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Citizens' Perception Survey Report 2012

Table of Contents

EXECUTIVE SUMMARY	3
METHODOLOGY	8
COMMUNITY AND RESPONDENT SELECTION	8
<i>Key Informant Selection</i>	9
SURVEY TOOLS	9
<i>Questionnaire</i>	9
<i>Key Informant Interview</i>	11
SURVEY IMPLEMENTATION	11
DATA ANALYSIS PLAN	11
DATA QUALITY CONCERNS	12
DATA SUMMARY AND ANALYSIS	14
NORTHERN BAHR EL GHAZAL	14
WARRAP	20
JONGLEI	26
BRIDGE TRENDS	29
CONCLUSIONS	36
ANNEXES	39
PERCEPTION OF LOCAL GOVERNMENT SURVEY	39
KEY INFORMANT SURVEY	42

Executive Summary

The Citizens' Perception Survey expanded once again in 2012, capturing community perceptions from a wider variety of geographical areas to represent all five counties within NBG and five out of six counties in Warrap.¹ In total, 224 people from 26 communities across 11 counties in Northern Bahr el Ghazal (NBG), Warrap and Jonglei were reached.

The three analytical pillars of the Citizens' Perception Survey are effectiveness, confidence and responsiveness. Adapted from the World Bank 'Governance Surveys Database,' the following aspects contribute to perceptions.

1. **Confidence Questions:** Confidence refers to perceptions of the usefulness of organizations and institutions in performing their designated roles². In concrete terms, community perceptions in this category are most influenced by the extent to which communities feel that local government understands the needs of their community and the actual services they see being delivered. Meeting with the community and/or its elders and chiefs is the major mechanism through which local government understands community needs, and to the community they demonstrate this understanding through service delivery. There is also an element of hope in the future in this category as it captures the extent to which citizens' have hope that services will improve in the future.

2. **Responsiveness Questions:** Responsiveness refers to how well government responds to community requests and is also used to compare services from different periods³. More positive perceptions are associated with the extent to which communities are engaged by local government and feel the local government is listening to their needs. Responsiveness is seen when services are actually delivered.

3. **Effectiveness Questions:** Effectiveness refers to the achievement of predetermined goals⁴. Effectiveness is most clearly tied to the delivery of services in the community; what communities can physically see or in the absence of seeing, have confidence the promises of services will be fulfilled.

From the 2012 survey and a review of the trends from the baseline assessment in 2010, several key conclusions and recommendations can be made:

1. A continued balance between visible services and community engagement is necessary

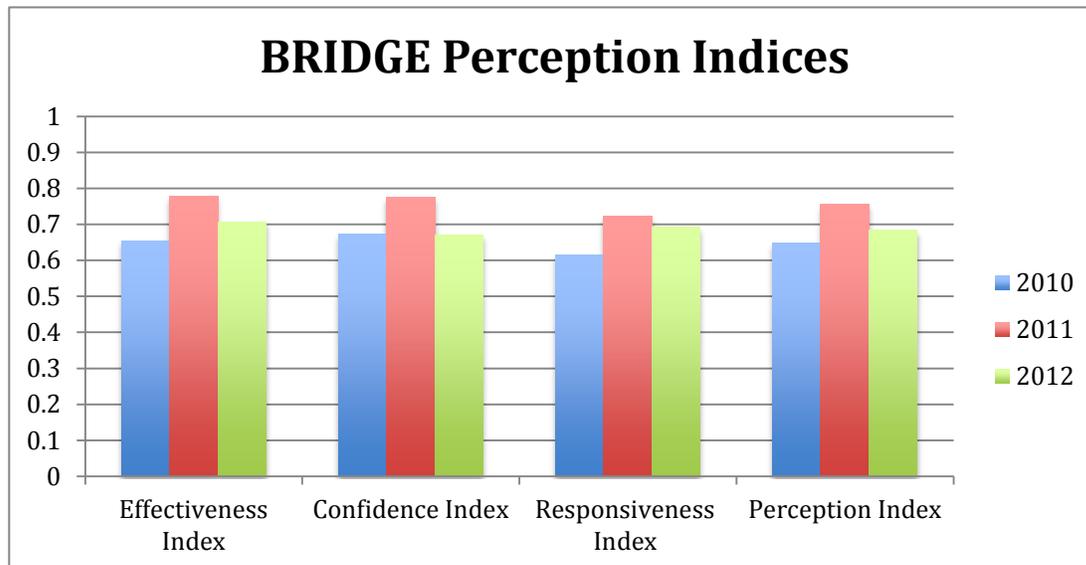
¹ The one county not assessed was Gogrial East County. BRIDGE activities in Gogrial East were suspended in this county to avoid a duplication of efforts when it was discovered that VSF was also working in overlapping areas with BRIDGE in Gogrial East.

² Clive Bean, "Citizen Confidence in Social and Political Institutions in a Changing World," November 2003.

³ World Bank.

⁴ M.J. Mafunisa, "Measuring Efficiency and Effectiveness in Local Government in South Africa," South African Association of Public Administration and Management, Journal of Public Administration, Volume 32, Issue 2.

Across each perception index, two main factors clearly influence community perceptions of local government: visible service delivery and community engagement by the local government. ‘Seeing is believing’ for communities, and thus visible services are by far the strongest factor influencing community perceptions.

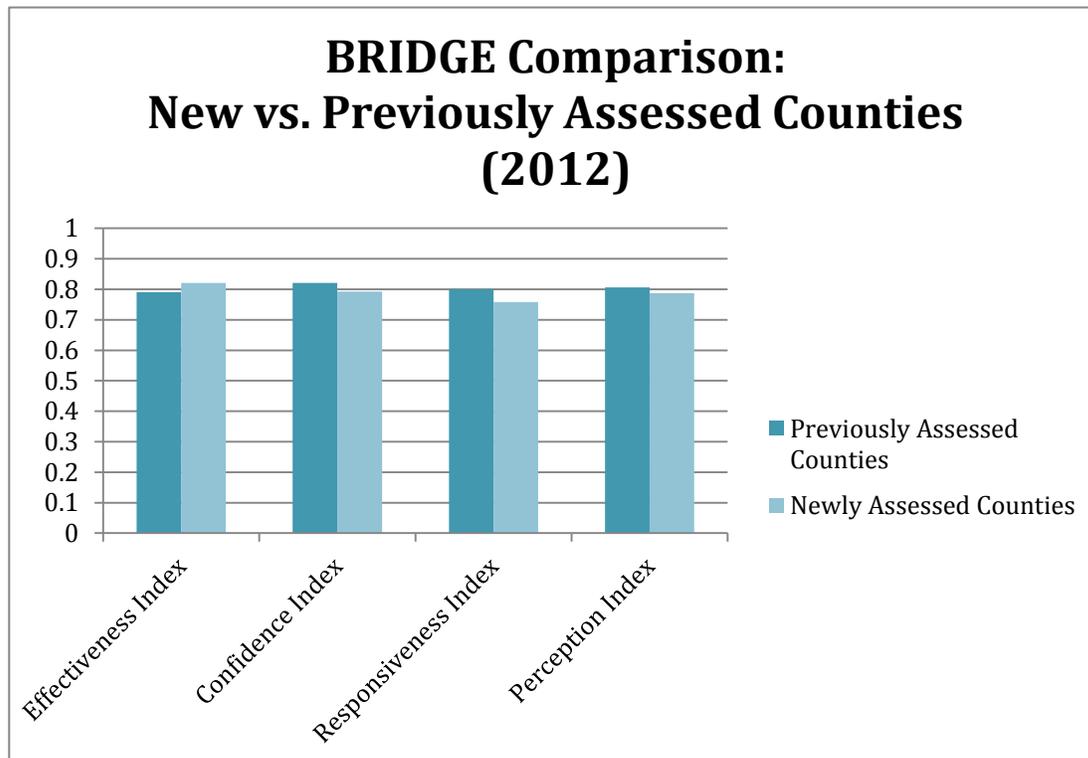


Since 2010, there is a clear spike in positive community perceptions in 2011 and a slight depression in perceptions in 2012. Based on respondents to the 2012 survey, as well as in previous assessments, it is clear that visible service delivery is the most important factor influencing citizens’ perceptions of local government as it is the common denominator in all three perception indices. ‘Seeing is believing’ for communities and in the eyes of the community, local government demonstrates its understanding of community needs through visible services. In 2011, there was a great interest in service delivery for governments in both the north and the south as a way to persuade voters during the referendum, and the absence of this factor in 2012 likely had an impact on perceptions. Perceptions in NBG and Warrap in 2012, however, still remain higher than in 2010, suggesting that the referendum is not the only factor responsible for highly positive perceptions. In Jonglei, where there is a high level of insecurity, the lack of service delivery was a key factor influencing the overall negative perceptions, of local government in the state, which have become more negative when compared with 2011.

Community engagement is another critical element to ensure that services delivered are the types of services truly needed by the community, and also that services are delivered in a way that promotes the community ownership need to ensure proper maintenance and sustainable benefits. Moreover, somewhat independently of visible service delivery, the extent to which communities feel the local government listens to and understands their needs is also important. While much of the heightened confidence in local government can be attributed to the run up to independence, community confidence in local government is also partly determined by the level of local government engagement. As an example, the community surveyed in Kuac South Payam in Warrap mentioned only a few services delivered, but were still very positive about

local government because the payam administrator consistently engaged the community regarding a range of issues, including agriculture, hygiene and informing communities of government decisions. There is, of course, a limit to the extent which simply talking will maintain positive community perceptions, but it is nevertheless an important factor determining community perceptions.

2. Rising and diversifying community expectations demand greater attention to maintain positive perceptions and push development



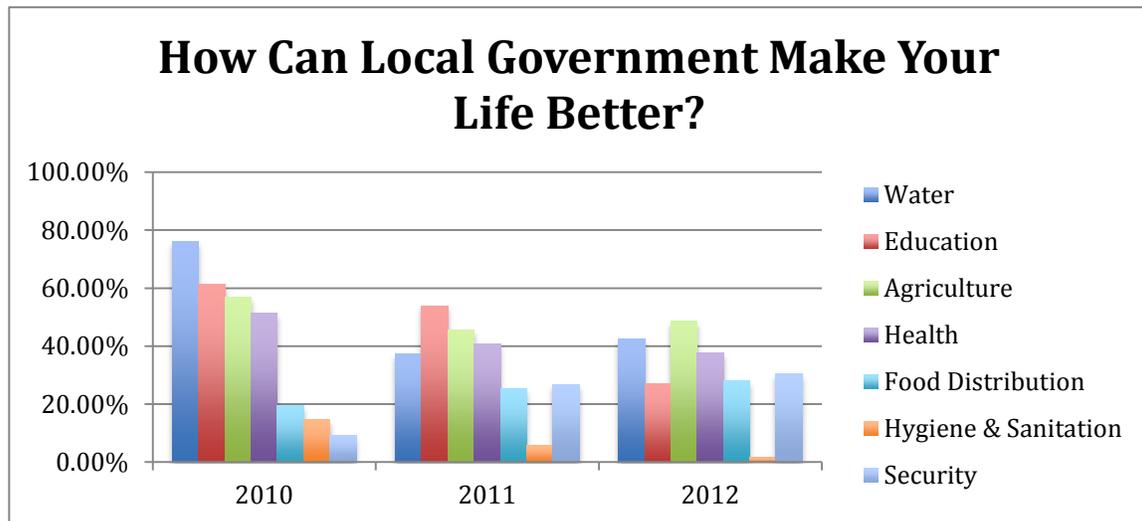
A third factor has also begun to play an important role in how perceptions change over time: community expectations of local government. This year, BRIDGE expanded its assistance to two additional counties in both NBG and Warrap, which it had not previously assisted.⁵ One element of the BRIDGE hypothesis is that greater services and community engagement will result in more positive perceptions of local government. At first glance, the graph above seems to contradict this hypothesis. However, while the graph demonstrates newly supported counties are nearly as positive as counties with longer BRIDGE support, the question must be posed, “What are these perceptions based on?”

Primarily, community expectations are born from people’s understanding of local government and also the level of services they have become accustomed to, which may

⁵ From FY 2009-2011, BRIDGE supported the following counties in Warrap: Gogrial West, Twic, Tonj North. In NBG, BRIDGE supported: Aweil West, Aweil North and Aweil East Counties. In FY 2012, BRIDGE expanded its support to Tonj South and Tonj East Counties in Warrap as well as Aweil Center and Aweil South Counties in NBG.

