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# PROTECTION MAINSTREAMING AND POST DISTRIBUTION MONITORING REPORT FOR CASH FOR WORK ACTIVITY



July 2025





## Executive summary:

Protection mainstreaming and post distribution monitoring (PDM) survey was carried out to assess the effectiveness of cash for work intervention implemented under RAF in year 1 and to establish a benchmark for protection and mainstreaming indicator in THRIVE Logical framework (outcome 8) using DG ECHO tool. The survey covered three counties and include Akobo in Jonglei state, Fashoda in Upper Nile state and Panyijiar in Unity state. The planned sample size was 333 but 368 participants were surveyed, with sample size overachieved by 11%. 51% of respondents were female while 49% were male. 77% of respondents were aged 25-64 years while 14% of respondents were persons with disability. Below is the summary of assessment results:

### Protection mainstreaming:

The overall protection mainstreaming score was 84%. When analysed by elements, the average score for safety, dignity, and avoiding harm was exceptionally high at 97%, while protection and empowerment scored 91%, accountability 84%, and meaningful access was the lowest at 66%. By gender, females reported a slightly higher average score of 86% compared to 80% for males. Age-wise, respondents aged 65 and above had the highest score at 89%, followed by those aged 25-64 at 83%, and the 15-24 age group at 81%. Additionally, the average score for persons with disabilities was 83%.

### Quality control processes:

A total of 68% of survey participants reported that their needs were assessed prior to the cash-for-work intervention. Additionally, 79% of respondents indicated that the cash distributed met their basic needs. However, only 43% were aware of the programme selection criteria. Furthermore, 13% of respondents experienced challenges either on their way to the distribution point or when returning home. Despite these issues, an overwhelming 98% of participants expressed satisfaction with the quality control mechanisms and processes during the cash distribution.

### Accountability to affected population:

More than 90% of respondents reported that they were informed about the distribution date, time, and venue, while 89% stated that they were informed about the amount they would receive upon completing the dyke construction work. Additionally, 71% of participants preferred that community leaders be the ones to share information with other community members. A further 81% indicated that they received clear information about the donor and how to provide feedback or raise complaints during the cash distribution process. Overall, 93% of respondents were either very satisfied or satisfied with the Accountability to Affected Populations (AAP) approach.





### **Community feedback mechanism:**

A total of 82% of participants surveyed confirmed the presence of a complaint desk at the distribution point. Additionally, 84% of respondents stated that they were encouraged to raise complaints and provide feedback through agency staff and help desk focal persons. About 71% of respondents utilized the channels provided by the agency in charge, and 79% reported that these channels were accessible and safe. Furthermore, 77% of respondents indicated that responses were provided in a timely manner. Overall, 87% of respondents were either very satisfied or satisfied with the functionality of the Complaint and Feedback Mechanism (CFM).

### **Household participation:**

52% of respondents reported being involved in all phases of the cash-for-work intervention. Additionally, 63% stated that they spent less than an hour reaching the distribution point, and 94% agreed that the distribution site was well organized. Furthermore, 82% confirmed the presence of women in the committee established to handle issues at the distribution point, and 91% of respondents indicated that participation in the process was effective.

### **Cash intervention appropriateness, time and use:**

A total of 64% of respondents indicated that they received cash within 10 days after completing their work. Additionally, 86% stated that the cash distribution occurred at the right time, and 93% revealed that the cash they received was primarily used to purchase food.

### **Protection during the cash distribution.**

99% of the respondents stated that no safety issues were experienced during distribution while 97% of respondents reported that they did not face any issues while returning home from distribution points.

### **List of Acronyms:**

CAFOD	Catholic Agency for Overseas Development
VSF	Veterinaries Sans Frontières Suisse
AFAA	Alliance for Action Aid
GUN	Greater Upper Nile
PDM	Post distribution monitoring.
PM	Protection mainstreaming





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DG ECHO and Humanitarian Aid operations	Directorate General for European Civil protection
SDH	Safety, dignity and avoid causing harm.
MEA	Meaningful access
ACC	Accountability
PEM	Participation and empowerment.
CFM	Community feedback mechanism
AAP	Accountability to affected population
RAF	Resilience and Adaptation Fund

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## Introduction & Background

### Introduction

The THRIVE programme aims to bolster resilience in conflict and climate affected communities in Greater Upper Nile (GUN). Targeting eight priority counties in Upper Nile, Unity and Jonglei States over four years, THRIVE will reach approximately 120,000 households with gender-responsive and inclusive livelihoods development, market system strengthening, financial inclusion, women's economic empowerment, climate adaptation, and social cohesion activities. Led by GOAL, in partnership with Mercy Corps, CAFOD, and VSF Suisse, and local implementing partners, the consortium boasts over ten decades of combined experience in GUN working along the triple nexus to foster sustainable and inclusive economic development and build household resilience, by leveraging our core expertise and experience in community-centred approaches, market systems development, financial inclusion, peacebuilding, agro-ecology, and women's economic empowerment. THRIVE's programme design is grounded in evidence from recognised global approaches and the consortium's deep experience and understanding of the South Sudan context. The complex and interconnected challenges faced by communities in the target locations will be addressed through tailored and integrated interventions which foster community ownership. Combining market systems development with locally led participatory approaches, THRIVE offers a unique solution to address root causes of systemic challenges within target pastoral and agropastoral value chains which will create long-term and sustainable improvements in household resilience.

### Background

During inception Phase of the THRIVE Project (Nov-2024 to March 2025), THRIVE through RAF (funding from International Climate Finance) supported the construction of key infrastructures to mitigate the effects of climate change and strengthen the community resilience. This infrastructure included fish aggregation centres; and climate adapted community assets, such as flood management dykes in some THRIVE's locations such as Rubkona and Panyijar counties of Unity state, Fashoda and Panyikang counties of Upper Nile State and Akobo County of Jonglei State. The dykes constructed and rehabilitated was anticipated to protect an estimated of 55,893 individuals from floods in mentioned counties with 1878 people been reached with cash as they were directly engaged in the dyke construction work.

The protection mainstreaming and post-distribution monitoring (PDM) survey was conducted to assess the effectiveness of the cash-for-work intervention and to establish a benchmark for protection mainstreaming under the THRIVE indicator (Outcome 8). The assessment utilized ECHO protection mainstreaming elements, including protection, meaningful access, and safety during cash receipt, participation in the intervention, integration of the Accountability to Affected Populations (AAP) framework, the functionality of the community feedback mechanism, and the overall quality control processes.





## The objectives and processes of PM & PDM survey

### General objective

The main objective of the survey was to assess effectiveness and overall satisfaction level of participants engaged during cash for work activity implemented with more focus and emphasis on safety, timeliness, protection, participation and community feedback mechanism dimensions.

### Specific objectives.

The specific objectives of protection and mainstreaming and post distribution monitoring survey were to:

- ✓ Assess whether the protection mainstreaming aspect was put into consideration during the cash distribution process.
- ✓ Assess the participation aspect and intervention needs relevancy from the direct participants reached.
- ✓ Establish a benchmark for the 8<sup>th</sup> outcome indicator of THRIVE project.
- ✓ Assess the integration of accountability to affected population and functionality of community feedback mechanism.
- ✓ Obtain qualitative perceptions on overall cash-based intervention delivered and understand their future needs and preferences.
- ✓ serve as a learning avenue for a similar intervention in the future through strengthening of internal quality control processes.

### Survey processes:

The process begun with data collection tool development using DG ECHO protection mainstreaming and PDM tool for cash intervention previously used by GOAL Ethiopia. The tool was then digitized on Commcare HQ.

The GOAL MEAL team organized an orientation session on the data collection tool, engaging the respective MEAL focal points. This session led to some amendments to the tool. Following the orientation, the MEAL focal points conducted a one-day training for enumerators to ensure high-quality data collection. Prior to data collection, coordination was carried out with relevant county authorities, community leaders, and community members for effective mobilization. The training included a pilot data collection exercise using tester accounts, specifically created to demonstrate understanding of the training content, with local languages and Arabic used in some counties. A pilot data check was





conducted, and feedback was provided to the enumerators to guide necessary corrections before the actual data collection began.

## Methodology

### Survey Design

The survey employed a quantitative method using a community cross-sectional survey design. A structured questionnaire was used to facilitate quantitative analysis and enable comparisons across various demographic variables. This approach ensured that the findings were representative of all participants involved in the cash-for-work intervention.

