

Internews  
Humanitarian Information Services  
Learning Collection

# The Boda Boda Talk Talk Module

Part III. How To Guide



### **The Internews Humanitarian Information Services Learning Collection**

communicates key lessons, best practices, and programmatic methodologies used by Internews' humanitarian teams around the world.

Each module within the Learning Collection includes three parts: Context, Case Studies, and a How To Guide. The How To Guide is usually packaged separately for ease of use.

#### **The South Sudan HIS Learning Collection includes:**

- *Boda Boda Talk Talk*
- *Listening Groups*
- *Radio Distribution*
- *Communicating with Communities (CwC)*
- *Humanitarian Radio*



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Children in the Tong Ping POC greet the first ever BBTT bike, on its inaugural day broadcasting to the more than 30,000 people in the Juba site in February 2014.

## Welcome to Boda Boda Talk Talk!

What is Boda Boda Talk Talk? Why are speakers mounted on quadbikes, motorcycles or tuk tuks the best way to get critical information to people seeking shelter in UN bases across South Sudan? What role does the local community have in creating content and how does that help agencies in their work to be accountable to the people they serve? How has Internews adapted Boda Boda Talk Talk in each of its five locations? How might you design a version of BBTT to meet your community's information needs?

To answer these questions, look no further than this Boda Boda Talk Talk Module. Depending on your interests, each section is useful and can be read on its own. When combined together, the three parts of the Module give you a holistic understanding of the BBTT project in South Sudan, and what the Internews Humanitarian Information Services team has learned over three years of implementation.

This document contains Part III. Parts I and II can be downloaded [here](#).

**“Part I. Context”** focuses on the theory and rationale behind the Boda Boda Talk Talk project, describing how the political and humanitarian context in South Sudan—and unique local information ecosystem within the United Nations Protection of Civilians (PoC) sites—influenced BBTT's design. It also discusses the critical importance of information as a form of aid, and introduces key concepts of the Internews approach, including the importance of Communicating with Communities (CwC) during a humanitarian emergency.

**“Part II. Case Study”** describes how Boda Boda Talk Talk was designed and rolled out in the UN PoCs in Tong Ping (Juba) and Malakal/Wau Shilluk. These case studies focus on the experience and lessons learned from implementing BBTT in these locations, particularly the adaptive programming over time, in order to offer recommendations for future projects.

**“Part III. How To Guide”** provides a detailed, step-by-step methodology for establishing a BBTT project in any location. It includes practical tips, as well as sample surveys, forms, templates, checklists, and job descriptions for easy adaptation.

The Boda Boda Talk Talk Module was designed by the Internews South Sudan team. It is part of the Internews Humanitarian Information Services Learning Collection, which communicates key lessons, best practices, and programmatic methodologies used by Internews' humanitarian teams around the world.





# Boda Boda Talk Talk

## Part III: How To Guide

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The Bor BBTT project was the fourth BBTT project to launch, and the team learned valuable “how-to” lessons from their colleagues in Tong Ping, UNHouse and Malakal.

## ► Introduction to Part III

**Part III. How To Guide** provides a detailed, step-by-step methodology to set up a hyperlocal information service like BBTT. It uses the Internews HIS projects in Malakal, Juba, Bentiu and Bor as examples. The practical application of the manual will be particularly relevant for NGOs, UN agencies, CSOs and any other organization seeking to implement a hyperlocal humanitarian information service. (Parts I and II can be downloaded [here](#).)

This guide outlines the step-by-step processes and potential challenges that may arise in setting up a BBTT project. In it, you will find information and advice on everything from what equipment to purchase, to how to build relationships with other humanitarian actors, to recruiting staff and establishing listening groups. Given its straightforward setup, readily available equipment and relatively low cost, the BBTT model can be easily replicated and adapted to other humanitarian emergency contexts.

But remember, BBTT is designed to be flexible and responsive to local context – and you should be too. The guide isn't intended to be purely prescriptive. “Boda Boda Talk Talk” is just a name – the important parts of the model are replicable in any number of permutations.





The first BBTT office was set up in the back corner of the Tong Ping POC, using makeshift poles and plastic sheets. This allowed the team set up very quickly, and to be in the midst of the community they were working with, continually assessing and adjusting to meet their needs.



## ► Step 1. Setting up a BBTT Project

### A. Evaluating Information Needs and Context

A communication platform following the BBTT model can be highly effective, but it is best suited for a targeted audience. If you're trying to reach an audience spread over a large geographic area, or if regional or national audiences can benefit equally from the information, then other tactics might be a better fit.

To properly evaluate your context and design the most effective Communication with Communities (CwC) intervention, it is first necessary to conduct an Information Needs Assessment (**Annex 1** provides an example). In a rapidly unfolding humanitarian crisis, conducting a full assessment may not be possible. However, regardless of constraints in an emergency, a rapid or informal assessment should be carried out.

There are many factors to consider when evaluating the context, but broadly we can focus on two thematic areas: 1) the target audience, and 2) the information landscape.

Let's start by defining the audience. Here are some of the most basic questions to begin with:

- Is the focus on one group – or several groups – in particular? Or a wider, more general audience?
- Where is the target audience located?
- How many people need to be reached?
- What languages does the target audience speak and understand?
- What is the literacy level of the target group? What is the general level of education?
- What is the level of employment? How and where do people spend their time?

That part should be relatively straightforward, but accurately evaluating the information landscape can be far trickier. The goal is to identify the information desired by the target group, and how they might get it:

- What are the target audience's major areas of concern?
- Are they aware of the available humanitarian services?
- Where is the target group currently getting information?
- If the target group is getting information from the media, what are the media sources? How are they accessed?
- How much information do people have on these topics? Are the sources reliable? Is the information accurate? In other words, what is the "quality" of the information that people can access?
- If information sources are unreliable, why is this the case? Are rumors filling a vacuum? Or do certain stakeholders have a vested interest in deliberately spreading misinformation?
- What about feedback? Does the community have an opportunity to provide feedback to authorities and aid providers?
- If practical feedback mechanisms exist, do people know about them?
- Is community feedback being acted upon?

The answers to these questions may be complex, and response will likely vary greatly across populations and demographics. But getting a good overview of the information needs of the target community is critical to the effectiveness of your intervention. A sample Information Needs Assessment is included as **Annex 1**.<sup>14</sup>

## B. Building Partnerships and “Selling” BBTT

Before a BBTT project can get up and running there is a great deal of groundwork to be done. A critical step to take before the project can start is to make sure that humanitarian agencies, INGOs, and potentially many other actors understand the aims of the BBTT project, in what might be a highly politically sensitive environment.

As the saying goes, “information is power.” So it should come as no surprise that distributing information can get political - quickly. Getting a BBTT project off the ground is likely to raise the antennas of actors you did not expect – perhaps local, state and national government actors, maybe a private-sector radio station. You will likely face questions and concerns from other INGOs and UN agencies that may be fearful about spreading information about certain topics – accurate or otherwise.

Setting up meetings with key actors to explain your plans, or perhaps sharing the Editorial Guidelines and your strategy documents, are important steps to take if you are going to win hearts and minds from the outset.

### Navigate the UN Coordination System

Meet all the key actors in the UN system. This should include a call to the Office for Coordination of Humanitarian Affairs (OCHA) or the most senior coordination agency in the operation in each site you are about to launch a BBTT project in. OCHA may be the CwC coordination focal point in some emergencies and may have a budget for dedicated CwC staff. Getting OCHA on board and aware of your plans and strategy will help bring other clusters and actors on board. A BBTT project should cut across all clusters and areas of operation – protection, health, and WASH clusters are all key actors and should be engaged. In an encampment setting, Camp Management and Camp Coordination (CCCM) is also a critical cluster to talk to. BBTT is not only an effective CwC tool but also a highly effective tool for CCCM partners who run day-to-day activities in the camp, including coordination, distributions and community movements and events. If you’re setting up a BBTT project in such a setting you may just become the camp management agency’s best friend – and they should become yours.

In addition to introducing the project, a dedicated staff member should attend all coordination and cluster meetings to ensure the program is meeting the needs of both the humanitarians and the community. (See more in “Production” section below). They should contribute, and provide presentations (as often as possible!), and even offer trainings to help interested colleagues engage more deeply.

<sup>14</sup> The Communicating with Disaster Affected Communities Network (CDAC) also provides guidance and templates for information needs assessments. Please visit: <http://www.cdacnetwork.org/tools-and-resources/i/20140721171402-wj4au>.

## Meet the Community Leadership

Separately from initial contact with the UN agencies and INGOs, it is important to get the community on board with your BBTT plans. Given the high sensitivity of displacement sites, it is important to ensure that community leaders and the local CSOs are on board and that they recognize the potential importance of BBTT for the wider community. In a conflict zone getting an “invitation” in the form of a welcome by the traditional, local and/or religious leadership structure themselves can be critical to build trust with the wider community. Here are some steps you can follow:

- Meet key members of the community leadership
- Separately from the main leadership, approach other key groups wherever possible:
  - Women's leadership
  - Youth groups
  - Religious leadership
- If the site is ethnically diverse, ensure you have included people from all of the ethnic groups.
- If the site is separated by zones or blocks, ensure you meet leaders and community groups from each area.

## Branding and Visibility

Branding the program is important, not just to create recognition and visibility, but also to humanize the service itself. Without a clear brand, people may not be sure that they're listening to the same source week-to-week, and trust may be impossible to establish.

Due to the urgent nature of a humanitarian context, the possibility to create an official logo may not present itself immediately, but in the long run it is important to have one that is not an agency or organization logo, but that it is specific to the project. This will also help people recognize the project regardless of the organization that is running it, and ensure greater independence for accountability purposes. If the project is being run by a specific agency then this logo can also be displayed.



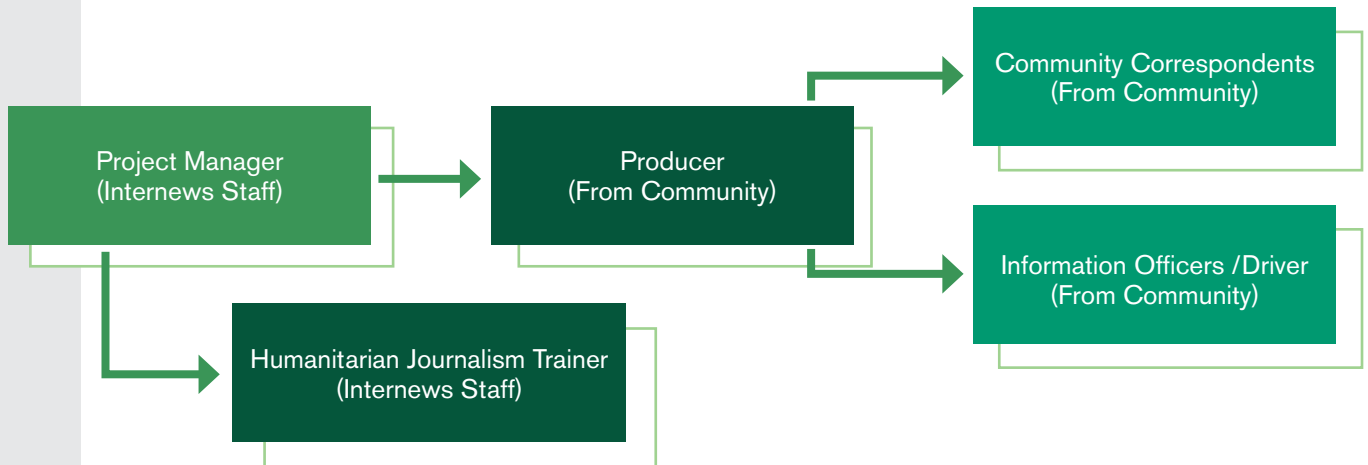
The Internews BBTT logo in South Sudan used simplicity and lots of color to great effect becoming instantly recognizable

The first few programs may aim at engaging the community by asking them for suggestions about the name of the project. This will also help the community “adopt” the project as their own. You may also wish to engage youth groups to design the logo for the project.

Further branding can then be produced on t-shirts, jackets, backpacks and stickers. These may also be listed with a phone number that can be launched for people to call or SMS text their inputs to the program. Ensuring the name of the project is engaging and fun adds to the element of humanizing the project. In South Sudan we chose Boda Boda Talk Talk – what works in your context?



### C. Suggested Organogram for a BBTT project



Each BBTT project will have a different number of staff depending on the location and size of the project. Below is a list of the key positions for an effective BBTT project team.

**The Project Manager (PM)** is in charge of the overall project including strategic planning, editorial and programming decisions. Part of this is ensuring there is an effective balance between the agencies' need to deliver information and the community's needs for information and storytelling. The PM attends the NGO coordination and community meetings with a dedicated Community Correspondent from the BBTT team (see below). The PM is also in charge of coordinating with HQ departments on HR, finance, operations and logistics including maintenance of the equipment.

**The Humanitarian Journalism Trainer (HJT)** is in charge of delivering dedicated training and mentoring for the recruited Community Correspondent staff. An experienced journalist is recommended to cover this role, with skills in both editorial and technical aspects, but given the community centered approach you may wish to replace this position with a communication officer/information expert. In either case, if you are working with a staff recruited from the target community (see below), then you will almost certainly need a qualified trainer. In the absence of the PM this position is responsible for editorial decisions and operational issues. (Depending on resources and availability the PM position and the HJT can be combined into one position). The HJT is in charge of getting the programs out on time, assuring a high standard of program content, delivering dedicated training sessions, as well as daily mentoring for all staff. The HJT initially leads the "Editorial Meetings," gathers and analyzes information from the information officers, and ensures the effectiveness of information delivery, including quality checks for language, translation, verification and accuracy.

**The Producer** is responsible for taking the lead in editorial meetings and managing the overall operation and delegation of program production. This position should be recruited from the community. Depending on the skills available within your target community (locally recruited staff may initially have no journalism experience), this role can at first be covered/demonstrated by the HJT and eventually handed over to one of the correspondents as they gain skills and experience. Appointing the Producer once the project has been established also gives you the chance to identify the strongest candidate in your team to fill this important leadership position. Eventually the Producer will be responsible for editorial decision-making – with a light guiding hand from the PM and HJT.

**The Community Correspondents (CCs)** are responsible for gathering stories, doing interviews, participating in community greetings, managing vox-pop programs and organizing round-table discussions. CCs also lead the direction and often the writing of special features or short dramas, or producing music and songs. At the start of the project, as new recruits, CCs can be asked to collectively produce different elements of the same story. As their skills grow, they can produce their own features. CCs staff can also take turns at attending the NGO and community meetings.

**The Information Officers (IOs)/Drivers** are responsible for being the eyes and ears of the BBTT team on the ground as they seek to understand if the project is achieving its purpose. Is the BBTT programming being listened to? Is it engaging, enjoyable and effective for the target audience? What do listeners think and feel about the content, and how can it be improved? IOs carry out simple monitoring through focus group discussions and random interviews. IOs also run the various “Listening Groups” (described in Step3). IOs monitor the community to assess the impact of the project, but they also bring community concerns, ideas and questions back to the rest of the BBTT team, playing a critical role in shaping the editorial direction of the program. More broadly, IOs are able to play a very real role in shaping the overall direction of the humanitarian response.

## D. Recruiting the team

BBTT staff should be recruited from the community served by the project. This strategy is vital for the BBTT project to succeed and to have integrity, trust and, ultimately, impact. Of course, in a displacement site there may be many different groups, and many people who have lost their livelihoods, so recruitment can often be a delicate process.

When hiring a Community Team there are a number of decisions that need to be made:

1

**Team structure:** Are you likely to find someone who can eventually lead the production process? Or will you hire only Community Correspondents managed by the Project Manager? If there are people available within the community who have prior experience in the media or a relevant field then this will likely influence your decision.

