

Introduction and Overview

In August 2014 Internews launched Boda Boda Talk Talk (BBTT) in the Protection of Civilians (PoC) site known as PoC 3 in Juba. PoC 3 is the newest site and is adjacent to the United Nations Mission in South Sudan (UNMISS) UN House base that contains PoC 1 and PoC 2.

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

The project was rolled out following the success of the BBTT project in Tong Ping PoC, which was launched earlier in the year in February 2014; and after the successful launch of the project in UN House PoC 1 and PoC 2 in April 2014.

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

This Wave 1 assessment was conducted in August 2014, as the project was being established in PoC 3. However, most of the people who moved to PoC 3 were relocated by UNMISS from the Tong Ping PoC site and were familiar with the project and the BBTT programs that had been running there since February. Some of the community correspondents from Tong Ping also relocated to PoC 3, and the familiarity with staff, the BBTT branding, quad bike and the content helped support community acceptance and trust very quickly. Nevertheless there were a number of people displaced from other parts of the country who were less familiar with the project.

The Wave 1 assessment for all three UN house sites was conducted at the same time, but PoC3 is reported on separately due to the significant differences in living conditions, dates of sites opening, and the HIS program launch.

PoC 3 now has 14,000 people and is full to its planned capacity. 2000 to 3000 people remain in Tong Ping – some refuse to ever leave, while others are newly displaced arrivals from other parts of the country.

In total 161 interviews with individuals were collected inside PoC 3. The survey aims to inform Internews on the nature and content for BBTT, and assess people's need for, and access to, information in a context where communication channels are limited and access outside the sites are limited. A follow-up study will be conducted approximately four months after this Wave 1 assessment, that will aim to ascertain the impact and benefit BBTT has provided individuals in the UN House PoC 3. Findings will also be compared to the HIS studies done in other sites across the country to help evaluate the best way to establish an HIS and to have the greatest impact.

Just 1 in 8 IDPs (12%) in PoC 3 say they have 'all' the information they need to make good decisions, with an additional 45% who have only 'some' of the information they need.

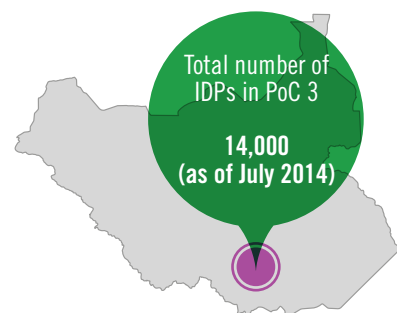
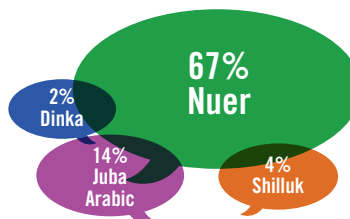
Age

61% 15 - 24

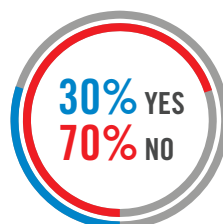
35% 25 - 44

4% 45+

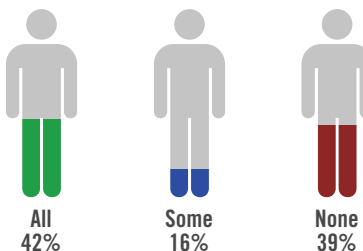
Language preferred for receiving information



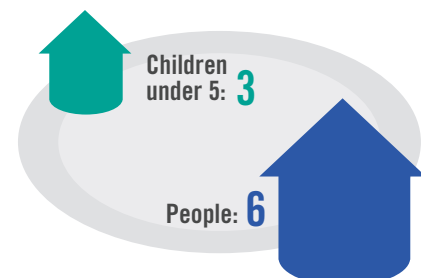
Employed before arriving at PoC



How much of a letter would be understood



Mean Household Size



Highest level of education attained

38% No education



Of those who have attended school:

24% Completed primary



13% Completed secondary



3% Completed university



UN House PoC 3, Juba, Central Equatoria State

Wave 1 Assessment: August 2014



Introduction: The UN House Context

PoC 3 / Photo by Fatuma Adan

Recent political events have dramatically changed the landscape of South Sudan, with more than 1.7 million people displaced, and access to media and information at a premium. A series of studies on the Humanitarian Information Service (HIS) projects implemented by Internews in Central Equatoria, Upper Nile and Unity states from January 2014 to date, aims to identify how best to reach displaced populations with the information they need to make informed decisions about their lives. Wave 2 of these studies will additionally aim to assess impact and provide insight into future programmatic choices.