### Survey Areas

Panyijar county of Unity state, Fashoda county of Upper Nile State and lasty, Akobo County of Jonglei State were selected purposefully which enabled each state and implementing partner to be represented in the exercise.

### Survey Sample Size

The sample size was calculated using sample size calculator with confident level of 95%, margin error of 5% and population proportion of 50%. The required sample size was calculated as per (table1) below for each county proportionally. However, to avoid lesser sample size when assigning sample size proportionally, a sample size threshold of 50 was assigned to enable statistically significant number of samples for quantitative analysis. As a result, the sample size for Fashoda was adjusted to 50 and the total sample size determined was 333.

Table 1 Sample size determination

State	County	Participants Reached Cash for Assets Programme.	Sample size allocated (50%)
Unity State	Panyijar	1032	193
Upper Nile State	Fashoda	163	50 (adjusted with minimum sample size threshold of 50)
Jonglei State	Akobo	480	90
<b>Total</b>		<b>1675</b>	<b>333</b>





## Selection of Survey Respondents

The survey respondents were selected from the cash-for-work distribution lists, comprising project participants and individuals directly engaged in the cash-for-work programming. Survey participants were mobilized ahead of the data collection date by project staff at the payam level, in collaboration with relevant authorities and community leaders, to ensure transparency. The identification process also considered aspects of inclusivity to ensure broad and fair representation.

## Data collection process

The data collection began on 23<sup>rd</sup> June 2025 and completed on 18<sup>th</sup> July 2025. The data was collected digitally using tablets and CommCare mobile application. During data collection, daily forms submission to server was done with constructive feedback provided to the survey leads at county level informing correction on identified gaps to ensure reliable and high-quality data.

## Data Cleaning, Analysis & Reporting

Data cleaning, collation and analysis as well as draft report writing was done from 14<sup>th</sup> – 21<sup>st</sup> July 2025. The data analysis was performed using excel pivot tables, with the results of analysis presented in form of tables, charts, graphs and figures backed up with interpretation providing nuanced understanding.

Protection mainstreaming indicator (outcome 8) calculation was done using the analysis template with key mainstreaming elements captured in, the average indicator result was obtained from the results of three locations.

The draft report was produced and shared with THRIVE Project Director for thorough review and later shared with project's technical leads for their final review and feedback.

## Ethical considerations

Relevant county-level authorities were informed about the exercise and they granted permission for the survey team to fully engage the community leaders and project participants in the targeted locations. All participants were verbally informed about the purpose of the survey and assured that participation carried no potential risks. They were also informed of their right to refuse to answer any question at any stage. Standard consent questions were included in all survey questionnaires, clearly explaining how the results would be used.

The survey team, led by a supervisor, met with local chiefs and leaders in each village to introduce the activity and seek their consent before interviewing participants. During the interviews, respondents were allowed to choose a location where they felt comfortable





sharing their views. At the end of each interview, enumerators thanked the respondents for their valuable time and provided an opportunity for them to share any feedback related to the implementation of THRIVE activities in their area.

## Survey limitation

The post-distribution monitoring (PDM) survey was conducted in June 2025, three months after the cash distribution. Ideally, the survey should have been carried out within two to four weeks following the cash payment. Due to this extended time gap, some participants may have had trouble recalling details of the distribution session or the redemption process. The question related to the "meaningful access" element was intended to assess whether participants were excluded at the distribution point during the cash payment, despite being registered and having participated in the dyke construction work—not during the registration or other earlier phases. It is assumed that enumerators may not have clearly prompted respondents about exclusion specifically during the cash distribution process, which could have altered the intent of the question and slightly distorted the results for that element.

## Results and Findings

### Demographic Characteristics

The total survey respondents were 368, the additional 35 surveyed participants to initial sample size were to improve precision and mitigate any attrition during data cleaning process, 13% of them interviewed in Fashoda county of Upper Nile state, 31% in Akobo County of Jonglei state and 56% of respondents in Panyijar county of unity state which is majority. 51% of respondents are female, 49% are male. 19% of respondents are 15-24 years old, majority (77%) are 25-64 years old while 4% of respondents are 65 years old and above.



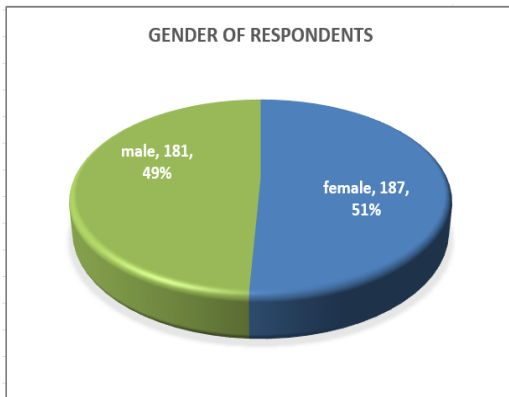


Figure 1: Gender of respondents

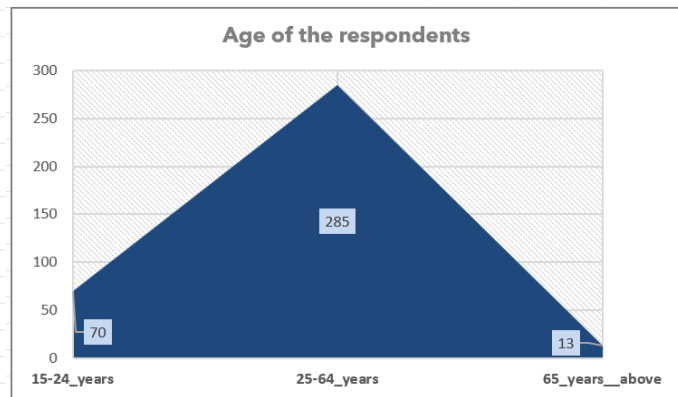


Figure 2: Age of respondents

Overall, 14% of respondents represented persons living with disability. By geographical location, 20% are in Akobo County, 14% in Panyijar county and only 3% of persons with disability were interviewed in Fashoda county (see Figure 3 below).

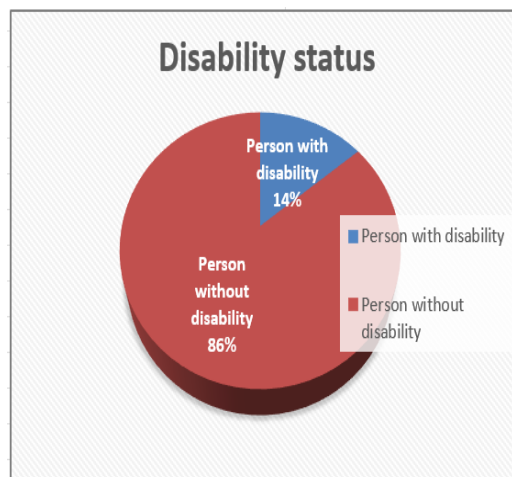


Figure 3: Respondents disability status

Figure (4) below indicates respondents' educational level in which majority or 52% are none or illiterate, 27% completed primary level, 10% with basic literacy or can write and read despite not completing primary level.



