What We Heard This Week
Feedback from the Community

Vegetable seeds needed
Farmers in Tong Village of Rubkona County reported that they lack vegetable seeds for planting. They are requesting for seeds.

   Adults, Tong village ●

Latrines full and collapsing
A section of people in Sector 1 Block 9 are worried about the poor state of their latrines. They would like to know if there are any plans to carry out an assessment to establish their needs for new latrines.

   Adults, Youths: Sector 1, Block 9 ●

Great job Mercy Corps!
Kondial FM listening group with adults and youths thanked Mercy Corps wash for renovating latrines in their block as a response to feedback.

   Adults & Youths, Sector 4 block 5 ●

Thanks for the trash bags
Residents of Sector 2 Block 7 extended appreciation to IOM WASH for providing them with polythene bags for garbage disposal.

   Adults, Sector 2, Block 7 ●

Power up our shows
Bentiu PoC local artists reported lack of fuel which has hampered their performances and peace rallies. They are requesting humanitarians to provide them with fuel.

   Youths, Bentiu PoC ●

Appreciation to Concerns for the seeds
Members of a listening group with lead mothers and fathers said they are happy with Concern Worldwide for the seeds distributed to them.

   Adults, PoC ●

Try Iron sheet shelters
Some Kondial FM listeners said that fire outbreaks are threatening their safety and security. They suggested that shelters should be build using iron sheets instead of grass and plastic sheeting which are easily consumed by fire.

   Adults, Youths & Children, PoC ●

More checkpoints hampering business
Business people in Rubkona complained about the many checkpoints along the roads which are affecting their businesses. They want to know if there is a way they can be removed.

   Adults, Rubkona ●

Thirst displaces us
Occupants of Chuor village in Nhialdiu Payam of Rubkona County said they lack water which is forcing them to abandon their village. They would love to know if there’s any plan to drill boreholes in their village.

   Adults, Chuor village ●

Cups & buckets for CDC
Community Disabled Center members reported that they lack utensils for drinking water at the center. They wanted to know if there are plans to provide them with cups and buckets.

   Bentiu PoC ●

Unique uniforms for CWG
Community members reported that robbers put on reflective uniforms similar to those used by the community watch group. They said that this confuses them and can’t easily identify the real criminals. They would like to know if there’s any plans to redesign the uniforms for CWG to make them unique.

   Adults & youths, PoC ●
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

BEYOND BENTIU RESPONSE (BBR)
With concerns about the possible spread of water-borne diseases in Bentiu town due to mismanagement of garbage and open defecation practices, the county health administration officer appeared on Kondial FM to advise residents about the impending disaster. The official talked about good hygiene practices and garbage collection around their areas of residence. He encouraged those without to immediately dig latrines to avert any risks attributed to open defecation practices. Kondial FM interviewed residents in Bentiu and Rubkona towns who expressed happiness about the advice given and promised to cooperate with health partners. Kondial FM will continue airing messages on health and hygiene to raise awareness.

HEALTH SHOW
Based on feedback being received, there is an increase in respiratory tract infections. To address the growing problem, Kondial FM hosted health partners to explain to the public the causes, prevention and treatment. World Relief’s clinical officer confirmed that majority of people attending their health facility have respiratory infections. He said the condition is caused by viruses inhaled through the mouth and nose in dusty environments. He advised anyone contracting a throat or chest infection to immediately seek treatment at a nearby health unit. Listeners expressed appreciation for the educative program.

MORNING SHOW
Numerous programs and messages played on Kondial FM encouraged the community to take lead in looking after their children. Appearing on a pre-recorded program, the leader of community watch group promised to work closely with parents to ensure no child roams on or along the roads. Several people interviewed by Kondial FM pledged support and cooperation with protection partners to ensure children stay in safe places.

YOUTH FOR PEACE SHOW
A peace concert to attract and mobilize youths to own home-grown peace was organized in Rubkona town. While on a live studio show, the Bentiu artists’ union chairperson said that they organized the peace festival concert which was attended by 5,000 youths in the PoC and beyond. Numerous participants expressed excitement and want more support on peace initiatives.

MORNING SHOW
Farmers in the Bentiu PoC expressed worry about livestock destroying their farms around perimeters of the site. While talking to Kondial FM, the Bentiu PoC Farmers union’s chairperson blamed cattle keepers from Bentiu and Rubkona for turning their farms into grazing land for their animals. They want to know if there’s any plan to help them build a barrier to prevent animals from destroying their crops. In response to the feedback, the Danish Refugee Council’s FSL officer said his organization will look into the issue and respond accordingly.

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.

