

Research Methodology Note

Service Access Gaps Assessment in Garbek

South Sudan

Research Cycle ID: SSD1701c

March 2018

v.1

REACH Informing
more effective
humanitarian action

1. Background & Rationale

The political crisis and conflict in South has been ongoing since 2013. The dynamic and multi-faceted nature of the South Sudanese displacement crisis has created significant challenges for humanitarian information management. Accessibility and security issues within South Sudan have impeded systematic data collection efforts, limiting the effectiveness of humanitarian planning and implementation, whilst displacement within and out of South Sudan remains highly dynamic, with 1.9 million South Sudanese internally displaced and 2 million seeking refuge in neighbouring countries.¹ As the crisis continues to evolve, it is becoming increasingly important to fill information gaps in a systematic manner to promote a more effective humanitarian response.

The Greater Nyal area, located in Panyijiar County of Unity State, has been a place of security and refuge for people who have been displaced from Leer, Mayendit and Ayod Counties as a result of conflict and food insecurity. With the escalation of conflict in central and southern Unity in 2015 and 2016, IDPs Leer, Mayendit, and other counties fled to islands in the swamps northeast of Nyal Town in Panyijiar County as well as to Nyal Town. Deteriorating food insecurity in central Unity led to a further IDPs influx from Leer and Mayendit into the Greater Nyal area, with famine declared by the Integrated Food Security Phase Classification (IPC) in these two counties in February 2017.² These displacement trends were also recorded in the months of January to March by REACH Port Monitoring.³ Whilst Nyal town had a relatively consistent humanitarian presence as of February 2017, little information is available on the humanitarian situation of IDPs who have fled to Garbek, located two hours by vehicle northwest of Nyal town. Humanitarian partners operating in the Greater Nyal area have raised the need for an assessment in Garbek given reports of a large IDP presence in the area and the absence of a static humanitarian presence in this location.

In order to fill this critical information gap and assist humanitarian actors operating in the Greater Nyal area to make more informed decisions about the scale, scope and location of the response, this assessment seeks to understand the displacement patterns, humanitarian needs and service access gaps of IDPs and host community members in Garbek. To ensure that this data is directly informing humanitarian response planning in the Greater Nyal area, data will be shared through formal coordination structures such as the Nyal Humanitarian Partner Coordination Forum covering the Greater Nyal area. Further, this assessment has been designed with methodological input from partners to ensure it fills most urgent information gaps and partners have committed to providing REACH logistical support in carrying out the assessment.

¹ OCHA South Sudan, Humanitarian Bulletin Issue 01, 18 January 2018.

² IPC South Sudan, Key Findings: January-July 2017, February 2017.

³ REACH South Sudan, Nyal Port Monitoring Factsheet, December 2017.

2. Objectives and Research Questions

To assist humanitarian actors in making more informed decisions about the scale, scope and location of the humanitarian response in the Greater Nyal area through providing information on the displacement dynamics, humanitarian needs and service access in the Garbek area. More specifically:

- To identify displacement trends of IDPs staying and arriving in Garbek. This includes determining the push and pull factors.
- To map the internal displacement routes to and from Garbek.
- To assess the humanitarian needs of IDP and host community members in Garbek as well as to provide up-to-date information on service provision and identify service access gaps.

In order to achieve above outlined objectives, this assessment draws on the following research questions:

1. What are the previous locations of IDPs and desired locations if they intend to only temporarily stay in Garbek?
2. What are the push and pull factors for coming to Garbek?
3. What are the main displacement routes for IDPs?
4. What are the current service provisions in Garbek?
5. What are the service access gaps for IDPs and host community members in Garbek?