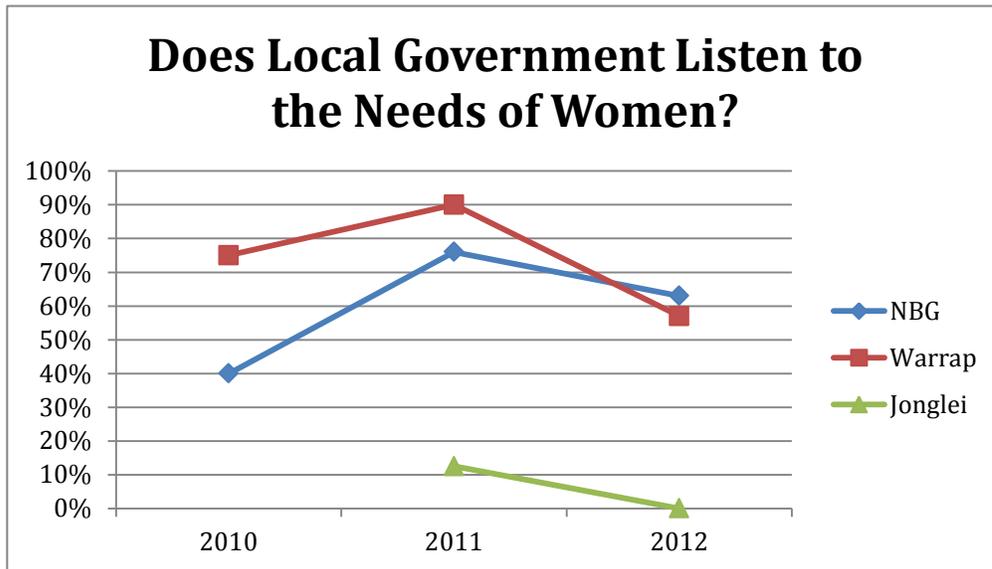
differ depending on their level of experience with local government service delivery. Looking at respondent views in the newly supported/assessed counties in both NBG and Warrap, in areas where services are more limited, positive perceptions are based upon one or two visible services. Additionally, as insecurity arises perceptions of local government become strongly tied to the ability of local government to keep the peace, rather than to any other service delivered, as was the case in Tonj East County, Warrap and Jonglei. Expectations of local government service delivery in these areas seem to remain low and perceptions of local government are more dramatically influenced by the introduction of a single new service. This trend can also be seen when perceptions and service delivery levels in NBG and Warrap are compared with Jonglei. In Jonglei, as in Tonj East County, levels of insecurity are much higher, the variety of different services demanded is much less, and positive perceptions are again are often based on a single new service being introduced into the community.

As expectations rise, as we are beginning to see in counties that have been supported by BRIDGE in NBG and Warrap for a longer period of time, there are diminishing returns. Each new service introduced does not result in the same improvement in perceptions as it may have earlier. In the future, particularly as the government fiscal austerity measures carry on, meeting community expectations will become an even greater challenge for local government and perceptions of local government will likely become less positive if expectations are not met.



Changing expectations of local government can also be seen in the diversity of services mentioned by key informants. While the four primary basic services of water, education, health and agriculture remain the top priorities for communities, the diversity of services mentioned has increased, specifically in NBG and Warrap. In each state, each year, key informants have mentioned a greater number of different services, such as communications networks, roads, improved markets, and particularly for women, grinding mills and women’s centers. Likely contributing to this trend are that basic community needs are being met to a greater extent than before, new types of services are being seen in their areas, and communities are beginning to think about development beyond basic services.

3. Greater emphasis and practical steps are needed to ensure women's engagement with local government continues beyond BRIDGE



Reviewing the differences in according to gender revealed a decreasing gap between the perceptions of men and women since 2010. However, more importantly, as overall perceptions have become less positive than in 2011, so has the extent to which women believe the local government listens to their needs. While there is still a slight majority attesting that the government listens to the needs of women in NBG and Warrap, very few women mentioned their involvement in government meetings or consultations. Often was the case that women who responded negatively, spoke like this woman in Abyei Village, Aweil West County, NBG, “Government is only dealing with men, never women,” or as a woman in Ameth Boma, Gogrial West County, Warrap said, “Women don’t present their needs to the local government. Only BRIDGE Community Development staff ask about women’s needs.” In Jonglei, where BRIDGE community engagement activities have only recently begun, the perception has become wholly negative in 2012. The small sample size in Jonglei, which is due to insecurity during this assessment, may have had an impact on the data collected, it is clear from key informants that the government does not regularly engage women and this has had a large impact on perceptions.

While women are involved in BRIDGE activities in each state, the tradition of local government calling men to meetings and interacting through traditional chiefs, almost exclusively men as well, is still very strong. Some women in NBG and Warrap have the hope that the 25% quota for women in government will mean their needs will be met to a greater extent, this representation is far from being met. Looking toward the future, though direct services that impact the lives of women may maintain the majority of female respondents’ perception that local government listens to the needs of women, more needs to be done in order to involve women in the consultations and decision making processes in these matters.

4. *The transition from relief to development continues to take hold in areas with minimal conflict*

While communities in areas of minimal conflict still seek to benefit from relief interventions, they are beginning to see the results of development initiatives, particularly with ox plows for agriculture, and are looking to their local markets and other more self-reliant mechanisms to improve their lives.

Methodology

The assessment was conducted through community perception surveys and key informant interviews. If BRIDGE activities have strengthened local government, there should be positive perceptions of BRIDGE communities from each state's baseline survey.

The survey tool is not designed to measure actual government performance or citizen engagement with either local government or with the BRIDGE program. It solely seeks to describe citizen perceptions of local government performance: past, present and future.

This Citizens' Perception Survey is conducted annually and focuses on communities that interact with BRIDGE and BRIDGE-supported local governments. The assessment was first carried out in March 2010, and has been carried out each subsequent year at a similar time for Northern Bahr el Ghazal (NBG), Warrap and Unity states. In 2011, as BRIDGE expanded its geographical focus, Jonglei state was also assessed. This year, due to the inaccessibility due to previous conflict and landmines in Unity, only NBG, Warrap and Jonglei were selected for assessment. NBG and Warrap were assessed in April-May and Jonglei was assessed in December to ensure a one year time lapse from the baseline survey. The CAGs interviewed in NBG and Warrap for their baselines were interviewed each subsequent year, but the respondents were not necessarily the same. In 2011, an additional 4 CAGs were added in NBG and Warrap to increase the sample size, and also the robustness of the data. In 2012, as BRIDGE expanded into other counties, an additional 4 communities in each state (2 communities in each new county) were also interviewed. Due to the nature of programming, accessibility as well as insecurity, only four communities within one county in Jonglei were assessed in 2011. In 2012, only two communities were assessed due to continued insecurity in Bor County.

Community and Respondent Selection

Sample Size: The total sample size used for the 2012 survey for NBG and Warrap was 224 people from 26 communities across 11 counties in Northern Bahr el Ghazal (NBG),

Warrap and Jonglei (5 counties and 12 communities in each state for NBG and Warrap, and two communities in one county in Jonglei).

CAGs: In 2010, program staff selected 12 out of 36 Year I CAGs to represent BRIDGE target communities, or four CAGs per state that had at least six months experience with BRIDGE. In 2011, these same 12 CAG communities were surveyed, plus an additional 12 CAGs that were not surveyed in 2010, making for 8 CAG communities per state (24 out of 206 CAGs, or about 12% of the total number of CAGs). In 2012, the same CAGs were interviewed. The CAG/WSG leaders were asked to identify 8 CAG/WSG members to be interviewed—four women and four men. In cases where there were not enough available CAG members, the CAG leadership chose other villagers. CAG respondents may not be members of the CAG leadership.

In the absence of CAGs in new counties selected for surveys this year as well as in Jonglei, CSOs who were present in the communities were contacted and 8 community members were selected by these CSOs for the questionnaire and four for the key informant surveys.

Key Informant Selection

The CAG Chairperson and the Women’s Support Group (WSG) Chairwoman as well as at least one community elder were selected as key informants. In 2012, the survey team interviewed 96 key informants, 45 men and 49 women.

Survey Tools

Questionnaire

The questions in the community survey are, in part, drawn from the World Bank’s Public Sector Governance “Governance Surveys Database.” Analytically, they can be divided into three types of questions aimed at gauging perceptions:

1. **Confidence Questions:** Confidence refers to perceptions of the usefulness of organizations and institutions in performing their designated roles⁶. In concrete terms, community perceptions in this category are most influenced by the extent to which communities feel that local government understands the needs of their community and the actual services they see being delivered. Meeting with the community and/or its elders and chiefs is the major mechanism through which local government understands community needs, and to the community they demonstrate this understanding through service delivery. There is also an element of hope in the future in this category as it captures the extent to which citizens’ have hope that services will improve in the future.

2. **Responsiveness Questions:** Responsiveness refers to how well government responds to community requests and is also used to compare services from different periods⁷. More positive perceptions are associated with the extent to

⁶ Clive Bean, “Citizen Confidence in Social and Political Institutions in a Changing World,” November 2003.

⁷ World Bank.

which communities are engaged by local government and feel the local government is listening to their needs. Responsiveness is seen when services are actually delivered.

3. **Effectiveness Questions:** Effectiveness refers to the achievement of predetermined goals⁸. Effectiveness is most clearly tied to the delivery of services in the community; what communities can physically see or in the absence of seeing, have confidence will be delivered at a future time.

Confidence, Responsiveness and Effectiveness are the three pillars of how BRIDGE measures perceptions of government effectiveness in delivering services (for additional information see Annex I).

Impact Category	Perception Survey Question
Confidence	<p>Does local government understand the needs of your community?</p> <p>Are decisions made by local government important to your community?</p> <p>Do community members say positive things about local government?</p> <p>Does local government work hard to help communities like yours?</p> <p>By next March, do you think local government will help your community more, the same, or less?</p>
Responsiveness	<p>Are local government decisions and actions known to your community?</p> <p>Does local government want to listen to community needs?</p> <p>Is local government more interested in helping your community today than it was last March?</p>
Effectiveness	<p>Is the local government capable of making your life better?</p> <p>Since last March, have local government service to your community worsened, stayed the same or improved?</p>

⁸ M.J. Mafunisa, "Measuring Efficiency and Effectiveness in Local Government in South Africa," South African Association of Public Administration and Management, Journal of Public Administration, Volume 32, Issue 2.

Key Informant Interview

The key informant interviews followed a semi-structured format. Informants were asked three open-ended questions (women were asked four) and there was latitude for follow up questions. The questions were asked in the local language and the responses translated into English (see Annex 2).

Survey Implementation⁹

The survey was implemented simultaneously in the NBG and Warrap. Jonglei was implemented separately in December to allow 1 year in between the baseline and follow-up surveys. The survey team in each state consisted of two M&E staff and two translators from the Community Development component. Prior to administering the survey in each state, survey team members reviewed basic interviewing techniques. The team also reviewed each survey question with the staff who would be translating to ensure there was agreement among the translators on the meaning of the question and its translation.

In the field, men and women were interviewed separately and simultaneously, with one M&E staff member and one translator for the men and one M&E staff and one translator for the women.

Data Analysis Plan

Each of the 10 perception survey questions corresponds to 3 categories by which we measure perception: **effectiveness, responsiveness, or confidence**. Each question has 3 possible answers. The negative answer corresponds to 0 points. The neutral answer corresponds to 1 point. The positive answer corresponds to 2 points. There

⁹ The survey instrument was piloted in the first community that received the survey in 2010 (Ameth, Warrap State) to determine if the survey was understandable and elicited the kinds of responses expected. The survey was well received and appeared to be mostly understandable. We changed the wording on a question that asked about “government impact” because “impact” was interpreted in Dinka to have a negative connotation. We also changed a question about “last year” because people responded in terms of “before the end of the war.” We added a benchmark question (“Do you remember what happened in your community last March?”) and changed the “last year” and “next year” questions to “last March” and “next March.” This helped people think in more concrete terms. Additionally, we re-arranged the order of the response answers to identify respondents only choosing the first or last answer without regard to the question. To protect against this if it did occur, surveyors asked the respondent to explain the reasons for their answer. This ensured the surveyor that the answer given by the respondent was truly connected to the question. Finally, the original survey was written in statement form with “Agree,” “Strongly Agree,” and “Disagree” as the three choices. We noted the Dinka translators were turning the statements into questions because respondents were misunderstanding when the survey was translated as statements. The respondents believed we were telling them something, not asking them what their opinion was. When changed to question form, respondents understood much better. Given that statements were being translated as questions, we changed the survey accordingly. The responses weren’t different with the changed wording, but respondents (and translators) understood the questions better and the survey implementation was more accurate and efficient.

The key informant survey was tailored to be clearer by rearranging the sequence of sentences. Also, the question about government responsibility and the question about how government could make the life of the key informant better generally elicited the same response. Therefore, we removed the question about what government should be responsible for.

are 8 respondents per community so the total maximum number of points per question is 16 (8 questions x 2 maximum points = 16 total points possible). To calculate the index for each question, the total number of points for the question is added and then divided by the maximum number of points to yield a number between 0 and 1.

Question	Category	AKEWIC--NBG								Males	Females	Index
		M1	M2	M3	M4	F1	F2	F3	F4			
1	Confidence	1	2	2	1	2	2	2	2	0.75	1	0.875
2	Responsiveness	0	2	2	2	0	2	2	2	0.75	0.75	0.75
3	Confidence	0	2	2	2	1	2	2	2	0.75	0.875	0.8125
4	Responsiveness	1	2	2	2	2	2	2	2	0.875	1	0.9375
5	Confidence	2	2	2	2	2	2	2	2	1	1	1
6	Effectiveness	2	2	2	2	2	2	2	2	1	1	1
7	Responsiveness	1	2	2	2	1	2	2	2	0.875	0.875	0.875
8	Confidence	1	2	2	2	0	2	2	2	0.875	0.75	0.8125
9	Effectiveness	1	2	2	2	1	1	2	2	0.875	0.75	0.8125
10	Confidence	2	2	2	2	1	2	2	2	1	0.875	0.9375
Akewic (NBG)												
		Men	Women	Average								
Effectiveness Index		0.9375	0.875	0.90625								
Confidence Index		0.875	0.9	0.8875								
Responsiveness Index		0.833333333	0.875	0.85417								
Citizens' Perception Index		0.881944444	0.8833	0.88264								

In the example above, Question 1 is about **confidence**. The respondents' answers are tallied and divided by the maximum number of points yielding .875 on a scale between 0 and 1 (14 total points / 16 possible points = .875), or 87.5%.

