In Bentiu, Internews’ Humanitarian Information Service (HIS) implements a Communication and Community Engagement (CCE) program to increase information sharing. The program operates Kondial 97.2 FM, a humanitarian radio station inside the Bentiu PoC, conducting listening groups to gather community feedback. If you have information to be shared with the PoC or humanitarians, please contact: Humanitarian Project Manager Nimaya Manasseh (nmanasseh@internews.org) or Team Leader Puot Tuor (ptuor@internews.org).

Internews Bentiu e-Bulletin

What We Heard This Week
Feedback from the Community

Lack Of School Furniture At Panhiany
Students reported lack of benches which is disrupting their learning. They requested the education cluster to supply their school with furniture.

Students, Panhiany

Girls In Cattle Camp Want Sports
Girls in Guit cattle camps said that they lack sporting material to keep them busy. They are asking concerned partners to support them with volleyball material.

Youth & Children

Washing Soap Needed In Cattle Camp
Cattle herders said they lack soap to wash their clothes. They requested WASH partners to provide them with soap.

Adult & Youth, Guit

Cattle Keepers Request For Utensils
Cattle keepers in Guit cattle camp said that they lack items to use in kitchens. They said they don’t have utensils for preparing food for their families. They requested S/NFI partners to provide them with the items.

Adult & Youth, Guit

The Disabled Need Wheelchairs
Persons living with disabilities said that lack wheelchairs to ease their mobility. They asked protection and any partners to distribute the items.

Adult & Youth, Guit

We Need Borehole In Pagany
Residents reported concerns about shortage of water due to lack of boreholes in their area. They asked for help from their WASH cluster to drill a borehole.

Adults & Youth, Pagany

We Need Jerricans For Fetching Water
Cattle keepers at Pagany village of Guit said that they lack Jerrycans for fetching water. Their request was directed at S/NFI partners.

Adults & Youth, Pagany

Pagany Village Needs Health Facility
Residents in Pagany said they face challenges accessing health care because they no health facilities in their area. They requested the health cluster to extend health services to their village.

Adults & Youth, Pagany

Internews staff notes feedback during a listening group meeting with youth in Bentiu PoC - Photo@Internews

Pagany Village Needs Health Facility
Residents in Pagany said they face challenges accessing health care. They said that there are no health facilities in their area. They requested the health cluster to extend health services to their village.

Adults & Youth, Pagany

Internews interacted with 820 people through:

- Listening Group 72%
- Focus Group Discussion 10%

Data Collected:

- 393 Females
- 427 Males

Internews Collected 74 unique feedbacks:

- Youth (18-35 years) 27%
- Adults (over 35 years) 69%

40

820

This week

Pagany Village Needs Health Facility
Residents in Pagany said they face challenges accessing health care. They said that there are no health facilities in their area. They requested the health cluster to extend health services to their village.

Adults & Youth, Pagany
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### Kondial 97.2 FM Weekly Program Highlights

**HEALTH SHOW: Nutritional Awareness And Diet Quality**

Feedback from nutrition partners indicated that there’s a need to conduct awareness on nutritional awareness and quality of diet. Kondial FM produced a program that explained what nutrition is, and the type of food to eat to avoid malnutrition. During the program, an official from Mentor Initiative educated Kondial FM listeners about the importance of timely eating of nutritious food. He emphasized that a balanced diet and drinking clean water provides energy and nutrients to keep the body healthy. The humanitarian added that everyone should maintain good health by adhering to nutritional advice. People who phoned-in during the show appreciated the program and called for its repeat.

**GREETING & TRADITIONAL RIDDLE SHOW: Promotion Of Positive Community Norms**

After feedback from PoC residents about youngsters causing violent due to lack of knowledge about cultural norms, Kondial FM produced a program to promote community norms that reinforce positive behaviour. While on the radio, a 66-year-old man John Chan explained that the Nuer values, beliefs, attitudes and shared behaviors are diminishing. He emphasized the need to restore positive cultural norms through radio programming to educate the young with acceptable Nuer cultural standards. On the same show, youth representative told his fellow youth to avoid being known by violence. Both called for peaceful way to settle matters that arise within the community. Dozens of callers liked the program and called for its continuation.

**PROTECTION SHOW: Rubkona Residents & Police Attended Trust Building Training**

In Rubkona, Kondial FM team collected and shared feedback with the appropriate partners. The feedback was gathered from a listening group about the need for developing trust to restore a good relationship between police and residents. Responding to community concerns, Hope Restoration South Sudan (HRSS) with supported from UNDP conducted a training that brought together community representatives and police in Rubkona town. While on Kondial’s recorded program, HRSS staff confirmed that his organization had conducted a 3-month training aimed at strengthening a good relationship between police and communities. Several police personnel and Rubkona residents who attended the training said that the knowledge they received from training would help them collaborate to promote peace and rule of law.

