



# USAID COMMUNITY ENGAGEMENT PROJECT (USAID CEP) BASELINE ASSESSMENT

**JORDAN**

**BASELINE REPORT**

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**REACH** An initiative of ACTED,  
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*Cover photo: Village in Irbid governorate, Jordan. © REACH, 2015*

REACH operates under ACTED in Jordan and is a joint initiative of ACTED, IMPACT Initiatives and the UN Operational Satellite Applications Programme (UNOSAT). REACH was established by ACTED in 2010 to strengthen evidence-based decision making by aid actors through efficient data collection, management and analysis before, during and after an emergency. This contributes to ensuring that communities affected by emergencies receive the support they need. All REACH activities are conducted in support of the Government of Jordan and UN partners, for the development of the Jordan Response Plan, and are within the framework of interagency aid coordination mechanisms.

## EXECUTIVE SUMMARY

Jordan has faced several structural challenges and inequalities since before the Syria crisis. These include strained public service delivery; challenges in communication between citizens and government, including limited participation of women in the public sphere<sup>1</sup>; high unemployment and limited prospects for youth<sup>2</sup>; pressure on natural resources, particularly water<sup>3</sup>; as well as perceptions of uneven or inadequate resource allocation between governorates. The protracted Syria crisis has exacerbated many of these challenges, with 635,324 displaced Syrians registered as refugees with UNHCR in Jordan as of January 2016<sup>4</sup>, the majority living in Jordanian host communities<sup>5</sup>. The increase in population has intensified in particular those pre-existing challenges relating to public service delivery and resource allocation, as government at different administrative levels increasingly struggles to meet heightened demand.

Previous assessments of social cohesion and resilience in Jordan have identified multiple drivers of tension, including intensified competition for basic services, livelihood opportunities and housing, coupled with limited communication between citizens, local government and other stakeholders<sup>6</sup>. Such issues pose challenges for social cohesion between host and refugee populations; within Jordanian communities; as well as between citizens and government at different administrative levels. Consequently, they highlight the need for strengthened community resilience or adaptability to shocks and persistent internal and external challenges, so as to nurture an environment conducive to long term, sustainable development and stability.

USAID Community Engagement Project (USAID CEP) seeks to contribute to increased community resilience and support social cohesion in 19 communities in Mafraq, Irbid and Tafleeh governorates. USAID CEP is a five-year activity which aims to achieve this goal by building community cohesion and enhancing the resilience of communities to more effectively address evolving challenges. Its grassroots approach utilizes a participatory process to engage community members in addressing community needs and stressors within the context of regional volatility and transitions associated with domestic policy reform, economic conditions, and demographic change. Specifically, USAID CEP works through and builds the capacity of Community Enhancement Teams (CETs), municipalities/local government and Community Based Organizations (CBOs) to support communities in identifying and prioritizing stressors; developing short- and long-term solutions to challenges through collaboration with relevant stakeholders; and using effective and transparent communication to strengthen community cohesion. Implementation of USAID CEP began in 2014 in nine communities in Mafraq, Irbid and Tafleeh governorates, with an additional ten communities targeted in the same governorates in 2015. At the time of writing a small pilot activity was underway in Ma'an city in Ma'an governorate<sup>7</sup>.

REACH was contracted by USAID CEP to conduct a baseline assessment in the ten newly targeted communities mobilized in late 2014 and early 2015. The present baseline seeks to establish perceptions of social cohesion and resilience in Alsahya w Nayfah, Sabha w Eldafyaneh, Um Al Jmal and Hosha communities in Mafraq governorate; Mo'ath bin Jabal, Khaled bin Al Waleed, Al Wastyah, No'aimeh region and Al Taybah communities in Irbid governorate; and Al Mansoura, Tein, Hid community in Tafleeh governorate. The assessment sought to understand community members' perceptions of different aspects of social cohesion and community resilience, in order to provide a baseline for USAID CEP's implementation. The findings of this baseline will serve as one of the elements

<sup>1</sup> See e.g. Dababneh, Abeer Bashier, 2012, [Jordanian Women's Political Participation: Legislative Status and Structural Challenges](#), *European Journal of Social Sciences* 27(2), pp. 213-221; United Nations Development Programme (UNDP), [Gender Equality and Women's Empowerment in Public Administration: Jordan Case Study](#), 2012; World Bank, [Country Gender Assessment: Economic participation, agency and access to justice in Jordan](#), 2014.

<sup>2</sup> See e.g. International Labour Organisation (ILO), [Labour market transitions of young women and men in Jordan](#), June 2014; [World Bank data](#) 2006-2014 [last accessed 18 January 2016];

<sup>3</sup> See e.g. Jordan Ministry of Water and Irrigation, [Jordan Water Sector Facts and Figures 2013](#), January 2015.

<sup>4</sup> UNHCR, [Syria Regional Refugee Response Portal](#), [last accessed 26 January 2016]

<sup>5</sup> [Jordan Response Plan for the Syria Crisis 2016-2018](#) (JRP 2016-2018), Draft, October 2015, p. 8.

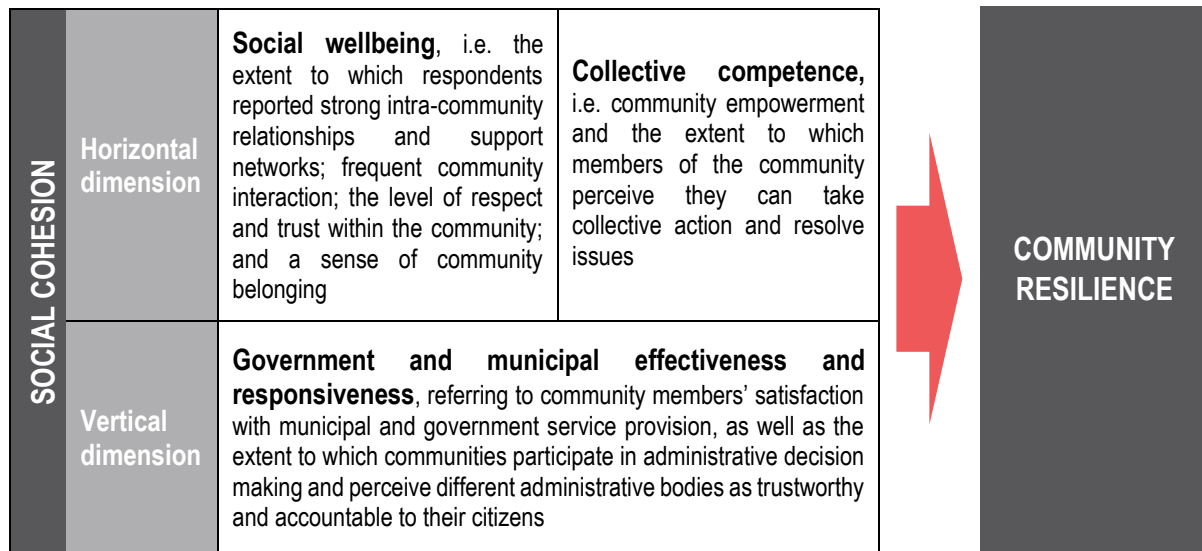
<sup>6</sup> FCO-REACH, [Evaluating the Effect of the Syrian Refugee Crisis on Stability and Resilience in Jordanian Host Communities – Preliminary Impact Assessment](#), January 2014; Ibid., [Understanding Social Cohesion and Resilience in Jordanian Host Communities](#), Assessment Report, June 2014; Ibid., [Social Cohesion in Host Communities in Northern Jordan](#), Assessment Report, May 2015.

<sup>7</sup> USAID, [Community Engagement Project](#), December 2015.

for on-going discussions among USAID CEP stakeholders to guide and inform evidence-based programming and project implementation.

USAID CEP and the present baseline study analyze both the horizontal dimension of social cohesion, i.e. intra-community cohesion; and the vertical social cohesion dimension, i.e. cohesion between citizens and different levels of government. A range of factors were assessed to provide an overview of social cohesion for these two dimensions (see Figure 1).

Figure 1: USAID CEP social cohesion and resilience framework



In addition, **physical safety and human security** perceptions were assessed to provide a broad social cohesion and resilience overview, as these provide insights into both dimensions.

The baseline assessment found that the horizontal dimension of social cohesion was, in most cases, robust, with strong intra-community cohesion in the majority of assessed communities. However, communities reported a limited ability to utilize these community networks to collectively and practically identify, prioritize and resolve stressors. Community members reported strong personal relationships, and the existence of reliable networks of support and assistance, primarily within families, but also among neighbors and between Jordanians and Syrians. Levels of mutual respect and trust within communities were reportedly high, while community members generally reported a strong sense of belonging to their local community. Similarly, with regards to collective competence, a majority of respondents stated they were generally able to work together as one community and to solve hypothetical problems. However, when asked about the specific challenges their communities were facing – in all communities these were primarily of an economic nature or related to public service delivery – the majority in all ten communities perceived that their ability to address these collectively within their community was limited. The limited ability to collectively identify, prioritize and resolve stressors was reportedly exacerbated by a perceived lack of resources to do so, either financially or in terms of capacity or knowledge. Acknowledging that the key challenges facing communities are most likely beyond their direct control or influence, challenging the collective capacity of community members, links to and highlights the importance of the vertical dimension of social cohesion. When challenges are perceived unmanageable within communities, communication and engagement between citizens and political representatives and stakeholders at different administrative levels becomes central.

Yet, it was with regards to the vertical dimension of social cohesion that challenges and shortcomings were reported more frequently. Community members' trust in both municipal and governmental institutions and representatives appears limited, with poor perceptions in particular of municipal responsiveness, effectiveness and accountability. Providing further evidence of citizens' poor perceptions of municipal and governmental effectiveness and responsiveness to their needs, levels of satisfaction with public services are limited, although

satisfaction was reported higher for governmental compared to municipal services. The arrival of Syrian refugees is perceived to have exacerbated these public service delivery challenges, as a large proportion of Jordanian respondents reported an impact of the Syrian refugee situation on the quality of education and health care. **As such, the resilience of public services, understood as their adaptability to changes in demand, appears strained.**

**Across the majority of indicators, and for both the vertical and horizontal dimensions of social cohesion, perceptions of social cohesion and resilience were found to differ across communities and demographic groupings,** a finding that has implications for the targeting of USAID CEP activities. For instance, women perceived municipalities to be less responsive to their needs and were particularly dissatisfied with public leisure spaces, suggesting limited space for effective formal or vertical engagement, as well as informal interaction with other community members. At the same time youth reported a weaker sense of belonging than other age groups, and perceived lower levels of trust and respect within their communities, which may be indicative of limited engagement or empowerment. These findings indicate a necessity to focus on the needs of women and youth, through supporting their engagement and empowerment.

The findings of this baseline study suggest that **USAID CEP should focus on strengthening both the horizontal and vertical dimension of social cohesion in these ten communities in order to holistically support social cohesion and resilience.** In particular, although social wellbeing is reportedly robust, this has not been leveraged to successfully identify community stressors and address these challenges. Therefore there is a need to improve effective communication and engagement both within communities and with relevant political and administrative stakeholders to facilitate the collective identification and resolution of stressors. Efforts to more effectively engage communities with their political and administrative authorities, in conjunction with the provision of grants aimed at facilitating public service improvements, are likely to contribute towards addressing a challenge consistently reported across all of the communities: perceived weak public service delivery. Such efforts should focus on sectors with high levels of dissatisfaction among respondents, including sanitation, public leisure spaces and public roads at the municipal level, and public transport and water delivery at the government level. Furthermore, while economic development is beyond the scope of USAID CEP, the project might contribute to the mitigation of the potential negative impacts of economic challenges on social cohesion and community resilience through its efforts to strengthen communication and engagement between citizens and various stakeholders, not least the private sector.