After all the answers are tallied, all of the **confidence, responsiveness or effectiveness** questions are averaged by category and given equal weight. This average yields an Effectiveness Index, a Confidence Index, and a Responsiveness Index. For instance, in the example above, the Effectiveness Index is .91, which is very positive, with men more positive on this measure. The three indexes are then averaged to yield an Overall Citizens' Perception Index. In the example above, the Overall Citizens' Perception Index is .88, or quite positive, with men and women holding nearly the same perception.

Data Quality Concerns

In 2012, in Warrap and NBG the survey implementation was delayed mid-stream due to the increasing threat of insecurity along the border between Sudan and South Sudan resulting from the conflict in Heglig. As a result, assessment of some counties was delayed further into rainy season where accessibility of certain counties became a major issue. In Tonj East County, Warrap, surveyors were not able to reach the second payam (Palal payam) selected for assessment due to inaccessibility caused by poor roads. Assessors were, however, able to find some respondents currently living in the targeted area on the drive back to the closest major market after a failed attempt at reaching Palal payam. These participants were purely random community members and not identified through local CSOs (no CAGs were present in this county), as was the case for all other communities surveyed. As a result, respondents may not have been as

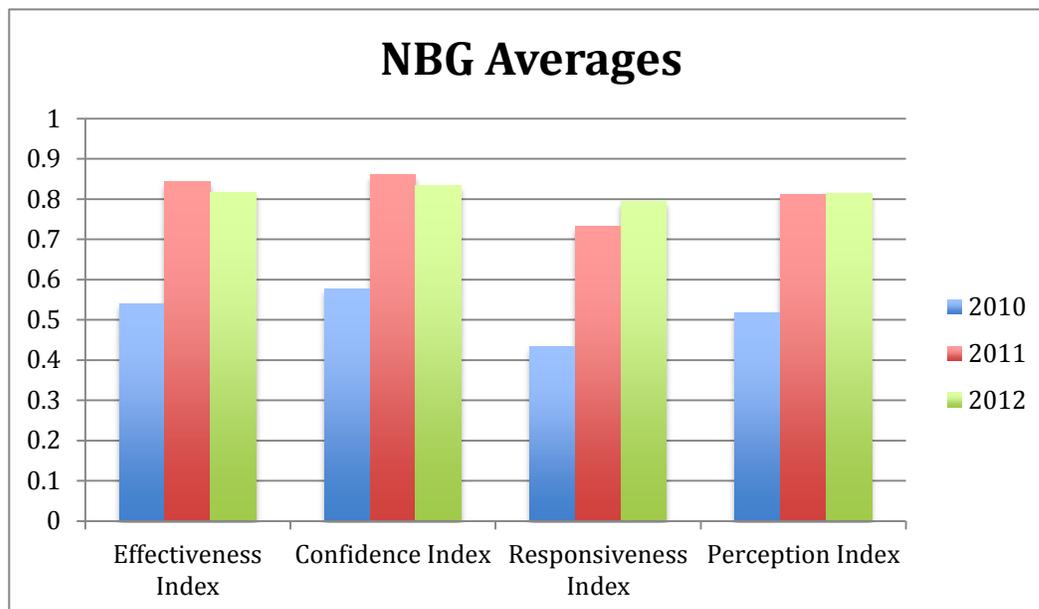
active in the community or as knowledgeable about the work of the government as other respondents in the survey. Additionally, the number of targeted respondents in this payam was not reached making analysis of this payam less robust than other areas.

In NBG, responses to the question “Do you remember what was happening in your community last year?” were not properly followed up with additional questions to help interviewees focus just on the period from the 2011 Perception Survey until the present 2012 Perception Survey. While the answer to this question was often “no,” respondents were still asked and responded to the following questions about the past year. Surveyors were instructed to ask follow-up questions to the question referring to last year, to help people better focus on just the year in question. The absence of these follow up questions presents a data quality concern because respondents may have been referring to a longer period than the last year. These follow-up questions were not asked in the first communities surveyed in 2012, inclusive of Malou and Mangok Payams in Aweil East County and Aroyo Payam in Aweil Center County. However, responses to the final 3 questions about this period of time were still included because it was not possible to return to communities and re-interview the same respondents because this is an anonymous survey. However, while participants may not have specifically focused on the exact period between this year and last year’s survey, assessors are confident that respondents were not comparing this year to years before the civil war ended in 2005 as there were no other responses mentioning the war-time period for these respondents, as some respondents who were focusing on the war-time period mentioned in the initial 2010 survey when this question was introduced.

In Jonglei, due to ongoing insecurity and after multiple failed attempts, only two of the four targeted payams were able to be assessed. As a result, data from Jonglei state for 2012 is less robust than in 2011.

Data Summary and Analysis

Northern Bahr el Ghazal



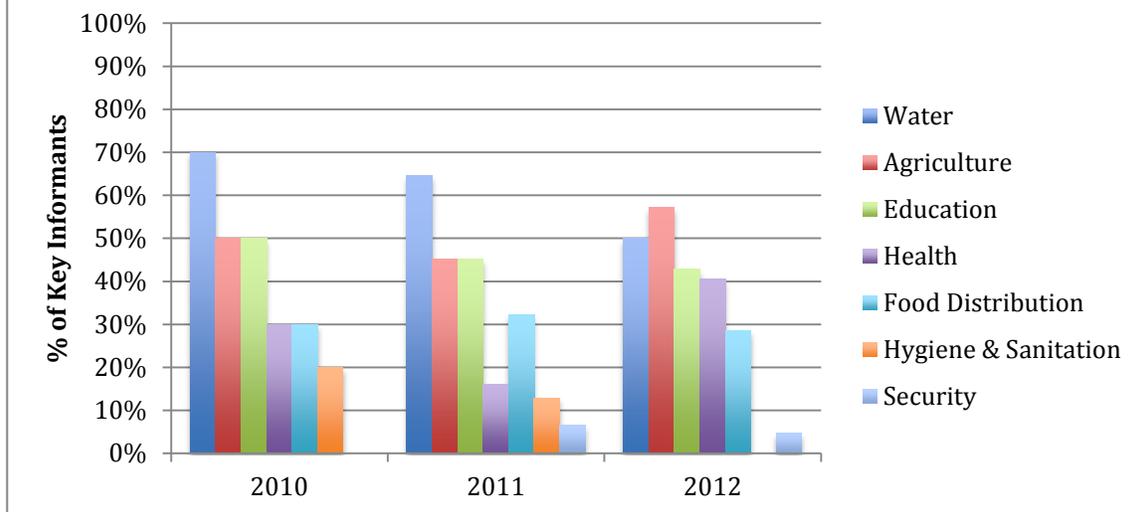
Overall index scores remained at nearly the same level as last year. Given the high level of perceptions from 2011, maintaining these high indexes in 2012 is a positive sign. As in previous years, confidence in local government was highest while responsiveness was the lowest index. This year, high confidence in local government was tied to the visible services provided in the community, such as schools, water points, roads and agricultural tools and trainings, many of which were BRIDGE supported. These visible services also factored into the similarly positive perceptions of local government effectiveness. Many people interviewed also recognized the fact that local government has only been operating independently for less than a year (since July 9 2011). This has made the community believe that local government will do better in future and explains the high confidence in local government. For example, one respondent reiterated, “the government is young and hope the future will work better.” Tied to this, communities recognize that the government has limited resources and other challenges in delivering services. Interestingly, communities are also increasingly recognizing that NGOs are the ones actually delivering the services, but still either view the NGOs as part of the government or give local government credit for bringing the NGOs to the community.

Responsiveness remained the lowest of the indicators and was strongly tied to the level and quality of communication between local government and the community. Communities consistently viewed local government as more responsive when there was greater communication because they felt the government understood their needs to a greater extent and understood the government was paying attention. There was great variance between each community surveyed and this seemed tied to the extent which payam administrators or other local government officials interacted with communities.

Perceptions of local government effectiveness were tied to the level of services implemented. The NBS effectiveness index, while slightly lower than 2011, still remained higher than 2010. Unique from other years, several communities mentioned security as an issue this year, mostly centering around local instances of insecurity related to cattle raiding. Peaceful situations resulted in more positive perceptions of local government, while insecurity led to more negative perceptions. While security was viewed as a government service, it was also at times seen as distracting the local government from attending to the other needs of the community. In the presence of insecurity and returnees, some communities viewed the local government as taking more care of IDPs and less of host community needs. Many people still view assistance to IDPs as a good gesture from the government, but perceptions became less positive when the local government supported IDPs, but did not fulfill its promises to deliver services and meet the needs of the host community. Many communities also recognized that while local government may not be able to provide all the services to make their lives better due to minimal resources, communities are thankful for the services that have been delivered. For example, in Nyalath and Aroyo Payams in Aweil Center and some parts of Aweil South, roads were built this year. In Aweil West, communities mentioned the agriculture tools and trainings that were previously delivered, a BRIDGE activity, a health clinic in Akewic Boma, roads, water points (BRIDGE supported), and schools opening, among others. Government presence in the community, through Payam office construction or other means, also contributed to positive views of government effectiveness.

It is also interesting to note that in the two newly supported counties of Aweil Center and Aweil South, people mentioned the same few services delivered by government, namely a road, a women's center and boreholes, in how they perceive local government. When the initial BRIDGE supported counties were first assessed in 2010, perceptions of effectiveness in these areas were also based on the existence of one or two services. In 2012, in counties supported by BRIDGE for a longer period of time, the amount and diversity of services mentioned was much greater, ranging from boreholes to agriculture trainings to schools. This has naturally corresponded to an improvement in perception indexes across all indices, and reinforces the fact that visible services are prominent, if not the most prominent, factors influencing citizens' perceptions of local government.

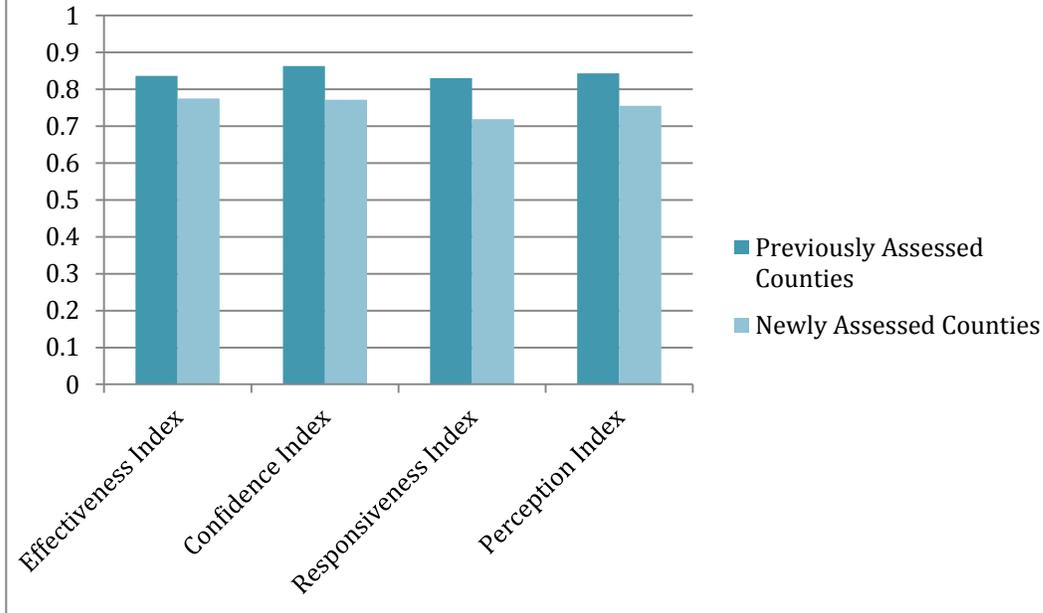
How Can Local Government Make Your Life Better? (NGB)



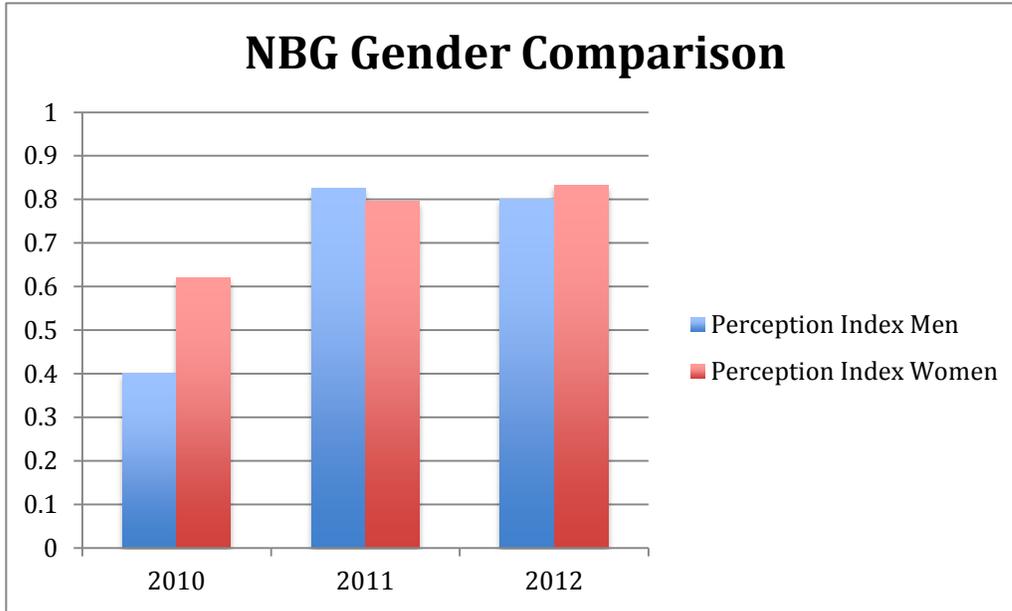
From Key Informant interviews there is a visible change in priorities from year to year in NGB. Since 2010, water has remained one of the top priorities for communities though water has been decreasing in importance each year. Several factors help explain this: First, especially in 2012, BRIDGE has focused its on-the-ground service delivery activities in the WASH sector, particularly with constructing and rehabilitating boreholes and hygiene & sanitation training. Also, as evidenced by follow-ups with WASH officials and a BRIDGE review of borehole spare parts and information management, there is an adequate number of pump mechanics, trained to varying degrees, to help ensure these water points continue to support communities, even after breakdowns, in NGB. UNICEF is another major implementer in the WASH sector in NGB and has certainly played strong role in providing expanding access to water for communities, though was not specifically mentioned by respondents to this survey. While the decreasing prioritization of water for key informants can not solely attributed to BRIDGE activities, the widespread presence of BRIDGE WASH interventions indicate it is a contributing factor to meeting community water needs.

