What We Heard This Week

Feedback from the Community

Snake scare
Residents of Mirmir said that people are being bitten by snakes and that there is lack of anti-venom to treat the victims. They requested humanitarians to help and provide anti-venom at the health facilities in Mirmir Payam.

Severe water shortage in Sector 5
Some members of listening groups said that a severe water shortage has hit the 17 blocks of Sector 5. They collectively said that fetching water in the neighboring sectors triggers fights. By the time of producing this bulletin, the agency responsible was working tirelessly to solve the crisis.

The road is good
Listeners who travelled from the Bentiu PoC to Southern Liech areas, through phone calls, said that their movement back home was made easy by the well maintained road from Bentiu to the South. All appreciated UNMISS for the good road maintenance.

Jerry cans for water, please!
A listening group with women said that they lack containers in which to store water. Several women said they hadn’t received jerry cans in a long time wanted to know if there are plans to provide them with the items in the nearest future.

Farmers in Rier ready to cultivate
A group of farmers in Rier Payam of Koch County said that they are prepared to cultivate but cited lack of seeds and farming tools. They requested for farming implements and seeds from humanitarians.

Lack of sporting material
Youth in a listening group in Pawiel of Rubkona County reported lack of footballs, t-shirts and sports shoes for their players. They requested any agency to come to their rescue and provide them with the materials.

Is diarrhea a sign of malnutrition?
A listening group with 11 females and 5 males reported cases of diarrhea among babies. They wondered if diarrhea is a sign of malnutrition and wanted to be advised on what to do about it.

Thanks for scholastic materials
School children learning at Upper Nile and Mal primary schools extended appreciation to INTERSOS and other education partners for supplying their schools with scholastic materials.

Hygiene is good
A listening group with females and males in Sector 2 market extended appreciation to WASH partners for cleaning the market and surrounding areas of trash.

The new shelters look perfect
Members of a listening group thanked Concern Worldwide for reconstructing their shelters which were razed by fire in February this year.
In Bentiu, Internews’ Humanitarian Information Service (HIS) implements a communicating with communities (CwC) program to increase information sharing. The program operates Kondial 97.2 FM, a humanitarian radio station inside the Bentiu PoC, conducting listening groups to gather community feedback. If you have information to be shared with the PoC or humanitarians, please contact: Humanitarian Project Manager Akiiki Tusiime (atusiime@internews.org) or Team Leader Pout Tuor (ptuor@internews.org).

Kondial 97.2 FM
Weekly Program Highlights

**SPECIAL PROGRAM ABOUT POSITIVE MASCULINITY**
Kondial FM continues to innovate informative programming for its listeners. The recent being a special program where men talk about positive roles they play to support their families and the community. It featured a 40 year old man who said he respectfully communicates with his wife without gender discrimination. On the same show, another man said he and his wife have been taking good care of each other and that whenever any differences arise between them, they sit down and peacefully resolve matters without a fight. He encouraged men to change their negative perceptions about women. Several listeners appreciated the idea and wanted programs like that aired for people to learn more. Kondial FM continues airing programmes that highlight the positive cultural practices and the roles played by men.

**HEALTH PROGRAM**
Effort to stop the spread of rabies is underway in Bentiu PoC. While on Kondial FM, the Vétérinaires sans Frontières (VSF) animal health worker disclosed plans to carry out massive vaccinations of all dogs. The health official expressed dismay about the recent death of a person bitten by stray dogs. He highlighted the signs and symptoms of rabies and asked the community to avoid stray animals. Listeners of Kondial FM appreciated the informative and educative programme. The station continues to playing PSAs about rabies to help raise awareness.

**CCCM – HOUR**
The camp management and camp coordination team appeared on a live show on Kondial FM and explained the support IOM is giving to build capacity in business and education. On the show, the CCCM team disclosed that IOM offers free educational opportunities to its casual workers and other community members at the IOM sponsored library and that they support groups of women who bake and make tea in Bentiu PoC restaurants. All the support is aimed at empowering them to improve their livelihoods and become self-reliant. Listeners thanked the agency for the support and urged for its continuation.

**BEYOND BENTIU RESPONSE (BBR)**
Humane Action for Community Organization (HACO) continuous to support community members with business startup items in Bentiu and Rubkona towns. KONDIAL FM covered programs about the distribution of items to 40 women in Bentiu town. In an interview, HACO manager confirmed that the kits will be use by 4 women groups to start businesses. Beneficiaries who received the items told Kondial FM that they will make use of the opportunities to start self-employment than rely on assistance. They thanked the organization for the support.

**Community Feedback**
Internews Bentiu collects feedback on a weekly basis through listening groups, over the phone or by SMS and through direct interactions our staff have with community members. The chart below illustrates the overall categories in which feedback was collected this period.