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## Abbreviations and Acronyms

<b>CBO</b>	Community based organization
<b>CET</b>	Community Enforcement Team
<b>CSO</b>	Civil society organization
<b>DFID</b>	UK Department for International Development
<b>FCO</b>	UK Foreign and Commonwealth Office
<b>GoJ</b>	Government of Jordan
<b>HH</b>	Household
<b>ILO</b>	International Labour Organisation
<b>JOD</b>	Jordanian Dinars
<b>JRP</b>	Jordan Response Plan
<b>JRPSC</b>	Jordan Response Platform for the Syria Crisis
<b>KI</b>	Key informant
<b>MoPIC</b>	Jordanian Ministry of Planning and International Cooperation
<b>NGO</b>	Non-governmental organization
<b>NRP</b>	National Resilience Plan
<b>SVA</b>	Sector Vulnerability Assessment
<b>UN</b>	United Nations
<b>UNHCR</b>	United Nations High Commissioner for Refugees
<b>USAID</b>	United States Agency for International Development
<b>USAID CEP</b>	USAID Community Engagement Project
<b>WFP</b>	World Food Programme



## Geographical and Administrative Classifications

<b>Governorate</b>	The highest administrative boundary below the national level. Jordan is divided into 12 governorates.
<b>District and sub-district</b>	The 12 Jordanian governorates are divided into districts and sub-districts.
<b>Municipality</b>	A financially independent national institution comprised of areas, which might be villages and neighborhoods. The territorial boundaries of municipalities are defined by the Council of Ministers <sup>8</sup> .
<b>Village/neighborhood</b>	Municipalities are divided into villages/neighborhoods. Each village or neighborhood can belong to a municipality and district, which can be different or the same.
<b>Community</b>	An area defined as the level of intervention of USAID Community Engagement Project (USAID CEP). For the purpose of USAID CEP and this baseline assessment, a “community” is defined either along the administrative boundaries of a municipality, or, in larger cities such as Tafleeh, along the boundaries of an administratively and/or demographically distinct neighborhood.

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<sup>8</sup> Jordan Ministry of Tourism and Antiquities, World Bank, [Third Tourism Development Project, Secondary City Revitalisation Study, Analysis of the Municipal Sector](#), 2005.

# 1. INTRODUCTION: CONTEXT, OBJECTIVES AND METHODOLOGY

## a. CONTEXT

Jordan has experienced a number of structural challenges and inequalities at the community, municipal, governorate and national levels since before the Syria crisis. These include perceptions of limited access to public services or poor service quality; limited communication and engagement between citizens and local governments, including limited participation of women in the public and political sphere<sup>9</sup>; limited employment opportunities and prospects for youth<sup>10</sup>; continued pressure on natural resources, particularly water<sup>11</sup>; as well as perceptions of uneven or inadequate resource allocation between governorates. A number of these pre-existing internal challenges were exacerbated by the Syria crisis. Since the outbreak of the conflict in Syria, 635,324 refugees have been registered by UNHCR in Jordan<sup>12</sup>, the large majority of whom – approximately 83% – reside in host communities<sup>13</sup>. The population increase has aggravated in particular those structural challenges relating to public service delivery, as government at the municipal, governorate and national level has found it increasingly difficult to adapt to rising demand for services, such as solid waste management (SWM), education, health care and water<sup>14</sup>.

In May 2015, the Jordanian Ministry of Planning and International Cooperation (MoPIC) and the Jordan Response Platform for the Syria Crisis (JRPSC) Secretariat conducted an assessment on the vulnerability of public services in four key public service sectors (education, health, water and solid waste management), highlighting some of these intensified challenges<sup>15</sup>. This Sector Vulnerability Assessment (SVA) found that 300 new schools and an additional 8,600 teachers would be needed to meet national education standards in the face of increased demand<sup>16</sup>. Furthermore, 22 additional comprehensive health centers would be required to restore the national standard ratio of one health center per 60,000 people, as well as 2,886 additional in-patient beds and 1,022 doctors to hold the national standard of 29 doctors per 10,000 people<sup>17</sup>. The SVA further found the vulnerability of the water sector to be particularly severe, and established that 70% of the population (Jordanians and Syrians) were receiving less than the 100 liters of water per person per day prescribed by the national standard<sup>18</sup>. Finally, according to the SVA, 32 additional solid waste compressors would be needed to cope with the increased tonnage of solid waste, and current landfill capacity would leave 19% of solid waste improperly disposed of<sup>19</sup>.

In addition, the Jordan Response Plan (JRP) 2016-2018 notes the impact of the Syrian refugee situation on the Jordanian housing and labor markets, with a 17% increase in rental prices due to increased demand, as well as continuing high youth unemployment (36% for 15 to 19 year olds, over 30% for 20 to 24 year olds)<sup>20</sup>. With the attention of the Government of Jordan (GoJ), as well as of international humanitarian organizations and donor governments presently focused on the North, pre-existing perceptions of neglect and inequitable resource allocation in southern governorates have potentially been intensified<sup>21</sup>. As such, these developments have increased the potential for tensions between host and refugee populations; within Jordanian communities; as well as between citizens and different levels of government. With the international community's efforts in Jordan

<sup>9</sup> See e.g. Dababneh, Abeer Bashier, 2012, [Jordanian Women's Political Participation: Legislative Status and Structural Challenges](#), *European Journal of Social Sciences* 27(2), pp. 213-221; United Nations Development Programme (UNDP), [Gender Equality and Women's Empowerment in Public Administration: Jordan Case Study](#), 2012; World Bank, [Country Gender Assessment: Economic participation, agency and access to justice in Jordan](#), 2014.

<sup>10</sup> See e.g. International Labour Organisation (ILO), [Labour market transitions of young women and men in Jordan](#), June 2014; [World Bank data](#) 2006-2014 [last accessed 18 January 2016];

<sup>11</sup> See e.g. Jordan Ministry of Water and Irrigation, [Jordan Water Sector Facts and Figures 2013](#), January 2015.

<sup>12</sup> UNHCR, [Syria Regional Refugee Response Portal](#), [last accessed 26 January 2016]

<sup>13</sup> [Jordan Response Plan for the Syria Crisis 2016-2018](#) (JRP 2016-2018), Draft, October 2015, p. 8.

<sup>14</sup> FCO-REACH, [Evaluating the Effect of the Syrian Refugee Crisis on Stability and Resilience in Jordanian Host Communities – Preliminary Impact Assessment](#), January 2014; *Ibid.*, [Social Cohesion in Host Communities in Northern Jordan](#), Assessment Report, May 2015.

<sup>15</sup> [Jordan Response Plan for the Syria Crisis 2016-2018](#) (JRP 2016-2018), Draft, October 2015, p. 16-17.

<sup>16</sup> *Ibid.*, p. 17

<sup>17</sup> *Ibid.*, 18.

<sup>18</sup> *Ibid.*, p. 19. It should be noted that, for water supply sector vulnerability was correlated less strongly with the Syrian refugee influx than for other sectors. Statistically, 62% of vulnerability could be attributed to the additional demand stemming from the arrival of refugees, while for other sectors this stood at over 85% (*ibid.*, p. 17-19).

<sup>19</sup> *Ibid.*, p. 19.

<sup>20</sup> *Ibid.*, 16. See also [World Bank data](#) 2006-2014 [last accessed 18 January 2016].

<sup>21</sup> USAID, [Community Engagement Project](#), December 2015.

increasingly shifting from humanitarian activities to more development oriented programming, supporting communities' ability to adapt to changes and withstand future shocks, i.e. strengthening social cohesion and resilience, is of increasing importance.

USAID Community Engagement Project (USAID CEP), a five year project implemented by Global Communities in 19 communities in Ma'raq and Irbid governorates in northern Jordan and Tafleh in the South, aims to leave behind stronger, more cohesive and resilient partner communities. USAID CEP defines "community" as all segments of the population – public and private, formal and informal – living and working within an administrative area<sup>22</sup>. USAID CEP will achieve its intended goal by working through, and building the capacity of, Community Enhancement Teams (CETs)<sup>23</sup> as primary counterparts and municipalities/local government and Community Based Organizations (CBOs) as key stakeholders to leave behind communities capable of:

- Engaging in a continuous, conflict-sensitive participatory process of identification and prioritization of stressors;
- Developing immediate and long-term solutions by accessing available resources through collaboration and partnerships with relevant stakeholders (including informal leaders);
- Utilizing effective and transparent communication mechanisms in support of increased community cohesion.

USAID CEP pays particular attention to the needs of women and youth (18 to 30 year olds) and emphasises gender and youth empowerment. Using a gender mainstreaming approach, the project aims to contribute to the reduction of gender inequality, with special grants awarded to NGOs focusing on awareness raising on gender disparities and human rights. Furthermore, USAID CEP aims to create opportunities and empower women and youth, including through ensuring their representation in CETs<sup>24</sup>.

Implementation of USAID CEP began in 2014 in nine communities, namely Hay Al Hussein, Hay Al Janoubi and Al Sarhan communities in Ma'raq governorate; Hay Al Jalama, Dabbet Nimer and Yarmouk Al Jedida communities in Irbid governorate; as well as Ein Al Bayda, Al Hasa and Bseira communities in Tafleh governorate. An additional ten communities were then targeted in 2015: Alsalhya w Nayfah, Sabha w Eldafyaneh, Um Al Jmal and Hosha communities in Ma'raq governorate; Mo'ath bin Jabal, Khaled bin Al Waleed, Al Wastyah, No'aimeh region and Al Taybah communities in Irbid governorate; Al Mansoura, Tein and Hid community in Tafleh governorate. Furthermore, a small pilot activity is underway in Ma'an city in Ma'an governorate<sup>25</sup>.

## **b. BASELINE ASSESSMENT**

### **i. Objective**

In late 2015, following from the original baseline contracted through USAID CEP in the first nine project communities in which implementation has begun, REACH was contracted to conduct a baseline assessment in the ten communities newly added to the project<sup>26</sup>. The aim of the baseline assessment, conducted in November 2015, is to measure levels of resilience and social cohesion in the ten new communities at the early stages of USAID CEP implementation. This information will be used to indicate the potential effectiveness of the USAID CEP programmatic approach and inform evidence-based programming decisions. The key evaluation objective will be to identify and analyze changes in perceptions of resilience and social cohesion among targeted communities, which will be assessed through follow-up surveys in all targeted communities. As such, the baseline will be used to compare and monitor the progress of USAID CEP, and, through comparison with an end-line study conducted prior to project completion in 2018, will enable a final comprehensive evaluation of the impact of the project.

<sup>22</sup> Please also refer to the 'Geographical and Administrative Classifications' section for a definition of the term "community" as used by USAID CEP.

<sup>23</sup> USAID, [Community Engagement Project](#), December 2015. CETs are comprised of 12-20 volunteers from the intervention community. 50% of the volunteers are women, 30% youth, and two volunteers are municipal representatives—one elected and one appointed.

<sup>24</sup> USAID, Global Communities, [Fact Sheet USAID Community Engagement Project](#), 2014.

<sup>25</sup> USAID, [Community Engagement Project](#), December 2015.

<sup>26</sup> The community of Ma'an city is not included in this baseline due to the limited scope of USAID CEP interventions there.

## ii. Methodology

To establish baseline levels of social cohesion and resilience in the ten communities, a “Community Members Perception Survey” was conducted. The questionnaire was designed to capture community members’ perceptions of safety and security, social wellbeing, collective competence, public service provision (both government and municipal) and government/municipal responsiveness<sup>27</sup>, to produce a baseline for the measurement of five proxy-indicators specified in the USAID CEP Project Performance Plan:

- % change in citizen perception score of safety;
- % change in citizen perception score of social wellbeing;
- % change in citizen perception score relating to community’s ability to deal with stressors;
- % of community members who state their government/local government responds to input of communities;
- % change in citizen perception score of satisfaction with the provision of municipality and government services.

The tool was designed to ensure comparability with the previously conducted baseline, while taking the opportunity to review specific questions to make contextual adjustments and increase efficiency.

Before calculating the sample size required to generate statistically significant findings for each community, the populations of the ten target communities were verified through data of the Jordanian Department of Statistics (see Table 1). A random sample was then drawn using randomized GPS points generated on maps of the ten communities, with the probability of selection weighted based on population density across the different geographic locations in each community. Enumerators subsequently located the GPS points on the ground, approached the nearest household within a 125 meter radius of these coordinates and conducted an interview with the first adult household member identified and ready to participate in the interview. The sample subsequently drawn and interviewed provides a reflection of the pre-existing proportions of different demographics within the population, to a 95% level of confidence and a 10% margin of error. The findings can then be generalized to the household level in each community. Across communities, the sample can provide statistically significant findings disaggregated by sex and age, while at the community level, it was not deemed necessary for the purposes of analysis to provide statistically significant findings disaggregated by sex or age. In total, 966 interviews were conducted between 1 and 19 November 2015, including with 582 women and 384 men, among which 906 were Jordanian, 57 were Syrian and 3 were of another nationality<sup>28</sup>. Given that the sample was stratified by community, all findings reported across all sampled communities were first weighted according to community population size. It should be noted that comparisons between communities, genders or age groups are only included in this report if community, gender or age disaggregation of findings revealed statistically significant differences between these groups of respondents, i.e. when the Pearson's chi-squared value was statistically significant.

<sup>27</sup> Please refer to the annex for the complete assessment tool.

<sup>28</sup> One respondent was Egyptian, one was Palestinian, and one reported not having proof of nationality.