Notably, agriculture has been increasing in importance for communities, according to key informants. Possible explanations for this include the result of the previous year's harvest and the time of year the survey was conducted. Each year the survey is conducted in March/April, which is the beginning of the lean season. If the harvest in these areas from the year before was good, agriculture may not have been as strong a priority for respondents. Particularly for BRIDGE supported farmers, floods affected the 2011 harvest and this may be a reason why agriculture became a stronger priority in the 2012 survey. Additionally, the 2012 survey was completed nearly a month later than in previous years due to insecurity along the border between Sudan and South Sudan. The delayed finish was further into the lean season and communities and thus may have naturally prioritizing agriculture to a greater extent.

NBG Indices Comparison--New vs. Previously Assessed Counties



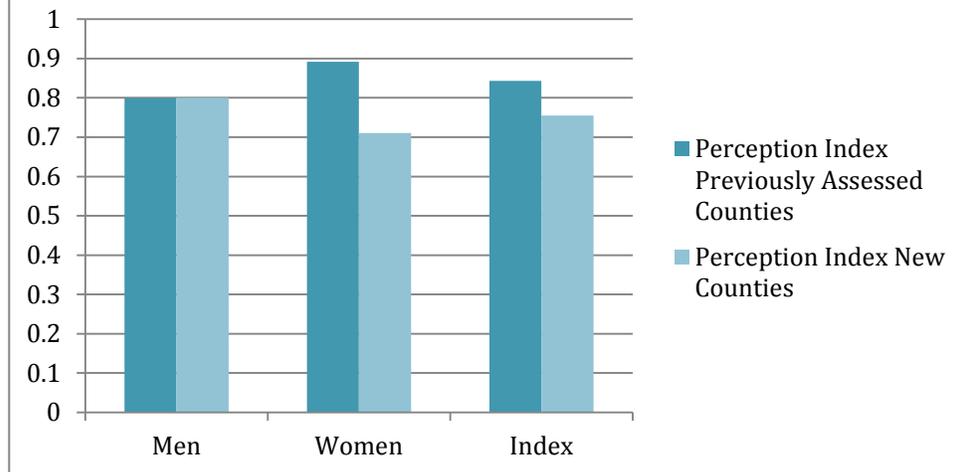
Comparing new and previously supported BRIDGE counties, each index was more positive for those counties with a longer experience with BRIDGE programming. The index with the greatest difference was responsiveness with a 15% more positive index for previously supported counties. The two primary factors influencing the perception of responsiveness were the extent to which a respondent felt the local government listened to and engaged the community and also the local government's ability to deliver services. While BRIDGE is not the only development partner in these areas, its focus on both government-community engagement as well as supporting tangible service delivery through the local government planning mechanisms makes a strong case that these activities have had a positive effect on community perceptions of local government.



This year, women in NBG remained more positive than men, though compared to 2010, the gap has closed significantly. In 2010, male respondents predominantly spoke about the lack of government action. They acknowledged that peace was a very positive thing and the government was young, but to men, communities weren't aware of or consulted in government decisions, and government wasn't responding to their needs. One man stated, "Government keeps them in the dark."

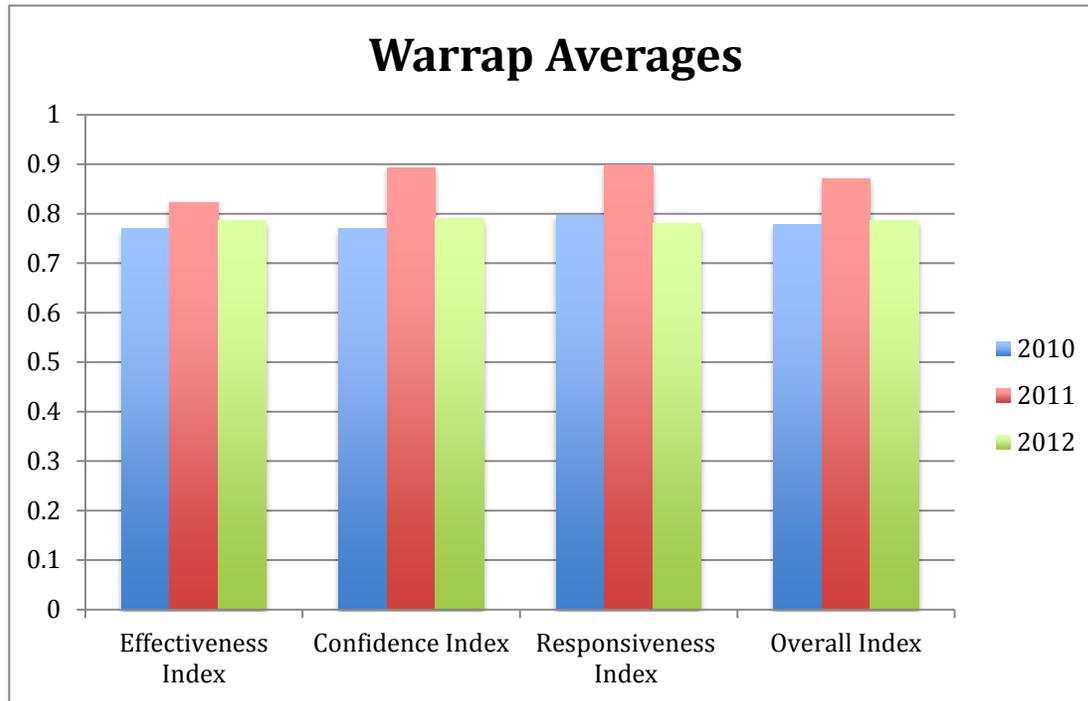
In 2012, however, men mentioned tangible services provided by government, such as schools, water points and land surveys, that government understands community needs to some extent and though response to these needs is slow, there is a level of response that wasn't emphasized in 2010.

NBG Comparison--New vs. Previously Assessed Counties



Comparing counties that have more experience with BRIDGE and those, which have been brought into the program this year, there is a notable difference in the perceptions of women. In previous years in BRIDGE supported counties, women’s perceptions were consistently more positive than men’s. However, across the new counties of Aweil South and Aweil Center we see the opposite; women’s opinions are less positive than men’s opinions. Since 2010, in previously assessed counties, women have registered more positive perceptions of local government in part due to tangible services they see in their community that have an impact on their lives, such as clinics and boreholes, even if it is only a single service they see. In Aweil South and Center, the primary government services mentioned were road construction and a local borehole. While boreholes are particularly important for women, the minimal services in the area do not seem to be enough for women to have a more positive view of local government as has been seen in previously supported counties. In light of minimal services, more positive opinions, for both men and women were associated with the extent to which a respondent felt informed or involved in government decisions and consultations. As men are traditionally more involved in and informed about government decisions, it follows that men’s perceptions are necessarily more positive than women’s in this instance. This conclusion is also corroborated by the fact that the only 33% of key informants in Aweil South and Aweil Center felt that the government listens to the needs of women in the community. For women in previously supported counties, 71% of female key informant respondents felt the government listened to their needs. As BRIDGE supports the local government to deliver tangible services as well as consult with communities (both men and women), the more positive views of communities, particularly for women likely stem from this.

Warrap



Compared to other BRIDGE states, Warrap communities have consistently demonstrated the most positive perceptions of local government. Over the past three years, respondents have strongly noted that ‘seeing is believing.’ While government may make promises for improved services, community members ultimately judge the local government based on what they can see. The community increasingly recognizes that NGOs are in fact the ones delivering the services, but still perceive local government positively because the government is the bringing in the NGOs to meet the needs of the community. There has also been a notable perception that while the government may understand the needs of the community, it is unable to deliver services, even through NGOs, to meet the level of need.

This year, the increasingly positive perceptions that were witnessed in 2011 due in part to increasingly visible services delivered and excitement over independence have tempered. During the baseline assessment in 2010, Warrap had the most positive perceptions of local government. In 2010, communities often compared their situation to that during wartime, where insecurity overshadowed most other concerns. Given this backdrop, pride in the new government as well as understanding that it was a new government, even a single service was enough for communities to perceive the government extremely positively. In 2012 expectations of service delivery appear to have risen, a positive development in itself because it means that communities are beginning to hold local government to a higher standard. However, the extent to which local government is able to deliver more services has not risen to the same extent.

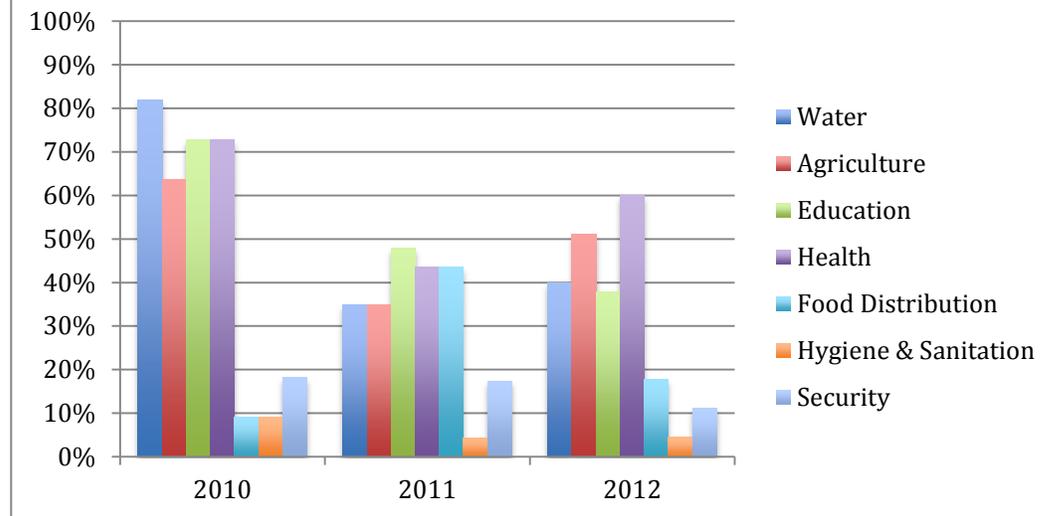
Particularly in 2012, despite consultative annual plans and budgets being created, austerity measures due to the oil shut off was a major factor affecting the ability of local government to fulfill its promises of service delivery. As an illustration of the severity of the impact of austerity, during a meeting with the state Ministry of Finance, the lack of funds and revenues was said to be leading the state economy into a state of collapse. Revenues were also drying up as citizens and trader chose to spend and invest their money in Aweil, NBG and Wau, Western Bahr el Ghazal markets.

Stemming from these two main factors, among others, lower community perceptions in 2010 highlight that service implementation this year has not met the growing expectations of communities. Many communities noted that the government either began projects, but did not complete them or did not fully meet the need. For example, in Kirric Center Payam in Tonj North County, while a clinic building may have been completed, there was a lack of doctors and drugs. In other instances, needed services like ox ploughs or water points were delivered, but they were not enough for the entire community.

Additionally, security remains an important concern, especially for those communities in border areas between states. Interestingly, while this survey was conducted when concerns of open war with Sudan were mounting, communities were more concerned about conflicts across internal borders and communities related to cattle raiding. These issues were particularly prominent in the communities of Pagai Boma, Twic County (near the border of Abyei and also of Unity State), Tonj East and Tonj South Counties (bordering Lakes State).¹⁰ The 2012 survey served as the baseline for Tonj East and Tonj South Counties, but it is important to note that when comparing this year to last year, communities noted an improvement in how the local government addressed these concerns. In Wunlit Payam, for example, respondents attributed improvements in security to local government administrators who began intervening in instances of insecurity more quickly than in previous years.

