

Introduction and Overview

In May 2014 Internews launched Boda Boda Talk Talk (BBTT) in the United Nations Mission in South Sudan (UNMISS) UN House Protection of Civilian (PoC) sites in Juba (PoC 1 and PoC 2), to provide people affected by the conflict with lifesaving and life enhancing information. The project was rolled out following the success of the BBTT project in Tong Ping, which was launched earlier in the year in February.

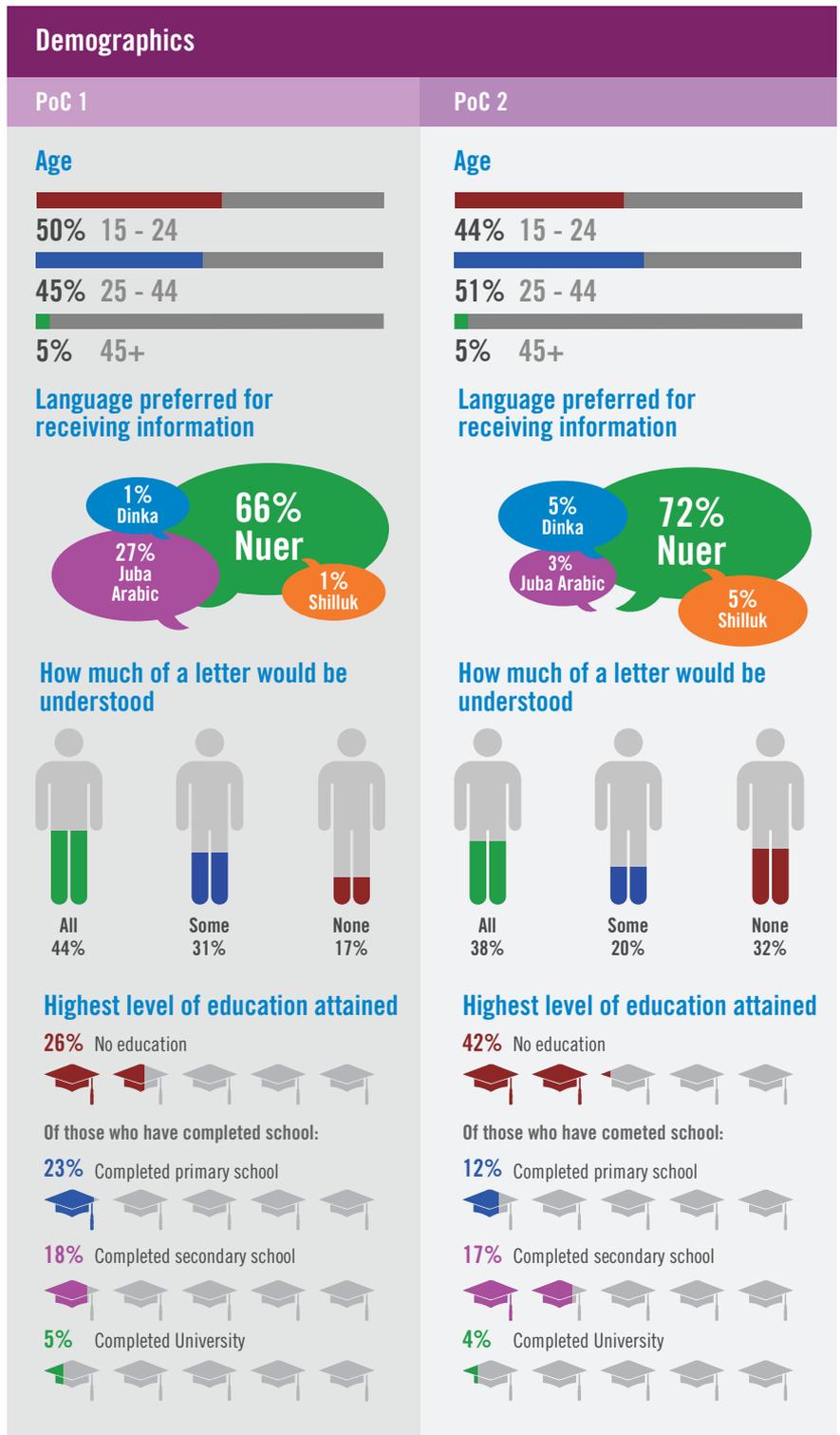
BBTT is a professionally produced recorded audio Humanitarian Information Service (HIS). In order to reflect the voices of the community, Internews recruited and trained community correspondents who themselves had been affected and displaced from their homes. The service is designed as a platform for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

The 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 includes engaging content including a three-minute drama, Q&As, feature stories, music and bulletins to share information. The BBTT program provides people living in the PoCs with 'hyper local' relevant, accurate, and timely information that helps people 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 after the project had been established. 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 is difficult.

PoC 1 is the larger of the two sites with an estimated 13,000 people, largely from the Nuer community. PoC 2 is divided into two sections - half is a site for the Nuer community, while the other half is for 'foreign nationals' (Somalis, Ethiopians and Eritreans), with a combined total of approximately 3,000 people. The third UN House PoC, referred to as PoC 3, was established later in July 2014, to accommodate the relocation of IDPs from Tong Ping UNMISS PoC. The baseline for PoC 3 was completed at the same time as PoC 1 & 2, but it is reported on separately due to the significant differences in dates of site opening and program launch.

In total 470 interviews with individuals were collected inside PoC 1 and PoC 2 sites. Due to the content of the survey and language barriers, it was decided that the survey be carried out in the South Sudanese IDPs section of PoC 2 only. A follow-up study will be conducted approximately four months after this baseline, that will aim to ascertain the impact and benefit BBTT has provided individuals in the UN House PoC 1 and 2 sites. 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.



UN House PoC 1 & 2, Juba, Central Equatoria State

Wave 1 Assessment: August 2014

**Introduction: The UN House Context**

Communities inside PoC 2 (Internews 2014)

The research presented here is a brief summary of the Wave 1 assessment which was conducted in UN House PoC 1 and 2 in August 2014. It is one of nine studies conducted in six different sites that have experienced massive displacement and conflict (Tong Ping, and PoC 3 in 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 (PoC) sites 1 and 2 in Juba. Both sites were unplanned when thousands of people descended to the UN Mission base to seek refuge from the conflict; 11 months into the crisis the PoCs are functioning with makeshift shelters, emergency water and sanitation facilities with a range of humanitarian actors providing services and support.

Unlike Tong Ping PoC in town, the UN House sites are located on a hill and are less prone to flooding. However, while agencies have been working to improve conditions, the environment and people's temporary shelters are congested. There are ongoing risks for serious illnesses (e.g., cholera, malaria, severe watery diarrhea and respiratory infections) particularly with a protracted rainy season.