- **19% CCCM**
- **1% Culture**
- **1% Disease**
- **13% Education**
- **2% Food Distribution**
- **1% FSL**
- **6% Health**
- **21% Non-Food Items**
- **12% Protection**
- **0% Peace**
- **24% WASH**

**Detailed: CCCM**
This graph details the feedback on CCCM that was received this week:

- **Management**
- **Security**
- **[16%]**
- **[2%]**
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### What We Heard This Week

**Feedback from the Community**

#### Certificates to attest knowledge
Some women in Pamir said they are still waiting for their certificates of attendance following a training on the production of fuel efficiency stoves. They said a certificate motivates and inspires individuals to attend future trainings.

*Adults, block 12, Pamir* ●

#### Students want morning shifts
Some students in Ajuong Thok who were shifted from morning classes to ALP program due to age, complained that they could not cope with evening classes. They appealed to the concerned agency to find a way of allowing them study in the morning.

*Youth, block 6, Ajuong Thok* ●

#### Unsafe abortion alarm the community
Women in Ajuong Thok told said that there is talk in the community about a rise in unsafe abortions in the camp, especially among young women. The women appealed to the concerned humanitarian agencies to raise awareness about the dangers of unsafe abortion.

*Adults, Ajuong Thok* ●

#### Would I get well if I don’t take full treatment?
Some patients said sometimes they are given incomplete doses from the pharmacy. They would like to know if they can get well if they don’t receive full treatment as prescribed by a doctor.

*Adults, block 12, Pamir* ●

#### No classes due to verification
A number of families in Pamir said that they are still facing challenges merging their children in the family ration cards at the field office. They said some children were turned back during registration in the schools due to lack of IDs. They urged the responsible agency to find a solution to the challenge so that their children can join school on time.

*Adults, Pamir* ●

#### Worried over damaged slabs
Some residents in Ajuong Thok reported that a number of latrine slabs are damaged. They are worried that a latrine may collapse while a family member is using it. They are inquiring if the concerned agencies will intervene and provide new slabs.

*Adults, block 6, Ajuong Thok* ●

#### How effective are insect repellents?
Some people in Ajuong Thok said that in spite Mentor Initiative spraying insects with pesticides they are instead increasing. They are wondering how effective the insecticides are and if the organization will continue to spraying in the area.

*Adults, block 6, Ajuong Thok* ●

#### Uniforms for Karma CFS
Parents said that children of Karma Child Friendly Space do not have uniforms. They said some children do not attend CFS due to lack of attires. They asked if a any agency can intervene and provide uniforms.

*Adults, block 12, Pamir* ●

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Jamjang 89.4 FM
Weekly Program Highlights

Youth Program: Role of sports in peaceful coexistence
Sport is an effective tool in uniting the community particularly the youth, said the Ajuong Thok Camp youth chairperson while on Jamjang FM. He said sports contributes positively to peace building among the community. He added that the youth office celebrated the World Youth Day in 2018 and they will do the same this year as a way of socializing and boosting peace among the youth.

Protection Program: Child Safety is a communal responsibility
A guest from UNHCR protection singled out child abuse and child labor as most common cases that happen to children adding that they are working closely with the community to put an end to child maltreatment. Another guest from DRC described themselves as sensitizers of the community. They raise environmental awareness and how to use fuel efficient stoves as the best way of protecting children from fire. During the same program, LWF confirmed that they do provide playing facilities at the CFS as a means engaging and keeping children safe. CRA community services officer appealed to the community to backfill the open pits and not to dig more pits and concluded by saying that the community should play an important role in providing safety to their children.

Best PLE candidates awarded during graduation.
Emmanuel Christian College organized a graduation ceremony for 69 teachers who underwent a 9 months training. The state acting minister of education appealed to the graduates to practice what they learnt. UNHCR representative urged the teachers from the host community to benefit from future courses being offered by the agencies. LWF education manager appreciated the students who passed primary leaving examinations (PLE). He said they will work closely with state ministry of education to improve the educational services in the camp. The best PLE students were given awards for excellent performance.

GBV Program: Awareness on early response to GBV
Jamjang FM spoke to IRC WPE field officer who explained the purpose of campaigns as to make the community members alert about the dangers of GBV and how to report early cases of abuse. IRC community outreach volunteer urged the community to renounce violence against women including rape. Ajuong Thok Persons with Disability chairperson and zone I deputy chairperson appreciated IRC for conducting the campaign on putting an end to GBV.