Table 1: Community population and sample sizes

	Community	Population <sup>29</sup>	Sample size
Irbid	Khalid bin Al Waleed	21,991	97
	Mo'ath Bin Jabal	36,784	96
	No'aimeh	15,240	96
	Al Taybah	35,680	96
	Al Wastyah	29,450	96
Mafrq	Alsahya w Nayfha	12,895	99
	Sabha w Eldafyaneh	12,170	98
	Hosha	15,754	96
	Um Al Jmal	17,737	96
Tafleh	Al Mansoura, Tein, Hid	6,300	96

The baseline assessment included multiple questions across the five core indicators relevant to USAID CEP, namely safety and security; social wellbeing; collective competence; government and municipal responsiveness; and government and municipal service provision. To measure how communities, taken together, are faring across these five indicators, questions were grouped according to each of these five indicators and a Principal Component Analysis (PCA) was conducted. The purpose of the PCA is to provide an aggregate score which best explains the variance across all questions included in the analysis. Subsequently, each question was averaged and weighted according to the extent to which it explained (was correlated to) the overall principal component of the index. The overall indicators represent the average of all relevant questions, weighted by each question's explanatory power. The questions analyzed to create each of the overall indexes are outlined in the annex. The purpose of these indices is to represent the baseline perceptions of safety and security; social well-being; collective competence; government and municipal responsiveness and government and municipal service provision across the communities assessed.

Where relevant, data on social cohesion and public services collected during previous REACH assessments, conducted in coordination with the World Bank, the UK Department for International Development (DFID) and the UK Foreign and Commonwealth Office (FCO)<sup>30</sup>, among others, was used to contextualize the quantitative findings of the present baseline survey. Baseline data already collected for the first ten communities provided additional contextual information. Where relevant, insights of this report were developed in consultation with the USAID CEP team, which provided additional contextual knowledge on the targeted communities.

### iii. Challenges and limitations

Below is an outline of the challenges experienced during the planning and implementation of the baseline assessment and the respective mitigation strategies adopted:

- USAID CEP operates in targeted communities. For the majority of the communities intervened in and assessed in this baseline, these align with the administrative boundaries of municipalities. However, for two communities, namely No'aimeh and Al Mansoura, Tein, Hid, this is not the case: Whereas No'aimeh community is a village in Greater Irbid municipality, Al Mansoura, Tein, Hid community is a neighborhood of Tafleh city in Greater Tafleh municipality. Therefore, to ensure an accurate sampling framework, it was

<sup>29</sup> Jordanian Department of Statistics (DoS), 2012 population data.

<sup>30</sup> Social cohesion: FCO-REACH, [Evaluating the Effect of the Syrian Refugee Crisis on Stability and Resilience in Jordanian Host Communities – Preliminary Impact Assessment](#), January 2014; Ibid., [Understanding Social Cohesion and Resilience in Jordanian Host Communities](#), Assessment Report, June 2014; Ibid., [Social Cohesion in Host Communities in Northern Jordan](#), Assessment Report, May 2015; Public services: World Bank-DFID-FCO-REACH, [Jordan Emergency Services and Social Resilience Project \(JESSRP\), Baseline Study](#), Assessment Report, May 2015; Ibid., [Jordan Emergency Services and Social Resilience Project \(JESSRP\), Monitoring Study 1](#), January 2016.

necessary to identify the precise location and confirm the geographical boundaries of these two communities with USAID CEP's operations team and using DoS data. In cooperation with USAID CEP, REACH successfully identified the boundaries of these two sample sites and used these to draw random GPS points for the field teams.

- On occasion, randomized GPS points proved logistically challenging to reach or fell in inaccessible areas, such as those close to the border. Having faced this challenge in previous assessments, a sample “buffer” had been prepared, which was then used by field teams to replace these points with new points which could be accessed and where people could be interviewed. In this way, when GPS points were inaccessible, field teams faced minimal delays and the sample remained “random” and evenly distributed geographically.
- This assessment acts as a baseline, and therefore provides a snapshot of the indicators in each of the ten communities assessed. As a result it is not within the realm of this assessment to provide a comprehensive explanation of why communities, genders or age groups differ across indicators.



## 2. KEY FINDINGS

### a. Overview

The following sections present the findings of the baseline assessment carried out between 1 and 19 November 2015, in Um Al Jmal, Sabha w Eldafyaneh, No'aimeh, Mo'ath bin Jabal, Khalid Bin Al Waleed, Hosha, Al Wastyah, Al Taybah, Alsalhya w Nayfha and Al Mansoura, Tein, Hid communities. Figure 2 provides an indication of the current state of the different social cohesion and resilience components assessed, with higher index scores being indicative of more positive perceptions<sup>31</sup>.

Figure 2: Overall index scores for assessed social cohesion and resilience components<sup>32</sup>

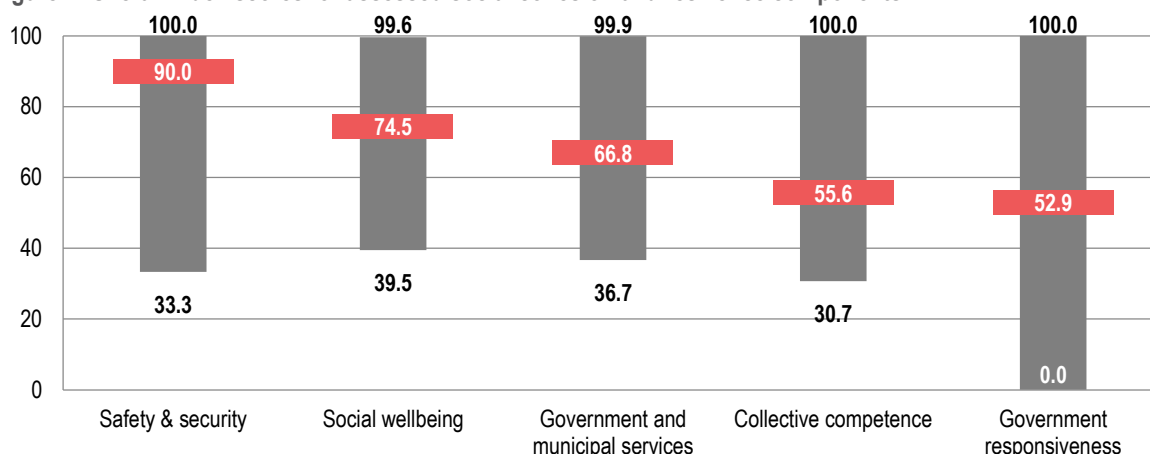


Figure 2 shows that safety and security and social wellbeing were on the whole perceived as robust, whereas government and municipal responsiveness, public service delivery, and overall collective competence were perceived as more limited. It has to be noted that only one question was analyzed for the safety and security index (“To what degree do you feel safe living in your community?”). Therefore, this index provides an overview of the findings related to this specific question, whereas the questionnaire included questions on safety and security from a more holistic human security perspective, which will be analyzed in the first chapter of the report<sup>33</sup>.

Community perceptions of limited collective competence and government responsiveness confirm a general need for strengthened communication and engagement both among community members and between citizens and governments at different administrative levels. The high variation in responses relating to government responsiveness (illustrated by the grey box) might be explained by the fact that questions analyzed to construct this index covered institutions ranging from the police, to schools, and parliament. Generally, the observed variation in reported perceptions for each of the indices highlights the need to consider the various indicators individually, so as to create a more nuanced picture of social cohesion and resilience and provide more practical entry points for programming. Thus, this report outlines and analyses the different components in detail with regard to the individual indicators, discussing findings disaggregated by community, gender and age where relevant and significant.

The first chapter of the report analyses community members’ perceptions of safety and security in their communities, as well as the perceived impact of the Syrian refugee situation. As such, this first chapter serves as an indicative overview of the current state of social cohesion and resilience, while it highlights specific areas in which resilience might be limited or social cohesion could be strained. Based on this overview, the two dimensions of social cohesion are considered in detail<sup>34</sup>. First, the horizontal dimension, i.e. cohesion within communities, is

<sup>31</sup> A detailed methodology of how these indexes were constructed and the questions analysed to construct the five indices are outlined in the annex.

<sup>32</sup> The mean is provided in red, whilst the grey represents the maximum and minimum scores reported, showing the overall range of results for each index.

<sup>33</sup> United Nations Human Security Unit, [Human Security in Theory and in Practice: An Overview of the Human Security Concept and the United Nations Trust Fund for Human Security](#), 2009.

<sup>34</sup> Please refer to the annex for an overview of the analytical framework, including an outline of the definitions of the two dimensions of social cohesion (i.e. horizontal and vertical).

analyzed, which includes findings related to social wellbeing, examining the perceptions of respect and trust within their communities, as well as the strength of personal relationships, the availability of support networks and community members' sense of belonging. Communities' perceptions of their ability to work together, i.e. their collective competence, is then analyzed as a second component of the horizontal social cohesion dimension. This includes the consideration of key challenges reported by communities, and perceptions of whether these can be managed by communities themselves. The two final chapters consider the vertical dimension of social cohesion, i.e. cohesion between citizens and different levels of government. This dimension is comprised of satisfaction with government service delivery and perceptions of the degree to which governmental institutions respond to citizens' needs and input, on the one hand, and satisfaction with municipal services and perceptions of municipal effectiveness, responsiveness and accountability on the other. An overview of some of the key findings of the perception survey for each of the ten communities is presented in community profiles included in the annex.

## b. SAFETY AND SECURITY

Perceptions of safety and security within communities can be seen as an indicator of community members' quality of life<sup>35</sup> and can give an indication of the present state of resilience and social cohesion within communities, while highlighting specific areas of tensions or concern. The assessment aimed to establish baseline levels of perceived safety and security in general, and sought to identify potential factors which adversely affect these perceptions, within each of the ten communities. Related to the safety and security issues reported below, the chapter explores how communities perceive the Syrian refugee situation to have affected them, and the extent to which the presence of refugees is perceived to have affected access to services and livelihood opportunities.

Respondents were asked first whether they felt they were living in safety in their community; then about the frequency with which they had felt unsafe over the past six months at home, while walking in the streets, and in their area in general. Respondents were subsequently presented with a range of issues and asked whether these had caused them to feel unsafe or insecure over the past three years. To specifically assess perceptions regarding the impact of the Syrian refugee situation, Jordanian respondents were asked a set of questions concerning their perception of whether the arrival of refugees had affected their family's safety; the quality of medical treatment and education services; as well as job security.

**Overall, community members in the majority of communities did not report threats to their physical security, while perceived insecurities emanating from structural inequalities and related challenges are more common.** In the same vein, community members do not feel physically threatened by the arrival of Syrian refugees, but instead perceive this arrival to have exacerbated challenges such as access to services and jobs. Previous social cohesion and resilience assessments identified livelihoods and job security, as well as access to education services as drivers of tensions between refugee and host communities at the household or community level, while limitations in health care services were found to act as tension drivers at the macro level (municipality or governorate). As such, these developments should be taken into account for effective social cohesion and resilience programming. Safety and security perceptions will be unpacked in the following sub-chapters, and their potential as tension drivers will be discussed in relation to the horizontal and vertical social cohesion dimensions throughout the remainder of the report<sup>36</sup>.

### i. Physical safety and security

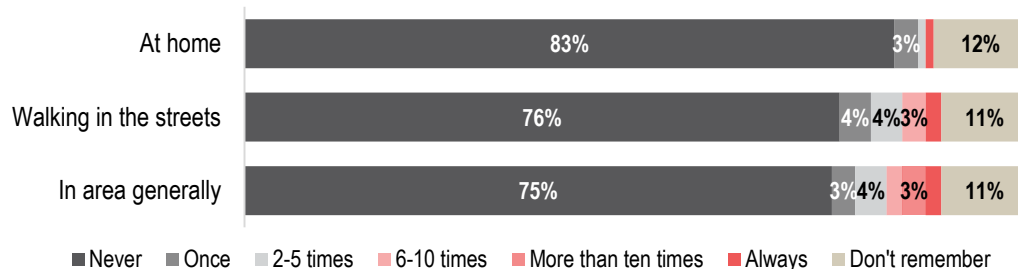
Generally, respondents reported feeling safe in their communities. An overwhelming majority of interviewees (95%) reported to be living in safety to either a 'large' (73%) or 'moderate' degree (22%). Similarly, a large majority reported 'never' having felt unsafe at home (83%), while walking in the streets (76%) or in their area in general (75%) over the past six months (see Figure 3). Overall, men appear to be feeling safe to a larger degree than

<sup>35</sup> Duhaime, G., E. Searles, P. Usher, H. Myers and P. Frechette. 2004. "Social cohesion and living conditions in the Canadian artic: from theory to measurement", *Social Indicators Research* 66: p. 295-317.