UN House itself is some way outside of the main town and many people are reluctant to leave to go into town. Unlike the Tong Ping PoC, internally displaced people (IDPs) in UN House PoC 1 and 2 are less able to move into the main town in the daytime, due to the on-going threat of insecurity; many people end up sending their young children or only leaving in the daylight.

In addition there are complex community representation and leadership issues – with people displaced away from their normal clans, protective social structures have become broken. 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 in the site can translate into tension, violence, and growing, largely untreated, psychosocial needs. Foreign nationals were housed separately because the various nationalities were regularly clashing with the larger Nuer community.

The UN House PoC 1 and 2 have good access to service providers and humanitarian actors however, 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.

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 first of two waves of research to be conducted in the area. It represents one of nine studies conducted in six different sites that have experienced massive displacement and conflict (Tong Ping, UN House and PoC 3 in Juba; Mingkaman, Leer and Malakal), and in which Internews is implementing an HIS Project.

UN House PoC 1 & 2, Juba, Central Equatoria State

Wave 1 Assessment: August 2014

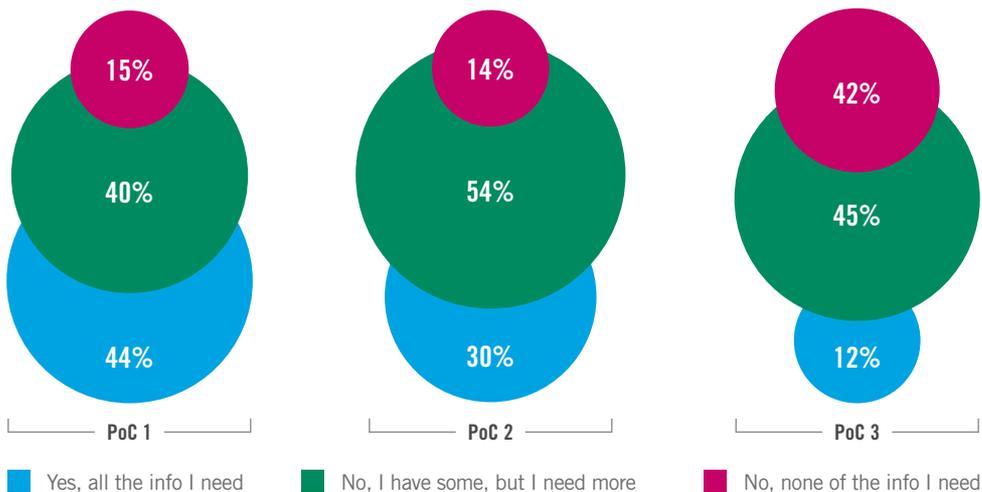
Comparing findings across PoC 1, 2 & 3

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 had not yet begun in PoC 3, though many inhabitants recalled hearing BBTT when at 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.

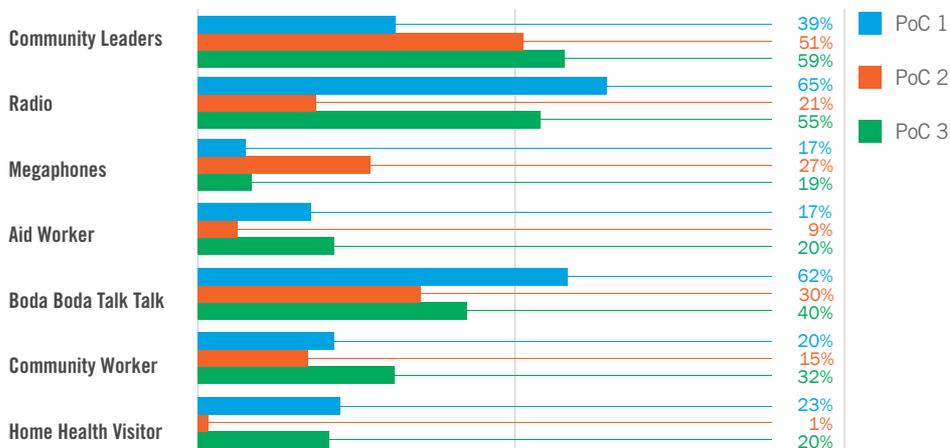
Currently in this protection site, do you think you have all the information you need to make good decisions?"

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



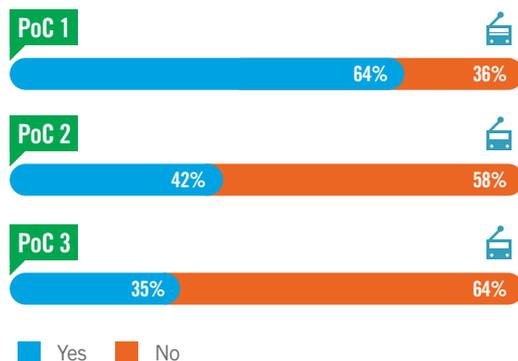
Top five sources of important information

(Among those who know and have heard their most important information needs, N=208 for PoC 1; N=108 for PoC 2; N=91 for PoC 3)



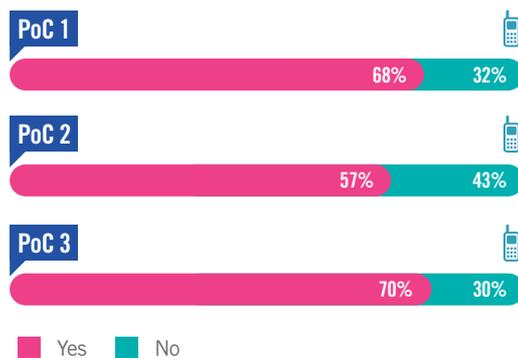
Currently, in the protection site, are you able to listen to a radio?

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



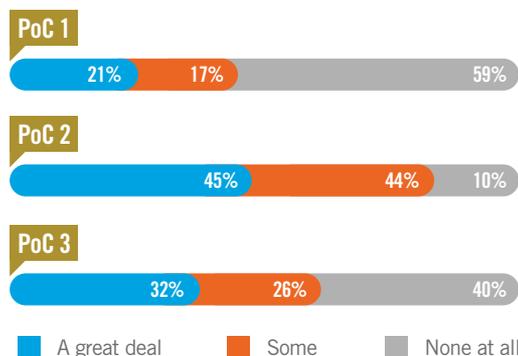
Currently, in the protection site, do you have access to a mobile phone?

(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?