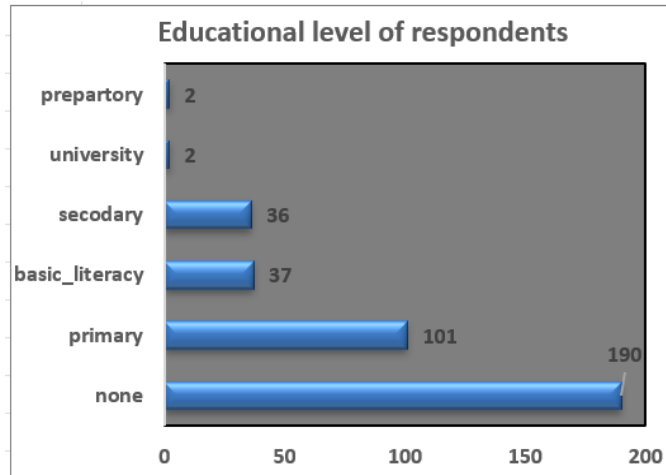


Figure 4: Respondents educational level

## Protection mainstreaming

Protection mainstreaming tool has been incorporated into post distribution monitoring survey tool, the eight questions of DG ECHO tool were administered to measure the mainstreaming of protection aspects during the cash distribution process against four aspects of safety, dignity and avoiding causing harm, meaningful access, accountability and participation and empowerment. The overall protection mainstreaming scored was 84%. Below (figure 5) shows results by domain and county:

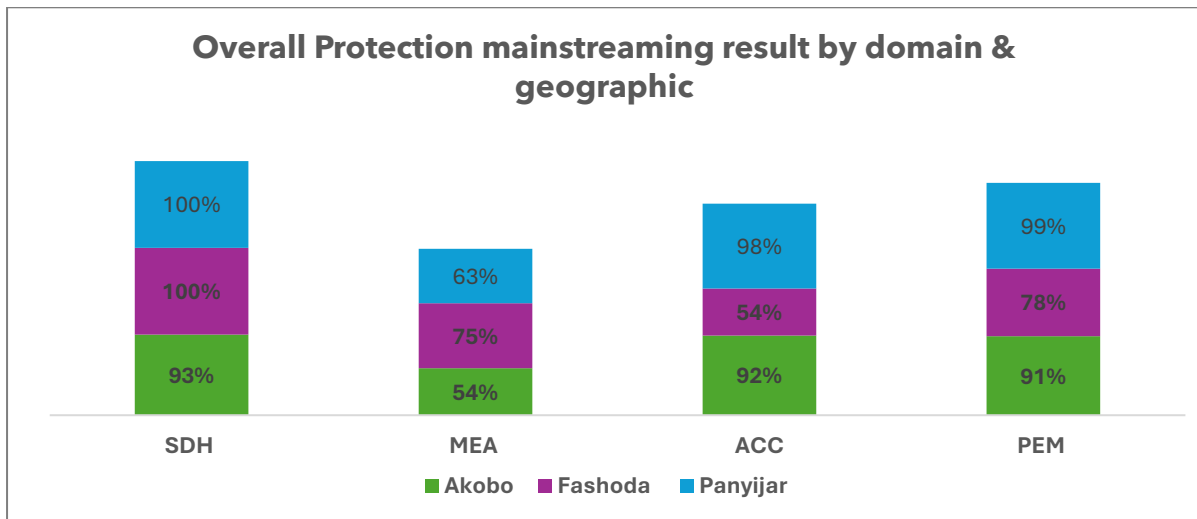


Figure 5: Overall protection mainstreaming score by county and domain.





## Safety, dignity and avoid causing harm.

The questions on safety, dignity and avoid causing harm elements were asked to assess the safety aspects of cash for work participants when they were on the way to distribution points and upon return home. The questions were also asked to assess if they were treated with dignity and respect by agencies staff or cash transfer company staff. The domain's overall result indicated that 97.7 % of respondents were safe when they were coming to distribution point and upon going back home, they were also treated with dignity and respect by both agencies at the distribution point. All the respondents in Fashoda and Panyijar counties were satisfied with safety arrangements at distribution point while 93% of respondents in the Akobo stated that safety aspect has been strengthened though no clear message noted for 7% respondents surveyed. Below table shows detailed SDH results by gender, age groups and person with disability:

County	Female	Male	15 - 24 Yrs	25 - 64 Yrs	65% & above	PwD	Overall
<b>Akobo</b>	95%	87%	93%	93%	100%	83%	<b>92%</b>
<b>Fashoda</b>	100%	100%	100%	99%		100%	<b>100%</b>
<b>Panyijar</b>	100%	99%	98%	100%	100%	100%	<b>100%</b>
<b>Overall</b>	<b>98%</b>	<b>95%</b>	<b>97%</b>	<b>97%</b>	<b>100%</b>	<b>94%</b>	<b>97%</b>

Table 2: SDH score by gender, age group and PwD.

## Meaningful access

The meaningful access element assessed the satisfaction level of participants on cash distributed and was sought to understand if some project participants were excluded during the cash distribution process after being registered and participated in dyke construction work. Meaningful access domain was the least underscored by survey participants where 66% of respondents were satisfied with cash distribution modality and noted that cash distribution process was fair with no exclusion in the distribution process. The other 44% of respondents reported exclusion. This could have been driven by the way the questions were administered/prompted by enumerators. The question aimed to understand the exclusion at distribution point and not at the initial selection stage. By location, 45% of respondents in Akobo County were dissatisfied with the modality and reported exclusion compared to Panyijar and Fashoda counties with dissatisfactory level of 33% and 19% respectively. Interestingly, persons with disability were more satisfied with the modality used. Below is table 3 showing the results by age groups, gender and disability for each county.

County	Female	Male	15-24years	25-6 years	65% & above	PwD	Overall
<b>Akobo</b>	53%	57%	57%	54%	50%	57%	<b>55%</b>
<b>Fashoda</b>	79%	73%	79%	74%		100%	<b>81%</b>





<b>Panyijar</b>	58%	67%	62%	64%	60%	90%	<b>67%</b>
<b>Overall</b>	<b>63%</b>	<b>66%</b>	<b>66%</b>	<b>64%</b>	<b>55%</b>	<b>82%</b>	<b>66%</b>

Table 3: Meaningful access score by age group, gender and PwD.

### Accountability (helpdesk set up)

County	Female	Male	15-24years	25-6 years	65% & above	PwD	Overall
<b>Akobo</b>	92%	94%	77%	96%	100%	89%	<b>91%</b>
<b>Fashoda</b>	74%	44%	50%	55%		55%	<b>56%</b>
<b>Panyijar</b>	98%	98%	96%	99%	100%	100%	<b>99%</b>
<b>Overall</b>	<b>88%</b>	<b>79%</b>	<b>74%</b>	<b>83%</b>	<b>100%</b>	<b>81%</b>	<b>84%</b>

Table 4: Accountability score by age group, gender and PwD.

Table 4 above indicates accountability score. This sought to check whether the helpdesk was set up with communication channels availed for handling complaints and concerns raised by project participants at the distribution point and to assess whether helpdesk established was effective and responsive to concerns and suggestions raised. Overall, the accountability element score was satisfactory at 84% scoring above the sphere standard of 75%. By location, respondents in Akobo and Panyijar counties were very satisfied with helpdesk set up, cited that the concerns raised were handled amicably and timely. However; the respondents in Fashoda county were somehow satisfied with a score of 56%. Female respondents were more convinced that helpdesks setup were necessary than male respondents with 88% and 79% respectively.

### Participation and empowerment.

County	Female	Male	15-24years	25-6 years	65% & above	PwD	Overall
<b>Akobo</b>	98%	70%	91%	90%	100%	82%	<b>89%</b>
<b>Fashoda</b>	79%	77%	66%	89%		100%	<b>82%</b>
<b>Panyijar</b>	98%	100%	99%	99%	100%	100%	<b>99%</b>
<b>Overall</b>	<b>92%</b>	<b>82%</b>	<b>85%</b>	<b>93%</b>	<b>100%</b>	<b>94%</b>	<b>91%</b>

Table 5: Participation and empowerment result by age group, gender and PwD





The participation and empowerment element assesses the level of engagement in cash for work programming including other THRIVE activities from design, planning and implementation phases. The respondents indicated being engaged in all the phases of the cash for work programme activities, shown by the overall domain score tabulated above (table 5). Overall, 91% of respondents reported that their views were considered by implementing agencies and relevant stakeholders' presence at the site and were informed about the cash for work programming processes from selection criteria to participate in dyke construction work until the cash distribution phase. The respondents in Panyijar county (99%) were very satisfied with engagement processes followed by respondents in Akobo County (89%) and lastly Fashoda County (82%), all scoring above sphere standard. By age group, respondents above 65 years were 100% satisfied about the domain. Overall, 94% of Persons living with disability were although the respondents in Akobo County scored the lowest at 82% on the participation and empowerment domain compared to other two counties.

## Post distribution monitoring process

### Quality Control Mechanisms.

Approximately 68% of survey participants reported that their needs were assessed prior to participating in the Cash for Work intervention, while 31% indicated they were engaged in the programme without any prior assessment. Notably, only 12% of respondents in Fashoda County confirmed that a needs assessment had been conducted before the intervention, compared to 64% in Akobo and 84% in Panyijar counties (see Figure 6).

