South Sudan - Accountability to Affected Populations

Assessment of Hard-to-Reach Areas in South Sudan

South Sudan Displacement Crisis

August 2019

Overview

The continuation of conflict since December 2013 has created a complex humanitarian crisis in the country, restricting humanitarian access and hindering the flow of information required by aid partners to deliver humanitarian assistance to populations in need. To address information gaps facing the humanitarian response in South Sudan, REACH employs its Area of Knowledge (AoK) methodology to collect relevant information in hard-to-reach areas to inform humanitarian planning and interventions outside formal settlement sites.

Using the AoK methodology, REACH remotely monitors needs and access to services in the Greater Upper Nile, Greater Equatoria and Greater Bahr el Ghazal regions. AoK data is collected monthly through multi-sector interviews with Key Informants (KIs). KIs are people who are newly arrived internally displaced persons (IDPs) that have left a hard-to-reach settlement in the past month; people who have had contact with someone living in a hard-to-reach settlement or having been there themselves in the last month (e.g. traders, migrants, family members); or people who were still present in their settlement and could be interviewed by phone.

Selected KIs are purposively sampled and have knowledge from the last month about a specific settlement in South Sudan, with data collected at the settlement level. In these cases, data is aggregated at the settlement level according to a weighting mechanism, which can be found in the AoK Terms of Reference (ToRs). All percentages presented in this factsheet, unless otherwise specified, represent the proportion of settlements assessed with that specific response. The findings are indicative of the broad community perceptions in assessed settlements in August 2019, and are not statistically generalizable.

Accountability to Affected Populations (AAP)

In order to capture the perceptions of humanitarian assistance held by affected populations in South Sudan, REACH incorporated indicators associated with AAP into the AoK survey during the month of August. The indicators gather community perceptions related to awareness, relevance and fairness of humanitarian interventions, as well as respect of affected populations.

Assessment Coverage

2,435 Key informants interviewed

1,954 Settlements assessed

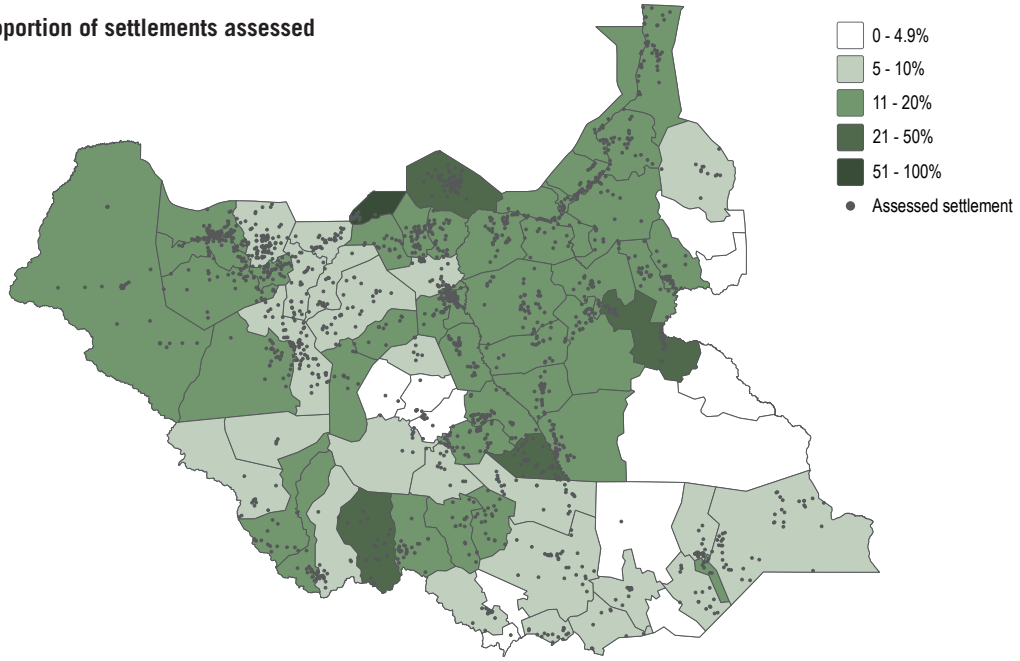
1,298 Settlements reporting having received assistance

