Refused to answer (999)	Single	FILTER (IF Q29=1)	BBTT listenership
31. Where have you listened to BodaBoda Talk Talk? (Select all that apply.) ☐ Quad bike (1) ☐ Waiting room (2) ☐ Listening group (3) ☐ Other (997) ☐ Don't know (888) ☐ Refused to answer (999)	Multiple	FILTER (IF Q30=1,2)	BBTT listenership

Questions	Type	Logic	
32. Where else have you listened to BodaBoda Talk Talk?	Single	FILTER (IF Q31=997)	BBTT listenership
33. How often have you discussed information that you heard on BodaBoda Talk Talk with someone else? ☐ Frequently (1) ☐ Sometimes (2) ☐ Never (3) ☐ Don't know (888) ☐ Refused to answer (999)	Single	FILTER (IF Q30=1,2)	BBTT messaging effectiveness
34. How often have you changed any of your behaviors because of something that you heard on BodaBoda Talk Talk? ☐ Frequently (1) ☐ Sometimes (2) ☐ Never (3) ☐ Don't know (888) ☐ Refused to answer (999)	Single	FILTER (IF Q30=1,2)	Attitudinal reactions to BBTT
35. Overall, how interesting do you think BodaBoda Talk Talk is? ☐ Very interesting (1) ☐ Somewhat interesting (2) ☐ Not at all interesting (3) ☐ Don't know (888) ☐ Refused to answer (999)	Single	FILTER (IF Q30=1,2)	Attitudinal reactions to BBTT
36. Overall, how helpful do you think BodaBoda Talk Talk is? ☐ Very helpful (1) ☐ Somewhat helpful (2) ☐ Not at all helpful (3) ☐ Don't know (888) ☐ Refused to answer (999)	Single	FILTER (IF Q30=1,2)	Attitudinal reactions to BBTT
37. Overall, how relevant to you and your life is the information that you hear on BodaBoda Talk Talk? ☐ A great deal (1) ☐ Somewhat (2) ☐ Not at all (3) ☐ Don't know (888) ☐ Refused to answer (999)	Single	FILTER (IF Q30=1,2)	Attitudinal reactions to BBTT
38. How much political bias or political agenda do you think BodaBoda Talk Talk has? ☐ A great deal (1) ☐ Some (2) ☐ None at all(3) ☐ Don't know (888) ☐ Refused to answer (999)	Single	FILTER (IF Q30=1,2)	Attitudinal reactions to BBTT
39. How much religious bias or religious agenda do you think BodaBoda Talk Talk has? ☐ A great deal (1) ☐ Some (2) ☐ None at all(3) ☐ Don't know (888) ☐ Refused to answer (999)	Single	FILTER (IF Q30=1,2)	Attitudinal reactions to BBTT

Questions	Type	Logic	
40. Overall, how much do you trust the information that you hear on BodaBoda Talk Talk? ☐ A great deal (1) ☐ Somewhat (2) ☐ Not at all (3) ☐ Don't know (888) ☐ Refused to answer (999)	Single	FILTER (IF Q30=1,2)	Attitudinal reactions to BBTT
41. Overall, how much of what you hear on BodaBoda Talk Talk do you understand? ☐ All of it (1) ☐ Some of it (2) ☐ None of it (3) ☐ Don't know (888) ☐ Refused to answer (999)	Single	FILTER (IF Q30=1,2)	BBTT messaging effectiveness
42. When they play BodaBoda Talk Talk from the speakers, how much does it bother you and your family? ☐ A great deal (1) ☐ Somewhat (2) ☐ Not at all (3) ☐ Don't know (888) ☐ Refused to answer (999)	Single	FILTER (IF Q30=1,2)	Attitudinal reactions to BBTT
43. Do you think that BodaBoda Talk Talk should be played in more locations, fewer locations, or the same number of locations that it is currently played in? ☐ More locations (1) ☐ Fewer locations (2) ☐ Same number of locations (3) ☐ Don't know (888) ☐ Refused to answer (999)	Single	FILTER (IF Q30=1,2)	Attitudinal reactions to BBTT
44. Do you think BodaBoda Talk Talk spends too much time talking about health issues, too little time talking about health issues, or about the right amount of time? ☐ Too much time (1) ☐ Too little time (2) ☐ About the right amount of time(3) ☐ Don't know (888) ☐ Refused to answer (999)	Single	FILTER (IF Q30=1,2)	Attitudinal reactions to BBTT
45. Do you think BodaBoda Talk Talk spends too much time talking about women's issues, too little time talking about women's issues, or about the right amount of time? ☐ Too much time (1) ☐ Too little time (2) ☐ About the right amount of time(3) ☐ Don't know (888) ☐ Refused to answer (999)	Single	FILTER (IF Q30=1,2)	Attitudinal reactions to BBTT

Questions	Type	Logic	
46. What topics would you like BodaBoda Talk Talk to cover in its future episodes? [ENUMERATOR: ONLY if struggling to think of anything prompt with ''Some sort of news or how to get a service or thing, or how to get help with something from someone''] ☐ General news on what is happening here (1) ☐ News on what is happening at home (2) ☐ Finding people I have lost contact with (3) ☐ The security situation here (4) ☐ The security situation at home (5) ☐ Communicating with people who are in a different place from me (6) ☐ How to register for aid (7) ☐ How to get water (8) ☐ How to get food (9) ☐ How to get shelter/accommodation or shelter materials (10) ☐ Information about nutrition (11) ☐ Food prices (12) ☐ Local crop/livestock prices (13) ☐ How to get cooking fuel/firewood (14) ☐ The weather (15) ☐ How to get healthcare/medical attention (16) ☐ How to get help after (sexual attack or harassment) (17) ☐ How to replace personal documentation (e.g. ID, birth certificate…) (18) ☐ How to access vocational skills/training (19) ☐ How to access to education (20) ☐ How to find work (21) ☐ How to get transport (22) ☐ How to get money/financial support (23) ☐ Information about relocation (24) ☐ Don't know (888) ☐ Refused (999)	Single	FILTER (IF Q30=1,2)	Information needs
DEMOGRAPHICS For our last set of questions we just want to know some basic information about you and your household.			
47. Were you born in South Sudan? ☐ Yes (1) ☐ No (2) ☐ Don't know (888) ☐ Refused to answer (999)	Single	All screened in (IF Q4=1)	Demographic Data
48. What country were you born in?	Text	If Q47=2	Demographic Data
49. What state were you born in? ☐ Central Equatoria (1) ☐ Eastern Equatoria (2) ☐ Western Equatoria (3) ☐ Lakes (4) ☐ Warrap (5) ☐ Northern Bahr el Ghazal (6) ☐ Western Bahr el Ghazal (7) ☐ Unity (8) ☐ Upper Nile (9) ☐ Jonglei (10) ☐ Don't know (888) ☐ Refused to answer (999)	Single	If Q47=2	Demographic Data

INFORMATION IN THE MIDST OF CRISIS: ADDRESSING THE INFORMATION NEEDS OF INTERNALLY DISPLACED PERSONS AT THE TONG PING PROTECTION OF CIVILIANS SITE, SOUTH SUDAN - DECEMBER 2014

