



**GROUND TRUTH
SOLUTIONS**

FIELD SURVEY AND ANALYSIS

SURVEY OF AFFECTED PEOPLE & FIELD STAFF
IN UGANDA

– 31 JANUARY 2018 –





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AFFECTED PEOPLE SURVEY

SUMMARY FINDINGS

The survey of affected people finds that refugees generally feel safe in their place of residence, free to move within Uganda, and have good relationships with the host community. On the whole, respondents appear to be aware of their rights as refugees and willing to return to South Sudan once the situation has stabilised. The areas of concern include the relevance and awareness of available support, as well as the sense of empowerment to achieve self-reliance and lead a normal life in Uganda.



ADMISSION AND RIGHTS

While the **majority of respondents report a high level of awareness of their rights as refugees**, over a third of respondents feel that they **lack information on the benefits they are entitled to as refugees**. At the same time, some **40% of respondents do not believe their rights as refugees are adequately protected**. Refugees who feel ill-informed about their rights request more information on their legal status, available support and services, and food and water supplies.



RESILIENCE AND SELF-RELIANCE

Nearly half of the refugees interviewed see no improvement in their lives. Most respondents say they are unable to find employment in the local economy to achieve self-reliance and are pessimistic about the prospect of leading a normal life in Uganda. The major obstacles are the lack of capital, jobs, and business opportunities, as well as inadequate agricultural land. **Some 79% of refugees say aid does not prepare them to live without support in the future**. Refugees' inadequate access to fertile land, the local job market, financial support, and vocational training add to the food insecurity, and impede the prospects for self-reliance.

Most respondents feel that their views are not taken into account when aid providers make decisions about the support they receive, suggesting a need for participatory approaches to the response planning.

Most refugees know about the available channels to file a complaint and have used them but only 23% believe they will receive a response from aid providers. While refugees interviewed in the Bidi Bidi settlement are more positive on all areas of response, respondents from Kiryandongo, an older refugee settlement further south, report having better relations with the host community, feeling more empowered by aid, and able to find a job in the local economy.



EMERGENCY AND ONGOING NEEDS

A third of respondents say that aid does not reach those who need it most. Several vulnerable sub-groups are seen to be excluded, notably the elderly, orphans and unaccompanied minors, widows, and people with disability and chronic diseases.

Awareness of the available support and additional UN Refugee Agency support for people with specific protection needs is limited, with 56% of respondents not knowing about this service.

Current aid does not cover basic needs according to 69% of the respondents. The most pressing unmet needs are food, clean water, shelter, and cash support. School, health, and water infrastructure are seen as areas that need more investment.



EXPANDED SOLUTIONS

Most refugees interviewed feel welcomed by the Ugandan host community. Those who indicate tensions with the host community point to restrictions on collecting firewood, grass, and wooden poles around the settlements. Some say the locals attack them and behave in an unfriendly manner. Others report conflict over land as well as a lack of recognition of refugee rights among the local community. Restricted access to employment opportunities and no sources of income are also mentioned as reasons for feeling unwelcome in Uganda.

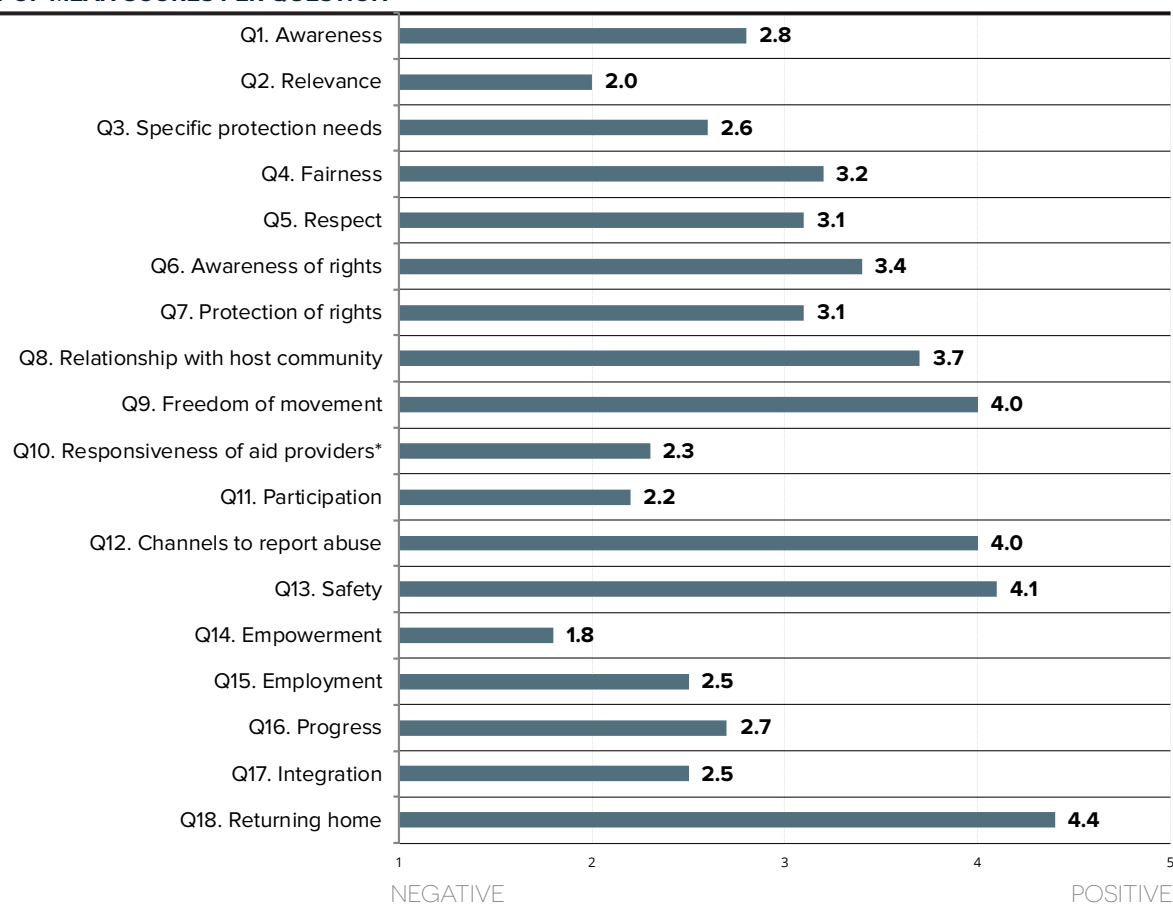


VOLUNTARY REPATRIATION

The majority of refugees wish to return to South Sudan when the situation has stabilised and is safe. To return, however, refugees would need food, transport back to South Sudan, proper shelter, financial support, non-food items such as clothes, cooking kits, beddings, and solar

lamps. Respondents need functioning education and healthcare institutions to restore their lives back in South Sudan. Acquiring land, agricultural tools, and seeds are also seen as necessary to start over again, were they to return.

OVERVIEW OF MEAN SCORES PER QUESTION



The survey includes 18 core questions on affected people's perceptions on a range of issues related to the effectiveness of the response, the quality of relations with aid providers, and the extent to which they feel their lives are improving. Closed questions use a

five-point scale, with three as the midpoint. Mean scores above three indicate a tendency towards positivity; mean scores below three suggest a tendency towards negativity. A more nuanced analysis is provided in the question-by-question breakdown of responses.

* This question was asked to 194 respondents who know how to file a complaint to aid providers and have used the available channels to communicate their suggestions and concerns to them.

FIELD STAFF SURVEY

SUMMARY FINDINGS

Field staff are generally positive about the implementation of the humanitarian response in Uganda. The allocation and management of available funds by the humanitarian community are also perceived to be well-managed. While field staff indicate feeling well-informed about affected people's perceptions, they say the refugees need to be consulted more often in programme design. According to interviewed staff members, the localisation of aid also requires more attention from donors and international responders.



HUMANITARIAN SERVICES

Most feel funds are being used in accordance with the current needs and demands in the field (Q1). Some staff point to high operational costs and overly donor- or organisation-driven responses. Some feel that priority needs are not being adequately considered. Suggestions for improving services include extending projects across multiple years, conducting consultations between staff and affected people, and monitoring site visits.

Aid funds perceived to be well-managed by the humanitarian community (Q2). Those who disagree, point to high operational costs, low levels of accountability, insufficient consideration of community needs, duplication of activities, and sluggish implementation.

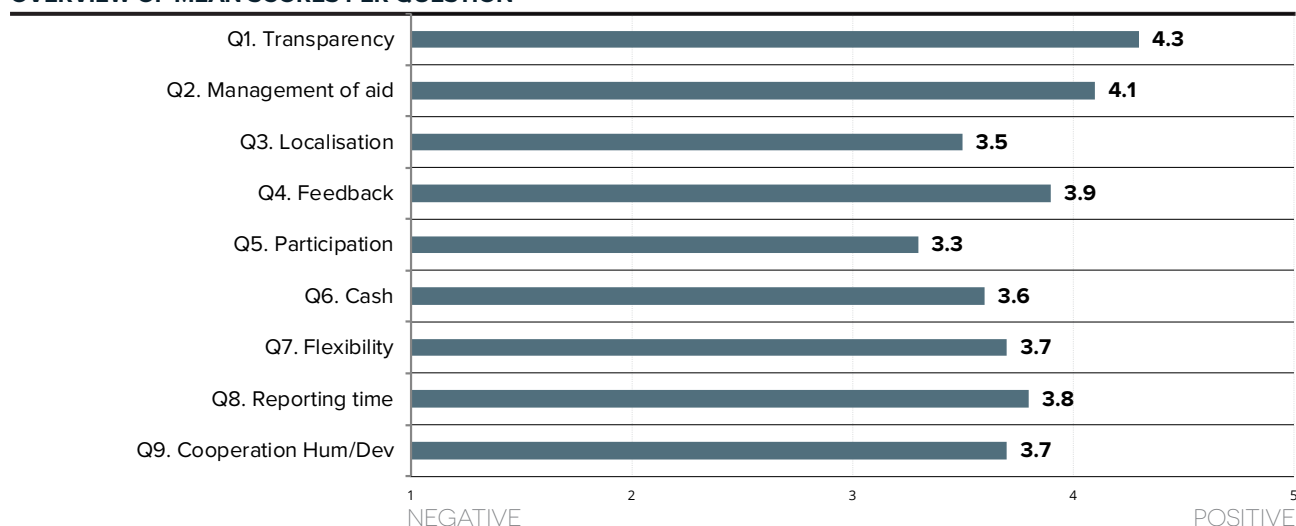


ENGAGEMENT

Nearly a third of respondents do not feel enough support is given to local responders (Q3). The dominance of international organisations, their prioritisation by donors, and too little technical and financial support for local organisations are viewed as barriers to localisation. Field staff propose investing in capacity building among local actors, contracting local organisations as implementing partners, as well as supporting fair competition between local experts and international consultants.