When asked whether the cash distributed met their basic needs (see Figure 7), 79% of respondents overall stated that it did. Among persons living with disabilities, 89% expressed satisfaction with the amount received, indicating it was sufficient to cover their basic needs, compared to 77% of other categories.



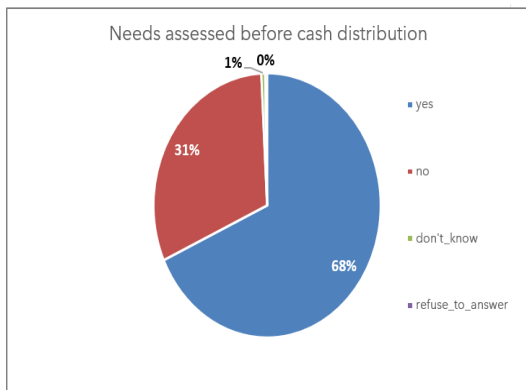


Figure 6: Needs assessed before cash distribution



Figure 7: Main urgent needs meeting

Respondents were asked whether they had been informed of the selection criteria for participating in the Cash for Work programme or dyke construction activities. As shown in Figure 8, only 43% of respondents reported being aware of the programme's selection criteria. Disaggregated by location, 51% of participants in Panyijar County had some awareness of the criteria, compared to 38% in Akobo and just 22% in Fashoda.

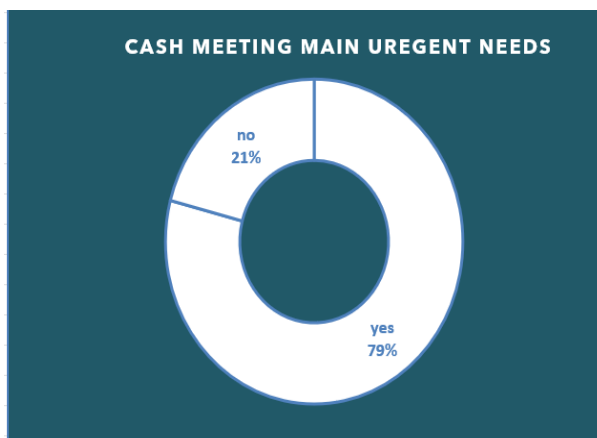


Figure 8: Knowledge about programme selection criteria



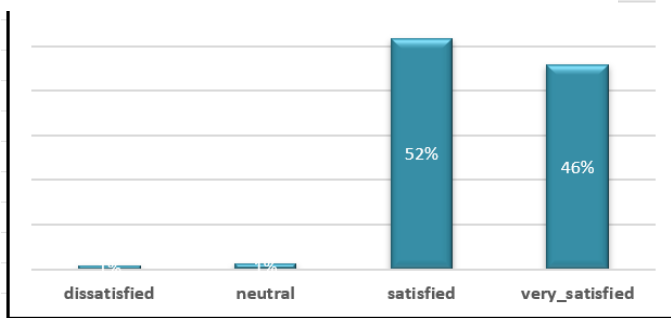


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Among respondents who were aware of the selection criteria, 78% felt the criteria were fair, while 22% disagreed. Satisfaction with the fairness of the criteria varied by location: over 80% of respondents in Panyijar County expressed satisfaction, followed by 76% in Akobo and 70% in Fashoda.

Disaggregated by gender, 78% of female respondents were satisfied with the fairness of the selection criteria compared to 73% of male respondents. Persons with disabilities reported

**Figure 9: Quality control mechanisms and processes during distribution**



higher satisfaction (89%) than those without disabilities (77%). By age group, participants aged above 65 years showed the highest level of satisfaction, with 92% indicating the criteria were fair.

Regarding access to the distribution point, 13% of respondents reported facing challenges either on their way to or from the site. Of those, 33% were from Akobo County, with 35% being

female and 26% male. The most frequently reported challenge in Akobo, particularly in Nyandit Payam, was the long distance to the distribution point.

The average cash received by participants was 275,833 SSP. By county, participants in Fashoda received the highest average amount (642,500 SSP), followed by Akobo (145,750 SSP), while those in Panyijar received the lowest average amount (40,000 SSP). These variations were influenced by factors such as the duration of engagement, the number of participants selected per Payam, and the distance covered. Overall, the survey participants were satisfied with quality control mechanisms and processes during the cash distribution, this evidenced by 98% of respondent's satisfaction. See figure (9).

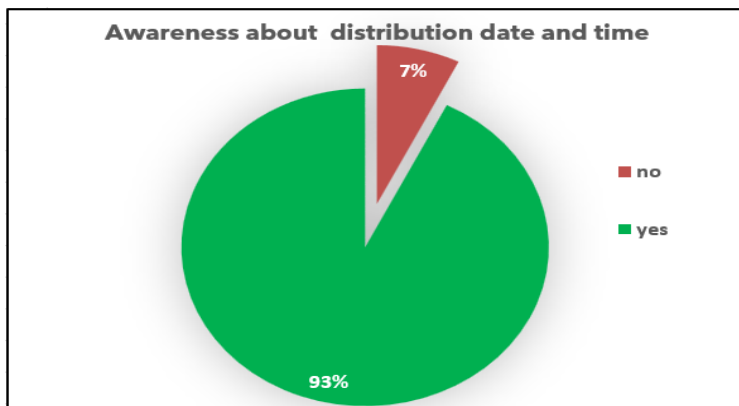




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### Accountability to affected population.

Effective communication with cash recipients and eligible participants is a critical factor in ensuring the success of the cash distribution process and facilitating early engagement with relevant stakeholders. Overall, more than 90% of respondents reported being informed about the distribution date, time, and venue (see Figure 10). However, 52% of respondents in Fashoda County indicated that they had not been informed in advance about the distribution process. Poor coordination in such cases can lead to financial implications for operations and pose potential security risks.



**Figure 10: Awareness about distribution timeline and venue**

A total of 89% of respondents reported being informed about the amount they would receive upon completing the dyke construction work. However, 27% of respondents in Akobo County indicated they were not informed when the amount was communicated by the implementing agency, with nearly half of the male respondents reporting this gap.

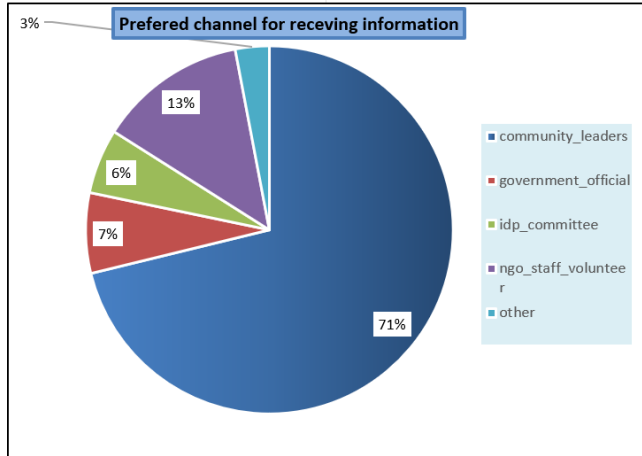
Overall, 96% of respondents felt that the information was provided by the agency prior to cash distribution was adequate. Community leaders play a pivotal role in disseminating information across various community segments, including different profiles and age groups. The successful implementation of the Cash Distribution Programme and dyke construction activities was largely attributed to the active engagement of community leaders throughout all phases – from participant identification to the execution of dyke construction and the cash distribution process.

According to the survey, 71% of participants preferred receiving information from community leaders, followed by agency staff and volunteers.





Figure 11: Preferred channels for receiving information



Government officials were more trusted in Fashoda County (34%) to disseminate information to the community, compared to just 4% in Akobo and 2% in Panyijjar.

This highlights the importance of clearly defining the role of each actor to ensure the success of the THRIVE project, particularly in addressing systemic issues that strengthen community resilience and promote self-reliance.

Both men and women, including persons with disabilities, emphasized the value of engaging community leaders in the process. This approach fosters community ownership and encourages active participation in decision-making.

Overall, 81% of respondents indicated that they received clear information about the donor and how to provide feedback or raise complaints during the cash distribution process. Among women and persons with disabilities, 84% reported receiving clear information.