59

Questions	Type	Logic	
50. What state did you arrive here from? ☐ Central Equatoria (1) ☐ Eastern Equatoria (2) ☐ Western Equatoria (3) ☐ Lakes (4) ☐ Warrap (5) ☐ Northern Bahr el Ghazal (6) ☐ Western Bahr el Ghazal (7) ☐ Unity (8) ☐ Upper Nile (9) ☐ Jonglei (10) ☐ Don't know (888) ☐ Refused to answer (999)	Single	All screened in (IF Q4=1)	Demographic Data
51. What month did you arrive at UNMISS? ☐ December (1) ☐ January (2) ☐ February (3) ☐ March (4) ☐ April (5) ☐ Don't know (888) ☐ Refuse to answer (999)	Single	All screened in (IF Q4=1)	Demographic Data
52. Approximately what day in [PIPE FROM Q51] did you arrive at UNMISS? ☐ 1 (1) ☐ …[continue numbering]… ☐ 31 (31) ☐ Don't know (888) ☐ Refuse to answer (999)	Single	All screened in (IF Q51=1-5)	Demograph-ic Data
53. Do you plan on relocating to UN House? ☐ Yes (1) ☐ No (2) ☐ Maybe (3) ☐ Don't know (888) ☐ Refused to answer (999)	Single	All screened in (IF Q4=1)	BBTT messaging effectiveness
54. What is the primary reason you will be moving to UN House? ☐ Health concerns (1) ☐ Safety concerns (2) ☐ Other family is there already (3) ☐ More comfortable there (4) ☐ Other (997) ☐ Don't know (888) ☐ Refused to answer (999)	Single	FILTER (IF Q53=1)	BBTT messaging effectiveness
55. What is the primary reason you will NOT be moving to UN House? ☐ Health concerns (1) ☐ Safety concerns (2) ☐ Other family is not moving (3) ☐ More comfortable here (4) ☐ Other (997) ☐ Don't know (888) ☐ Refused to answer (999)	Single	FILTER (IF Q53=2)	BBTT messaging effectiveness

Questions	Type	Logic	
56. How old are you? [ENUMERATOR: DO NOT READ CATEGORIES.] ☐ 15-19 (1) ☐ 20-24 (2) ☐ 25-29 (3) ☐ 30-34 (4) ☐ 35-39 (5) ☐ 40-44 (6) ☐ 45-49 (7) ☐ 50-54 (8) ☐ 55-59 (9) ☐ 60-64 (10) ☐ 65+ (11) ☐ Don't know (888) ☐ Refused to answer (999)	Single	All screened in (IF Q4=1)	Demographic Data
57. What is the language/dialect that you speak most often at home? [ENUMERATOR: DO NOT PROMPT.] ☐ English (1) ☐ Juba Arabic (2) ☐ Arabic (classical) (3) ☐ Nuer (4) ☐ Other (please specify) (997) ☐ Refused to answer (999)	Single	All screened in (IF Q4=1)	Demographic Data
58. What is the other language/dialect you speak most often at home?	Text	All screened in (IF Q57=997)	Demographic Data
59. If someone sent you a letter, how much of it do you think you could read it by yourself? ☐ None of it (1) ☐ Some of it (2) ☐ All of it (3) ☐ Don't know (888) ☐ Refused (999)	Single	All screened in (IF Q4=1)	Demographic Data
60. How well would you say that you understand the Nuer language when it is spoken to you? ☐ Very well (1) ☐ Somewhat well (2) ☐ Not at all well (3)	Single	All screened in (IF Q4=1)	Demographic Data
61. Have you ever attended school? ☐ Yes (1) ☐ No (2) ☐ Don't know (888) ☐ Refused to answer (999)	Single	All screened in (IF Q4=1)	Demographic Data

Questions	Type	Logic	
62. What is the highest level of education you have received? [ENUMERATOR: READ CATEGORIES 1-7] ☐ Some primary school (1) ☐ Completed primary school (2) ☐ Some secondary school (3) ☐ Completed secondary school (4) ☐ University student now (5) ☐ University graduate (6) ☐ Religious education (7) ☐ Other (997) ☐ Don't know (888) ☐ Refused (999)	Single	FILTER (IF Q61=1)	Demographic Data
63. Before you came here, were you employed outside of the home? ☐ Yes (1) ☐ No (2) ☐ Don't know (888) ☐ Refused to answer (999)	Single	All screened in (IF Q4=1)	Demographic Data
64. What was your work back at home? [ENUMERATOR: DO NOT READ CATEGORIES] ☐ Business (1) ☐ Nomad (2) ☐ Professional (3) ☐ Tour guide (4) ☐ Education (5) ☐ Government employee/Public service (6) ☐ Police/Military (7) ☐ Skilled worker (8) ☐ Unskilled worker (9) ☐ Health worker (10) ☐ Farmer (11) ☐ Aid worker (12) ☐ Homemaker (13) ☐ Student (14) ☐ Religious leader (15) ☐ Other (18) ☐ Don't know (19) ☐ Refused to answer (999)	Single	All screened in (IF Q57=997)	Demographic Data
Thank you so much for your participation in this survey. We greatly appreciate your time and we hope to be able to use your answers to make life here better for you and your family.			

9.3 QUANTITATIVE QUESTIONNAIRE: WAVE 3

Q1	Location of Interview				
	Single Response	FILTER IF	ALL SCREENED IN		
	RWANDBAT	1			
	BANBATT	2			
	IND BATT 2	3			
	New POC	4			
Q2	Enumerator Code				
	Numeric	FILTER IF	SCREENED IN		
Q3	Starting point code				
	Numeric	FILTER IF	SCREENED IN		
Q4	Household Number				
	Numeric	FILTER IF	SCREENED IN		
Q5	Survey ID Number [auto generate]				
	Numeric	FILTER IF	SCREENED IN		
Q6	Good morning/afternoon Sir/Madam, my name is _____. I work for an organization called Internews. Internews is preparing to set up an information system in the camp to help you get important information about what is happening while you are staying here. We are conducting a survey to better understand the information needs of people in your community so that together with humanitarian agencies, we can do a better job of providing you the important information you need every day, and as well find the best way to communicate your needs to partner agencies. We would like to take about 30-45 minutes of your time to ask you some questions. Your answers will be kept completely confidential. Do you consent to participate in this survey?				
	Single Response	FILTER IF	SCREENED IN		
	Yes	1			
	No	2	SKIP TO END		
Q7	Name of the first contact				
	Text	FILTER IF	Q6	EQUALS	1
Q8	Is this the first place you went during the crisis, or were you transferred here from another POC?				
	Single Response	FILTER IF	Q6	EQUALS	1
	First place of refuge	1			
	Transferred from another POC	2			

Q9	Where were you before coming here?				
	Text	FILTER IF	Q8	EQUALS	2
Q10	I'd like you to think about what your life is like now that you are living here in the protection site. The following questions are about what kind of information would be most helpful to you here at the protection site and the best way you would like to receive this information.				
	Text Display	FILTER IF	Q6	EQUALS	I
Q11	Currently in this protection site, do you think you have enough information to make good decisions for you and your family?				
	Single Response	FILTER IF	Q6	EQUALS	I
	Yes, I have all the information I need	I			
	No, I have some of the information I need, but I need more	2			
	No, I don't have any of the information I need	3			
	Don't know	888			
	Refused to answer	999			

