



# South Sudan - Accountability to Affected Populations

## Assessment of Hard-to-Reach Areas

September - October  
2020

### Overview and methodology

The continuation of conflict since December 2013 has created a complex humanitarian crisis in South Sudan, 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, 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 across South Sudan. 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 month prior to data collection; people who have had contact with someone living in a hard-to-reach settlement or having been there themselves in the month prior to data collection (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 \(ToRs\)](#). For quarterly products such as this one, data from the last month of the quarter is used. All percentages presented in this factsheet, unless otherwise specified, represent the proportion of settlements assessed with that specific response.

Percentages are rounded to the nearest whole number, so some figures may add to slightly more or less than 100%. Unless stated otherwise, all graphs represent the responses to questions asked to KIs from settlements where assistance had reportedly been received in the six months prior to data collection.

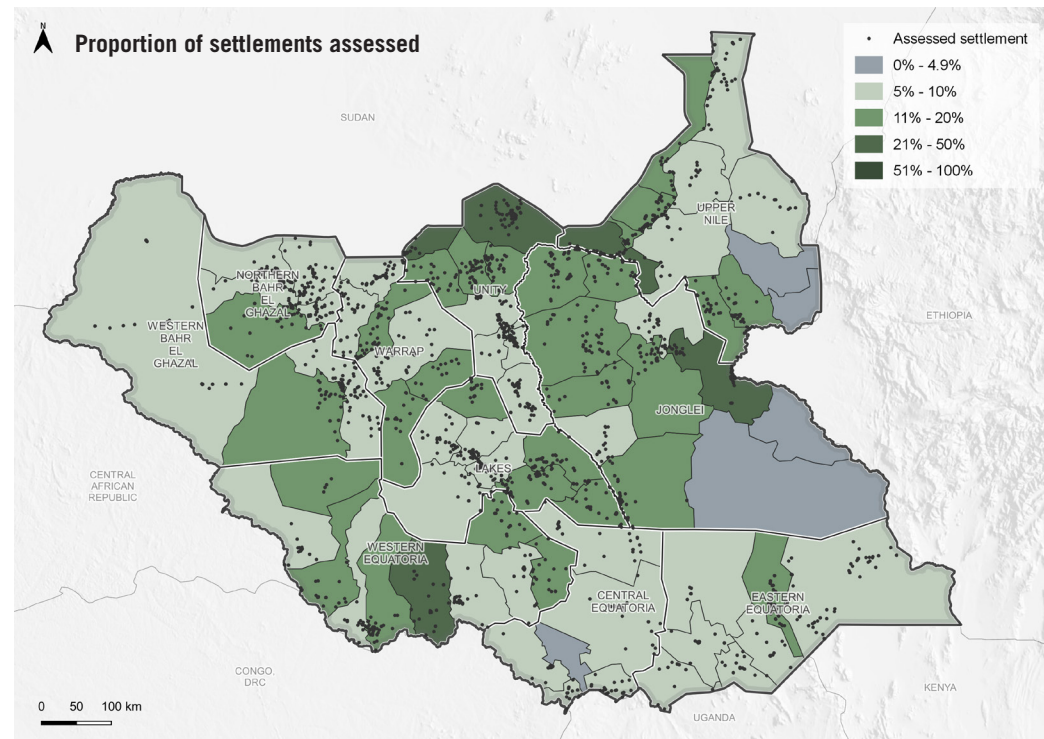
In addition, in October 2020, REACH conducted a series of 17 focus group discussions (FGDs) with both male and female community members in 12 locations to triangulate quantitative data and provide more in-depth and gender-specific understanding of community experiences, priorities, and challenges. Five female-only, seven male-only and five mixed-gender FGDs were conducted in Akobo, Aweil, Bentiu, Bor PoC, Kapoeta, Malakal, Maridi, Nyal, Pariang, Renk, Wau and Yambio counties.

All findings presented are **indicative** of broad community perceptions in assessed settlements and are not statistically generalisable.