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
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<td>Culture</td>
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</tr>
<tr>
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<tr>
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<td>9%</td>
</tr>
<tr>
<td>Food Distribution</td>
<td>3%</td>
</tr>
<tr>
<td>FSL</td>
<td>3%</td>
</tr>
<tr>
<td>Health</td>
<td>5%</td>
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<tr>
<td>Non-Food Items</td>
<td>10%</td>
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<tr>
<td>Protection</td>
<td>19%</td>
</tr>
<tr>
<td>WASH</td>
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Detailed: Protection
This graph details the feedback on Protection that was received this week.

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Children</td>
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<tr>
<td>Disabled</td>
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</tr>
<tr>
<td>Elderly</td>
<td>1%</td>
</tr>
<tr>
<td>Women</td>
<td>1%</td>
</tr>
<tr>
<td>Youth</td>
<td>9%</td>
</tr>
</tbody>
</table>
In Jamjang, Internews Humanitarian Information Service (HIS) implements a communicating with communities (CwC) program to increase information sharing. The program operates Jamjang 89.4 FM, a humanitarian radio station in Ajuong Thok, conducting listening groups to gather community feedback. If you have information to be shared with refugees or humanitarians, please contact: Humanitarian Project Manager Jelena Savic (jsavic@internews.org) or Team Leader James Mafer (jmafer@internews.org).

What We Heard This Week
Feedback from the Community

Farmers celebrate the agriculture season
During the harvest day that was celebrated by the farmers in block 62 of Ajuong Thok, they attributed the success of farming season to the tireless role played by IRC Department of Economic Recovery and Development (ERD) in providing seeds, which they appreciated the agency for.

Adult, Ajuong Thok, Block 62

Request for stretchers
A number of youth in Block 62 requested AHA to provide the block with stretchers. They explained that when the elderly fall sick the youth have to carry them on their shoulders which is tiresome and cumbersome. They requested for stretchers to solve this issue.

Youth, Ajuong Thok, Block 62

Shelter for elderly
The elderly in Block 62 explained that some of them were selected by an agency to have houses constructed for them but the implementation is being delayed. They asked the concerned agency to clarify why the process is being delayed.

Elderly, Ajuong Thok, Block 62

Security points improve security
Refugees in Block 37 are saying since the UNHCR and CRA established security points around camp they have experienced improvement especially on the eastern side of the camp. There have been no complaints about missing goods. They appreciate the agencies for that.

Adult, Ajuong Thok, Block 37

Children need to be merged to be registered
Parents in Block 17 of Pamir reported that a number of children face difficulties during school registration. He explained that many children are not merged in the family ID cards and this is the reason why they face difficulties during registration.

Women, Pamir, Block 17

Diarrhea treatment in the camp
Many families in Block 37 of Pamir reported that when they take children for treatment of diarrhea they are given only glucose. They are requesting for drugs.

Women, Pamir, Block 37

Request for roofing covers
Refugees in Block 37 of Pamir reported that a number of houses that were constructed last year are now in a poor state due to the lack of roofing material. They added that many people are now improvising with their own roofing materials. They asked the agency to provide them with roofing materials.

Women, Pamir, Block 37

Need for Community center
The inhabitants of Block 4 Zone B of Pamir camp complained that they do not have a community center in their block. They added that they can’t hold their meetings regularly due to the lack of space. They requested humanitarians to construct a community center for meetings.

Adult, Pamir, Block 4
LWF to explain the criteria for admitting students to schools

LWF education manager was hosted live on Jamjang FM to explain the eligibility of school registration. He said that for the students to qualify for registration they should have the right documents. He also urged the parents whose children are not included in their refuge IDs to report to UHNCR field office to get the proof of registration. He advised the students to register their names and where they reside. Jamjang FM brainstormed with a number of refugees in the camp who said that many of their children were being denied registration due to lack of proper documentation.

Community says no to FGM on World Day of FGM

In recognition of World Day of Female Genital Mutilation (FGM), IRC WPE Field officer highlighted the practice of partially or totally removing the eternal genitalia of girls and young women for nonmedical reasons. AHA reproductive health officer explained that the FGM has disadvantages such as deformities on a child during birth due to the narrowness of the reproductive tract which puts stress on the baby during birth. Ajuong Thok Camp Deputy Chairperson appealed to the community to stop the practice and explained that it affects the girls psychologically and during childbirth.

Preparations for the new agricultural season

On the radio program “With Refugees”, the IRC Department of Economic Recovery and Development team leader who appeared on a live show on Jamjang FM appealed to the farmers both refugees and the host community to start land clearing early. He explained that the early preparation of land enables farmers to cultivate in time. The guest also added that timely preparation enables early sowing of seeds as well as ensuring the success in production. The guest went on to urge farmers, both host and refugee community, to embark on agriculture explaining that through cultivation, sustainability will be achieved.