Q12	Currently, in this protection site, where do you get this type of information from?				
	Multiple Response	FILTER IF	Q11	EQUALS	1 or 2
	Television	1			
	Radio	2			
	Newspapers	3			
	Magazines	4			
	YouTube or similar	5			
	Twitter	6			
	Facebook	7			
	Internet-other	8			
	Email	9			
	Mobile phone call	10			
	Mobile phone SMS	11			
	Billboards	12			
	Posters	13			
	Leaflets	14			
	Boda Boda Talk Talk	15			
	Loudspeakers/megaphone announcements	16			
	Community events	17			
	From another person - friend/family	18			
	From another person - elected community leader	19			
	From another person - traditional community leader	20			
	From another person - religious leader	21			
	From another person - government official	22			
	From another person - UN police	23			
	From another person - aid worker	24			
	Home Visitor	25			
	Home Health Visitor	26			
	Don't know	888	CLEARS OTHER RESPONSES		
	Refused to answer	999	CLEARS OTHER RESPONSES		

Q13	Of these places where you get information, which source do you trust the most?				
	Single Response	FILTER IF	Q12	EQUALS	1-26
	Television	1			
	Radio	2			
	Newspapers	3			
	Magazines	4			
	YouTube or similar	5			
	Twitter	6			
	Facebook	7			
	Internet-other	8			
	Email	9			
	Mobile phone call	10			
	Mobile phone SMS	11			
	Billboards	12			
	Posters	13			
	Leaflets	14			
	Boda Boda Talk Talk	15			
	Loudspeakers/megaphone announcements	16			
	Community events	17			
	From another person - friend/family	18			
	From another person - elected community leader	19			
	From another person - traditional community leader	20			
	From another person - religious leader	21			
	From another person - government official	22			
	From another person - UN police	23			
	From another person - aid worker	24			
	Home Visitor	25			
	Home Health Visitor	26			
	Don't know	888			
	Refused to answer	999			

Q14	Which of the following people provide you with information from this source?				
	Single Response	FILTER IF	Q13	EQUALS	6, 7, 9,10,11
	Community events	1			
	Friend/family	2			
	Elected community leader	3			
	Traditional community leader	4			
	Religious leader	5			
	Government official	6			
	Army/policy	7			
	Aid worker	8			
	Don't know	888			
	Refused to answer	999			

Q15	What other sources of information do you trust (choose up to 2 responses)				
	Multiple Response UP TO 2	FILTER IF	Q13	EQUALS	1-26
	Television	1			
	Radio	2			
	Newspapers	3			
	Magazines	4			
	YouTube or similar	5			
	Twitter	6			
	Facebook	7			
	Internet-other	8			
	Email	9			
	Mobile phone call	10			
	Mobile phone SMS	11			
	Billboards	12			
	Posters	13			
	Leaflets	14			
	Boda Boda Talk Talk	15			
	Loudspeakers/megaphone announcements	16			
	Community events	17			
	From another person - friend/family	18			
	From another person - tribal community leader	19			
	From another person - elected community leader	20			
	From another person - religious leader	21			
	From another person - government official	22			
	From another person - UN police	23			
	From another person - aid worker	24			
	Home Visitor	25			
	Home Health Visitor	26			
	Don't know	888	CLEARS OTHER RESPONSES		
	Refused to answer	999	CLEARS OTHER RESPONSES		

Q16	There are many types of different information that are helpful to find out about. Currently, living in protection site, what kind of information is MOST important for you to find out? [ONLY if struggling to think of anything prompt with "Some sort of news or how to get a service or thing, or how to get help with something from someone"]				
	Single Response	FILTER IF	Q6	EQUALS	1
	General news on what is happening here	1			
	News on what is happening at home	2			
	Finding people I have lost contact with	3			
	The security situation here	4			
	The security situation at home	5			
	Communicating with people who are in a different place from me	6			
	How to register for aid	7			
	How to get water	8			
	How to get food	9			
	How to get shelter/accommodation or shelter materials	10			
	Information about nutrition	11			
	Food prices	12			
	Local crop/livestock prices	13			
	How to get cooking fuel/firewood	14			
	The weather	15			
	How to get healthcare/medical attention	16			
	How to get help after sexual attack or harassment	17			
	How to replace personal documentation (ID, birth certificate)	18			
	How to access vocational training/skills	19			
	How to access education	20			
	How to find work	21			
	How to get transport	22			
	How to get money/financial support	23			
	Information about relocation	24			
	Information on how to return home	25			
	Other	997			
	Don't know	888			
	Refused to answer	999			

Q17	Currently, in protection site, what kind of information is SECOND MOST important for you to find out? [ONLY if struggling to think of anything prompt with "Some sort of news or how to get a service or thing, or how to get help with something from someone"]				
	Single Response	FILTER IF	Q16	EQUALS	1-25
	General news on what is happening here	1			
	News on what is happening at home	2			
	Finding people I have lost contact with	3			
	The security situation here	4			
	The security situation at home	5			
	Communicating with people who are in a different place from me	6			
	How to register for aid	7			
	How to get water	8			
	How to get food	9			
	How to get shelter/accommodation or shelter materials	10			
	Information about nutrition	11			
	Food prices	12			
	Local crop/livestock prices	13			
	How to get cooking fuel/firewood	14			
	The weather	15			
	How to get healthcare/medical attention	16			
	How to get help after sexual attack or harassment	17			
	How to replace personal documentation (ID, birth certificate)	18			
	How to access vocational training/skills	19			
	How to access education	20			
	How to find work	21			
	How to get transport	22			
	How to get money/financial support	23			
	Information about relocation	24			
	Information on how to return home	25			
	Other	997			
	Don't know	888			
	Refused to answer	999			

Q18	Currently, in protection site, what kind of information is THIRD MOST important for you to find out? [ONLY if struggling to think of anything prompt with "Some sort of news or how to get a service or thing, or how to get help with something from someone" DO NOT READ CATEGORIES]				
	Single Response	FILTER IF	Q17	EQUALS	1-25
	General news on what is happening here	1			
	News on what is happening at home	2			
	Finding people I have lost contact with	3			
	The security situation here	4			
	The security situation at home	5			
	Communicating with people who are in a different place from me	6			
	How to register for aid	7			
	How to get water	8			
	How to get food	9			
	How to get shelter/accommodation or shelter materials	10			
	Information about nutrition	11			
	Food prices	12			
	Local crop/livestock prices	13			
	How to get cooking fuel/firewood	14			
	The weather	15			
	How to get healthcare/medical attention	16			
	How to get help after sexual attack or harassment	17			
	How to replace personal documentation (ID, birth certificate)	18			
	How to access vocational training/skills	19			
	How to access education	20			
	How to find work	21			
	How to get transport	22			
	How to get money/financial support	23			
	Information about relocation	24			
	Information on how to return home	25			
	Other	997			
	Don't know	888			
	Refused to answer	999			