The research presented here is a brief summary of the Wave 1 assessment of the HIS project launched in August 2014 in UN House PoC 3. It is one of nine studies conducted in six different sites that have experienced massive displacement and conflict (Tong Ping, and PoC 1 and PoC 2 in UN House Juba; Mingkaman, Leer and Malakal), and in which Internews is implementing an HIS project.

More than 14,000 people have been displaced to the United Nations Mission in South Sudan (UNMISS) Protection of Civilians 3 (PoC 3) site. In contrast to many of the other PoCs around the country and in Juba, PoC 3 is a large, well-planned site that was under construction for a number of months before people were moved there. Unlike PoC 1 and 2 which are on the UNMISS base, PoC 3 is adjacent to the UN base. The site does have UNMISS force protection and is fenced off, but there is a public path that separates it from the main site. This separation as well as its distance from the main town meant that the relocation process was difficult for people to accept. People living in UN House PoC 3 are less able to move into the main town in the daytime due to the on-going threat of insecurity (both real and perceived) and due to the distance and the travel costs. As a result many people end up sending their young children or only leave in the daylight hours.

Although the shelters are still makeshift tents, they are well organized and spaced out according to international Sphere Standards. While thousands of people are in the neighboring congested UN House PoC 1 and 2, UN House has good emergency services and facilities including water and sanitation, and is considered a relief from the congestion of Tong Ping where most people lived for 9 months. Despite being a very organized site which looks like a tented suburb in itself, located on higher ground that does not flood (unlike Tong Ping), and meeting international minimum Sphere Standards for emergency displacement - the move into the site was a very strained process considered highly political by many of the Nuer community who were affected. For many people, PoC 3 has 'better' living conditions than their pre-conflict homes.

The difficulty in persuading people to move from Tong Ping to PoC 3 gave a chance for the community to develop social dynamics - important for service providers; but the layers of one community group arriving after the other has also resulted in complex leadership issues. Many of the last arrivals from Tong Ping were considered very politically active.

These complex community representation and leadership issues - with people displaced away from their normal clans and families - means that traditional leaders are often at odds with former political leaders and there is limited inclusion of women and young people. The normal protective social structures have also broken down, and with many people unemployed, and with former combatants also reported to be living in the sites, tension can easily flare up. The concentration of people can translate into violence, with growing, largely untreated, psychosocial needs.

Though UN House PoC 3 has good access to service providers and humanitarian actors, the levels of insecurity and the range and severity of health and protection issues are significant. The humanitarian needs, including the information needs, of the displaced population in Juba are great - despite having good access to radio and mobile phones. People need the very localized information that is shared in the context of insecurity, for example for women leaving the site to grind their sorghum.

Communities also lack the medium to effectively and peacefully air their concerns and frustrations without an effective accountability and communications mechanism that gives them the right to reply from service providers. The HIS has tried to support agencies to collectively deliver this for the affected population here.

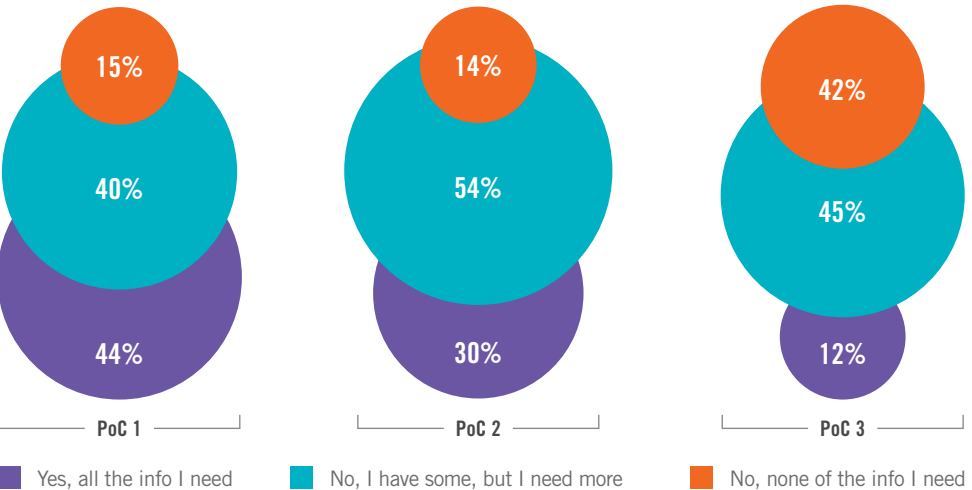
Comparing findings across PoC 1, 2 & 3

UN House is divided into 3 separate PoC sites, each with unique characteristics and population distributions. UN House hosts an ethnically diverse group of individuals, composed primarily of a variety of different Nuer tribes (of South Sudanese nationality). PoC 2 also hosts smaller populations of foreign nationals, namely Ethiopians, Somalis, and Eritreans. In addition to different ethnographic characteristics among PoCs in UN House, the available services as well as the distance between sites and the UN House entrances resulted in differing movement patterns and levels of access among the three PoCs. It is important to note that PoC 3 is a new site within UN House that was created to accommodate people who are being relocated from the UNMISS Tong Ping site and that this population is growing by the day. In particular, at the time of this survey, BBTT programming was still being established in PoC 3, though many inhabitants had also heard BBTT while still living in UNMISS Tong Ping site.