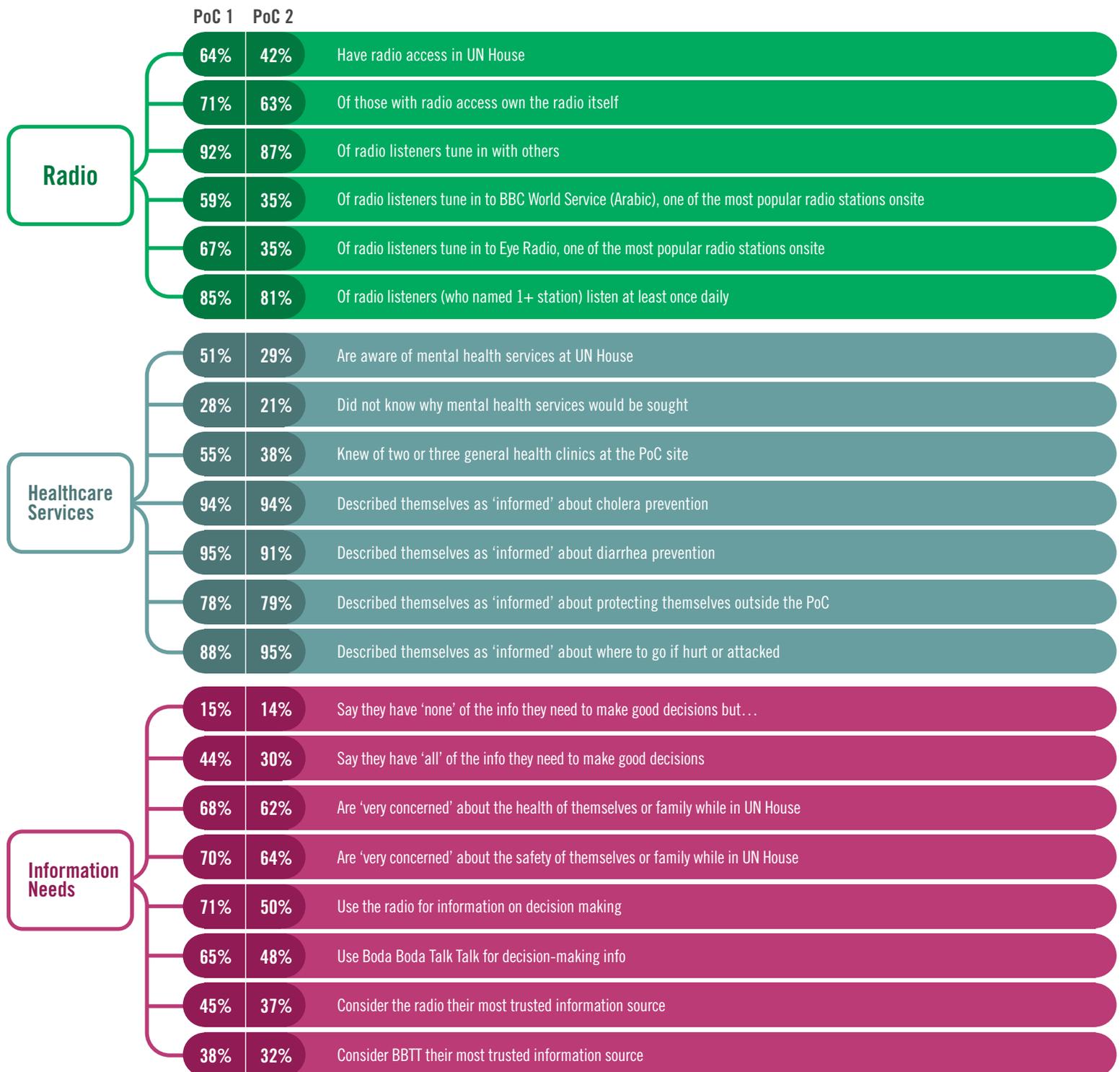
(Among those who are aware of BBTT, N=293 for PoC 1; N=145 for PoC 2; N=95 for PoC 3)



UN House PoC 1 & 2, Juba, Central Equatoria State

Wave 1 Assessment: August 2014

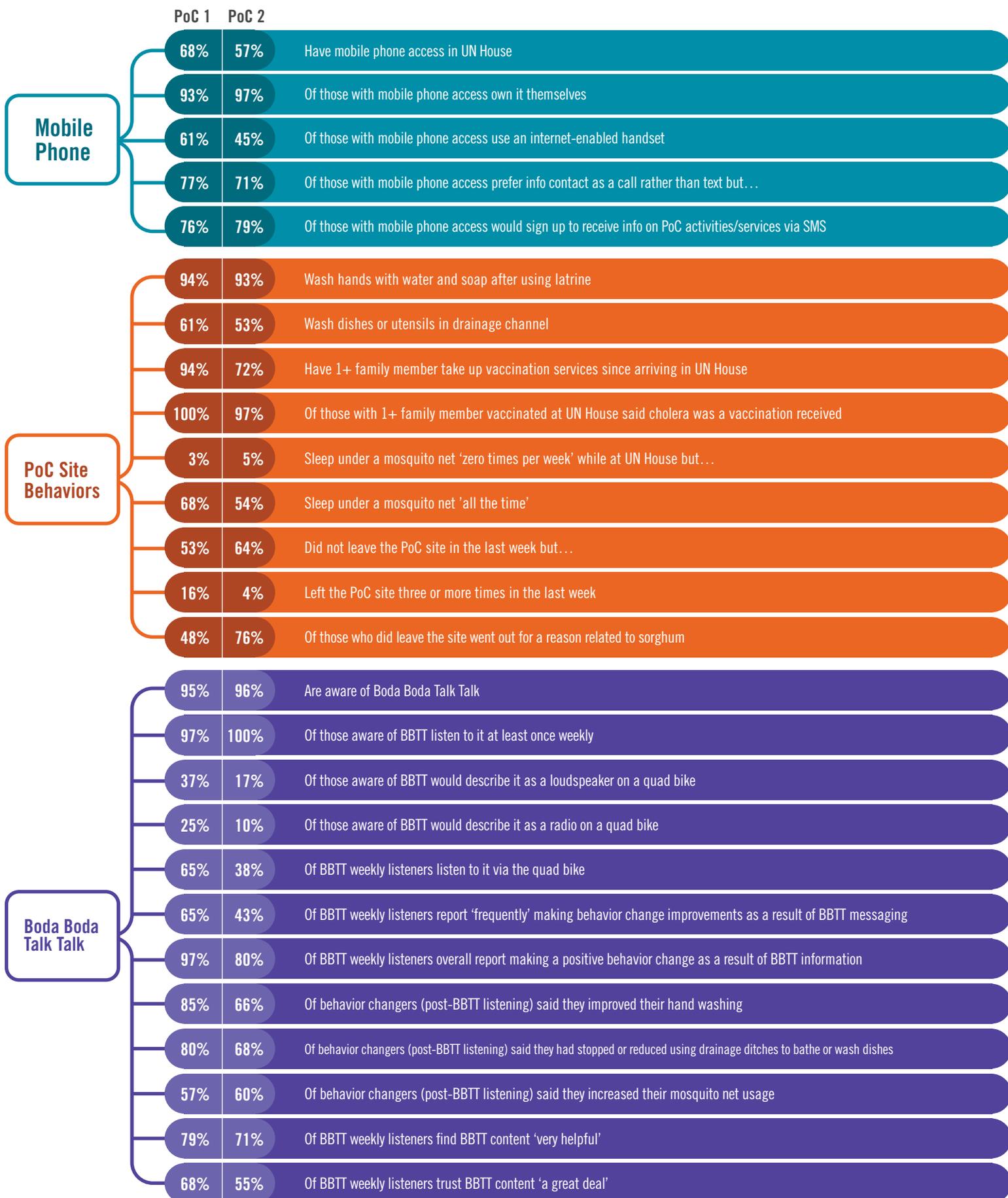
Key Findings in PoC 1 & 2



UN House PoC 1 & 2, Juba, Central Equatoria State

Wave 1 Assessment: August 2014

Key Findings in PoC 1 & 2 (cont...)