Q19	Thinking back to the information you identified as being important to you in your previous answers, how often do you talk about these issues with others here at protection site over the course of a normal week?				
	Single Response	FILTER IF	Q16	EQUALS	1-25
	0	1			
	1-2 times	2			
	3-4 times	3			
	5 or more	4			
	Don't know	888			
	Refused to answer	999			
Q20	Thinking back to the information you identified as being important to you in your previous answers, have you ever heard any information addressing them while staying here at the protection site?				
	Single Response	FILTER IF	Q16	EQUALS	1-25
	Yes	1			
	No	2			
	Don't know	888			
	Refused to answer	999			
Q21	From who or where did you hear these information? (Check all that apply.)				
	Multiple Response	FILTER IF	Q20	EQUALS	1
	Community leaders	1			
	Radio	2			
	Megaphones	3			
	Aid worker	4			
	Boda Boda Talk Talk	5			
	Community Worker	6			
	Home Health Visitor	7			
	Other	997			
	Don't know	888	CLEARS OTHER RESPONSES		
	Refused to answer	999	CLEARS OTHER RESPONSES		
Q22	Now I would like to ask some questions about getting and giving information from aid providers (such as NGOs, government organizations, community based organizations, and the UN)				
	Text Display	FILTER IF	Q6	EQUALS	1

Q23	How many times do you talk to an aid worker over the course of a normal week?				
	Single Response	FILTER IF	Q6	EQUALS	1
	0	1			
	1-2 times	2			
	3-4 times	3			
	5-6 times	4			
	7-8 times	5			
	9 or more times	6			
	Don't know	888			
	Refused to answer	999			
Q24	The last (most recent) time you spoke to an aid provider, how helpful was the conversation?				
	Single Response	FILTER IF	Q23	EQUALS	2-6
	Very helpful	1			
	Somewhat helpful	2			
	Not at all helpful	3			
	Don't know	888			
	Refused to answer	999			
Q25	How do you communicate with aid providers? [prompt with 'any other way?' but do not read categories]				
	Multiple response	FILTER IF	Q23	EQUALS	2-6
	In person conversation	1			
	Phone call	2			
	SMS/text message	3			
	Email	4			
	Twitter	5			
	Instant message	6			
	Facebook	7			
	In a meeting	8			
	Through an intermediary	9			
	Other	997			
	Don't know	888	CLEARS OTHER RESPONSES		
	Refused to answer	999	CLEARS OTHER RESPONSES		

Q26	The following questions are about current access to radios and mobile phones.				
	Text Display	FILTER IF	Q6	EQUALS	I
Q27	Currently, in the protection site, are you able to listen to a radio?				
	Single Response	FILTER IF	Q6	EQUALS	I
	Yes	I			
	No	2			
	Don't know	888			
	Refused to answer	999			
Q28	Do you own the radio?				
	Single Response	FILTER IF	Q27	EQUALS	I
	Yes	I			
	No	2			
	Don't know	888			
	Refused to answer	999			
Q29	Who owns the radio?				
	Single Response	FILTER IF	Q28	EQUALS	2
	My wife/husband	I			
	Family member	2			
	Neighbour	3			
	Friend	4			
	Other	997			
	Don't know	888			
	Refused to answer	999			
Q30	Do you listen to the radio with others?				
	Single Response	FILTER IF	Q27	EQUALS	I
	Yes	I			
	No	2			
	Don't know	888			
	Refused to answer	999			
Q31	Currently, in protection site, do you listen to the radio at your dwelling or do you go outside your dwelling to listen to it with others?				
	Single Response	FILTER IF	Q27	EQUALS	I
	Go outside	I			
	Stay inside	2			
	Both	3			
	Don't know	888			
	Refused to answer	999			

Q32	Currently, in protection site, what radio stations do you listen to? [Do not read list]				
	Multiple Response	FILTER IF	Q27	EQUALS	1
	BBC World Service (Arabic)	1			
	BBC World Service (English)	2			
	Boda Boda Talk Talk	3			
	Radio Miraya (UN)	4			
	Radio Tamazuj	5			
	Voice of America (VOA)	6			
	Radio Montecarlo (RFI)	7			
	Radio Dabanga	8			
	Radio Omdurman	9			
	Bakhita FM	10			
	Capital FM	11			
	Eye Radio	12			
	Grace FM	13			
	Liberty FM	14			
	Nehemiah Trumpet Call (NTC)	15			
	NgunKata FM	16			
	Radio Anisa	17			
	Radio Don Bosco	18			
	Radio Easter	19			
	Radio Emmanuel	20			
	Radio Good News	21			
	Radio Jonubna	22			
	Radio Juba	23			
	Radio Peace	24			
	Radio Voice of Hope	25			
	Saut al Mahabba (Voice of Love)	26			
	Spirit FM	27			
	Weerbei FM	28			
	Voice of Eastern Equatoria State	29			
	Voice of Peace - Gidel	30			
	Voice of the People (VOP)	31			
	Yambio 90.0 FM	32			
	Other	997			
	Don't know	888			
	Refused to answer	999			

Q33	Currently, in protection site, how often do you tune into these stations?				
	Single Response	FILTER IF	Q32	EQUALS	1-32, 997
	Multiple times a day	1			
	Once a day	2			
	2-3 times a week	3			
	Once a week	4			
	Once a month	5			
	More than once a month	6			
	Never	7			
	Don't know	888			
	Refused to answer	999			
Q34	Do you currently have access to a mobile phone?				
	Single Response	FILTER IF	Q6	EQUALS	1
	Yes	1			
	No	2			
	Don't know	888			
	Refused to answer	999			
Q35	Does this phone belong to you only, or do you share it with other people?				
	Single Response	FILTER IF	Q34	EQUALS	1
	My phone only	1			
	Shared phone	2			
	Don't know	888			
	Refused to answer	999			
Q36	Does this phone have an FM radio?				
	Single Response	FILTER IF	Q34	EQUALS	1
	Yes	1			
	No	2			
	Don't know	888			
	Refused to answer	999			
Q37	Do you listen to the FM radio on your phone?				
	Single Response	FILTER IF	Q36	EQUALS	1
	Yes	1			
	No	2			
	Don't know	888			
	Refused to answer	999			

Q38	Do you listen to MP3s?				
	Single Response	FILTER IF	Q34	EQUALS	1
	Yes	1			
	No	2			
	Don't know	888			
	Refused to answer	999			
Q39	Does your phone have Bluetooth capability?				
	Single Response	FILTER IF	Q34	EQUALS	1
	Yes	1			
	No	2			
	Don't know	888			
	Refused to answer	999			
Q40	Does your phone have Memory card capability?				
	Single Response	FILTER IF	Q34	EQUALS	1
	Yes	1			
	No	2			
	Don't know	888			
	Refused to answer	999			
Q41	Does this phone have internet access?				
	Single Response	FILTER IF	Q34	EQUALS	1
	Yes	1			
	No	2			
	Don't know	888			
	Refused to answer	999			
Q42	Can you currently make and receive calls on this phone?				
	Single Response	FILTER IF	Q34	EQUALS	1
	Make but not receive	1			
	Receive but not make	2			
	Make and receive	3			
	Neither send nor receive	4			
	Unsure/Don't Know	888			
	Refused to answer	999			