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

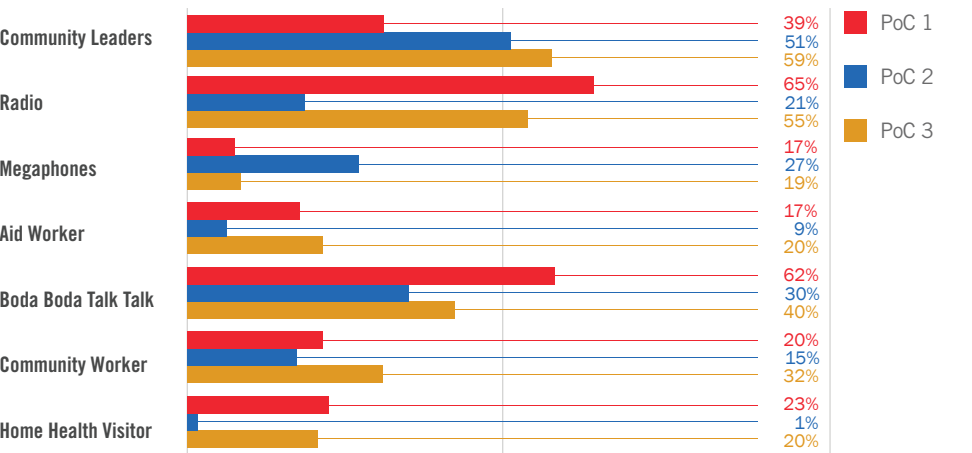
Currently in this protection site, do you think you have all the information you need to make good decisions?

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



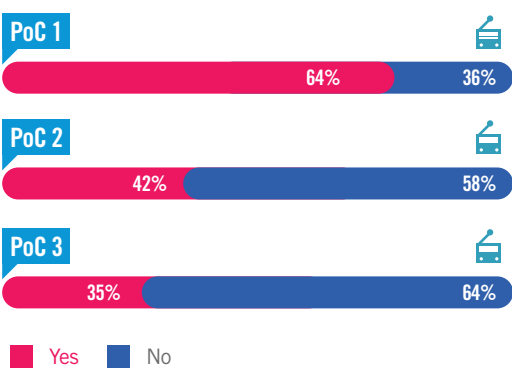
Top five sources of important information

(Among those that can identify and have heard their most important information needs at the site, N=208 for PoC 1; N=108 for PoC 2; N=91 for PoC 3)



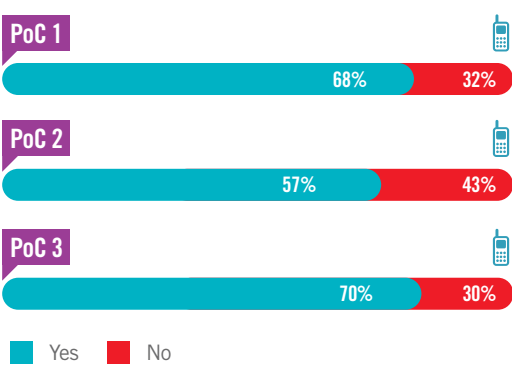
Currently, in the protection site, are you able to listen to a radio?

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



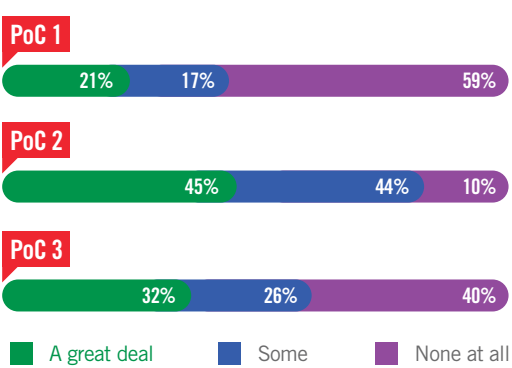
Currently, in the protection site, do you have access to a mobile phone?

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



How much political bias or political agenda do you think BBTT has?