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**Community Feedback**

Internews Bentiu collects feedback on a weekly basis through listening groups, over the phone or by SMS and through direct interactions our staff have with community members. The chart below illustrates the overall categories in which feedback was collected this period.

### Feedback Categories

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>WASH</td>
<td>14%</td>
</tr>
<tr>
<td>Shelter</td>
<td>1%</td>
</tr>
<tr>
<td>Protection</td>
<td>8%</td>
</tr>
<tr>
<td>Peace</td>
<td>4%</td>
</tr>
<tr>
<td>Nutrition</td>
<td>3%</td>
</tr>
<tr>
<td>Non-Food Items</td>
<td>3%</td>
</tr>
<tr>
<td>Health</td>
<td>7%</td>
</tr>
<tr>
<td>FSL</td>
<td>9%</td>
</tr>
<tr>
<td>Food Distribution</td>
<td>5%</td>
</tr>
<tr>
<td>Education</td>
<td>11%</td>
</tr>
<tr>
<td>Disease</td>
<td>7%</td>
</tr>
<tr>
<td>Culture</td>
<td>7%</td>
</tr>
<tr>
<td>CCM</td>
<td>3%</td>
</tr>
</tbody>
</table>

**Detailed: WASH**

This graph details the feedback on WASH that was received this week.
In Jamjang, Internews’ Humanitarian Information Service (HIS) implements a Communication and Community Engagement (CCE) program to increase information sharing. The program operates Jamjang 89.4 FM, a humanitarian radio station in Ajuong Thok, conducting listening groups to gather community feedback. If you have information to be shared with refugees or humanitarians, please contact: Humanitarian Project Manager James Mafer (jmafer@internews.org).

This week Internews collected 28 unique feedbacks:
- Youth (18-35 years) 11%
- Adults (over 35 years) 89%

Listening Group 100%

What We Heard This Week
Feedback from the Community

**More Drugs Needed In Hospital**
Refugees in Ajuong Thok are still complaining about inadequate drug supply in the health facilities. They said that they don’t have the capacity to buy drugs from clinics which leads to incomplete dosages. They asked the health cluster to provide them with enough drugs.

*Adult, Block 23*

**Urgency For Surgical Doctor**
Residents in Ajuong Thok appealed to the administration of Hakima hospital to assign a surgical doctor to the medical facility to help with surgeries. They said that it is challenging to transfer patients to Pariang hospital for emergency operations.

*Adult, Block 23*

**The Work Of LWF Appreciated**
Parents in Pamir camp appreciated LWF and the administration of Trahaaka primary school for helping their children to improve their academic performances. A resident added that, because of tireless role played by teachers, many students’ performances improved this year.

*Adult, Block 39*

**Work Tools Are Required**
Voluntary water committee in Pamir said that they lack tools like mops and gloves to do their work at the water taps. They requested the WASH partner to help them with the tools to enable them do the cleaning in a hygienic way.

*Adult, Block 39*

**More Need To Be Trained In Business**
Women in Pamir requested IRC Department of Economic Recovery and Development ERD to increase the number of women being admitted on life skills trainings. One woman said they want to get training in business skills trainings, but the vacancies are limited.

*Adult, Block 35*

**Establish New GFD Center**
Families in Pamir camp said the distance to the GFD site from their residences is too far and gives them a hard time especially the women and elderly. They asked the organization in charge of food distribution to establish new GFD closer to where they stay.

*Elderly, Block 37*

**The Work Of Health Partner Is Appreciated.**
Families in Ajuong Thok expressed their heartfelt gratitude to the health workers for their kindness towards children. They said that children are being prioritized by the doctors which helps mothers and children get treatment on time.

*Adults, Block 2*
In Jamjang, Internews’ Humanitarian Information Service (HIS) implements a Communication and Community Engagement (CCE) program to increase information sharing. The program operates Jamjang 89.4 FM, a humanitarian radio station in Ajuong Thok, conducting listening groups to gather community feedback. If you have information to be shared with refugees or humanitarians, please contact: Humanitarian Project Manager James Mafer (jmafer@internews.org).

ASTHMA: Causes And Treatment
Most community members are puzzled by the asthma disease. In an endeavor to educate the community about the causes of asthma and the ways of treatment, Jamjang FM spoke to a health worker at AHA in which he defined asthma as a lung disease cause by inflammation of the inner part of the lungs that leads to wheezing, shortness of breath and chest tightness. He also added that the asthma can be caused by tobacco smoke, dust mites, air pollution, respiratory infection and cold air. The doctor went on to explain that the asthma can cause severe coughing in patients. He appealed to the refugees to report any suspected cases of asthma to the nearest health facility early treatment.