Field staff feel well-informed of the perceptions of affected people with regards to aid programmes (Q4). Others feel insufficient effort is made to interact with and collect feedback from affected communities. Their proposed solution is to create more participatory programmes that would involve affected people in the response design.

OVERVIEW OF MEAN SCORES PER QUESTION



The survey includes nine core questions on field staff's perceptions on a range of issues related to the performance of the humanitarian response. Closed questions use a five-point scale, with three as the midpoint. Mean scores above three indicate a tendency towards

positivity; mean scores below three suggest a tendency towards negativity. A more nuanced analysis is provided in the question-by-question breakdown of responses.



A third of respondents do not believe that affected people are able to influence programme design (Q5).

Respondents do not feel aid organisations consult sufficiently with affected people when designing programmes. When asked why, field staff cite not having enough time and rigid, top-down approaches. Suggested programme adjustments include more consistent approaches to consulting communities in the run up to a programme's implementation, regular needs assessments, and post impact assessments of projects.



OUTCOMES

Over half of respondents feel that cash programmes are more effective and lead to better outcomes (Q6). Some staff, however, remain more sceptical, citing recipients' misuse of cash, intra-household conflicts, and dependencies created through cash transfers. They call for better information provision on the use of cash, post distribution monitoring, and long-term funding.

Most of the field staff interviewed say humanitarian and development actors cooperate effectively (Q9). However, some indicate that humanitarian and development actors

work according to different mandates and project timeframes, often perceive each other as competitors and therefore lack effective coordination and cooperation. These staff suggest such issues could be corrected with more effective dialogue among actors, coordinated work plans, and joint implementation of programmes.



DONOR RELATED

The majority of respondents feel they are able to adjust programming to the changing needs in the field (Q7).

However, a greater flexibility could be achieved if donors were more responsive to the changing needs, and if contingency plans and predictable funding timelines were in place.

Most feel that the time spent on reporting is appropriate (Q8). Those who disagreed felt harmonizing reporting requirements, setting feasible deadlines to measure outcomes, and developing impact indicators for reporting tools would lead to improvements.

INTRODUCTION

AFFECTED PEOPLE SURVEY

This report covers findings from two surveys conducted in Uganda in December 2017. The first survey looks at the delivery of humanitarian aid in Uganda through the eyes of affected people, with a focus on the quality of services, engagement, and overall progress of the humanitarian response related to the Grand Bargain and as outlined in the Comprehensive Refugee Response Framework (CRRF). In the Ugandan context, the CRRF is structured under five pillars:

- Admission and rights
- Emergency and ongoing needs
- Resilience and self-reliance
- Expanded solutions (including access to third country solutions)
- Voluntary repatriation (including investing in human capital and transferrable skills and supporting conditions in countries of origin).

The summary findings are presented around these five themes to assess the practical implementation of the CRRF goals in Uganda. Data collection took place between 8 and 16 December 2017. Face-to-face interviews with South Sudanese refugees were conducted with tablets by trained enumerators in two settlements in Uganda. For more details, see the section on methodology and sampling.

FIELD STAFF SURVEY

This report analyses data collected from 219 humanitarian staff working in Uganda for United Nations agencies, international non-governmental organisations (INGOs), and local NGOs. It covers views of field staff on a range of topics linked to the performance of the humanitarian system. Data was collected using an online survey tool between 30 November and 14 December 2017. Some 21 organisations participated in and distributed the online survey among a convenience sample of their staff. See the section on methodology and sampling for more details.



MAP OF LOCATIONS COVERED IN UGANDA

BACKGROUND

OECD donors and humanitarian actors made a series of commitments at the World Humanitarian Summit in May 2016 to increase the efficiency and effectiveness of humanitarian aid. The OECD secretariat seeks to assess how policy changes in the global humanitarian space, including commitments made in the Grand Bargain, affect the quality of humanitarian action. As part of this exercise, Ground Truth Solutions has been commissioned by the OECD, with the support of the German Federal Foreign Office, to track the way people affected by humanitarian crises and field staff experience and view humanitarian activities. In Uganda, given its specific context of the refugee response, the survey design has been extended to track the perceptions of affected people around the CRRF themes¹.

¹ Comprehensive Refugee Response Framework Uganda
https://ugandarefugees.org/wp-content/uploads/CRRF-Uganda-Note_5-May-2017.pdf



SECTION 1 – AFFECTED PEOPLE SURVEY

Reading this Section

This report uses bar charts for both open and closed questions. Responses to closed questions are reported using a Likert scale from 1 to 5. The mean score is also shown for each closed question. The bar charts for closed questions show the percentage of respondents who selected each answer option, with colours ranging from dark red for negative answers to dark green for positive ones. For open questions, the bar charts indicate the percentage and frequency of respondents with answers pertaining to a particular theme. For these charts, percentages do not total 100% because respondents were given the option to provide multiple answers.

For most questions, we indicate the main take-away or conclusion drawn from the data. We also indicate issues that require further exploration or inquiry. This can be done either by comparing the perceptual data with other data sets or by clarifying directly with people in the surveyed communities what lies behind their perceptions through, for example, focus group discussions, key informant interviews, or other forms of dialogue.

SURVEY QUESTIONS

Q1. Awareness

Do you feel informed about the kind of aid available to you as a refugee in Uganda?

1 = Not at all
2 = Not very much
3 = I know about some services
4 = I am informed about most services
5 = I am well informed about the aid available
No opinion
Do not want to answer

(values in %, n = 444)

Mean: 2.8



Awareness of support available is mixed, with 39% of respondents responding negatively and 38% positively.

Half the respondents in Kiryandongo and a third in Bidi Bidi lack information on the support available.

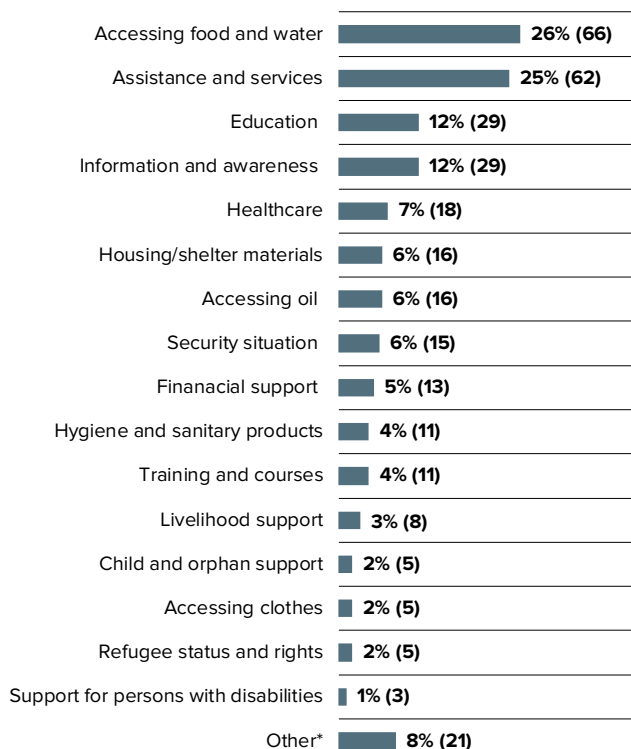
Refugees who do not have an allocated plot of land are less informed than those who have land for settlement and agriculture.

Settlement	Mean
Bidi Bidi	3.1
23	7
19	39
13	13
Kiryandongo	2.4
38	14
31	8
9	9
Plot of land	Mean
Land was not allocated	2.4
43	9
21	13
13	13
Land was allocated	2.9
27	10
24	28
11	11



Follow-up question to those who responded 1, 2, or 3 to Q1:

What information do you need?



There is a general need for information on the assistance and services available to refugees. Respondents say they would like more information about healthcare, education, and shelter. Respondents also cite information gaps about how to get access to commodities such as food, water, clothing, household items, and hygiene and sanitary products.

“I need information about the services that are available in the camp” (female respondent, Kiryandongo)

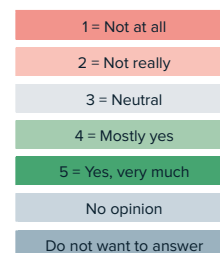
We need meetings for awareness” (male respondent, BidiBidi)

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

* “Other” includes the need for information on female and gender-based violence support networks, women’s groups, services for the elderly and vulnerable, and the unemployed. Other information gaps identified include awareness of the work of NGOs in order to foster accountability, repatriation support, and the law.

Q2. Relevance

Are your most important needs met by the services you receive?



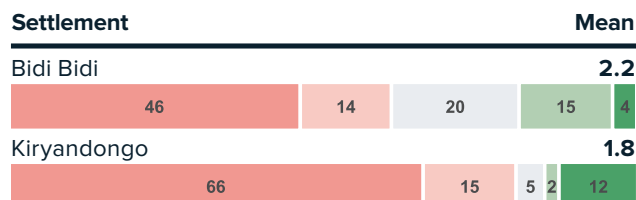
(values in %, n = 452)

Mean: 2.0



The majority of refugees cannot cover their needs with the support provided.

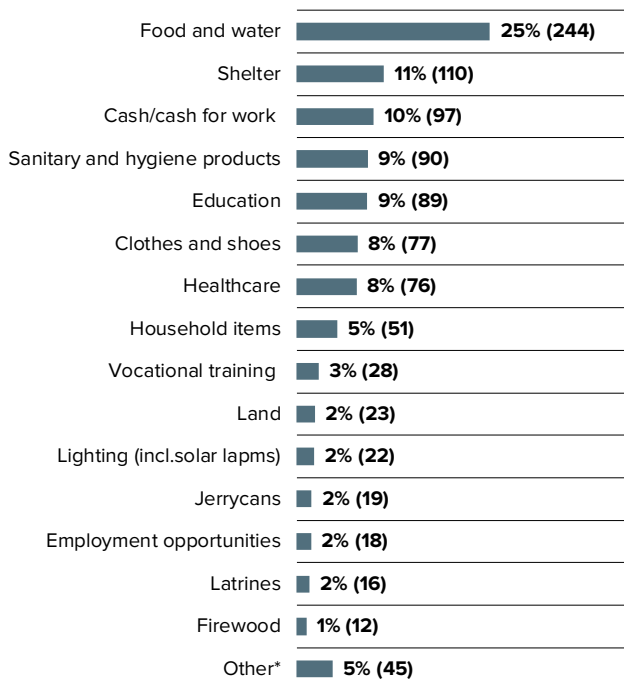
The overwhelming majority of refugees in Kiryandongo experience difficulties meeting their urgent needs. Perceptions in Bidi Bidi are only slightly less negative and require further attention.





Follow-up question to those who responded 1, 2, or 3 to Q2:

What are your most important needs that are not met?