### Accountability to Affected Populations

In order to capture the perceptions of humanitarian assistance held by affected populations in South Sudan, REACH incorporated indicators associated with accountability to affected populations (AAP) into the AoK survey. The indicators gather community perceptions related to awareness, relevance and fairness of humanitarian interventions, as well as respect of affected populations. The data presented in this factsheet aims to help humanitarian actors better understand and take into account community needs and sentiments in relation to assistance in South Sudan.

### Assessment coverage map



### Assessment coverage information

<b>2,386</b>	Key informants interviewed	<b>73</b>	Counties assessed
<b>1,893</b>	Settlements assessed	<b>73</b>	Counties with 5% or more coverage
<b>1,287</b>	Settlements reporting having received assistance		



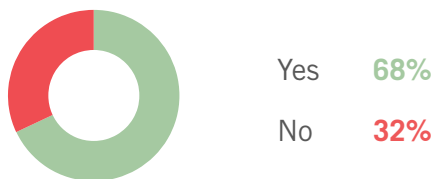
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## Assessment of Hard-to-Reach Areas

### Receipt, relevance and targeting of humanitarian assistance

Proportion of assessed settlements reporting that people had received humanitarian assistance in the 6 months prior to data collection



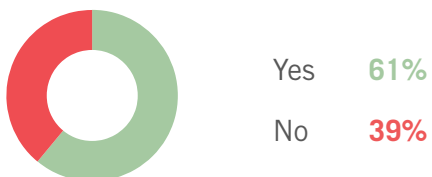
Asked to KIs from all assessed settlements

Proportion of assessed settlements reporting that most people perceive that assistance goes to the people who need it most

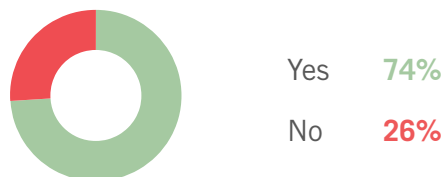


Asked to KIs from all assessed settlements

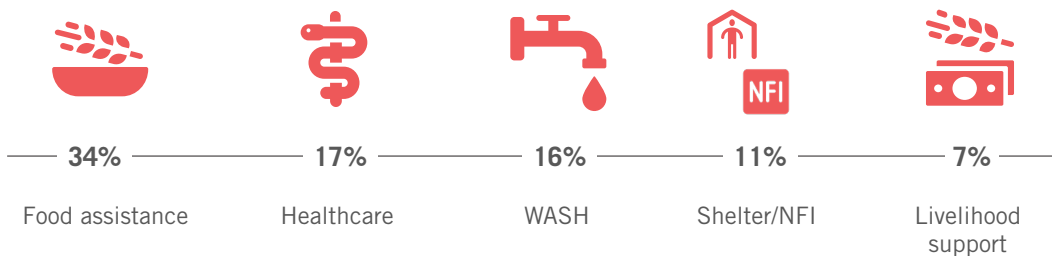
Proportion of assessed settlements reporting that most people were satisfied with the assistance



Proportion of assessed settlements reporting that the assistance was of the type most needed