Community Feedback
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<table>
<thead>
<tr>
<th>Category</th>
<th>Feedback</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Care</td>
<td>55%</td>
<td></td>
</tr>
<tr>
<td>Food</td>
<td>20%</td>
<td></td>
</tr>
<tr>
<td>Health</td>
<td>10%</td>
<td></td>
</tr>
<tr>
<td>Education</td>
<td>8%</td>
<td></td>
</tr>
<tr>
<td>Shelter</td>
<td>8%</td>
<td></td>
</tr>
<tr>
<td>Protection</td>
<td>7%</td>
<td></td>
</tr>
<tr>
<td>Non-Food Items</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>WASH</td>
<td>4%</td>
<td></td>
</tr>
</tbody>
</table>

Detailed: WASH
This graph details the feedback on WASH that was received this week.

- Water: [7%]
- Sanitation: [7%]

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We have no exercise books to write notes
Students from different schools in the PoC are in need of scholastic materials. They said some of them don’t go to school because they lack books. “We students are really suffering from lack of books. We are asking that you should help us with some books. Uniforms and other things we can struggle”

Students, POC 3, Zone B ●

Time to carryout shelter assessment.
Some residents in the community said it’s the right time for shelter assessment as rains are about to start. They are worried that the rain will affected them if distribution of shelter materials is not done early. “The rooms that we live in are old and some have holes. We are approaching the rainy season and we fear that they will leak”

Adult, POC 3, Zone B ●

Distribute milling cash together with food.
Some women in the community appealed for quick distribution of the milling cash. They said they find it difficult to grind their food when they have not received the milling cash. They want the milling cash distributed with the food so that they grind their sorghum right away.

Women, POC 3, Zone A ●

Resurvey our zone
Some elders would like the camp management to resurvey some of the zones like zone J. They said people have randomly constructed and most of the internal roads are now blocked making accessibility difficult.

Elders, POC 3, Zone J ●

Mothers appreciate training on child care
Some mothers received training on child care and breast feeding appreciated the knowledge they have got. They urged the responsible partners to continue providing such kind of trainings to mothers to improve the children’s health in the community.

Mothers, POC 3, Zone B ●

Overcrowding during GFD
Some elders in the community complained of overcrowding during general food distribution. They said the situation is affecting them and the mothers when they go to receive food. “People were pushing themselves to get into distribution center to get food first. In the process, babies become the victims. Protection partners should look into their roles in the distribution”

Adults, POC 3, Zone B ●

Red Cross phone services needed
Some members in the community would like the Red Cross phone services reinstated. They said the phone calls used to help them connect with family members who are living far away from them.

Listening group POC3, Zone B ●

**What We Heard This Week**
Feedback from the Community

**Internews**

**Juba e-Bulletin**

March 07, 2019

This week Internews collected 55 unique feedbacks:
- School Age (11-18 years old) 4%
- Youth (18-35 years old) 20%
- Adults (over 35 years old) 62%
- Elderly (Over 60 years old) 15%

Internews interacted with 528 people through:
- Listening Group 49%
- Informal Meeting 49%
- Partner Network 2%

Data collected from:
- 231 females (44%)
- 298 males (56%)

55
529
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**Boda Boda Talk Talk**
Weekly Program Highlights

**Awareness on peace agreement**
In our program to create awareness on the Peace agreement, we interviewed OPDA to find out if the community understood what is in the agreement. OPDA said that they distributed 300 copies of the agreement to the youth and the community leaders who are able to read. A representative from OPDA advised the community to read and understand chapter five of the agreement properly. He urged the community to own the agreement and live in peace while waiting for implementation to take place. "This agreement is our own as IDPs. We are the implementers as citizens of this country." •

**Tablets and injections are the same for treatment**
While responding to complaints from the community about not being injected and instead given tablets, the IMC medical worker who was interviewed by BBTT said that tablets are given to patients who can swallow tablets while injections are given to those patients who may not be able to swallow the tablets. During the interview, he added that children under five are mostly given syrup because it’s easier for them compared to swallowing tablets. He advised the community to take medication according to doctor’s prescription. •

**Proper use of latrines (Wash)**
Some residents criticized those who do not use latrines the right way. When BBTT interviewed Nile Hope, they said that the community needs to use the latrines properly in order to prevent spread of diseases like diarrhea and cholera. Nile Hope urged the community not to throw battles and other hard objects into the latrine because it make desludging of difficult. Nile Hope also advised the community to always wash their hands with soap and clean water after using latrine. •

**Games increase at TDH Child Friendly Space**
Previously some parents said games in TDH child friendly spaces were few and needed to be increased. The desire to increase the games has now been made. In an interview with BBTT, the TDH team leader said they now have variety of games at their centers including football, tennis, Ludo, volleyball, dominoes, chess and many others. He urged parents to send their children to the child friendly space to learn and play the games. •