3. Methodology

In order to answer the above research questions, this assessment has been designed by using a mixed-methods approach, as outlined below:

- i) Qualitative research methods:
 - *Displacement Mapping FGD tool* that captures information regarding whether people have left the area of interest, the place of origin, the reasons why, and whether people intend to stay. A participatory mapping exercise will also be conducted to gain a better understanding of the routes IDPs travel in order to reach or leave Garbek. The FGD tool can be seen in the Annex.
 - *Service Access FGD tool* that assesses the current services that are available to IDPs and host community members, such as access to food, health facilities, shelter and WASH services. The next part of the FGD is to understand which services are lacking and the potential reasons why. The tool can also be seen in the Annex.
 - Following the conclusion of the FGDs, to delve deeper into qualitative findings, 2-3 semi-structured interviews with humanitarian, local authority and local community leadership KIs will be carried out. The tool for this will be developed following the FGDs once it is clear which topics are most important to triangulate and understand better.

FGD respondents will be purposively sampled and target new arrivals for displacement mapping FGDs and IDP and host community members for the service access FGDs. FGDs will be conducted by the Assessment Officer (AO) and Field Coordinator (FC). A saturation tracking table will be utilised to ensure enough focus group discussions and key informant interviews have been conducted, with data saved in clearly labelled dropbox folder. Thematic analysis will be used to code and analyse FGD and KII transcripts from semi-structured data collection.

- ii) Quantitative research methods:
 - *AoK multi-sector survey* that captures settlement-level information on displacement, FSL, WASH, Shelter, Nutrition, Protection, Education and Health needs and service access and can be used in both direct as well as remote data collection. The need to conduct the AoK multi-sector survey is in order to supplement AoK coverage but to also understand service access in the area better for this assessment, hence to compliment a mixed methods approach. AoK data will be collected to assess multi-sector needs both in Garbek and surrounding villages to complement qualitative data collection. Therefore, the AoK survey would be used for both directly assessing Garbek and surrounding villages as well as Central Unity, see below. For the Garbek area, the data and analysis can be presented at

the hexagon-level, which can be seen in the REACH County Profiles.⁴ One hexagon is 10 km long, with the threshold for reporting at the hexagon-level being a minimum of 2 settlements with at least 3 KIs.

REACH's AoK approach⁵ entails purposively sampled KI interviews, with KIs who have knowledge from within the last month (defined as direct or remote contact with persons living in the settlement in the last month) of a remote-settlement. KIs in this category are expected to be i) newly arrived IDPs, ii) itinerants (traders, NGO officials), and/or iii) individuals who have regular phone/ satellite/radio communication with individuals living in the settlement. Data will be stored in a clearly labelled Dropbox folder and analysed using Excel.

4. Product Typology

Garbek, Greater Nyal

Type of Product	Number of Product(s)	Additional information
Assessment Brief – a 3 pager document, which highlights the main findings from the assessment and recommendations.	1	A brief of the rapid assessment on displacement, humanitarian needs and service access in Garbek, Greater Nyal

5. Management arrangements and work plan

Roles and responsibilities

- REACH AO
 - Develop research design, methodology, work plan, and data analysis plan;
 - Overseeing data collection and conduct the data analysis;
 - Create the product as a result of the assessment.
- REACH FC
 - Assist with organising, translating and facilitating FGDs, semi-structured interviews;
 - Recruit casual workers for conducting AoK survey, with assistance from the AO.

Work plan

Month	April															
	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Ad-hoc research submission																
Methodology note and data analysis plan																
Organising logistics of assessment																
Data collection																
Data analysis																

⁴ REACH South Sudan, Food Security and Livelihoods County Profiles – Unity State, May-July 2017.

⁵ Please see REACH South Sudan Assessment of Hard to Reach Areas TORs, forthcoming for further details on the AoK methodology.

Draft of the product																			
----------------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

6. Risks & Assumptions

Risk	Mitigation Measure
Assessment locations becoming inaccessible due to security concerns, which prevents data collection and safety of staff.	A flexible work plan is crucial but if the security situation does not permit data collection, the assessment would be postponed and conducted at a later date.
Interviewees are unwilling to participate in the assessment	Survey and interview questions will respect the wishes of participants if they do not want to be interviewed or decide against being interviewed at any stage. Respondents will be approached in a courteous and respectful manner. If individuals remain unwilling to participate, enumerators will be instructed to move on to other households.