<sup>36</sup> For an overview of key safety and security related findings for each individual community, please refer to the community profiles in the annex.

women. While 79% of men reported to be living in safety ‘to a large degree’, 69% of women did so, with a larger proportion of women reporting ‘to a moderate degree’ – 25% of women versus 17% of men. Yet, higher percentages of women reported to ‘never’ having felt unsafe at home (90% of women, 72% of men), when walking in the streets (80% of women, 69% of men) or in the area in general (79% of women, 69% of men). A potential explanation for the finding that women feel safer in the streets than men, could be that women are either rarely walking in the streets alone, or that they are not doing so unless they judge it to be safe. Men, on the other hand, are likely to be walking in the streets more frequently and are generally more present in the public sphere. Thus, they might be more exposed to security challenges and are likely to have a heightened awareness of such issues.

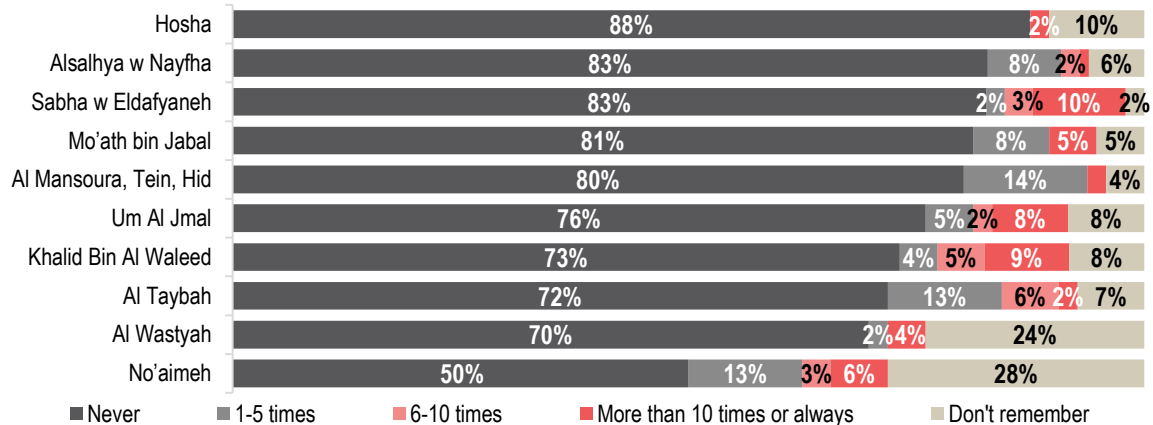
Figure 3: Frequency of having felt unsafe over the past six months



No statistically significant differences were observed between communities in terms of their perception of overall safety in their community. Meanwhile, communities differed significantly regarding the reported frequency of feeling unsafe in their area, as shown in Figure 4. While over 80% of respondents reported to ‘never’ having felt unsafe over the past six months in Hosha, Alsahya w Nayfha, Sabha w Eldafyaneh, Mo’ath bin Jabal and Al Mansoura, Tein, Hid, only 50% did so in No’aimeh. The fact that No’aimeh is the only community in which a majority of respondents were male (54%), might contribute to an explanation for this difference. As noted above, men’s more frequent exposure to a range of situations which might cause them to feel unsafe could lead to a more negative perception of safety in their area. Furthermore, it should be noted that in Sabha w Eldafyaneh, Khalid Bin Al Waleed and Um Al Jmal, a considerable proportion of respondents reported that they had felt unsafe ‘more than 10 times or always’ during the past six months (10%, 9% and 8% respectively). All three of these communities are communities bordering Syria, which is likely to contribute to an explanation of a higher frequency of feeling unsafe in these communities. Furthermore, the perceived spread of narcotics could also contribute to an explanation of these findings, at least in Sabha w Eldafyaneh and Um Al Jmal: 57% of respondents in Sabha stated that a perceived spread of narcotics had caused them to feel unsafe or insecure over the past three years, while 50% did so in Um Al Jmal (see Table 2 below). Moreover, during the baseline assessment for the Jordan Emergency Services and Social Resilience Project (JESSRP) conducted by REACH in coordination with the World Bank, DFID and FCO in late 2014, poor street lighting, fear of criminal activity and gang presence were frequently cited reasons for feeling unsafe by respondents in Sabha w Eldafyaneh<sup>37</sup>.

<sup>37</sup> World Bank-DFID-FCO-REACH, [JESSRP Baseline Study](#), Assessment Report, May 2015, p. 37.

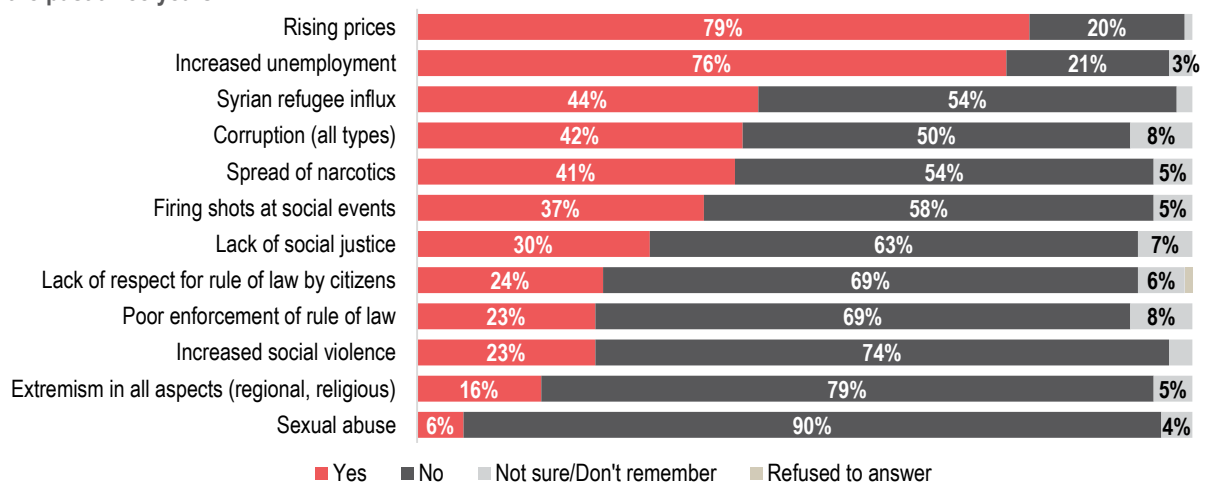
Figure 4: Reported frequency of feeling unsafe in the area over past six months



## ii. Potential factors impacting feelings of safety and security

To gain a better understanding of the potential challenges affecting perceptions of safety and security in assessed communities, respondents were asked whether a range of issues had caused them to feel unsafe or insecure over the past three years. Rather than relating exclusively to issues affecting physical safety, the assessed issues are more likely to affect people in the broader sense of human security<sup>38</sup>. The findings of these questions across communities are summarized in Figure 5. These confirm that, beyond physical safety, community members' sense of security is affected by issues such as rising prices (79%), increased unemployment (76%), the Syrian refugee influx (44%), corruption (42%), the spread of narcotics (41%) and shooting at social events (37%). While perceptions regarding the Syrian refugee influx will be unpacked in the following sub-chapter, perceptions concerning rising prices, unemployment, corruption, the spread of narcotics and gunfire at social events suggest that some of the primary reasons for feelings of unsafety or insecurity are structural rather than issues emerging from within communities. This is corroborated by findings from previous social cohesion assessments REACH conducted with FCO in 2013 and 2014, which identified how tensions are likely to be experienced along structural inequalities pre-dating the Syrian crisis in Jordan, such as competition for livelihoods and housing<sup>39</sup>. In other words, these findings suggest that potential threats to social cohesion are likely to be broader structural concerns, which might be mitigated through a combination of robust intra-community engagement and support, as well as effective communication and engagement between citizens and governments at different administrative levels.

Figure 5: Perception of whether given issues have had an impact on respondents' feeling of safety and security, over the past three years



<sup>38</sup> United Nations Human Security Unit, [Human Security in Theory and in Practice: An Overview of the Human Security Concept and the United Nations Trust Fund for Human Security](#), 2009.

<sup>39</sup> FCO-REACH, [Evaluating the Effect of the Syrian Refugee Crisis on Stability and Resilience in Jordanian Host Communities – Preliminary Impact Assessment](#), January 2014; Ibid., [Understanding Social Cohesion and Resilience in Jordanian Host Communities](#), Assessment Report, June 2014

### Gendered perceptions of factors impacting safety and security

As with overall perceptions of safety in the community, certain significant differences with regards to the security implications of these issues were identified between men and women. For most issues a considerably higher proportion of men reported that these had caused them to feel unsafe than women. Exceptions were 'rising prices', 'firing shots at social events' and 'sexual abuse': For 'rising prices' 79% of women reported this as a cause for having felt unsafe and 79% of men. When asked whether firing shots at social events like weddings had caused them to feel unsafe, 35% of female respondents said 'yes', while 39% of males did so. Similar male and female perceptions regarding the safety implications of these issues could be explained assuming that men and women have a similar degree of exposure to them, while for other issues men might be more exposed than women. It should be noted that no significant difference between men and women was found regarding the issue of sexual abuse. Given the sensitivity of this issue, self-censorship could have biased these findings.

### Community disaggregated perceptions of factors impacting safety and security

In line with the findings on the frequency of feeling unsafe in the area presented above, the perception that any of these issues cause insecurity or anxiety was found to be strongest in No'aimeh and Al Wastyah. For all issues raised with community members, the highest proportion of respondents reporting these issues had caused them to feel insecure or unsafe was found in No'aimeh (see Table 2). As such, compared to other communities, No'aimeh displays a higher level of perceived insecurity across most areas, including respect for and enforcement of the rule of law, social justice as well as social violence, corruption, and gun shots at social events. Two issues which appear to be of greater concern to residents in No'aimeh than to respondents in other communities are the arrival of Syrian refugees and extremism. 74% of respondents in No'aimeh stated that the arrival of Syrian refugees, at any point over the past three years, had affected them in their sense of security, while the proportion of respondents providing this response in all other communities was below 60%. A similar observation can be made with regards to extremism as a cause for feeling insecure or unsafe: whereas in No'aimeh the proportion of respondents replying 'yes' to this question stood at 40%, less than 30% replied 'yes' in all other communities. As noted above, one factor which might contribute to an explanation as to why all of the raised issues were perceived to have a more marked effect on security and stability in No'aimeh, could be the higher proportion of male respondents interviewed in this community compared to others, who overall reported to feel more unsafe and insecure when considering issues in the public sphere. Furthermore, No'aimeh is part of Greater Irbid municipality, which consists of 22 separate areas. According to REACH key informants and confirmed by USAID CEP staff, this circumstance has reportedly given rise to community perceptions of neglect or marginalization by the municipality, which could contribute to a perception that issues are not managed by the municipality. This, in turn, then might be influencing the sense of urgency of this broad range of issues in No'aimeh.

Table 2: Proportion of respondents stating an issue had caused them to feel unsafe or insecure over the past three years, disaggregated by community<sup>40</sup>

		ISSUE							
		Syrian refugee influx	Corruption	Firing shots at social events	Lack of social justice	Lack of respect for rule of law by citizens	Poor enforcement of rule of law	Increased social violence	Extremism in all aspects
COMMUNITY	Al Mansoura, Tein, Hid	40%	52%	51%	34%	23%	25%	23%	19%
	Alsahya w Nayfha	47%	45%	34%	26%	20%	20%	20%	14%
	Al Taybah	56%	43%	40%	27%	24%	16%	22%	10%
	Al Wastyah	46%	49%	49%	41%	35%	38%	35%	28%
	Hosha	58%	33%	40%	28%	24%	19%	14%	8%
	Khalid Bin Al Waleed	32%	38%	32%	26%	20%	24%	16%	12%
	Mo'ath bin Jabal	18%	34%	21%	29%	19%	19%	17%	11%
	No'aimeh	74%	59%	53%	47%	41%	43%	46%	40%
	Sabha w Eldafyaneh	56%	32%	34%	16%	14%	12%	14%	8%
	Um Al Jmal	51%	41%	33%	25%	21%	17%	21%	18%

In contrast, Sabha w Eldafyaneh displayed a comparatively higher level of perceived security across most issues, namely corruption, lack of social justice, lack of respect for the rule of law by citizens, poor enforcement of the rule of law, increased social violence, and extremism of different forms. As will be discussed below, compared to other communities, community members in Sabha reported higher levels of government and municipal responsiveness to their needs, as well as levels of trust in the police, i.e. law enforcement. Given that all of the issues outlined here are related to public administration, management and security service provision, more robust perceived responsiveness on the part of municipalities and government institutions could contribute to an explanation of comparatively lower levels of perceived insecurity.

