MALAKAL PoC

INTENTION-PERCEPTION SURVEY

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BACKGROUND

Malakal County’s population was estimated at 126,500 individuals during the 2008 census but was estimated to have grown in subsequent years before conflict erupted, with Malakal Town considered the second largest city in South Sudan prior to the 2013 conflict. According to a head-count conducted by IOM in February 2018, the population at the time measured only nine per cent of its pre-conflict size. The PoC site had peaked at just under 48,000 individuals in August 2015, shrinking in size since then with 23,343 currently biometrically registered by IOM as of April 2018 and 29,190 estimated present according to the latest headcount.1

Following the recommendation from the Upper Nile Solutions Working Group, IOM and UNHCR conducted a joint survey in Malakal Protection of Civilian Site (PoC) to establish people’s intentions to return, the tentative time frame of return or relocation and preferred destinations, as well as present an analysis of people’s perceptions and aspirations on the way to move forward. The survey seeks to inform the work of humanitarian and transition/recovery partners, as well as collaborative interventions by the Upper Nile Solutions Working Group.

This report draws comparison to the DTM Malakal Combined Assessment2, conducted by IOM in February of 2018 and the UNHCR Intentions of IDPs in Protection of Civilian Sites:3

KEY FINDINGS

44% of households intend to leave the PoC site

one third of them within the next three months.

Main preferred destinations - all respondents:

• Malakal North (25%) • Malakal Centre (11%)
• Malakal South (15%) • Malakal East (10%)

49% of those intending to leave the PoC site, have never been to their preferred intended destination before.

In focus group discussions, both men and women expressed their wish to leave the PoC and return to their areas of origin if safety and security is assured permanently.

The majority of participants preferred to remain in the PoC until peace prevails due to current perceptions of insecurity, housing, land and property issues as well as lack of services in some areas.

Potential for new arrivals among those with family living outside the PoC site.

21% report some family members plan to come join them in the PoC site.

Malakal PoC headcount as of October 2018 was 5,253 households and 29,190 individuals (DRC, 2018). Using this as the sampling frame, findings for this report rely on 683 household interviews (27% male and 73% female respondents) conducted by IOM in Malakal PoC between the 4 and 9 of April of 2019. Surveys were collected using random sampling, whereby survey teams followed a computer-generated list which allocated specific shelters in which to interview households in Sectors 1, 2, 3 and 4. The distribution across the four sectors took into account the different population sizes of each sector. The margin of sampling error is 3.5% with 95% level of confidence. There were 25 enumerators (34% female, 74% male). Respondents included 21% individuals aged 18-25, 34% of individuals aged 26-35, 42% of individuals aged 36-59, and 4% aged 60 or above.

In addition, 22 focus group discussions (FGDs) were conducted by UNHCR (11 groups of men and another 11 of women) in Malakal PoC using Age, Gender and Diversity Mainstreaming (AGDM) methodology. The participants included IDPs representing a range of different groups within the communities, the majority of whom have been staying in the POC since 2015. Each focus group included an average of 10-15 persons (304 individuals; 173 males and 131 females) from different ethnicities, places of origin, ages and sexes. The groups also included participation of persons with specific needs, including those with disabilities, both male and female.

**IN DEPTH**

**Demographics and household information**

Respondents indicated that 68 per cent of households interviewed in the Malakal PoC are female-headed. Children constitute more than half of the survey household population, with over a quarter (14% male and 12% female) of the population aged 5 years or younger, whilst another 27 per cent are children between the ages of 6 and 18. Adults make up 47 per cent of the population, among whom three per cent people aged 60 or above.

Among the female population aged 6 – 45 in the interviewed households, 21 per cent are lactating or pregnant. Three per cent of the population are reported to have long-term medical conditions. Five per cent of the members of interviewed households have trouble seeing, hearing, walking, remembering or concentrating, caring for themselves (washing/dressing), or being understood while communicating. Findings suggest that six per cent of Malakal PoC households are currently not biometrically registered. Whilst 95 per cent indicate receiving food assistance inside the PoC, one per cent receive food outside and four per cent indicate not receiving any food assistance. Among those respondents who indicated that they are receiving food assistance inside the PoC, one per cent reported that they are not registered.