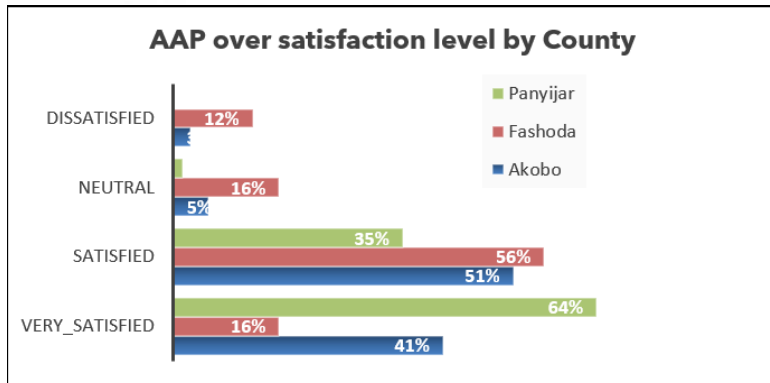
However, only 22% of respondents in Fashoda County stated they had been informed about the existing mechanisms for providing feedback or lodging complaints, compared to 86% in Akobo and 93% in Panyijjar. This suggests a lower level of community engagement in Fashoda, highlighting the need for the implementing agency to strengthen communication and feedback mechanisms. Enhancing this aspect will empower participants to exercise their rights and raise concerns in a timely manner.

Figure 12 below illustrates the overall satisfaction level regarding accountability to affected populations, with 93% of respondents reporting that they were either very satisfied or satisfied. Female respondents expressed higher satisfaction levels than male respondents. Additionally, 89% of persons living with disabilities reported being satisfied, compared to 93% of other respondents.





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2 **Figure 12: AAP over satisfaction by geographic location**

### Community feedback mechanism.

Overall, 82% of surveyed participants confirmed the presence of a complaint desk at the distribution point, manned by agency personnel, community leaders, and volunteers to respond to complaints and provide timely feedback. However, 52% of respondents in Fashoda County were unaware of the complaint desk setup. All elderly participants (aged 65 and above) surveyed in Akobo and Panyijar Counties confirmed the presence of the complaint desk, and 85% of persons living with disabilities also acknowledged it, compared to 81% other groups of respondents.

Figure 13 shows that 84% of respondents were encouraged to raise complaints and provide feedback through agency staff and help desk focal persons. By location, 95% of respondents in Akobo and 87% in Panyijar used this channel to communicate effectively and in a timely manner. In contrast, only 46% of respondents in Fashoda County reported using the same channel, while 36% mentioned alternative avenues such as the Payam Administrator and the Dyke Construction Team Leader, who were available to address issues during distribution.

The proposed feedback channels were widely accepted, particularly among female respondents (85%) and persons living with disabilities.



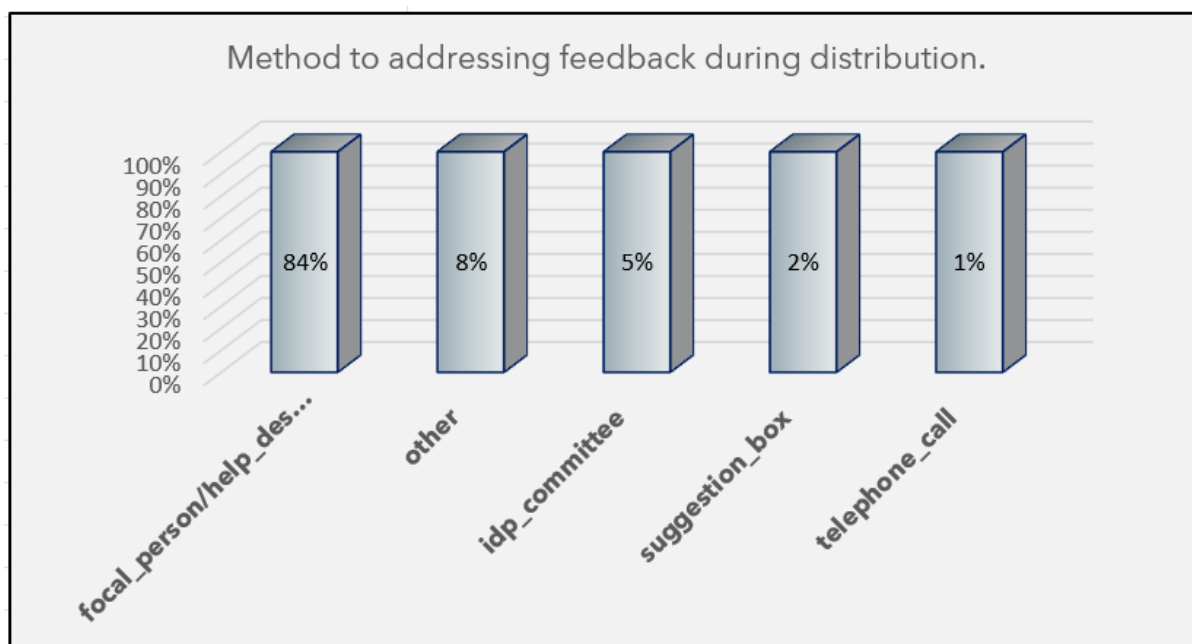


Figure 13: Channels availed by agency to addressing issues during and after cash distribution.

Overall, 71% of respondents reported using the communication channels provided by the implementing agency. By location, 77% of respondents in Akobo and 83% in Panyijar Counties utilized the available channels, while only 14% of respondents in Fashoda County confirmed doing so.

In terms of accessibility and safety, 79% of respondents stated that the channels were both accessible and safe. However, only 38% of respondents in Fashoda County shared this view. There were no notable disparities in channel accessibility across gender, disability status, or age groups.

Additionally, 77% of respondents reported receiving timely responses through these channels, while only 9% indicated experiencing delays during or after the cash distribution process.

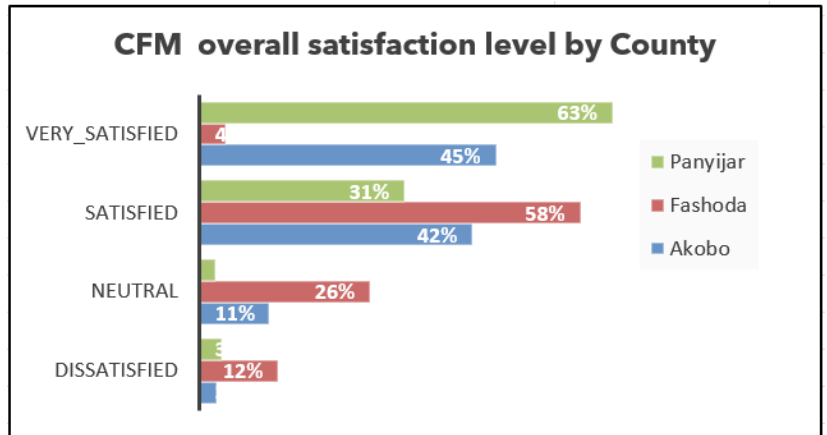
Figure 14 below shows that 87% of respondents were either very satisfied or satisfied with the overall process. Satisfaction levels were highest in Panyijar (94%) and Akobo (87%) Counties, while Fashoda recorded the lowest at 62%. No significant disparities were reported across gender or among persons with disabilities.



Figure 14: Overall satisfaction on CFM setup by county.

### Household participation

Cash for Work participants were asked whether they had been engaged throughout the various phases of the programme. Overall, 52% reported being involved in all stages of the intervention, while 47% stated they were not. By location, 70% of respondents in Panyijar County reported full engagement across the phases, compared to 33% in Akobo and 24% in Fashoda.



In terms of gender, 51% of female respondents reported being engaged, slightly less than male respondents at 54%. No disparities were observed between persons with disabilities and those without. Most participants indicated they were primarily engaged during the selection and registration phases.

Figure 15 illustrates the time spent by participants to reach the distribution point. Overall, 63% of respondents reported spending less than an hour, while 36% spent more than an hour. In Akobo County, 68% of respondents indicated spending over an hour, compared to 22% in Panyijar and 18% in Fashoda. A few respondents, particularly in Nyandit Payam of Akobo County, raised concerns about the long distance to the distribution site.

To ensure participant safety and improve accessibility, it is recommended that future distribution points be located closer to the communities.