Refugees say their basic needs are unmet. These include food, water, clothing and shoes, household items, as well as sanitary and hygiene products. Access to shelter, a regular and proper education, and medical care are also seen as lacking. According to the Food Security Outlook Update from December 2017, humanitarian assistance remains a main source of food for refugees.² The WFP reported being forced to cut the food ratios in June 2017, a reduction felt by the refugees who report missing food supplies and having very poor diets.³ Support for securing vocational training, employment opportunities, land and cash for work opportunities is seen as insufficient. This suggests a desire to gain self-sufficiency and long-term security. This desire for self-reliance and obstacles to achieving it were also reported in the Maaji settlements.⁴

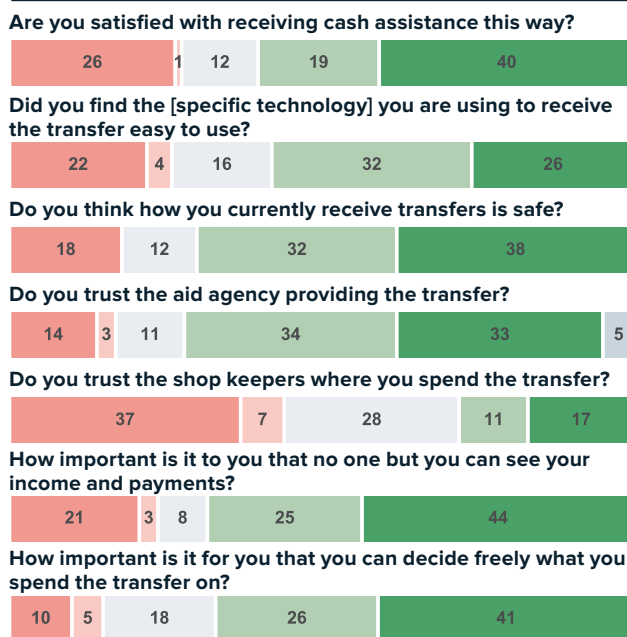
The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers. * "Other" unmet needs include family reunification, livelihood support including the provision of livestock, and security. Items such as tools, non-food items, seeds, and telephones are also mentioned as lacking. The absence of shops and small-scale businesses in settlements is said to be a hindrance. The need for youth clubs, sports and social activities for youth, as well as child support is also mentioned.

CASH SUPPORT

The absence of money, business loans, and a stable income are among the main concerns of refugees (see Q2 and Q20). 72 refugees in our sample received cash support and answered cash specific questions. The majority of respondents received cash in hand or a transfer on their sim card. A few respondents received cash transfers on a bank card, others mention receiving paper vouchers. One respondent indicates receiving cash via the M-Pesa system. Respondents are generally satisfied with the way cash is provided with a 59% positive response rate. One respondent however reported that he had to pay a bribe to an aid agency worker to receive cash support. Most respondents have few problems using cash in hand or sim cards, though some recipients (25%) find it hard to use. Respondents feel safe receiving cash in terms of the way it is provided and mostly trust the service provider who manages these cash transfers. Aid agencies are trusted the most, while shopkeepers (where respondents spend money) lack credibility among refugees interviewed, with 44% responding negatively. For 70% of respondents it is important that no one but them know their sources of income and payments. Most respondents highly value

the freedom to choose for themselves how to spend the money they receive, with 67% indicating this is important to them.

Question (values in %, n = 72)



² FEWS NET. "Uganda Food Security Outlook Update". Uganda: FEWS NET, December 2017.

³ UN News. "South Sudan Refugees in Uganda Exceed One Million; UN Renews Appeal for Help." UN News Centre, 17 August 2017.

⁴ UNHCR. "Uganda Refugee Response Monitoring." Uganda: REACH, September 2017.



Q3. Specific protection needs

Are you aware that UNHCR offers additional support, if you or your family members have specific protection needs?

- 1 = Not at all
- 2 = Not really
- 3 = Neutral
- 4 = Mostly yes
- 5 = Yes, very much
- No opinion
- Do not want to answer

(values in %, n = 444)

Mean: 2.6



A third of respondents know about the special support provided to refugees with specific needs.

Respondents in Bidi Bidi are better aware of UNHCR additional support than refugees in Kiryandongo.

Settlement	Mean
Bidi Bidi	3.0
Kiryandongo	2.1

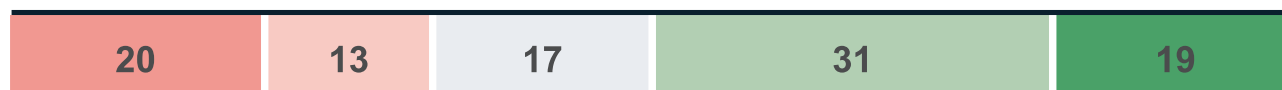
Q4. Fairness

Does the aid go to those who need it most?

- 1 = Not at all
- 2 = Not really
- 3 = Neutral
- 4 = Mostly yes
- 5 = Yes, very much
- No opinion
- Do not want to answer

(values in %, n = 446)

Mean: 3.2



Half of the respondents believe the support reaches the most vulnerable groups.

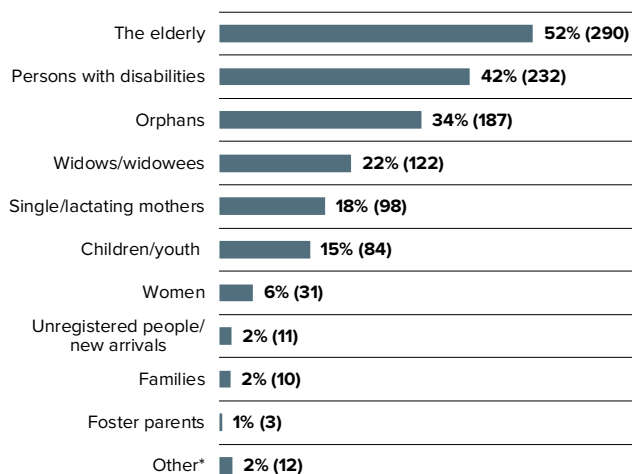
Respondents in Kiryandongo are more sceptical about the allocation of aid in the settlement than respondents in Bidi Bidi.

Settlement	Mean
Bidi Bidi	3.4
Kiryandongo	2.7



Follow-up question to those who responded 1, 2, or 3 to Q4:

Who is left out?

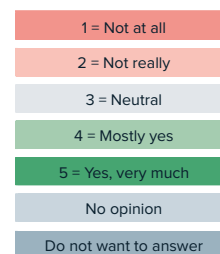


Many vulnerable groups are seen to be excluded from support. These groups include elderly people, orphans and unaccompanied minors, widows and people with disabilities and chronic diseases. Single mothers, pregnant and lactating women lack support targeted to their specific needs.

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers. **Other* includes single parents, parents in general, uneducated people, the homeless, men, those in danger, and those living with HIV.

Q5. Respect

Are you treated well by aid providers, including UN, NGO, and government entities?



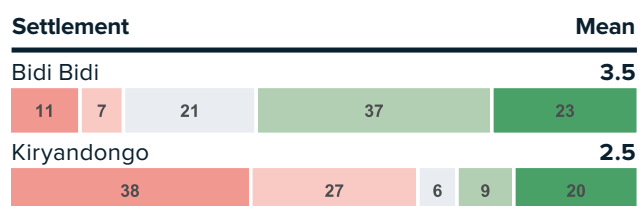
(values in %, n = 452)

Mean: 3.1



Refugees have mixed perceptions regarding respectful treatment, with 37% of respondents responding negatively and 48% positively.

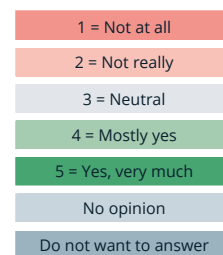
Most refugees in Kiryandongo say they are not treated with respect.





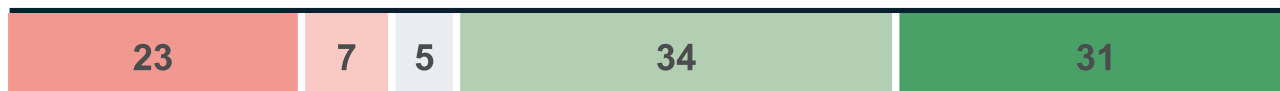
Q6. Awareness of rights

Are you aware of your rights as a refugee in Uganda?



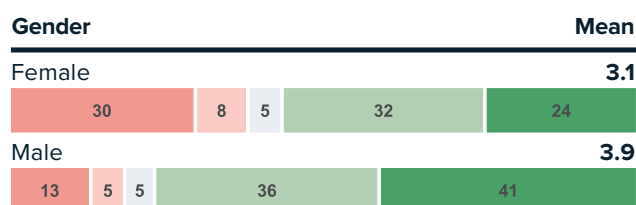
(values in %, n = 444)

Mean: 3.4



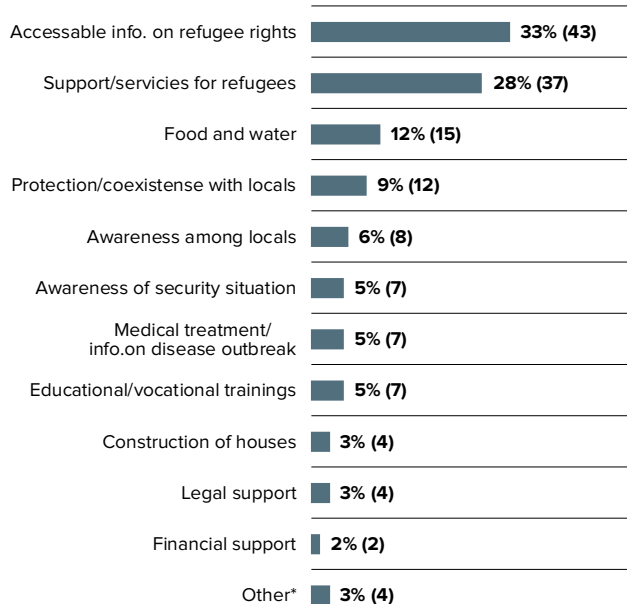
Most respondents feel well informed about their rights as refugees. However, nearly a third of them do not feel so positively.

Over a third of female respondents are not aware of their rights.



Follow-up question to those who responded 1, 2, or 3 to Q6:

What information do you need?



Refugees who lack information on their rights request more instructions on their legal status, information on available support and services, and food and water supplies. Some call for the protection of their rights from the local community. Several respondents say that the host community needs to be informed about the rights of refugees to guarantee peaceful coexistence. Others express concerns about refugees' rights to access medical treatment and education.

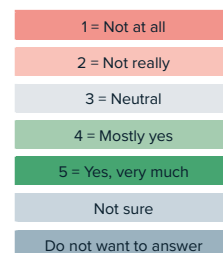
"I need to be taught about my rights."
(male respondent, BidiBidi)

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers. **"Other" includes the need to receive information on feedback from NGO's, proper complaints mechanism channels, employment, accommodation, women's rights, and governmental activities.



Q7. Protection of rights

Do you feel your rights as a refugee are protected?