### iii. Impact of Syrian Refugee Arrival

Perceptions of the impact of the arrival of Syrian refugees on safety and security, access to jobs and service delivery follow similar trends to overall perceptions of safety and security, i.e. there is a limited perception that Syrian refugees present a threat to physical security. Instead, Syrian refugees are perceived to have affected job security and the quality of health and education services. These findings confirm that the arrival of refugees has exacerbated pre-existing structural challenges in terms of public services and the economy, as found in previous REACH assessments carried out with FCO between 2013 and 2014<sup>41</sup>. While it should be noted that the questions included in the present baseline assessment were not intended to provide a complete picture of the impact of the refugee situation on communities, the findings discussed below serve to give an indication of some of the economic, government service and safety related dynamics and developments which could influence social cohesion and levels of resilience<sup>42</sup>.

<sup>40</sup> Please note that only those issues for which a statistically significant difference between communities was found are included in this table. All respondents were asked: "During the last three years, have any of the following caused you to feel unsafe in your community?"

<sup>41</sup> REACH-FCO, [Understanding Social Cohesion and Resilience in Jordanian Host Communities](#), Assessment Report, April 2014; REACH-FCO, [Social Cohesion in Host Communities in Northern Jordan](#), Assessment Report, May 2015; REACH-World Bank-DFID, [JESSRP Baseline Study](#), Assessment Report, May 2015.

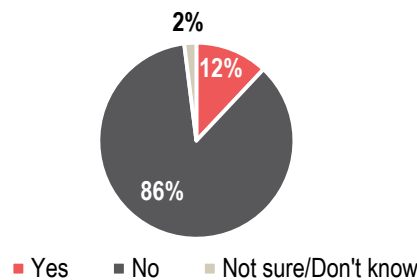
<sup>42</sup> For an overview of key findings related to the impact of the Syrian refugee arrival for each individual community, please refer to the community profiles in the annex.



### Perceived impact on family and neighborhood safety

An overall positive picture presented itself when Jordanians considered Syrian refugees' impact on the physical safety and security of their family and neighborhood. An overwhelming majority of respondents (86%) reported that refugees had not affected safety and security in their communities, while 12% reported an impact (see Figure 6)<sup>43</sup>. For this indicator, no statistically significant differences were found between communities, with over 80% of respondents in all ten communities reporting that the arrival of refugees had not impacted safety and security in their community.

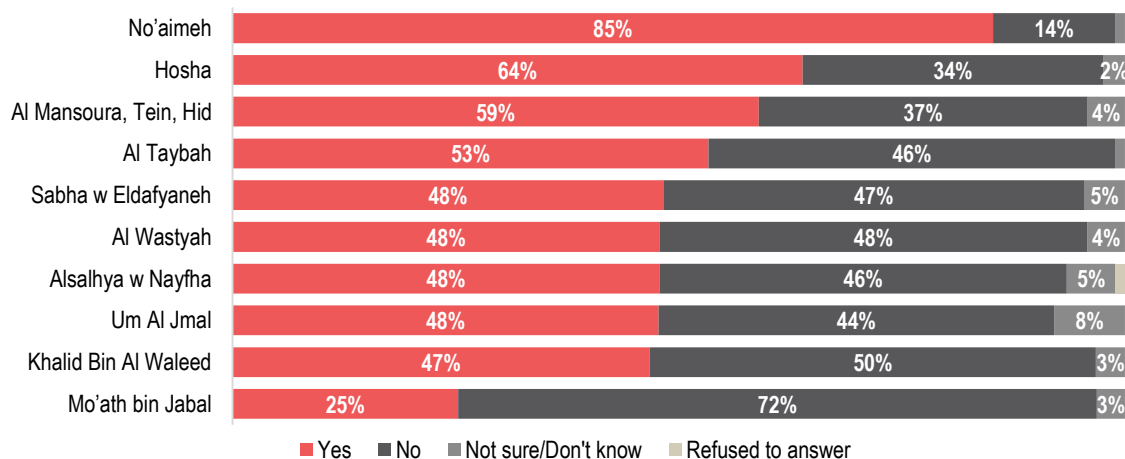
Figure 6: Perceived impact of Syrian refugees' arrival on safety and security of family and neighborhood



### Perceived impact on quality of education and medical treatment

Corroborating findings of previous REACH assessments carried out in coordination with the World Bank, DFID and FCO<sup>44</sup>, interviewed Jordanians perceived an impact on government service delivery, i.e. education and health services<sup>45</sup>. Across communities assessed in this baseline, 49% of respondents stated that the Syrian refugee situation had an impact on the quality of medical treatment, while 48% reported no effect. Meanwhile, 42% of Jordanian respondents perceived that the arrival of Syrian refugees had affected the quality of education services, while a majority of 53% did not report an impact. Perceptions varied greatly between communities, with a considerably higher proportion of respondents perceiving an impact for both indicators in No'aimeh and a significantly lower one in Mo'ath bin Jabal (see Figures 7 and 8). In No'aimeh, 85% of Jordanian respondents reported an impact of Syrian refugee arrival on the quality of medical treatment, while the average was 52% and the lowest proportion was 25% in Mo'ath bin Jabal.

Figure 7: Proportion of Jordanian respondents perceiving an impact of Syrian refugees on quality of medical treatment



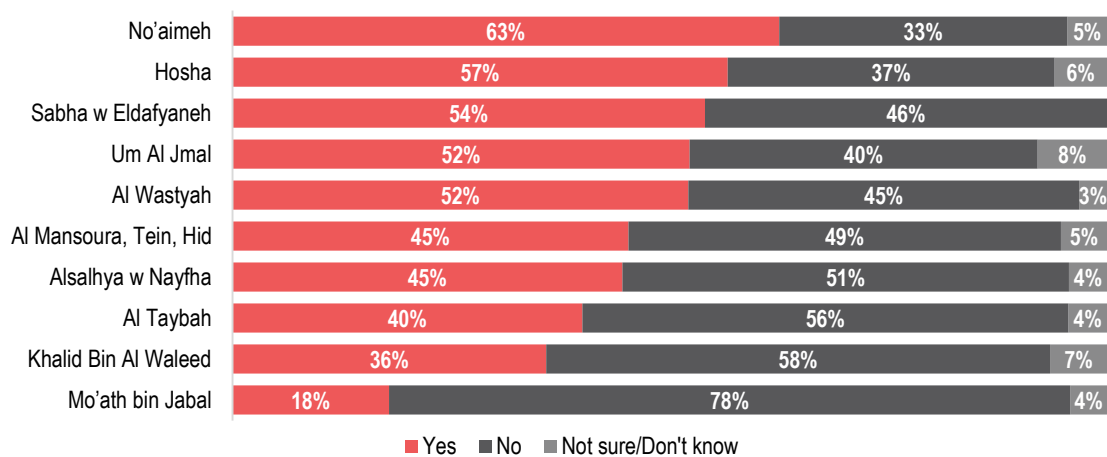
<sup>43</sup> Please note that "impact" was neither defined positive nor negative in the questionnaire, but kept neutral. Please refer to the annex for the tool and the exact phrasing of the question.

<sup>44</sup> REACH-FCO, [Understanding Social Cohesion and Resilience in Jordanian Host Communities](#), Assessment Report, April 2014; REACH-FCO, [Social Cohesion in Host Communities in Northern Jordan](#), Assessment Report, May 2015; REACH-World Bank-DFID, [JESSRP Baseline Study](#), Assessment Report, May 2015.

<sup>45</sup> Please note that "impact" was neither defined positive nor negative in the questionnaire, but kept neutral. Please refer to the annex for the tool and the exact phrasing of the question.

A slightly more uniform picture was drawn for the impact of Syrian refugees on the quality of education, with proportions of respondents perceiving an impact ranging from 18% in Mo'ath bin Jabal to 63% in No'aimeh. The low numbers of refugees in Mo'ath bin Jabal and their economic contribution in agriculture (described in more detail below) might have led to a generally more favorable perception of refugees, which influenced community members' perceptions towards a lower perceived impact on either medical treatment or education. Meanwhile, No'aimeh is reportedly hosting a large number of refugees, who, according to USAID CEP staff, are very present or visible in the public sphere as they frequently gather in a public park. This could potentially contribute to more negative perceptions of the effect of their presence on services. Beyond the number of refugees and their economic contribution or presence in the public sphere, the divergence in the perceptions of an impact on government service delivery has to be understood in the context of previous levels of service delivery and is likely influenced by the approaches the Directorate of Health and of Education have adopted to address the situation in the specific communities. In No'aimeh, for instance, there is only one comprehensive health center, which has reportedly been overwhelmed by the increased demand for medical services.

**Figure 8: Proportion of Jordanian respondents perceiving an impact of the arrival of Syrian refugees on quality of education services**



### Perceived impact on job security

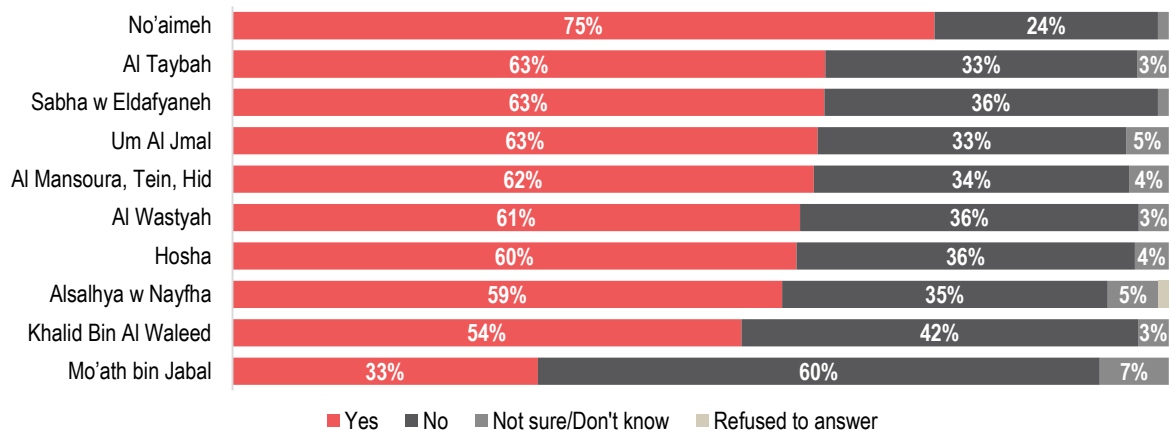
In all communities, with the exception of Mo'ath bin Jabal, a majority of Jordanian respondents reported an impact of the arrival of Syrian refugees on job security (see Figure 9). As evidenced by data from the International Labour Organisation (ILO), as well as the World Bank, unemployment, in particular among youth, has been a long standing challenge in Jordan<sup>46</sup>. Therefore, negative perceptions of the refugee situation in this regard should be understood against this backdrop. With an average of 59% of respondents perceiving an impact on job security across communities, the proportion in No'aimeh was considerably higher at 75%. This finding could be related to the fact that the most pressing challenges identified in this community included rising prices and unemployment. Coupled with a reportedly high proportion of refugees hosted, this could contribute to an explanation of a more prevalent perception of refugees' impact on job security in No'aimeh. Meanwhile, the proportion of respondents stating an impact of refugees on job security is significantly lower in Mo'ath bin Jabal at 33%. This could be explained by the fact that, whereas Mo'ath used to host refugees, primarily in Informal Tented Settlements (ITS), refugees are now discouraged from staying in this community owing to its proximity to the Syrian border and related safety concerns. Thus, the number of refugees in this community might be assumed lower compared to some of the other assessed communities. Additionally, agriculture is an important sector in Mo'ath bin Jabal. As a number of ITS assessments and profiling exercises conducted by REACH in coordination with UNICEF showed<sup>47</sup>, ITS residents primarily work in agriculture, meaning while they were in Mo'ath bin Jabal, they most likely provided an economic contribution

<sup>46</sup> International Labour Organisation (ILO), [Labour market transitions of young women and men in Jordan](#), June 2014; World Bank, [Country Gender Assessment: Economic participation, agency and access to justice in Jordan](#), 2014; [World Bank data](#) 2006-2014 [last accessed 18 January 2016].

<sup>47</sup> UNICEF-REACH, [Informal Tented Settlements in Jordan: A Multi-Sector Baseline Assessment](#), Assessment Report, December 2013; *ibid.*, [Syrian Refugees staying in Informal Tented Settlements in Jordan](#), Multi-sector Assessment Report, August 2014; *ibid.*, [Ghwergah Settlement Profile](#), December 2014; *ibid.*, ITS Profiling Exercise data, April 2015.

through informal agricultural work. This might have led to a generally more favorable perception of refugees in the community, as observed across all indicators.