Of the households interviewed in Malakal PoC, 31 per cent report having at least one close family member living outside the PoC, of these there was an average of 2.8 household members outside the PoC per household, totaling 598 individuals. Members of the household living outside the PoC were doing so for the primary reasons of schooling (33%, up from 11% in

![Population Pyramid](image)

21% of respondents report that some family members plan to come join them in the PoC site
the February 2018 Survey. Of the 172 respondents (80% of those who indicated they have family members outside the PoC site), over three-quarters report that the majority of their family members living outside are located in Upper Nile state (71%), with Malakal county alone accounting for 51 per cent of family members living outside, an increase from the 21 per cent reported in the February 2018 Survey. Of the households reporting family members living outside the PoC, 19 per cent report that the majority live abroad – mainly in Sudan, followed by Uganda, Ethiopia and Kenya. Within Malakal county, the most prominent areas are Malakal town (37%), Ogod (5%) and Lelo (8%). Other locations which make up the remainder are in Fashoda county (7%), Panyikang county (5%), as well as Maban, Manyo, Renk and Ulang counties all with less than one per cent.

Three-quarters of all 683 respondents (75%) report owning a house or land. However, over three quarters (80%) of those with house or land ownership report that their house/land was destroyed, whilst 10 per cent indicate that other people are occupying their house, five per cent do not know the status of their land/house (a decrease from 13% in the UNHCR August 2018 Survey), four per cent indicate it is being used by family, and one per cent report renting it to someone. Among those who do not own a house, the percentage of respondents saying they do not have an intention to return or they are undecided is 65 per cent, compared to 58 per cent among those who do own a house or land. When also taking into account housing status, those who report their house is destroyed indicate not having any intention to return or being undecided in 52 per cent of cases. In FGDs, some participants have stated that the majority of IDPs want to return to their places of origin but currently are not able to do so since their houses have been looted, destroyed or occupied by another ethnic group. Destruction and looting is reported to be high in all areas of origin while Makal, Panyikang, Manyo and Fashoda counties were highlighted in particular. The highest level of illegal occupation was reported to be in Panyikang, Fashoda, Baliet and Makal counties, most prominently Malakal Town (Malakal county) and Anagdier (Baliet county). Participants also stated that high presence of soldiers is an additional reason for not returning and the main places with high military presence were identified as Wau Shilluk, Lelo, Ditang, Doleip Hill and Worjok / all in Makal county and Owaci, Canal and Ubor / all in Panyikang county. Therefore, IDPs do not feel safe returning to their homes. Most of the people acknowledged that they have houses and properties in Malakal town, however most documents to prove IDPs own their land and property have been lost and the only way to prove the ownership of land is through witness of neighbors who lived around them (not just one but many) and community leaders, traditional judges and sheikhs. This situation need to be solved for them through a durable and successful peace process which allows access to their land.

80% of respondents who own a house or land, report that their property has been destroyed

%HHs BY LOCATION OF MAJORITY OF FAMILY MEMBERS OUTSIDE POC

Most common payams of the majority of family members living outside the PoC site (n= 172)

- Malakal town is made up of the payams of Malakal North, Malakal East, Malakal Centre and Malakal South.

Legend

- Undetermined boundary
- State boundary
- County boundary

Density of respondents per payam

- 0%
- 1% - 3%
- 4% - 7%
- 8% - 21%
- 22% - 59%

SUDAN

Fashoda

Malakal

Lelo

Ogod

Panyikang

Manajang

Tonga

Panyikang Pakang

Dheiteim

Fangak

Canal/Pigi

Pakyeng

Paloch

Adong

Kodok

Akoka

Adhethoy

Galdora

Lelo

Kakka Melut

Malakal*
**Displacement History**

The main year of displacement was 2013, when 39 per cent of individuals interviewed arrived to the Malakal PoC. Arrivals reduced to 23 per cent in 2014 and were at a similar 24 per cent in 2015 but dropped in 2016 to 7 per cent and have continued to decrease in 2017 (2%) and 2018 (1%). This is a significant difference from the results of the February 2018 Survey, where there were peaks in late 2015 and the beginning of 2018 almost equal to the arrivals in 2013. Political conflict was the primary reason for displacement (92%, up from 64% in the February 2018 survey), followed by lack of food (6%, down from 15% in the February 2018 Survey). In the February 2018 Survey, 19% of respondents indicated their main trigger for displacement was communal clashes, while only 2% indicated such in the current survey.