2

**Job descriptions (JDs):** Which language should these be produced in? How else will you get the word out that you are recruiting? How do you match the JDs to the local context and make sure people understand what the job entails?

3

**What is your budget?** Will you pay a salary or stipend? What are other NGOs paying skilled staff? What will be acceptable for people in the site?

In South Sudan, some members of the community were initially skeptical about BBTT. The Community Correspondents were given high visibility with BBTT t-shirts and jackets – but their zoom recorders and notebooks made them look like traditional journalists. In a place like South Sudan where people – even before the conflict – were not used to journalists taking pictures with cameras and people asking questions, Community Correspondents were regarded as suspicious.

Sometimes the Community Correspondents were shooed away before they could explain who they were and what their purpose was. It was only when the BBTT program was played several times around the site that the wider community understood that BBTT was an information service for them - not something intended for the outside world. Once people were able to listen to the program, trust quickly grew, and the community began to come to actively approach the correspondents with concerns. Sometimes the best advocate for the program is the program itself.



Posting job adverts where people will find them is critical, such as on fences where people commonly pass by.

## Recruitment in a displacement site

Suggested steps for recruitment in an IDP camp or refugee camp:

- 1 Once you have JDs drafted – give them to NGOs and agencies to help disseminate, and share through their own networks. Many agencies will be recruiting and they might already have a database of good potential candidates or volunteers. **Annex 2** provides sample JDs.
- 2 Post up the JDs in clinics and notice boards and give them to community groups (leaders, women and youth groups).
- 3 In a displacement settlement or humanitarian context, many people may have lost their CVs or documentation. Be aware of this and give people the option of applying through a simple cover letter or a hand written CV.
- 4 Leave a well-marked empty box in a well-known public area and ask people to drop off their applications by a set time and date. Alternatively you can invite everyone to come and drop off their application at an “open afternoon” in an accessible location inside the settlement (and possibly provide them with pens and paper). This will also allow your organization to have an informal chat with potential candidates to gather initial impressions and assess skills.
- 5 Once you have narrowed down the applications develop a simple spreadsheet of people who applied to document their skills and availability. Identifying their gender or, where relevant, language or ethnic background, will help you keep track of the balance of people applying. This is a useful tool to help you manage all the candidates – especially at the interview stage.
- 6 Contacting people in a displacement site can be a challenge, but where possible you can reach people via SMS text message to let them know whether they have been selected for an interview or not. If mobile phones are not practical, make sure that in the announcement of the job opening you also provide a location and day for people to meet and find out if they have been successful.
- 7 Once you have narrowed down your candidates and invited them for an interview, you can support your final decision with a few simple tests to assess aptitude and skills. The tests can include:

- Basic use of a laptop and word processor - can candidates type a short paragraph about themselves and save this to a folder?
- Translation of a short paragraph from local language to English and vice versa.
- Audio and presentation. Are they confident when speaking into a zoom recorder? Do they have a good “radio” voice?



Beyond the basic skills – and, in fact, far more important – finding a team with the right mind-set and commitment to delivering a non-political humanitarian information service to the community is crucial. Ideally you want staff members who value cooperation and collaboration, understand accountability, and have a good sense of fun and curiosity. Everything else, you can teach.

Having a gender balance – as much as possible - is incredibly important, as the team should represent the community. If recruiting a gender balanced team is proving difficult, send the JDs to other agencies who may have previously recruited for other positions in their organizations, and ask for any recommendations of people they may have worked with, or have come across in their work.

## E. Editorial Guidelines and Social Media Policy

BBTT is designed to deliver timely, relevant, accurate, useful, and actionable “information with a purpose” – or “Humanitarian News-You-Can-Use” – and not traditional “hard news” that may focus on politics or security related issues. The topics you choose to include – or to avoid – and the way you cover them will be determined by your editorial guidelines. **Annex 3** provides an example.

In an ideal world these policies should be fairly straightforward, but they can lead to a lot of tension. What if - for example - an NGO is about to quietly withdraw a popular service due to budget cuts, and your team hears about the plan through an NGO coordination meeting? A traditional journalist might want to “break” this story, and as a program tasked with providing accountability to affected populations, BBTT should certainly cover the withdrawal of any services. But BBTT also has an obligation to maintain the trust and acceptance of the humanitarian community. If you were a regular media outlet, you wouldn’t have even been in the coordination meeting to hear about the withdrawal in the first place.

Situations like this come up every week in a BBTT project, and each must be handled with balance and sensitivity. There isn’t a “right” answer, but a good starting point would be to work with the NGO concerned to find an acceptable way to cover the story, explaining the reasons behind the withdrawal of services, and offering advice on possible alternatives.

### BBTT vs. Traditional Media

BBTT is not a regular news outlet – it is a humanitarian information service. This means that BBTT will usually only cover humanitarian topics, and will cover them in a certain way in accordance with editorial guidelines.

The BBTT project separates itself from traditional journalism in order to respect sensitivity in a camp setting. The specific details and privileged access to Cluster Meetings and forums are respected, and specific details are never shared. There is a “firewall” of silence between BBTT staff and other media outlets to protect the BBTT project.

This distinction maintains the identity of BBTT as a trusted, solutions-focused intervention that maintains the trust of agencies and NGOs. This allows it to continue to serve its critical accountability function.

Each of Internews' BBTT project sites has a dedicated humanitarian journalism trainer who understands the role of the team members and is able to provide advice on difficult editorial decisions. At the start of the project the journalism trainer plays a critical role in program production, especially when it comes to the "Do No Harm" principle and understanding of the Humanitarian Information Service methodology. Getting potentially life saving information out is a priority - but the humanitarian principles of impartiality and "do no harm" must always be observed.

Community Correspondents themselves over time become part of the humanitarian responders' network and this requires them to understand when they are acting as "correspondents" and when they are acting as "humanitarian actors." It will be critical that they are trained in understanding the Information ecosystem, as well as the ideas of independence, impartiality and fairness.<sup>15</sup>

It is with these factors in mind that your Editorial Guidelines must be developed. Changes may be made over time, but drafting initial Guidelines and ensuring internal agreement is a critical exercise to ensure all staff - as well as the organizations who you will partnering with - understand the purpose of your BBTT. These Guidelines can also be shared with the organizations and partners you are working with.

It is good practice to ask all staff to sign the Editorial Guidelines once they have been read and understood. In Internews' BBTT locations these guidelines are posted on the walls of the main workplace and referred to regularly at the Editorial Meetings.

Another important way to assure that the Editorial Guidelines are understood and accepted by all actors working in the humanitarian response is to create an Editorial Advisory Board. The Board could be made up of members of some of the NGOs working in the site, as well as some community representatives. This Advisory Board can provide help in various ways, including providing a review of the weekly scripts and advising the team to ensure the information reflects accuracy in intent and translation – especially on sensitive issues. This process can then be included in the Editorial Guidelines. An Advisory Board like this can be a great asset – but it should be limited to just providing "advice" and not be allowed to overly dictate the direction of the program.

For the same reason, trust should be given to the HJT to flag issues when they arise, but not otherwise. Any editorial process that includes top-down management will reduce ownership, slow down dynamics, result in a more "external" product and as such, reduce recognition of the content by the listeners.

Over time, agencies will start to understand and trust the BBTT team, including the need for independence, fairness and impartiality, which are reflected in the daily news meetings and ways of working. As this trust develops input from the Advisory Board may be needed only in the most sensitive situations.

It is also important to have a Social Media Policy document to ensure that the correspondents understand the importance of not breaching the trust of the communities and humanitarian actors by airing their own opinions in other forums including on Facebook, Twitter or on traditional news websites. The Social Media Policy is normally drafted depending on the situation on the ground, but it should generally observe the Do No Harm principle. Security and privacy are, of course, also a big part of the Social Media Policy, which in some circumstances may require specific training on digital security and social media privacy settings. See **Annex 4** for a sample Social Media Policy.

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<sup>15</sup> For more information on Internews' Information ecosystem approach, see:  
<https://www.internews.org/research-publications/information-ecosystems-resilience>



Correspondents are trained not only in gathering stories, but in production techniques including sound editing.

## ► Step 2. Production

It is important to recognize that the production for any pre-recorded audio content is labor intensive – often far more so than live radio. This is especially true in situations involving novice staff who may never have held an audio-recorder and have their own particular nuances in the translation process.<sup>16</sup> In the Malakal POC, none of the BBTT project staff had ever opened a laptop when they were hired, so training had to begin very much at the beginning. The training and mentoring element is designed to make the production easier and faster over time, but the first few weeks will always be an intensive process.

When the BBTT was first developed as a project, training the staff as part of the process was much debated. In fact in Tong Ping, the first BBTT location, the critical urgency to get information out resulted in the HJT primarily producing the first few programs. However developing a more formal training program for the Community Correspondents proved to be a positive strategy, both in terms of ensuring the program was grounded in the community, and as a part of an exit strategy should Internews not be able to support the project directly at any time in the future. During the first year of implementation, the Internews team developed a training manual that covers the transfer of basic skills to the correspondents, including CwC orientation and understanding humanitarian principles.

There are a number of key steps involved in production of the BBTT radio program - from daily meetings to plan content, to recording, transcribing, translating and editing - all of which need close attention to managing deadlines. Ensuring that the programs are produced regularly and on the same days is important to build listenership and trust and to remain consistent. Transcribing and translating are particularly relevant with a new team and in a tense political environment, and will enable you to have solid documentation of the activities if a potential conflict arises. In a less tense environment and with a more experienced team, these steps may be optional and can, with care, be gradually eliminated to speed up the production process.

A few of these processes are detailed on the next page.

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<sup>16</sup> In South Sudan the Nuer staff had to translate from the English script into the Nuer dialects so they could then voice (present) the recording. The rather strange nuance was that each member of staff insisted that whoever was presenting had to also undertake the translating. Language and handwriting was an issue where this was not done and a great deal of time would be lost with re-translation. Once the language keyboards were purchased the translation process was speeded up somewhat – although only a few staff felt comfortable typing in Nuer.



## A. Editorial Meetings

The working environment inside a humanitarian setting can be highly challenging, and unexpected issues can easily disrupt the production process. Ensuring everyone is on the same page and meeting deadlines is critical to the production of timely and regular programming. In addition, there may be a need to occasionally produce “special programs” at short notice – for example BBTT in South Sudan has been called upon to help explain last minute changes to registration or distribution, playing an important role in calming tensions on these issues.

In this context, the Daily Editorial Meetings are the cornerstone of the BBTT production process, and are used to:

- 1 **Review** the last program and hear from all staff – including the Information Officers – about feedback from the community, including Listening Groups and their reactions to the content.
- 2 **Discuss** and agree on the main stories and issues for the week. These should reflect issues arising from the community, the NGOs, coordination meetings, any special agency requests for updates, and any issues arising from the Community Leadership / Women’s Leaders meetings, as well as story ideas from the correspondents and information officers themselves. Staff should reflect on the topics they and their neighbors discussed the night before - what are people talking about? What do men, women, and children want to know?
- 3 **Decide** the angle the team will take for each issue or story. Many issues will arise multiple times, for example the agencies need for their respective operational sites to be maintained, or for health and hygiene to be practiced by everyone. Simply telling people what to do, however, is not an acceptable way to engage them over time. This is a chance to be creative and decide how stories will be covered e.g., a round table discussion, or a drama, a Q&A or a combination of these over a number of programs. In cases of straightforward NGO announcements these might be covered in a “NGO noticeboard” segment. For anything more complex involving a humanitarian actor, a representative from the relevant agency or cluster is usually requested to appear on the program in some capacity to explain and, if possible, answer questions.
- 4 **Assign** correspondents to tasks and elements for which they are responsible, and be clear about deadlines. Keep and update an Assignments Board (white board or flip chart) so everyone is clear and motivated to deliver his or her element to the agreed deadline. Post the script up on the wall every day and use the information from the assignments board to highlight where the assignments fit into the overall scripted program.

Once the Editorial Meeting is done, it is important to check-in at key junctures during the day. The Producer will check in with the staff to see how far they have got with their assignment and help them to overcome any obstacles (access to NGO staff for interview etc.). This should be done throughout the day to make sure things are running to plan. If things have changed – either in terms of the development of a story or a change in the environment - a program segment may need to be changed or adapted.

## B. Coordination Meetings

Project staff should attend any NGO update meetings and Community Leadership meetings on a regular basis. At the outset of the project it may be the PM or HJT that mainly attend, but over time the local staff (Community Correspondents or Information Officers) should also become regular attendees.

Often you will find that the NGO Coordination meetings are attended primarily by staff from outside of the local community – sometimes dominated by expats. By introducing staff drawn from the target community into these meetings the BBTT project helps ensure that the voices of the community are represented and heard. However, given the often sensitive nature of these discussions it is important that local staff are guided through the sometimes rightly confidential nature of these meetings. Openness and access to information is vital, but NGOs do need a regular, private coordination mechanism for many issues, and this privacy must be totally respected.

Attending these meetings regularly helps to ensure that the latest bulletins and updates from service providers about activities and changes are included in the program script. The BBTT staff are invited to these meetings in confidence and all information discussed at these meetings is not to be used for broadcast in the radio program, but as background information that helps both the correspondents and the humanitarian community have a better understanding of the issues discussed both in the community and at the respondents' level.

Story ideas are often developed collaboratively with the partner agencies. The BBTT team, with its careful community monitoring processes, often has a great deal of rich information related to the aid operation and what the community think and feel. This is a good chance to raise and contribute to the meetings and discuss possible programming ideas. It is common for the BBTT team members to quickly become trusted and vital sources of information and feedback for the other agencies.

NGO coordination meetings are a vital element to the program to ensure that BBTT staff know what is happening, as well as when, where and who might be entitled to what goods or services. The PM can help facilitate interviews with agencies where needed.



A key component to success is for BBTT to regularly attend coordination meetings and special events, such as this visit by the US State Department in Juba.



## C. Messages into Programming

An important role of the BBTT service is continuous advocacy for humanitarian agencies to engage in two-way conversations with communities. BBTT can be a creative force that pushes for a CWC approach – encouraging humanitarian agencies to engage with communities more effectively by adopting a range of different communications tools, and ensuring that the content is verified, targeted and engaging.

Humanitarian agencies and actors often contact the BBTT staff directly with announcements and updates they want to have included in programs. As BBTT projects are designed primarily for two-way communication and engaging content, these messages or campaigns requested by agencies are often deemed by the BBTT project staff to be too simple, prescriptive or one-sided. Turning these one-way messages into nuanced, engaging programming is a key part of BBTT's role.

There are many ways to create interesting programming around NGO messages - Q&A segments, feature stories or short dramas for example – but the key is that these should always be integrated with interviews and feedback from the target community. It's important to make sure that all agencies are informed about the time frame required to do this, to allow enough time for the BBTT staff to develop the announcement, translate and record the program. Of course, not every announcement may need to be tackled in this way. Small changes to issues that the community has a good understanding of may simply be read out as notifications.



Children stand behind a fence at the Tong Ping site in Juba. Engaging the community in finding solutions for security issues, such as cutting holes in the perimeter fencing, is more effective than simply asking people to stop doing it.





Messages about handwashing don't always work - asking people what they need, and ensuring agencies receive the feedback enhances the effectiveness of one-way messaging.

Turning dry agency messages into meaningful, engaging content in the local context is a key part of BBTT's role. The table below gives some examples of actual agency requests and how the BBTT team in South Sudan decided to handle them.

### Agency Message

People must refrain from making holes in the UNMISS fences.