7. Dissemination Plan

Once the product has been made and validated, the output shall be disseminated to members of the Nyal Humanitarian Partner Coordination Group and through the national office in Juba to other national/international partners and working groups. The findings can also be disseminated through the REACH mailing list and bit links. The product shall be publicly available on the REACH Resource Centre and posted on ReliefWeb.

8. Documentation Plan

- Methodology Note
- Analysis Plan
- Cleaned dataset and transcripts from FGDs and interviews.

Annex

1. Qualitative Tools

Displacement Mapping FGD

Moderator Name:

Assistant Moderator Name:

Focus Group Name/Code:

Started at

Completed at

Name	County of Knowledge (the area we are seeking information about)	How do they know about this county? (Recently left, HH member visited, Regular contact etc.)	State of origin	Age	Sex
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

Facilitator's welcome, introduction and instructions to participants [5 minutes]

Introductory note [2 minutes]

- Welcome and thank you for volunteering to take part in this focus group discussion about the current crisis in South Sudan, which is about a better understanding of community and settlements in your country of origin. You have been asked to participate as your point of view and knowledge about your community situation and current needs will be used to inform response strategy and planning. I appreciate your time.
- **Please note that this meeting does not have any impact on whether you or your family receives assistance. These discussions are only meant to better understanding how you, your household, and the community perceive the situation in your villages of origin**
- **Anonymity:** I would like to assure you that the discussion will be anonymous. I and the other focus group participants would appreciate it if you would refrain from discussing the comments of other group members outside the focus group. If there are any questions or discussions that you do not wish to answer or participate in, you do not have to do so; however please try to answer and be as involved as possible.

- The discussion will take no more than one hour.
- We are asking for your ration card number because we might want to contact you again to know how things have changed in your home communities several weeks of months after this focus group discussion.

Ground rules [2 minutes]

1. The most important rule is that only one person speaks at a time. There may be a temptation to jump in when someone is talking but please wait until they have finished.
2. There are no right or wrong answers
3. You do not have to speak in any particular order
4. When you do have something to say, please do so. There are many of you in the group and it is important that I obtain the views of each of you
5. You do not have to agree with the views of other people in the group you can say that.
6. Does anyone have any questions? (answers).
7. OK, let's begin

Questioning Route

INSTRUCTIONS TO MODERATORS

1. **Questions to participants:** these are the questions that should be read and communicated to the participants. If there are some specific vocabulary which may be unclear, do not hesitate to provide a definition for the purpose of the exercise.
2. **Probing questions:** Probes and clarifying questions are an important part of interviewing and have two main purposes: **1) To help clarify what an interview respondent has said and 2) To help get more detailed information on topics of interest.** Probes allow the interview respondent to provide more than just a one-sentence answer to the questions you ask. **Do not read probing questions together with the questions to participants.** Use or adapt them if necessary

STAGE 1: INTRODUCTION

Questions to Participants:

(Engagement question)

INTRODUCE PARTICIPANTS TO THE MAP – show them where we are now, and the area of interest on the map. Show them major towns in the region so they understand the map.

Have people recently left [AREA OF INTEREST]? If so, why?

- If violence, who by? Was it a threat of violence, or did fighting suddenly start? When did this violence start? Where is the violence expected to move to?
- If lack of resources, why? What happened to mean resources were no longer available?

What was the original population of [AREA OF INTEREST]?

- Approximately how many people have left?
- Approximately how many people remain?
 - o Host community (approx. numbers)
 - o IDPs? (approx. numbers)

Where did people go to? [Please find this on the map]

- Did everyone go to the same location? If not, please identify other directions people fled to?
 - o Were families split? If so, why did certain members go to certain places [Gender, age]?
 - o Why did they go to different places?
- Did people go to one location and stay there or were their multiple phases of their journey? if so ask them about the following:
 - o where did they originally go, how long did they stay there?