Sixty per cent considered that they have only been displaced one time, 67 per cent of those had been living in their location of habitual residence for over five years. Fourteen per cent of those displaced for the first time were forced to initially leave the country, primarily for Sudan. Another 27 per cent responded that they have been displaced twice in the past, and 72 per cent of those had been living in their location of habitual residence for over five years. Of the 10 per cent of respondents who were forced to leave South Sudan at some point, 76 per cent indicated Sudan as the country they fled to, followed primarily by Uganda (7%), Ethiopia (7%) and Kenya (4%).

The vast majority (97%) indicate that their habitual residence prior to displacement was in Malakal county. More than two-thirds (80%) lived in their boma or village of habitual residence in Malakal county for more than three years prior to being...
Means of livelihood

Whereas cultivation, agriculture, fishing (21%), business, goods trading or shop keeping (20%) and daily or casual labour (15%) were the most prominent means of livelihood before displacement, households now more frequently report having either no livelihood and depending on others (24%) or pursuing daily/casual labour (20%). Business, goods trading and shop keeping as means of livelihoods remains similar to pre-displacement levels, with a slight increase (24%). Cultivation, agriculture, fishing decreased by 64 per cent when compared to pre-displacement. Other means of livelihood, which have seen less fluctuation in importance when comparing pre- and post-displacement, include household services, building trade, skilled professionals, restaurant/food services, community or religious leadership, security providers, keeping livestock and work with NGOs and UN organizations.

69% of individuals with no current means of livelihood do not intend to return or do not know if they will return.
**Intentions**

All respondents, independent of whether or not they currently have an intention to leave the PoC to go live somewhere else, were asked what would be their preferred destination. The majority (96%) have a preferred destination in South Sudan, 93 per cent in Upper Nile state. Seventy per cent of all respondents had a preferred destination in Malakal county, 11 per cent in Panyikang county, five per cent in Fashoda county. The main preferred Payams are Malakal North (19%), Malakal South (15%), Malakal Centre (11%) and Malakal East (10%). If looking at only those with a current intention to leave, the distribution of preferred areas of destination is very similar: Malakal North (25%), Malakal South (15%), Malakal Centre (11%) and Malakal East (10%), which combined (Malakal Town) are expecting the highest concentration of returns or relocations. When looking at specific neighbourhoods of intended destination, the two most common actually fall outside of Malakal Town: Ogod, Ogod payam and Obur, Lelu payam.

Meanwhile, Lwakat, Malakia, Assosa and Bam are the more frequently cited neighbourhoods within the most common payams of destination. In FGDs, youth groups stated that they prefer to live in urban areas rather than the villages because of more opportunities to study, receive skills trainings and find employment.

Of all the respondents, 61 per cent would prefer to return to their place of habitual residence. Twenty-seven per cent have the same intended destination as the majority of their family members living outside the PoC (primarily those living in Malakal town, less so those living further away). Thirty-eight per cent indicated that their preferred destination is their place of ancestral origin (the place of ancestral origin and of habitual residence is the same in the case of 34% of respondents).

This survey found that overall 44 per cent of households intend to leave, one third of them within the next three months. This equates to 14 per cent of all households in the site intending to leave over the next 3 months – a notable increase compared to the 4 per cent of respondents who indicated an intention to leave within three months during an intention survey conducted about one year earlier, in the February 2018 Survey. During the current survey, of those 44 per cent with an intention to leave, an additional ten per cent each intend to leave in between 4-12 months, and in more than 12 months. Nearly half (47%) of those intending to leave are uncertain about the timing of their planned departure. There was no major difference in intention based on the gender of respondent – 41 per cent of men and 45 per cent of women indicated that they intend to leave the PoC and live elsewhere, with slightly more men saying...
they were unsure or did not intend to leave. FGDs indicated the elderly, children, and the physically challenged who are entirely dependent on family members were reliant on the decisions made by other parts of their household.

THOSE WHO INTEND TO LEAVE

Of those intending to leave, just under half (43%) indicate owning land/house where they will seek shelter and 37 per cent intend to stay with friends or family, whilst 14 per cent intend to seek accommodation provided by humanitarian service providers. Others indicate renting or relying on the host community.