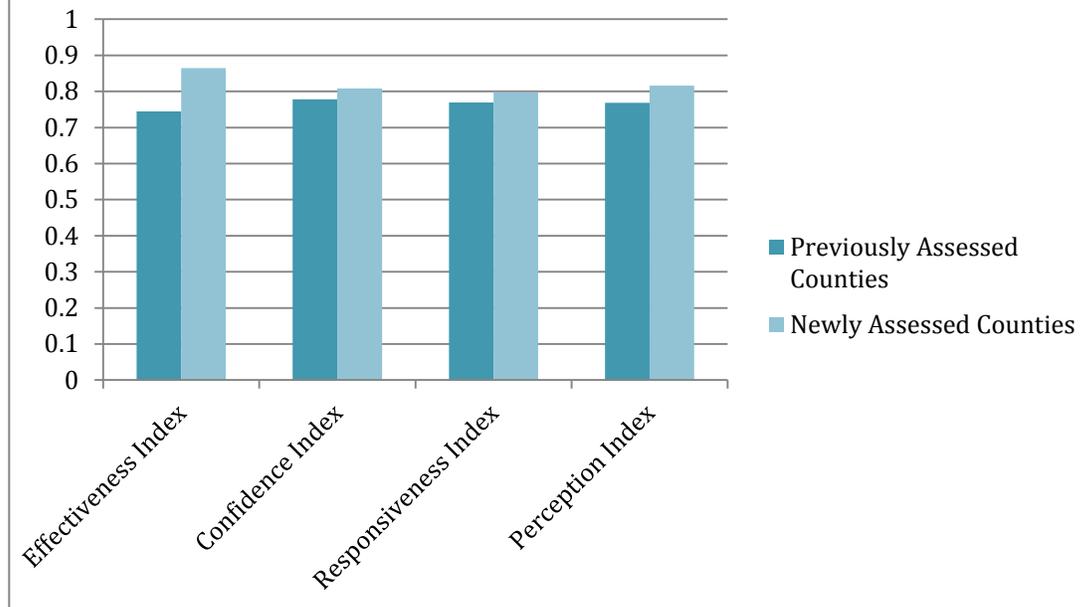
¹⁰ Interviews in Twic County were conducted just a week prior to bombs being dropped in the area. Had the interviews been conducted after these events, it is likely that security issues mentioned in the survey would have included threats from Sudan.

How Can Local Government Make Your Life Better? (Warrap)

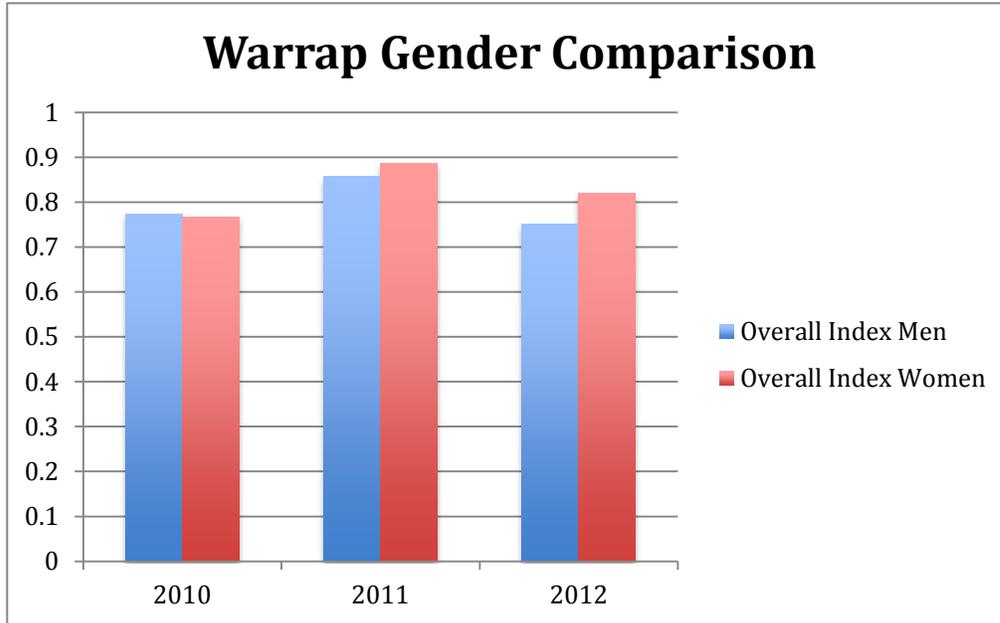


In Warrap, across all years the highest priorities noted by key informants have consistently centered on the four basic service areas of water, agriculture, education and health. However, though not fully depicted in the chart above, the diversity of services mentioned has increased. In 2010 and 2011, few services were mentioned and focused primarily on feeder roads, food distribution, water points and primary schools. This year, though there was a demand for more comprehensive service in the four basic areas, many new types of service demands were also mentioned. This year, more people in Warrap reported that local government could make their lives better through roads, communication networks, women's centers and specifically in Tonj South and Tonj East, peace-building activities. The increasing variety of services mentioned by key informants suggests, in part, that community needs in the basic services areas are being met to some extent. In Kirric Payam, Tonj North County, for example, community members noted services like water points, a primary school, ox ploughs, mosquito nets, among others, as examples of services that had come to the community. While many respondents noted that the amount of each service was not enough to benefit everyone in the payam, they did meet some of the need. Secondly, the greater variety of services mentioned also seems to be influenced by the services that communities see around them in nearby communities. Again in Kirrik this year, key informants began mentioning how more roads and communications networks could improve their lives. In this area, areas for feeder roads had recently been cleared and communications networks were expanding in nearby Tonj South towns. As more services come to nearby areas, community expectations of local government service delivery will likely continue to rise. As a result, in future years, rising community expectations will no doubt influence community perceptions of local government.

Warrap Indices Comparison--New vs. Previously Assessed Counties

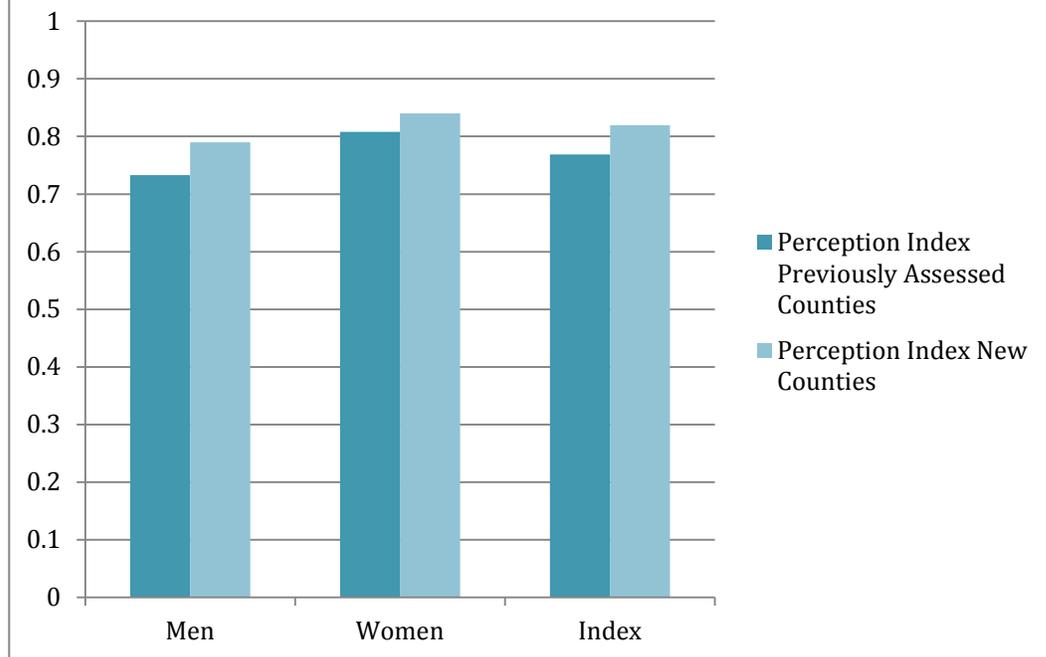


Unlike in NBG, newly assessed counties had slightly more positive perception indices than previously supported and assessed counties. Possible explanations for this center on security, community expectations of local government and the type of respondents interviewed. In Tonj South, at the time of the survey there had been a strong and active County Commissioner who was said to have been critical in bringing services and resources to the area. Particularly in Thiet Payam, Tonj South County, respondents were extremely positive about local government, with women being perfectly positive. According to respondents, the Thiet Payam Administrator seemed to be very active in the community, often meeting with local CSOs interviewed and assisting them where possible. Thiet is also a historical town with well-established markets, long-established CSOs, and also, most interviewed in Tonj South and East were members of well established and active CSOs who already had a history of engaging with local government. In Tonj East, perceptions revolved around only a few services, similar to to respondents in previously BRIDGE supported counties in 2010. In Tonj East, security as one of the most important services government is responsible for delivering. Over the past year, respondents noted an improvement in security as local government intervened in instances of insecurity at an earlier stage. As a result, most were very positive about local government. Additionally, respondents pointed to some relatively new services such as primary schools and some health facilities.



Across the past three years, differences in perceptions between men and women have varied slightly, with women becoming marginally more positive than men since 2010. The disparity between men and women’s perceptions is most pronounced in Lukluk Boma, Gogrial West County, Pagai Boma, Twic County, and Thiet and Tonj Payams of Tonj South Counties. In Tonj South County, women interviewed were either members of a very active CSO at the payam headquarters where services and interaction with local government is more prevalent, or they were part of a new boma and their positive views were based on the few services that existed in the boma. In Lukluk, women had very high perceptions largely due to the completion of the BRIDGE funded Lukluk Primary School. Most interestingly, in Pagai Boma, Twic County, women were more positive than men, citing examples of the Boma Office, the PHCU and nearby Paweik School being constructed. While men also cited these examples, men took a more negative view of these projects stating that local government did not help in the construction of the Boma Office and noted a lack of supplies in the clinic. These differences in perception may have to do with the extent to which women are involved in project implementation, and may be simply that services that were delivered affect women’s lives to a greater extent and thus its existence, though not fully adequate, is better or more encouraging of future services than nothing at all.

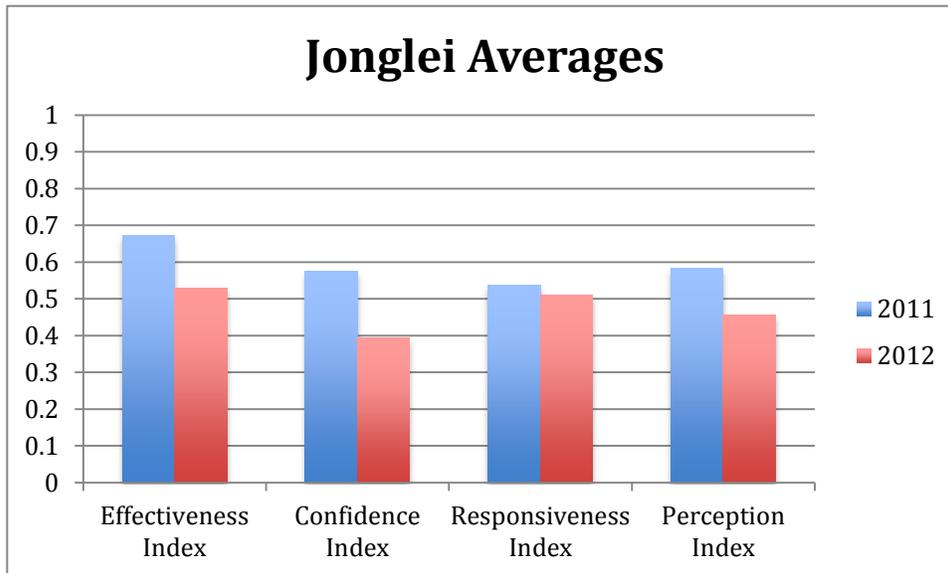
Warrap Comparison--New vs. Previously Assessed Counties



As touched upon above, newly supported and assessed counties are marginally more positive than previously supported counties. When the data is broken down by gender, the largest gap is seen between men. As mentioned above, security was an important concern for respondents, particularly for men. Additionally, specifically in Wunlit Payam in Tonj East County, male respondents were members of a local CSO whose major activities centered on peace building activities and appeared to be actively engaging with the local government on this issue and others. Stemming from this, a more positive perception of local government is expected. Given the importance of security and peace building in these new counties, if peace is maintained throughout next year, it will be interesting to see if these positive perceptions will hold or if the basis for respondents' perceptions will begin shift.