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- **13%** CCCM
- **4%** Culture
- **11%** Disease
- **5%** Education
- **4%** Food Distribution
- **4%** Health
- **9%** Non-Food Items
- **2%** Nutrition
- **2%** Peace
- **16%** Protection
- **9%** Shelter
- **22%** WASH

**Detailed: Protection**
This graph details the feedback on Protection that was received this week.

<table>
<thead>
<tr>
<th>Children</th>
<th>Disabled</th>
<th>Elderly</th>
<th>Youth</th>
</tr>
</thead>
<tbody>
<tr>
<td>[5%]</td>
<td>[2%]</td>
<td>[2%]</td>
<td>[7%]</td>
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**What We Heard This Week**

**Feedback from the Community**

### Provide us with seeds
Residents in Sectors 2 and 3 said they don’t have enough food to take them through to the end of the month after WFP reduced their rations. They said that when the rainy season starts, they will cultivate in their villages and near the PoC site. They requested humanitarian agencies to provide them with seeds to increase their food production.

*Youths & Adults, location: Sector 3 & 4 ●*

### Create awareness of the dangers of theft by children
Community members in Sector 2 said that some children are involved in acts of theft. They asked humanitarian agencies to create awareness in the community to help avert the situation. They added that there are concerns some parents may resort to corporal punishment in an effort to discipline the children.

*Youths & Adults, location: sector 2 ●*

### Parents thank UNICEF for school materials
Parents expressed their appreciation to UNICEF for distributing school items to their school-going children. The parents said the scholastic items will help improve the learning of their children.

*Youths & Adults, location: sector 1, 2, 3 & 4 ●*

### Residents rejoice the stoppage of alcohol
Residents in different locations of the PoC welcomed DRC Camp Management’s announcement stopping all brewing, selling, transportation and consumption of alcohol within the camp. They hope this ultimatum will reduce unlawful activities in the PoC.

*Youths & Adults, location: sector 1 & 2 ●*

### More children in need of basic education
Residents said there are now many children and not enough schools to accommodate them because youngsters who returned from Sudan are being allowed to receive education in the PoC. They suggested the education cluster to consider increasing the number of the basic schools in the PoC.

*Adults, location: sector 1, 2, 3 & 4 ●*

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*Youths & Adults, location: sector 1 & 2 ●*

### Peacebuilding workshops to enhance peaceful co-existence
Youths thanked Upper Nile Youth and Development Association (UNYDA) for its role in reuniting youths through peacebuilding workshops. They urged the agency to continue holding more workshops and peacebuilding trainings to help unite youths from the PoC and town in turn foster trust and peaceful co-existence.

*Youths, location: PoC & Malakal town ●*
Nile 98.0 FM
Weekly Program Highlights

**WASH program: Awareness on proper toilet use**

Pipes connecting modern toilets are blocked because some community members do not know how to correctly use the facility. Seeking to address this problem, Nile FM asked IOM WASH hygiene supervisor to raise awareness on how the community should use the toilets. On the WASH radio show, IOM hygiene supervisor said people should always use water for ablution. He added that water easily carries away the human waste and that empty water bottles should not be thrown or left in the toilets because they clog the system. The hygiene supervisor urged parents to accompany small children to the toilets so they can learn how to properly use the facilities.

**Elders program: ways maintaining social linkages in the community**

To help the community stay connected, Nile FM producer of the elders program mobilized some seniors to speak about their experiences on how the community can stay linked. They said the best way to stay connected is by getting involved in social activities. The elders explained that community members should be willing to participate in any social events when invited to do so. Another elder said that in their generation they helped their colleagues with weddings, burials and cultural occasions. Other elders said people, especially the youth, should help with any communal activities because it will help them connect with every group in the community.

**Health program: Meningitis disease awareness**

An increase in temperatures comes with various challenges. Nile FM sought to create awareness about the situation by inviting a UNICEF doctor on the health show to talk about meningitis, a disease caused by bacteria during the hot season. The UNICEF doctor said that meningitis can affect anybody regardless of age or blood group. He added that the symptoms include intense headache and high body temperature. The doctor warned that meningitis is contagious and that people should avoid taking bath in the afternoon when the weather is very hot.

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</tr>
</thead>
<tbody>
<tr>
<td>Primary</td>
<td>[4%]</td>
</tr>
<tr>
<td>Secondary</td>
<td>[24%]</td>
</tr>
<tr>
<td>Other</td>
<td>[28%]</td>
</tr>
<tr>
<td>Food Distribution</td>
<td>[12%]</td>
</tr>
<tr>
<td>WASH</td>
<td>[20%]</td>
</tr>
<tr>
<td>Health</td>
<td>[8%]</td>
</tr>
<tr>
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<td>[20%]</td>
</tr>
<tr>
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