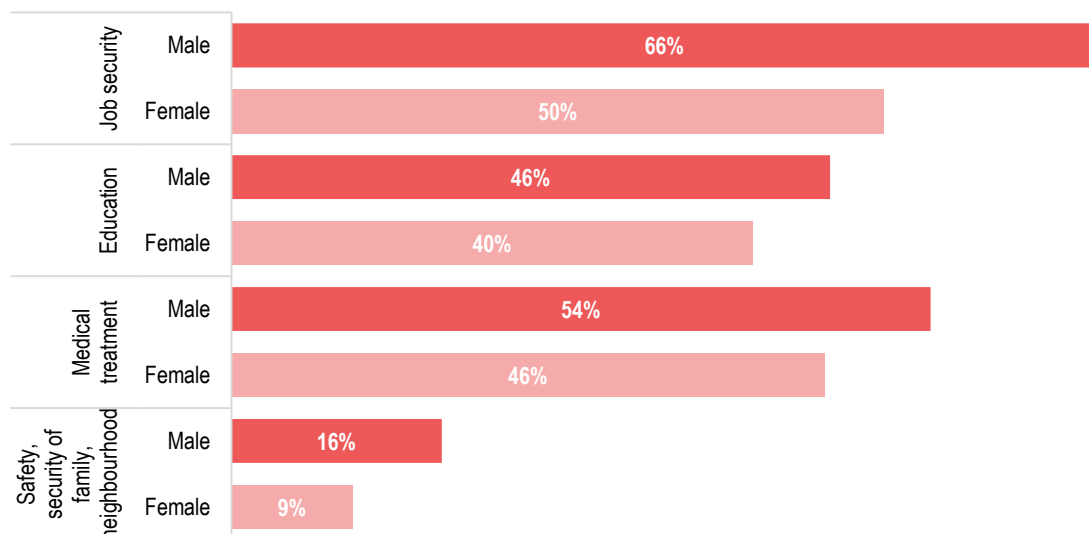
**Figure 9: Proportion of Jordanian respondents perceiving an impact of the arrival of Syrian refugees on job security**



#### Gendered perceptions of the impact of the Syrian refugee situation

Across all indicators, a statistically significant higher proportion of men reported that the arrival of Syrian refugees had had an impact than of women (see Figure 10). This gender difference was found to be largest for the perceived impact of Syrians on job security. This finding could be explained by man's greater direct exposure to the issue, given they are much more present in the labor force than women: A World Bank report found that Jordanian women's labor force participation stood at 22% in 2014, compared to 87% among men<sup>48</sup>.

**Figure 10: Proportion of male/female respondents reporting an impact of Syrian refugees**



To further understand any potential drivers of tensions or insecurity and the current state of resilience of the ten communities, the two subsequent chapters analyze the horizontal dimension of social cohesion, namely social wellbeing and collective competence. The vertical dimension of social cohesion will be explored thereafter through the examination of government service delivery and responsiveness, as well as municipal service delivery and perceptions of municipal responsiveness and accountability.

<sup>48</sup> World Bank, [Country Gender Assessment: Economic participation, agency and access to justice in Jordan](#), 2014, p. 28.

## c. SOCIAL WELLBEING

A primary aspect of the horizontal or intra-community dimension of social cohesion is social wellbeing, or the availability of social capital within communities<sup>49</sup>. In the context of USAID Community Engagement Project (USAID CEP), and for the purpose of this baseline assessment, social wellbeing refers to the extent to which community members have strong personal relationships and interact with each other; community members' sense of belonging; levels of respect and trust within communities; and the extent to which members of the community are perceived to be helping each other, such as the existence of support networks. This chapter outlines and analyses the findings with respect to each of these components<sup>50</sup>.

### i. Overview: Social wellbeing

**Overall, the social wellbeing aspect of the horizontal dimension of social cohesion appears to be robust.** Personal relationships are reportedly strong, in particular at the immediate and extended family levels, with reliable networks of support, again in particular within families, as well as among neighbors. Support networks appear to extend to Jordanian–Syrian relations, with a large proportion of Jordanian respondents (40%) reporting to have assisted Syrian refugees over the past three years. Moreover, levels of respect and trust within communities are reportedly high. **Yet, trust in certain stakeholders which are more removed from the familial or private sphere of community members, specifically local and international NGOs, as well as the private sector and the media, was found to be limited.**

**Furthermore, while community members reported a strong sense of belonging, increasing economic challenges and limited access to public services appear to be driving certain people, in particular youth, to consider leaving their community to look for better livelihood opportunities, more affordable living conditions or better services.** Consequently, attention should be paid to the eroding effect of structural livelihoods challenges, as well as perceived limited access to public services on the horizontal dimension of social cohesion.

### ii. Personal relationships

Personal relationships were generally reported to be strong. An overwhelming 99% of respondents reported their relationship with their immediate family was 'strong' or 'very strong', while 90% also cited 'strong' or 'very strong' personal relationships with their extended family. Resonating with these findings, respondents reported to most often turn to their immediate (75%) or extended family (17%) for advice, as well as for solutions to problems (69% and 23%), or for financial assistance (46% and 32%). Over three quarters of respondents further deemed their relationship with neighbors (84%), their tribe (78%) and friends (76%) as either 'strong' or 'very strong'. These findings are indicative of an overall robust social cohesion within communities, which appears to be resting primarily on intra-family relationships and support. Respondents reported comparatively weaker relationships with municipal council members and district elected members of parliament, with 41% and 51% of respondents reporting these relationships as 'not strong at all'. This provides evidence of potential challenges in relation to the vertical dimension of social cohesion, i.e. cohesion between different levels of government and citizens.

### Variation between communities

Limited variation was observed in relation to the reported strength of relationships between communities (see Table 3)<sup>51</sup>, with the exception of personal relationships with religious leaders and friends. While 31% of respondents stated their relationship with religious leaders was 'strong' or 'very' strong in Khalid Bin Al Waleed, 61% reported a 'strong' or 'very strong' relationship to their religious leader in Um Al Jmal. These differences are likely influenced

<sup>49</sup> Please refer to the annex for an overview of the analytical framework, including an outline of the definitions of the two dimensions of social cohesion (i.e. horizontal and vertical).

<sup>50</sup> For an overview of key social wellbeing related findings for each individual community, please refer to the community profiles in the annex.

<sup>51</sup> Please note that only those groups for which a statistically significant difference between communities was found are included in the table.

by the different religious leaders themselves, including the degree to which they are approachable by community members and form part of the community. Respondents in Khalid Bin Al Waleed also reported a comparatively weaker relationship with friends, as 63% stated this relationship was 'strong' or 'very strong', whereas 93% of respondents reported a 'strong' or 'very strong' personal relationship with their friends in Al Wastyah. The fact that Khalid Bin Al Waleed had the highest proportion of respondents reporting none of their friends lived in their area (15%), while Al Wastyah had the lowest (4%) potentially contributes to an explanation of these findings.

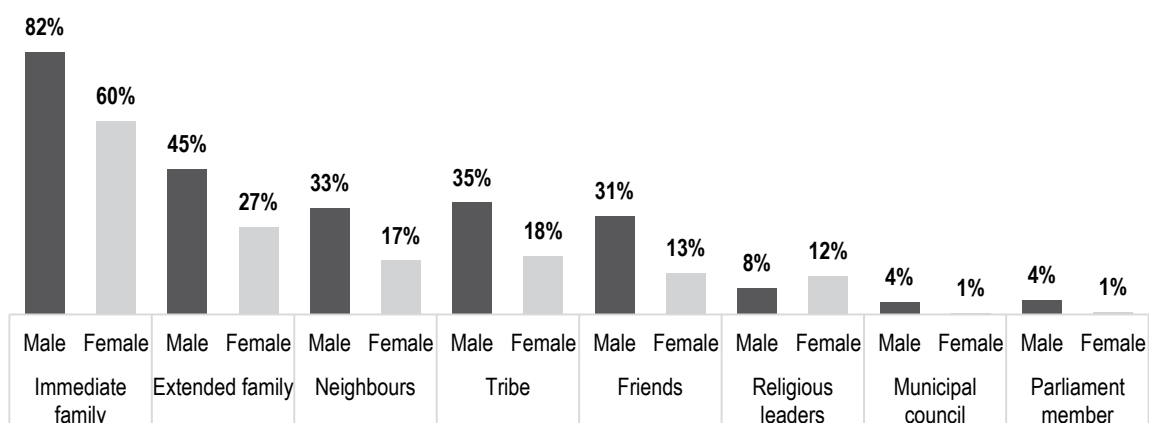
Table 3: Proportion of respondents reporting 'strong' or 'very strong' relationship

		PERSONAL RELATIONSHIPS						
		Immediate family	Neighbors	Tribe	Friends	Religious leaders	Member of parliament	Municipal council members
COMMUNITY	Mo'ath bin Jabal	97%	76%	74%	71%	53%	18%	28%
	Al Mansoura, Tein, Hid	98%	78%	75%	78%	42%	7%	9%
	Alsalhya w Nayfha	99%	88%	78%	79%	51%	19%	28%
	Al Wastyah	99%	85%	83%	93%	59%	18%	24%
	Hosha	99%	89%	77%	75%	52%	20%	26%
	Khalid Bin Al Waleed	99%	86%	70%	63%	31%	7%	27%
	No'aimeh	99%	85%	83%	74%	53%	2%	17%
	Al Taybah	100%	85%	81%	72%	56%	11%	15%
	Sabha w Eldafyaneh	100%	91%	86%	83%	49%	11%	24%
	Um Al Jmal	100%	90%	71%	82%	61%	9%	22%

### Gender differences in the strength of personal relationships

Whereas proportions for 'strong' or 'very strong' relationship combined were similar for men and women, women generally reported weaker personal relationships than men, as lower percentages of women stated 'very strong' relationships than men (see Figure 11). This difference is particularly striking for relationships with the immediate family, for which 82% of men reported a 'very strong' relationship compared to 60% of women. While immediate family was defined as the family the respondent was born into, it is possible that women considered the family they married into as their immediate family, which might contribute to an explanation for this difference. Most of the other gender differences could be explained through differences in exposure or the frequency and depth of interaction with specific societal groups. Interestingly, women reported a 'very strong' relationship with religious leaders (12%) slightly more frequently than men (8%).

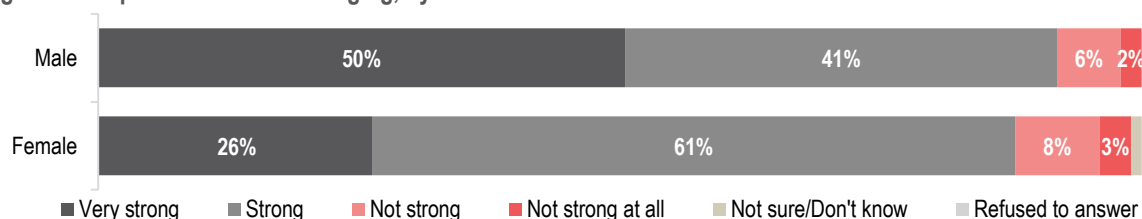
Figure 11: Proportion of men/women reporting 'very strong' personal relationships



### iii. Sense of belonging

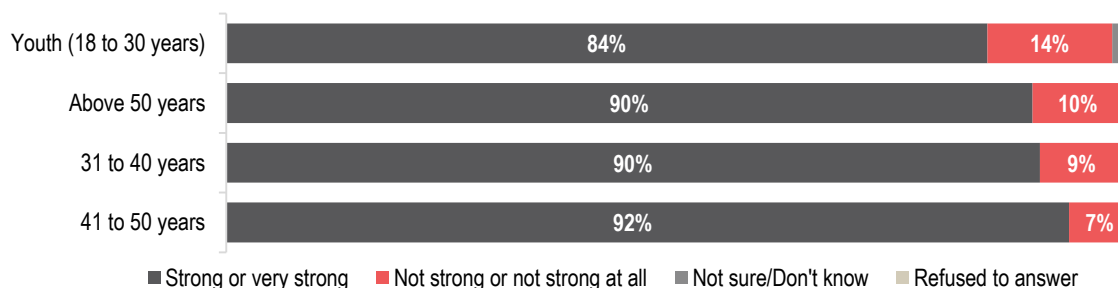
Corresponding to strong personal relationships within communities, a large majority of interviewees (89%) stated that their sense of belonging to the local community was either 'strong' or 'very strong', while only 3% reported their sense of belonging to be 'not strong at all'. These findings are relatively consistent across communities, ranging from 80% of respondents reporting a 'strong' or 'very strong' sense of belonging in Hosha, to 95% of respondents providing this answer in Mo'ath bin Jabal. The average across communities stands at 88%. A gender disaggregation provided some interesting insights, as 50% of male respondents cited a 'very strong' sense of belonging to their community, compared to only 26% of their female counterparts (see Figure 12). Meanwhile, 41% of men deemed their sense of belonging to be 'strong', compared to 61% of women. Factors which might contribute to an explanation of these findings include the possibility that women were married into communities and do thus not feel a very strong sense of belonging; or a likely stronger focus on the private sphere among women due to culture and traditions, potentially resulting in more limited exposure to and interaction with other community members and a stronger sense of belonging to their family, rather than the broader community.