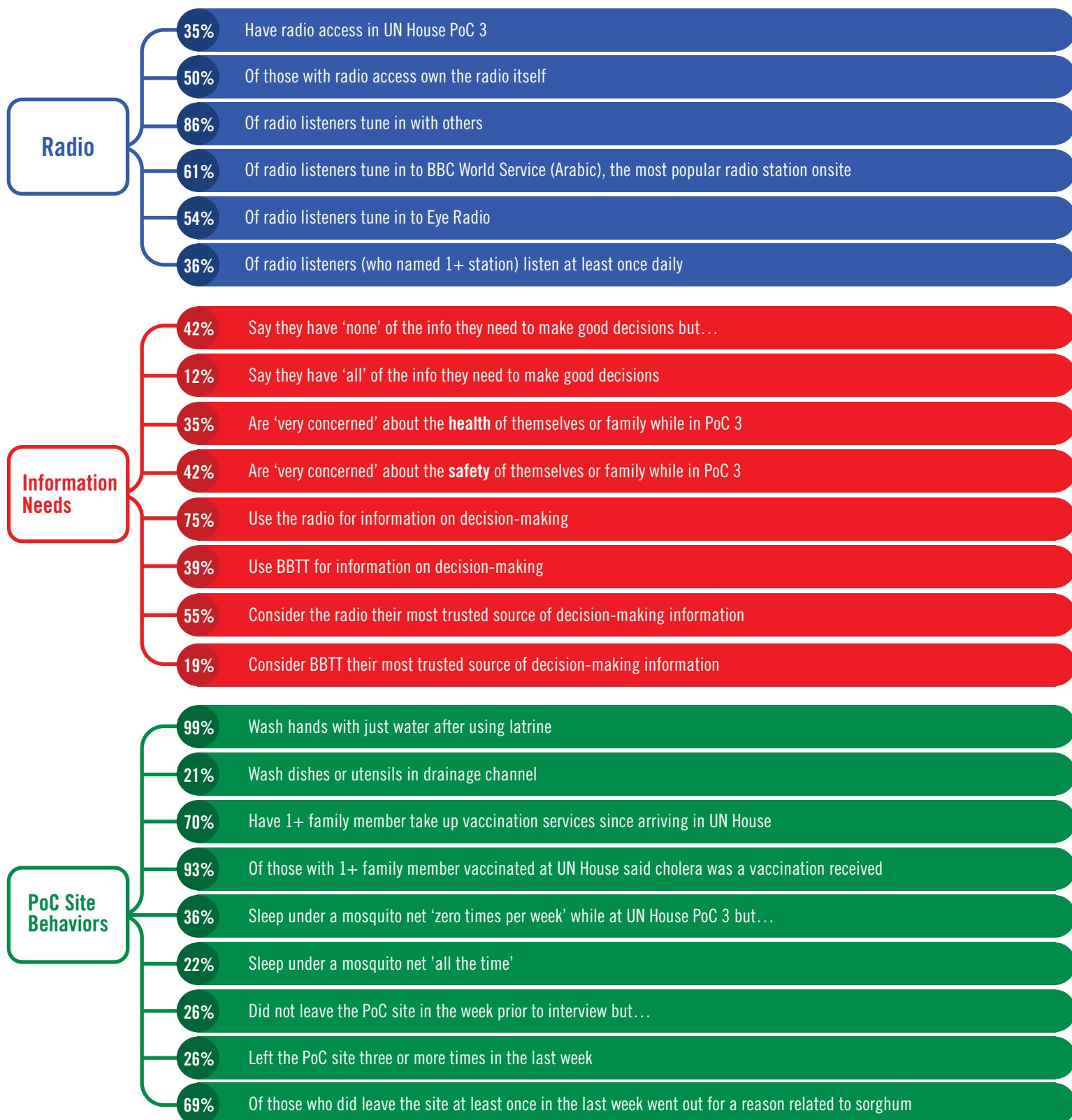
(Among those who are aware of BBTT, N=293 for PoC 1; N=145 for PoC 2; N=95 for PoC 3)



UN House PoC 3, Juba, Central Equatoria State

Wave 1 Assessment: August 2014

Key Findings in PoC 3



Key Findings in PoC 3 (cont...)