What community should do to combat lice?

Mentor Initiative manager, while live on a radio program, described lice as the small wingless parasitic insect that lives on the human skin and feeds on the blood. On Jamjang FM, the prevention assistant from Mentor Initiative said that lice can be prevented through personal hygiene, regular washing and ironing of clothes as well as use of shampoo for bathing and washing of hair. Other guests from the same organization appealed the community especially parents to show care for their children by bathing them as well as washing their clothes regularly. They added that trimming their hair is the best way to combat lice.

Community Feedback

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<thead>
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<tbody>
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<td>10%</td>
</tr>
<tr>
<td>Education</td>
<td>15%</td>
</tr>
<tr>
<td>FSL</td>
<td>10%</td>
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<tr>
<td>Health</td>
<td>5%</td>
</tr>
<tr>
<td>Non-Food Items</td>
<td>10%</td>
</tr>
<tr>
<td>Nutrition</td>
<td>5%</td>
</tr>
<tr>
<td>Protection</td>
<td>5%</td>
</tr>
<tr>
<td>Shelter</td>
<td>30%</td>
</tr>
<tr>
<td>WASH</td>
<td>10%</td>
</tr>
</tbody>
</table>

Detailed: Education

This graph details the feedback on Education that was received this week.
Demand for distribution of shelter materials
Some residents in both POC1 and 3 raised concerns about damaged shelter materials. They said some community members did not get plastic sheets in the previous distribution. They urged the relevant shelter department to plan for early distribution this year as the signs of the rains are already here.

Residents, POC 3, Zone A •

Appreciation for tailoring training.
Some of the residents who received tailoring training in the POC expressed happiness. Their only concern is that they were given one tailoring machine to share among three trainees which makes it difficult. They asked the concern NGO to provide them with more machines.

Trainees, POC3, Zone E •

Reconstruct of local bridges
Community member are asking ACTED to repair the old bridges which are broken. They said it’s now difficult for the elderly and the children to move between the blocks.

Residents POC3, Zone B •

Malnutrition among pregnant mothers
A group of women in the community said screening of malnutrition of pregnant women is not taking place in the community. They said there are many malnourished pregnant mothers in need of special attention.

Women POC 3, Zone H •

Extend support to the elderly
Elderly people in the community are saying that they are not getting support from the humanitarian agencies. They said some agencies are only supporting persons with disabilities and not the elderly. They urged humanitarians to extend support to the elderly people in the POCs.

Elderly, POC 3, Zone B •

Construction of school libraries
School pupils at DMI primary school complained over the old library center. This was after the construction of a library for the secondary school students. They said primary schools also needs to have libraries where they can get some books to read. They requested the responsible partners to consider construction of libraries in the primary school.

Pupils, POC 3, Zone E •

Gang groups fighting in the community
Residents reported a serious fight between youth gang groups in the POC. They are requesting UNMISS to arrest those who were involved in the fighting. They said this is causing insecurity in the community.

Residents, POC 3, Zone B •
Boda Boda Talk Talk
Weekly Program Highlights

**Extended support to orphans**
Members of the community complained that TDH is no longer supporting orphans. BBTT shared the feedback with TDH Case Management team leader who said that they are supporting children with single parents in the PoC. He said TDH has three centers at UN House 1 in PoC 1 and the other two in PoC 3.

**Effects of drugs to people’s health**
Recently, there was a report of a mental health case resulting from the use of harmful drugs in the PoC. To address the issue of drugs and their effects on the persons using them, BBTT interviewed a health worker at the IMC. He said some of the drugs like marijuana are harmful and can cause mental, physical and physiological health problems to the user. He urged the youth not to consume drugs. A youth leader in POC 1, said that youth are the future of the country and should engage in productive activities for a better future.

**Women and girls in science**
In recognition of the International Day of Women and Girls in Science, BBTT talked to students and women who are working in the health sector. Nyakim Wicyual a science student at Mat Secondary School in senior 4 said that she loves to take on the science career to become a health worker. She added that learning about health will enable her to help her people in future when she treats diseases and encourages prevention as a health advisor for the community. She advised girls to take up science subjects because they are critical is shaping various professions. Sarah Nyachot a health worker said that science is challenging and needs determination.