72 Counties assessed

67 Counties with 5% or more coverage

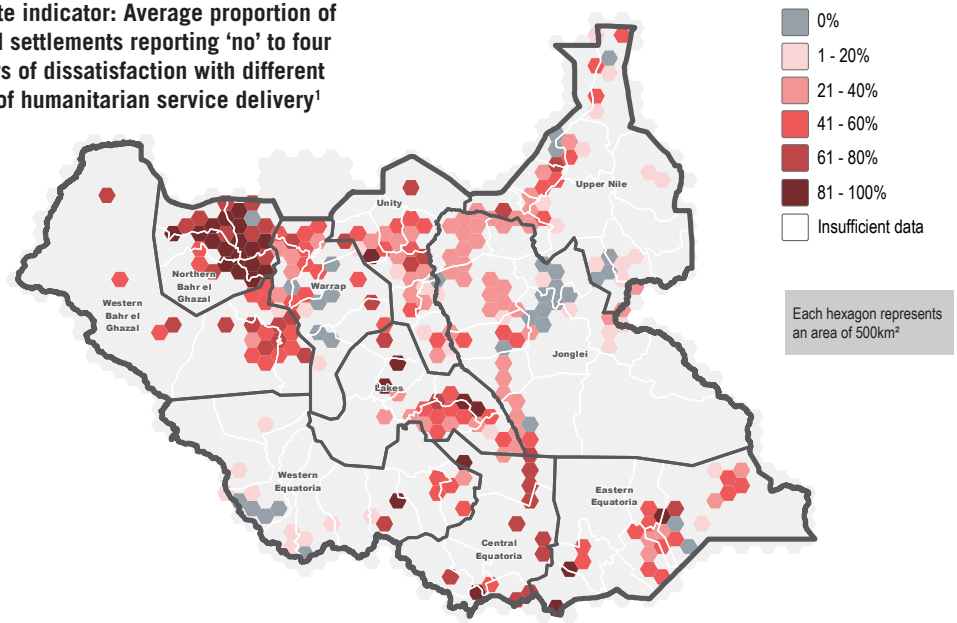
Assessment coverage

Proportion of settlements assessed



Accountability to Affected Populations Composite Indicator

Composite indicator: Average proportion of assessed settlements reporting 'no' to four indicators of dissatisfaction with different aspects of humanitarian service delivery[1]



[1]This simple AAP composite aims to measure perceptions of core aspects of humanitarian service delivery among settlements who reported receipt of assistance in the six months prior to data collection. The composite was created by averaging the 'no' responses of settlements reporting on the following indicators, with all indicators

- most people are receiving enough information about the assistance that is available
- most people feel like their opinions are considered by humanitarians
- most people are satisfied with the assistance received in past six months
- most people feel respected by humanitarian workers