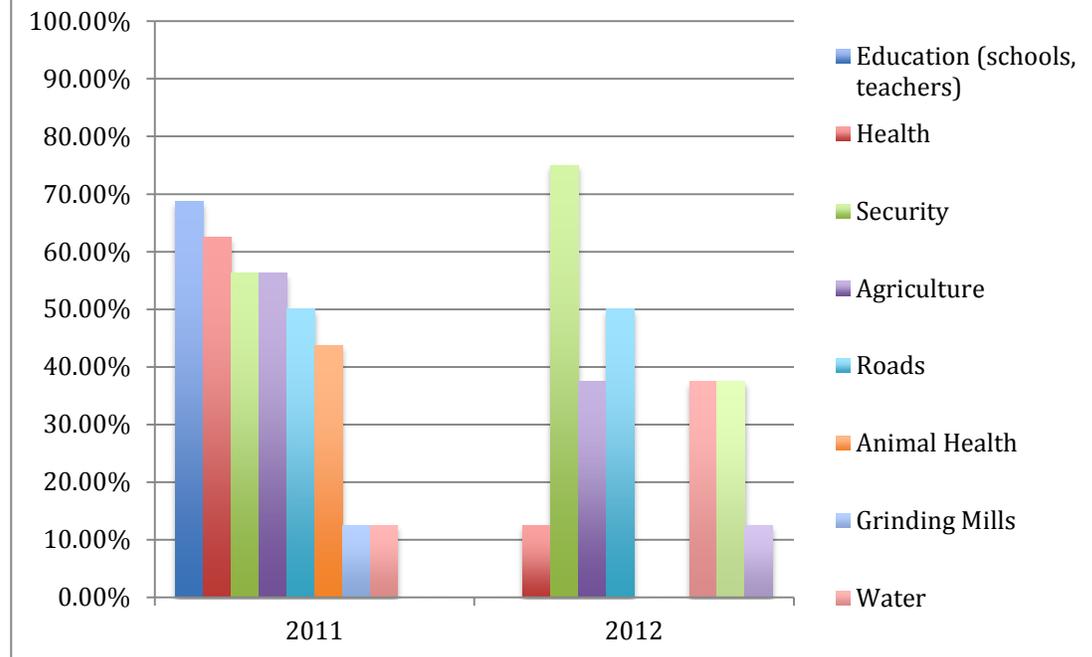
Another interesting point of analysis is that only 53% of women felt the government listened to the needs of women in previously assessed counties, compared to 64% in new counties. Supporting the conclusions drawn from the NBG analysis, women feel the government listens to the needs of women when they are able to meet with local government or in the absence of consultative meetings, when services delivered are closely tied to the work and lives of women, such as water and schools. In the newly supported counties, for example in Thiet in Tonj South, women actively engaged the local government through their local CSO. In the other payams, while the engagement with local government was not as strong, women would point to one of the few services in the area, often boreholes or schools, as evidence that local government was listening to their needs.

Jonglei

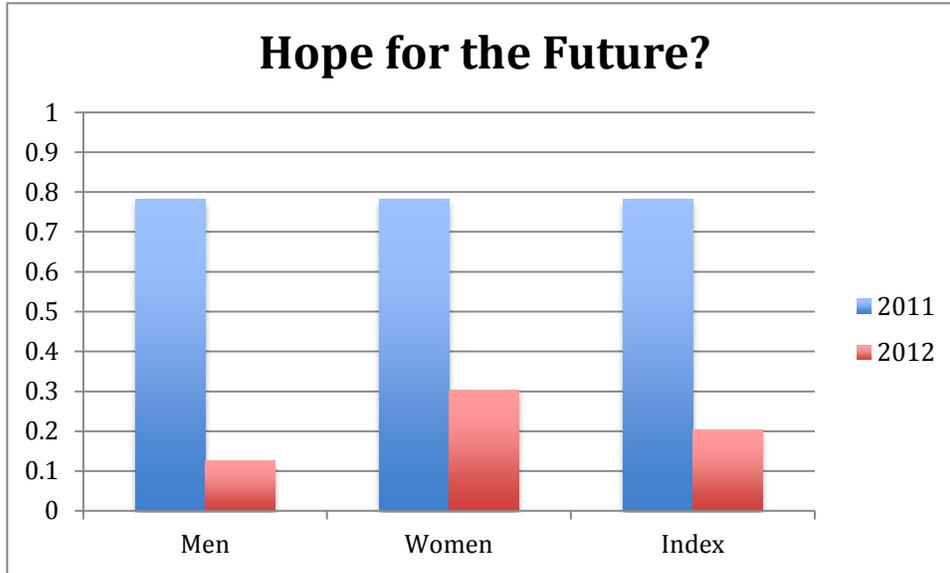


In Jonglei, perceptions of local government became more negative this year in every index. Compared to last year when perceptions were slightly positive, perceptions of communities assessed are now slightly negative. Most negative was confidence in local government. Especially in Baidit Payam, the vast majority of respondents answered questions about confidence in local government like this man, “Our highest need is security and the local government is doing nothing.” Instances of insecurity in Jonglei were prevalent this year from a variety of sources, including cattle raiding, conflict with the Murle (often tied to cattle raiding), and from the rogue General Yau Yau’s militia. In addition to this, the government in Jonglei carried out a large-scale disarmament campaign. Many communities felt that other communities, such as the Murle, were not equally disarmed or not disarmed at the same time, leaving the disarmed community vulnerable to attack from the non-disarmed communities. Furthermore, many community members felt that while the government disarmed them, the government did not hold up its responsibility to then protect communities by providing security. For these same reasons, perceptions of effectiveness also grew more negative, though some respondents pointed to a select few services that had come to their community. Responsiveness remained nearly the same as last year, hovering around neutral as communities felt that despite limited service delivery, the government did at times call meetings with the community or their chiefs. Several respondents also acknowledged the financial constraints of the government, and despite the presence of insecurity, the local government was still working hard.

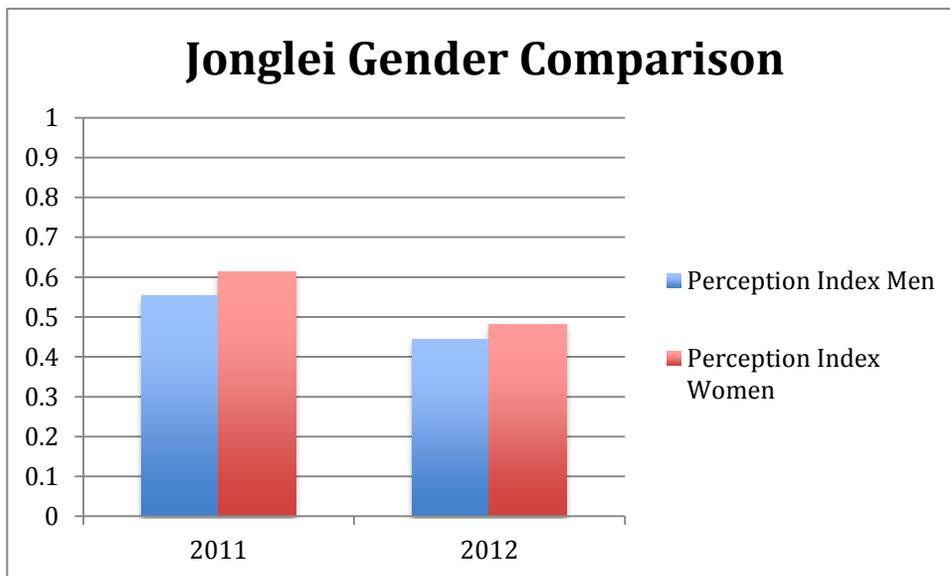
How Can Local Government Make Your Life Better? (Jonglei)



In terms of priority service areas, the insecurity in 2012 has had a distinct impact on priorities, with security becoming the top priority by a significant margin. Other high level priorities were also impacted and related to security concerns. One man mentioned the need for roads because it would help people escape from insecurity, and several people mentioned the need for agriculture support and food provision because insecurity prevented them from cultivating. Furthermore, the most interesting development this year was the increase in comments such as from one woman in Baidit Payam, “The local government can’t make life better because it has not provided security to the community.” Another woman from the same payam also stated, “The local government can’t make life better. We live in fear of Yau Yau everyday and the local government is doing nothing to improve our security.”

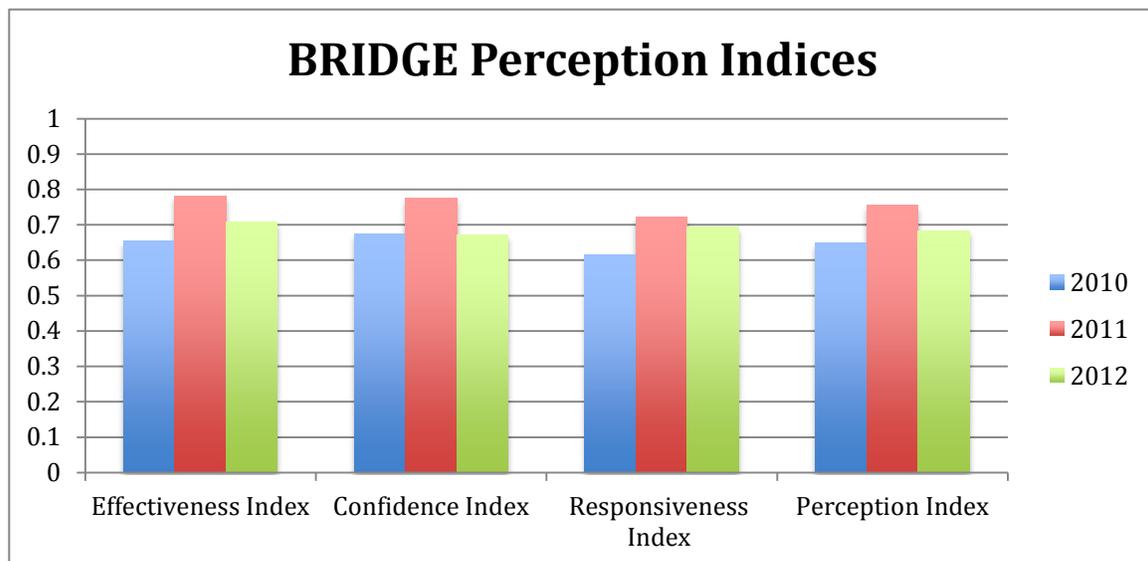


Again tied to security and limited visible service delivery, hope for the future has drastically reduced from last year. The majority of respondents based their responses to this question on their current situation, with several noting that life in the area has always been difficult or noting that life has become more difficult over the past few years. For one woman in Baidit Payam, the interview was very difficult, ending the interview in tears, citing her frustration that, despite the liberation of South Sudan being initiated in Jonglei, she felt people here were suffering more than in any other state. Taken together, these perceptions not only indicate the strong effect that conflict has had on these communities, but also the frustration that communities are experiencing in their new nation the deflation of hope for the future.



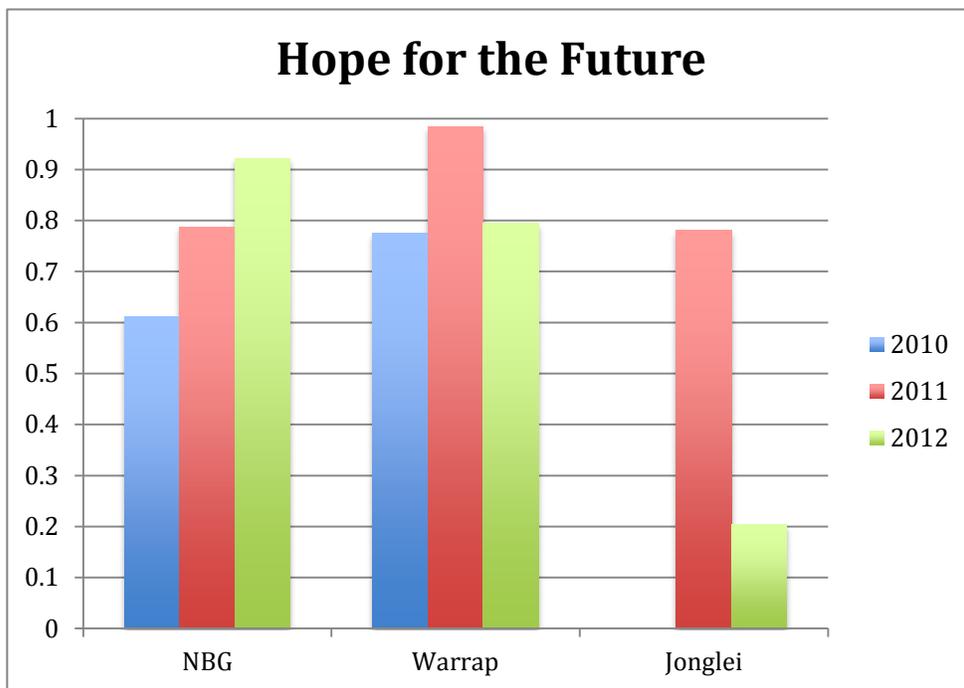
As seen in Jonglei in 2011 and in other states in previous years, perceptions of women are slightly more positive than men, though this margin is decreasing. What is concerning with regard to women's perceptions this year, however, is that not one female key informant believed that the government listened to the needs of women. In Kolnyang, for example, one woman noted that there are, "no programs for women. Women are never consulted and [there are] even no meetings for women." Other women in this payam believed that the government only helps educated women or women in politics. In Baidit, where one woman noted that most were widows, another commented, "Women are never listened to. Maybe the men. We do try to make the local government understand the needs, but all [is] in vain."