- *where did they go next?*
- *What routes did people take (ask them to draw this on the map)?*
 - *Were there any challenges on these routes, please ask them to specify and where*
- *How did they travel (on foot, car, bicycle)? How much did it cost?*

Did you feel unsafe at any point on your way here? If so, why?

- *Did you encounter any checkpoints or ambushes by armed groups on your way here?*
- *Were you forced to pay anything? What did you pay?*
- *Were there any other obstacles (bad weather, poor road, desert area)?*
- *Was there enough food/clean water on the way?*

Why did they come to/stay in this particular location?

- *Were there other locations that they could have gone to? Is not, why did they come here?*
- *Are they free to move?*
- *Are there others in their area of origin who want to come, but cannot? Why?*

Do they intend to stay here in this location? Is so, why? If not, where do they plan to go?

- *If they came here, is this a temporary move or a permanent one?*
- *Are they free to move?*
- *Do they want to leave, but cannot?*

Do they personally expect to visit (temporarily or permanently) their homeland again? If so, why? Under what conditions would go back with their families permanently back to their homeland?

- *How would they know if these conditions are in place?*
- *Do they expect these conditions to happen?*

Where in the area are you staying [Name the town neighbourhood or village]?

- *Why are you staying in this part of town? Did you have any other options?*
- *Are there people from your community staying in other towns and villages in the area?*
 - *Where are these locations? [identify on map]*
 - *Approximately how many people are there?*

Service Access Gap FGD

Moderator Name:

Assistant Moderator Name:

Focus Group Name/Code:

Started at

Completed at

Area of Origin, State, County, Payam, Settlement	Age	Sex
1		
2		
3		
4		

5		
6		
7		
8		
9		
10		

Facilitator's welcome, introduction and instructions to participants [5 minutes]

Introductory note [2 minutes]

- Welcome and thank you for volunteering to take part in this focus group discussion about the current crisis in South Sudan, which is about a better understanding of community and settlements in your country of origin. You have been asked to participate as your point of view and knowledge about your community situation and current needs will be used to inform response strategy and planning. I appreciate your time.
- **Please note that this meeting does not have any impact on whether you or your family receives assistance. These discussions are only meant to better understanding how you, your household, and the community perceive the situation in your villages of origin**
- **Anonymity:** I would like to assure you that the discussion will be anonymous. I and the other focus group participants would appreciate it if you would refrain from discussing the comments of other group members outside the focus group. If there are any questions or discussions that you do not wish to answer or participate in, you do not have to do so; however please try to answer and be as involved as possible.
- The discussion will take no more than one hour.

Ground rules [2 minutes]

8. The most important rule is that only one person speaks at a time. There may be a temptation to jump in when someone is talking but please wait until they have finished.
9. There are no right or wrong answers
10. You do not have to speak in any particular order
11. When you do have something to say, please do so. There are many of you in the group and it is important that I obtain the views of each of you
12. You do not have to agree with the views of other people in the group you can say that.
13. Does anyone have any questions? (answers).
14. OK, let's begin

Questioning Route

INSTRUCTIONS TO MODERATORS

1. **Questions to participants:** *These questions should be read and communicated to the participants. If there are some specific vocabulary which may be unclear, do not hesitate to provide a definition for the purpose of the exercise.*
2. **Probing questions:** *Probes and clarifying questions are an important part of interviewing and have two main purposes: 1) To help clarify what an interview respondent has said and 2) To help get more detailed information on topics of interest. Probes allow the interview respondent to provide more than just a one-sentence answer to the questions you ask. **Do not read probing questions together with the questions to participants.** Use or adapt them if necessary*

Service Access Gaps

Food Security and Livelihoods (FSL)

What is currently the main source of food? Which other sources of food do you use?

- *Is there sufficient access to food [AREA OF INTEREST]?*
- *If no, which are the reasons for absence/insufficient access to food?*
- *If insufficient access to food, what are the main coping strategies being used?*
 - o *How often do people use them?*

Is there a functioning market in the area?