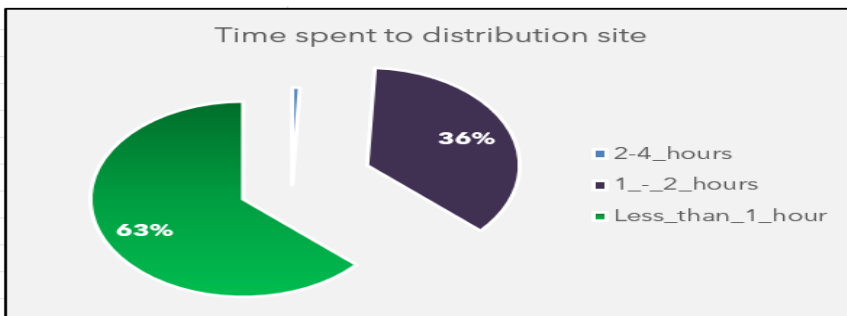


Figure 15: Time spent to distribution point

Over 94% of respondents agreed that the distribution site was well organized. Women were represented and included in the committee responsible for handling concerns, enabling female participants to confidently communicate and provide feedback without fear. Additionally, 82% of respondents confirmed the presence of women in the established committee.



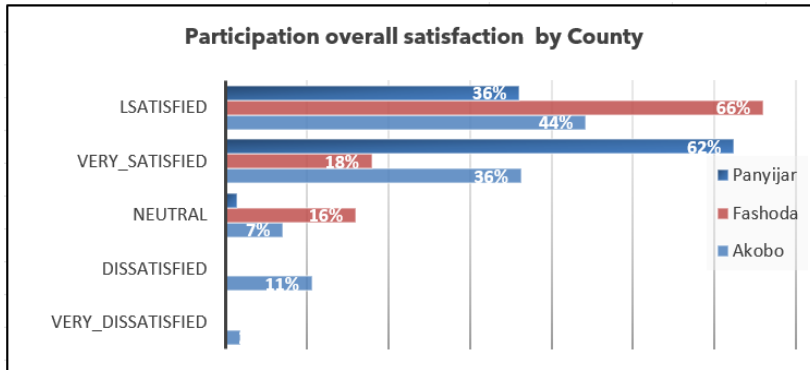


Figure 16: participation overall satisfaction by County.

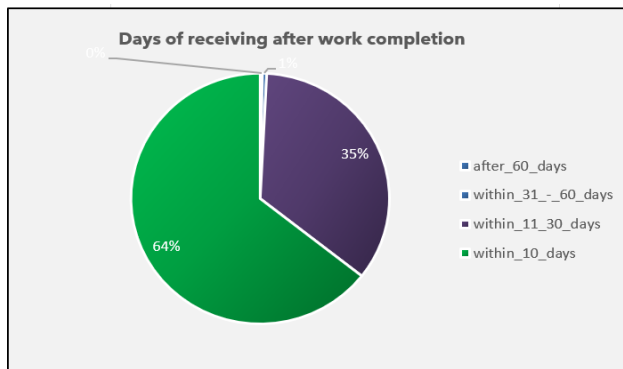
Figure 16 above presents the overall satisfaction with the participatory approach used during the Cash for Work programme, with 91% of respondents stating that the

participation was effective. Female respondents reported higher satisfaction (94%) compared to male respondents (86%). However, only 80% of persons living with disabilities felt satisfied with the participatory approach, compared to 93% of other groups of respondents.

### Cash intervention appropriateness, time and use.

Survey participants were asked about the time taken for cash to be distributed following the completion of dyke construction work. Overall, 64% of respondents indicated that they received cash within 10 days of completing the work, while 35% reported receiving it between 11 and 30 days (see Figure 17).

Figure 17: Days of cash received after work completion



By location, 94% of respondents in Akobo County reported receiving cash within 10 days of completing the dyke construction work, followed by 88% in Fashoda and 62% in Panyijar. In Panyijar County, 38% of respondents received their cash between 11 and 30 days.

Overall, the timing of cash distribution was considered acceptable and aligned with international best practices. A total of 86% of respondents stated that the cash was distributed at the right time, while 13% reported delays. Only 1% felt that the process was significantly delayed.

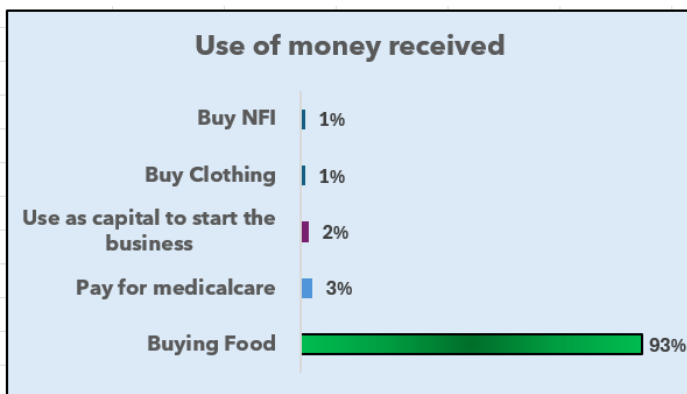




Participants were asked how they utilized the cash received through the programme. Approximately 93% reported using the money to purchase food, followed by 3% who used it to cover medical expenses. Given that food harvested across the GUN region is typically consumed between November and March, households and Cash for Work participants may have experienced food shortages during the distribution period.

Interestingly, 2% of respondents used the cash as capital to start small businesses – a positive outcome that contributes to household resilience, self-reliance, and long-term wellbeing. See Appendix 1 for a story highlighting a female participant from Fashoda County.

Figure 18: Use of cash received



Respondents were asked who made decisions regarding the use of the cash received. Overall, 70% mentioned the household head as the primary decision-maker, while 17% specifically identified a male household member. By location, 88% of respondents in Fashoda County stated that the household head made the decision, followed

by 68% in Akobo and 67% in Panyijar. See Figure 19 below for satisfaction levels related to this theme.

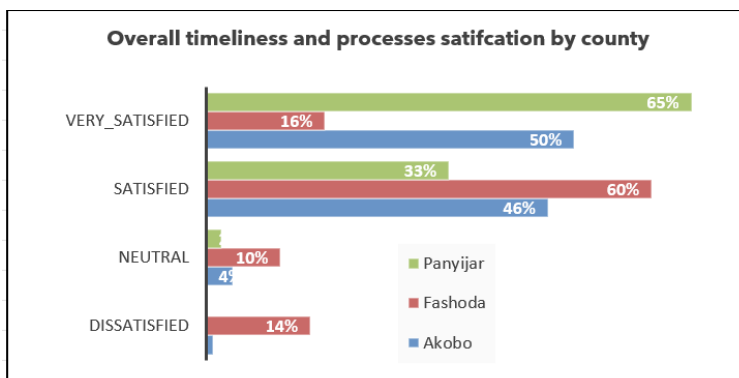
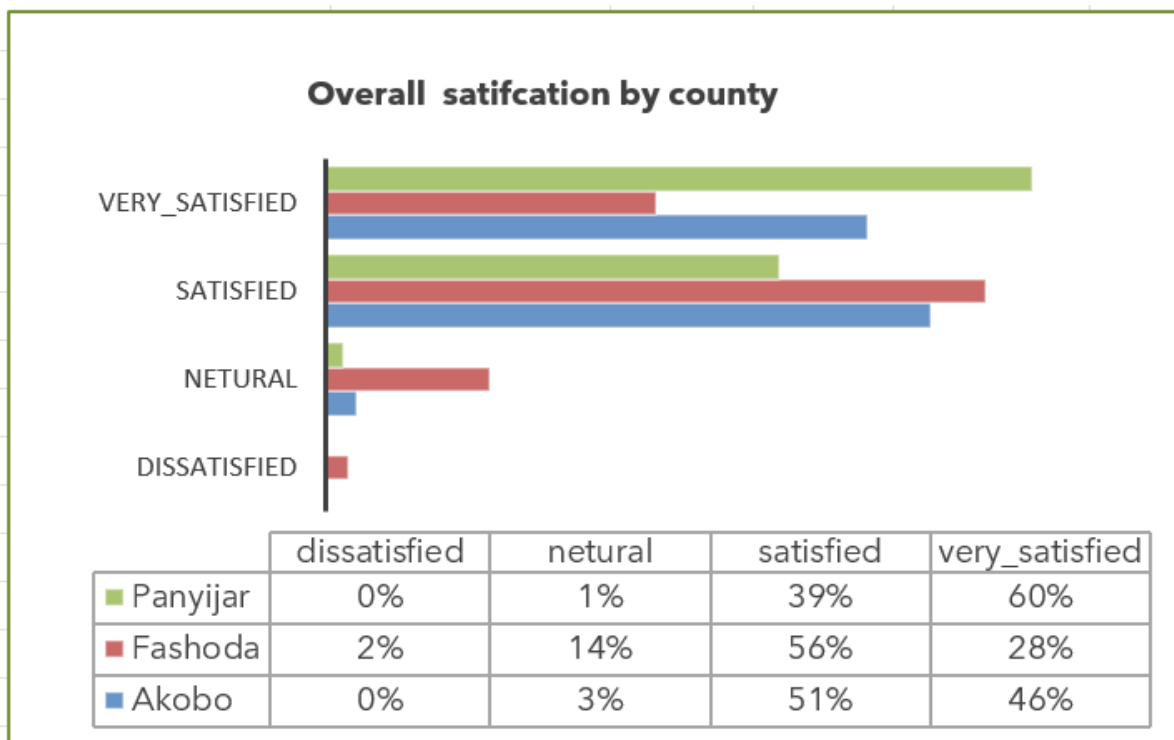