### Content Produced

The community were engaged in a conversation about the fences and the role they play in security, as well as the reasons holes were being made. Interviews and vox-pops were conducted in the community. While it was identified that some community members were creating the holes to smuggle in contraband, most people agreed that they were predominantly being used as shortcuts in the absence of better pedestrian access. The community identified the holes as a security risk and requested help in closing them. Agency staff were then engaged to suggest ways to prevent holes, and the community engaged to help prevent holes being made, and report those which were.

Tell people to wash their hands with soap to avoid cholera outbreak.

The BBTT team asked people if soap was available and affordable in the market, and if people were able to adequately access water and washing facilities. This feedback was presented to the WASH cluster, as well as presented back to the community through BBTT. The feedback collected this way fed into subsequent BBTT programming on sanitation and cholera, including various songs, dramas and competitions. Where soap was not easily available other solutions were also recommended, such as washing hands with ash.

## D. Roundtables and discussions between agencies and community members

Part of the advocacy role of the BBTT service is the engagement of both the community and the humanitarian actors into broader conversations in the form of round tables and open discussions. This specific CwC approach – encouraging humanitarian agencies to sit at the table with communities – is an effective way to directly link the two groups. In this way, issues that may escalate into larger confrontation are dealt with in an open and colloquial way, and solutions can be adopted and agreed by both sides. This process also allows the Humanitarian agencies to have a better understanding of the issue that they are trying to solve and to dive deeper into the problem from the perspective of the community.

The BBTT teams often organize such round tables, which are then used to create a specific program that shares the process that community leaders and members went through with humanitarian organizations to find the right solution. This process is very important, especially in large camps where community leaders are the main interlocutors of the humanitarian community. In these types of settings, the community members themselves feel that they are being left out, creating tensions with their leaders and humanitarians.

These discussions are frequently used to turn agency messages and feedback into a nuanced discussion that engages both humanitarians and the local community in a conversation about constraints and challenges with regard to the issue at hand.



A community meeting in the Bor POC during the visit of the Humanitarian Coordinator. BBTT correspondents always attend community meetings and report on them for BBTT programs. Often times, the BBTT team will facilitate a meeting between NGOs and the community, to discuss issues and look for solutions.

Turning dry agency messages into meaningful, engaging content in the local context is a key part of BBTT's role. The table below gives some examples of actual agency requests and how the BBTT team in South Sudan decided to handle them.

Agency Message/Feedback	Content Produced
<p>Stigma around taking medicine: In Bor PoC, the IRC reported that people in the camp were refusing to take prescribed medicine in tablet form. There had been a rumor that tablets were ineffective, whereas medical injections were effective. This was having disastrous consequences. For example, people were refusing to take HIV/AIDS medication (which can only be administered in tablet form), and there had been some reports of fatalities. The IRC were keen to dispel the rumors and wanted the Internews team to read out a press statement.</p>	<p>Following a discussion between the Internews project manager and a member of the IRC team, the BBTT team decided to produce two programmes devoted to the issue rather than read out a statement.</p> <p>One would be a news feature examining the issue from different angles. It included a report on the views of doctors and patients, as well as opinions from the wider camp community. A drama focused on debunking myths around medicine. A public information broadcast was also included.</p> <p>The second program was devoted to a discussion. Members of the camp came together to ask questions of two senior medics working in the POC.</p> <p>What transpired was a richer understanding of the issue for the community and health practitioners in the camp. Camp residents were able to describe their fear of being fobbed off with paracetamols, which was standard practice for certain conditions but was also a prelude to more invasive treatment. Medics were able to understand the reasoning of many people in the camp, and redress it by providing more detailed information to the community.</p>
<p>ACTED (an NGO) expressed concern over fighting between young people in the camp</p>	<p>The number of fights breaking out between young people was becoming a significant problem and ACTED wanted to understand the causes of conflict in order to find solutions.</p> <p>BBTT hosted a youth forum in the camp, where youth could share their views. Representatives of ACTED &amp; INTERSOS took questions from the audience, and the program was then broadcast to the wider PoC through the BBTT program.</p> <p>As a result of the discussion, ACTED &amp; INTERSOS not only proposed solutions, but young people were given a forum to tackle the problem themselves.</p>



## E. Interview and Segment Preparation

Before conducting an interview Community Correspondents should plan carefully and prepare relevant questions. This will likely need some support and guidance from the trainer to ensure questions are balanced, fair and asked in a conflict sensitive manner.<sup>17</sup>

Conducting a good interview is an important part of the initial training for all of the correspondents, to make sure that they understand how to ask questions and how to make sure they do not influence the answer. It is also good practice to ensure that, when questions are coming from the community directly, a wide spectrum of people have been asked to contribute their views (men, women, old, young, different groups etc.).

Correspondents conduct interviews, record them, and are then responsible for editing their own clips to identify key quotes useful for the overall story. This process requires a great deal of coordination with the rest of the team to make sure that interviews and clips selected do not repeat each other and that the overall story is enriched by the clips.

## F. Writing a Script

A good script is crucial for the production of a recorded program. The program presenter will of course read from the script when they're doing the final presentation and segment links – but earlier in the process producing a script will be vital for ensuring that the program includes all of the material you need and progresses in a logical fashion.

A script is also important from a HIS accountability perspective. The scripts can be shared with humanitarian agencies and the community if needed. It is also important for editorial oversight to ensure that the staff adhere to editorial principles of independence, impartiality and fairness. This may mean a lot of translation and transcription is required, as the HJT and PM may not speak the same language as the final broadcast.

Finally, writing the script is also critical for establishing the style of the program. BBTT is presented as a “magazine” style program, with a friendly and chatty presenter. This approach is taken in order to make the program engaging, as well as to avoid telling the community what to do. With this model, different CCs can be assigned to work on different segments focusing on different topics, or may handle the same topic in different ways. These segments will then be linked by a presenter, who will introduce the program and guide the listener through each stage.

To make the BBTT program sound as professional as possible and increase recognition for the audience, theme music and “stings” can be produced to break up the segments. Recurring segments can also be brought in, depending on audience interest and feedback. In South Sudan, for example, the BBTT program introduced a very popular recurring “jokes and tongue-twisters” segment, where community members were able to share some humor with their community. A typical program may include an introduction, community greetings, announcements from agencies, an extended feature program on the most important topic of the week, a drama, and a conclusion, all mixed with music and stings. A sample script can be found in **Annex 5**.

<sup>17</sup> Internews' toolbox for journalists on Conflict Sensitive Reporting is available here: <http://www.internews.org/research-publications/conflict-sensitive-reporting-toolbox-journalists>.



## G. Transcribing and Translation

Once the interviews have been brought back to the BBTT studio office, the Community Correspondent is responsible for listening to their content and identifying key quotes and audio clips using audio editing software such as Adobe Audition. The HJT and/or program producer is of course critical to mentoring this work in the first few months of the project. As skills develop, other Community Correspondents can help each other through this process.

The BBTT program is pre-recorded and translated from local language (the interviews) to English (the script) and back again for recording in local language. Therefore the process takes some time. The program must be presented in local languages to have any impact, but translating content back into English is a necessary step when the Project Managers and Humanitarian Journalism Trainers do not speak the relevant language. Where a PM and or HJT do speak the local language, the translation into English can be dropped allowing production to be faster. This process can also be reviewed as the team gains experience and confidence.

When each Correspondent has transcribed their final audio clips and delivered it to the Producer together with the audio files on a SD card, the Producer can mix the components together to create the final program.

## H. Filing content and archives

One of the biggest challenges in the field is getting inexperienced staff to file away their clips ready for production and mixing down. An easy-to-use filing method where each staff member is responsible for sharing his or her audio and transcriptions with the Producer or Editor is critical.

An archive of scripts and audio content should also be kept for accountability and monitoring purposes. Final programs should be carefully filed and kept in multiple locations – or on different drives. The archive is useful especially when topics arise over and over again. A useful monitoring exercise is to track and review the script content – calculating how many times various topics arise, and how the story was presented (i.e. was the story generated from an NGO or from the community? Did they feature community voices or leaders' voices? Did we hear equally from women and men?).

## I. Program Sign Off and Recording

Once the program has been laid out, and the script finalized with links and transcriptions dropped in, there needs to be an Editorial Sign off process. In the early phases of the project, this may be done through the Editorial Advisory Board, involving agencies and community members alike as part of the trust-building process. However, to ensure impartiality and speed the PM or more senior staff should be the final sign off for each program. Ideally the final presenter links should not be recorded until the script has been signed off.

The assigned presenter will translate and record the script. In some cases you may want to rotate the presenter to give everyone a chance to develop this skill. Over time some will develop a natural style and be better suited to this role than others. Monitoring audience reaction will also be useful to help ascertain which presenters are most effective.

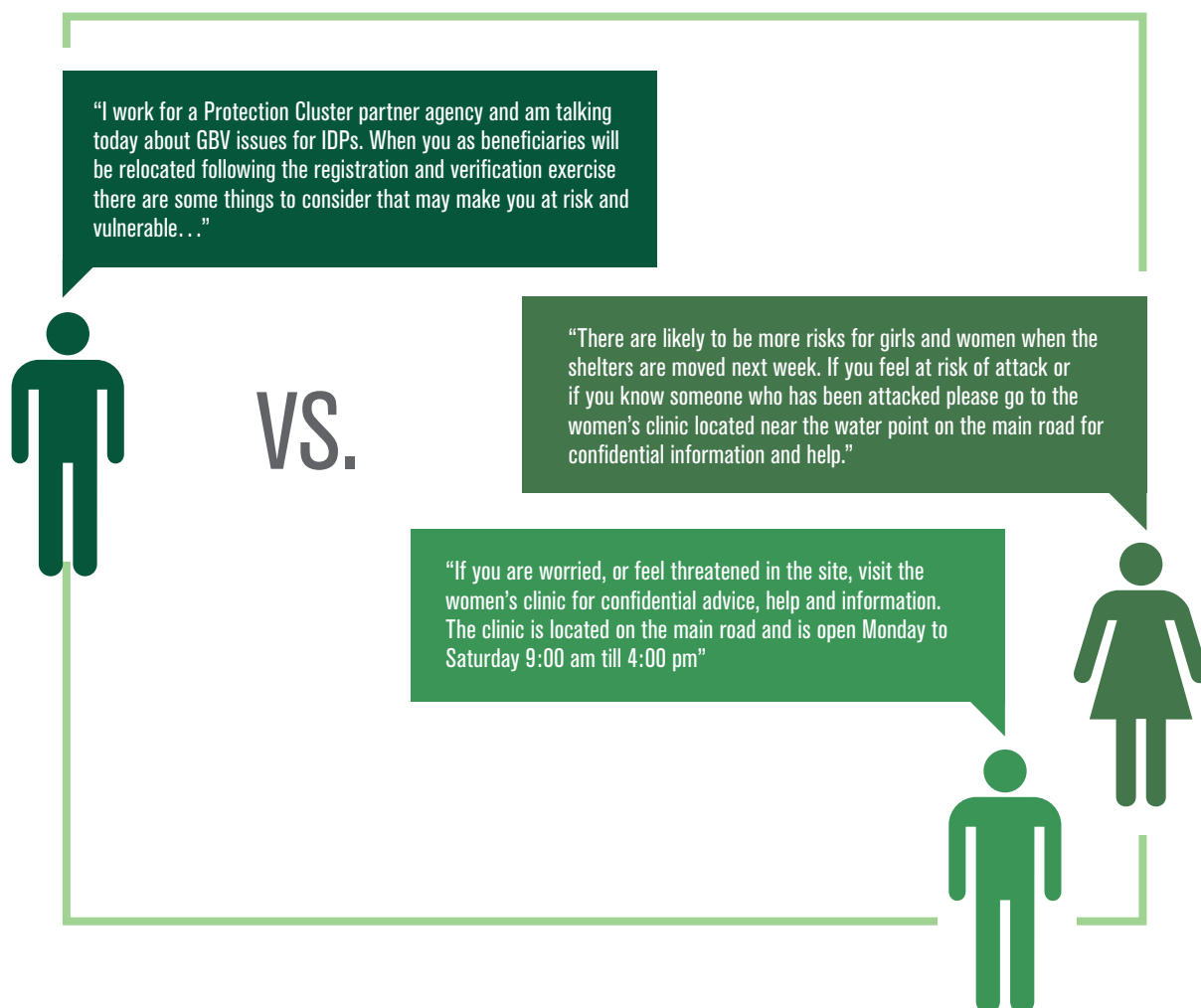
The assigned editor will create the mix-down - following sign off - making any necessary changes or asking for any re-recordings - and the final program will be ready for distribution.

## J. Getting the Language Right - Humanizing Communications with Communities

In South Sudan there are a multitude of tribes and sub-tribes – each with their own dialect. Recognizing and responding to this with the words the HIS service used was vital especially when discussing difficult subjects like women’s and children’s safety and security in the site, or when sharing information about health.

As such, it is also worth thinking about the feel and impressions the HIS will give to ordinary people. Ensuring that the language of the HIS is clear, understood by everyone, and most importantly effective is critical given the life saving and life enhancing nature of the service. The language should also be human, non-patronizing and empowering for people listening. This is true of the dialects used, but also of the words, language and style adopted. The BBTT-HIS in South Sudan “banned” key words on its programs. Where these words were used by aid workers in their interviews, they were explained to the audience in simple language through the presenter’s narrative. In effect, the Community Correspondent translated these words so they were either more human or more effectively explained in ordinary colloquial language so a wider audience could understand.

For example:





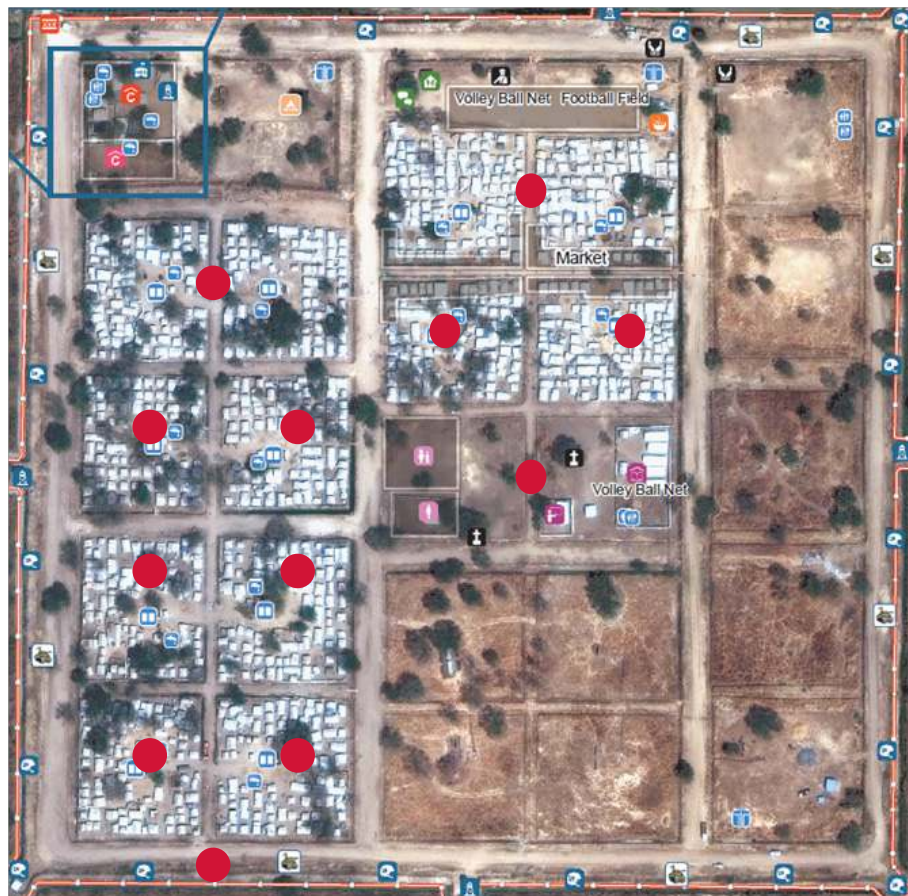
During a BBTT staff workshop, correspondents identified words that de-humanize the content, replacing them with clear, everyday language.