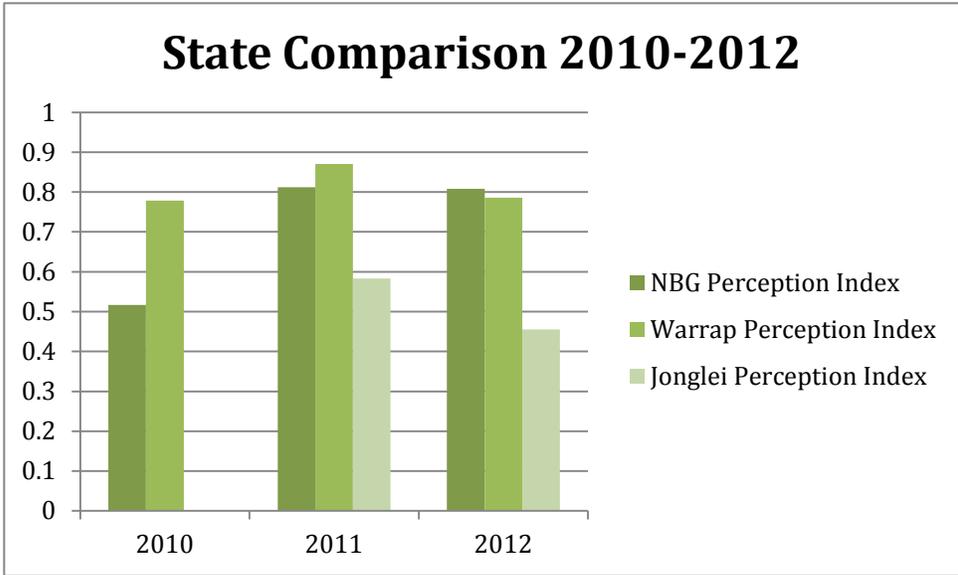
BRIDGE Trends



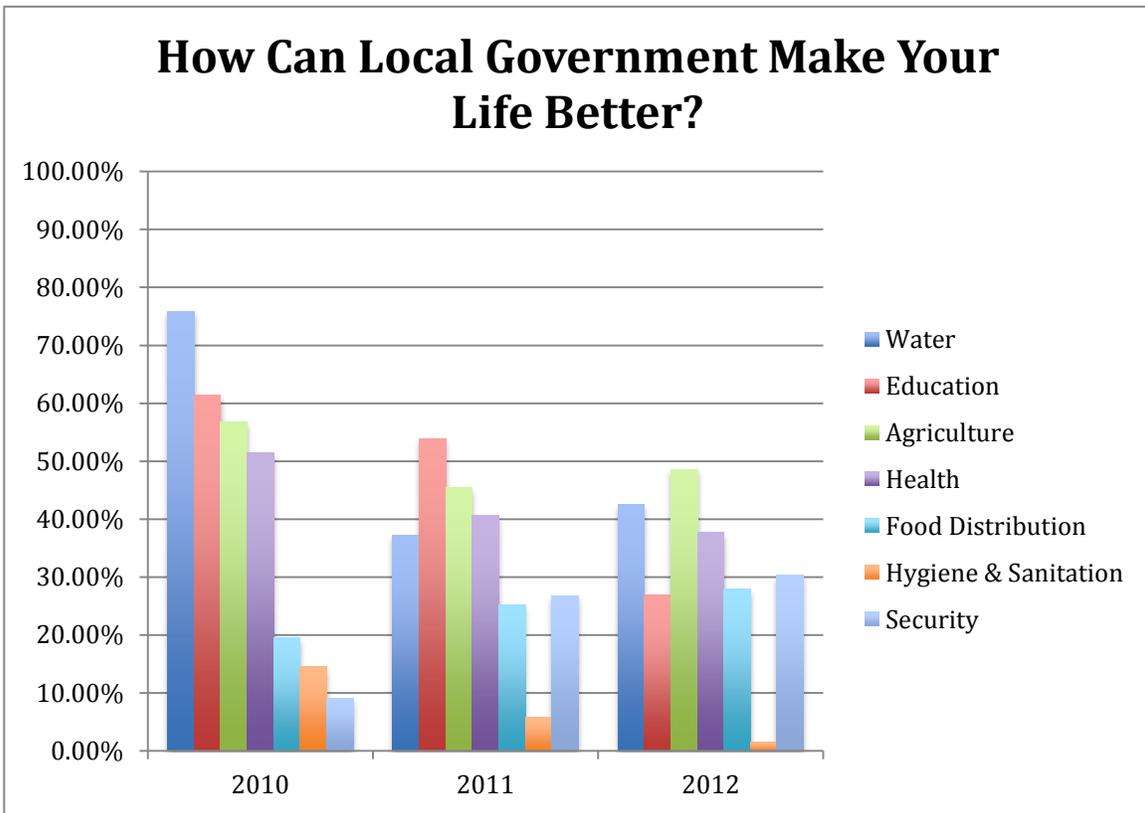
When scores from both NBG and Warrap are averaged together, it is clear there was a spike in positive community perceptions in 2011 and a slight depression in perceptions in 2012. From the graph above, the largest drop in perceptions is found in the confidence index. Referring back to the methodology section, confidence rests upon the extent to which citizens' believe the local government understands their needs and their outlook on the future level of service delivery. In 2011, the spike in confidence, and even overall perceptions, can, in part, be attributed to the excitement around the impending independence. Many people were excited to have their own government and once independent, this government would do more to meet community needs. There was also a greater interest in service delivery for governments in both northern and southern Sudan as a way to capture more votes. Specifically with the Unity Fund from the North, while it may not have persuaded voters to vote for unity, visible water yards and reported road construction still likely had some impact on perceptions of local government service delivery.

Also within the confidence index, it is interesting to note that hope for the future in 2012, in terms of service delivery, has steadily increased in NBG since 2010. In 2010, confidence in local government was nearly neutral, with many citing the strength of the government, but little being visibly delivered. The increased confidence and hope in the futures suggests that the local government, of course with support from BRIDGE and other NGOs, has to some extent shown it is more capable in providing for communities than it was in 2010. In Warrap, however, hope for the future has returned to nearly the same levels seen in 2010, though still very positive. The tempering of perceptions may mean that the excitement over independence has faded and they are becoming more realistic to the ability of local government to deliver services to its citizens. In Jonglei, hope for the future has drastically declined, primarily related to on-going conflict within the communities assessed (and the state as a whole) as well as the very limited implementation of basic services.



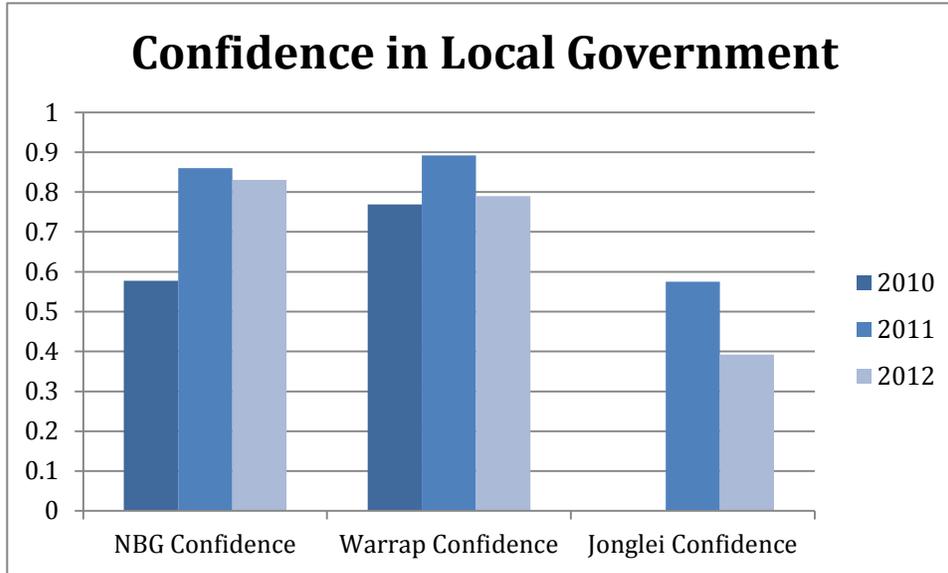


Looking at the states individually above also sheds some light on trend of less positive perceptions, with perceptions in Warrap decreasing to a greater extent NBG, and perception in Jonglei decreasing to the greatest extent. As Warrap perceptions have been extremely positive in the past two years, less positive perceptions in 2012 may suggest that perceptions of local government are becoming more realistic in that local government is still new and has financial and other constraints that prevent it from delivering all the needed to services to the community.



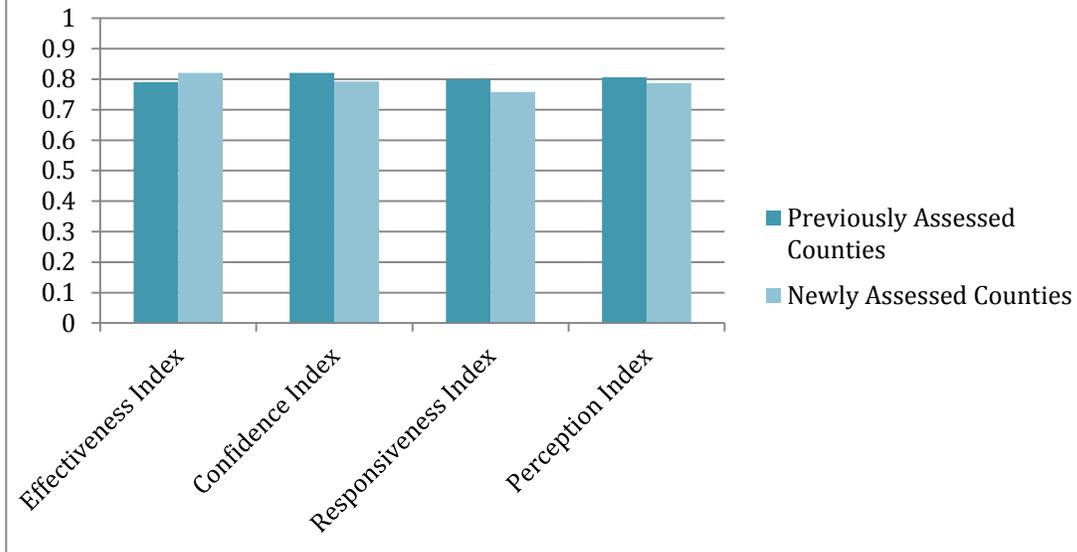
In Jonglei, as noted above, service priorities have been severely affected by insecurity, and perceptions in Jonglei has almost solely contributed to the increased importance of security within BRIDGE states assessed. Across the NBG and Warrap service priorities have been changing. Water and education have consistently reduced as priorities for respondents. Particularly in NBG, water has not only been a priority for BRIDGE but also other development partners and borehole drilling and rehabilitation has likely had an impact on this priority. While there is a trend of declining importance, as new boreholes begin to breakdown in the future, this trend may reverse unless mechanisms to repair and maintain water points is strengthened. Demands for education have reduced in each state, to a greater extent in Warrap than NBG and was not mentioned once as a priority in Jonglei. In Warrap, these trends correlate to BRIDGE supported classroom construction, which has been greater in Warrap, Though other actors, such as UNICEF (Warrap and NBG) and Norwegian Refugee Council (NBG), are also involved in education service delivery in these states, respondents in areas of school construction often mentioned BRIDGE supported schools as a reason for their positive views of local government. Other trends to note include, the frequency of agriculture being mentioned has increased since 2011, a possible result of poor crop harvests from previous years, though it is still below 2010 levels. In Jonglei, agriculture was often mentioned as a priority related to insecurity, with respondents emphasizing the need for more agricultural support as the insecurity did not allow them to cultivate. Emphasis on food distribution has also decreased for NBG and Warrap since 2011, though is still higher than 2010 levels. While the mentality towards development came through in services mentioned and requested by respondents, the continued emphasis on food distribution seems to be more greatly tied to the distribution levels in each area in Warrap in NBG. While agriculture may be important to respondents, the increased presence of IDPs who may be receiving food distributions from the World Food Programme combined with poor harvests likely influenced perceptions and the frequency people requested the same type of aid. In Jonglei, the importance of food distribution is equal to that of agriculture for the same reasons related to insecurity as mentioned above.

Overall, while the majority of people still focus on the four basic services of water, agriculture, education and health there has been a general drop in the percentage of key informants mentioning only these services in NBG and Warrap. Beginning in 2011, the variety of services mentioned by key informants has increase each year. Some examples of these new services mentioned include: Communication networks, roads, transportation services, markets/improvement of markets, and particularly for women, women's centers and grinding mills. The nature of the new services mentioned may suggest that basic service needs of people in these rural communities are being met to a greater extent than before and also that people are beginning to see other types of services in their areas; they are looking toward the future and expectations of service delivery are rising. In areas of greater conflict, as in Tonj East County, Warrap and Jonglei, the four basic services are exclusively focused upon.