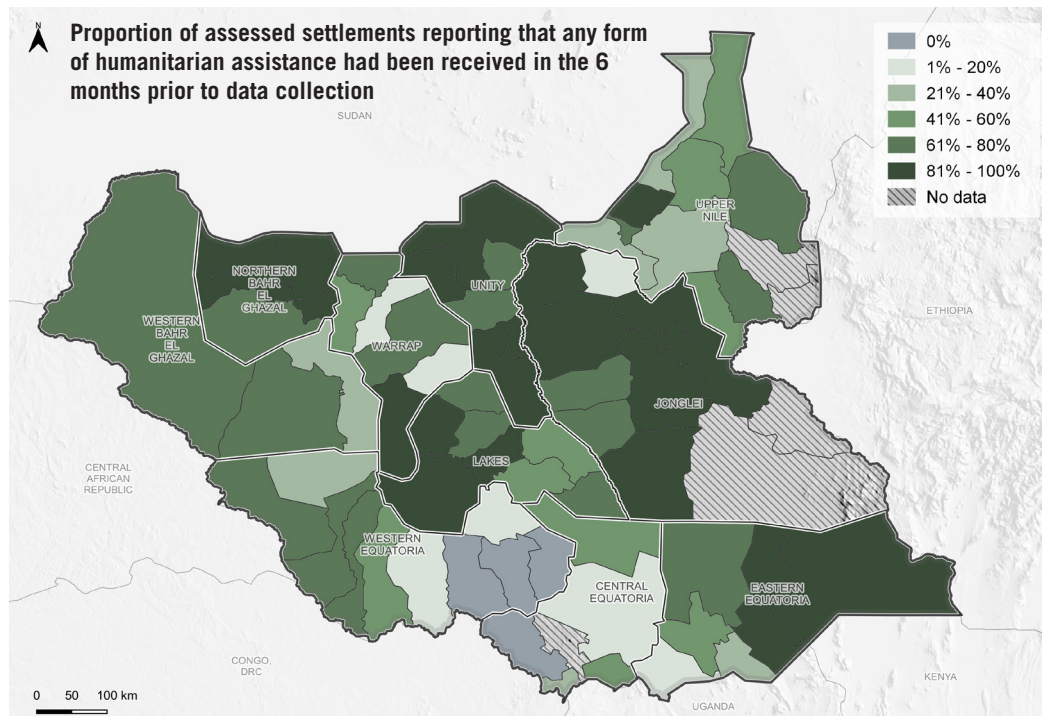


### Most needed type of aid in settlements reportedly not receiving assistance



Asked to KIs from assessed settlements reporting not having received assistance in the 6 months prior to data collection

1. **Non-consensus** - 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.



In 61% of settlements that had received some form of assistance during the six months prior to data collection, it was reported that most people were satisfied with the assistance received. Nevertheless, in most FGDs, participants mentioned that, while they had received some humanitarian assistance, they were dissatisfied as the support was considered insufficient. Several FGD participants also mentioned feeling that humanitarian assistance targets too few people or that the eligibility criteria are too narrow. This is also reflected in 42% of assessed settlements where it was reported that people generally do not perceive the assistance as going to the people who need it most.

“Food insecurity” was highlighted as the primary challenge faced by affected communities in nearly all FGDs across varying gender and age groups. Other commonly-identified needs or service gaps were health-related (such as shortages in medicines and health personnel, long distances required to access care), while unmet needs with respect to certain non-food items (such as agricultural tools, fishing nets, seeds) were also identified as a key challenge. In several FGDs, insecurity was also reported as a key concern.