Mobile Phone

- 70% Have mobile phone access in UN House PoC 3
- 87% Of those with mobile phone access own it themselves
- 38% Of those with mobile phone access use an internet-enabled handset
- 88% Of those with mobile phone access prefer information contact as a call rather than text but...
- 53% Of those with mobile phone access would sign up to receive info on PoC activities/services via SMS

Healthcare Services

- 47% Are aware of mental health services at UN House PoC 3
- 24% Did not know why mental health services would be sought
- 68% Knew of at least one general healthcare clinic at the PoC site
- 57% Described themselves as 'informed' about cholera prevention
- 61% Described themselves as 'informed' about diarrhea prevention
- 57% Described themselves as 'informed' about malaria prevention
- 40% Described themselves as 'informed' about protecting themselves outside the PoC
- 28% Described themselves as 'informed' about where to go if hurt or attacked

Boda Boda Talk Talk

- 62% Are aware of Boda Boda Talk Talk (audio program)
- 95% Of those aware of BBTT listen to it at least once weekly
- 82% Of those aware of BBTT would describe it as a loudspeaker on a quad bike
- 2% Of those aware of BBTT would describe it as a radio on a quad bike
- 56% Of BBTT weekly listeners listen to it at a waiting room
- 58% Of BBTT weekly listeners report 'frequently' making behavior change improvements as a result of BBTT programs
- 75% Of BBTT weekly listeners overall report making a positive behavior change as a result of BBTT programs
- 76% Of behavior changers (post-BBTT listening) said they improved their hand washing
- 68% Of behavior changers (post-BBTT listening) said they had stopped or reduced using drainage ditches to bathe or wash dishes
- 55% Of behavior changers (post-BBTT listening) said they increased their mosquito net usage as a result
- 92% Of BBTT weekly listeners find BBTT content 'very helpful'
- 85% Of BBTT weekly listeners trust BBTT content 'a great deal'

UN House PoC 3, Juba, Central Equatoria State

Wave 1 Assessment: August 2014

What do we know about the main information needs of the IDPs at UN House PoC 3?

More information is strongly required by IDPs at UN House PoC 3 for good decision-making purposes: Only one in eight (12%) say they have 'all' the information they need in this 'newest' & still growing of the 3 UN House sites surveyed. Indeed 42% say they have 'none' of the information needed while 45% say they have 'some' of the information they need.



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

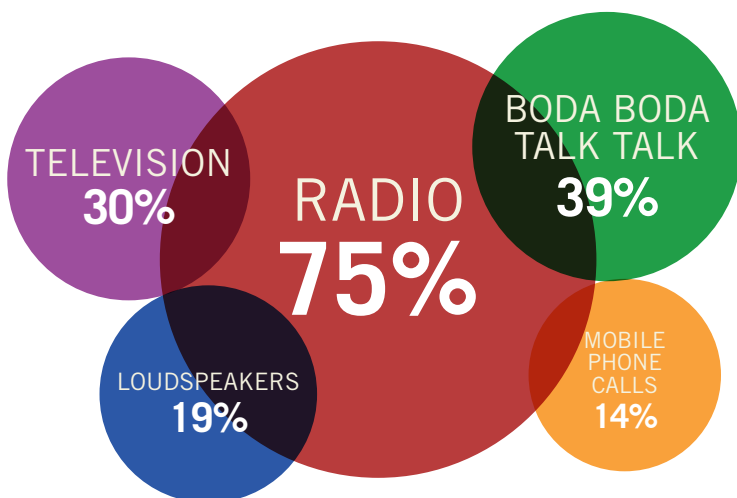
- 12% ■ Yes, all the info I need
- 45% ■ No, I have some but need more
- 42% ■ No, none of the info I need
- 1% ■ Don't know

Information about IDPs most important issues is getting through to an overall majority, but only just: 58% of IDPs surveyed in UN House PoC 3 said they heard information addressing their important issues while staying at the site.

Radio is the main source for decision-making information by IDPs in UN House PoC 3:

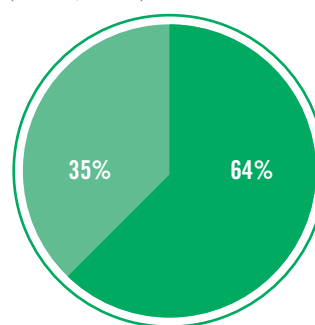
Top 5 sources of information used for good decision-making in UN House PoC 3

(Among those who have 'at least some' info of this type since entering the site, N=92)



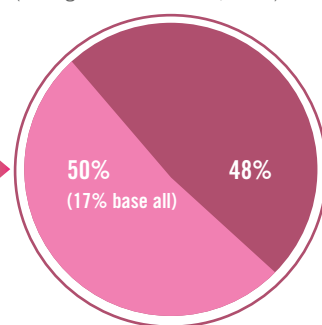
In terms of access to radio, slightly over one third (35%) say they can access one. Among those that have access, half (50%) own the radio themselves, which is an important benefit in terms of how much control they may have over the stations tuned in to. 17% of all IDPs surveyed at UN House PoC 3 are both radio listeners and radio owners.