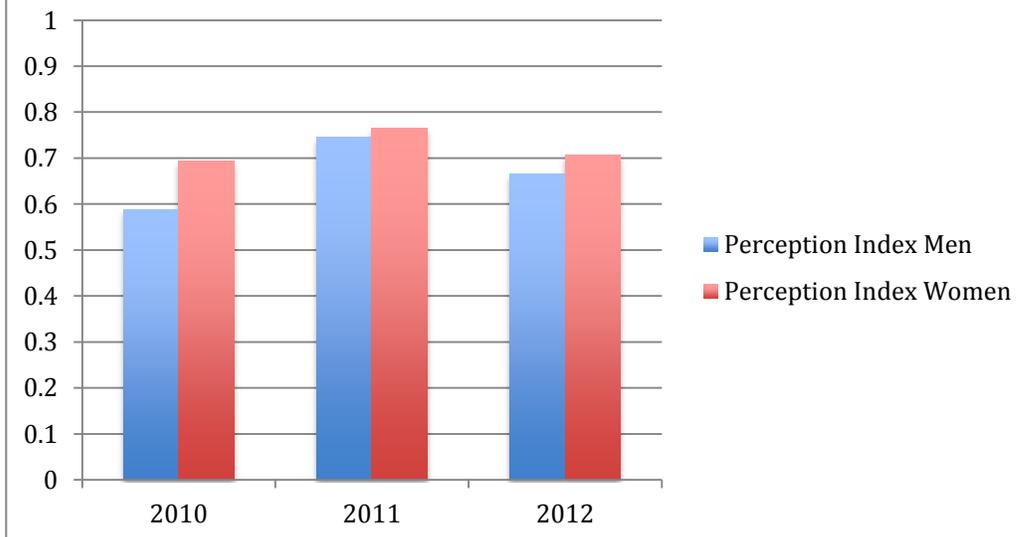
Confidence in local government has declined in all three states from 2011 levels. As South Sudan became independent in 2011, confidence in local government was naturally inflated as communities were excited for the upcoming independence, which also lent to greater hope in the future. This year, in NBG and Warrap, though there was a decrease in confidence, confidence was still more positive than in 2010, especially for NBG. Confidence in both states is still very positive, but this is an indicator to monitor in the coming years as it may indicate the extent to which the government is meeting community expectations. In Jonglei, the government has not met community expectations, particularly related to demands for security, and this has greatly impacted community confidence in local government.

BRIDGE Comparison: New vs. Previously Assessed Counties (2012)

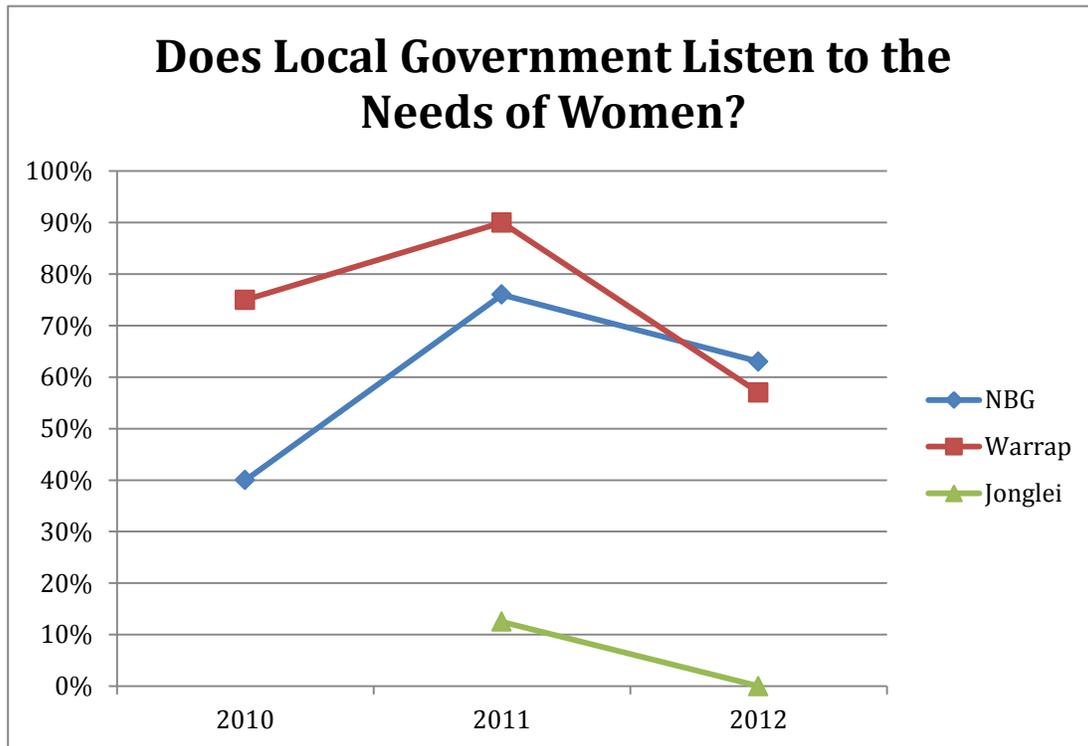


A comparison between new and previously supported/assessed counties in NBG and Warrap reveals no major difference in perceptions. However, as seen in both NBG and Warrap, perceptions are dependent upon community expectations of government and the level of service delivery they have seen to date. In counties with longer BRIDGE interaction, the amount and diversity of services supporting their positive opinion of local government are greater than in those counties with little interaction with BRIDGE.

BRIDGE Gender Comparison



Looking at differences in perceptions based on gender, the disparity between men and women has reduced since 2010, though not equal as in 2011. The excitement around independence and improved level of service delivery in 2011 likely had an influence on equalizing perceptions, and without that event this year, the disparity in perceptions was expected to return closer to previous levels. However, as we see above, the gap between men and women is still less than in 2010, which is an encouraging trend.



Lastly, as overall perceptions have become less positive than in 2011 so has the extent to which women believe the local government listens to their needs. Within NBG and Warrap, a slight majority still answers this question in the affirmative, and these women almost exclusively mention an example of a service provided that has helped women in the community, such as grinding mills and water wells. Some women mentioned that these services came as a result of a request they made to local government, many of which were ultimately funded by BRIDGE.¹¹ Very few women mentioned their involvement in government meetings or consultations, especially in Jonglei. Often was the case that women who responded negatively, like a woman in Abyei Village, Gomjuer Center Payam, Aweil West County, NBG stated, “Government is only dealing with men, never women,” or as a woman in Ameth Boma, Gogrial West County, Warrap said, “Women don’t present their needs to the local government. Only BRIDGE Community Development staff ask about women’s needs.” In Jonglei, not a single female key informant thought the government listened to the needs of women.

¹¹ It is important to note that it was not possible to distinguish whether or not these requests were made directly to BRIDGE or to BRIDGE through the government.

While women are involved in BRIDGE activities in each state, the tradition of local government calling men to meetings and interacting through traditional chiefs, almost exclusively men as well, is still very strong. Some women in NBG and Warrap have the hope that the 25% quota for women in government will mean their needs will be met to a greater extent, this representation is far from being met. Interestingly, in Jonglei, involvement of women in the government was not ultimately viewed in a positive light. For community women, the government would only listen to the needs of educated women or women in politics, and there was no indication that this could be a positive benefit for all women. Looking toward the future, though direct services that impact the lives of women may maintain the majority of female respondents' perception that local government listens to the needs of women, more needs to be done in order to involve women in the consultations and decision making processes in these matters.

Conclusions

1) A continued balance between visible services and community engagement is necessary

Across each perception index, two main factors clearly influence community perceptions of local government: visible service delivery and community engagement by the local government. 'Seeing is believing' for communities, and thus visible services are by far the strongest factor influencing community perceptions. Community engagement, however, is also critical to ensure that services delivered are the types of services truly needed by the community, and also that services are delivered in a way that promotes community ownership to help ensure proper maintenance and sustainable benefits. Additionally, if local government struggles to meet the needs of its constituency, community engagement can itself support positive perceptions to some extent because communities are more informed and understands that the government is working hard on its behalf. As an example, the community surveyed in Kuac South Payam in Warrap mentioned only a few services delivered, but were still very positive about local government because the payam administrator was consistently engaged with the community regarding a range of issues, including agriculture, hygiene and informing communities of government decisions. There is, of course, a limit to the extent to which simply talking will maintain positive community perceptions, but it is nevertheless an important factor determining community perceptions. In Jonglei, where there is a high level of insecurity, the lack of service delivery was a key factor influencing the overall negative perceptions of local government in the state, which have become more negative when compared with 2011.

2) Rising and diversifying community expectations demand greater attention to maintain positive perceptions and push development

A third factor has also begun to play an important role in how perceptions change over time: community expectations of local government. Primarily, community expectations are born from people's understanding of local government and also the level of services

they have become accustomed to. As people return to South Sudan from abroad, particularly Sudan or East Africa, expectations of government services may be higher than host communities. Additionally, and more importantly, as local service delivery increases and improves in quality, as evidenced by the wider variety and number of services being mentioned in this survey, host community expectations are also rising. As seen in the newly supported/assessed counties in both NBG and Warrap in areas where services are more limited, positive perceptions are based upon one or two visible services. Additionally, as insecurity arises perceptions of local government become strongly tied to the ability of local government to keep the peace, rather than to any other service delivered, as was the case in Tonj East County, Warrap and Jonglei. Expectations of local government service delivery in these areas seem to remain low and perceptions of local government are more dramatically influenced by the introduction of a single new service. As expectations rise, however, as we are beginning to see in counties supported by BRIDGE for a longer period of time, there are diminishing returns. Each new service introduced does not result in the same improvement in perceptions as may have earlier. In the future, particularly as the government fiscal austerity measures carry on, meeting community expectations will become an even greater challenge for local government and perceptions of local government will likely become less positive if expectations are not met.

3) Greater emphasis and practical steps are needed to ensure women's engagement with local government continues beyond BRIDGE

For women, basic services are often the most impactful, but demands for services that would specifically benefit women are on the rise in NBG and Warrap. More and more women are mentioning their requests to local government, such as grinding mills and women's centers to reduce their workload and give them a space to discuss issues separately from men. While community consultations are becoming more commonplace stemming from BRIDGE supported annual planning & budgeting activities, the traditional male dominated mechanisms are still very strong, especially in Jonglei where BRIDGE supported community engagement activities have only just begun. BRIDGE involves women in all its activities, but several women in NBG and Warrap noted that while BRIDGE asks about the needs of women in the community, local government does not. Other women these same states did mention that local government listens to their needs, but because of the blurred lines between local government and NGOs, the extent to which local government will continue this trend on its own if BRIDGE closes is unclear. If the avenue for women's input closes or narrows in the future, it is highly likely that perceptions of local government will become less positive. In the final year of BRIDGE programming, there needs to be greater emphasis on the importance of women's input, and practical steps to help women's voice to be heard by local government decision makers and become more involved in the process.

4) Transition from relief to development continues in areas with minimal conflict

In the greater context of the transition from relief to development, more respondents who are in areas with minimal conflict are mentioning services tied to development,

rather than relief and this appears tied to what people are seeing in their communities. This trend is most clearly seen in the agriculture sector with ox plows, as well as in the types of service needs mentioned. For example, respondents who mentioned the need for food distributions were likely in areas where there are food distribution centers or where this was a service given to some in their community. Additionally, the types of services mentioned, such as communication networks, roads, transportation services and improved markets, suggests people are beginning to think beyond the provision of basic services and in some cases, in a more self reliant way. While households still suffer food insecurity from poor crop harvests and food aid is a viable strategy to reduce the hunger gap due to its continued presence in some areas, more people are mentioning the need for ox plows, tools and agriculture trainings as well as turning to their local markets and other mechanisms to reduce the hunger gap.

Annexes

Perception of Local Government Survey

Surveyor:		Date	
State		Latitude (N)	
County		Longitude (E)	
Payam		Gender	Male Female
Boma		CAG Name	
Village			

“We are collecting information to better understand what people think of local government and the job that local government is doing. We will not use your name on this interview and your answers will not be shared. We are only looking for general trends in what the community thinks. I’m going to ask you some questions for which there are three possible answers. There are no right or wrong answers and no one answer is better than the other.

Survey Questions:

3C) Are decisions made by local government important to your community?

1C) Does local government understand the needs of your community?			
0	No	1	Somewhat
2	Yes, definitely		

2R) Are local government decisions and actions known to your community?					
0	No	1	Somewhat	2	Yes, definitely

4R) Does local government want to listen to community needs?					
0	No	1	Somewhat	2	Yes, definitely

5C) Do community members say positive things about local government?					
2	Yes, definitely	1	Somewhat	0	No

6E) Is the local government capable of making your life better?					
2	Yes, definitely	1	Somewhat	0	No

7R) Does local government work hard to help communities like yours?					
2	Yes, definitely	1	Somewhat	0	No

Now, I would like you to think back to last March. Do you remember what was going on in your community then? (If applicable, remind the person that we came here and did the assessment last year about this time.)

Yes No (If no, skip to last question)

What can you remember that happened last March?

8C) Is local government more interested in helping your community <u>today</u> than it was <u>last</u> March?					
0	No	1	Somewhat	2	Yes, definitely

9E) Since last March, have local government services to your community have . . .					
0	Worsened?	1	Stayed the same?	2	Improved?

10C) By <u>next</u> March, do you think local government will help your community . . .					
2	More?	1	The same?	0	Less?

This is the end of my questions. Please do not share your answers with others until we have finished speaking to everyone. Thank you very much for taking the time to speak with me.”

Key Informant Survey

Surveyor:		Date	
State		Latitude (N)	
County		Longitude (E)	
Payam		Gender	Male Female
Boma		CAG Name	
Village			

“Good afternoon. My name is _____. We are from the Sudan BRIDGE program, and we are interested in learning more about your community. We are not connected with any political party or group. We will not use your name in this interview and your answers will not be shared with the government. We are only looking for general trends in what the community thinks. There are no right or wrong answers, so we want you to answer honestly. Is this OK with you?”

1. How can local government make your life better?

2. Does local government understand the needs of your community?

Yes No

Please Explain.

3. Do the decisions of local government make a difference to your family and community?

Yes No

Please Explain.

4. **[To women]:** Do you feel the government listens to the needs of women in the community?
Yes No

Can you give an example?