- *If yes, are all items available that were available previously? If not, why not?*
- *If yes, did the prices change?*

Are people currently engaging in livelihood activities?

- *If no, why?*
- *If yes, what are the main livelihood activities in [AREA OF INTEREST]?*
- *Do you have access to land for cultivation? If no, why?*
- *Did you cultivate during the last cultivation season? (Note to FC: please follow up if access to land and cultivation activity have contradicting statements)*
 - o *If no, why?*
 - o *If yes, did you cultivate more or less than the previous years? Explain reasons.*
- *Do people in the settlement possess livestock?*
 - o *Which is the main livestock (e.g. goats, cattle etc.?)*
 - o *Where is the livestock currently?*
 - o *Is anyone taking care/ looking after the livestock currently?*
 - o *Have there been any incidents of killing or stealing/raiding of livestock? If so, when?*
- *Are people in the settlement engaged in casual or contracted labour? If yes, what type of work are they engaging in?*

HEALTH AND WASH

Is there access to health care in the [AREA OF INTEREST]?

- *If yes, what facilities are there?*
- *If yes, is there enough medical staff? Why or why not?*
- *If yes, are there enough drugs available? Why or why not?*
- *If no access, which are the reasons for absence? (e.g. destroyed, never there etc.)*
- *If no access, how do people cope with lack of health services? (e.g. carry the patient-how far, traditional medicine- which one?)*

What are the main causes of morbidity (e.g. sickness or injury?) Please specify.

Is there clean/safe drinking water in the [AREA OF INTEREST]?

- *If yes, what is the source of safe drinking water?*
- *If no, what are the reasons for lack of clean/safe drinking water? (e.g. borehole was never there, borehole lacks maintenance, borehole has been destroyed, borehole has not enough water?)*
- *If no, which sources do people use alternatively?*
 - o *What are the side effects of drinking from those sources?*

Do people use latrines regularly? If no, why?

EDUCATION

Are education services available in the [AREA OF INTEREST]?

- *If not, what are the main reasons for no access to education?*

- *If yes, does the school have enough teachers?*
- *How are the teachers supported? (e.g. NGOs, government, informal school fees?)*
- *If yes, do all boys attend school? If no, which are the main barriers?*
- *If yes, do all girls attend school? If no, which are the main barriers?*

SHELTER

Is everyone sleeping under a shelter [AREA OF INTEREST]? If not, why?

- *Which is the main shelter type for local communities?*
- *Which is the main shelter type for IDPs?*
- *Have any shelters been burned?*
 - o *If so, how many? And when?*
 - o *If so, how many have been rebuilt?*
- *Do people have access to NFIs?*
 - o *If not, which items are most needed?*

2. Analysis Plan

Participatory Displacement Mapping, Focus Group Discussions

Introduction, introduce participants to the map. Show them where we are now, and the area of interest on the map. Show them major towns in the region so they understand the map. Through showing them key roads, towns etc., work with each participant to identify where they were staying before they were displaced on the map. Circle each participants' town/village on the map, if the settlement name doesn't exist, identify approximately where the village/town is and circle with the name.

Research questions	SUBQ#	Sub-question	Questionnaire QUESTION	Probes	Data collection method	Key disaggregation (Group types)
What are the dynamics and patterns of displacement from an identified area of interest?	1	What were the push factors for displacement?	1. Have people recently left [AREA OF INTEREST] within the last month? If so, why?	- If violence, when? Threat or realised violence? - If lack of resources, why? What happened? What is the geographic scale? (map)	FGD	- County of interest - KI gender
	2	What are the demographics of the area of interest?	2. What was the original population of [AREA OF INTEREST] before displacement?	- Approx. how many left? - Approx. how many remain? Host community, IDP?	FGD	- County of interest - KI gender
	3	Where routes did people take in leaving the area of interest?	3. Where did people go to? [Please find this on the map]. Identify both current location and any others where large population numbers went.	- Did everyone go to the same place? If not, where else? - Where did people go originally? For how long? Where next? - How did they travel? What was the cost?	FGD	- County of interest - KI gender
	4	What were the pull factors for displacement?	4. Why did they come to/stay in this particular location?	- Were there other location that they could have gone to? If so, why did they come here? - Are they free to move?	FGD	- County of interest - KI gender
	6	What are the intentions, into the future?	5. Do they intend to stay here in this location? Is so, why? If not, where do they plan to go?	- Is it a temporary more or permanent? - Are they free to move?	FGD	- County of interest - KI gender
	7	How will decisions about the future be made? With what information, collected how?	6. Do they personally expect to visit (temporarily or permanently) their homeland again? If so, why? Under what conditions would go back with their families permanently back to their homeland?	- How know if these conditions are in place? - Expect these conditions to happen?	FGD	- County of interest - KI gender