Radio ACCESS in UN House PoC 3
(base all, N=161)



- Have radio access
- No radio access

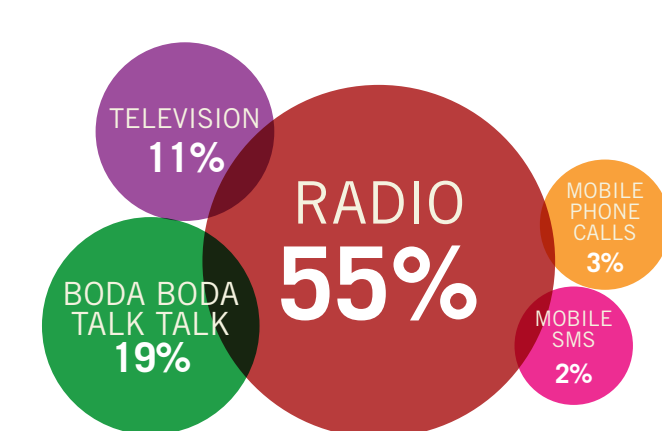
Radio OWNERSHIP in UN House PoC 3
(among those with access, N=56)



- Radio owner
- Not radio owner

Top 5 most trusted sources of information for good decision-making in UN House PoC 3

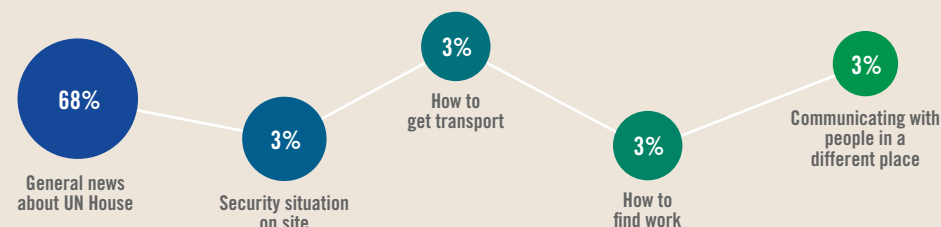
(Among those who know the sources of the decision-making information they receive, N=92)



Personal safety at UN House PoC 3 is a worrying subject for many: 42% of IDPs interviewed described themselves as 'very concerned' about their safety and that of their families while staying within UN House PoC 3, with a further 30% saying they were 'somewhat concerned' about it.

'Site-local' news and information top the IDPs' priority list at UN House PoC 3: With many currently settling in on site, it is unsurprising that many respondents just wanted information very closely related to basic operations.

Top 5 information topics IDPs in UN House PoC 3 are most interested to find out
(among all consenting to participate, N=161)



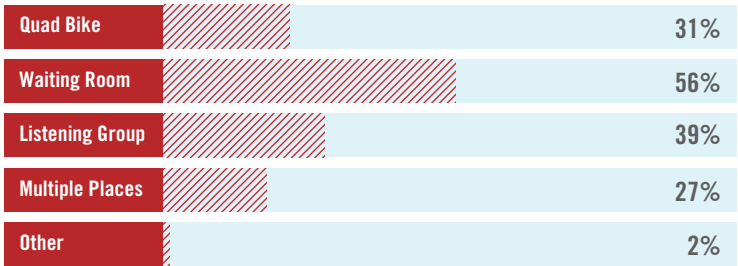
Are Boda Boda Talk Talk services having an impact at UN House PoC 3 yet?

3 in 5 (62%) of IDPs surveyed at UN House PoC 3 are aware of Boda Boda Talk Talk: It is particularly well-known among those aged 15-24 years (76%).

Among those who know about the program, listening frequency is quite varied but most do listen at some point on a weekly basis: Most commonly, people reported listening ‘once’ a week to BBTT (50%). Almost one in five (19%) of those aware listen 6+ times per week while only 5% listen ‘zero’ times. As BBTT is only produced two times a week, this could indicate that people hear the same program multiple times throughout the site.

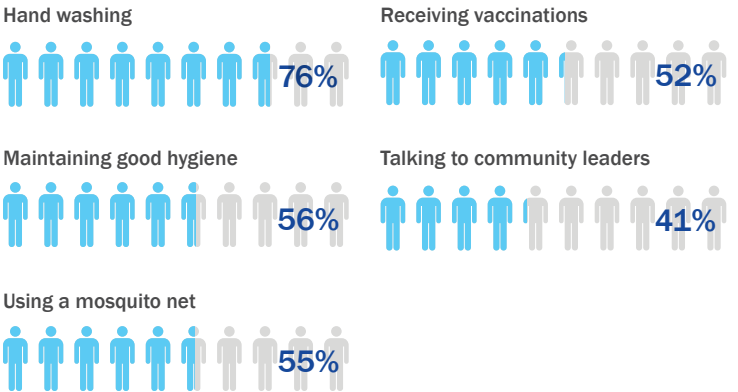
BBTT is consumed across a variety of locations within UN House PoC 3: Within its weekly listener base (N=95), a quarter (27%) listen to BBTT in ‘multiple places’. However, ‘the waiting room’ was the most commonly specified place of BBTT listening (56%).