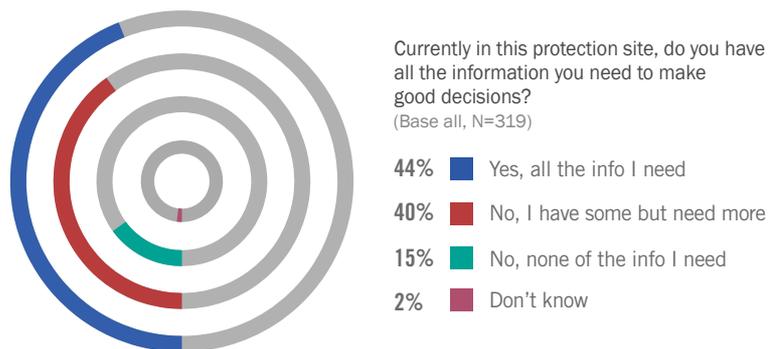


UN House PoC 1 & 2, Juba, Central Equatoria State

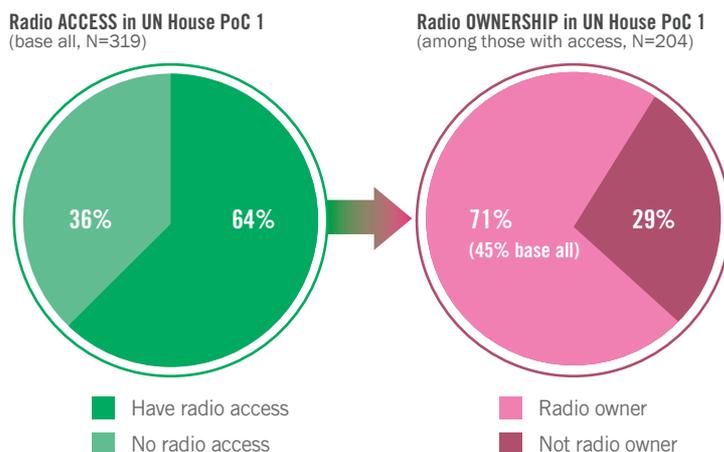
Wave 1 Assessment: August 2014

What do we know about the main information needs of the IDPs at UN House PoC 1?

Although a large majority of people say they have some information, still more information is required by many IDPs in UN House PoC 1 for good decision-making purposes: Although 44% say they have 'all' the information they need, 40% say they still only have 'some' of the information they need and 15% have 'none'.



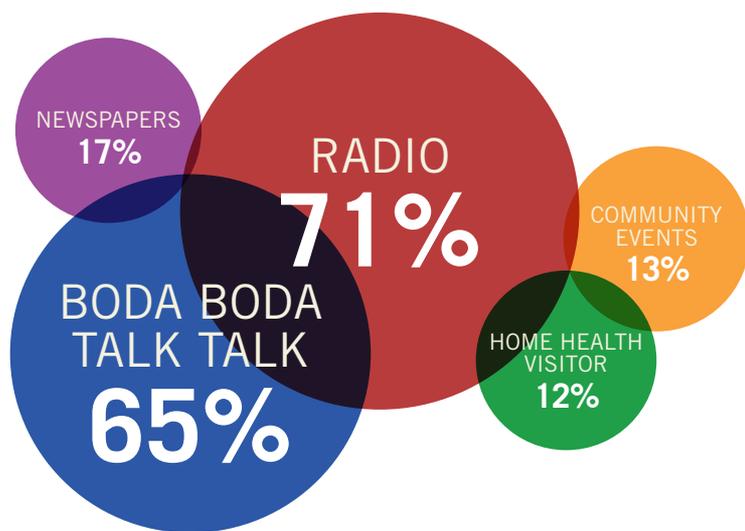
In terms of access to radio, roughly two-thirds (64%) have access to radio. Among those that do have access, for almost 3 out of 10 (29%) of them the radio set actually belongs to someone else so choice of broadcast to hear is not necessarily their own. 45% of all IDPs surveyed at UN House PoC 1 are both radio listeners and radio owners.



Radio is the main source for decision-making information by IDPs in UN House PoC 1:

Top 5 sources of information used for good decision-making in UN House PoC 1

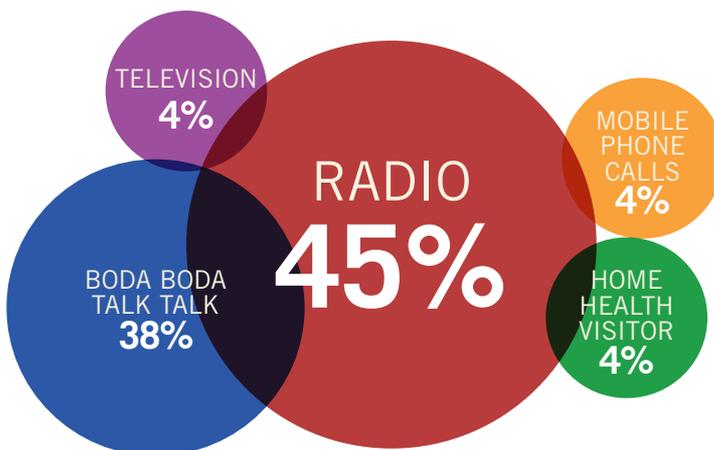
(among those who have heard 'at least some' info of this type since entering the site, N= 267)



Radio leads as UN House PoC 1 IDPs' most trusted source of information: However, audio program Boda Boda Talk Talk is considered a close rival. The next 'most trusted sources' lag far behind.

