

Data collection: 1 - 30 April 2024 | Publication date: 17 May 2024

IOM's DTM conducts biometric registration activities in IDP camps, the protection of civilians sites (PoCs) and collective centres. This system captures beneficiaries' bio-information through fingerprints and photos (especially children and the elderly) which helps accurately identify beneficiaries and prevents duplication during aid distribution.

The beneficiary satisfaction surveys that the DTM team conducts are instrumental in understanding the experiences and concerns of those receiving aid. By identifying strengths and potential challenges faced by beneficiaries during the registration process, these surveys enable DTM and partners to make necessary adjustments to improve the overall effectiveness of food, non-food items (NFIs), and cash distributions.

Between 1 and 30 April 2024, IOM's Displacement Tracking Matrix (DTM) interviewed 1,106 households representing 7,810 household members to assess the beneficiary satisfaction among service-receiving IDPs during distributions in Bentiu IDP Camp.

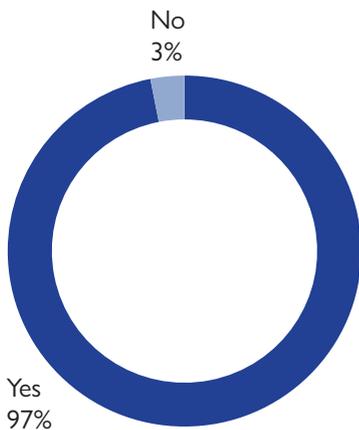
Map of Bentiu IDP camp (Population Count, March 2024)



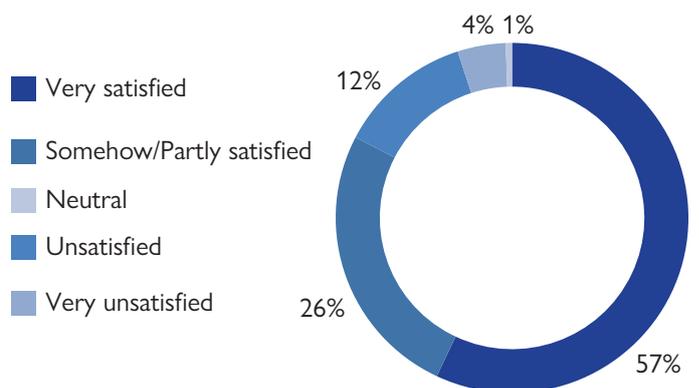
Among the surveyed beneficiaries, 57 per cent reported being very satisfied, somehow/partially satisfied (26%), unsatisfied (12%), very unsatisfied (4%), and one per cent identified to be neutral with the biometric registration assistance they received.

The biometric registration contributes to fairer distributions (reducing the likely occurrence of issues such as stealing and scams) has been looked at positively by 97 per cent respondents, representing 7,568 household members. Of those who perceived a fairer contribution from IOM's BMR, female respondents were significantly more positive about the registration (93%) and four per cent were males.

Do you feel IOM's biometric registration contributes to fairer distributions?



Overall, are you satisfied with IOM's biometric registration?



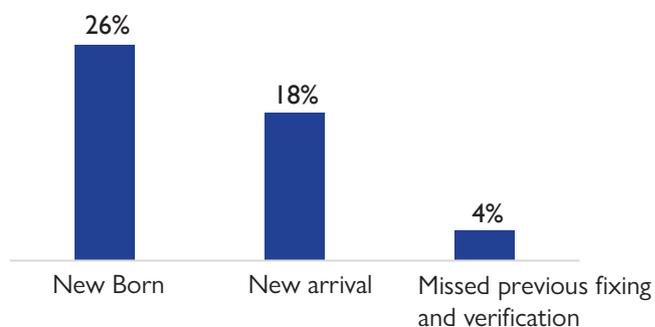
Successful attempts to access aid distribution were reported by a high percentage of interviewees (99%), which is a positive indication of the effectiveness of the biometric registration distribution system. This suggests that majority of beneficiaries are able to obtain aid without significant obstacles.

Was the respondent successful during food distribution ?



The top three reasons provided for the lack of registration, particularly the presence of newborn babies, new arrivals in the IDP camp, and some IDPs missed previous rounds of fixing and verification, underscore the dynamic nature of displacement situations and the challenges associated with keeping registration information up to date. The fact that some households missed previous population fixing suggests that there may be shortcomings in the communication or outreach efforts related to registration activities. It is crucial for registration processes to be accessible and well-publicized to ensure that all beneficiaries, including the new arrivals are present during the time of the exercise.

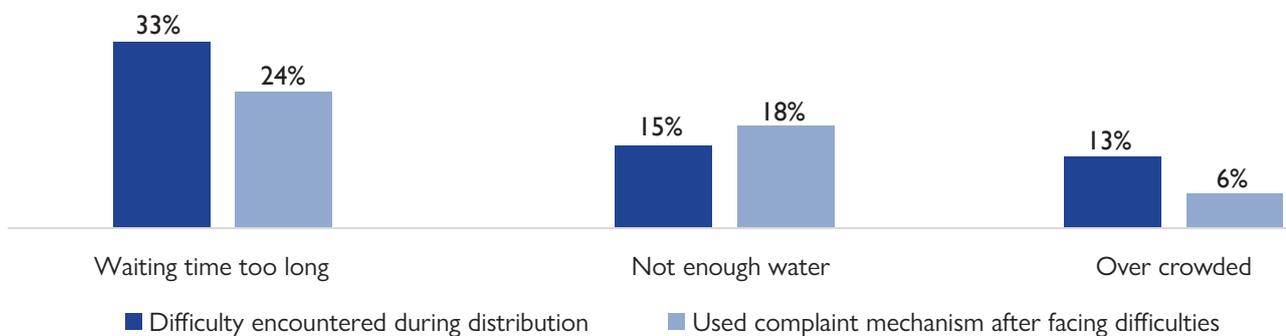
Top 3 reasons why family members are not registered?



On the other hand, one per cent of respondents reported unsuccessful attempts to access aid distribution, attributed to lost cards and changes in check point highlight specific challenges that some beneficiaries may encounter in accessing aid distribution in Bentiu IDP camp.

During the survey, 48 per cent respondents reported facing challenges in accessing aid. This underlines the need to address these issue to ensure the effectiveness and efficiency of food distribution efforts. The commonly cited difficulties, including long waiting times, lack of water, and overcrowded locations, point to systematic issues that can hinder beneficiaries' access to humanitarian aid. Long waiting times can be burdensome particularly for vulnerable groups such as women, children, and the elderly. The top three places where respondents cited going for complaints are, camp management (24%), camp management community leaders (18%), and IOM community leaders (6%). This highlights the importance of having multiple channels for lodging complaints. This diversity of options allows beneficiaries to choose the most accessible and trusted avenue for raising their concerns.

Difficulties cited by respondents during distribution and households having used complaint mechanisms



Vulnerabilities have been acknowledged by 33 per cent of household members in Bentiu IDP camp. The most cited forms of vulnerabilities include, disability, age, health conditions, and socioeconomic status, among others. Of the respondents who cited a household member has one or more vulnerability in the camp, 32 per cent indicated that vulnerabilities were catered for, suggesting that there are efforts in place to support vulnerable individuals within the camp.

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