Figure 12: Reported sense of belonging, by males and females



Similarly, a larger proportion of youth (18 to 30 years old) reported their sense of belonging to be 'not strong' or 'not strong at all' than among other age groups (see Figure 13). This suggests youth might feel more removed from existing community structures. Findings from focus group discussions carried out during the previous baseline for USAID CEP carried out by a local project partner suggest that youth are perceived to be less engaged with their communities, with focus group participants specifically highlighting a lack of communication between younger and older generations. Participants associated this lack of communication with the spread of 'technological developments' and a lack of interest of younger generations in traditions, culture and related social gatherings, among other things<sup>52</sup>.

Figure 13: Reported sense of belonging, by age group



### Intentions of leaving the community

Confirming an overall strong sense of belonging, only a minority of respondents reported to be actively considering to leave their community to live elsewhere. The large majority of respondents (80%) stated they were only 'rarely' thinking of leaving the community, while 15% of interviewees indicated that they thought about it 'many times' or 'always'. The reasons for considering to leave appear to be economic (job opportunities, shelter, employment, better prices etc.) or related to the quality and availability of public services, with 86% of the 181 respondents who reported to 'always', 'many times' or 'sometimes' consider leaving stating economic or public service related

<sup>52</sup> Al Jidara, USAID Community Engagement Project. Baseline Assessment Study: Defining Community Cohesion and Resilience. Focus Group Sessions Report. May 2014.

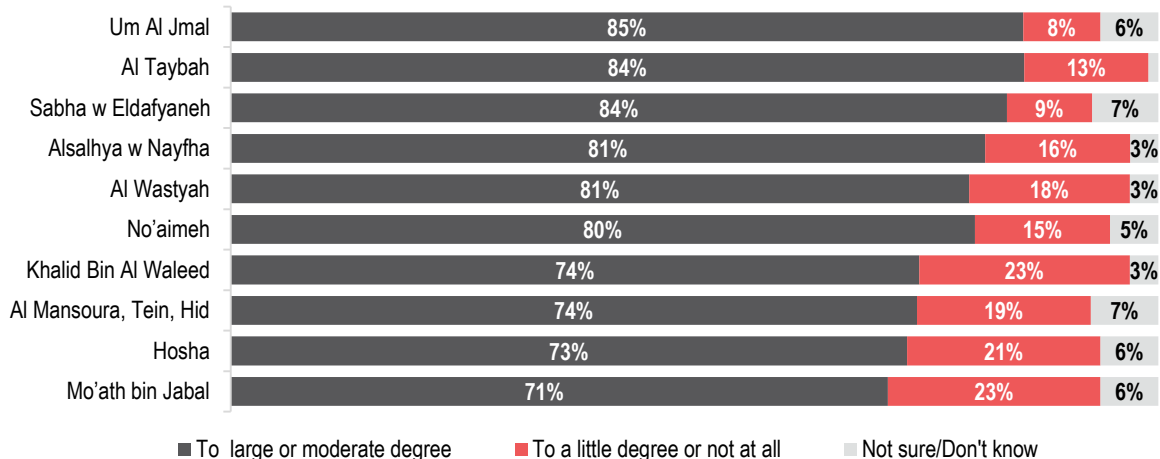


reasons. These findings confirm the economic and public service factors identified as potential threats to social cohesion in terms of safety and security in the previous chapter. Youth and respondents aged 41 to 50 were more likely to report to be thinking of leaving their community, with 22% of 18 to 30 year olds and 24% of 41 to 50 year olds reporting to be ‘sometimes’, ‘many times’ or ‘always’ be considering to leave. Youth also more frequently reported ‘seeking employment’ as a reason for thinking of leaving than other age groups. This is supported by a relatively high youth unemployment rate, which stood at 28.8% in 2014<sup>53</sup>.

#### iv. Respect and trust

Respect and trust within communities form further elements of the horizontal dimension of social cohesion. Related findings provide additional evidence of strong intra-community cohesion in the majority of communities. 92% of respondents across communities perceived that people in their community respect each other to a ‘large’ or ‘moderate’ degree, while 78% of respondents reported that people in the community trust each other to either a ‘large’ or ‘moderate’ degree. A higher perceived level of respect than of trust within communities could be understood given respect is generally defined as “due regard for the feelings, wishes, or rights of others”<sup>54</sup>, whereas trust refers to a “firm belief in the reliability, truth, or ability of someone or something”<sup>55</sup>, which is thus a stronger feeling. Levels of respect are relatively similar between communities, ranging from 84% of respondents reporting a ‘large’ or ‘moderate’ degree of respect within the community in Hosha, to 97% in Alsalhya w Nayfha. In the remaining eight communities this percentage lies between 91% and 95%. Perceived levels of trust are also similar between communities, ranging from 71% reporting a ‘large’ or ‘moderate’ degree of trust in Mo’ath bin Jabal, to 85% in Um Al Jmal (see Figure 14).

Figure 14: Perceived degree of trust within community



#### Trust in different societal groups and institutions

In order to get a more nuanced understanding of trust within communities, respondents were asked to comment on the degree of trust they have in a range of different groups or institutions, including friends, neighbors, tribal leaders, religious leaders, local associations and NGOs, the private sector, the media, and international NGOs and associations. Levels of trust vary considerably between groups and institutions, being highest for groups with which people are likely to have frequent interaction with, and lower for groups or institutions that are more removed from people’s private, daily life. As such, trust in neighbors and friends were reported highest, with 78% and 72% of respondents stating a ‘large’ or ‘moderate’ degree of trust in them respectively. Given that a majority of community members reported to have a ‘strong’ or ‘very strong’ personal relationship with their neighbors (84%) and friends (76%), and probably have the most frequent interaction with these groups – 66% of respondents reported that ‘all’ or ‘some’ of their friends were living in the same community – high levels of trust can be understood. Lowest levels

<sup>53</sup> World Bank data [last accessed 18 January 2016]

<sup>54</sup> Oxford English Dictionary

<sup>55</sup> Ibid.

of trust were reported for the media, the private sector, as well as local and international NGOs. Between 37% (international NGOs) and 45% (media) of respondents reported they trusted these institutions 'to a little degree' or 'not at all'. It is important to note that large proportions of respondents provided 'not sure/don't know' as an answer for levels of trust in local NGOs (37%), the private sector (32%) and international NGOs (43%). These findings potentially indicate limited interaction with these institutions and/or limited knowledge of their roles and functions. People are thus potentially less comfortable to comment on levels of trust bestowed in them.

Low reported levels of trust in international NGOs should be understood in context. The majority of assessed communities have only been interacting with international NGOs over the past five years. Their presence is thus still a novelty in many rural parts of Jordan and therefore likely to be considered with suspicion. The fact that 43% of respondents provided 'not sure/don't know' as an answer when asked about their level of trust in international associations appears to support this assumption. Furthermore, international NGOs have been providing assistance, first and foremost, to Syrian refugees, while many vulnerable Jordanians are perceived as not receiving assistance. This has potentially led to a perception that international assistance is not being distributed fairly, as was found during a 2014 FCO-REACH social cohesion assessment in which 67% of those respondents who reported that their community was receiving international support perceived this support to be distributed unevenly between Jordanians and Syrians<sup>56</sup>. Finally, the suspicion that international NGOs are working with or for specific governments, thus pursuing different national interests rather than working for the common good, is prevalent throughout the Middle East and is likely to contribute to mistrust.

**Table 4: Proportion of respondents reporting 'large' or 'moderate' degree of trust in different groups/stakeholders**

		GROUP/STAKEHOLDER					
		Tribal leaders	Religious leaders	Local NGOs and associations	Media	Private sector	International NGOs, associations
COMMUNITY	Al Mansoura, Tein, Hid	46%	45%	20%	26%	19%	7%
	Mo'ath bin Jabal	51%	56%	18%	35%	18%	11%
	Alsahya w Nayfha	51%	52%	14%	38%	21%	13%
	Khalid Bin Al Waleed	53%	42%	20%	24%	18%	19%
	No'aimeh	60%	64%	21%	32%	23%	8%
	Al Taybah	61%	54%	18%	28%	19%	13%
	Um Al Jmal	61%	72%	24%	45%	24%	20%
	Hosha	61%	61%	19%	34%	25%	17%
	Al Wastyah	64%	63%	18%	40%	36%	16%
	Sabha w Eldafyaneh	65%	58%	12%	37%	17%	12%

Table 4 summarizes the findings for trust in different groups and institutions disaggregated by community, showing the proportion of respondents reporting 'large' or 'moderate' degrees of trust, with the lowest reported levels across groups/institutions highlighted in dark red<sup>57</sup>. While the variance of perceptions of trust between communities was comparatively limited for local and international NGOs, as well as the media and private sector, perceptions of trust varied more considerably for religious and tribal leaders. For religious leaders the proportion of respondents stating a 'large' or 'moderate' degree of trust ranged from 42% in Khalid Bin Al Waleed, to 72% in Um Al Jmal, whereas the average proportion across communities stood at 57%. A potential explanation for these variations was outlined in relation to personal relationships to religious leaders. Differing levels of trust in tribal leaders – ranging from 46% reporting a 'large' or 'moderate' degree of trust in Al Mansoura, Tein, Hid, to 65% in Sabha w Eldafyaneh – could

<sup>56</sup> REACH-FCO, [Understanding Social Cohesion and Resilience in Jordan Host Communities](#), Assessment Report, June 2014, p. 27.

<sup>57</sup> It should be noted that only those groups/institutions for which statistically significant inter-community differences could be found are displayed in this table.

be influenced by a number of factors including the tribal composition of communities, the specific tribe community members belong to and the degree to which tribal dynamics are perceived as positive or problematic by communities.

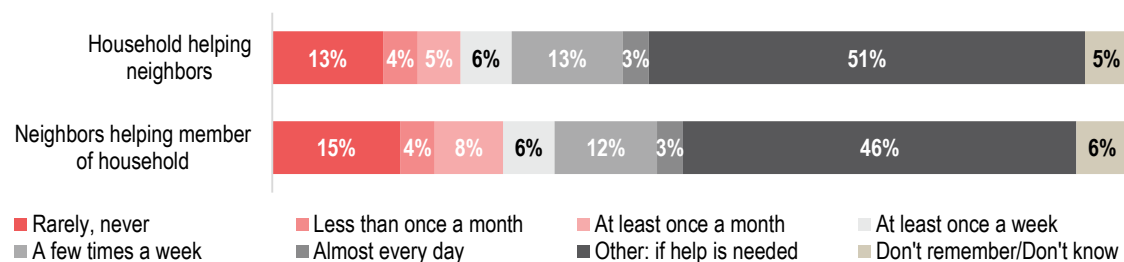
## v. Help, care and community interaction

### Community support networks

Findings related to help and care, in other words the availability of support networks within communities, further illustrate the overall robust internal cohesion of assessed communities. A large majority of interviewed community members (74%) either agreed or strongly agreed that people in their community help each other, whereas 21% disagreed or strongly disagreed. A geographical disaggregation showed relatively little variance between communities with regards to this perception: In nine out of ten communities between 70% and 77% of respondents 'agreed' or 'strongly agreed' that community members are helping each other. This proportion was significantly lower in Al Mansoura, Tein, Hid at 59%, while 34% of respondents there 'disagreed' or 'strongly disagreed' that community members were helping each other. While there are certainly a number of other community dynamics which might influence this perception, according to REACH key informants pronounced tribal dynamics could inform a partial explanation for this finding.

When asked more specifically about help and care among neighbors, 27% of respondents reported that their household was helping neighbors once a month or more frequently, while a majority of households (51%) stated that they helped neighbors if and when needed. Similarly, 29% of interviewees stated that their neighbors were extending help to them once a month or more often, while 46% reported that they were helped by neighbors if and when they needed it (see Figure 15)<sup>58</sup>.