Top 5 most trusted sources of information for good decision-making in UN House PoC 1

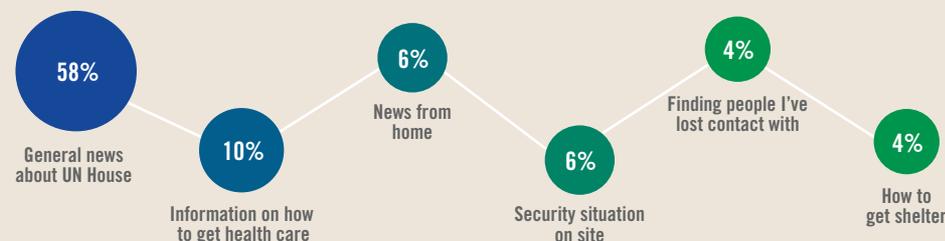
(among those who get their information from within the site, N=254)



Personal safety is a major worry for IDPs at UN House PoC 1: Seven out of ten of IDPs interviewed described themselves as 'very concerned' about their safety and that of their families while staying within UN House PoC 1, with a further 21% saying they were 'somewhat concerned' about it.

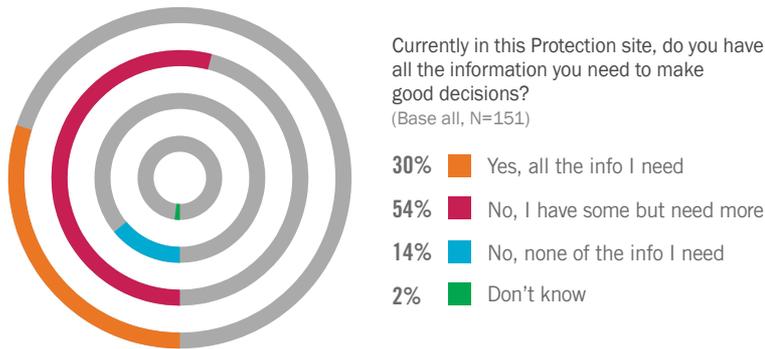
General 'site-local' news and information dominates UN House PoC 1 IDPs' top information priorities:

Top 6 information topics IDPs in UN House PoC 1 are most interested to find out about
(Base all, N=319)



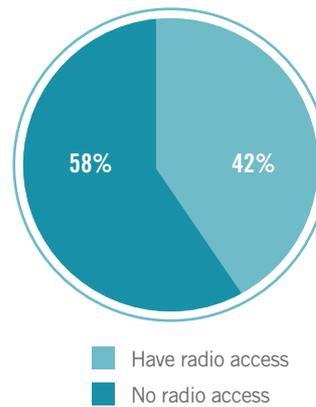
What do we know about the main information needs of the IDPs at UN House PoC 2?

More information is required by the majority of IDPs at UN House PoC 2 for good decision-making purposes: Less than a third (30%) say they have 'all' the information they need, while 54% say they only have 'some' of the information they need and 14% have 'none'.

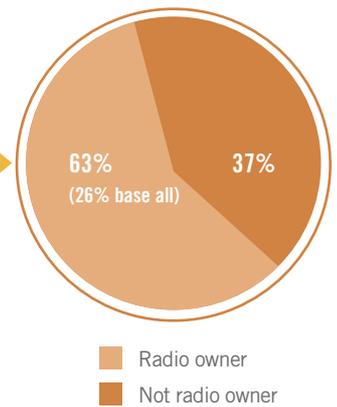


However in terms of access to radio, almost three-fifths (58%) say they do not have it. Among those that do have access, almost two thirds of them own the radio themselves, which is an important benefit in terms of how much control they may have over the stations tuned in to. 26% of all IDPs surveyed at UN House PoC 2 are both radio listeners and radio owners.

Radio ACCESS in UN House PoC 2
 (base all, N=151)

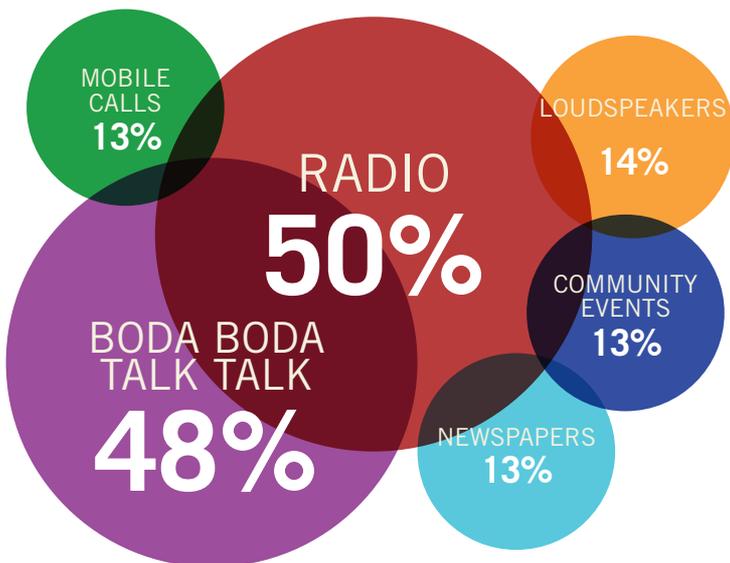


Radio OWNERSHIP in UN House PoC 2
 (among those with access, N=63)



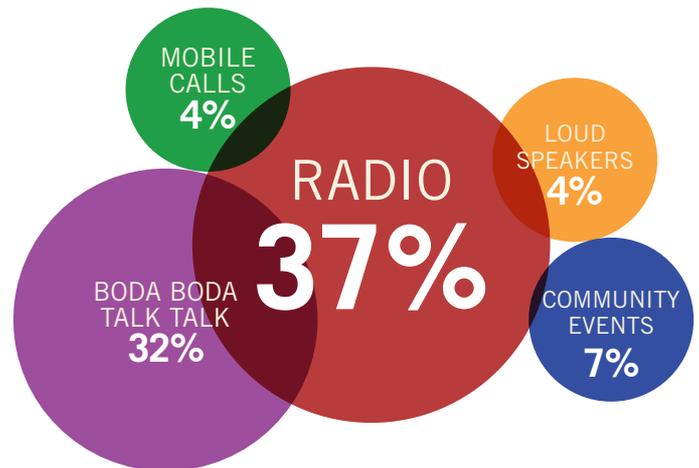
Radio is the main source for decision-making information by IDPs in UN House PoC 2:

Top 6 sources of information used for good decision-making in UN House PoC 2
 (among those who have heard 'at least some' info of this type since entering the site, N= 127)



Radio also dominates as UN House PoC 2 IDPs' most trusted source of information: their hierarchy of information sources considered 'most trusted' matches fairly well with their overall source pattern.

Top 5 most trusted sources of information for good decision-making in UN House PoC 2
 (among those who get their information from within the site, N=124)



Personal safety at UN House PoC 2 is a worrying subject for the vast majority of IDPs there: Almost two-thirds (64%) of IDPs interviewed in PoC 2 described themselves as 'very concerned' about their safety and that of their families while staying within UN House PoC 2, with a further third (33%) saying they were 'somewhat concerned' about it.

'Site-local' news and information top the IDPs' priority list at UN House PoC 2: Informational content that respondents wanted most concentrated on a mixture of local issues regarding UN House PoC 2 site.