## ► Step 3. Broadcasting Methods

### A. Listening Stops

The Listening Stops provide a dedicated place for the HIS programs to be played in public. The aim is to have the boda boda (or alternative speaker transportation) arrive at all the Listening Stops at specific times on dedicated days. In some of the smaller sites the boda boda may visit the stops and play the program on a loop up to three times to capture moving crowds. In a site for 30,000 people around 10 stops in a day will provide good coverage, and the boda boda may repeat the visits to these same stops on days where a new program is not produced. In larger sites the boda boda may only visit each stop once for each program.

If possible get a map of your target area, or ask the BBTT team to draw one up. Collectively the team can agree which are the likely places where people gather in public and will be able to listen to the BBTT program. This may be where people play cards or dominos or where people wash clothes. In a displacement site, locations such as water points, clinics, distribution sites, common spaces or markets are all good targets. These areas should be marked on the map and if possible included as potential Listening Stops.



This is an example of listening stops marked in red in a camp site. Because there are no roads inside the blocks, and the water pumps are inaccessible for the bodas, the Listening Stops are placed in between blocks, so that all of the population of the camp is covered.





Places where people gather, like water points, are good Listening Stops. Other likely places include health clinics, food distribution sites, markets, and other common spaces.

In order to maximize the impact of your Listening Stops it is essential to have a good understanding of how your target community operates. For example, water points may be busy at particular times, and this should be factored into designing your schedule.

If you have a GPS this is a useful tool to use to physically walk around the site and assess each spot on your map – marking down which ones have good access for your boda boda and which ones look more of a challenge. The Listening Stops do not have to be marked or branded if this is not possible – people will soon get used to the boda boda appearing regularly to play. Sometimes the boda boda IO/driver will be stopped and people make a special request for a play of the program. This is a great positive endorsement for the program. The IO/driver can simply note down where he was stopped and how many times, and consult with the Project Manager whether there is a need to add a further formal Listening Stop.

## B. Static Listening Sites

As well as Listening Stops which can be visited by mobile speakers, the BBTT program can also be played in static locations with a high turnover of people. If you are going to leave a speaker in a set location you will likely need someone to look after and manage it, but this could be a helpful community member or a humanitarian actor operating in your target area. The program can be easily delivered to these sites on a USB or memory card.

A health clinic, which may be operated by a humanitarian partner, is an ideal location to reach people with health and protection information, dialogue and entertainment, while they wait to see medical staff. In South Sudan, MSF, IOM, Medaire and Magna were some of the agencies who agreed to take a large speaker or wind up radio and have their health promoters in the clinic manage the equipment (charging and storage), as well as play the program every day.

Some clinics may request edited versions of the programs that remove the bulletins and updates and instead just play the key health and protection discussions and features.

### Targeting Existing Groups

A key strategy for setting up static listening sites can be to target social groups that already exist. Outreach workers, sanitation workers, mobile vaccinators and social workers are all key “listening” constituencies that are important to work with. Agencies are often keen for their staff to be involved in listening groups and are happy to manage small speakers, or have staff attend listening opportunities with HIS Information Officers.

Community outreach workers are not only a useful group of people to target for listening, but they often have technical knowledge, such as about health and protection, that can enrich the program. They can also provide feedback on the quality of the explanations or translations.

These staff are also able to share what they have heard on the BBTT program with their neighbors and on their house-to-house visits. This can improve overall coordination of communication efforts.

Children listen to the BBTT program at the MSF Clinic in the Bentiu POC while waiting to see the doctor. Static listening sites like this are perfect as they provide much needed entertainment and information while patients are waiting for medical attention.







A listening group of nomadic Falata people who were sheltering in the Malakal POC receive radios during a distribution. Dedicated listening groups allow people to listen in their own time, and in the place of their choosing.

## C. Listening Groups

A third option for people to listen to the BBTT is through dedicated Listening Groups. This method enables people to sit and listen to the program in their own time and in their own shelters. A Listening Group is in essence simply a group of community members who have access to the BBTT program. These groups may be organized around a radio distribution, in order to ensure that they have access to the necessary means to listen to BBTT. The program will then be distributed to these groups on a regular basis, and they, in turn, can provide invaluable feedback to the BBTT team.

Listening Groups should consist of around 10 individuals, and can be spread across your target area following methodology outlined in Internews' "How-to" guides on radio distribution and listening groups. The Information Officers will then take down the names and contact details of members, and one person in the group is nominated to be the "holder" of the radio.

When a new program is made the Information Officer (or Community Correspondent if they live nearby) is charged with delivering the new program. This can be done by collecting all the SD cards together and deleting the old program and replacing with the new – or swapping old SD cards with a new one each time.

The IOs can also run a formal listening session where information and feedback can be gathered and formal monitoring can occur. Feedback can be given more informally through these groups – which is sometimes equally as useful.

## D. Market Traders and Religious Gatherings

Other key places where people congregate are markets, cafes and religious gatherings. While these outlets may not be used as frequently as the above-mentioned sites, they can be invaluable in crisis moments when getting information out to as many people as possible is a matter of urgency.

In the market places in the South Sudan IDPs camps, many small stalls had a boom box or speaker equipped with a USB port or SD card function. In exchange for a USB stick, a t-shirt or a BBTT branded sun umbrella, the traders agreed to play the BBTT programs several times a day (morning, lunch and evening) to capture different audiences.

Simple monitoring checks by the Information Officers and team can verify that broadcasts happen regularly. The traders' contact details are taken and registered, and the Information Officers distribute new programs on a round of the site – deleting the old programs to ensure out of date information is not played.

## ► Step 4. Listening for Audience Input and Feedback – Monitoring & Feedback Methods

### A. Information Officers& Monitoring Tally Sheet

Recruiting the Information Officers from the outset of the BBTT set up is vital to ensure the project practices what it preaches in terms of listening, understanding and responding to a wide spectrum of the community. The Information Officers are key to the process, not only running quality checks on the output, but also to making sure the programs capture the zeitgeist of a community. They accompany the drivers on the bikes with the speakers to the Listening Stops around the IDP camp and gather feedback while the new programs are played to static sites and in community gathering places like markets. As they make their rounds, IOs will check in on any new topics that are being discussed by the community and they bring those topics back to be fed into BBTT team Editorial Meetings. IO staff can also be rotated to attend the NGO and community meetings as required.

Output monitoring forms can be developed for IOs/drivers who log the time, date and number of listeners at each stop. This is invaluable as an internal quality check and also very useful for reporting purposes. Information Officers can also be given simple quality check forms to use in their monitoring and information gathering exercises, and report back on comments, questions or feedback on the programs. An example of the monitoring tally sheet can be found in **Annex 6**.

Creating engaging content that is relevant to people is only possible if the community has opportunities to deliver this feedback and space to have input into the content. By bringing community feedback to the attention of the humanitarian actors, interventions can be adjusted and better focused, increasing impact and efficiency. Community Correspondents and Information Officers can very quickly become celebrities with good access and acceptance amongst many constituencies from young to old.

### B. Mobile Technology& Feedback Tracker

In an emergency setting mobile phones are a powerful tool for communication and coordination - but they may not always be operational, with services unreliable or down, or a simple lack of widespread access to handsets, credit or charging facilities. Moreover in some countries women in particular may not own or have access to a phone. Nonetheless, in most settings mobile phones can be a powerful tool for people to reach the BBTT staff and share their community greetings, messages, or suggestions.

An SMS platform such as Frontline SMS might be effective in some environments, with text coming to a computer and entered straight into a database. The messages can thus be collated, analyzed and even responded to with a generic text message acknowledging receipt. Keep in mind however, that SMS may not be quite as popular with a pre-recorded program as it often is with live radio, where feedback can be given to the sender instantaneously over the air. If the incoming texts are in smaller numbers then no extra software may be necessary – all you need is a working phone. In this case the BBTT line can be handled by a trusted Information Officer who manages the few texts coming in and enters relevant information in a feedback tracker or database. A sample feedback tracker is provided in **Annex 7**. The IO can send a generic response to the sender – or respond directly if necessary and appropriate - and then provide feedback in the production and editorial meetings that can then be incorporated into programming.



Feedback is easier to generate and receive if it is acted upon, or at the very least given a regular airing in the BBTT program. An easy way to do this is to create a regular feedback segment where SMS are read out, and if possible answers are provided from appropriate sources. Another approach to try would be to have a “question of the week” where audience members are encouraged to text in responses on set topics. If the cost of sending an SMS is proving an obstacle for sectors of the community, giving away phone credit to target groups or regular participants is another way of generating regular feedback.

## C. HIS Newsletter

As BBTT programs are usually created only in local languages, a separate accountability tool may be needed to keep senior staff of international humanitarian agencies informed of the content being covered by the BBTT shows. The project can create a simple newsletter that regularly highlights the topics covered and the feedback received from the communities. This newsletter can be circulated with minutes of the NGO coordination meetings so that all actors have access to it. A regular newsletter or email update outlining the issues covered in the BBTT program, and in particular the feedback received from the community, will play a significant role in keeping the humanitarian community up to date on what is concerning the community, and ultimately should help improve the response. See **Annex 10** for a sample newsletter.



Community Correspondents and Information Officers become well-recognized throughout the PoC, with residents frequently approaching them to share feedback on the latest programs.



# Annexes



# Annex 1: Information Needs Assessment

UNHouse Baseline Survey, July 2014

<b>Q1</b>	<b>Location of Interview</b>		
	<i>Single Response</i>		
	POC Area 1	POC Area 2	POC Area 3
<b>Q2</b>	<b>Enumerator Code</b>		
	<i>Numeric</i>		
<b>Q3</b>	<b>Survey ID Number [auto generate]</b>		
	<i>Numeric</i>		
<b>Q4</b>	<p>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. Do you consent to participate in this survey?</p>		
	<i>Single Response</i>		
	Yes	No	
<b>Q5</b>	<b>Is this the first place you went during the crisis, or were you transferred here from UNMISS Tong ping?</b>		
	<i>Single Response</i>		
	First place of refuge	Transferred from UNMISS Tong ping	
	Other		
<b>Q6</b>	<b>If other, please specify</b>		
	<i>Text</i>		
<b>Q7</b>	<p>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.</p>		
	<i>Text Display</i>		
<b>Q8</b>	<b>Currently in this protection site, do you think you have enough information to make good decisions for you and your family?</b>		
	<i>Single Response</i>		
	Yes, I have all the information I need		
	No, I have some of the information I need, but I need more		
	No, I don't have any of the information I need, and I need more		
	Don't know		
	Refused to answer		
<b>Q9</b>	<b>Currently, in this protection site, where do you get these type of information from?</b>		
	<i>Multiple Response</i>		
	Television	YouTube or similar	
	Radio	Twitter	
	Newspapers	Facebook	
	Magazines	Internet-other	
	Email	Posters	
	Mobile phone call	Leaflets	
	Mobile phone SMS	BodaBoda Talk Talk	
	Billboards	Loudspeakers/megaphone announcements	

	Community events	From another person - religious leader
	From another person - friend/family	From another person - government official
	From another person - elected community leader	From another person - army/policy
	From another person - tribal community leader	From another person - aid worker
	Don't know	Refused to answer
<b>Q10</b>	<b>Of these places where you get information, which source do you trust the most?</b>	
	<i>Single Response</i>	
	Television	YouTube or similar
	Radio	Twitter
	Newspapers	Facebook
	Magazines	Internet-other
	Email	Posters
	Mobile phone call	Leaflets
	Mobile phone SMS	BodaBoda Talk Talk
	Billboards	Loudspeakers/megaphone announcements
	Community events	From another person - religious leader
	From another person - friend/family	From another person - government official
	From another person - elected community leader	From another person - army/policy
	From another person - tribal community leader	From another person - aid worker
	Don't know	Refused to answer
<b>Q11</b>	<b>What other sources of information do you trust (choose up to 2 responses)</b>	
	<i>Multiple Response UP TO 2</i>	
	Television	YouTube or similar
	Radio	Twitter
	Newspapers	Facebook
	Magazines	Internet-other
	Email	Posters
	Mobile phone call	Leaflets
	Mobile phone SMS	BodaBoda Talk Talk
	Billboards	Loudspeakers/megaphone announcements
	Community events	From another person - religious leader
	From another person - friend/family	From another person - government official
	From another person - elected community leader	From another person - army/policy
	From another person - tribal community leader	From another person - aid worker
	Don't know	Refused to answer
<b>Q12</b>	<b>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"]</b>	
	<i>Single Response</i>	
	General news on what is happening here	How to register for aid
	News on what is happening at home	How to get water
	Finding people I have lost contact with	How to get food
	The security situation here	The security situation at home

	How to get shelter/accommodation or shelter materials	Communicating with people who are in a different place from me
	Information about nutrition	The weather
	Food prices	How to get healthcare/medical attention
	Local crop/livestock prices	How to get help after sexual attack or harassment
	How to get cooking fuel/firewood	How to replace personal documentation (ID, birth certificate)
	How to access vocational training/skills	How to get transport
	How to access education	How to get money/financial support
	How to find work	Information about relocation
	Other	Refused to answer
	Don't know	
<b>Q13</b>	<b>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"]</b>	
	<i>Single Response</i>	
	General news on what is happening here	How to register for aid
	News on what is happening at home	How to get water
	Finding people I have lost contact with	How to get food
	The security situation here	The security situation at home
	How to get shelter/accommodation or shelter materials	Communicating with people who are in a different place from me
	Information about nutrition	The weather
	Food prices	How to get healthcare/medical attention
	Local crop/livestock prices	How to get help after sexual attack or harassment
	How to get cooking fuel/firewood	How to replace personal documentation (ID, birth certificate)
	How to access vocational training/skills	How to get transport
	How to access education	How to get money/financial support
	How to find work	Information about relocation
	Other	Refused to answer
	Don't know	
<b>Q14</b>	<b>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]</b>	
	<i>Single Response</i>	
	General news on what is happening here	How to register for aid
	News on what is happening at home	How to get water
	Finding people I have lost contact with	How to get food
	The security situation here	The security situation at home
	How to get shelter/accommodation or shelter materials	Communicating with people who are in a different place from me
	Information about nutrition	The weather
	Food prices	How to get healthcare/medical attention
	Local crop/livestock prices	How to get help after sexual attack or harassment
	How to get cooking fuel/firewood	How to replace personal documentation (ID, birth certificate)



		certificate)	
	How to access vocational training/skills	How to get transport	
	How to access education	How to get money/financial support	
	How to find work	Information about relocation	
	Other	Refused to answer	
	Don't know		
<b>Q15</b>	<b>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?</b>		
	<i>Single Response</i>		
	About once a day	About once a month	
	About once a week	About once a year	
	Never	Refused to answer	
	Don't know		
<b>Q16</b>	<b>When you have spoken with aid providers about your needs, how helpful have those conversations been?</b>		
	<i>Single Response</i>		
	Very helpful	Somewhat helpful	Not at all helpful
<b>Q17</b>	<b>How do you communicate with aid providers? [prompt with 'any other way?' but do not read categories]</b>		
	<i>Multiple response</i>		
	In person conversation	Email	Facebook
	Phone call	Twitter	In a meeting
	SMS/text message	Instant message	Through an intermediary
	Other	Don't know	Refused to answer
<b>Q18</b>	<b>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 within a week's time?</b>		
	<i>Single Response</i>		
	0	1-2 times	3-4 times
	5 or more	Don't know	Refused to answer
<b>Q19</b>	<b>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 protection site?</b>		
	<i>Single Response</i>		
	Yes	No	Don't know
			Refused to answer
<b>Q20</b>	<b>From who or where did you hear these information? (Check all that apply.)</b>		
	<i>Multiple Response</i>		
	Community leaders	Megaphones	Other
	Radio	Aid worker	Don't know
	Refused to answer		
<b>Q21</b>	<b>The following questions are about current access to radios and mobile phones.</b>		
	<i>Text Display</i>		
<b>Q22</b>	<b>Currently, in the protection site, are you able to listen to a radio?</b>		
	<i>Single Response</i>		
	Yes	No	Don't know
			Refused to answer
<b>Q23</b>	<b>Do you own the radio?</b>		