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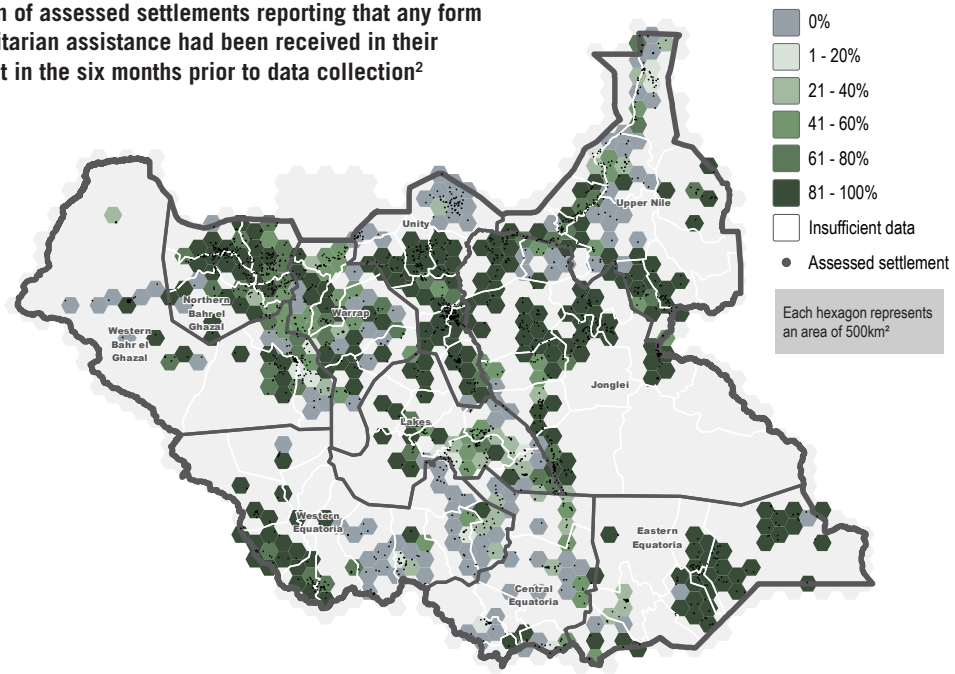
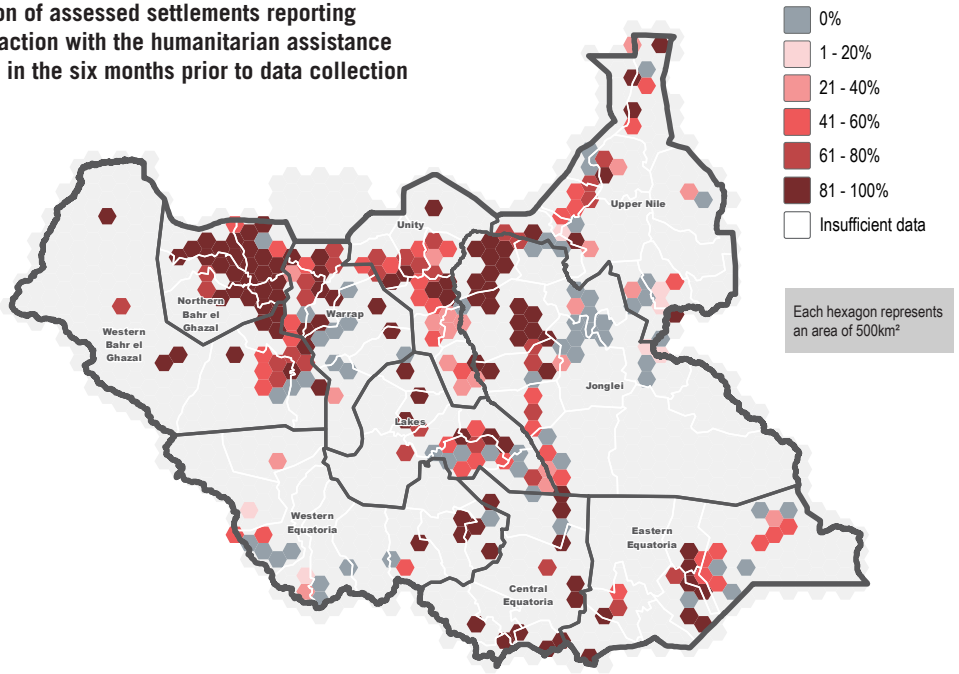
Receipt of humanitarian assistance & Overall satisfaction

Proportion of assessed settlements reporting that any form of humanitarian assistance had been received in their settlement in the six months prior to data collection[2]

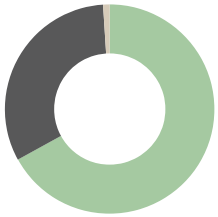


Proportion of assessed settlements reporting dissatisfaction with the humanitarian assistance received in the six months prior to data collection



Receipt of humanitarian assistance

Proportion of assessed settlements reporting that humanitarian assistance had been received in the six months prior to data collection[3]



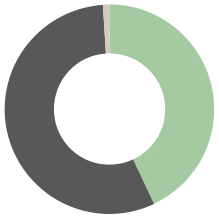
Yes	66%
No	32%
N/A[4]	1%

Proportion of assessed settlements reporting that the assistance received in the six months prior to data collection was of the type most needed

Yes	54%
No	45%
N/A	1%

Overall satisfaction with humanitarian assistance

Proportion of assessed settlements reporting satisfaction with assistance received in the six months prior to data collection



Yes	43%
No	56%
N/A	1%

Top five reasons for dissatisfaction with assistance received in the six months prior to data collection[5]

Insufficient	42%
Non-consensus[6]	18%
Too short[7]	11%
Poor targeting	8%
Too far	5%

[2] Given limitations in analyzing data using sub-county administrative boundaries in South Sudan, the country was divided into 500km² hexagon grids for analytical and display purposes. The distance between the opposite sides of each hexagon represents 15km, approximating one day's walking distance as well as the size of a basic service unit.
[3] Percentages are rounded to the nearest whole number. Consequently, some figures in the factsheet may add to slightly more or less than 100 percent.
[4] A small percentage of responses that do not cohere are deleted during data cleaning in order to maintain the integrity of the data. They are reported as N/A.