GRADUATION: Village Saving Loan Association VSLA Trainees
On 11 December 2019, IRC Department of Economic Recovery and Development ERD organized a graduation ceremony for 5 VSLA groups consisting of 25 men and women. Speaking during the graduation, IRC ERD field officer told Jamjang FM that the VSLA trainees were trained on how to save and put the money to proper use, explaining that the SVLA serve an important role in changing people’s economic status. Pamir camp leadership representative appreciated IRC for helping refugees with the VSLA groups that crucially helps a lot in saving money. He also appealed to the graduates to keep on saving money to improve their standards of living. Trainees interviewed by Jamjang FM said they have gained skills in money saving and now can generate money through VSLA.

International Human Rights Day In Pamir Camp.
In recognition of international Human Rights Day which is observed on the 10 December every year, the refugees and host community joined the humanitarian agencies and celebrated the event in Pamir. Speaking to Jamjang FM, Humanitarian Consortium for Development HDC area manager said that the day is celebrated to support refugees and local people to understand the importance of promoting human rights. Pamir camp chairperson said, the commemoration of international Human Rights Day will open new chapter in refugees lives and it will enable them to understand the importance of human rights promotion. UNHCR protection officer advised the community to renounce any form of violence against humanity, explaining that human beings have a right live safely, the right to eat, the right of education, the right to health and the right of self-expression.

Community Feedback
Internews Jamjang collects feedback on a weekly basis through listening groups, over the phone or by SMS and through direct interactions our staff have with community members. The chart below illustrates the overall categories in which feedback was collected this period.

<table>
<thead>
<tr>
<th>Category</th>
<th>Feedback</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wash</td>
<td>18%</td>
</tr>
<tr>
<td>Shelter</td>
<td>25%</td>
</tr>
<tr>
<td>Protection</td>
<td>4%</td>
</tr>
<tr>
<td>FSL</td>
<td>4%</td>
</tr>
<tr>
<td>Non-Food Items</td>
<td>11%</td>
</tr>
<tr>
<td>Health</td>
<td>25%</td>
</tr>
<tr>
<td>Food Distribution</td>
<td>11%</td>
</tr>
<tr>
<td>Education</td>
<td>4%</td>
</tr>
</tbody>
</table>

Detailed: HEALTH
This graph details the feedback on health that was received this week.

<table>
<thead>
<tr>
<th>Category</th>
<th>Feedback</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health - MPSS</td>
<td>7%</td>
</tr>
<tr>
<td>Health - Other</td>
<td>14%</td>
</tr>
<tr>
<td>Health - Maternal/Child</td>
<td>4%</td>
</tr>
</tbody>
</table>
In Malakal, Internews’ Humanitarian Information Service (HIS) implements a Communication and Community Engagement (CCE) program to increase information sharing. The program operates Nile 98.0 FM, a humanitarian radio station inside the Malakal PoC, conducting listening groups to gather community feedback. If you have information to be shared with the PoC or humanitarians, please contact: Humanitarian Project Manager and Trainer Nimaya Manasseh (nmanasseh@internews.org) or Team Leader Dau Chol (dchol@internews.org; +211 916930440).

What We Heard This Week
Feedback from the Community

Organize A Workshop On the importance Of Education To Parents
Sections of the community in Malakal town said there are some parents who don’t value education. There’s need for the education cluster to raise awareness on the importance of education through a workshop so that parents can develop a positive attitude. This will encourage them to send their children for registration for upcoming academic year.

Youths & Adults, Location : Malakal Town

Thanks For Maintenance And Leveling The Sector Roads
Residents in the PoC thanked IOM for the maintenance and leveling of the roads in their neighborhood. They said the maintenance will ease their mobility and provide some level of safety in the night, especially the elderly and vulnerable. This is important as it will ease access to service delivery.

Youths & Adults, Location : Sector 3&4

Establish Accessible Water Point
Women and girls in Malakal said that water points are far from where they live. They requested responsible agencies to establish a water point near their residential area to reduce the challenge of fetching water. They also requested that the water be of quality and quantity.

Youths & Adults, Location : Malakal Town

Observe Recommended Speed Limits
Residents in PoC said there are some humanitarian drivers who have started over speeding. They requested the concern agencies to talk to their staff to observe the recommended speed limits to avoid accidents.