Q43	What is the reason you can currently (Answer from Q42) calls on this phone? (Select all that apply)					
	Multiple response	FILTER IF	Q42	EQUALS	1,2,4
	No signal	1			
	No SIM card	2			
	No phone credit	3			
	Not charged	4			
	Other	997			
	Don't know	888			
	Refused to answer	999			
Q44	Can you currently send and receive text/SMS messages on this phone?					
	Single Response	FILTER IF	Q34	EQUALS	1
	Send but not receive	1			
	Receive but not send	2			
	Send and receive	3			
	Neither send nor receive	4			
	Don't know	888			
	Refused to answer	999			
Q45	What is the reason you can currently (Answer from Q44) text/SMS on this phone? (Select all that apply)					
	Multiple response	FILTER IF	Q44	EQUALS	1,2,4
	No signal	1			
	No SIM card	2			
	No phone credit	3			
	Not charged	4			
	Other	997			
	Don't know	888			
	Refused to answer	999			
Q46	If we were to contact you with information on your cell phone, what would be the best way to do so? To call you, to SMS you, or call you and play a recorded message?					
	Single Response	FILTER IF	Q34	EQUALS	1
	A phone call	1			
	An SMS/text message	2			
	Pre-recorded message	3			
	Don't know	888			
	Refused to answer	999			

Q47	Would you sign up to receive SMSs to receive important information about services or activities happening on the site?				
	Single Response	FILTER IF	Q34	EQUALS	1
	Yes	1			
	No	2			
	Don't know	888			
	Refused to answer	999			
Q48	Now please think about what would be the most useful for you now that you are living here in protection site. The following questions are about how to get information while you are staying here in protection site.				
	Text Display	FILTER IF	Q6	EQUALS	1
Q49	What would be the best way for you and your family to receive information while staying here at protection site? (Do not read options, use to code answers)				
	Single Response	FILTER IF	Q6	EQUALS	1
	Loudspeaker/megaphone announcements	1			
	Radio	2			
	Newspapers	3			
	Magazines	4			
	Group meetings	5			
	Boda Boda Talk Talk	6			
	Community Events	7			
	Mobile phone call	8			
	Mobile SMS	9			
	Leaflets	10			
	From another person - friend/family	11			
	From another person - community leader	12			
	From another person - religious leader	13			
	From another person - government official	14			
	From another person - UN police	15			
	From another person - aid worker	16			
	Home Visitor	17			
	Home Health Visitor	18			
	Other (specify)	997			
	Don't know	888			
	Refused to answer	999			
Q50	Other (specify)				
	Text	FILTER IF	Q49	EQUALS	997

Q51	How often do you communicate with your community leaders over the course of a normal week?					
	Single Response	FILTER IF	Q6	EQUALS	1	
	0	1				
	1-2 times	2				
	3-4 times	3				
	5-6 times	4				
	6 or more	5				
	Don't know	888				
	Refused to answer	999				
Q52	What kind of information do you seek from your community leader?					
	Multiple response	FILTER IF	Q51	EQUALS	2-5	
	General news on what is happening here	1				
	News on what is happening at home	2				
	Finding people I have lost contact with	3				
	The security situation here	4				
	The security situation at home	5				
	Communicating with people who are in a different place from me	6				
	How to register for aid	7				
	How to get water	8				
	How to get food	9				
	How to get shelter/accommodation or shelter materials	10				
	Information about nutrition	11				
	Food prices	12				
	Local crop/livestock prices	13				
	How to get cooking fuel/firewood	14				
	The weather	15				
	How to get healthcare/medical attention	16				
	How to get help after sexual attack or harassment	17				
	How to replace personal documentation (ID, birth certificate)	18				
	How to access vocational training/skills	19				
	How to access education	20				
	How to find work	21				
	How to get transport	22				
	How to get money/financial support	23				
	Information about relocation	24				
	Information on how to return home	25				
	Other	997				
	Don't know	888	CLEARS OTHER RESPONSES			
	Refused to answer	999	CLEARS OTHER RESPONSES			

Q53	When you have spoken to your community leader, how helpful have those conversations been?					
	Single Response	FILTER IF	Q51	EQUALS	2-5
	Very helpful	1			
	Somewhat helpful	2			
	Not at all helpful	3			
	Don't know	4			
	Refused to answer	5			
Q54	Now I would like to ask some questions that will help improve services in the protection site.					
	Text Display	FILTER IF	Q6	EQUALS	1
Q55	Do you or your family wash dishes or utensils in a drainage channel?					
	Single Response	FILTER IF	Q6	EQUALS	1
	Yes	1			
	No	2			
	Don't know	888			
	Refused to answer	999			
Q56	How often do you or your family wash dishes or utensils in a drainage channel over the course of a normal week?					
	Single Response	FILTER IF	Q55	EQUALS	1
	1-2 times	1			
	3-4 times	2			
	5 or more times	3			
	Don't know	888			
	Refused to answer	999			
Q57	How many members of your family have been vaccinated?					
	Single Response	FILTER IF	Q6	EQUALS	1
	0	1			
	1-2 members	2			
	3-4 members	3			
	5 or more members	4			
	Don't know	888			
	Refused to answer	999			

Q58	Who in your family, including yourself, has been vaccinated?				
	Single Response	FILTER IF	Q57	EQUALS	2-4
	Myself only	1			
	My children only	2			
	My husband/wife and children	3			
	Myself, my husband/wife AND children	4			
	Myself, my husband/wife, children AND other family members	5			
	My spouse only	6			
	Others in my family	7			
Q59	Which vaccinations did you or your family members receive? [DO NOT READ OPTIONS]				
	Multi Response	FILTER IF	Q57	EQUALS	2-4
	Cholera	1			
	Measles	2			
	Mumps	3			
	Rubella	4			
	Polio	5			
	Typhoid	6			
	Hepatitis A	7			
	Hepatitis B	8			
	Tetanus	9			
	HIV antiviral	10			
	Meningtis	11			
	Don't know	888	CLEARS OTHER RESPONSES		
	Refused to answer	999	CLEARS OTHER RESPONSES		
Q60	The last time you used a latrine/open area did you wash your hands with water and soap?				
	Single Response	FILTER IF	Q6	EQUALS	1
	Just water	1			
	Water and soap	2			
	Neither/did not wash hands	3			
	Don't know	888			
	Refused to answer	999			

Q61	How often do you sleep under a mosquito net over the course of a normal week?				
	Single Response	FILTER IF	Q6	EQUALS	1
	0	1			
	1-2 times	2			
	3-4 times	3			
	5 or more times	4			
	All of the time	5			
	Don't know	888			
	Refused to answer	999			
Q62	How many people in your household do not sleep under a mosquito net in a week?				
	Single Response	FILTER IF	Q6	EQUALS	1
	0	1			
	1	2			
	2	3			
	3	4			
	4	5			
	5 or more	6			
	Don't know	888			
	Refused to answer	999			
Q63	Since the last 7 days, how many times did you go out of the protection site?				
	Single Response	FILTER IF	Q6	EQUALS	1
	0	1			
	1-2 times	2			
	3-4 times	3			
	5 or more times	4			
	Don't know	888			
	Refused to answer	999			
Q64	When you went out in the last 7 days, was any of those times related to sorghum?				
	Single Response	FILTER IF	Q63	EQUALS	2-4
	Yes	1			
	No	2			
	Refused to answer	999			