	<i>Single Response</i>			
	Yes	No	Don't know	Refused to answer
<b>Q24</b>	<b>Who owns the radio?</b>			
	<i>Single Response</i>			
	My wife/husband	Neighbour	Other	
	Family member	Friend	Don't know	
	Refused to answer			
<b>Q25</b>	<b>Do you listen to the radio with others?</b>			
	<i>Single Response</i>			
	Yes	No	Don't know	Refused to answer
<b>Q26</b>	<b>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?</b>			
	<i>Single Response</i>			
	Go outside	Both		
	Stay inside	Don't know		
	Refused to answer			
<b>Q27</b>	<b>Currently, in protection site, what radio stations do you listen to? [Do not read list]</b>			
	<i>Multiple Response</i>			
	BBC World Service (Arabic)	Radio Anisa		
	BBC World Service (English)	Radio Don Bosco		
	Radio Miraya (UN)	Radio Easter		
	Radio Tamazuj	Radio Emmanuel		
	Voice of America (VOA)	Radio Good News		
	Radio Montecarlo (RFI)	Radio Jonubna		
	Radio Dabanga	Radio Juba		
	Radio Omdurman	Radio Peace		
	Bakhita FM	Radio Voice of Hope		
	Capital FM	Saut al Mahabba (Voice of Love)		
	Eye Radio	Spirit FM		
	Grace FM	Weerbei FM		
	Liberty FM	Voice of Eastern Equatoria State		
	Nehemiah Trumpet Call (NTC)	Voice of Peace - Gidel		
	NgunKata FM	Voice of the People (VOP)		
	Other	Yambio 90.0 FM		
	Don't know	Refused to answer		
<b>Q28</b>	<b>Currently, in protection site, how often can you tune into these stations?</b>			
	<i>Single Response</i>			
	Multiple times a day	Once a week	Never	
	Once a day	More than once a month	Don't know	
	2-3 times a week	Once a month	Refused to answer	
<b>Q29</b>	<b>Do you currently have access to a mobile phone?</b>			
	<i>Single Response</i>			
	Yes	No	Don't know	Refused to answer

<b>Q30</b>	<b>Does this phone belong to you only, or do you share it with other people?</b>			
	<i>Single Response</i>			
	My phone only		Don't know	
	Shared phone		Refused to answer	
<b>Q31</b>	<b>Does this phone have an FM radio?</b>			
	<i>Single Response</i>			
	Yes	No	Don't know	Refused to answer
<b>Q32</b>	<b>Do you listen to the FM radio on your phone?</b>			
	<i>Single Response</i>			
	Yes	No	Don't know	Refused to answer
<b>Q33</b>	<b>Do you listen to MP3s?</b>			
	<i>Single Response</i>			
	Yes	No	Don't know	Refused to answer
<b>Q34</b>	<b>Does your phone have Bluetooth capability?</b>			
	<i>Single Response</i>			
	Yes	No	Don't know	Refused to answer
<b>Q35</b>	<b>Does this phone have internet access?</b>			
	<i>Single Response</i>			
	Yes	No	Don't know	Refused to answer
<b>Q36</b>	<b>Can you currently make and receive calls on this phone?</b>			
	<i>Single Response</i>			
	Make		Neither	
	Receive		Unsure/Don't Know	
	Make and receive		Refused to answer	
<b>Q37</b>	<b>What is the reason you cannot currently (Population based on Q36) calls on this phone? (Select all that apply)</b>			
	<i>Multiple response</i>			
	No signal	No phone credit	Other	
	No SIM card	Not charged	Don't know	
	Refused to answer			
<b>Q38</b>	<b>Can you currently send and receive text/SMS messages on this phone?</b>			
	<i>Single Response</i>			
	Send	Send and receive	Don't know	
	Receive	Neither	Refused to answer	
<b>Q39</b>	<b>What is the reason you cannot currently (population based on Q38) text/SMS on this phone? (Select all that apply)</b>			
	<i>Multiple response</i>			
	No signal	No phone credit	Other	
	No SIM card	Not charged	Don't know	
	Refused to answer			
<b>Q40</b>	<b>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?</b>			
	<i>Single Response</i>			
	A phone call		Pre-recorded message	



	An SMS/text message	Don't know		
	Refused to answer			
<b>Q41</b>	<b>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.</b>			
	<i>Text Display</i>			
<b>Q42</b>	<b>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)</b>			
	<i>Single Response</i>			
	Loudspeaker/megaphone announcements	From another person - friend/family		
	Radio	From another person - community leader		
	Newspapers	From another person - religious leader		
	Magazines	From another person - government official		
	Group meetings	From another person - army/policy		
	Community Events	From another person - aid worker		
	Mobile phone call	Other (specify)		
	Mobile SMS	Don't know		
	Leaflets	Refused to answer		
<b>Q43</b>	<b>Other (specify)</b>			
	<i>Text</i>			
<b>Q44</b>	<b>Would you sign up to receive SMSs to receive important information about services or activities happening on the site?</b>			
	<i>Single Response</i>			
	Yes	No	Don't know	Refused to answer
	<i>Text</i>			
<b>Q45</b>	<b>Now I would like to ask some questions about getting and giving information from aid providers (such as NGOs, government organizations, and the UN)</b>			
	<i>Text Display</i>			
<b>Q46</b>	<b>Do you communicate with your community leaders?</b>			
	<i>Single Response</i>			
	Yes	No	Don't know	Refused to answer
<b>Q47</b>	<b>How often do you communicate with him/her in a week?</b>			
	<i>Single Response</i>			
	0	3-4 times	6 or more	
	1-2 times	5-6 times	Don't know	
	Refused to answer			
<b>Q48</b>	<b>When you have spoken to your community leader, how helpful have those conversations been?</b>			
	<i>Single Response</i>			
	Very helpful	Not at all helpful	Refused to answer	
	Somewhat helpful	Don't know		
<b>Q49</b>	<b>Now I would like to ask some questions that will help improve services in the protection site.</b>			
	<i>Text Display</i>			
<b>Q50</b>	<b>How often do you or your family wash dishes or utensils in a drainage channel in a week's time?</b>			
	<i>Single Response</i>			
	0	3-4 times	Don't know	

	1-2 times	5 or more times	Refused to answer				
<b>Q51</b>	<b>How many members of your family have been vaccinated?</b>						
	<i>Single Response</i>						
	0	3-4	Don't know				
	1-2	5 or more	Refused to answer				
<b>Q52</b>	<b>Who in your family, including yourself?</b>						
	<i>Single Response</i>						
	Myself only	My husband/wife and children	My wife only				
	My children only	My husband only	Others in my family				
<b>Q53</b>	<b>Can you tell me what vaccinations you have received?</b>						
	<i>Text</i>						
<b>Q54</b>	<b>How often do you wash your hands with soap in a week?</b>						
	<i>Single Response</i>						
	0	3-4 times	Don't know				
	1-2 times	5 or more times	Refused to answer				
<b>Q55</b>	<b>How often do you sleep under a mosquito net?</b>						
	<i>Single Response</i>						
	0	3-4 times	Don't know				
	1-2 times	5 or more times	Refused to answer				
<b>Q56</b>	<b>How often do you go outside of the protection site ALONE for any reason in a week?</b>						
	<i>Single Response</i>						
	0	3-4 times	Don't know				
	1-2 times	5 or more times	Refused to answer				
<b>Q57</b>	<b>Do you ever go outside of the protection site to grind sorghum?</b>						
	<i>Single Response</i>						
	Yes	No	Refused to answer				
<b>Q58</b>	<b>How often do you go outside of the protection site alone to grind sorghum in a week?</b>						
	<i>Single Response</i>						
	1	2	3	4	5	6	7
<b>Q59</b>	<b>Do you know of any mental health services available here at the site?</b>						
	<i>Single Response</i>						
	Yes	No	Don't know	Refused to answer			
<b>Q60</b>	<b>Can you tell me what services people can receive there?</b>						
	<i>Text</i>						
<b>Q61</b>	<b>Can you tell me where these services are located?</b>						
	<i>Single Response</i>						
	Yes	No	Don't know	Refused to answer			
<b>Q62</b>	<b>Can you tell me where they are located?</b>						
	<i>Text</i>						
<b>Q63</b>	<b>Do you know how many clinics there are?</b>						
	<i>Single Response</i>						
	Yes	No	Don't know	Refused to answer			
<b>Q64</b>	<b>If yes, how many?</b>						

	<i>Single Response</i>							
	0	1	2	3	4	5	6	7
<b>Q65</b>	<b>What are their names?</b>							
	<i>Text</i>							
<b>Q66</b>	<b>Do you know where they are located?</b>							
	<i>Single Response</i>							
	Yes		No		Don't know		Refused to answer	
<b>Q67</b>	<b>If yes, can you tell me where?</b>							
	<i>Text</i>							
<b>Q68</b>	<b>Can you tell me what services are provided at the clinics here on the site?</b>							
	<i>Single Response</i>							
	Yes		No		Don't know		Refused to answer	
<b>Q69</b>	<b>If yes, can you please tell me a few?</b>							
	<i>Text</i>							
<b>Q70</b>	<b>Do these services cost you anything?</b>							
	<i>Single Response</i>							
	Yes		No		Don't know		Refused to answer	
<b>Q71</b>	<b>Currently, how concerned are you about the safety of yourself or your family?</b>							
	<i>Single Response</i>							
	Very concerned		Not at all concerned		Refused to answer			
	Somewhat concerned		Don't know					
<b>Q72</b>	<b>Currently, how concerned are you about the health of yourself and your family?</b>							
	<i>Single Response</i>							
	Very concerned		Not at all concerned		Refused to answer			
	Somewhat concerned		Don't know					
<b>Q73</b>	<b>How well-informed do you feel about diarrhea prevention?</b>							
	<i>Single Response</i>							
	Very well informed		Not at all well informed		Refused to answer			
	Somewhat well informed		Don't know					
<b>Q74</b>	<b>How well informed do you feel about cholera prevention?</b>							
	<i>Single Response</i>							
	Very well informed		Not at all well informed		Refused to answer			
	Somewhat well informed		Don't know					
<b>Q75</b>	<b>How well informed do you feel about malaria prevention?</b>							
	<i>Single Response</i>							
	Very well informed		Not at all well informed		Refused to answer			
	Somewhat well informed		Don't know					
<b>Q76</b>	<b>How well informed do you feel about protecting yourself outside the protection site?</b>							
	<i>Single Response</i>							
	Very well informed		Not at all well informed		Refused to answer			
	Somewhat well informed		Don't know					
<b>Q77</b>	<b>How well informed do you feel about where to go to get medical treatment if you have been hurt or attacked?</b>							



	<i>Single Response</i>						
	Very well informed		Not at all well informed		Refused to answer		
	Somewhat well informed		Don't know				
<b>Q78</b>	<b>Now I'd like to ask you some questions about the programme broadcast here at protection site every week called BodaBoda Talk Talk</b>						
	<i>Text Display</i>						
<b>Q79</b>	<b>Whether or not you've listen to it, have you ever heard of BodaBoda Talk Talk?</b>						
	<i>Single Response</i>						
	Yes		No		Don't know		Refused to answer
<b>Q80</b>	<b>How often do you listen to BodaBoda Talk Talk in a week?</b>						
	<i>Single Response</i>						
	1	2	3	4	5	6	7
<b>Q81</b>	<b>Do you know who runs BodaBoda Talk Talk?</b>						
	<i>Single Response</i>						
	Yes		No		Don't know		Refused to answer
<b>Q82</b>	<b>If yes, please provide us with the name.</b>						
	<i>Text</i>						
<b>Q83</b>	<b>Where have you listened to BodaBoda Talk Talk?</b>						
	<i>Single Response</i>						
	Quad bike		Listening Group		Don't know		
	Waiting room		Other		Refused to answer		
	<i>Text</i>						
<b>Q85</b>	<b>How often have you discussed information that you heard on BodaBoda Talk Talk with someone else?</b>						
	<i>Single Response</i>						
	Frequently		Never		Refused to answer		
	Sometimes		Don't know				
<b>Q86</b>	<b>How often have you changed any of your behaviors because of something that you heard on BodaBoda Talk Talk?</b>						
	<i>Single Response</i>						
	Frequently		Never		Refused to answer		
	Sometimes		Don't know				
<b>Q87</b>	<b>Overall, how helpful do you think BodaBoda Talk Talk is?</b>						
	<i>Single Response</i>						
	Very helpful		Not at all helpful		Refused to answer		
	Somewhat helpful		Don't know				
<b>Q88</b>	<b>How much political bias or political agenda do you think BodaBoda Talk Talk has?</b>						
	<i>Single Response</i>						
	A great deal		None at all		Refused to answer		
	Some		Don't know				
<b>Q89</b>	<b>How much religious bias or religious agenda do you think BodaBoda Talk Talk has?</b>						
	<i>Single Response</i>						
	A great deal		None at all		Refused to answer		
	Some		Don't know				

<b>Q90</b>	<b>Overall, how much do you trust the information that you hear on BodaBoda Talk Talk?</b>		
	<i>Single Response</i>		
	A great deal	None at all	Refused to answer
	Some	Don't know	
<b>Q91</b>	<b>What topics would you like BodaBoda 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.]</b>		
	<i>Multiple response</i>		
	General news on what is happening here	How to register for aid	
	News on what is happening at home	How to get water	
	Finding people I have lost contact with	How to get food	
	The security situation here	The security situation at home	
	How to get shelter/accommodation or shelter materials	Communicating with people who are in a different place from me	
	Information about nutrition	The weather	
	Food prices	How to get healthcare/medical attention	
	Local crop/livestock prices	How to get help after sexual attack or harassment	
	How to get cooking fuel/firewood	How to replace personal documentation (ID, birth certificate)	
	How to access vocational training/skills	How to get transport	
	How to access education	How to get money/financial support	
	How to find work	Information about relocation	
	Other	Refused to answer	
	Don't know		
<b>Q92</b>	<b>For our last set of questions we just want to know some basic information about you and your household.</b>		
	<i>Text Display</i>		
<b>Q93</b>	<b>Were you born in South Sudan?</b>		
	<i>Single Response</i>		
	Yes	No	Don't know
			Refused to answer
<b>Q94</b>	<b>Which country were you born in?</b>		
	<i>Text</i>		
<b>Q95</b>	<b>What state were you born in?</b>		
	<i>Single Response</i>		
	Central Equatoria	Warrap	Upper Nile
	Eastern Equatoria	Northern Bahr el Ghazal	Jonglei
	Western Equatoria	Western Bahr el Ghazal	Don't know
	Lakes	Unity	Refused to answer
<b>Q96</b>	<b>Which state did you arrive here from? (or arrive to protection site from?)</b>		
	<i>Single Response</i>		
	Central Equatoria	Warrap	Upper Nile
	Eastern Equatoria	Northern Bahr el Ghazal	Jonglei
	Western Equatoria	Western Bahr el Ghazal	Don't know
	Lakes	Unity	Refused to answer
<b>Q97</b>	<b>What is the approximate date your arrived at protection site [DDMMYY, 888 DK, 999 Refused]</b>		