Youth & Adults, Location: Sector 4

Registration Will Ensure Adequate Food Rations
Community members in the PoC appreciated all the humanitarians who organized the biometric registration process. They said the registration will help people who had not been registered to have their own cards which will help them to get access humanitarian services especially food. This help them include their newborns.

Youths & Adults, Location: Sector 1

Cold! Blankets For Children And The Elderly
Residents in the Khorflus area who have been coming to Malakal town said that the weather is their area gets very cold especially for children and elders. They requested the humanitarians to provide them with blankets so they can cover themselves at night.

Youths & Adults, Location: Khorflus

NILE FM Correspondent interviews IMC nutrition assistant on the health program - Photo @Internews
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Kondial 97.2 FM
Weekly Program Highlights

YOUTHS PROGRAM: Ways To Combating Hate Speech Among The Youth

Community feedback indicated that some of the youth from different communities are the people who use hate speech whether in public or sports activities. To respond to the community feedback, some youth mobilized themselves to find a solution to the issue that so that youth from different communities could learn to coexist in peace and harmony. This was said while they appeared on Nile FM’s Youth Program in Malakal. A youth member explained that hate speech is one of the factors that hamper peace building among the communities. Some youth suggested that avoiding alcohol, it will minimise hate speech. Another youth suggested that if the concerned agencies conduct more training and workshops for youth in peace building it will help in capacity building and change the bad attitudes.

CCCM PROGRAM: Registration Of Newcomers And Newborn Babies

The community requested the responsible agencies to register newcomers so that they can get their own humanitarian aid and to add their newborn babies to the family’s biometric registration cards. In response, DRC and Camp Management discussed the issue with the community leaders. The IOM Displaced Tracking Matrix (DTM) department started the registration process in the PoC. IOM-DTM field officer explained that the purposes of the registration is to add the newborn babies whose parents or relatives were given tokens. They were requested to come along with their tokens and the babies. IOM-DTM field officer added that, the registration will include the newcomers who registered in the PoC and given tokens. While appearing on Nile FM, the DRC Camp Management emphasized that the registration process will be according to sectors and blocks.

HEALTH PROGRAM: Awareness On Malnutrition Among Children

On the Health Program, the IMC nutrition assistant raised awareness about malnutrition for parents. IOM nutrition assistant explained that malnutrition occurs when the body doesn’t get enough nutrients and could be as a result of poor diet, digestive conditions or other diseases. The IMC nutrition assistant added that the malnutrition symptoms can be fatigue, weight loss and continued diarrhea. The IMC nutrition assistant said that there are two main types of undernutrition, acute and moderate malnutrition.

WASH - Water 11%
WASH - Hygiene 5%
WASH - Sanitation 14%

Community Feedback

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<thead>
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<tbody>
<tr>
<td>WASH</td>
<td>30%</td>
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<tr>
<td>Shelter</td>
<td>1%</td>
</tr>
<tr>
<td>Protection</td>
<td>8%</td>
</tr>
<tr>
<td>Peace</td>
<td>1%</td>
</tr>
<tr>
<td>Nutrition</td>
<td>1%</td>
</tr>
<tr>
<td>Non-Food Items</td>
<td>8%</td>
</tr>
<tr>
<td>Health</td>
<td>1%</td>
</tr>
<tr>
<td>Food Distribution</td>
<td>14%</td>
</tr>
<tr>
<td>Education</td>
<td>13%</td>
</tr>
<tr>
<td>CCCM</td>
<td>13%</td>
</tr>
</tbody>
</table>
In Yei, Internews works with the community to collect feedback, rumors and misinformation on the Ebola response and produces audio messages for narrowcasting and radio broadcasting and produce weekly e-bulletins for media.

**Rumours**

"If I get a bush meat, I will wash it with hot water so that Ebola will not stay in the meat and I will not leave it. Dry meat does not have Ebola unless the person handling it has a wound on his/her hands.”

Adult Female - Hai Tarawa, Yei Municipality

"I believes that Ebola can be got when one eats fresh bush meat. It’s only dry bush meat that contains the Ebola virus disease.”

Adult Male - Hai Nyongwe, Yei Municipality

"Ebola is almost reaching Yei town; we are running away now so that Ebola will not get us in Yei town.”

Adult Female - Green Mango, Yei Municipality

"Ebola virus is caused if we continue touching dirt things like contaminated food, feces and if we don’t keep our latrine environments clean.”

Female Youth - Hai Nyakama, Yei Municipality

"Dirty hair can cause Ebola due to the smell.”

Adult Female - Hai Tarawa, Yei Municipality

"Ebola is got from bats. But the bats from Yei are unable to cross to Congo, so these bats are free from Ebola.”