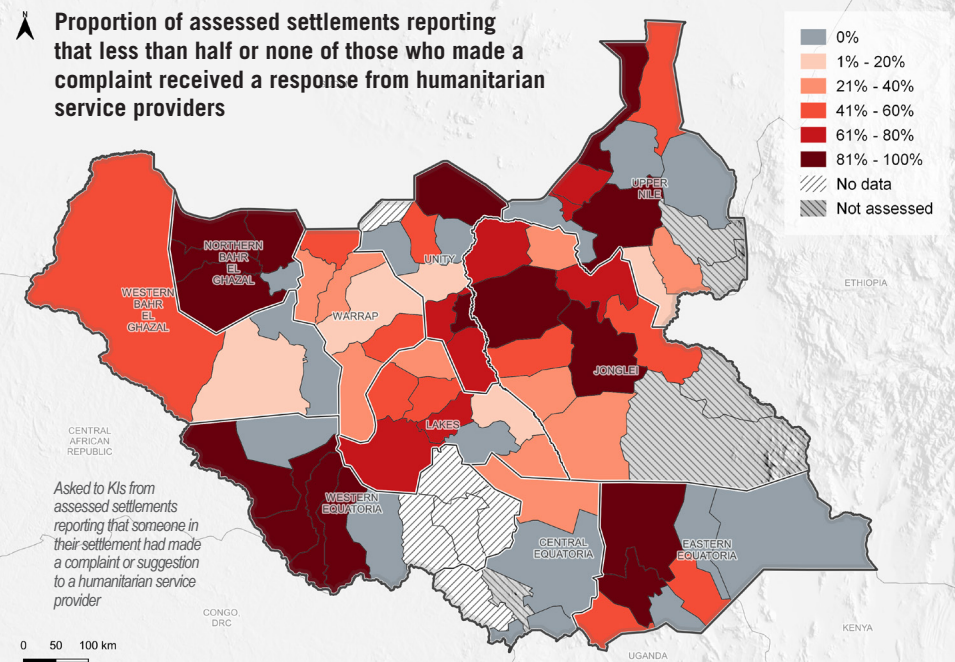
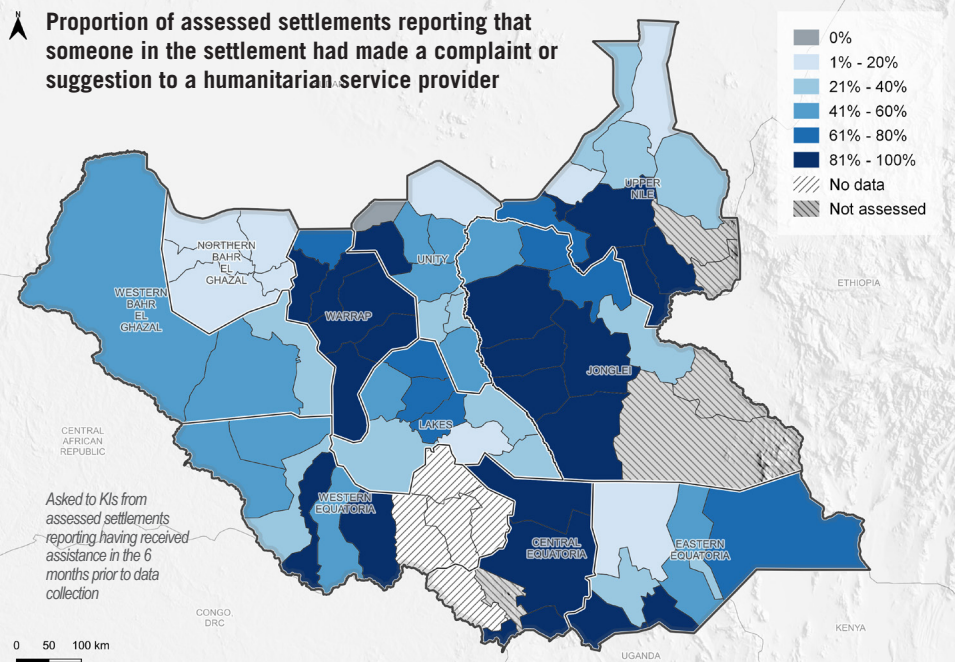


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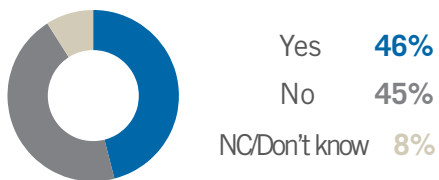
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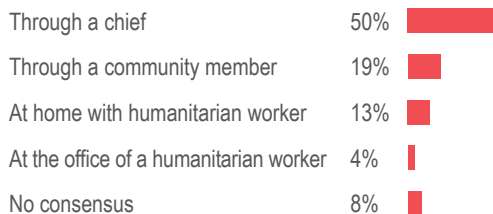
## Suggestions and complaints regarding humanitarian assistance



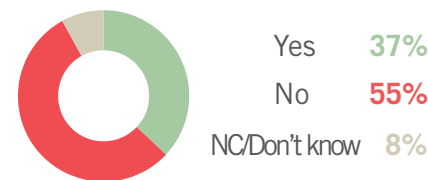
**Proportion of assessed settlements reporting that someone in the settlement had made a complaint or suggestion to a humanitarian service provider**



**Most commonly reported preferred communication channels to submit complaints and/or provide feedback to humanitarian service providers**



**Proportion of assessed settlements reporting that half of more of those who made a complaint received a response from humanitarian service providers**



Asked to KIs from assessed settlements reporting that someone in their settlement had made a complaint or suggestion to a humanitarian service provider

All (100%) of assessed settlements in **Aweil South, Melut, Morobo, and Yirol West** where people had made a complaint or suggestion reported that none of those who made a complaint received a response from humanitarian service providers.