Top 5 information topics IDPs in UN House PoC 2 are most interested to find out about
 (Base all, N=151)



UN House PoC 1 & 2, Juba, Central Equatoria State

Wave 1 Assessment: August 2014

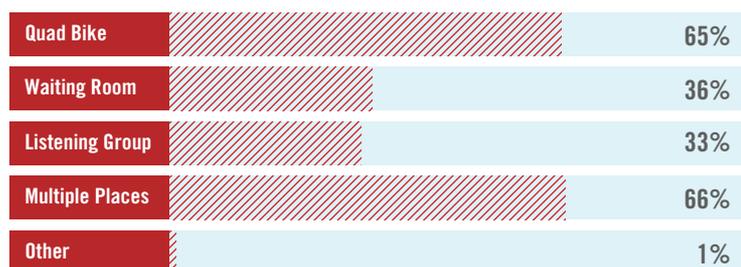
Are Boda Boda Talk Talk services having an impact at UN House PoC 1 yet?

BBTT has already built up a substantial regular listening base at this site: Most often listeners say they hear the program 2-3 times per week (62%). However a significant minority (31%) listen 4+ times weekly. Only 1% say they typically listen 'zero' times per week.

BBTT is heard in various locations across UN House PoC 1: Within its weekly listener base, two-thirds (66%) say they listen to BBTT in 'multiple places'. However, the 'quad bike' was the most commonly named individual place of BBTT listening (65%).

Where have you listened to BBTT?

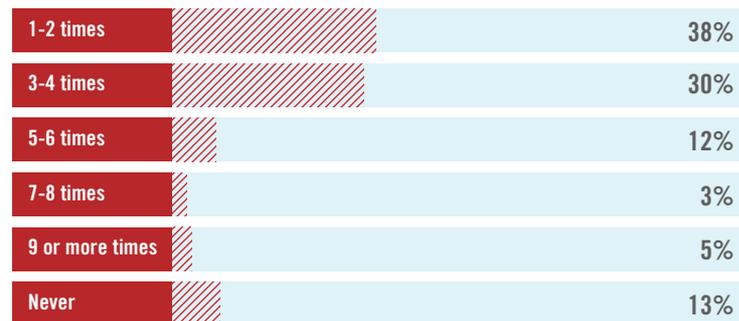
(Among weekly BBTT listeners in PoC 1, N=293)



Information heard on BBTT is fairly frequently discussed with others over a normal week at this site: As a specific frequency, weekly listeners most often said they discussed BBTT content '1 to 2 times per week' (38%) but overall 49% are discussing it with others 3 or more times weekly.

How often do you discuss the information you hear on BBTT with others?

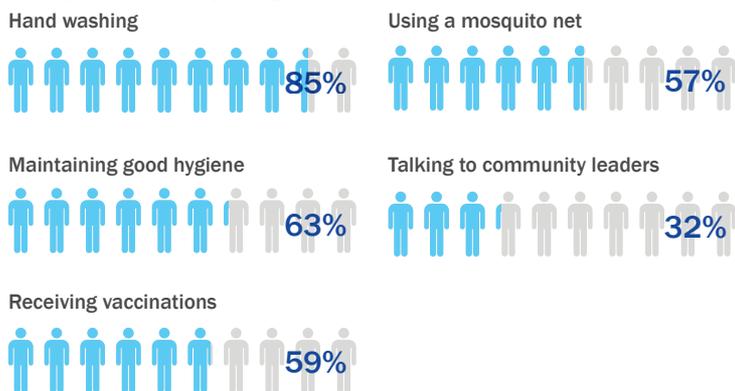
(Among weekly BBTT listeners in PoC 1, N=293)



According to self-reports, BBTT content appears to be making a behavioural impact at UN House PoC 1 among its weekly listeners: Almost two-thirds (65%) report 'frequently' making some behavior changes as a result of some content they heard on BBTT. Overall, at least 97% mentioned changing their behavior either 'frequently' or 'sometimes'.

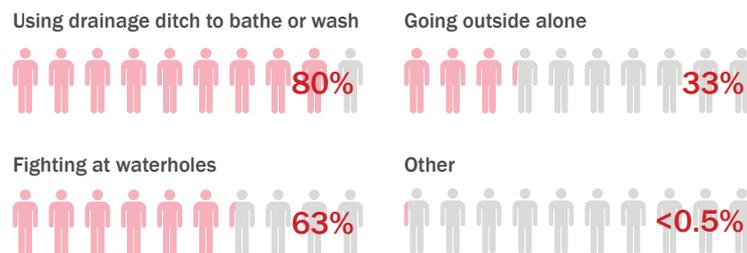
Top positive behaviors introduced/increased since hearing BBTT

(among those reporting changed behavior, N=284)



Top negative behaviors stopped/reduced since hearing BBTT

(among those reporting changed behavior, N=284)

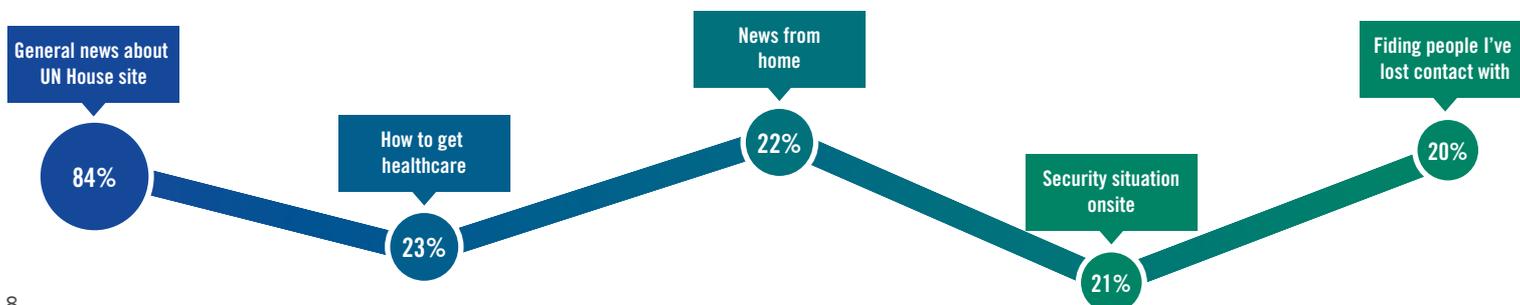


The 'helpfulness' rating of BBTT's audio programming among its weekly listener base is high: 79% consider it 'very helpful'.

The BBTT content is also strongly trusted as an information source: 68% of weekly listeners said they trusted it 'a great deal' while only 6% said 'not at all'.