**Lung cancer prevention**
BBTT produced content focusing on lung cancer in relation to smoking. This was in recognition of the World Cancer Day. The rate of cigarette smoking and different substance is increasing in both the youth and adults. BBTT interviewed a medical worker from IMC to talk about smoking and how it can lead to lung cancer. The medic said that lung cancer is one of the killer diseases which are incurable. He said disease can be inherited and can be from smoking shisha, cigarettes and other harmful substances. He urged all those who smoke to reduce or stop the habit.

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</tr>
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<td>Education</td>
<td>15%</td>
</tr>
<tr>
<td>Non-Food Items</td>
<td>4%</td>
</tr>
<tr>
<td>Nutrition</td>
<td>4%</td>
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<tr>
<td>Peace</td>
<td>8%</td>
</tr>
<tr>
<td>Protection</td>
<td>19%</td>
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<tr>
<td>Shelter</td>
<td>4%</td>
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**Detailed: WASH**
This graph details the feedback on WASH that was received this week.

<table>
<thead>
<tr>
<th>Subcategory</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Water</td>
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</tr>
<tr>
<td>Hygiene</td>
<td>4%</td>
</tr>
<tr>
<td>Sanitation</td>
<td>12%</td>
</tr>
</tbody>
</table>
What We Heard This Week

Feedback from the Community

Behavior of drunken youths getting worse
Community members complained that youths who take alcohol end up fighting in almost every place they go. They expressed concern that this behavior will affect their families and the humanitarian community. They requested agencies to create awareness so that the habit of drinking among the youths can be brought under control.

Youths & adults: Sector 1, 2, 3 & 4

Encourage back-to-school campaigns
Residents in Sector 1 and 4 said that in the 2018 academic year, many of their children did not get registered in humanitarian schools. They said if agencies conduct back-to-school campaigns every month it will help remind families about the importance of education and encourage parents to send their children to school. It will also help inspire more to return to learning this year.

Adults: Sector 1 & 4

Create awareness on latrine usage
Community members said that they do not know how to use the modern latrines built by WASH. They want awareness created on how they can properly use them so as not to spoil the facilities and create problems for WASH partners.

Youths & Adults: Sector 2 Block Y

Plastic balls requested for small children
Parents of small children expressed concern about their children getting injured from playing with rudimentary balls. They suggested that agencies provide plastic balls for their children to play with to protect them from injury.

Adults: Sector 1 & 2

Register undocumented relatives
For the second time, residents who have been living with undocumented relatives said that reduction in food rations for this month will affect them. They said the food quantity will not be enough for them and the unregistered relatives. They requested concern agencies to register their relatives so they can get their own rations instead of sharing food with them.

Adults: Sector 1, 2, 3 & 4

Thanks IOM for the WASH campaign
Water collectors thanked IOM WASH for the awareness on how to take care of their water jerry cans. They said the campaign helped them to know that if dogs get in contact with the containers at water points it can cause diseases. They added that they now know that cleaning jerry cans can protect them.

Youths & adults: Sector 1 Block I

School children received quality education last year
Parents appreciated the World Vision education department for last year’s good teaching of their children. They are encouraging the agency to continue doing the good work so that their children can have a better education.

Youths & adults: Sector 2
Nile 98.0 FM
Weekly Program Highlights

**Education program: Registering pupils with correct names**

Feedback from parents indicates that at the beginning of every academic year, their children register with wrong names or nicknames especially when they go by themselves for registration. As humanitarian schools started registration of learners, Nile FM education program producer mobilized some community members and teachers to come with solutions on the issue. Some suggested that parents must accompany their children at the beginning of academic year. A teacher suggested that educated parents write their children’s name on a paper to help get them registered correctly.

**Health Program: Raising awareness on psychological and mental health**

Alcohol and substance abuse can lead to serious mental disorders. To address the issue, Nile FM hosted the IOM psychosocial support supervisor on the health program to help raise awareness on the issue. The IOM official said that people should always advise those who drink excessive amounts of alcohol to avoid being affected both psychologically and mentally. He emphasized that families should immediately report to them their relatives have psychosocial issues. He added they are offering sessions on how to deal with psychological and mental health disorders at their center.

**Women’s Program: Exchanging respect between couples**

Nile FM interviewed some community members on the women’s show and asked them to suggest how respect between couples can be encouraged. A community member said that, husbands should respect their wives needs and discuss with them in a polite manner when they are not in position to provide for the family. Another community member said that couples should discuss issues in privacy and not in the presence of their children. Finally, a community member said couples should seek support and advice from relatives and neighbours to be able to solve family related issues.

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Internews Malakal e-Bulletin

Community Feedback

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<td>Peace</td>
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<tr>
<td>WASH</td>
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**Detailed: WASH**

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

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<th>Component</th>
<th>Feedback</th>
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<td>Hygiene</td>
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