SOUTH SUDAN
2020 MID-YEAR USER SATISFACTION SURVEY FEEDBACK

COORDINATION
The Logistics Cluster continues to hold regular coordination meetings. Due to COVID-19, meetings are held online for both Juba- and field-based colleagues since March 2020.

In 2020, the Logistics Cluster organised three special focus coordination sessions on air, river, and road transport services in order to engage partners and encourage experience sharing.

95% OVERALL SATISFACTION

AGREE THE LOGISTICS CLUSTER ENCOURAGES COLLABORATION

100% OVERALL SATISFACTION

AGREE THAT COORDINATION MEETINGS ADDRESS LOGISTIC'S GAPS AND NEEDS

INFORMATION MANAGEMENT
In 2020, the Logistics Cluster has continued to share information management products such as transport schedules, maps, monthly operation overviews and meeting minutes through its mailing list and dedicated webpage.

The Logistics Cluster maintains complete impartiality and is not in a position to endorse, rate or share any company's suitability as a reputable service provider.

97% OVERALL SATISFACTION

BELIEVE INFORMATION CONTRIBUTED TO OPERATIONAL DECISION MAKING

SATISFIED WITH TECHNICAL INFORMATION AND GUIDELINES RECEIVED

COMMON LOGISTICS SERVICES
The Logistics Cluster offers air transport services to locations not reachable by road and river during rainy season. Organisations are strongly encouraged to plan ahead and preposition their cargo during dry season.

The Inter-Cluster Coordination Group (ICCG) decides on priority locations. ICCG priority locations are served first and organisations are encouraged to plan ahead in order to ensure timely response.

The Logistics Cluster continuously monitors and assesses the needs for logistics support in country and adjusts the services accordingly. It is important to note that the Logistics Cluster's mandate is to fill gaps, and not to replace existing organisations or commercial logistics capacity. This is why there are no flights offered from Juba to locations accessible by road.

100% OVERALL SATISFACTION

SATISFIED WITH AIR, RIVER AND ROAD CARGO TRANSPORT SERVICES

SATISFIED WITH WAREHOUSING SERVICES

TRAINING
Due to the ongoing pandemic, physical trainings have been on hold since March 2020, however, existing Logistics Cluster online trainings available via the e-learning platform have been shared through the mailing list.