Top 5 topics BBTT listeners in UN House PoC 1 are interested to hear covered in future episodes

(among weekly BBTT listeners in PoC 1, N= 293)



UN House PoC 1 & 2, Juba, Central Equatoria State

Wave 1 Assessment: August 2014

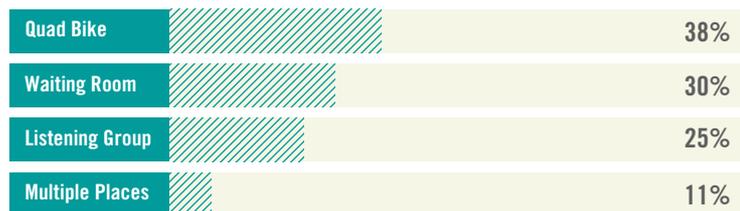
Are Boda Boda Talk Talk services having an impact at UN House PoC 2 yet?

At 96%, awareness of Boda Boda Talk Talk at UN House PoC 2 is extremely high.

Listening to BBTT most often happens just a couple of times per week: 41% of those who know of the program listen once per week, while 54% listen twice per week.

BBTT is consumed across a variety of locations within UN House PoC 2: However, 'the quad bike' is the most frequent place of BBTT listening (38%).

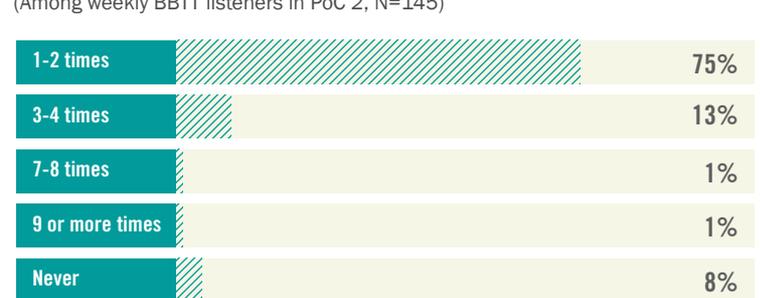
Where have you listened to BBTT?
(Among weekly BBTT listeners in PoC 2, N=145)



Information heard on BBTT is discussed with others with roughly the same frequency as program listening: Weekly listeners most often said they discussed BBTT content '1 to 2 times per week' (75%). Only 8% don't discuss it at all during this timeframe.

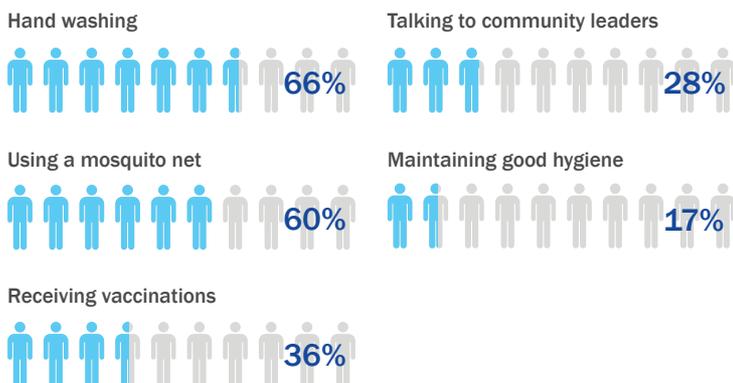
Among its weekly listeners, BBTT content seems to be making an impact at UN House PoC 2: Over two-fifths (43%) report 'frequently' making some behavior improvement changes as a result of some content they heard on BBTT. Overall, at least 80% mentioned changing their behavior either 'frequently' or 'sometimes'.

How often do you discuss the information you hear on BBTT with others?
(Among weekly BBTT listeners in PoC 2, N=145)



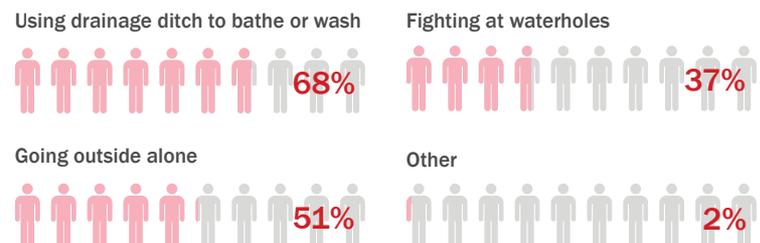
Top positive behaviors introduced/increased since hearing BBTT

(among those reporting changed behavior, N=116)



Top negative behaviors stopped/reduced since hearing BBTT

(among those reporting changed behavior, N=116)

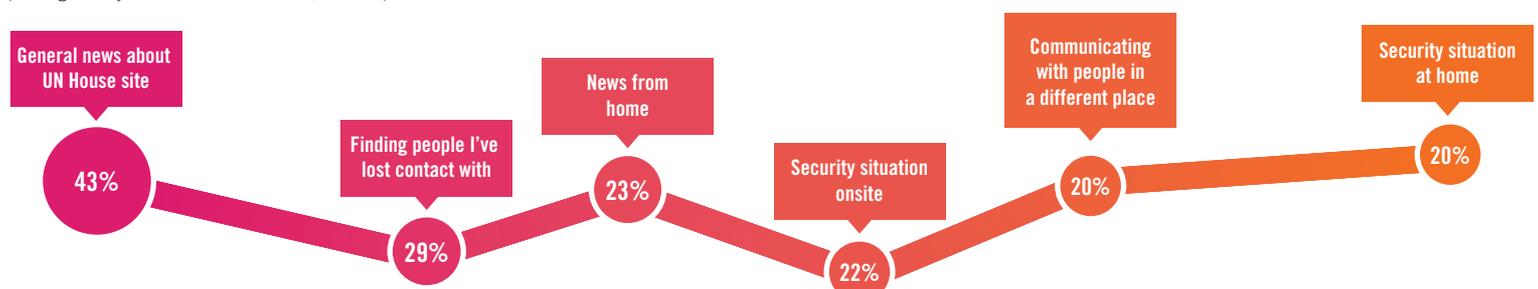


The 'helpfulness' rating of BBTT's audio programming among its weekly listener base is high: 71% consider it 'very helpful'.

The BBTT content is somewhat trusted as an information source: 55% of weekly listeners said they trusted it 'a great deal' while only 6% said 'not at all'.