Where have you listened to BBTT?
(Among weekly BBTT listeners in PoC 3, N=95)



Top positive behaviors introduced/increased since hearing BBTT

(Among those reporting changed behavior in PoC 3, N=71)



The ‘helpfulness’ rating of BBTT’s audio programming among its weekly listener base is very high: 92% consider it ‘very helpful’. The BBTT content is also strongly trusted as an information source: 85% of weekly listeners said they trusted it ‘a great deal’ while only 1% said ‘not at all’.

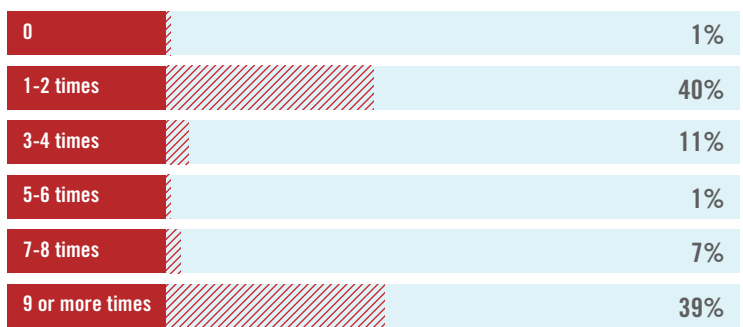
Top 5 topics BBTT listeners in UN House PoC 3 are interested to hear covered in future episodes

(Among weekly BBTT listeners in PoC 3, N=95)



Information heard on BBTT is regularly discussed with others over a normal week at UN House PoC 3 among listeners: Weekly listeners most often said they discussed BBTT content ‘1 to 2 times per week’ (40%) but almost the same high proportion (39%) discuss it ‘9 or more times per week’.

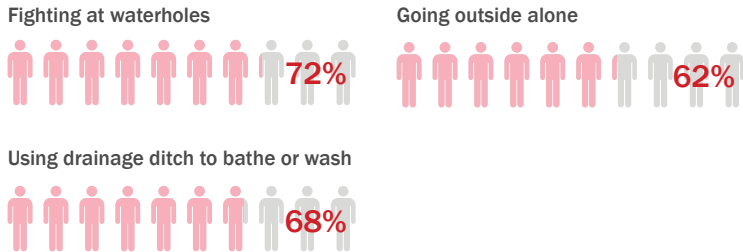
How often do you discuss the information you hear on BBTT with others?
(Among weekly BBTT listeners in PoC 3, N=95)



Among its weekly listeners, BBTT content seems to be making an impact at UN House PoC 3, particularly regarding the use of water: Almost three-fifths (58%) report ‘frequently’ making some behavior improvements as a result of some content they heard on BBTT. Overall, at least 75% mentioned changing their behavior either ‘frequently’ or ‘sometimes’.

Top negative behaviors stopped/reduced since hearing BBTT

(Among those reporting changed behavior in PoC 3, N=71)