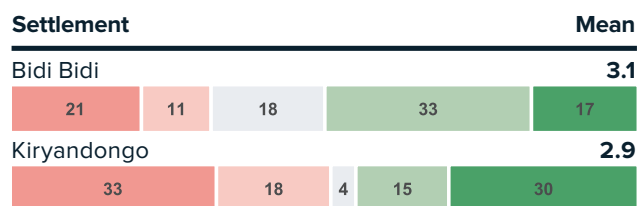
(values in %, n = 447)

Mean: 3.1

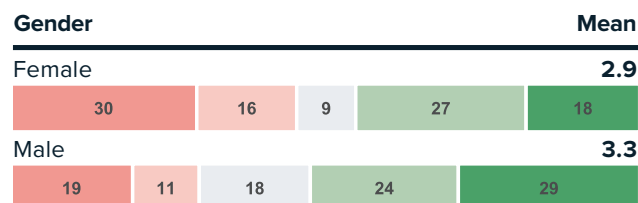


Less than half of the refugees surveyed believe their rights are protected.

Negative sentiments prevail in Kiryandongo, with 51% of respondents not feeling their rights are guaranteed.

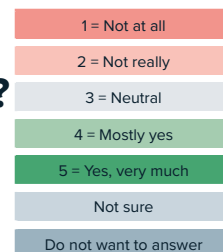


Female respondents are less confident about the protection of their rights than male respondents.



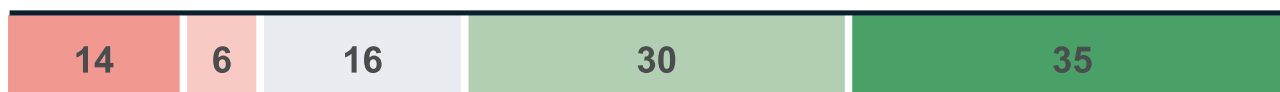
Q8. Relationship with host community

Do you feel welcome by the Ugandan host community?



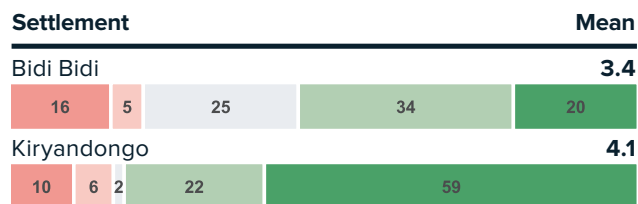
(values in %, n = 447)

Mean: 3.7



The majority of refugees feel welcome by the host community.

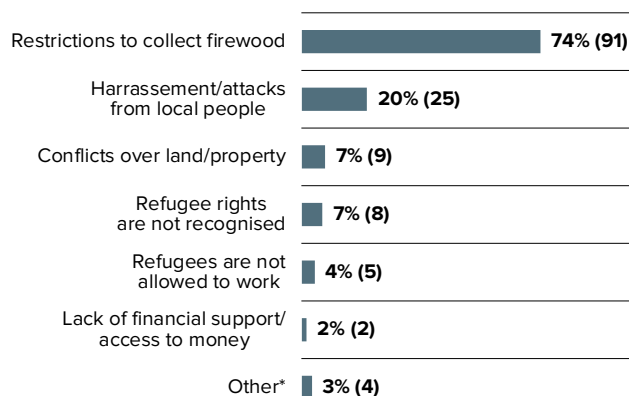
Refugees in Kiryandongo are more positive about their relationship with the host community than respondents from Bidi Bidi.





Follow-up question to those who responded 1, 2, or 3 to Q8:

Why not?

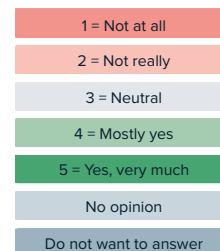


Refugees do not feel welcomed by the local community because they are not allowed to freely collect firewood, grass, or wooden poles in and around the settlement. Some report that local people attack them and behave in an unfriendly manner. Others point to conflicts over land and poor recognition of refugee rights in the community. A lack of access to employment opportunities and financial aid are also indicated as reasons to feel unwelcome in Uganda.

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers. **"Other" includes a lack of access to food and proper accommodation, and no guidance and support for integration from the local community.

Q9. Freedom of movement

Do you feel free to move within this country?



(values in %, n = 444)

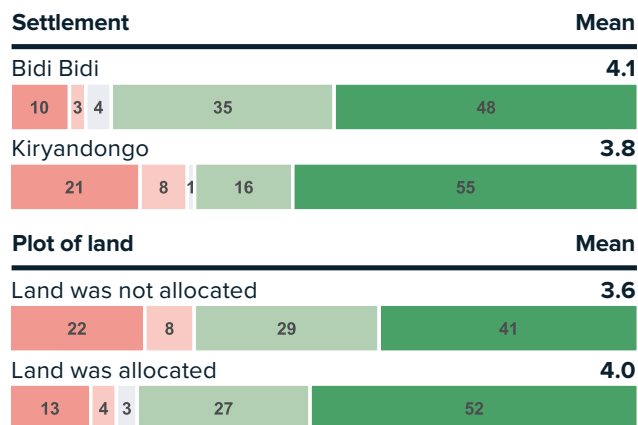
Mean: 4.0



Most refugees feel they can move freely in Uganda.

Kiryandongo feel their freedom of movement is limited.

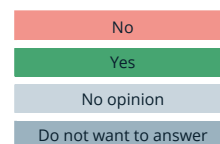
Refugees without an allocated plot of land are less positive than those who have a piece of land.





Q10. Awareness of complaints mechanisms

Do you know how to make suggestions or complaints to aid providers?



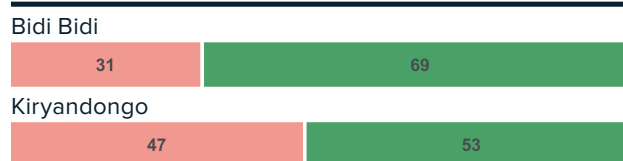
(values in %, n = 448)



Most refugees surveyed know how to make a suggestion or lodge a complaint with aid providers.

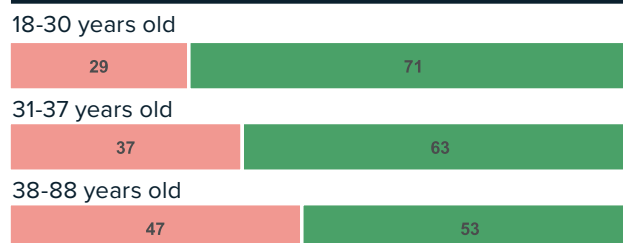
Awareness of complaints mechanisms is higher among refugees in Bidi Bidi than in Kiryandongo.

Settlement



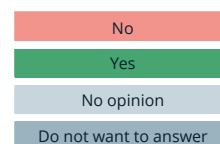
Older respondents are less aware of complaints mechanisms than the younger population.

Age



Follow-up question asked to those who answered “Yes” to Q10:

Have you ever filed a complaint?



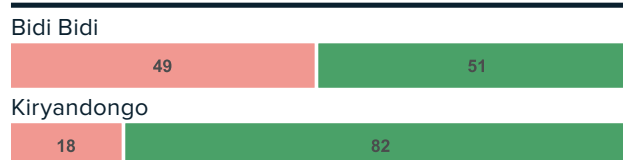
(values in %, n = 285)



Over half of the respondents who know about the complaints mechanisms used them to share their concerns with aid providers.

Refugees in Kiryandongo are more likely to have filed a complaint even though the awareness of available channels is lower in this settlement compared to Bidi Bidi.

Settlement





Follow-up question asked to those who answered “Yes” to the previous question:

Do you think aid providers will respond to your complaints/feedback?

- 1 = Not at all
- 2 = Not really
- 3 = Neutral
- 4 = Mostly yes
- 5 = Yes, very much
- No opinion
- Do not want to answer

(values in %, n = 194)

Mean: 2.3



The majority of those who have filed a complaint do not believe they will receive a response from aid providers.

Negative sentiments prevail in both settlements.

Settlement	Mean
Bidi Bidi	2.2
Kiryandongo	2.3

Female respondents are less confident they will get a response than men.

Gender	Mean
Female	2.2
Male	2.4

Q11. Participation

Do you feel aid providers take your opinion into account when providing aid?

- 1 = Not at all
- 2 = Not really
- 3 = Neutral
- 4 = Mostly yes
- 5 = Yes, very much
- Not sure
- Do not want to answer

(values in %, n = 442)

Mean: 2.2



The majority of refugees surveyed do not think their views are considered by aid providers.

Respondents in Kiryandongo are overwhelmingly negative with 64% of them saying their views do not count at all.

Settlement	Mean
Bidi Bidi	2.5
Kiryandongo	1.9



Q12. Ability to report abuse

Do you feel able to report instances of abuse or mistreatment?

- 1 = Not at all
- 2 = Not really
- 3 = Neutral
- 4 = Mostly yes
- 5 = Yes, very much
- No opinion
- Do not want to answer

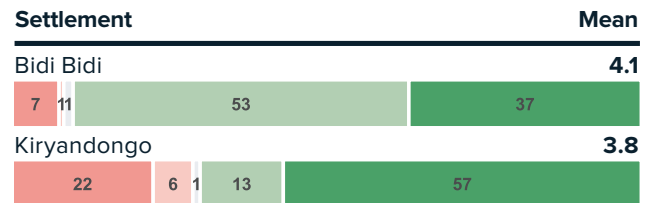
(values in %, n = 442)

Mean: 4.0



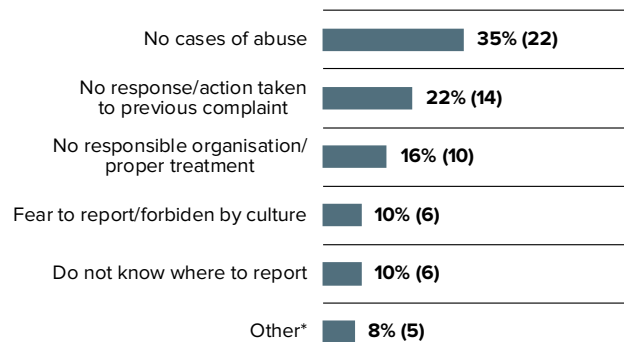
Most respondents feel confident they could report instances of abuse if they were to occur.

While respondents in Kiryandongo are overwhelmingly positive, 22% of them say they are “not at all” able to report instances of mistreatment.



Follow-up question to those who responded 1, 2, or 3 to Q12:

Why not?



*“Other” includes such reasons as a lack of education, language barrier, and disabilities.

One third of respondents who do not feel able to report abuse say they did not experience any cases of abuse. Some respondents report not receiving responses to previous complaints lodged. Others say there is no responsible organisation or proper treatment for such cases. Some respondents fear to report incidents of abuse and do not know where they can file a complaint.

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

Q13. Safety

Do you feel safe in your place of residence?