Service Access Gaps, Focus Group Discussions

Research questions	SUBQ#	Sub-question	Questionnaire QUESTION	Probes	Data collection method	Key disaggregations (Group types)
What is the access to food, livelihoods and related services? Where are the gaps?	1.	What are the main sources of food?	1. What is currently the main source of food? Which other sources of food do you use?	- Sufficient food? - If no, what are the reasons? - If no, what coping strategies? How frequently used?	FGD	- County of interest - KI gender
	2.	Can communities access a market?	2. Is there a functioning market in the area?	- If yes, are all items available? - What items are needed but are not available? - How far away is the market? - If not, why not? - If yes, why/did the prices change?	FGD	- County of interest - KI gender
	3.	What is the state of livelihood activities?	3. Are people currently engaging in livelihood activities?	- If no, why? - If yes, what are main activities? - Access to land? Why, why not? - Cultivate in previous season? - Livestock? Which, where, who responsible, any incidents? - Casual labour? What type?	FGD	- County of interest - KI gender
What is the access to health, WASH, and related services? Where are the gaps?	1.	Are health services accessible?	1. Is there access to health care in the [AREA OF INTEREST]?	- What facilities? - Medical staff? Why, why not? - Drugs? Why, why not? - In no access, what reasons? - If no access, how do people cope?	FGD	- County of interest - KI gender
	2.	What are the main causes of death?	2. What are the main causes of death?	- Sickness? - Injury? - Conflict?	FGD	- County of interest - KI gender
	3.	What is the access to water?	3. Is there clean/safe drinking water in the [AREA OF INTEREST]?	- If yes, source? - If no, reasons? - If no, alternative sources? What side effects?	FGD	- County of interest - KI gender
	4.	What is the access to sanitation?	4. Do people use latrines regularly?	- Why, why not?	FGD	- County of interest - KI gender
What is the access to education services? Where are the gaps?	1.	Is education accessible?	1. Are education services available in the [AREA OF INTEREST]?	- If yes, source? - If no, reasons?	FGD	- County of interest - KI gender
	2.	What are the barriers to education?	2. What are the barriers to education?	- List main reasons for lack of access? - Do all girls attend? Why not? - Do all boys attend? Why not?	FGD	- County of interest - KI gender
	3.	What are the levels of resources and support?	3. Do the schools have enough resources?	- Are the teachers supported? - NGOs, government, fees?	FGD	- County of interest - KI gender
What is the access to shelter and related services? Where are the gaps?	1.	What is the state of access to shelter in the community?	1. Is everyone sleeping under a shelter [AREA OF INTEREST]? If not, why?	- If yes, what types of shelter? - If no, reasons?	FGD	- County of interest - KI gender
	2.	Has there been shelter damage?	3. Have any shelters been burned?	- How many? When? - Have shelters been rebuilt? - If shelters have not been rebuilt, why not?	FGD	- County of interest - KI gender

	3.	What is the aces to NFIs?	4. Do people have access to NFIs?	- Which NFIs? - Which items are most needed? - Which NFIs are not available?	FGD	- County of interest - KI gender
--	----	---------------------------	-----------------------------------	--	-----	-------------------------------------