Adult Female - Hai Gabat,

"What is the color of Ebola? I heard that the blood of an infected person comes out in a very red color. Is it red color or blue?”

14-year-old boy – Yei Municipality

"Many people are saying that Ebola is in Rubogo area.”

Student - Yei Municipality

"Ebola is got from bats. But the bats from Yei are unable to cross to Congo, so these bats are free from Ebola.”

Adult Female - Hai Gabat,

"I don’t want to hear anything about Ebola because Ebola kills. So, no one should come and talk to me about Ebola.”

Male Youth - Hai Sobe, Yei Municipality

"Ebola is got from bats. But the bats from Yei are unable to cross to Congo, so these bats are free from Ebola.”

Adult Female - Hai Gabat,

"What is the color of Ebola? I heard that the blood of an infected person comes out in a very red color. Is it red color or blue?”

14-year-old boy – Yei Municipality

"dirty hair can cause Ebola due to the smell.”

Adult Female - Hai Tarawa, Yei Municipality

"Ebola is got from bats. But the bats from Yei are unable to cross to Congo, so these bats are free from Ebola.”

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"Many people are saying that Ebola is in Rubogo area.”

Student - Yei Municipality

"Ebola is almost reaching Yei town; we are running away now so that Ebola will not get us in Yei town.”

Adult Female - Green Mango, Yei Municipality

"Mistrust 12%

Rumors 21%

Feedback for Humanitarians 67%"

**Feedback on Ebola & other Health related issues**

"EVD awareness should also be conducted in audio-visual or video form so that Ebola videos can be played for the community to watch how the virus spreads.”

A Pastor in Tore County

"We are told to call 6666 hotlines in case of any EVD suspect. However, we don’t have phone networks here. We need the service providers to establish network coverage.”

Anglican Church Pastor – Tore County

"We are told to call 6666 hotlines in case of any EVD suspect. However, we don’t have phone networks here. We need the service providers to establish network coverage.”

Anglican Church Pastor – Tore County

A female youth in Yei municipality said that she has forgotten the about EVD, because it has been long without awareness in their area. She even said that she has forgotten the protection measures.

18-year-old girl - Hai Tarawa, Yei Municipality

"I don’t want to hear anything about Ebola because Ebola kills. So, no one should come and talk to me about Ebola.”

Male Youth - Hai Sobe, Yei Municipality

"Without radios sometimes we cannot get access to the EVD awareness. But now after receiving the solar radios, we will have access to information. We would like to request that more radios be provided .”

Elderly Female – Supermarket, Yei Municipality
In Yei, Internews works with the community to collect feedback, rumors and misinformation on the Ebola response and produces audio messages for narrowcasting and radio broadcasting and produce weekly e-bulletins for media.

**Feedback on Ebola & other Health related issues**

A women group chair in Tore County said that when a woman gets pregnant, they only pray for a successful delivery because there is no antenatal care unit in Tore PHCC. So, they requested humanitarian agencies to establish an antenatal care unit in Tore PHCC. 

*Group of Adult Females – Tore PHCC, Tore County*

### Program Highlights

#### EVD specialist On Ebola Disease Virus (EVD) Awareness

Internews community correspondents talked to communities in Yei Municipality on what their views and perceptions were on Ebola. Some community members said that they are now aware of the causes and preventive measures against Ebola. However, some community members suggested that since they now know the preventive measures, the awareness shouldn’t continue. Some expressed doubt about the relationship between Ebola and bush meat. Others said that they would really wish to know whether there is a treatment for Ebola or not. An EVD Specialist said that Ebola is a serious disease that can spread to communities and that one of the biggest outbreaks in history is ongoing in Congo. He added that because it is a disease carried by people, there is a high risk that it will be carried to South Sudan by people traveling across the border. The specialist said that, that is why people need to be educated to recognize Ebola and make alerts so that they can call the medical people or health personnel when they see an Ebola case.

#### WHY PEOPLE SHOULD KNOW THEIR HIV/AIDS STATUS AND HOW TO PREVENT THEMSELVES.

Several community members who regularly check their HIV status as recommended and those who are living with the virus in Yei Municipality found out that, though HIV positive people feel stigmatized in the community, some people without the virus live and eat together with them and console them. The only thing they don’t do is share sharp objects like needles, blades, among others. This will help reduce the multiplication of the disease. They added that the HIV positive people should not feel embarrassed by their condition. One of the HIV positive woman who has been living with the virus for 14 years said that HIV needs proper care and prevention to make them live as long as the negative people. They added that humanitarian agencies should not only give HIV food ration to those whose body weight is low, but also to those who look well and have higher weight.