	Numeric					
<b>Q98</b>	<b>Sex (Do not ask. Observe)</b>					
	Single Response					
	Male			Female		
<b>Q99</b>	<b>How old are you? [check appropriate category below]</b>					
	Single Response					
	15-19	25-29	35-39	45-49	55-59	65+
	20-24	30-34	40-44	50-54	60-64	Don't know
	Refused to answer					
<b>Q100</b>	<b>What is the language/dialect that you speak most often at home? [do not prompt]</b>					
	Single Response					
	Acholi	Bari	Lulubo	Maadi	Toposa	
	Avukaya	Dinka	Lobgwari	Moru	Zande	
	Balanda	Diding'a	Lotuko	Nuer	Other	
<b>Q101</b>	<b>Other (specify)</b>					
	Text					
<b>Q102</b>	<b>What other languages/dialects do you speak if any?</b>					
	Multiple Response					
	Acholi	Bari	Lulubo	Maadi	Toposa	
	Avukaya	Dinka	Lobgwari	Moru	Zande	
	Balanda	Diding'a	Lotuko	Nuer	Other	
<b>Q103</b>	<b>Other (specify)</b>					
	Text					
<b>Q104</b>	<b>If someone sent you a letter, how much of it do you think you could read by yourself?</b>					
	Single Response					
	None of it	Some of it	All of it	Don't know	Refused to answer	
<b>Q105</b>	<b>Have you ever attended school?</b>					
	Single Response					
	Yes	No	Don't know	Refused to answer		
<b>Q106</b>	<b>What is the highest level of education you have received [read categories 1-7]</b>					
	Single Response					
	Some primary school			University graduate		
	Completed primary school			Religious education		
	Some secondary school			Other		
	Completed secondary school			Don't know		
	University student now			Refused to answer		
<b>Q107</b>	<b>Before you came here, were you employed outside the home?</b>					
	Single Response					
	Yes	No	Don't know	Refused to answer		
<b>Q108</b>	<b>What is your work back home?</b>					
	Single Response					
	Business			Farmer		
	Nomad			Aid worker		



	Education	Student		
	Government employee/Public service	Religious leader		
	Police/military	Other		
	Skilled worker	Don't know		
	Unskilled worker	Refused to answer		
	Health worker			
<b>Q109</b>	<b>Do you own this business?</b>			
	<i>Single Response</i>			
	Yes	No	Don't know	Refused to answer
	<b>Thank you for your time and participation</b>			

## Annex 2: Job Descriptions

### Job Title: Humanitarian Project Manager

The Humanitarian Project Manager (HPM) works to develop Internews in South Sudan humanitarian programming. This includes the current Humanitarian Information Service for the UNMISS Protection of Civilian sites and critical humanitarian partnership building. The sites/projects may expand/contract based on access, security, funding, project planning or other factors.

#### Main Duties and Responsibilities

Oversee the Humanitarian Information Services (HIS), inside the UNMISS IDPS CAMP where the project is implemented. This entails managing the set-up and day-to-day running of the project, oversight of a trainer and producer who support with the day-to-day running, and supervision of community correspondents and other IDPS CAMP staff.

The HPM ensures all deliverables are met on time and to a high standard - including:

- Overseeing and leading content production for the pre-recorded audio program Boda Boda Talk Talk in IDPS CAMP sites.
- Overseeing the capacity building of local community correspondents on information gathering techniques, humanitarian communication, including Communications with Communities, behavior change communications, script writing, and technical aspects of mixing program content.
- Managing the audio delivery processes in place and finding innovative ways to expand these e.g., the quad bike and speaker, static sites etc.
- Managing dedicated listening groups, building the number of groups, listeners and sites where the program is played.
- Assisting in working with relevant partners to launch a possible FM radio station in the humanitarian hub. If the station becomes reality, coordinate closely with Community Radio Director on project planning and implementation.
- Reinforcing and expanding two-way communication channels and systems between humanitarian agencies, and local community groups and individuals.
- Managing and driving research activities (including surveys, focus group discussions etc.) to learn and build the program.
- Overseeing and building preparedness and security measures for staff living and working in the site.
- Managing the project administration, HR, contracts and finance.
- Managing the day-to-day operations of the site/project, including overseeing repair and maintenance, office/living accommodation, vehicles/quads, etc.
- Delivering regular (e.g., weekly M&E) programme reports, newsletters etc., as well as archiving all audio material and scripts.
- Liaising with donors and arrange site visits as required
- Leading on relationships with humanitarian partners (UN and NGO) relevant to the UNMISS site to strategize about messaging; represent Internews in all relevant coordination fora and through bilateral interaction with key partners; maintain and update a database with relevant contacts.
- Exploring new ways of engaging with communities and channeling their feedback to humanitarian service providers. Producing a weekly headlines document that is shared with NGOs to reflect community concerns.
- Producing multimedia materials (blog posts, photos, tweets etc.) from the project for external audiences; liaise with communications sections within Internews to promote the project.
- Working closely with the Humanitarian Coordinator on project planning and coordination.
- Collaborating with journalism trainers assigned to project and delivering training and regular mentoring.
- Work closely with the Humanitarian Coordinator to identify training needs and staff
- Producing emergency programs when needed.
- Sharing learning and building strategies across field bases where appropriate.
- Responsible for working closely with Country Risk Manager to build team safety and security.

### Qualifications

The Humanitarian Project Manager (HPM) works to develop Internews in South Sudan humanitarian programming. This includes the current Humanitarian Information Service for the UNMISS Protection of Civilian sites and critical humanitarian partnership building. The sites/projects may expand/contract based on access, security, funding, project planning or other factors.

- Relevant university degree in media, communication, international development, or humanitarian sector
- Experience in leading projects, including budget management, reporting and M&E
- Experience in leading and coordinating teams and staff
- Experience in Communication with Communities (CwC) projects, with a strong focus on the feedback loop from the communities into the humanitarian system
- A thorough understanding of the work of humanitarian and development agencies, including working within the UN cluster system and peacekeeping operations
- A solid background in journalism and/or communications for development
- Strong communication and diplomatic skills
- Proven ability to develop and monitor work plans and training plans
- Practical experience in establishing and operating training programs
- Experience living and working in Africa and/or conflict/post-conflict environments
- Ability to adjust to shifting political circumstances and create programming accordingly
- Sensitivity to cross-cultural dynamics in the work place and experience supervising staff
- Must be self-reliant, resourceful, good problem-solver, good humored, and flexible
- Ability to travel within and spend extended time in the field, with limited facilities, often under harsh conditions
- Fluency in English

### Job Title: Humanitarian Journalism Trainer

The main tasks of the Multimedia Journalism Trainer (MJT) include capacity building for South Sudanese media workers in all aspects of radio-based and other media including but not exclusive to creating, writing and producing radio news, entertainment features, dramas, music shows, public service messaging and other content.

The programming will have a strong public service element to increase effective engagement with the community. As well as standard commercial broadcast techniques, you will also train people to use Communications with Communities techniques which may use many forms of media including exhibitions, public announcements, photography and internet based media. The MJT will have excellent mentoring and training aptitude, extensive experience in journalism and/or communications experience with a strong awareness of the needs of humanitarian work. The MJT will at all times, work to build the capacity of South Sudanese journalists to work independently and to the most professional standard.

### Main Duties and Responsibilities

- Develop staff to produce news reports, news bulletins, programs, PSAs and features to professional standards.
- Train people in the use of broadcast equipment to professional standards.
- Work as an editorial advisor
- Assist in the development and implementation of a broadcast training program for Internews supported radio stations.
- Contribute to the Internews training material database with all relevant material developed during the project, and assist to maintain the database.
- Contribute in the implementation of the Training and Assessment Matrix for Broadcast Journalists and keep the matrix up to date.
- Organize workshops and train radio reporters, humanitarian program producers and station production staff with limited experience on a variety of topics, with special emphasis on content, production and radio station management.
- Assist in development and implementation of radio station policies, style guides, structures, and general operating procedures to ensure smooth and professional running of the stations. Train station management staff in these procedures and ensure adherence to same.

## Job Descriptions (cont...)

- Have a flair for community engagement allowing communities to have a voice.
- Assist in development of station identity/branding.
- Assist in all Monitoring & Evaluation aspects of the project, including training reports and plans.
- Coordinate with Internews partner organizations and other NGOs to facilitate creative program sharing and collaboration.
- Work extensively in the community to increase community participation in radio programming.
- Provide media literacy training with NGOs, government partners and civil society.
- Contribute to the wider communications for the project as a whole with excellent writing and communications skills.
- Assisted by the Project Director-The Radio Community, work as a Project Manager to oversee community radio station sites, including: managing staff, procurement, and finance.
- Assisted by the Humanitarian Coordinator, work as a Project Manager where required – mainly within HIS small projects – including: managing staff, procurement, and finance.

### Qualifications

- Relevant degree in media, communications, journalism, international development, or humanitarian sector
- A solid background in journalism and/or communication for development
- Experience in broadcasting for audiences including news, entertainment, sports, drama and music programing; experience from other countries/regions to ensure sharing of best practices to an international standard
- Fluency in digital editing software, such as Adobe Creative Suite, Final Cut, or equivalent.
- Experience in leading and coordinating teams and staff – often with no or limited experience in journalism or reporting
- Experience in Communication with Communities (CwC) projects, with a strong focus on the feedback loop from the communities into the humanitarian system
- An understanding of the work of humanitarian and development agencies, the UN system and Peacekeeping operations
- Strong communication and diplomatic skills
- Proven ability to develop staff and mentoring programs
- Practical experience in planning and operating participatory training programs
- Experience of living and/or working in conflict/post-conflict environments
- Ability to adjust to shifting political circumstances and create programming accordingly
- Sensitivity to cross-cultural dynamics in the work place and experience supervising staff
- Must be self-reliant, resourceful, good problem-solver, good humored, and flexible
- Ability to travel within and spend extended time in the field, with limited facilities, often under harsh conditions
- Must be extremely self-reliant, and able to live in very difficult conditions, including shared living quarters, excessive heat, restricted movement, and enforced security protocols
- Fluency in English (plus a working knowledge of Arabic is desirable)

## Job Title: Program Producer

The Program Producer is responsible for program ideas, recording, interviewing, writing, translating, voicing/presenting and production of public announcements and feature stories into a program.

The Senior Producer will, progressively, train the Program Producer to do the above.

### Main Duties and Responsibilities

- Contribute to general ideas/topics for feature stories and development of non-news programs, such as health, water and sanitation, civic education, peace and reconciliation, etc.
- Gather and verify information through interview, observation, and research
- Write and translate program scripts to/from English, Nuer, Simple Arabic;
- Present, edit and produce content for the Humanitarian Information Service on deadline.
- Submit daily audio and written material to Senior Producer;
- Handle all production equipment carefully and keep them in good condition and report any faults immediately to Senior Producer
- Perform any other duties as assigned by the supervisor.



### Qualifications

- Fluency in Nuer and be able to read and write and translate into English and/or Arabic and vice versa.
- Computer literate
- Self-motivated and able to work in a fast-paced, deadline-driven environment
- Ability to work in a team and independently
- Strong understanding of and commitment towards editorial values of the project

## Job Title: Community Correspondent

The Community Correspondents will be trained as junior correspondents in the IDPs camp area. They will work with Program Producers to generate program ideas, record, interview, write, translate, present and produce public announcements and feature stories into daily programs.

The Community Correspondents duties include:

### Main Duties and Responsibilities

- Help reflect and share the voices, and issues of the IDPs camp communities they currently live in.
- Contribute to general ideas/topics for feature stories and development of non-news programs, such as health, water and sanitation, civic education, peace and reconciliation, etc.
- Work with the Program producers to support the gather and verify information through interview, observation, and research
- Work with Program Producers to write and translate program scripts to/from English, Nuer, Simple Arabic;
- Work with program producers to present, edit and produce content for the Humanitarian Information Service on deadline.
- Submit daily audio and written material to Program Producers;
- Be trained to handle production equipment carefully and keep them in good condition and report any faults immediately to Program Producers
- Perform any other duties as assigned by the supervisor.

### Qualifications

- Fluency in Nuer and be able to read and write and translate into English and/or Arabic and vice versa.
- Computer literate – with the ability to learn more.
- Self-motivated and able to work in a fast-paced, deadline-driven environment
- Ability to work in a team and independently
- Strong understanding of and commitment towards editorial values of the project.

## Job Title: Community Information Officer

The Community Information Officer will be trained in the UNMISS IDPs camp area. They will work with Program Producer to document and monitor information from the community, which will support the editorial team decide the content of BBTT programs. Information, opinions and feedback on all humanitarian services will also be given regularly to humanitarian organizations to help improve their work inside the IDPs camp.

The Community Information Officer Position duties include:

### Main Duties and Responsibilities

- To document community opinions and feedback through SMS messages, written questions, feedback to BBTT community correspondents, and outreach workers etc.,
- To help compile and filter community feedback to Internews and the relevant humanitarian organization.
- Support the development and to facilitate community listening groups to help gather feedback.
- Gather information from community after broadcasts in one to one meetings, and focus group discussions.

## Job Descriptions (cont...)

- Contribute to general ideas/topics for feature stories and development of non-news programs, such as health, water and sanitation, civic education, peace and reconciliation, etc. based on the information they gather from the community.
- Work with the Program Producer to support, gather and verify information through interview, observation, and research.
- Lead and support reporting of ongoing activities to the Internews M&E Officer.
- Perform any other duties as assigned by the supervisor.
- Work with Program Producers to write and translate program scripts to/from English, Nuer, Simple Arabic;
- Work with program producers to present, edit and produce content for the Humanitarian Information Service on deadline.
- Submit daily audio and written material to Program Producers;
- Be trained to handle production equipment carefully and keep them in good condition and report any faults immediately to Program Producers
- Perform any other duties as assigned by the supervisor.

### Qualifications

- Fluency in at least one local language and be able to read and write and translate into English and Nuer
- Computer literate
- Self-motivated and able to work in a fast-paced environment
- Ability to work in a team and independently
- Strong understanding of, and commitment towards editorial values of the project.

# Annex 3: Editorial Guidelines

## Internews South Sudan: Boda Boda Talk Talk

### Guiding Principles

- 1 Boda Boda Talk Talk (BBTT) was created in South Sudan as part of the Internews Humanitarian Information Service (HIS) which aims to improve and enhance the lives of Internally Displaced Persons (IDPs) residing in the United Nations Mission In South Sudan (UNMISS) Protection of Civilians (PoC) sites.
- 2 The primary guideline of BBTT is to **Do No Harm**.
- 3 The primary goal of BBTT is to use **information to save lives**.
- 4 BBTT believes in **Fair Accurate Independent Reporting (FAIR)** which respects the **humanity** of all those involved in a crisis situation.
- 5 BBTT programs provide reliable, verifiable, targeted information with **neutrality** and **impartiality**.
- 6 BBTT programs focus on humanitarian issues such as health, food security, education, psychosocial issues that support the most vulnerable people in the PoC especially women and children who have limited access to information.
- 7 BBTT programs are **non-political and non-religious**. They do not report on military activity or ethnic strife inside or outside the PoC. Although BBTT endeavours to follow the best principles of good objective journalism, it does not report the "news" either inside or outside the PoC. BBTT correspondents work for Internews HIS and are not part of the Press.
- 8 The BBTT programs are based on the principles of **Accountability to Affected Population (AAP)** and **Communication with Communities (CwC)** as expressed by the Inter-Agency Standing Committee (IASC) and the Communicating with Disaster Affected Communities (CDAC) Network.
- 9 BBTT is specifically designed to provide information where an impartial radio station does not exist. The method of dissemination can vary from a mobile sound system on the back of a Boda Boda motorcycle to the distribution of SD cards to PoC residents with SD Card capable radios.
- 10 Internews HIS has a Project Manager (PM) and/or a Humanitarian Journalism Trainer (HJT) supervising the BBTT staff and operation. This includes reviewing the scripts before they are aired, overseeing production of programs, ensuring all BBTT correspondents follow the principle of FAIR - Fair Accurate Independent Reporting. The PM and HJT report to the Internews South Sudan Humanitarian Director.