Top 5 topics BBTT listeners in UN House PoC 2 are interested to hear covered in future episodes

(among weekly BBTT listeners in PoC 2, N= 145)

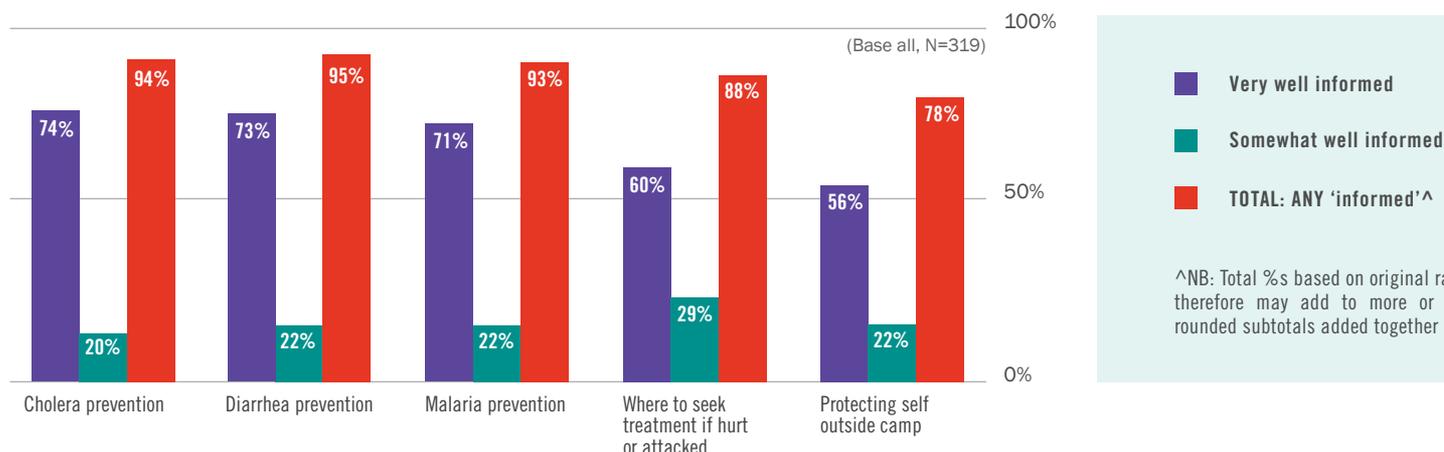


UN House PoC 1 & 2, Juba, Central Equatoria State

Wave 1 Assessment: August 2014

What is known about IDPs' health knowledge at UN House PoC 1?

Regarding disease and illness prevention, UN House PoC 1 IDPs mostly said they were very well informed (based on their own self-assessment of their understanding levels). However IDPs' knowledge about protecting themselves outside UN House PoC 1 site was weaker than the disease prevention topics:



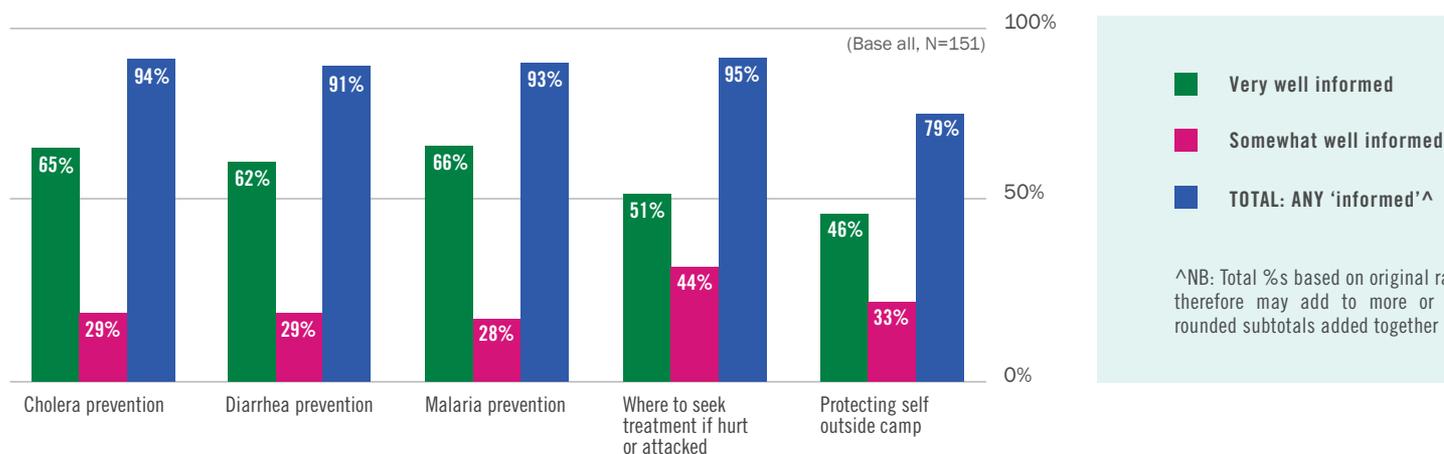
UN House PoC 1 IDPs' knowledge about mental health issues and services onsite was somewhat weaker compared to their familiarity with clinical disease issues. However significant proportions of IDPs were aware of the facilities' existence and purpose: Just over half (51%) were aware of mental health services' availability onsite, while around a quarter (28%) did not know why such services would be sought. Where reasons for seeking mental health services were given, 'trauma' (45%) and 'depression' (26%) were most commonly mentioned.

Knowledge of which other health services are available at UN House PoC 1 was high – Many respondents were able to name several conditions that could be treated there. A third or more of those surveyed knew about on site services to treat cholera (75%), child birth (58%), malaria testing (49%) malnutrition (48%), diarrhea (38%), and eyesight problems (33%).

What is known about IDPs' health knowledge at UN House PoC 2?

Regarding disease and illness prevention, UN House PoC 2 IDPs claimed to be well informed (based on their own self-assessment of how much illness prevention knowledge they had - per topic)

IDPs' knowledge about protecting themselves outside the site – or where to seek medical treatment - was much weaker than the disease prevention topics



UN House PoC 2 IDPs' knowledge about mental health issues and services onsite was weaker compared to their familiarity with clinical disease issues: Only 29% were aware of mental health services being available onsite, while one in five (21%) did not know why such services would be sought. However, among those who knew about mental health services (N=43), 84% could name a place on the site where they could be accessed. Where reasons for seeking mental health services were given, 'trauma' (61%) and 'depression' (9%) were most commonly mentioned.

Knowledge of which health services are available at UN House PoC 2 was varied: Awareness of clinical services to treat cholera and malaria on site stand out at 47% and 43% respectively. The next most well-known treatments/services were vaccination (26%), diarrhea (25%) and malnutrition (23%).

UN House PoC 1 & 2, Juba, Central Equatoria State

Wave 1 Assessment: August 2014



Research Specifications

The BTT quad bike prepares to make its rounds in PoC 1 (Internew 2014)

Methodology	Face-to-face interviews, conducted via Computer Assisted Personal Interviewing (CAPI) with adults aged 15+; systematic random sampling through random walks with a Kish Grid respondent selection
Questionnaire design	Internews and Forcier Consulting
Fieldwork dates	4-6 August 2014
Fieldwork & analysis	Forcier Consulting

	PoC 1	PoC 2
Sample size	319 completed interviews	151 completed interviews
Market scope	Population of internally displaced persons at UN House PoC 1 UNMISS site, estimated to be 13,000 as of August 2014	Population of internally displaced persons at UN House PoC 2 UNMISS site, estimated to be 2,500 as of August 2014

There were 161 completed interviews in PoC 3.

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.