Of those intending to leave the PoC, the main reasons for choosing their specific destination are below (n = 288 women, n = 75 men):

**Other factors influencing decisions on where to live if leaving the PoC site included, in order of importance, cultural ties (13% of women, 23% of men), family reunification (15% of women, 11% of men) and access to housing (11% of women, 19% of men). Over half (51%) of the respondent households who indicated their intention to leave the PoC reported that they have previously been to their intended destination of return or relocation, although report choosing their destination for the same reasons as those who have never been to their intended destination. Over half (55%) indicated that they communicate with someone in that location, the majority either weekly or at least monthly. Thirty percent report that a family member has returned to that location in the past year, and another eleven percent respectively know of someone from their community or a friend who has returned or have heard of people returning but do not know them personally.**

Of those intending to leave, thirty per cent do not know anyone who has returned and nearly half of those have also never been to that location. Twenty-seven per cent of those intending to leave the PoC site within the next three months have an intended destination of the payam of Malakal East, followed by Malakal North (18%), Malakal South (17%) and Malakal Centre (14%). In FGDs, respondents indicated that the decision to leave will be determined by the conversations with their community leaders, families, relatives and acquaintances on the outside who are returning from neighboring countries or different areas within Upper Nile. There exist difficulties in communication with relatives because of the absence of network coverage.

Sixty-two per cent of those who intend to leave will do so with their whole family

Sixty-two per cent of those who indicated their intention to leave the PoC intend to leave with their whole family. For the other 38 per cent, reasons for not planning to leave with the whole family include, in order or importance, first wanting to see if conditions in the intended destination are adequate, not having enough money for the transport, considering that conditions are not suitable in the intended destination for some family members, disputing where to go, having family members who want to remain in Malakal, the services provided in the PoC, and that it is only safe for some members to return.

INTENDED DEPARTURES FROM MALAKAL PoC

Thirty-seven per cent of those who intend to leave plan to relocate to a different destination than their place of habitual residence
For those who want to leave, 44% intend to leave all at the same time and another 44% want to first send some members to go ahead and report on conditions. Some are undecided or plan to send men and women separately. Through the FGDs with women it transpired that if there is a perceived minimal level of security, typically women go first to assess the situation in their areas of origin in regards to security, level of services, status of shelter etc. This was reported to be done very often especially in Panyikang and Fashoda counties. Men expressed more hesitations to go on a longer-term to those counties since they fear facing security concerns. Men stated they would primarily go for fishing but for shorter periods. Such split decisions have two main benefits according to the FGD participants: first, it is a strategy to minimize risk to family members and secondly it allows them not to lose food and other services received in the POC.

To reach their intended destination, 30 per cent intend to go there on foot, 30 per cent by bus and 28 per cent by boat, in addition to by plane and other means of transportation. In terms of costs, over half (57%) estimate the cost to be less than 4,000 SSP (approx. 17 USD). Most intend to finance the journey through their own means, either with money they already have (52%), or by selling household items (4%). Many intend to depend on humanitarian support (27%) or to borrow from friends/family (14%).

When those who indicated they would not leave, or were undecided, were asked which improvements in the preferred destination would influence their decision, participants mentioned most often general improvement in the security situation (78%), followed by assurances from government on safety (36%).

**THOSE INTENDING TO STAY OR UNDECIDED**

Between the 56 per cent of households who did not confirm an intention to leave Malakal PoC, nine per cent say they are undecided whereas 47 per cent do not currently have an intention to leave, a marked change from the February 2018 Survey, where 87% reported they did not know when they would return. Those who do not know (9%) primarily cite dependency on political developments and whether the peace holds as factors that lead them to feel uncertain about whether they will return or not. Other factors include infrastructure and basic services in the preferred destination, as well as whether transport assistance and return packages are provided.

A major challenge expressed across the different FGDs was that when returning to their places of origin or other villages where security is improved, people would not be able to sustain themselves due to the lack of shelter, food, clean water, employment, and basic infrastructure including health and education facilities. Lack of other means of living, such as agricultural tools, seeds, fishing nets were also cited as concerns. Furthermore, participants indicated they do not feel safe to return because many of them have lost contact with their relatives due to lack of communication, network and freedom of movement to many areas.

Those who don’t know whether to return and those with an intention to stay in the Malakal PoC cite good conditions and services in the PoC site most frequently (73%), followed by access to specific health/disability services in the PoC site (56%). Insecurity in the area of return and employment and livelihood opportunities were also cited frequently (31% and 30% respectively). Seven per cent of all respondents indicated that lack of services in the area of return was a main reason for choosing to remain in the PoC, with adequate shelter and access to health services and education as the greatest concerns in the place of return and food, education, health care and shelter as nearly equally important services the PoC provides. In regards to humanitarian services in the POC, most of the IDPs confirmed that they have adequate access to services such as health, education, food, clean water and most importantly security provided by UNMISS, with service outside the PoC sites considered less accessible or available. People have established a variety of businesses in the PoC site, such as making and selling beverages, making breads, embroidering beads, tailoring, barbering, sewing, selling peanuts and working for foreign business people. FGD participants voiced concerns than the environment outside the PoC site will be less conducive for maintaining such livelihoods.