Figure 19: Overall timeliness and process satisfaction by County.

### Protection during the cash distribution.



Figure 20: Overall satisfaction about all the themes.



## Learning and Recommendations.

- To ensure the effectiveness and sustainability of future programming – including ongoing THRIVE activities – it is essential to strengthen and mainstream the Accountability to Affected Populations (AAP) framework across all phases. This includes reinforcing the Community Feedback Mechanism (CFM), particularly in Fashoda County, where many participants reported low levels of engagement with the programme.
- Additionally, there is a need to consider relocating distribution points closer to affected populations, especially in conflict-affected areas. Long travel distances pose significant risks to vulnerable groups, including women, the elderly, and persons living with disabilities. Bringing services closer to communities will enhance safety, accessibility, and overall programme effectiveness.
- Survey findings revealed low awareness of programme selection criteria, particularly in Fashoda County. To address this, there is a need for more effective dissemination and communication of the selection criteria, including donor information, to ensure timely feedback and informed participation.



- Engaging community leaders remains a vital strategy, as they are widely accepted by community members and project participants across all locations. Their involvement is key to the success of the THRIVE project, especially in promoting social and behaviour change approaches.

## Appendix

### Appendix 1:

#### **From Firewood to new beginnings: Julia Builds a New Life in Lul**

In the flood-prone lowlands of Lul Payam, Fashoda County, one mother's resilience has sparked a new beginning. Through a Cash-for-Work programme led by the Catholic Diocese of Malakal, in partnership with GOAL and CAFOD, and supported by UKaid funding, Julia Nyakuach transformed her life – from selling firewood to running a thriving tea stall.

Julia Nyakuach, 31, is the sole caregiver of her three children. Her husband, estranged and absent since the Sudan conflict, has yet to return. For years, Julia survived by selling firewood in the local market of Lul Payam, barely earning enough to meet her family's basic needs. "I would earn 3,000 to 5,000 SSP a day, but it was never enough," Julia recalls. "Shopping for the children and paying school fees was always difficult."

Despite the challenges, Julia held onto her dream of opening a small tea stall – a dignified and sustainable way to support her children. Thanks to the Cash-for-Work programme, that dream became a reality.

#### **A Breakthrough Opportunity**

That was possible because of the Cash-for-Work (CfW) programme, which was an initiative to construct protective dykes in Upper Nile State flood-affected areas. Conducted by the Catholic Diocese of Malakal in partnership with CAFOD, GOAL, and supported by the UKaid, the programme became a lifeline for Julia. "I was so excited, and I felt happy after learning about cash for work programme/dyke construction in Lul". Nyakuach narrated. Nyakuach was selected among other women in the area, though some community members were doubtful about her ability to work along men, because dyke construction work requires energy " some men said I will not be able to do the job, because digging is heavy work and it requires energy, but I was ready to endure and work hard to earn cash to





achieve my dream". Nyakuach confidently narrated with a smile. Julia worked side by side with men, helping construct the very dykes that now protect houses and fields from seasonal flooding. For this labor, she was compensated with 677,000 SSP (about \$116 USD), which she added to a 200,000 SSP loan to make her dream come true. "I borrowed 200,000 SSP to add up on what I received from programme, I am so happy now because I worked hard to have this place opened, I am also so happy because I don't go to the bush to collect firewood's anymore". She continued narrating.

### Brewing a New Future

Julia, once burdened by the daily task of gathering firewood, now runs a thriving tea stall in Lul's central market. Her business earns between 40,000–50,000 SSP daily, even after covering rent. Through the THRIVE project led by GOAL, she joined a Village Savings and Loan Association (VSLA), allowing her to save 15,000–20,000 SSP per day.

"Today, I'm proud," Julia says. "This job assisted me in developing something to last."

With her growing savings, Julia plans to:

- Build her own shelter to eliminate rental costs.
- Support community resilience by helping maintain dykes built with provided tools.

### Gratitude and Hope

Julias story is a reminder that the right support and partnerships can open doors to a better future.

"I want to really thank people who gave money to CARITAS to support us, I am so happy because I am now able to have my own place to cater for my family needs, I do thank you (GOAL & CAFOD team) for being here to support us" Nyakuach concluded.





## Appendix 2: Protection mainstreaming questionnaire

<b>SDH. 1 - Did you feel safe at all times travelling to receive the assistance/service (to/from your place), while receiving the assistance/service, and upon return to your place?</b>	Yes, completely / Mostly yes / Not really / Not at all / Don't know / No answer
<i>If no, what could have been done by the organization to make you feel safer?</i>	
<b>SDH. 2 - Did you feel that the (agency/NGO/implementing partner/contractor) staff treated you with respect during the intervention?</b>	Yes, completely / Mostly yes / Not really / Not at all / Don't know / No answer
<i>If no, would you mind telling us when or where? Would you mind telling us why?</i>	
<b>MEA. 1 - Are you satisfied with the assistance/service provided?</b>	Yes, completely / Mostly yes / Not really / Not at all / Don't know / No answer
<i>If no, would you mind telling us why you are not satisfied?</i>	e.g. it was not timely; it was not adequate to my needs
<b>MEA. 2 - Do you know of people needing assistance/services who were excluded from the assistance/service provided?</b>	Yes, a lot / Yes, a few / Not really / Not at all / Don't know / No answer
<i>If yes, who was mainly excluded?</i>  <i>The list of groups is intended as an example only.</i>	(1. Child Headed HH 2. Female Headed HH 3. People with disability 4. Terminally ill people 5. Elderly 6. Minority Groups 6. Others specify)
<b>ACC. 1 - If you had a suggestion for, or a problem with the assistance/service, do you think you could channel the suggestion or lodge a complaint?</b>	Yes, completely / Mostly yes / Not really / Not at all / Don't know / No answer
<b>ACC. 2 - To your knowledge, have suggestions or complaints raised been responded to or followed up?</b>	Yes, completely / Mostly yes / Not really / Not at all / Don't know / No answer
<i>If no, would you mind telling me which are the issues / what happened?</i>	
<b>PEM. 1 - Were your views taken into account by the organization about the assistance you received?</b>	Yes, completely / Mostly yes / Not really / Not at all / Don't know / No answer
<i>If no, would you mind telling me how is it that your views were not taken into account?</i>	
<b>PEM. 2 - Did you feel well informed about the assistance/service available?</b>	Yes, completely / Mostly yes / Not really / Not at all / Don't know / No answer
<i>If no, what could the aid/service provider have done to better inform you about the assistance / services available to you?</i>	





## Appendix 3: PDM questionnaire

Message to Interviewee:

I \_\_\_\_\_ (Name of Interviewer) and I work for \_\_\_\_\_ (Organization name) confirm that the message to the interviewee was conveyed clearly and that the interviewee agreed to participate in this assessment voluntarily.