- 1 = Not at all
- 2 = Not really
- 3 = Neutral
- 4 = Mostly yes
- 5 = Yes, very much
- Not sure
- Do not want to answer

(values in %, n = 451)

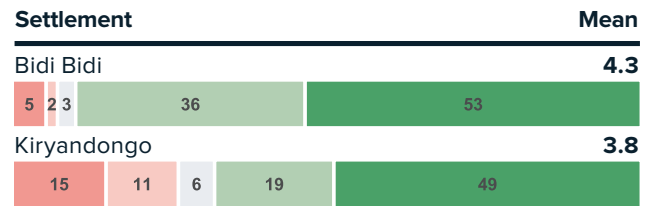
Mean: 4.1



The majority of respondents report feeling safe in their current place of residence.



The sense of safety is stronger among refugees in Bidi Bidi compared to those who live in Kiryandongo.



Q14. Empowerment

Do you feel the support/services you receive prepares you to live without aid in the future?



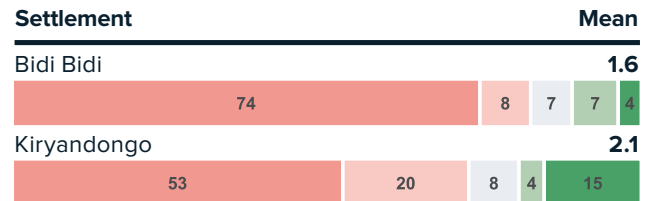
(values in %, n = 448)

Mean: 1.8



Most refugees surveyed do not feel the support they receive empowers them to live without aid and indicate a trend towards aid dependency.

Respondents in Bidi Bidi feel less empowered than those in Kiryandongo.



According to consultations with actors in Uganda, the main occupation of South Sudanese refugees that migrate to Uganda was work with pasture cattle. Hence, agricultural work is less familiar to them and could explain the lower sense of empowerment.

Refugees themselves comment that the land in Uganda is too rocky, less fertile, and hence unsuitable for cultivation in comparison to land in South Sudan (see a follow-up to question 18).

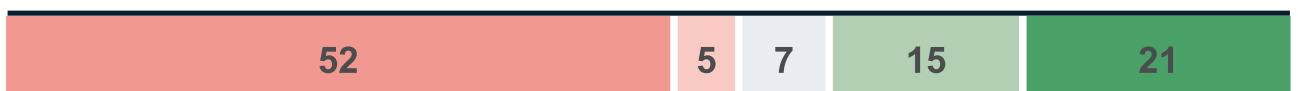
Q15. Employment

Are refugee families able to make a living by working in the local economy?



(values in %, n = 435)

Mean: 2.5

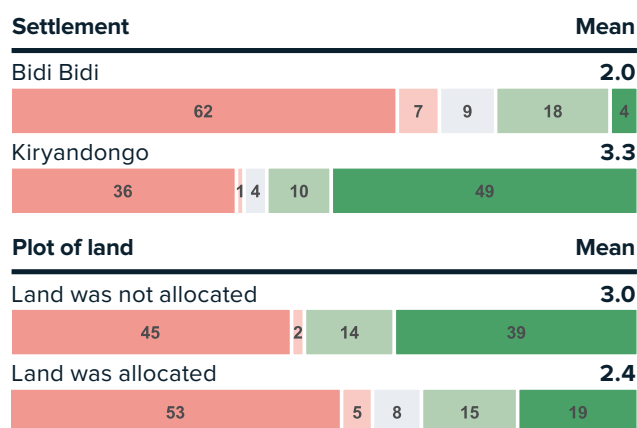


The majority of refugees are unable to support themselves by working in Uganda.



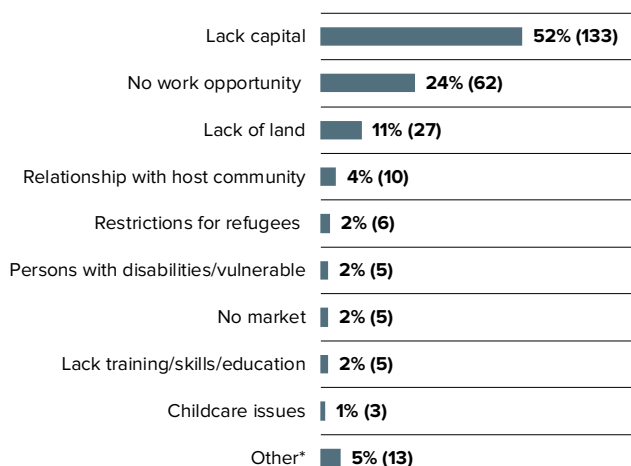
Unlike refugees surveyed in Bidi Bidi, over half of respondents from Kiryandongo can make a living through employment. However, over a third still cannot find jobs in Uganda.

Half of respondents without allocated land report being able to find a job in Uganda to support themselves.



Follow-up question to those who responded 1, 2, or 3 to Q15:

Why not?



The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

*"Other" includes being elderly, lacking language skills, not yet feeling settled, economic stagnation, and needing help from NGOs to find job opportunities.

Over half of the respondents who do not feel able to make a living in the local economy cite lack of capital as the main obstacle.

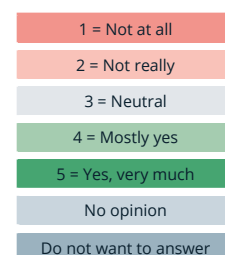
Almost a quarter say there are no job opportunities for them, with some citing the fact that they live in settlements with a lack of shops and markets to conduct business in.

A number of refugees mention agriculture as a desired means of living although this is made difficult by either having no land or inadequate land to grow crops.

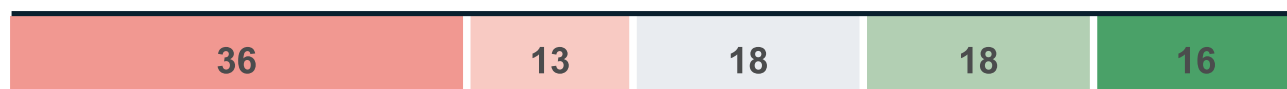
Hostility, discrimination, and restrictions imposed by the host community are issues also raised by refugees seeking jobs. Respondents also cite a lack of confidence in their skills, qualifications, and training in applying for jobs. Others point to childcare as impeding their chances of finding work in the local economy.

Q16. Progress

Overall, is life as a refugee improving for people in Uganda?



(values in %, n = 450)



Mean: 2.7

A third of respondents believe that life for refugees is improving.



Respondents in both settlements report mixed perceptions with prevailing negative responses.

Settlement	Mean
Bidi Bidi	2.5
Kiryandongo	2.8

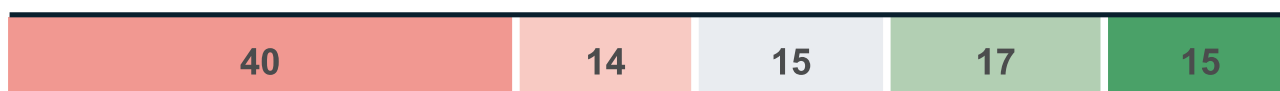
Q17. Integration

Do you see prospects for you and your family to live a normal life in Uganda?

- 1 = Not at all
- 2 = Not really
- 3 = Neutral
- 4 = Mostly yes
- 5 = Yes, very much
- No opinion
- Do not want to answer

(values in %, n = 448)

Mean: 2.5



Most refugees share negative perceptions on their prospects to lead a normal life in Uganda.

Half of respondents in Bidi Bidi do not believe they will be able to lead a normal life. Refugees in Kiryandongo share more mixed views with 55% of respondents responding negatively and 40% positively on their prospects to lead normal lives.

Settlement	Mean
Bidi Bidi	2.4
Kiryandongo	2.8

Q18. Returning home

Would you want to return to your home country when the situation is safe and has stabilised?

- 1 = Not at all
- 2 = Not really
- 3 = Neutral
- 4 = Mostly yes
- 5 = Yes, very much
- No opinion
- Do not want to answer

(values in %, n = 435)

Mean: 4.4



The majority of refugees wish to return to their home country when the situation has stabilised and is safe.

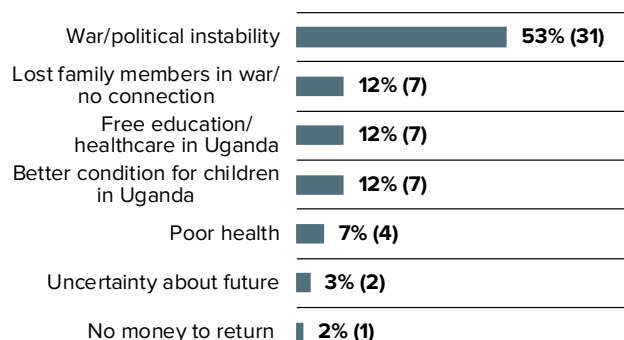
Respondents in Bidi Bidi are more willing to return to South Sudan than respondents from Kiryandongo who have been in Uganda longer.

Settlement	Mean
Bidi Bidi	4.6
Kiryandongo	4.0



Follow-up question to those who responded 1, 2, or 3 to Q18:

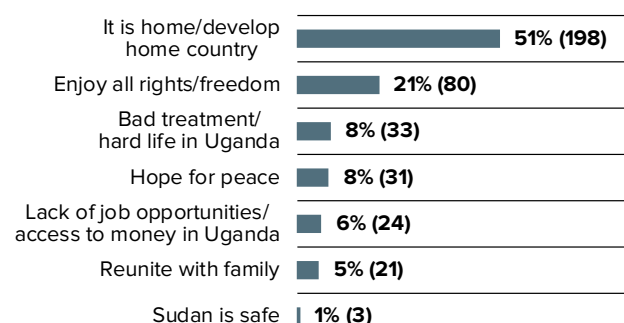
Why not?



Refugees do not wish to return to South Sudan because of war and political instability in the country. Some respondents lost their family members and no longer feel any connection to the country. Several have mentioned free education and healthcare as main reasons to continue to stay in Uganda.

Follow-up question to those who responded 4 or 5 to Q18:

Why?

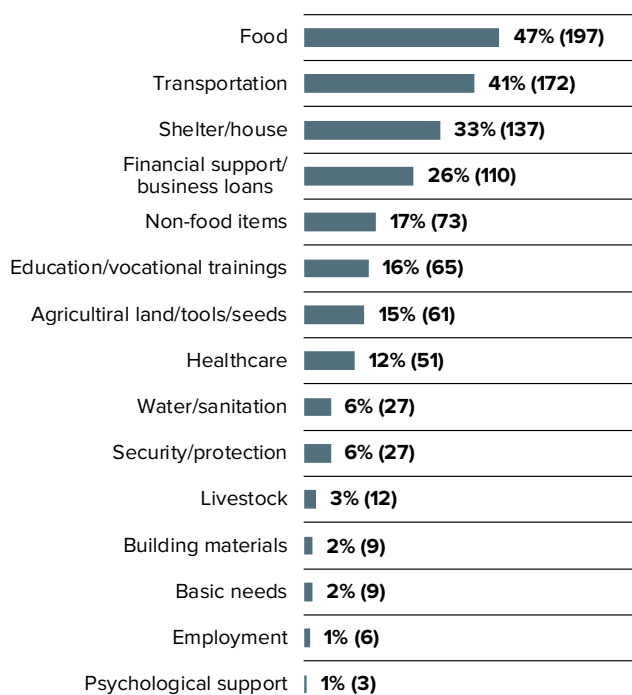


Refugees from South Sudan are looking forward to returning to their homeland to develop their country, build a nation, and to enjoy the rights and freedom of citizens. Some respondents feel badly treated in Uganda and report having a hard life in the settlements. Others indicate problems in finding employment and earning money for refugee populations in Uganda.