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**ESTIMATED COST OF RETURN**

<table>
<thead>
<tr>
<th>Cost Range</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 4,000 SSP</td>
<td>57%</td>
</tr>
<tr>
<td>4,001 to 10,000 SSP</td>
<td>16%</td>
</tr>
<tr>
<td>10,001 to 20,000 SSP</td>
<td>10%</td>
</tr>
<tr>
<td>20,001 to 40,000 SSP</td>
<td>4%</td>
</tr>
<tr>
<td>More than 40,000 SSP</td>
<td>4%</td>
</tr>
<tr>
<td>Refused to respond</td>
<td>9%</td>
</tr>
</tbody>
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**METHODS OF RETURN**

- **30%** | **30%** | **28%** | **12%**
- **bus**
- **walking**
- **boat**
- **other**

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“I would love to go back to my village but currently things are not like before [the crisis] there. My shelter was entirely destroyed. For now, I will see how the peace develops before making a final decision of going back.”
—Shilluk woman, Malakal PoC

When those who indicated they would not leave, or were undecided, were asked which improvements in the preferred destinations would influence their decision, participants mentioned most often general improvement in the security situation (78%), followed by assurances from government on safety (36%). In the February 2018 Survey, general improvement in the security situation was mentioned second (24%) behind access to work/school/critical facilities and infrastructures in area of return (25%), and assurances from government on safety reported only 10 per cent. In the current survey, other important factors include resolution of communal clashes, support in shelter reparation and resolution of housing, land and property issues. Access to land and were also mentioned alongside humanitarian support, access to land, school and employment opportunities, as well as business space and opportunities. No significant difference in responses were observed based on the gender of respondent.

Independent of whether the household intends to return or not, all respondents were asked which risks they consider prevent women, men, girls and boys from returning. A third (36%) consider there to be risks for women, most importantly violence at the destination, theft/looting, violence on the way to the destination. Similar findings apply for girls, with 35 per cent considering the same risks. The same number (35%) consider there to be risks which prevent men from returning, primarily forced recruitment by armed groups as well as violence at and on the way to the destination and theft/looting. Forty per cent of respondents considered there to be risks preventing boys from returning, again primarily followed by forced recruitment by armed forces, followed by violence at and on the way to the destination and theft/looting. Many FGD groups of women noted that the security situation is not safe in their places of origin, but also commented that it is difficult and risky to travel to their places of origin, or even outside the PoC or in Malakal town. Incidents also take place during livelihood activities (fetching water, collecting firewood or during a long walking journey). This can be due to presence of military personnel in various villages and areas of Upper Nile, risk of harassment and assault, crimes that continue to take place in the bush, among others.

All households were also asked if they feel pressured to return, which 13 per cent affirmed. Among them, 71 per cent said they do intend to return. Pressure is reported to come most frequently from humanitarian workers, followed by authorities and elders/community members. In the FGDs, some indicated pressure exerted by the Government, including offers of transportation, to move to specific areas.
Sources of Information of Needs

When asked about their main sources of information about preferred locations of return or relocation (again independent of whether the household currently has an intention to return or not), public announcements emerged as the top source (54%), followed closely by the radio (41%) and by relatives or friends in that location (31%). Respondents also received their information from word of mouth, community members in that location. Local authorities, church authorities, community leaders, communal meetings, NGO/UN information and internet sources are all cited with much less frequency.

Respondents named the public announcements and the radio as the top sources for news and information

The type of information considered as important from these sources are, ranked by frequency, information about the security and safety situation in the preferred location of return (mentioned by 49 per cent of households), this is a much lower incidence than the 82 per cent who mentioned needing information on security in the UNHCR August 2018 Survey. This was followed by information about infrastructure (20%), health facilities/services and education facilities/services all mentioned by about a quarter of households (18% and 17% respectively). Also mentioned were information about livelihood activities and agricultural facilities, and information about market facilities/services and family members/friends. Just under half (43%) of households last received information about their preferred location of return or relocation in the past week. Another 20 per cent had word within the last month. However, 18 per cent report not having heard about the situation in their preferred destination for more than six months. FGDs with physically challenged and elderly participants indicated that they do not have means of communication (cell phone) and so the only information they receive comes from IDPs who visited the area.