Q65	How often do you go outside of the protection site alone to grind sorghum over the course of a normal week?					
	Single Response	FILTER IF	Q64	EQUALS	I	
	0 times	I				
	I time	2				
	2 times	3				
	3 times	4				
	4 times	5				
	5 times	6				
	6 times	7				
	7 times	8				
Q66	Do you know of any mental health or services to help you deal with difficult emotions available in this site?					
	Single Response	FILTER IF	Q6	EQUALS	I	
	Yes	I				
	No	2				
	Don't know	888				
	Refused to answer	999				
Q67	If someone were to go for mental health services, why do you think they would go seek such services?					
	Single Response	FILTER IF	Q6	EQUALS	I	
	Anxiety	I				
	Fear	2				
	Trauma	3				
	Depression	4				
	To talk to somebody	5				
	To seek help with family	6				
	To seek help for child	7				
	Psychological counseling	8				
	Other	997				
	Don't know	888				
	Refused to answer	999				

Q68	If other, please specify				
	Text	FILTER IF	Q67	EQUALS	997
Q69	Where are these mental health services located?				
	Single Response	FILTER IF	Q66	EQUALS	I
	IRC in INDBATT 2	I			
	Other	997			
	Don't know	888			
	Refused to answer	999			
Q70	Do you know how many healthcare clinics there are here?				
	Single Response	FILTER IF	Q6	EQUALS	I
	0	I			
	I	2			
	2	3			
	3	4			
	4	5			
	5	6			
	6	7			
	7	8			
	Don't know	888			
	Refused to answer	999			
Q71	What are their names?				
	Multiple responses	FILTER IF	Q70	EQUALS	2-8
	IMC Clinic	I			
	MSF Clinic(Inpatient and outpatient)	2			
	Magna Clinic	3			
	Concern Worldwide	4			
	Other	997			
	Don't know	888			
	Refused to answer	999			
Q72	If other, please specify				
	Text	FILTER IF	Q71	EQUALS	997

Q74	If other, please specify				
	Text	FILTER IF	Q73	EQUALS	997
Q75	What general health services are provided at the clinics here on the protection site? [Do not prompt]				
	Multiple Response	FILTER IF	Q70	EQUALS	2-8
	Bruises	1			
	Bleeding	2			
	Broken bones	3			
	Burns	4			
	Cholera	5			
	Child Birth services	6			
	Diarrhoea	7			
	Eye sight	8			
	Hearing	9			
	HIV/AIDS	10			
	STI testing and treament	11			
	Malnutrition feeding	12			
	Surgery	13			
	Stitches	14			
	Stomach pain	15			
	Vaccination/Immunization	16			
	Rapid Malaria Test	17			
	Other	997			
	Don't know	888			
	Refused to answer	999			
Q76	If other, please specify				
	Text	FILTER IF	Q75	EQUALS	997
Q77	Have you ever been ill at any point since you arrive at this POC to the extent that the illness prevented you from working or conducting your normal activities?				
	Single Response	FILTER IF	Q6	EQUALS	1
	Yes	1			
	No	2			
	Don't know	888			
	Refused to answer	999			

Q79	What do you think caused your illness?					
	Single Response	FILTER IF	Q77	EQUALS	1	
	Malaria	1				
	Food poisoning	2				
	Injury	3				
	Cold Weather	4				
	Drinking dirty water	5				
	Use of dirty water to cook/washing utensils	6				
	Other	997				
	Don't know	888				
	Refused to answer	999				
Q80	If other, please specify					
	Text	FILTER IF	Q79	EQUALS	997	
Q81	How many days did the illness last?					
	Single Response	FILTER IF	Q77	EQUALS	1	
	1-2 days	1				
	3-4 days	2				
	5-6 days	3				
	More than 7 days	4				
	Don't know	888				
	Refused to answer	999				
Q82	At any point during this illness, did you seek help from anyone?					
	Single Response	FILTER IF	Q77	EQUALS	1	
	Yes	1				
	No	2				
	Don't know	888				
	Refused to answer	999				
	Other	997				
	Don't know	888				
	Refused to answer	999				

Q83	Where did you first seek help from?				
	Single Response	FILTER IF	Q82	EQUALS	1
	IMC Clinic	1			
	MSF Clinic(Inpatient and outpatient)	2			
	Magna Clinic	3			
	Private clinics outside POC	5			
	Government hospital outside POC	6			
	Traditional herbs/traditional doctor	7			
	Family/friends	8			
	Other	997			
	Don't know	888			
	Refused to answer	999			
Q84	How satisfied were you with the treatment received there?				
	Single Response	FILTER IF	Q83	EQUALS	1-11
	Satisfied	1			
	Somewhat satisfied	2			
	Not satisfied	3			
	Don't know	888			
	Refused to answer	999			
Q85	How much did you pay for the treatment (including consultation and any drugs) you received there? [0 if services were free, 888 Don't know, 999 refused to answer]				
	Numeric	FILTER IF	Q83	EQUALS	1-11
Q86	Did you go seek help from any other places?				
	Single Response	FILTER IF	Q83	EQUALS	1-11
	Yes	1			
	No	2			
	Don't know	888			
	Refused to answer	999			
Q87	How well-informed do you feel about diarrhea prevention?				
	Single Response	FILTER IF	Q6	EQUALS	1
	Very well informed	1			
	Somewhat well informed	2			
	Not at all well informed	3			
	Don't know	888			
	Refused to answer	999			

Q88	How well informed do you feel about cholera prevention?				
	Single Response	FILTER IF	Q6	EQUALS	1
	Very well informed	1			
	Somewhat well informed	2			
	Not at all well informed	3			
	Don't know	888			
	Refused to answer	999			
Q89	How well informed do you feel about malaria prevention?				
	Single Response	FILTER IF	Q6	EQUALS	1
	Very well informed	1			
	Somewhat well informed	2			
	Not at all well informed	3			
	Don't know	888			
	Refused to answer	999			
Q90	How well informed do you feel about protecting yourself outside the protection site?				
	Single Response	FILTER IF	Q6	EQUALS	1
	Very well informed	1			
	Somewhat well informed	2			
	Not at all well informed	3			
	Don't know	888			
	Refused to answer	999			
Q91	How well informed do you feel about where to go to get medical treatment if you have been hurt or attacked?				
	Single Response	FILTER IF	Q6	EQUALS	1
	Very well informed	1			
	Somewhat well informed	2			
	Not at all well informed	3			
	Don't know	888			
	Refused to answer	999			

INFORMATION IN THE MIDST OF CRISIS: ADDRESSING THE INFORMATION NEEDS OF INTERNALLY DISPLACED PERSONS AT THE TONG PING PROTECTION OF CIVILIANS SITE, SOUTH SUDAN - DECEMBER 2014