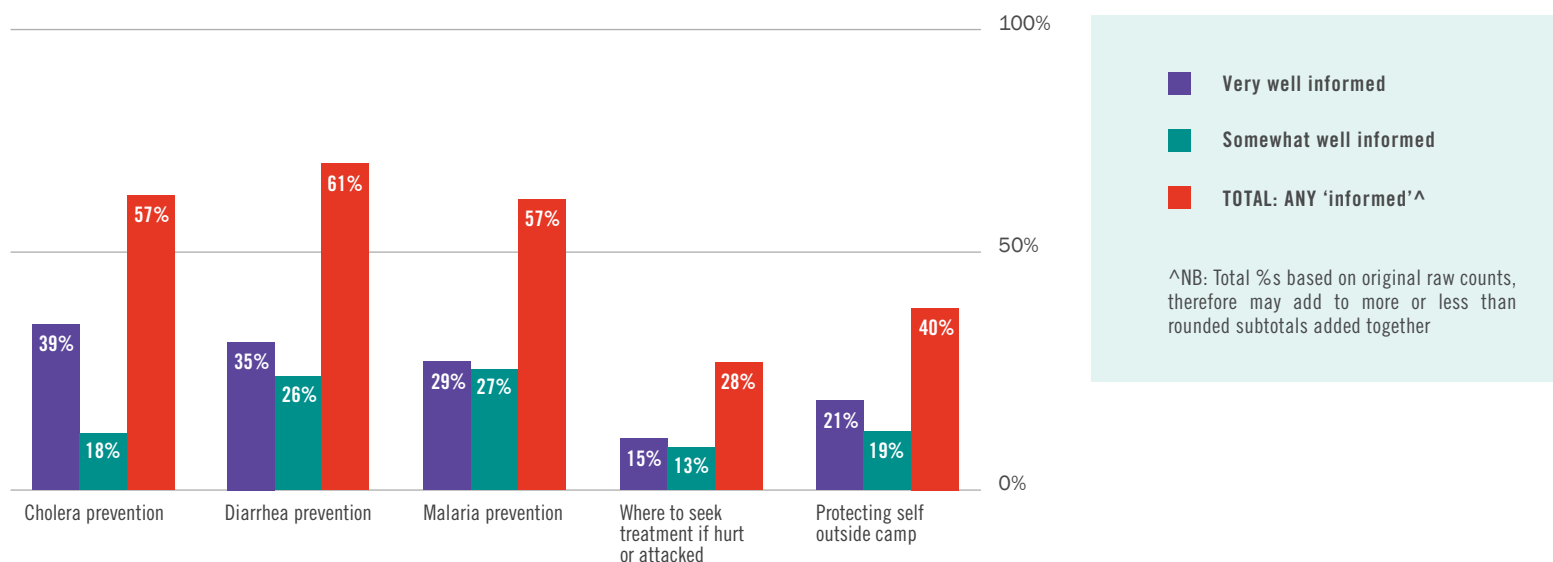
What is known about IDPs' health knowledge at UN House PoC 3?

A young child joins his family at a listening group in PoC 3
Photo by Jean-Luc Dushime

Regarding disease and illness prevention, UN House PoC 3 IDPs did not claim to be well informed: Based on self-assessment of how much illness prevention knowledge respondents had, diarrhea prevention was the most well understood disease issue, but even then over one-third (34%) feel 'not at all' informed.

IDPs' knowledge about protecting themselves outside UN House PoC 3 site – or where to seek treatment if hurt - was even weaker than the disease prevention topics: Only just over a quarter (28%) described themselves as informed on where to go for help if hurt or attacked.

Gender played a role in some health issues for IDPs in PoC 3: While overall, male and female respondents reported similar rates of feeling 'informed' about various health and personal security topics, male respondents appear to have more access to information on cholera than females. Nearly half (47%) of male respondents described themselves as 'very well informed' about cholera prevention, compared to less than one third (30%) of female respondents. However, although overall males reported feeling more informed about all disease and self-protection measures, more males (42%) reported that they are 'very concerned' about their health and that of their families than female respondents (26%).



UN House PoC 3 IDPs' knowledge about mental health issues and services onsite was patchy: Almost half (47%) were aware of mental health services being available onsite, but almost a quarter (24%) did not know why such services would be sought. However, among those who knew about mental health services, 61% could name a place on the site where they could be accessed. Where reasons for seeking mental health services were given, 'to seek help with family' (34%), 'to seek help for a child' (33%), followed by 'trauma' (25%) were most commonly mentioned.

Knowledge of which health services are available at UN House PoC 3 was stronger for some services than others: UN House PoC 3 clinical services to treat diarrhea were most well known (62%) among those who knew of general health services. Cholera (46%), stomach pain (41%), and rapid malaria test (37%) were the next most commonly known illnesses for which help could be sought on site.



Research Specifications

The BBT bike prepares to make its rounds in PoC 3 / Photo by Jean-Luc Dushime

Methodology	Face-to-face interviews, conducted via Computer Assisted Personal Interviewing (CAPI) with adults aged 15+
Sample Size	161 completed interviews
Market scope	Population of internally displaced persons at UN House PoC 3 UNMISS site, estimated to be 14,000 as of July 2014
Questionnaire design	Internews and Forcier Consulting
Fieldwork dates	2-5 August 2014
Fieldwork & analysis	Forcier Consulting

Limitations

- The area surveyed was characterized by fluctuations in population, which might limit the comparability of findings from the present report with future surveys and assessments. In addition, UN House is divided into 3 separate PoC sites, each with unique characteristics and population distributions. Any comparisons between the sites must therefore be considerate of the drastic differences between PoCs. However, no substantial limitations were encountered during data collection or analysis.