[5] KIs were asked to select the main or primary reason for dissatisfaction with assistance in a given settlement, the results of which are represented here.
[6] When an even number of KIs reporting on the same settlement report differing answers for the same indicator, the responses are deleted to maintain data quality and reported as non-consensus (NC).
[7] Defined in the assessment tool as "the assistance only comes for a short period and then stops."

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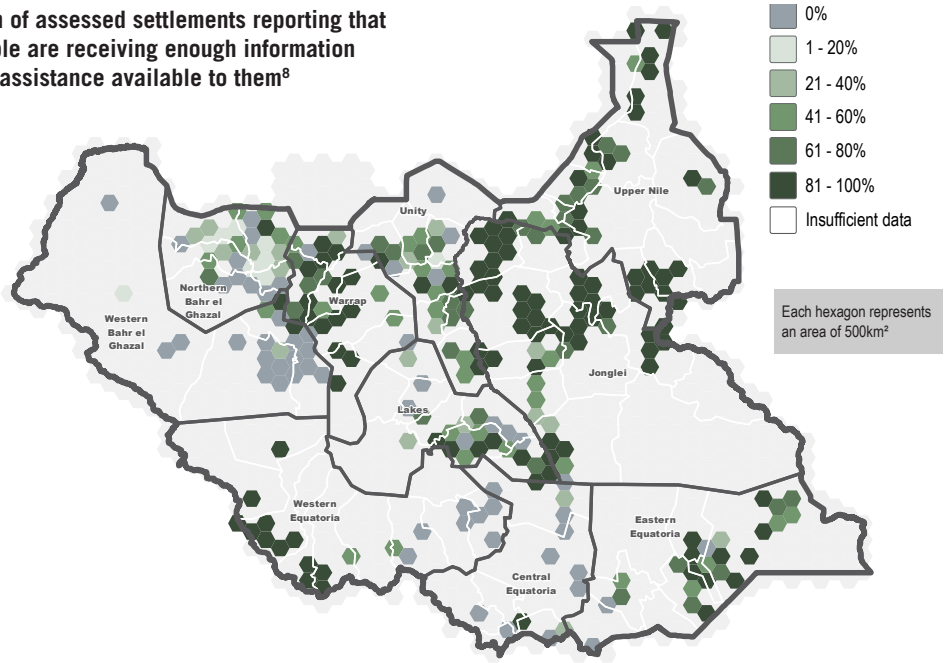
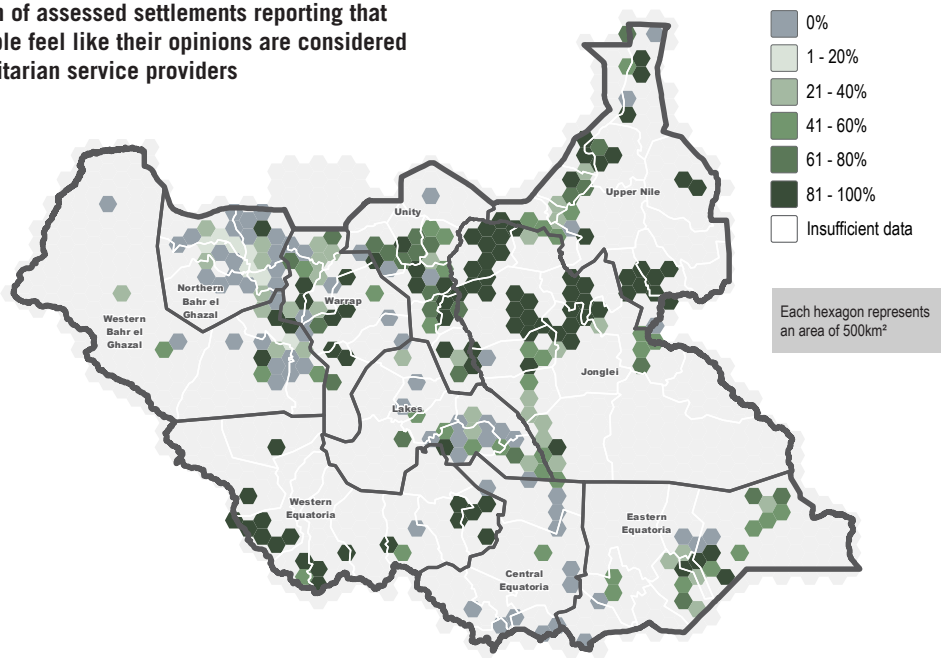
Awareness & Consultation