89

Q92	Currently, how concerned are you about the SAFETY of yourself or your family in the protection site?					
	Single Response	FILTER IF	Q6	EQUALS	I
	Very concerned	I			
	Somewhat concerned	2			
	Not at all concerned	3			
	Don't know	888			
	Refused to answer	999			
Q93	Currently, how concerned are you about the HEALTH of yourself and your family?					
	Single Response	FILTER IF	Q6	EQUALS	I
	Very concerned	I			
	Somewhat oncerned	2			
	Not at all concerned	3			
	Don't know	888			
	Refused to answer	999			
Q94	Now I'd like to ask you some questions about the programme broadcast here at protection site every week called Boda Boda Talk Talk					
	Text Display	FILTER IF	Q6	EQUALS	I
Q95	Whether or not you've listened to it, have you ever heard of Boda Boda Talk Talk?					
	Single Response	FILTER IF	Q6	EQUALS	I
	Yes	I			
	No	2			
	Don't know	888			
	Refused to answer	999			

Q96	How many times do you listen to Boda Boda Talk Talk over the course of a normal week?				
	Single Response	FILTER IF	Q95	EQUALS	I
	0	I			
	I	2			
	2	3			
	3	4			
	4	5			
	5	6			
	6	7			
	7	8			
	8 or more	9			
	Don't know	888			
Q97	Do you know who runs Boda Boda Talk Talk?				
	Single Response	FILTER IF	Q95	EQUALS	I
	Internews	I			
	Eye Radio	2			
	MSF	3			
	IOM	4			
	ACTED	5			
	IMC	6			
	Other	997			
	Don't know	888			
	Refused to answer	999			
Q98	If other, please specify				
	Text	FILTER IF	Q97	EQUALS	997
Q99	How would you describe Boda Boda Talk Talk?				
	Single Response	FILTER IF	Q95	EQUALS	I
	Loudspeaker	I			
	Radio	2			
	Quad bike	3			
	Radio on a quad bike	4			
	Loud speaker on a quad bike	5			
	Other	997			
	Don't know	888			
	Refused to answer	999			

Q100	Where have you listened to Boda Boda Talk Talk?				
	Multiple Response	FILTER IF	Q96	EQUALS	2-9
	Quad bike	1			
	Waiting room	2			
	Listening Group	3			
	Multiple places	4			
	Other	997			
	Don't know	888			
	Refused to answer	999			
Q101	Other (specify)				
	Text	FILTER IF	Q100	EQUALS	997
Q102	Do you think that Boda Boda Talk Talk should be played in more locations, fewer locations, or the same number of locations that it is currently played in?				
	Single Response	FILTER IF	Q96	EQUALS	2-9
	More locations	1			
	Fewer Locations	2			
	Same number of locations	3			
	Don't know	888			
	Refused to answer	999			
Q103	How often have you discussed information that you heard on Boda Boda Talk Talk with someone else over the course of a normal week?				
	Single Response	FILTER IF	Q96	EQUALS	2-9
	0	1			
	1-2 times	2			
	3-4 times	3			
	5-6 times	4			
	7-8 times	5			
	9 or more times	6			
	Never	7			
	Don't know	888			
	Refused to answer	999			

Q104	Who do you discuss the BodaBoda Talk Talk programme with?					
	Multiple Response	FILTER IF	Q103	EQUALS	2-6
	My children	1			
	My husband/wife	2			
	My relative	3			
	My neighbour(s)	4			
	My friend	5			
	My community leader	6			
	Other	997			
	Don't know	888			
	Refused to answer	999			
Q105	If other, please specify					
	Text	FILTER IF	Q104	EQUALS	997
Q106	How often have you changed any of your behaviors because of something that you heard on Boda Boda Talk Talk?					
	Single Response	FILTER IF	Q96	EQUALS	2-9
	Frequently	1			
	Sometimes	2			
	Never	3			
	Don't know	888			
	Refused to answer	999			
Q107	What behaviors have you started doing or doing more of because of something that you heard on BBTT?					
	Multiple Response	FILTER IF	Q106	EQUALS	1,2
	Washing hands	1			
	Using mosquito net	2			
	Receiving vaccinations	3			
	Talking to community leaders	4			
	Maintaining good hygiene	5			
	Moving to a new site	6			
	Other	997			
	Don't know	888			
	Refused to answer	999			

Q108	If Other (specify)				
	Text	FILTER IF	Q107	EQUALS	997
Q109	What behaviors have you stopped doing or have done less frequently because of something that you heard on BBTT?				
	Multiple Response	FILTER IF	Q106	EQUALS	1,2
	Using drainage ditch to bathe or wash clothes or dishes	1			
	Going outside alone	2			
	Fighting at water holes	3			
	Other	997			
	Don't know	888			
	Refused to answer	999			
Q110	If Other (specify)				
	Text	FILTER IF	Q109	EQUALS	997
Q111	Overall, how helpful do you think Boda Boda Talk Talk is?				
	Single Response	FILTER IF	Q96	EQUALS	2-9
	Very helpful	1			
	Somewhat helpful	2			
	Not at all helpful	3			
	Don't know	888			
	Refused to answer	999			
Q112	How much political bias or political agenda do you think Boda Boda Talk Talk has?				
	Single Response	FILTER IF	Q96	EQUALS	2-9
	A great deal	1			
	Some	2			
	None at all	3			
	Don't know	888			
	Refused to answer	999			

Q113	How much religious bias or religious agenda do you think Boda Boda Talk Talk has?				
	Single Response	FILTER IF	Q96	EQUALS	2-9
	A great deal	1			
	Some	2			
	None at all	3			
	Don't know	888			
	Refused to answer	999			
Q114	Overall, how much do you trust the information that you hear on Boda Boda Talk Talk?				
	Single Response	FILTER IF	Q96	EQUALS	2-9
	A great deal	1			
	Some	2			
	None at all	3			
	Don't know	888			
	Refused to answer	999			

INFORMATION IN THE MIDST OF CRISIS: ADDRESSING THE INFORMATION NEEDS OF INTERNALLY DISPLACED PERSONS AT THE TONG PING PROTECTION OF CIVILIANS SITE, SOUTH SUDAN - DECEMBER 2014

95

Q115	What topics would you like Boda Boda Talk Talk to cover in its future episodes? [Only if struggling to think of anything prompt with 'some sort of news or how to get help with something from someone.']					
	Multiple response	FILTER IF	Q96	EQUALS	2-9	
	General news on what is happening here	1				
	News on what is happening at home	2				
	Finding people I have lost contact with	3				
	The security situation here	4				
	The security situation at home	5				
	Communicating with people who are in a different place from me	6				
	How to register for aid	7				
	How to get water	8				
	How to get food	9				
	How to get shelter/accommodation or shelter materials	10				
	Information about nutrition	11				
	Food prices	12				
	Local crop/livestock prices	13				
	How to get cooking fuel/firewood	14				
	The weather	15				
	How to get healthcare/medical attention	16				
	How to get help after sexual attack or harassment	17				
	How to replace personal documentation (ID, birth certificate)	18				
	How to access vocational training/skills	19				
	How to access education	20				
	How to find work	21				
	How to get transport	22				
	How to get money/financial support	23				
	Information about relocation	24				
	Information for my children	25				
	Information for my husband/wife	26				
	Information on how to return home	27				
	Other	997				
	Don't know	888				
	Refused to answer	999				