Wanting to reunite with family members as well as the perception that South Sudan now is stable are also reasons for wanting to return.

Q19. Support to return home

What support would you need to return home and re-establish your life?



To return to their life in South Sudan, refugees would need food, transportation, proper shelter, financial support, non-food items such as clothes, cooking kits, beddings, solar lamps, and so forth. Respondents also report the need for functional educational and healthcare institutions to restore their lives back in South Sudan. Land, agricultural tools, and seeds are seen as main necessities to resume a normal life.

In a survey conducted by International Republican Institute with South Sudanese refugees in Uganda in 2014, respondents said that for them to return to South Sudan, the international community should support peace in the country and provide refugee families with food, health services, and education.⁵

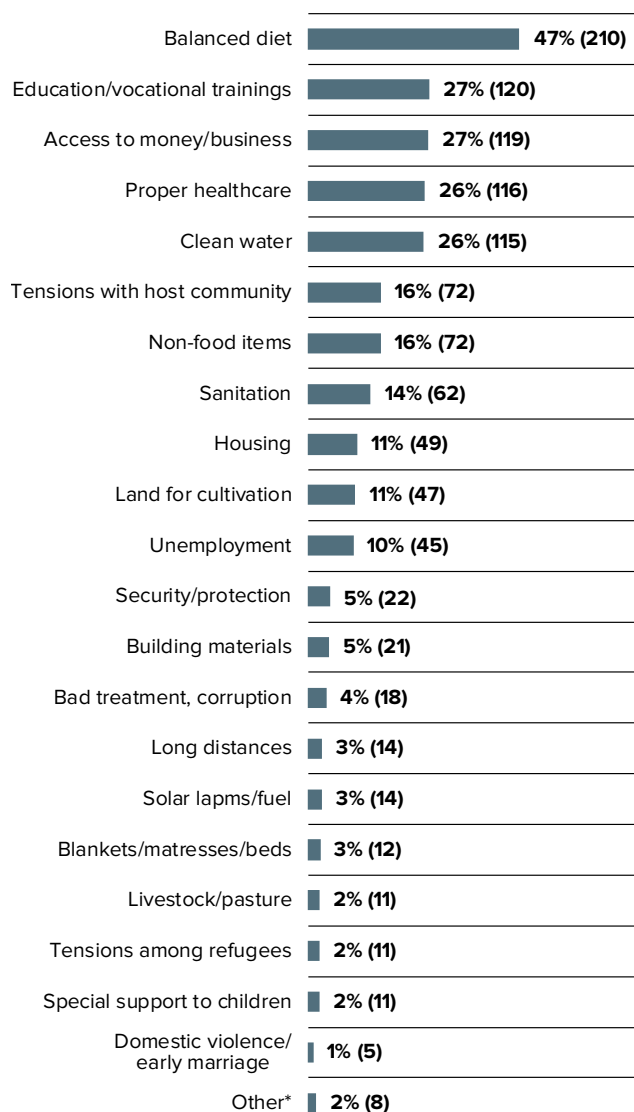
Charts show the percentage and frequency of respondents indicating a certain answer to the open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

⁵ International Republican Institute. "Survey of South Sudan IDPs and Refugees in Kenya and Uganda." IRI, December 2014.



Q20. Main challenges

What are the three most significant problems or challenges faced by refugees in Uganda?



Nearly half of refugees list a balanced diet and reductions in food rations as one of the three main challenges they face. Other issues include concerns over access to education for children and adults. Their financial situations are complicated by no sources of income and business loans. Shortages of clean water and boreholes, and the poor quality of healthcare provided to refugees are also cited as problems in the settlements.

Respondents commented that only minor diseases are treated while serious cases are left untreated.

Tensions with the host community are evident in the restricted access for refugees to collect firewood, grass, and wooden poles. Refugees suggest that local authorities should raise awareness of refugee rights among the local community to ease the tension.

Refugees call for the distribution of non-food items such as clothes, shoes, school uniforms, cooking kits, and other necessities. Another area of concern is sanitation. Refugees lack soap, sanitary pads for women, and toilets.

Some refugees are in need of proper housing. In particular, widows, orphans, and female-led households need support in building shelters.

The chart shows the percentage and frequency of respondents indicating a certain answer to this open-ended question. Percentages do not total 100% because respondents had the option to provide multiple answers.

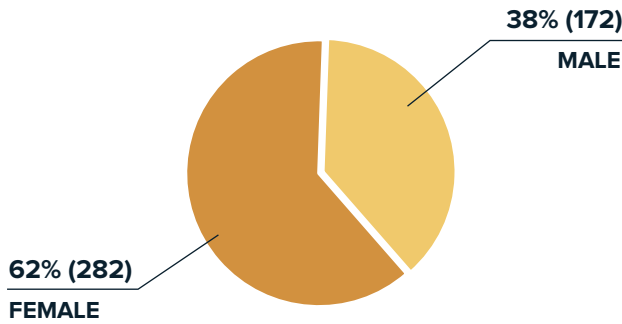
*"Other" includes loss of family member in war, biometric registration, homesick, food markets, a wheel chair, and a lack of services.



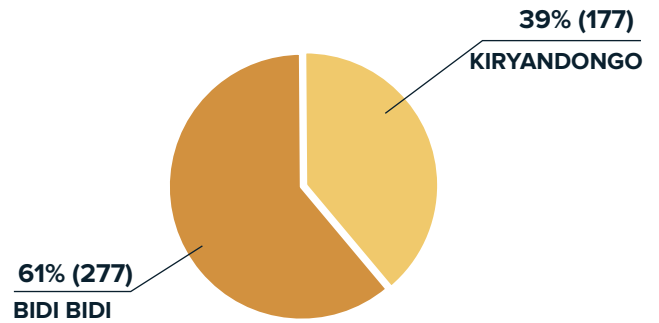
DEMOGRAPHICS - AFFECTED PEOPLE

The graphs below depict the demographic breakdown of the 454 respondents. Each graph includes percentages, as well as the frequency in parentheses.

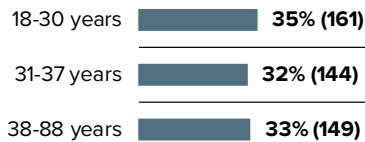
Gender



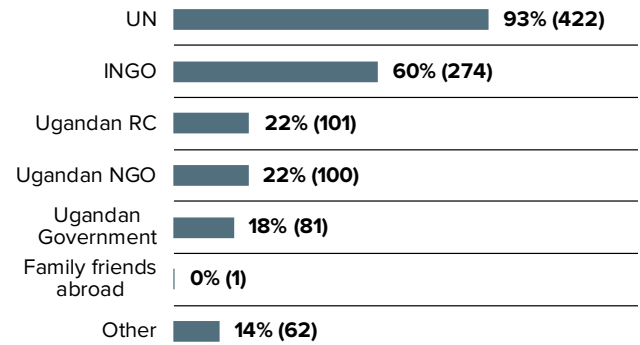
Location



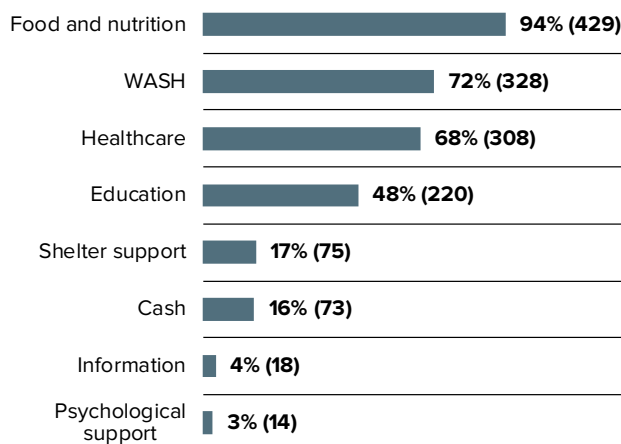
Age



Aid provider

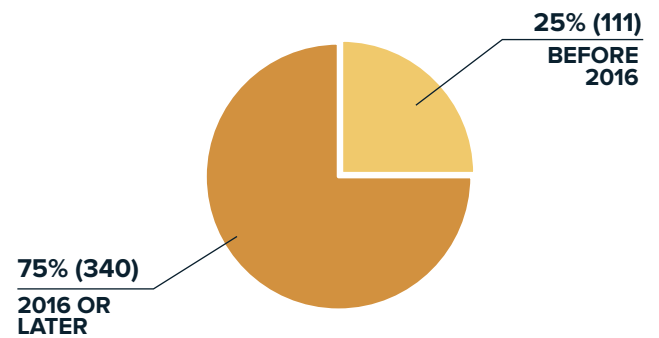


Services*

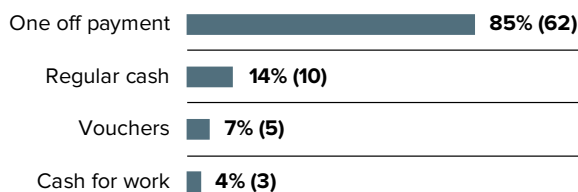


* Respondents could choose multiple answer options, therefore percentages do not total 100%.

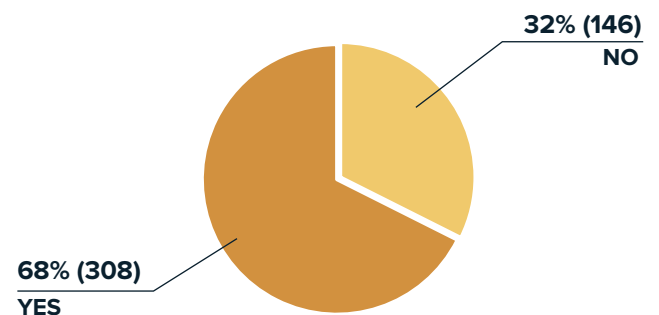
Time of registration



Types of cash support



Agricultural livelihood activity





SECTION 2 - FIELD STAFF SURVEY

Reading this Section

This report uses bar charts for closed Likert scale questions. The charts show the distribution (in %) of answer options chosen for a particular question – with colours ranging from dark red for negative answers to dark green for positive ones. The mean or average score

is also shown for each question on a scale from 1 to 5. For each question, we indicate the main take-away or conclusion drawn from the data. For the open questions we use summary of responses and quotes of the original answers.