Proportion of assessed settlements reporting that most people are receiving enough information about the assistance available to them[8]

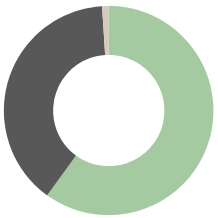


Proportion of assessed settlements reporting that most people feel like their opinions are considered by humanitarian service providers



Awareness

Proportion of assessed settlements reporting that most people feel like they are receiving enough information about the assistance available to them



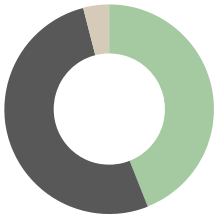
Yes	61%
No	39%
N/A	1%

Top five preferred methods of receiving information about humanitarian assistance

In-person in a community meeting[9]	56%
Through community members[10]	22%
Loudspeaker	10%
Non-consensus	7%
Phone call	2%

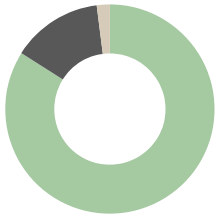
Consultation

Proportion of assessed settlements reporting that most people feel that their opinions are considered by humanitarian service providers



Yes	44%
No	52%
N/A	4%

Proportion of assessed settlements reporting preference for in-kind versus cash forms of humanitarian assistance



In-kind	84%
Cash	13%
N/A	2%

[8] With the exception of the 'Top five preferred methods of receiving information about assistance' and the cash vs. in-kind assistance figures, both of which indicate responses of the entire sample, the maps and pie charts on this page reflect responses only of those settlements that reported receiving assistance in the six months prior to data collection.
[9] 'In-person in a community meeting' refers to in-person with a humanitarian worker in a community meeting in the settlement.
[10] 'Through community members' includes chiefs and other local leaders in the settlement.