- 11 All BBTT programs are produced in the local language of the PoC. The program scripts are written in English for approval by the PM and/or HJT prior to airing. Arabic is used if there are multiple languages spoken in a particular PoC.
- 12 BBTT programs are for the exclusive use by Internews HIS. Other media outlets are not allowed to use any part of the information gathered and disseminated by BBTT without the written permission from the Internews South Sudan Humanitarian Director.
- 13 Internews HIS keeps an archive of all BBTT audio programs and scripts. A copy is available for internal use by other humanitarian organizations and UN agencies involved in South Sudan for their records if requested.
- 14 Internews HIS encourages PoC community residents as well as partner humanitarian organizations and UN agencies involved in South Sudan to participate in the production of BBTT programs and to suggest what issues should be presented in the BBTT programs to the PoC community.
- 15 BBTT retains editorial control of all its program production to ensure it follows FAIR - Fair Accurate Independent Reporting - with neutrality and impartiality.
- 16 Internews retains at all the times the right to refuse to broadcast a program or an interview, or to cover a specific topic based on the principles of do no harm, impartiality, neutrality, humanity and independence.
- 17 BBTT's mandate includes holding humanitarian organizations and UN agencies as well as PoC organizations accountable for the services provided in the PoC. All humanitarian organizations, UN agencies, and PoC organizations are given the opportunity to respond to feedback or criticism regarding the services they provide.
- 18 BBTT strives to ensure that all members in the PoC have access to BBTT programs and that they have a voice in how the PoC is run. One mechanism for this is the Listening Groups consisting of small groups of PoC residents who gather to listen to the BBTT programs and provide feedback on both the quality of the BBTT programs and the issues presented in the programs.
- 19 BBTT strives to ensure that continuous coordination with partner humanitarian organizations and UN agencies involved in South Sudan will help achieve the overall objective of using information to save lives.



# Annex 4: External Publication & Social Media Guidelines

## Social Media

Your social media accounts are your own, and you are encouraged to use them as such. But as representatives of Internews in South Sudan, the content and tone of what you put online can have serious repercussions for yourself and for the organization. In the context presented by South Sudan, a country currently in a state of complex civil war, these consequences can go well beyond simple reputational damage to your employer. It is no exaggeration to say that, in the extreme scenario, the wrong thing posted on social media in this context could put individuals in serious physical danger. With this in mind, the following guidelines have been put in place, and should be considered mandatory.

These brief guidelines have been written specifically for foreign nationals – South Sudanese staff have already signed an obligatory social media policy – and most especially for new arrivals to South Sudan. This is simple reflection of the fact that, as outsiders in this context, there are particular issues or misunderstandings that may be more likely to arise.

Some of the following will seem obvious. Please read it carefully in any case – if everyone was already doing it right, we wouldn't need guidelines.

### **1. Don't post anything that could put yourself or others in danger, now or any time in the future. If you're not sure, don't post it.**

Once you put something online it is hard to control who is going to see it – even with your privacy settings on. Posting a photograph of a workshop participant in a Protection of Civilian site may seem harmless enough, but do you know who that person is, and what their history might be? If they're in the Protection of Civilian site they may well be hiding – what if someone recognizes them online, and now knows exactly where they are? It's not a crazy thought. That's the context we're operating in.

It goes without saying that this kind of thing cannot always be completely avoided, but there are simple steps that you can take to minimize risks. Think about where you are, and the context you're in. Think about the people around you, and the context they're in. If it is a sensitive area, avoid including specific location names in posts and captions. Names are searchable - don't use other people's names – or not their full names – unless it is clear that there is no risk.

Importantly, it is not always acceptable to simply ask someone if they would mind you taking their picture, or using their name. Use of social media is growing in South Sudan, but it is still extremely low, and general understanding of the medium is even lower. You cannot assume that the people around you understand the risks – so you must consider the risks yourself, and take responsibility for them. If you're not sure, don't post it. It's Facebook, not the Pulitzer.

### **2. Be respectful. Think about your tone.**

This should be fairly self-explanatory. Being respectful and courteous to others online does not always come naturally, but it is expected of us none-the-less. This isn't just about respecting your peers and friends on social media, it is about respecting the context you are in within South Sudan and the people you are around in real life.

Is it acceptable to post photos of the naked bathers by the river? How about a photo of someone crying over a recent loss? Or a photo of you partying by the hotel pool with a cocktail? What about a child playing in the mud?

How about comments and opinions? Are you in a position to comment knowledgeably about South Sudanese politics? Is it reasonable to express your opinion about early marriage? How about tribal customs?

In some of these cases the answer is probably very clearly yes or no – in others perhaps less so. **As a general rule, commentary on South Sudanese politics in particular is prohibited.** Internews is able to operate in this country due to our neutrality, and maintaining this – both in reality and in perception – is vital to our continued operating in South Sudan.

The point is, always be respectful. Try and understand where others are coming from – and accept that you may never be able to understand the experiences they might have been through. Don't presume that just because you think something is right, others will agree with you. It is OK to disagree and to talk about complex issues – but try and respect others while you're doing it. And avoid posting anything that could be considered disrespectful or demeaning.

### 3. Recognize that what you are posting could be misinterpreted.

Think hard about what you're trying to say, and say it as clearly as possible to avoid misunderstanding. Some people will still misinterpret you, no matter what you do. That's how communication works. Keep this in mind.

### 4. You're in public. Think about how your post reflects on you, and on Internews.

If you are employed by Internews then you are a representative of Internews. Social media is a public forum – even with your privacy settings on – and you must treat it as such. We acknowledge that this is often a fine line, as your social media accounts are your own.

One useful way to look at it is this: You're only in South Sudan because of your work. So whatever you do while you're here reflects on Internews. Certainly this is true of anything you do that is work related and, unfortunately, realistically it is usually also true for anything you do in the evening or on the weekend.

It goes without saying that organizational reputation is important for Internews but, again, in South Sudan this is particularly important. A damaged reputation could seriously impede Internews' ability to work effectively in certain situations. In this context we're probably talking more about inappropriate political comments or inaccurate or unbalanced writing - but your party snaps could also be a problem. Your salary comes out of funds dedicated to international aid, and whilst you're perfectly entitled to blow off a bit of steam, it may be very offensive to some people to see pictures of you doing it.

### 5. Good media practices are good social media practices. Be impartial, balanced, and accurate.

Social media is obviously less formal than a traditional media outlet – but generally the same principles apply. As media professionals we should be able to get this right. As professionals charged with building the capacity of the South Sudanese media, we must get it right. That's our job. Lead by example, every day, all the time, in person and online.

### 6. Post, and post about Internews

Keeping everything above in mind, Internews is more than happy for you to be active on social media. Internews is also very happy for you to post about your work – provided you do it in an appropriate way. You are therefore encouraged to follow Internews online, and tag us in your posts (although this is, of course, by no means mandatory!). Find us at @Internews, or use the #commisaid and #mediadev hashtags to talk about communication as aid and media development. Internews HQ is pretty good at responding and reposting. There is also a closed Facebook group for Internewsers where you can share ideas or interesting stories with your colleagues in different parts of the world. If you work for Internews, the sorts of things you're interested in are probably the sorts of things we're interested in. We don't want to stick our noses in your personal life – but if you are posting about work related stuff, we'd love to know about it!

## External Publications

As Internews staff, a lot of us are journalists, and as such we're used to writing articles, making documentaries, or otherwise using our professional skills. Some of us might want to continue to do this, on occasion, whilst working for Internews. If you do work of this nature that is not produced directly for Internews, or published in an official Internews publication, this is classified as an 'external publication'. This includes anything made publicly available online – but excludes social media, which is discussed above.

As a guiding principle, **freelancing whilst in South Sudan as an employee of Internews is strictly prohibited**. Even if you are working in your off-hours, you are in this country at the invitation of Internews, and are here as a trainer or to provide project support, not as a reporter of any kind. Writing articles about South Sudanese news, politics, current affairs, features, or even sports, is beyond the scope of your work and will not generally be allowed. The access that you have to news and events in South Sudan is due to your job, and is access that you would not normally have as a freelance reporter. The trust you are given by our South Sudanese colleagues is as someone coming here to help them to grow and learn, not to profit off them or to utilize that access for personal gain or professional growth of your own.

**However, under certain circumstances, some external publications by Internews staff may be allowed – and in some circumstances actively encouraged.** Publications directly relating to your work with Internews may be allowable. Conversely, publications that have absolutely no relationship to your work with Internews in South Sudan may also be approved. **In any case, these must only ever be published after receiving formal authorization from Internews as your employer.**

This applies to publications ranging from an article in a more traditional news outlet such as the Guardian or New York Times, to a blog post for an organization such as Human Rights Watch or the Community Radio Association, as well as YouTube videos or podcasts. Personal blogs also count as external publications, if they are publicly available, they should be considered in this context, rather than as social media. External publications may be both paid or unpaid.

If you desire to produce an external publication whilst an employee or otherwise working for Internews in South Sudan, **approval must be received before publication**. This can be done by speaking to the Media Initiatives department – either through Rafiq Copeland or Mahrukh Hassan. Depending on the subject, content and outlet of the publication, this approval may be granted immediately. For more sensitive issues, higher-level approval may also be required. Any external publications by Internews employees relating in any way to Internews' work will also require approval and possible editing of the final product before publication.

Wherever possible Internews will try and accommodate external publications, and grant approval with a minimum of fuss. However we do expect to be notified of any and all external publications, and not to be taken by surprise. In cases of regular publications – for example a personal blog – ongoing approval may be granted following discussion and under agreed conditions.

External publications relating to Internews' work provide a great potential for generating interest, publicity and other positive outcomes for the organization. They also have a high potential for conflict of interest and, in the South Sudanese context, for generating security or reputational concerns. If you're interested in producing this type of material, come and talk to us about it and we will endeavor to find away to do it in a way that works for everyone.

# Internews South Sudan Social Media Policy

## Acknowledgement Form

Staff working for Internews must share the values of accuracy, fairness and independence as promoted by our radio stations. By adhering to these standards, we support our stations and projects to work towards impartiality so listeners can be confident that everything that is broadcast is accurate, fair and independent. Listeners need to trust that each radio station and all of our programming is independent and represents everyone in their community.

To uphold these standards, special rules apply to staff when it comes to publishing personal views on social media and writing and reporting for other media organizations. This is to protect the radio stations and all Internews projects from accusations of undue influence, bias and unfairness. Social media includes, but is not limited to: Facebook, LinkedIn, Twitter and all blogs; other media organizations include newspapers, websites and radio and television stations.

**All individuals working at all levels and grades, including senior managers, officers, directors, employees, consultants, contractors, trainees, part-time and fixed-term employees, casual staff and volunteers of Internews agree to:**

- Never use social media to publish personal views on politics, religion and social issues.
- Never write or speak for another media organization without permission from Internews South Sudan Chief of Party.
- Always adhere to the latest full social media policy as listed in the document "Internews Social Media Policy."

### Declaration:

I have read the Internews Social Media Policy and agree to abide by it. I also understand that any breach of these conditions will result in severe disciplinary measures including the immediate termination of my employment contract.

**Name:**

**Signature:**

**Date:**



# Annex 5:Sample Script

Boda Boda Talk Talk 20-Minute Program Script

PROGRAM #  
DATE PRODUCED

PROGRAM TITLE  
THEME

EDITOR

PRODUCER

SCRIPT

PRESENTER

SECTION	START TIME	DUR.	SCRIPT / TRANSCRIPTION	NAME / TITLE
OPENER	00'00"		(Intro music) Hello. Welcome. (BBTT sting) Boda Boda Talk Talk Boda Boda Talk Talk reporters are now working in the [organization] Information Centers in all five sectors so if you want to get share a greeting, tell a joke, or give some feedback, please come to the nearest IOM Information Center to meet with Boda Boda Talk Talk.	"South Sudan Peace" by Gordon Koang
HEADLINES	00'10"		(Headline music) Hello listeners. Welcome to Program # About: This is your host: And we are glad you are here to listen to our show. First these are some other top issues - - - And now on to our show.	Presenter "Headlines" by Boys Mix
STORY			(BBTT sting) Boda Boda Talk Talk (lead-in Story 1)	Presenter
MUSIC			(music)	"song title" by (musician)
			(BBTT sting) Boda Boda Talk Talk	Presenter

<b>PSA</b>		5 sec	(PSA sting) The following is a Public Service Announcement	Announcer: Tabitha
		30 sec		Announcer:
<b>GREETINGS</b>			(Greetings music)	"Maale, Maale" by Deng Chiok
			(greeting 1)	
			(greeting 2)	
			(greeting 3)	
<b>JOKES</b>			(Jokes music)	"Nyiere, Nyiere" By GatkuothGuwe
			(joke 1)	
			(joke 2)	
<b>DRAMA</b>		15 sec	(Drama sting)	Announcer Margaret
			(actor 1)  (actor 2)  (actor 3)	(voice 1): (voice 2): (voice 3):
		15 sec	(Drama sting)	Announcer Margaret
<b>MISSING PERSONS</b>	17'00"	30 sec	(ICRC sting) (missing people)	Presenter
<b>RECAP HEADLINES</b>	17'30"	30 sec	(Headline music) And here is a repeat of our main stories and some other top issues Story 1 and Story 2 - - -	Presenter  "Headlines" by Boys Mix
<b>FEEDBACK</b>	18'00"	1 min 30 sec	(End music) And as always we welcome your feedback.	Announcer "South Sudan Peace" by Gordon Koang

			(Feedback 1)	
			(Feedback 2)	
<b>OUT</b>	19'30"	30 sec	(End music continues) We are very happy that you have listened to our program and we are very interested in hearing from you.  (BBTT sting) Boda Boda Talk Talk	Announcer: Margaret
<b>TOTAL DURATION:</b>			END OF PROGRAM	

ANNEX 6:DAILY BROADCAST TALLY SHEET

DATE:

PROGRAM NUMBER:

DRIVER:

LISTENING STOP #	LOCATION	START TIME	END TIME	ESTIMATED CROWD SIZE	COMMENT
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
COMMENTS:					



## ANNEX 6: DRIVER FEEDBACK FACT SHEET

DATE: \_\_\_\_\_ PROGRAM NUMBER: \_\_\_\_\_ DRIVER: \_\_\_\_\_

[illegible]