SURVEY QUESTIONS

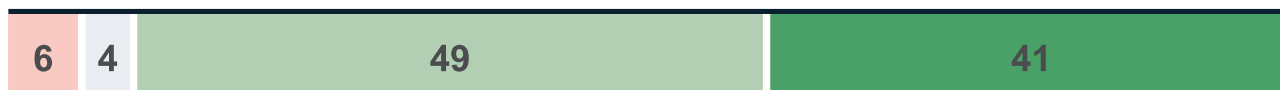
Q1. Transparency

Do you feel aid funds go where they are most needed?

1 = Not at all
2 = Not very much
3 = Neutral
4 = Mostly yes
5 = Very much
Do not know

(values in %, n = 219)

Mean: 4.3



Most humanitarian staff members feel funds are being used in accordance with current needs and demands in the field.

Follow-up to those who responded 1, 2, or 3 to Q1:

Please explain why you answered that way.

Respondents point to high operational costs, a donor- or organisation-led response, and insufficient coordination among operating organisations. Others feel that priority needs are not being properly addressed due to a lack of accountability and needs assessments in a dynamic environment.

“A lot of money is often eaten up in operation costs and expenses that could be reduced if properly planned- like transportation of staff.”

“Dynamic nature of humanitarian situation - sometimes aid goes where it is needed other times not.”

Please give 1 or 2 examples of how this could be improved.

Field staff call for multiyear projects with more long-term impacts, consultations with field staff and affected communities on planning the resource allocation, and monitoring site visits.

“Focus on multiyear project cycles in the same sector to allow for impact. Funding one sector component every 12 month creates a disjointed program approach.”

“Minimise non-thematic costs by having operational bases as near as possible to the refugee settlements.”

**Q2. Management of aid**

Do you feel that aid is well-managed by the humanitarian community in Uganda?

1 = Not at all
2 = Not very much
3 = Neutral
4 = Mostly yes
5 = Very much
Do not know

(values in %, n = 210)

Mean: 4.1

The majority of interviewed staff believe that funds are well-managed by the humanitarian community in the country.

Follow-up to those who responded 1, 2, or 3 to Q2:

Please explain why you answered that way.

Respondents who do not feel funds are well-managed point to high operational costs, low levels of accountability, a lack of consideration of community needs, the duplication of activities, and the slow-paced implementation of projects.

“There are still cases of duplication in programming and agencies ‘fighting’ for territory rather than building synergies.”

“Accountability is still a challenge and some activities are not aligned to the community needs.”

Please give 1 or 2 examples of how this could be improved.

For better humanitarian response, humanitarian staff recommend a needs-based allocation of funds, better coordination of activities to avoid duplication, and improving regular field monitoring.

“Funding should be allocated on a needs basis, rather than focussing on the ‘sexier’ locations to be working in. UNHCR and OPM need to actively coordinate activities to ensure performance of actors, appropriate resource allocation and accountability to beneficiaries.”

“Avoid multiple partners operating in the same area for the same objective.”

Q3. Localisation

Do you feel there is sufficient support for local and national aid providers in Uganda?

1 = Not at all
2 = Not very much
3 = Neutral
4 = Mostly yes
5 = Very much
Do not know

(values in %, n = 202)

Mean: 3.5

Nearly a third of respondents do not consider enough support is given to local responders.

Follow-up to those who responded 1, 2, or 3 to Q3:

Please explain why you answered that way.

Respondents assert that localisation is complicated by the dominant role of international organisations in Uganda. Other concerns include the prioritisation of INGOs by donors and a lack of funding and technical support available to local partners to enhance capacity building.



“There is a tendency to think that local aid providers can deliver aid on the cheap, yet we are expected to adhere to global standards e.g SPHERE/ IASC which require considerable investments in monitoring and evaluation systems.”

“Lack of capacity building in humanitarian response to national NGOs by INGOs.”

Please give 1 or 2 examples of how this could be improved.

Solutions suggested by staff to address the issue of localisation include:

- ✓ investing in capacity building of local organisations
- ✓ contract local organisations as implementing partners to build their capacities.
- ✓ guarantee fair competition among local experts and international consultants.

“More national aid providers should be called to give independent proposals and be given direct power to implement to effectively and adequately build their capacity to meet the international standards.”

Q4. Feedback

Do field staff like you have enough information about the way affected people view aid programmes?

- 1 = Not at all
- 2 = Not very much
- 3 = Neutral
- 4 = Mostly yes
- 5 = Very much
- Do not know

(values in %, n = 185)

Mean: 3.9



Staff feel well informed about affected people’s view of aid programmes.

Follow-up to those who responded 1, 2, or 3 to Q4:

Please explain why you answered that way.

A perceived lack of information among staff is viewed as the result of insufficient interaction with affected communities and poor attempts at regular feedback collection. Also, field staff are often working under time constraints, leaving little time for consultations with affected people.

“Some field staff put themselves in position of being donors/ givers of support and the affected people merely as recipients of aid who do not have a voice/ choice.”

Please give 1 or 2 examples of how this could be improved.

Suggestions range from more direct engagement with recipients, regular feedback collection, accountability mechanisms, and field visits.

“Host communities and affected people should be involved in planning the response and not be mere recipients of the response.”

“Affected people should be represented in decision/ governing boards/ Steering committees of the NGOs that support them.”



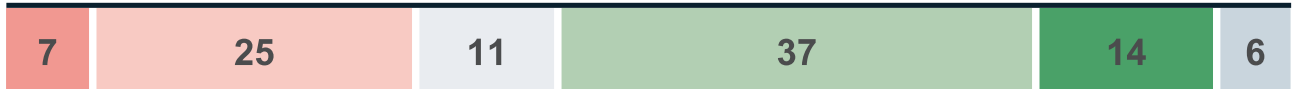
Q5. Participation

Do affected people have enough say in the way aid programmes are designed and implemented?

- 1 = Not at all
- 2 = Not very much
- 3 = Neutral
- 4 = Mostly yes
- 5 = Very much
- Do not know

(values in %, n = 191)

Mean: 3.3



One-third of respondents do not believe affected people are able to influence programme design.

Follow-up to those who responded 1, 2, or 3 to Q5:

Please explain why you answered that way.

Field staff feel that aid organisations do not consult with affected people when designing programmes. Obvious time pressures and a systematic top-down approach are also cited as reasons for this disconnect.

“Prior and informed consultation with affected people is rarely done extensively. Most interventions are designed based on input from 'experts'. This may be because of short-windows for fund applications and limited number of field staff that can understand and carry out detailed consultations.”

“Communities consulted after project proposals are submitted and funded.”

Please give 1 or 2 examples of how this could be improved.

Humanitarian actors should consult communities in order to help shape the design of their programmes. Regular needs assessments are required in order to better understand changing priorities and needs, as well as, post impact assessments of programmes by aid recipients.

“Beneficiary involvement should include opportunities to identify what works for them and also to monitor implementation and to hold aid providers more accountable.”

“Do regular assessments to generate possible alternative interventions e.g the community can be interested in cash instead of food.”

Q6. Cash

Do you feel that cash programmes contribute to better outcomes than other kinds of aid?

- 1 = Not at all
- 2 = Not very much
- 3 = Neutral
- 4 = Mostly yes
- 5 = Very much
- Do not know

(values in %, n = 181)

Mean: 3.6



Over half of respondents feel that cash programmes lead to better outcomes.



Follow-up to those who responded 1, 2, or 3 to Q6:

Please explain why you answered that way.

Some staff believe that cash is easily diverted to non-essential livelihood services and causes intra-household conflict. They point out that the effectiveness of cash programmes depends on the functionality of markets and affordability of services on offer. Programmes are believed to lack sustainability and unfairly raise expectations in the community.

“It needs proper assessments and good implementation system including high-level monitoring system.”

“Livelihood programs contribute a lot more in sustainability than in cash grants.”

“Cash programme create a lot of domestic violence in families it shouldn’t be encouraged in Bidi Bidi.”

Please give 1 or 2 examples of how this could be improved.

Respondents believe that cash should be provided in tandem with information materials, necessary technologies, and should be tied to other support, specifically income-generating assistance for displaced people. Conditional cash programmes and cash for work are seen as more suitable types of cash support for Uganda. Additionally, interviewed staff members suggest improving monitoring systems and long-term funding modalities for cash programmes.

“Identify and analyse pros and cons in specific areas of cash programme before roll out, look at market systems and opportunities.”

Q7. Flexibility

Do humanitarian organisations have the flexibility to adjust their projects and programmes when things change?

- 1 = Not at all
- 2 = Not very much
- 3 = Neutral
- 4 = Mostly yes
- 5 = Very much
- Do not know

(values in %, n = 174)

Mean: 3.7



Most respondents believe they can adjust programming to the changing needs in the field. However, some respondents feel this is challenging.

Follow-up to those who responded 1, 2, or 3 to Q7:

Please explain why you answered that way.

Identified obstacles to flexible programming are linked to donor demands, budget constraints and earmarked funding, as well as infrequent programme review.

“Most programmes depend on donor funding which come with restrictions and therefore making adjustment some time takes time and long process.”

“Most funds are earmarked - there is no room for adjustments.”



Please give 1 or 2 examples of how this could be improved.

To adjust programmes, respondents suggest donors be more flexible in their funding requirements and give more autonomy to implementing organisations. Contingency plans and risk mitigation plans should be developed jointly with donors and agencies. Predictable funding lines and timeframes would help field staff adjust their programmes to changing needs.

“Justification of changes need to be communicated. Donors ought to be flexible and dynamic to field operations and respond to them.”

“Longer term, predictable funding with opportunities for reflection and realignment.”

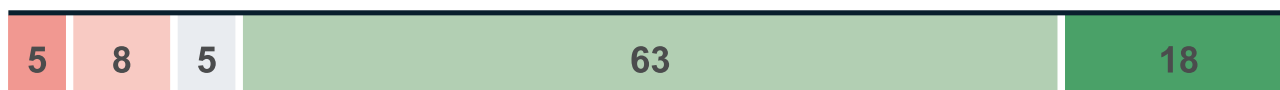
Q8. Reporting time

Do you feel the amount of time you spend on reporting is appropriate?

- 1 = Not at all
- 2 = Not very much
- 3 = Neutral
- 4 = Mostly yes
- 5 = Very much

(values in %, n = 164)

Mean: 3.8



Most feel the amount of time spent on reporting is appropriate.

Follow-up to those who responded 1, 2, or 3 to Q8:

Please explain why you answered that way.

Those who felt an inappropriate amount time was spent on reporting point to a high number of required reports, changing templates, and tight deadlines as problematic.

“Some donors give just two weeks after the end of the project which is not enough for reporting especially doing the PDM [*post distribution monitoring*] which would require about a month to finish.”

“Reporting time is usually activity oriented and not impact based which is where emphasis needs to be channelled.”

Please give 1 or 2 examples of how this could be improved.

In line with the Grand Bargain, interviewees suggest harmonising reporting requirements, formats, and timelines across donors. Field staff call for feasible report deadlines and the inclusion of impact indicators in reporting tools.