Forty-five percent (45%) of assessed settlements reported that most community members who had received responses to their complaints or suggestions were dissatisfied with the way they were addressed. In the following counties, KIs from all (100%) of the assessed settlements where people had reportedly made a complaint or suggestion reported that people were dissatisfied with the way in which their feedback had been addressed: **Juba, Kapoeta South, Canal/Pigi, Yirol West, Rumbek North, Aweil South, Aweil Centre, Aweil West, Aweil East, Aweil North, Manyo, Fashoda and Gogrial West.**





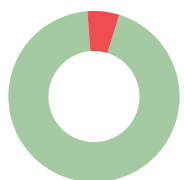
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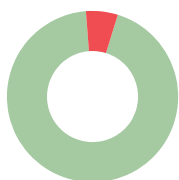
### Protection issues<sup>2</sup> and humanitarian assistance

Proportion of assessed settlements reporting that women experienced protection issues when accessing assistance



Yes 6%  
No 94%

Proportion of assessed settlements reporting that men experienced protection issues when accessing assistance



Yes 6%  
No 94%

#### Most commonly reported protection issues faced by women



#### Most commonly reported protection issues faced by men



Asked to KIs who reported that women had encountered protection issues when accessing assistance in the 6 months prior to data collection

Asked to KIs who reported that men had encountered protection issues when accessing assistance in the 6 months prior to data collection

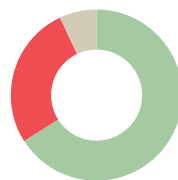
In Juba (Central Equatoria) and Jur River (Western Bahr el Ghazal), 100% and 71% of assessed settlements, respectively, reported that both women and men have experienced protection issues when accessing assistance between April and September 2020.

In all (100%) assessed settlements in every county in Northern Bahr el Ghazal (Aweil Centre, Aweil East, Aweil North, Aweil South and Aweil West), KIs exclusively reported "intimidation by authorities" as the main protection issue faced by both men and women when accessing assistance in the six months prior to data collection.

2. The assessment tool defines protection issues as "violence, insecurity, discrimination and/or abuse."

### Information about humanitarian assistance

Proportion of assessed settlements reporting that most people feel they receive enough information about humanitarian assistance



Yes 66%  
No 27%  
NC/Don't know 7%

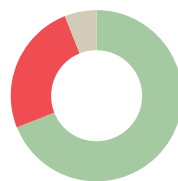
FGD participants mentioned a wide variety of channels through which people in the community receive information about humanitarian services, including from local leaders, word-of-mouth from family members, friends, or neighbours, and announcements made on megaphones or speakers. Participants expressed a preference for receiving such information directly from humanitarian staff or from local leaders.

While in most FGDs it was reported that affected people generally have access to information channels, some community members were reportedly still left out of information-sharing or had greater challenges in accessing adequate information, including older persons, persons with disabilities, women, and those in remote areas. Lack of access to certain information-sharing technologies, such as radios and mobile phones, were cited as particular challenges for women and those particularly affected by poverty.

All (100%) assessed settlements in Ibba, Juba, Morobo and Mvolo reported that most people feel like they do not receive enough information about humanitarian assistance. In contrast, all (100%) assessed settlements in Abiemnhom, Gogrial East, Maban, Melut, Tonj East, Torit, Twic and Ulang reported that most people feel like they do receive enough information about humanitarian assistance.

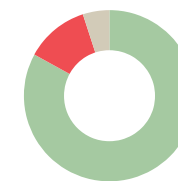
### Voice and respect

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



Yes 69%  
No 25%  
NC/Don't know 7%

Proportion of assessed settlements reporting that most people feel respected by humanitarian workers on a daily basis



Yes 83%  
No 12%  
NC/Don't know 6%