The purpose of this interview is to obtain information on Cash distributions to understand whether the organization is addressing the needs of vulnerable people. You have been randomly selected to participate in this interview from the list of beneficiaries who have received cash. The participation in this assessment is voluntary (data collectors please leave if the beneficiary is not willing to participate). Information and data obtained from you are considered as confidential. The information will be used to improve assistance in the future but will not include any specific names. You will not gain any material benefit from agreeing to conduct this interview. Also, you will not receive any extra assistance, than you would otherwise have already received. We would appreciate if you can provide us with the most accurate answers as you can.

Are you willing to talk with us and share your experience for this assessment?

0) Yes 1) No

BENEFICIARY DATA	
1) Sex of respondent	A) Male B) Female
2.) Age of respondent:	
3) Marital status	A) Single B.) Married C.) Divorced D.) Widowed E.) Separated
4.) Highest level of education of respondent:	A.) No education (illiterate) B.) Alternative Basic Education C.) Primary school D.) High school E.) Vocational training F.) University
5.) Head of household:	A.) Male B.) Female C.) Female (under 18 yrs. old) D.) Male (under 18 yrs old).
6.) Is there anyone in your household, including yourself, with impairment	A) Difficulties seeing (including blindness) B) Difficulties hearing (including deafness) C) Physical disability. D) Mental disability (apparent/visible) F) Difficulties focusing, remembering, concentrating for a period G) Difficulties of speaking. G) Other specify _____
7.) Number of family members (give number per category):	_____
Quality control of process (assessment, verification, distribution) effectiveness of response	





8.) Were you asked about your needs before cash distribution?	A.) Yes B.) No C) I don't know D) Refuse to answer
9) How many of those affected by the disaster and <b>in need of cash</b> received assistance?	A.) All those affected have received B.) Majority have received C.) Half of those affected have received D.) Very few E.) Do not know Others specify ( _____ )
10)* Did the cash-based intervention contribute to responding to your <b>main urgent</b> need?	_____ A) Yes B) No _____
11) Do you know the selection criteria	A.) Yes B.) No
12.) If the Answer for Q 11 is Yes, what was the selection criteria?	_____
13) Do you believe that targeting/selection made fairly and reached the most vulnerable population?	A.) Yes E.) No
14) were there challenges during cash receiving	A) Yes B) No C) Refuse to answer
15) If yes, what were the challenges	_____
16) How much cash did you receive?	_____
17) Are you satisfied with the overall process?	A. Very satisfied B. Satisfied C. neutral D. Dissatisfied E. Very dissatisfied
<b>Accountability to the affected population</b>	
<b>Information sharing</b>	
18) How did you receive information about the cash-based intervention?	A.) IDPs/Community Committee member B) Community leader C) Government officials D) NGO staff/volunteers/UN E) Neighbors/ Friends F) outreach workers/HEW/DA/ E.) Others, specify ( _____ )
19). Were you aware of the time and day of distribution?	A) Yes B) No C) Refuse to answer
20) Were you informed about the amount of cash that you received prior to the distribution day	A) Yes B) No C. Refuse to answer.
21) Was the information that you received about the program before the distribution adequate?	A. Yes B. No C. Refuse to answer
22) If no, please describe what is left	_____





23) How do you prefer to receive information about distribution?	A.) IDPs/Community Committee B.) Government officials C.) NGO staff/volunteers D.) Others, specify (_____)
24) Was information about the donor, and organization for cash support provided clear and appropriate?	A.) Yes, it was very clear B.) I understood partially C.) No, it wasn't clear D.) Do not know
25) Have you received information on how to provide feedback and complaints about the cash intervention?	A) Yes                      B) No
26) Are you satisfied with the overall information sharing?	A. Very satisfied B. Satisfied    C. neutral D. Dissatisfied E. Very dissatisfied
<b>Complaint feedback mechanism (CFM)</b>	
27) Was there a complaint desk, person or place where you can give your feedback/complaints during the distribution and/or after the distribution?	A) Yes B) No C) I don't know D) Refuse to answer
28) If yes, what was the method or to whom were they addressed?  Mark all the avialbel complaint mechanizmes	A.) Suggestion box B.) Focal person/help desk for complaints C.) IDP committee D.) Telephone call E.) Others, specify(_____)
29) Have you used any of the method?	A) Yes    B) No
30) If Yes, Which method have you used?	A.) Suggestion box B.) Focal person/help desk for complaints C.) IDP committee D.) Telephone call E.) Others, specify(_____)
31) If yes, was the complaints mechanism accessible for all members of the community?	A) Yes B) No C) I don't know D) Refuse to answer
32)* If yes, was the complaints mechanism safe for all members of the community to use?	A) Yes B) No C) I don't know D) Refuse to answer
33) Are the feedback mechanisms timely and adequately?	A. Yes, on time B. Delayed C. Reasonable D. I didn't give any complain
34) are you comfortable with complain handling method?	1) Yes B) No
35) Are you satisfied with the overall Complaint feedback mechanism?	A. Very satisfied B. Satisfied    C. neutral D. Dissatisfied E. Very dissatisfied
<b>Timely Responses</b>	
36) When did you receive the assistance after the disaster?	A.) Within 10 days





	B.) Within 11 - 30 days C.) Within 31 - 60 days D.) After 60 days
37) Did you feel that the cash you received at the right time?	A.) Yes, very timely B.) Delayed C.) Too late
38) Are you satisfied with the overall process?	A. Very satisfied B. Satisfied C. neutral D. Dissatisfied E. Very dissatisfied
<b>Protection</b>	
39) Did you experience any safety issues when you receive the cash?	A.) Yes B.) partially/somewhat C) No D) Refuse to answer
40) If yes or partially, why?	A) Theft of robbery B) Overcrowding C) Harassment or fear of encountering violence or threat along the way B) Fear of robbery C.) Others, specify ( _____ )
41) Did you feel safe on your way back from the place where received the cash?	A.) Yes B.) No
42) If no, why?	A) Theft of robbery B) Overcrowding C) Harassment or fear of encountering violence or threat along the way B) Fear of robbery C.) Others, specify ( _____ )
43) Did you feel threatened or insecure at any time during the humanitarian response from gov't or NGO's/UN?	A.) Yes B.) No
44) If yes, please specify	
45) Have you given anything in exchange to be registered and to receive Cash?	A.) Yes B.) No
46) Are you satisfied with the overall process of safety and security?	A. Very satisfied B. C. neutral D. Dissatisfied E. Very dissatisfied
<b>Participation</b>	
47) Did someone in this household participated in the intervention?  This include designing, planning, processing.	A Yes B. No C. Refuse to answer
48) If yes, which part of the process?	A.) During need assessment B.) During beneficiary selection C.) During beneficiary registration D.) During distribution of cash E.) Other specify ( _____ )
49) If No, Why	_____
50) Where was the cash distribution site?	A.) Within IDP site B.) Off IDP site (Bank, etc)





51) If offsite, did you pay for transportation and how much?	A.) Yes ( _____ Birr)      B.) No
52) How long did it take you to walk to the distribution/receiving point?	A.) Less than 1 hour B.) 1 - 3 hours C.) 4-6 hours D.) 7 - 9 hours E.) 10 hours and above
53) Was the cash distribution method well organized?	A.) Excellent B.) Good C.) Averagely organized D.) Poorly organized E.) Badly organized.
54) Are there changes you would like to see with regards to Cash intervention?	A.) Yes      B.) No
55) If yes, what changes	_____
56) Are you satisfied with the overall participation on the process?	A. Very satisfied B. Satisfied C. neutral D. Dissatisfied E. Very dissatisfied
<b>Gender</b>	
57) Do you think that women were adequately represented in the committee?	A.) Yes      B.) No      C) Don't know
<b>Cash intervention appropriateness and use</b>	
58) How is your household used the money that was received?	A. Buy food; B. Pay for healthcare or medicines. C. Buy shelter materials (plastic sheet, pegs, rope). D. Pay for education; E. Buy NFI (kitchen items; and others) F. Buy clothing; G. Use as a capital to start a business D Other specify _____
59) Who make decisions on using the money?	A) Head of household only (it can be female or male) B) Male only C) Female only D) Elder people (Male or female)
60) After the intervention, have you improved or recovered from shocks?	A) Yes B) No C) stay the same
61) Are you satisfied with the overall cash intervention on the appropriates?	A. Very satisfied B. Satisfied C. neutral D. Dissatisfied E. Very dissatisfied
<b>Any other comments and suggestions of respondent</b>	