“At least give two months to enable proper reporting after the end of the project.”

“Harmonise reporting templates and consolidate every information required.”

Q9. Cooperation

Do humanitarian and development actors work together effectively in Uganda?

- 1 = Not at all
- 2 = Not very much
- 3 = Neutral
- 4 = Mostly yes
- 5 = Very much
- Do not know

(values in %, n = 166)

Mean: 3.7



Most respondents feel humanitarian and development actors cooperate effectively, while 22% disagree.



Follow-up to those who responded 1, 2, or 3 to Q9:

Please explain why you answered that way.

Respondents point to the fact that humanitarian and development actors work according to different mandates and project timeframes. Moreover, according to field staff, they perceive each other as competitors and rarely coordinate, hindering cooperation.

“Separate management systems that do not regularly coordinate lead to poor alignment in planning, implementation, data systems and monitoring for real time adjustments.”

“There is limited co-planning and sharing of information.”

Please give 1 or 2 examples of how this could be improved.

Proper dialogue among actors, coordinated work plans and jointly implemented programmes could improve cooperation. Objectives of humanitarian and development response should include community self-reliance and transition from relief to development.

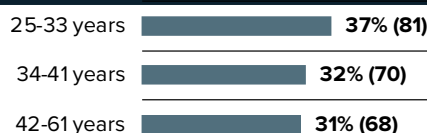
“Establish/strengthen working Group so as they can all contribute to similar objectives.”



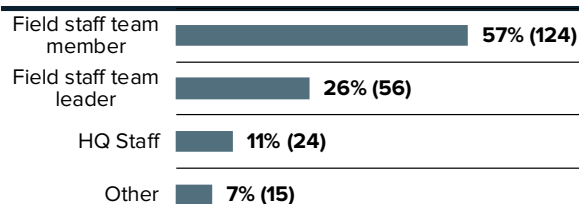
DEMOGRAPHICS - FIELD STAFF

The graphs below depict the demographic breakdown of the 219 organisational focal points. Each graph includes percentages, as well as the frequency in parentheses.

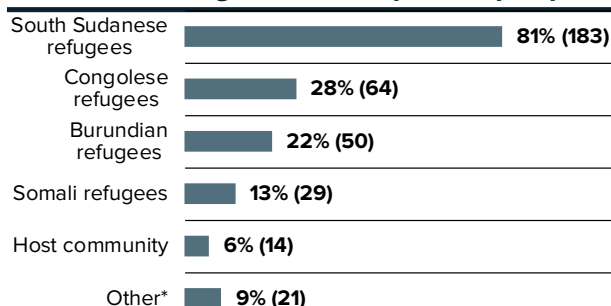
Age



Role in the field

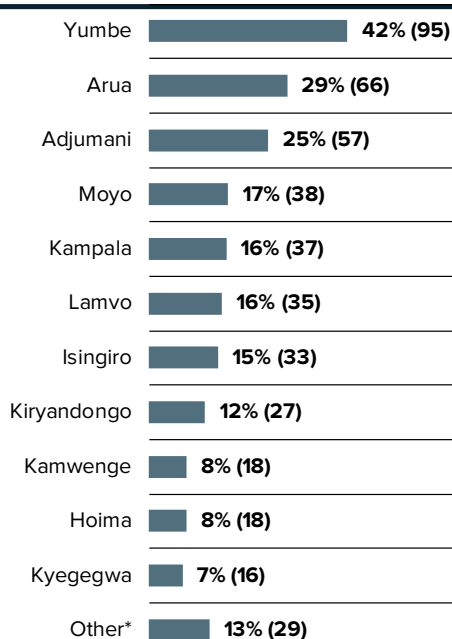


Work with refugees and displaced people



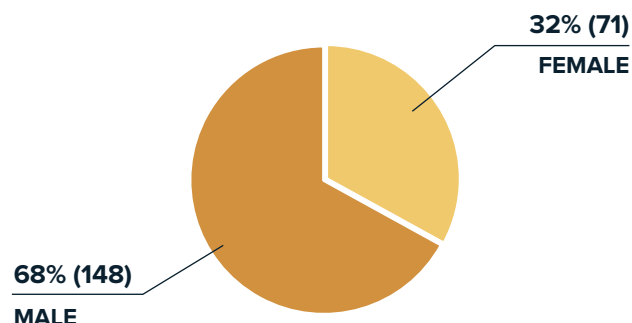
* "Other" includes working with urban refugees, pastoral communities, Ugandan nationals, and youth from Uganda. Other communities worked with include Rwandese, Eritreans, and Ethiopians.

Location of work***

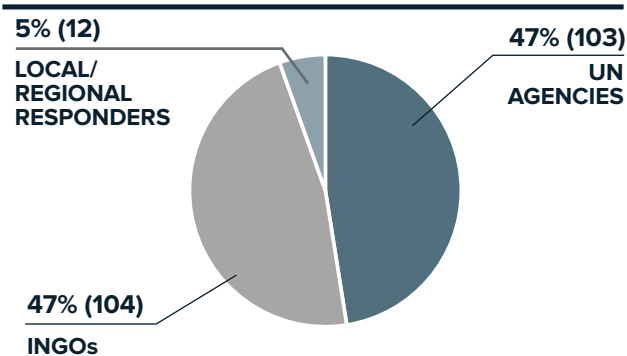


* "Other" locations include Kisoro, Karamoja, Kitgum, Koboko, Lamwo, Mbarara, Moroto, and Mpigi.

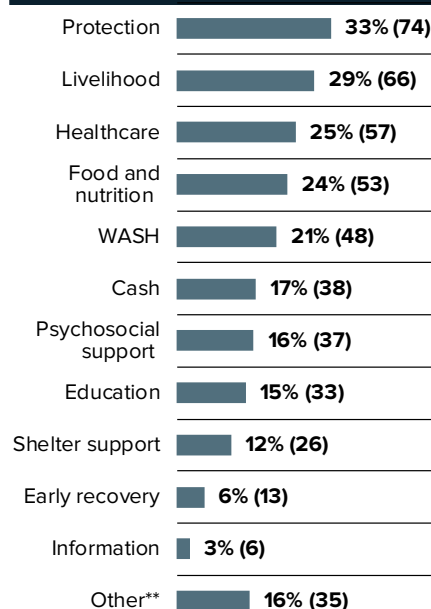
Gender



Organisation



Services***



** "Other" includes support for sexual and reproductive rights, those facing gender-based violence and female empowerment services. More general child protection, community initiatives, emergency responses, connectivity and environmental programmes are also included. On the more administrative side are services such as co-ordination, logistics, administration, monitoring and evaluation, solutions, grant management, and recruitment services.

*** Respondents could choose multiple answer options, therefore percentages do not total 100%.

RECOMMENDATIONS AND NEXT STEPS

The following next steps are suggested for consideration by humanitarian agencies in Uganda:

a) Dialogue. Discuss the main findings with your own staff and partners to verify and deepen the analysis. These “sense-making” dialogues should focus on themes where the data suggests that further attention or course correction may be necessary.

b) Advocacy. Consider sharing the feedback with other agencies working in Uganda to see how, together, the

humanitarian community can address concerns or bridge gaps.

c) Closing the loop. Encourage frontline staff to close the feedback loop by communicating changes or informing affected people about how services are being adapted to take their feedback into account.

Ground Truth Solutions’ staff would be happy to discuss the findings with agencies in Uganda and offer advice on follow-up activities.

NOTES ON METHODOLOGY

Survey Development

Ground Truth developed two survey instruments – the affected people survey and the field staff survey – to measure the implementation and the effects of the Grand Bargain commitments. The goal of the first survey was to gather feedback from affected people on the provision of humanitarian aid and track how their perceptions evolve over time. The second survey collected feedback from field staff on the implementation of Grand Bargain themes and provides a baseline to track progress on implementation and impact of the commitments. In the Ugandan context, additional questions were designed with the input from international organisations to track the practical implementation of the Comprehensive Refugees Response Framework (CRRF) through the eyes of affected people. Closed questions use a 1-5 Likert scale to quantify answers.

Sample Size

Affected people survey

Face-to-face surveys with 454 South Sudanese refugees were conducted by trained enumerators using tablets in the Bidi Bidi and Kiryandongo settlements.

Field staff survey

Online surveys were conducted with 219 field staff team members, team leaders, and M&E, programme and technical specialists from different organisations. These included INGOs, UN Agencies, and local responders. Thirty-three percent of respondents are female and 67% male.

Sampling Methodology

Affected people survey

Bidi Bidi: a sample was drawn based on the population data from August 2017 provided by OPM. The settlement is comprised of zones which are further sub-divided into villages. For the purpose of this research, a number of clusters were drawn proportionate to the size of the population of each village where ten interviews were conducted in each cluster. The following zones and villages were visited as part of the assessment:

Zone	Villages	Number of clusters	Number of interviews collected
1	3,5,8,10, 11, 12 & 14	7	70
2	1,2,3,5 & 7	9	90
3	1,3,8,9, 12 & 14	7	70
4	2,3,8,10	7	70
Total		30	300

Kiryandongo: Interviews were allocated according to the existing layout of the settlement. The settlement is comprised of two ranches; ranch one which has eight clusters and ranch 37 consists of nine clusters. Based on the size of some clusters multiple EAs/clusters were allocated in some larger clusters within ranches as follows:

Ranch	EA/Cluster	Number of clusters	Number of interviews collected	Notes
1	K,P,A,B,C,D,E	8	80	10 interviews in each EA/cluster except K
37	,OQ,G,H,I,MR,J,L	12	120	10 interviews in each EA/cluster except MR, OQ & N
Total		20	200	

The final sample size was reduced to 454 respondents in total excluding the interviews with refugees younger than 18 years old.

Field staff survey

Twenty-one organisations were approached and asked to participate in the survey and distribute the online survey using a convenience sample of their staff. Participating organisations included UN agencies and international organisations (UNHCR, UNICEF, UNDP, UNFPA, UNFAO, WFP); INGOs (International Rescue Committee, Medical Teams International, Danish Church Aid, OXFAM, Save the Children, Finn Church Aid, MSF, Danish Refugee Council, NRC, Water Mission Uganda, Plan International Uganda, ACTED) and the local and national responders (Cafomi, TPO Uganda).



Data Disaggregation

Affected people survey

Data is disaggregated by refugee settlement, allocation of land, gender, and age. It does not, however, show the full breakdown of responses according to these categories.

Field staff survey

No significant differences in the perceptions of different demographic groups were revealed.

Language of the Survey

Affected people survey

This survey was conducted in English, Juba Arabic, Nuer, Acholi, Dinka and Bari.

Field staff survey

This survey was conducted in English.

Data Collection

Affected people survey

Data was collected between 6 and 8 December 2017 by *Forcier Consulting*, an independent data collection company contracted by Ground Truth.

Field staff survey

Data was collected between 30 November and 14 December 2017 using an online survey tool.

For more information about Ground Truth Solutions surveys in Uganda, please contact

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