Q116	For our last set of questions we just want to know some basic information about you and your household.				
	Text Display	FILTER IF	Q6	EQUALS	1
Q117	Were you born in South Sudan?				
	Single Response	FILTER IF	Q6	EQUALS	1
	Yes	1			
	No	2			
	Don't know	888			
	Refused to answer	999			
Q118	Which country were you born in?				
	Text	FILTER IF	Q117	EQUALS	2
Q119	What state were you born in?				
	Single Response	FILTER IF	Q117	EQUALS	1
	Central Equatoria	1			
	Eastern Equatoria	2			
	Western Equatoria	3			
	Lakes	4			
	Warrap	5			
	Northern Bahr el Ghazal	6			
	Western Bahr el Ghazal	7			
	Unity	8			
	Upper Nile	9			
	Jonglei	10			
	Don't know	888			
	Refused to answer	999			

Q120	Which state did you arrive here from? (or arrive to protection site from?)				
	Single Response	FILTER IF	Q6	EQUALS	1
	Central Equatoria	1			
	Eastern Equatoria	2			
	Western Equatoria	3			
	Lakes	4			
	Warrap	5			
	Northern Bahr el Ghazal	6			
	Western Bahr el Ghazal	7			
	Unity	8			
	Upper Nile	9			
	Jonglei	10			
	Don't know	888			
	Refused to answer	999			
Q121	Do you remember the date that you arrived at this protection site?				
	Single Response	FILTER IF	Q6	EQUALS	1
	Yes	1			
	No	2			
	Don't know	888			
	Refused to answer	999			
Q122	If yes, what was the date that you arrived at this protection site [DDMMYY]				
	Date	FILTER IF	Q121	EQUALS	1
Q123	Currently, how many people live in your household, including children all children and adults, and including you? (HH definition= people eating from the same cooking pot]				
	Numeric	FILTER IF	Q6	EQUALS	1
Q124	How many of these household members are children under 5 years of age?				
	Numeric	FILTER IF	Q123	EQUALS	More than 0
Q125	Sex (Do not ask. Observe)				
	Single Response	FILTER IF	Q6	EQUALS	1
	Male				
	Female				

Q126	How old are you? [check appropriate category below]				
	Single Response	FILTER IF	Q6	EQUALS	1
	15-19	1			
	20-24	2			
	25-29	3			
	30-34	4			
	35-39	5			
	40-44	6			
	45-49	7			
	50-54	8			
	55-59	9			
	60-64	10			
	65+	11			
	Don't know	888			
	Refused to answer	999			
Q127	What is the language/dialect that you speak most often at home? [do not prompt]				
	Single Response	FILTER IF	Q6	EQUALS	1
	Acholi	1			
	Avukaya	2			
	Balanda	3			
	Bari	4			
	Classical Arabic	5			
	Dinka	6			
	Diding'a	7			
	Lulubo	8			
	Lobgwari	9			
	Lotuko	10			
	Juba Arabic	11			
	Maadi	12			
	Moru	13			
	Nuer	14			
	Toposa	15			
	Zande	16			
	Shilluk	17			
	Other	997			
	Don't know	888			
	Refused to answer	999			

INFORMATION IN THE MIDST OF CRISIS: ADDRESSING THE INFORMATION NEEDS OF INTERNALLY DISPLACED PERSONS AT THE TONG PING PROTECTION OF CIVILIANS SITE, SOUTH SUDAN - DECEMBER 2014

99

Q128	Other (specify)				
	Text	FILTER IF	Q127	EQUALS	997
Q129	What other languages/dialects do you speak if any?				
	Multiple Response	FILTER IF	Q6	EQUALS	1
	Acholi	1			
	Avukaya	2			
	Balanda	3			
	Bari	4			
	Classical Arabic	5			
	Dinka	6			
	Diding'a	7			
	Lulubo	8			
	Lobgwari	9			
	Lotuko	10			
	Juba Arabic	11			
	Maadi	12			
	Moru	13			
	Nuer	14			
	Toposa	15			
	Zande	16			
	Shilluk	17			
	No other languages	18			
	Other	997			
	Don't know	888			
	Refused to answer	999			
Q130	Other (specify)				
	Text	FILTER IF	Q129	EQUALS	997

Q131	What language do you prefer to receive information in?					
	Single Response	FILTER IF	Q6	EQUALS	1
	Acholi	1			
	Avukaya	2			
	Balanda	3			
	Bari	4			
	Classical Arabic	5			
	Dinka	6			
	Diding'a	7			
	Lulubo	8			
	Lobgwari	9			
	Lotuko	10			
	Juba Arabic	11			
	Maadi	12			
	Moru	13			
	Nuer	14			
	Toposa	15			
	Zande	16			
	Shilluk	17			
	No preference	18			
	Other	997			
	Don't know	888			
	Refused to answer	999			
Q132	Other (specify)				
	Text	FILTER IF	Q131	EQUALS	997
Q133	If someone sent you a letter, how much of it do you think you could read by yourself?				
	Single Response	FILTER IF	Q6	EQUALS	1
	None of it	1			
	Some of it	2			
	All of it	3			
	Don't know	888			
	Refused to answer	999			

Q134	Have you ever attended school?				
	Single Response	FILTER IF	Q6	EQUALS	1
	Yes	1			
	No	2			
	Don't know	888			
	Refused to answer	999			
Q135	What is the highest level of education you have received [read categories 1-7]				
	Single Response	FILTER IF	Q134	EQUALS	1
	Some primary school	1			
	Completed primary school	2			
	Some secondary school	3			
	Completed secondary school	4			
	University student now	5			
	University graduate	6			
	Religious education	7			
	Other	997			
	Don't know	888			
	Refused to answer	999			
Q136	Before you came here, were you employed outside the home?				
	Single Response	FILTER IF	Q6	EQUALS	1
	Yes	1			
	No	2			
	Don't know	888			
	Refused to answer	999			

Q137	What is your work back home?				
	Single Response	FILTER IF	Q136	EQUALS	1
	Business	1			
	Nomad	2			
	Education	3			
	Government employee/Public service	4			
	Policy/military	5			
	Skilled worker	6			
	Unskilled worker	7			
	Health worker	8			
	Farmer	9			
	Aid worker	10			
	Student	11			
	Religious leader	12			
	Other	997			
	Don't know	888			
	Refused to answer	999			
Q138	Do you own this business?				
	Single Response	FILTER IF	Q137	EQUALS	1
	Yes				
	No				
	Don't know				
	Refused to answer				
Q139	Is your business located in the POC?				
	Single Response	FILTER IF	Q138	EQUALS	1
	Yes				
	No				
	Refused to answer				
Q140	Name of the person interviewed				
	Text	FILTER IF	Q6	EQUALS	1
	Thank you for your time and participation				