66 per cent indicate that they need more information about their preferred destination. Again, information about the security situation ranks highest, followed by information about education facilities/services, infrastructure, health services/facilities and livelihood opportunities. Fewer respondents also mentioned seeking information about agricultural facilities, markets, government support and contamination with land mines.

66 per cent indicated that they need more information about their preferred destination

To better understand mobility dynamics, all households were asked a series of questions regarding their local movements in and around the PoC. Forty-six per cent of respondents reported leaving the Malakal PoC on a daily or weekly basis for reasons such as buying things and going to the market (18%), employment (13%), farming and fishing (12%), and to collect elephant grass (11%). Also mentioned were visiting friends/family, making and selling charcoal, other livelihood activities, making and selling alcohol, education, and even fewer mentioned health services, checking on or repairing property or religious services. For those that leave the PoC on a daily or weekly basis, the most common destination are neighbourhoods around Malakal town (69%), followed by areas around Malakal town (20%), and the remainder travel to places other than in or around Malakal town or refused to respond. In the FGDs with both male and female respondents from Malakal town, participants confirmed that they move freely during the day into the town but return earlier in the evening, due to feeling insecure with the military presence and pre-dominance of one ethnic group.

Nearly a third (30%) of respondents indicated that they have family members who never leave the PoC, mostly for reasons of security, but also because everything they need is available in the PoC site or they have difficulty moving due to a physical or health impairment.

Eighteen per cent of respondents indicated that they had spent more than one month outside of the PoC site since January 2018, of whom 42 per cent have only left the PoC for more than one month on one occasion, and the remainder have left on two or more occasions for a period of more than one month. The reason cited most frequently for these extended leaves of the PoC site are employment and wage labour (14%) and visiting friends and family (14%, mostly women), followed by other livelihood activities (10%) and to collect elephant grass and firewood (10%, mostly women). Respondents were often alone when they left the PoC for more than a month (60% of the time), but also would travel with some family members (33%) or all family members (8%).

All households were also asked if they ever asked someone to guard their shelter in the PoC site while residents are away for some time, which one third (33%) affirmed. In the FGDs, participants reported understanding that the current rule is that if a family member is absent for 3 month or more, his/her name will be removed from the ration card. Among those, they reported most commonly asking neighbour or relative to guard their shelter on their behalf. Only 3% indicated that they paid the individuals who were guarding their shelter. Some of the male participants in the FGDs have stated that they have made arrangements with illegal occupants of their houses to look after it until their return to avoid their house from being looted, as they do not believe that even upon returning to their homes that they will be protected by the government.

Mobility Dynamics
Between February 2018, August 2018 and April 2019, a significant upward trend was reported in Malakal PoC resident’s intention to leave the PoC site. While in February 2018, most residents were undecided on whether to leave, respondents in April 2019 were more explicit in stating either an intention to leave or an intention to remain. Many of those who have decided to leave propose doing so in the next three months.

Political conflict remains the principal driver for displacement, and despite the increase in intended departures from the PoC, many PoC site residents remain concerned with the stability and durability of peace, which is a primary precondition impacting their intentions to return. Most residents intend to return or relocate to areas within Malakal town, where again, issues of security, housing, land and property as well as infrastructure remain key concerns.

Findings of this survey and complementary focus group discussions furthermore highlight the importance of access to employment opportunities and resources and materials supporting livelihood activities. Given the central role provision of services in areas of intended destination forms alongside improvements in safety and security, partners are encouraged to explore how their programming can be targeted to the needs of those who seek to re-establish their lives outside the PoC site. This is of particular importance to those who have indicated that they have never been to their place of preferred destination. Attention should thereby be given to the inclusion of the most vulnerable and persons with specific needs.

PoC site residents are relying heavily on public announcements as main source of information, in addition to the radio, to better understand the situation in the intended areas of return. Many residents report limited contact with people in the place of return in order to properly gauge the conditions in the area and make an informed decision. Humanitarian partners are encouraged to facilitate access to information about situations in areas of return where available, whilst continuing to emphasize the voluntary nature of returns.

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CONCLUSIONS