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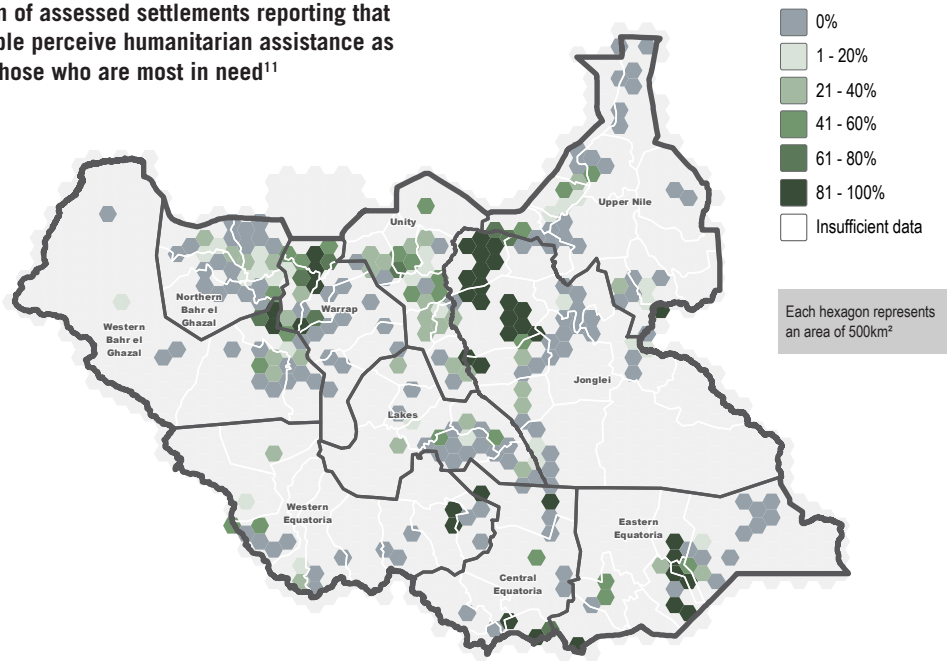
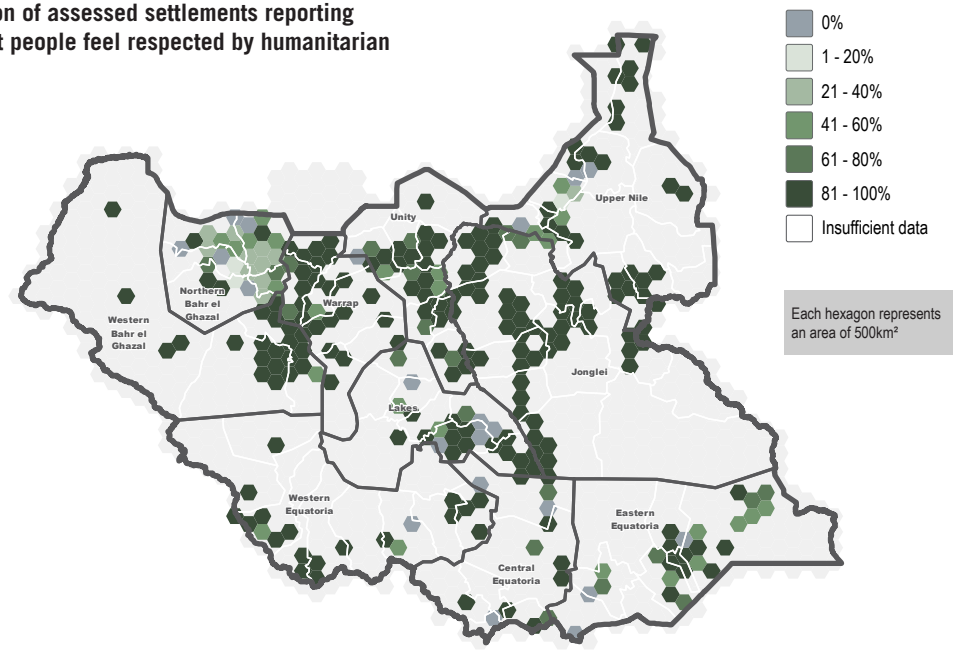
Fairness & Respect

Proportion of assessed settlements reporting that most people perceive humanitarian assistance as going to those who are most in need[11]

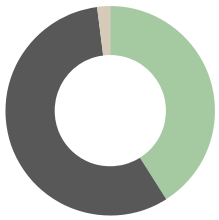


Proportion of assessed settlements reporting that most people feel respected by humanitarian workers



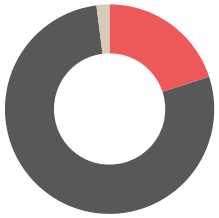
Fairness

Proportion of assessed settlements reporting that most people perceive humanitarian assistance as going to those who are most in need



Yes	41%
No	57%
N/A	1%

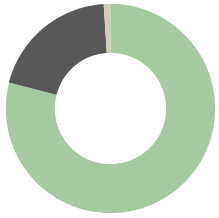
Proportion of assessed settlements reporting that accessing assistance in the past six months has exposed people to protection concerns[12]



Yes	19%
No	78%
N/A	2%

Respect

Proportion of assessed settlements reporting that most people feel respected by humanitarian workers



Yes	80%
No	20%
N/A	1%

Preferred mechanisms for sharing feedback and/ or making complaints to humanitarian service providers

Through community members	64%
In-person in a community meeting	18%
In-person in a private meeting[13]	6%
Non-consensus	6%
Phone call	3%

[11] With the exception of the 'Preferred mechanisms for sharing feedback' figure, which indicates responses of the entire sample, the maps and pie charts on this page reflect responses only of those settlements that reported receiving assistance in the six months prior to data collection.
[12] The assessment tool defines protection concerns as 'violence, insecurity, discrimination and/or abuse.'
[13] 'In-person in a private meeting' refers to in-person with a humanitarian worker in a private setting, rather than in a community gathering.

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