ANNEX 7:FEEDBACK TRACKER					Organization to which feedback was reported					
SITE	DATE RECEIVED	FEEDBACK FROM COMMUNITY LEADER	HIS CATEGORY/THEME	INTERNEWS RESPONSE	NAME	RESPONSE	ACTION	STATUS	DATE CLOSED	
Bor PoC	1/9/2017	We have problem of water in our block, our water pipe is not flowing well. We urge IAS to to look into that matter soon	Water, Sanitation, & Hygiene (WASH)	Feedback reported to humanitarian organization	IAS	Will check out what the problem is and fix it	Still on hold	Puot Panyuan Tuor	Pending	
Bor PoC	1/10/2017	We need the damaged latrines be replaced with new one.	Water, Sanitation, & Hygiene (WASH)	Feedback reported to humanitarian organization	IAS	Construction of new latrines will soon started	Not yet started	Puot Panyuan Tuor	Pending	
Bor PoC	1/11/2017	We need feedback about voluntary departure, UNCHR is not telling us anything about the process can resume	Vulnerable Groups - General	Feedback reported to humanitarian organization	UNHCR	the program is still onhold	No feedback yet	Puot Panyuan Tuor	Pending	
Bor PoC	1/12/2017	Thanks IAS for listening into our concerns, now you are doing good work by constructing new latrines	Water, Sanitation, & Hygiene (WASH)	Feedback reported to humanitarian organization	IAS	Will construct new latrines	Stared the construction of latrines	Puot Panyuan Tuor		
Bor PoC	1/12/2017	It is unusual, our block has never had problem of water. What happened with the water pipe?	Water, Sanitation, & Hygiene (WASH)	Feedback reported to humanitarian organization	IAS	Requesting spare part to replace the damaged one	Not yet started	Puot Panyuan Tuor	Pending	
Bor PoC	1/19/2017	We don't have single community watch who can look in to drunkards cases in our block2.	Security – Crime	Feedback reported to humanitarian organization	UNPOL/ CWG	They need info as soon as possible so that they can help	Patrol to monitor situation is ongoing	Puot Panyuan	Solved	1/17/2017
Bor PoC	1/19/2017	We have new arrivals now in the PoC, so sharing services especially shelters with them is a challenge. They should be provided with shelter materials.	Non Food Items (NFI)	Feedback reported to humanitarian organization	ACTED/ RRP	No shelters for arrivals who reunited with families	They should share with relatives	Puot Panyuan	Pending	
Bor PoC	1/19/2017	IOM should speed up the process of providing the sport materials	Youth	Feedback reported to humanitarian organization	IOM	Working on it from Juba	Still waiting feedback from Juba	Johnson Khan	Pending	

## ANNEX 8: EQUIPMENT CHECKLIST

The technology needed to set up a HIS is incredibly simple. The HIS programs sound like they are professionally produced and broadcast from a local community radio station; many people who listen even ask for the radio frequency so they can listen to it more often! However, there is no radio station, no radio mast, and no complex radio mixing equipment needed to produce a mini-media HIS. Everything is recorded on easy to use Zoom Recorders and then downloaded to be cut, edited and produced on laptops with Adobe Audition editing software. Zoom recorders and laptops may not be available locally and are likely to take the most time to procure. The items below assume a site of 20,000 people. Depending on the size of the population in your site, as well as your budget, you will need to adjust accordingly.

ITEMS PER SITE	DESCRIPTION	QUANTITY
Motorbike(s) or quad bikes	Yinxiang Motorbike Tricycle 250CC	3
Radios with SD card function radios	Freeplay Solar Powered and Wind-Up	20
SD Memory cards	For Wind-up Radios	30
USB Memory Sticks	Small (1 GB is enough)	20
Hard Drive	1 TB to archive the programs, audio clips, images etc.	1
Large speakers or boom boxes with USB or SD card points	<p>Features to look for:</p> <p>Good loud sound quality to carry over the noise of water points and delivery trucks.</p> <p>Long battery life (you will need a charging point overnight).</p> <p>SD card and /or USB stick ports</p> <p>Easy to lift and potentially portable by hand across a site (where transport is not available). If possible look for speakers with wheels.</p>	5
Car batteries, clips and cables	To charge speakers in field. Make sure cables are long enough to connect battery on the back of a bike. Alternatively, you may want to consider solar power sources.	10
Basic field ware Laptops loaded with Adobe editing software.	There is no specific laptop recommended – however something hardy and able to last in dusty environments is key. Laptops will always get viruses so will need regular cleaning and support from IT	6

ITEMS PER SITE	DESCRIPTION	QUANTITY
Extra laptop batteries	It may not always be possible to charge laptops, so backups are good	1 per laptop
Zoom recorders	Zoom H4	5
Headphones	No particular model suggested	5
Microphones, with stands and sound covers	Useful for round table discussions	Minimum of 4
Mobile phones for each staff /plus monthly credit	For security, drivers were given an extra phone that they kept in a zip bag.	Depending on staff members - if there is no mobile phone coverage, phones should be replaced with VHF radios
Branded T-shirts	Can also be printed on the back with SMS number or with a health message to reinforce programs	Purchase extra stock
Other Branded High visibility items	Backpacks, laminated posters with SMS numbers	Purchase extra stock
USB Dongles for internet connection if needed		6
Back packs for staff to keep bottles of water, note pads and zoom recorders	Backpacks can also be branded to give effective visibility.	1 per staff member
Tables, Chairs, Tent, White Boards	Anything you might need for an office working area	At least 2 white boards for editorial meetings and daily schedule; as many tables and chairs needed for staff members; 1 military tent tends to be big enough for around 10 people

## Annex 9: Security Measures

Working in a displacement site can pose numerous security concerns. It is critical that steps are taken to ensure the safety and security of all staff and equipment. The sensitivities around reporting, interviewing and information more broadly can become very quickly politicized. One of the most important measures to take is to ensure that all staff understand and operate within a Conflict Sensitive Reporting Framework.

The nature of the BBTT with its emphasis on incorporating community voices from a wide spectrum of the population (within this CSR Approach) means that the service is largely trusted, and that staff - almost by default act as a platform for mediation through dialogue and information exchange. This is a powerful approach in complex environments.

Nevertheless there is always the risk that BBTT staff are targeted because it is easy to 'shoot the messenger' or because staff get caught up in tensions, violence or out right riots in the site that have no relation to the HIS. Ensuring staff is aware of the risks involved in their jobs and of living and working in a displacement site has to be taken very seriously. A dedicated Country Security Manager, if available should visit each site to run a full security risk assessment for staff entering the sites from outside, and for those recruited and working on the BBTT.

Simple but critical measures to protect staff safety and organizational reputation should be implemented and maintained as a daily priority. Some of these elements include:

- 1 High visibility of staff through official IDs (marked as NGO not as Press). Staff are required to carry these at all times and are required to cooperate with agencies in authority such as UNPOL or Camp Management.
- 2 All staff is issued with phones and monthly credit. Phones should be programed with key numbers including all team members and emergency numbers in the site. It is the staff responsibility to keep phones charged and topped up.
- 3 Walki-Talkie radios should be issued to staff as a secondary means of communications – especially if phone service is unreliable. Drivers should check in when they arrive at each listening stop or at key times through the day.
- 4 An Emergency Phone Tree should be created, drills run and implemented in the event of an emergency to check staff are safe (for example when all staff need to be accounted for or if violence breaks out).
- 5 Safety exists or safe havens should be identified in the displacement site. These can be marked on a map and put up on a wall for all staff to be aware of. This is especially important for staff coming into the sites; those who live in the sites are more likely to be able to navigate their way to safety.
- 6 All staff should be given basic first aid training and training on how to report an incident.



# Annex 10: HIS Newsletter



Boda Boda Talk Talk (BBTT) in UN House produces two audio programs weekly in Nuer, aired on speakers at designated locations throughout the PoCs. The BBTT Team also manages 100 listening groups, which receive the programs on SD cards and give feedback to BBTT staff about important issues affecting the community.

## PROGRAMS OF THE WEEK



### SHARING DOMESTIC WORK

Gender roles in the Nuer culture are very well established. So BBTT looked at how those roles might be changing due to living in the PoC and having access to education programs. A variety of different views are expressed by community members that indicate this is a very sensitive yet important topic.



### COLLECTING FIREWOOD

Due to a lack of reliable supply of charcoal, some residents of the PoC go outside to collect firewood for their families or to sell to others. This is extremely risky as there are gunmen who lurk in the bush outside the PoC ready to rob and possibly rape or kill the firewood collectors.

## THE WEEK AHEAD



### RED SORGHUM

The opinion of some PoC residents is that red sorghum that is distributed as food aid is not healthy for humans. BBTT finds out more about how the IDPs feel about this particular kind of food.



### HEALING STRESS

Living in a PoC can add a lot of stress to everyday life. This program looks at ways to heal some of the negative stress that IDPs must deal with.



## UN House PoCs WEEKLY e-BULLETIN

Edition V - September 26 to October 2,  
2016



The BBTT staff at UN House PoCs celebrates the production of their 200<sup>th</sup> program on Wednesday, September 28, 2016. Boda Boda Talk Talk is part of the Humanitarian Information Service run by Internews. (Internews PHOTO/Gatduel Kuong)

## FEEDBACK FROM THE PoC



### PEACE

The entire community of Nuer can stay peacefully with minority tribes as we know how to stay with other people in our culture.



### PROTECTION

We women are suffering a lot with the current situation in the Country. I want all women to listen to the advice if our leaders say do not go out, we must respect it.



### WASH

I'm very happy with THESO because they are doing drainage and also collecting rubbish away from camp.



### PROTECTION

Some parents mistreat their children badly, so my advice to parents if the child misbehaves, they can talk to him/her in a good manner.

## PUBLIC SERVICE ANNOUNCEMENTS



### HEALTH

IRC reminds all PoC residents especially women and girls that it is very dangerous outside the PoC. There have been many reports of violence, assault, and rape. IRC wants to encourage any PoC residents who have experienced Gender Based Violence (GBV) of any kind to please come to the clinic for medical assistance as soon as possible.



### FOOD DISTRIBUTION

Concern Worldwide announces that the next food distribution in PoC1 will be held October 5 and 6, 2016.



## MALAKAL POC WEEKLY E-BULLETIN

NILE FM in Malakal broadcasts for 12 hours a day in Arabic, and it covers an area of approximately 35 km around the Malakal POC. The NILE 98.0FM team also manages more than 100 listening groups that provide feedback to the team on a weekly basis.

### WEEKLY HEADLINES

#### 21 OCTOBER, 2016

- IOM start changing cards of the newly relocated IDPs.
- INTERSOS distributes Text books to pupil for first time.
- World Vision and PSC agreed to resolve lack of Grinding Mills in the POC.
- Farmers call upon UNMISS to give them time to collect their crop harvests. Golf Gate and Kilo Gate will be permanently closed for all IDPs' from Oct 31, UNMISS said.
- Solidarities urge owners of shops and restaurants to throw their garbage in garbage containers.
- Community opens first Kindergarten in PoC.

#### 20 OCTOBER, 2016

- DRC changes plastic sheets in POC after receiving more complains.
- Solidarities urges residents to care for garbage containers
- INTERSOS basic school selects forty five best students in drawing
- South Sudan Red Cross explains importance of first aid in saving life.
- Women committee of church council call upon churches to unite for peace.

#### 19 OCTOBER, 2016

- UNMISS organizes workshop on peaceful coexistence.
- DRC organizes workshop for protection and GBV staff.
- Second suspect arrested for allegedly stealing solar panel.
- PSC urge community sector to be proactive on passing information to residents.

#### 18 OCTOBER, 2016

- World vision carryout new registration of children for food ration.
- Solidarities start building new pit latrine after agreeing with a families to leave the area.
- PSC plans to have Theater in PoC.
- Residents revert to tablets due to lack of injection needles in private clinics.

#### 17 OCTOBER, 2016

- World Vision concludes food distribution.
- DRC discloses plan to relocate 150 families.
- PSC agrees to equip local court.
- Community Watch Group meets community leaders over increase of staff
- PSC instructs community leaders to prevent children from playing on streets.
- Catholic Church urges PoC residents to keep hope alive on peace.



Nile FM correspondent, Anter Stephen facilitating discussion with Education Cluster at Nile FM studio. ©INTERNEWS

### WEEKLY RADIO PROGRAMS

#### PEACE PROGRAMS



- POC Peace: True friendships, qualities/traits of good friendship.
- The importance of togetherness and unity in the POC.
- What needs to be done to reduce rumors in the POC?



#### HEALTH & WASH PROGRAMS

- Interviews on the importance of hand washing. Activities of IOM & SI in the POC.



#### WOMEN & GBV PROGRAMS

- Empowering women to make decisions at family and community levels. Various live discussions held on the important role of women in solving problems within the POC.
- Women in decision making in the POC and the role of NGOs: Challenges and way forward.
- Causes and solutions for the growing youth violence in the POC



#### EDUCATION PROGRAMS

- Learning from Elders: How youth can benefit from elders and use that knowledge to change their lives.
- Alternative means of income in the POC. How to start farming and avoid food aid.

### THE WEEK AHEAD

#### EDUCATION & POC PEACE



- The closure of Kilo and Golf Gate by UNMISS. How IDPs should cooperate and comply? Live discussion & Interviews with farmers, RRP, PSC & CCCM partners.
- New Kindergarten in the POC.
- Promoting the culture of volunteerism in the POC.



#### HEALTH & WASH

- The dangers of early delivery.
- Proper use of dust bins in the POC – Message from Solidarities International.



#### WOMEN & PROTECTION

- Discussion on women empowerment. Exploring the challenges of women.



Nile FM correspondent, Gabriel James facilitating discussion youth in Wau Shilluk. ©INTERNEWS

If you have information to be communicated to the PoC or Malakal Town, please contact:

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Boda Boda Talk Talk (BBTT) in Bentiu produces three audio programs weekly in Nuer, aired on speakers at designated locations throughout the PoC. The BBTT Team also manages 500 listening groups, which receive the programs on SD cards and give feedback to BBTT staff about important issues affecting the community.

## PROGRAMS OF THE WEEK



### MALNUTRITION

Families and children that are coming from various locations do not have adequate amount of food to eat. As a result, many children in the PoC are malnourished. BBTT interviews mothers and explores why parents are not taking their children to nutrition centers in the camp.



### NEW ARRIVALS

New arrivals in the PoC are not being registered by IOM. Neither are they getting services. They are forced to sleep outside during this cold season. Since most families have lost their properties, they have limited resources to support themselves.



## Bentiu PoC WEEKLY e-BULLETIN

Edition XXIII Jan. 16 - 21, 2017

## THE WEEK AHEAD



### Kondial 97.2 FM

This program introduces KONDIAL 97.2 FM to the PoC and asks community members, CHC leaders, civic organizations, and humanitarian agencies what they would like to hear on this community radio station. The feedbacks from the community will be used for Kondial programming.



### The Morning Show

A continuation from the previous program, this program also explores what the community would like to listen to in the morning hours of broadcasting on Kondial 97.2 FM. The feedbacks gathered from the community will be shared back to the community and integrated in programming.



PoC residents bathing and collecting water from a pond in sector 2 following the shortage of water. This was a result of service disruption caused by some individuals who went on strike demanding payment adjustment.  
©Internews/Chondok Magei

## FEEDBACK FROM THE POC



### VOACTIONAL TRAINING

We need more vocational training from humanitarian organizations in Bentiu PoC



### WATER

Water points should not be closed down by people who are on strike.



### NUTRITION

There is a lack of food for children under the age of 5. They are being malnourished.



### DOORS

We need Concern to provide us with doors for our shelters.

## PUBLIC SERVICE ANNOUNCEMENTS



As there was a severe water shortage in the PoC this week, The PSA is produced to alert the community of the health risks related to water shortage



### CHOLERA PREVENTION

Joint messages from the Ministry of Health, WHO, and UNICEF about ways to prevent the spread of Cholera

If you have information to be communicated to the PoC or Humanitarian agencies, please contact:  
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## About Internews

Internews is an international non-profit 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.

Internews provides communities the resources to produce local news and information with integrity and independence. With global expertise and reach, Internews trains both media professionals and citizen journalists, introduces innovative media solutions, increases coverage of vital issues and helps establish policies needed for open access to information.

Internews operates internationally, with administrative centers in California, Washington DC, and London, as well as regional hubs in Bangkok and Nairobi. Formed in 1982, Internews has worked in more than 90 countries, and currently has offices in Africa, Asia, Europe, the Middle East, Latin America and North America.

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