Figure 15: Frequency with which neighbors are reported to be helping each other



### Assistance provided to Syrian refugees

Support networks also appear to extend to non-community members, namely Syrian refugees. Jordanian respondents were asked whether they had hosted Syrian relatives or if they had provided any other form of assistance to Syrian refugees over the past three years. While a majority of 94% stated they had not hosted Syrians in their home, 40% of respondents reported that they had provided Syrian refugees with other forms of assistance<sup>59</sup>. During focus group discussions conducted in the course of a separate assessment carried out by REACH with the World Food Programme (WFP), refugees frequently reported they had received food or in-kind assistance from Jordanian neighbors and friends, adding further evidence to suggest a large proportion of Jordanians have provided assistance to Syrian refugees<sup>60</sup>. Considerable differences between communities were observed regarding the provision of assistance to refugees. The highest proportion of respondents stating they had assisted Syrian refugees was found in Al Wastyah at 59% of Jordanian respondents, and the lowest in Mo'ath bin Jabal at 17%. A comparatively lower proportion of refugees living in Mo'ath bin Jabal, and the fact that the majority of

<sup>58</sup> It is important to note that the option "other, if help is needed" was added after piloting in the field. This option was not included in previous assessments, but was added because it was a frequently provided response to the questions 'How often would you say your neighbours extend help to members of your household?' and 'How often would you say a member of your household helped a neighbour?'.

<sup>59</sup> Based on insights REACH gained in the course of previous assessments, 'other forms of assistance' might refer to the provision of food, money or in-kind assistance.

<sup>60</sup> WFP-REACH, [Comprehensive Food Security Monitoring Exercise \(CFSME\): Syrian Refugees in Jordan](#), July 2015, p. 31, 43.

refugees who were hosted in the community resided in ITS while potentially working informally in agriculture, might have some influence on the lower reported prevalence of providing support to refugees.

### Community interaction

Evidently, there are many other ways for communities to interact beyond the provision of mutual support, which can provide an indication of internal cohesion and general social wellbeing. Therefore, community members were asked about the frequency with which they attended weddings and funerals, as well as how regularly they exchanged home visits. Overall, community interaction appears regular: Participation in funerals or weddings is reportedly very frequent, with 91% of respondents stating they attended funerals ‘always’ or ‘many times’, and 89% reporting to participate in weddings ‘always’ or ‘many times’. Although less frequent, exchanging home visits was still reported to be common, with 77% of respondents stating to ‘always’ or ‘many times’ engage in this form of community interaction. A disaggregation by community revealed no statistically significant difference between communities in terms of the frequency of these forms of community interaction, with the exception of attendance of weddings. Proportions of respondents reporting to ‘always’ or ‘many times’ attend weddings ranged from 83% in Hosha to 92% in Al Wastyah and Alsahya w Nayfha. Therefore, despite variance in the extent, wedding attendance was high across all communities.

## d. COLLECTIVE COMPETENCE

A consideration of community members’ perceptions of their collective competence provides an indication of the degree to which communities are able to utilize existing relationship and support networks, and reported mutual respect and trust, to pursue and achieve common objectives. As such, this chapter provides further insights into the horizontal dimension of social cohesion and explores potential challenges and limitations. Collective competence refers, on the one hand, to community action, which concerns people’s ability to identify community challenges and needs; to collectively prioritize issues and related objectives; agree on approaches and effectively work together to achieve prioritized goals<sup>61</sup>. On the other hand, collective competence encompasses the perceived effectiveness of collaborative community action, as well as overall community empowerment, i.e. the extent to which community members and the community as a whole have access to and control over resources necessary to achieve their goals<sup>62</sup>. This chapter presents and analyses community members’ perceptions of these collective competence components, elaborating on the extent to which strong social wellbeing can be translated into effective action to improve community resilience. Furthermore, to guide USAID CEP programming, it seeks to highlight in which communities such perceptions are particularly limited, as well as particular differences between the genders or different age groups, where significant and relevant<sup>63</sup>.

### i. Overview: Collective Competence

**While collective competence is perceived relatively strong when considered in general terms, i.e. people’s ability to work together as one community and to solve problems, it appears more limited when these abilities refer to the collective identification, prioritization and solution of stressors, including the specific problems identified during the present baseline assessment.** In other words, communities appear less able to utilize intra-community relationships, networks of support and other reportedly robust social wellbeing aspects to collectively pursue and achieve tangible objectives. The data suggests that reasons for this relate to a perceived limited availability of resources in terms of financial means, as well as capacity, skills, knowledge or communication. Furthermore, family-centric social networks and a potential focus on familial needs might be preventing community members from acting collectively to achieve practical objectives for the common good of the wider community.

<sup>61</sup> Norris, Fran H., Suzan P. Stevens, Betty Pfefferbaum, Karen F. Wyche and Rose L. Pfefferbaum. 2008. “Community Resilience as a Metaphor, Theory, Set of Capacities, and Strategy for Disaster Readiness”. *American Journal on Community Psychology* 41: p. 141. Please refer to the annex for a detailed outline of the theory and analytical framework used by USAID CEP and this baseline assessment.

<sup>62</sup> Ibid.

<sup>63</sup> For an overview of key collective competence findings for each individual community, please refer to the community profiles in the annex.

Such limited community empowerment is exacerbated by the fact that in the majority of communities, challenges identified by respondents are economic or related to public service delivery and are perceived beyond their direct control or influence. This highlights the importance of effective communication and engagement not just among citizens, but also between citizens and representatives or stakeholders at different administrative levels. As noted by Norris et al. communication refers “to the creation of common meanings and understandings and the provision of opportunities for members to articulate needs, views, and attitudes”<sup>64</sup>, making it a “prerequisite for community competence”<sup>65</sup>. As such, communication, both horizontal, i.e. between community members, and vertical, i.e. between citizens and stakeholders at different administrative levels, can be understood as a resource which empowers communities and facilitates collective action at different stages<sup>66</sup>.

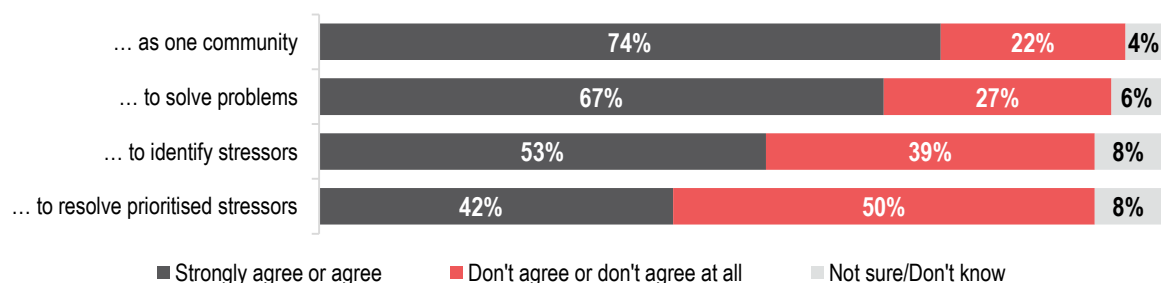
The participatory approach utilized by USAID CEP might be particularly effective in its aim to strengthen collective competence when focusing its efforts on communities’ practical ability to collectively identify and prioritize stressors. This could enable communities to, first, differentiate challenges that are beyond their control from those issues they can resolve themselves, and, second, allow communities to coherently and effectively communicate their challenges and needs to relevant stakeholders at the municipal, governorate or national levels, where stressors beyond the realm of communities might be addressed more effectively.

## ii. Perceptions of community action

Community members reported a strong ability to work together in general (see Figure 16). A majority of respondents across communities (74%) perceived community members to be **able to work together as one community** and 67% of interviewees stated people had the **ability to solve hypothetical problems** collectively. Perceptions of whether community members could work together as one community are significantly lower in Al Mansoura, Tein, Hid and Alsahya w Nayfha where 62% and 64% of respondents respectively ‘agreed’ or ‘strongly agreed’ their community was able to do so. A similar picture presents itself for community members’ ability to work together to solve hypothetical problems. Whereas an average of 66% ‘agreed’ or ‘strongly agreed’ people in their community could do so, 52% did in Al Mansoura, Tein, Hid and 59% in Alsahya w Nayfha.

As collective competence rests on social wellbeing or “social capital and communication”<sup>67</sup>, diverging perceptions of communities’ ability to work together, even just hypothetically, are likely related to more limited social wellbeing, i.e. lower levels of community interaction in general, as well as lower levels of trust or a limited availability of intra-community support networks. As noted in the previous chapter, limitations or challenges in these regards are inherently linked to specific community dynamics, which might be influenced by tribalism, but also economic factors or inequality, as well as external pressures. Such factors are likely to influence communication between community members, which affects perceptions of people’s ability to work together. This hypothesis appears to hold for Al Mansoura, Tein, Hid which overall displayed more limited perceptions of social wellbeing compared to other communities. Perceptions of social wellbeing in Alsahya w Nayfha, while not particularly low, were also limited.

Figure 16: Community members' perception of whether people in their community are able to work together



<sup>64</sup> Norris et al., op. cit.: p. 140.

<sup>65</sup> Ibid.

<sup>66</sup> Ibid.

<sup>67</sup> Ibid.: p. 141.

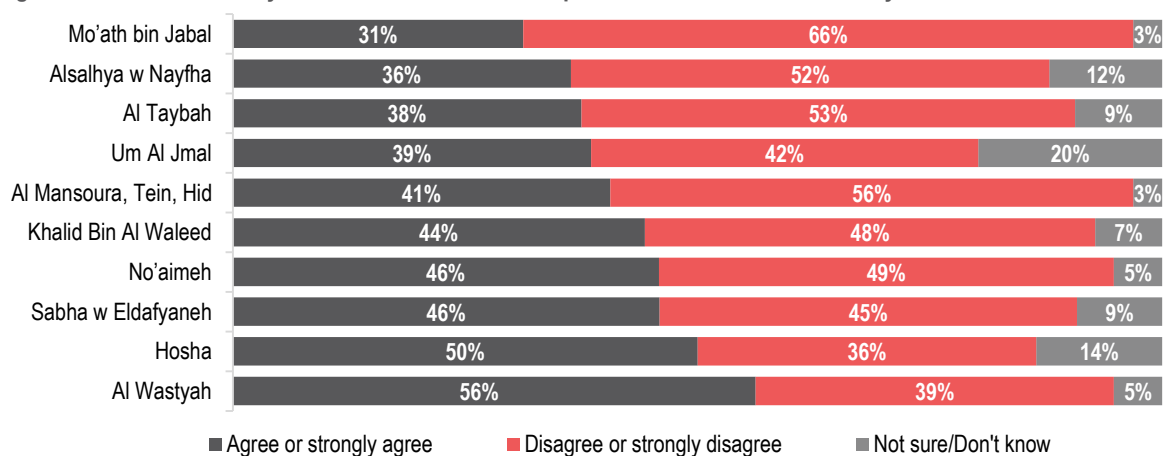


As questions concerning collective competence became more specific in the course of the questionnaire, i.e. when respondents were asked whether people in their community could work together to **identify stressors and resolve prioritized stressors**, community members perceived this ability as weaker than the more general ability to work together as one community (see Figure 16): 53% of respondents ‘agreed’ or ‘strongly agreed’ that community members could collectively identify stressors, and 42% ‘agreed’ or ‘strongly agreed’ that community members could work together to resolve prioritized stressors. A reported limited belief that the community can identify and resolve prioritized stressors, might be because these can be seen as more intricate collective action tasks. In other words, identifying, prioritizing and resolving stressors does not just require a general readiness of people to work together, but requires that people define and agree on common objectives and approaches to reach these. In the course of such decision making processes, people need to put the community’s needs before their personal, familial, cultural or tribal grievances.

As for the generic ability to work together as one community and to solve problems, community members’ perceptions in Alsalhya w Nayfha were found to be more limited than in other communities. Asked about their community’s **ability to collectively identify stressors**, 43% of respondents in Alsalhya w Nayfha ‘agreed’ or ‘strongly agreed’ that people in their community were able to do so, while the average across communities stands at 54%. The same percentage of interviewees (43%) ‘agreed’ or ‘strongly agreed’ in Mo’ath bin Jabal, with similarly limited perceptions in Al Taybah, where 46% ‘agreed’ or ‘strongly agreed’ the people in their community could collectively identify stressors. Contrastingly, in Hosha a markedly higher proportion of respondents perceive their community to be able to collectively identify stressors, at 74%. As such, there is considerable variance in perceptions between communities, suggesting specific intra-community dynamics might be affecting the ability to collectively identify stressors.

Similar variation was observed for perceptions of communities’ **ability to collectively resolve prioritized stressors** (see Figure 17). Alsalhya w Nayfha once again reported a more limited ability in this regard, with 36% of interviewed community members ‘agreeing’ or ‘strongly agreeing’ their community could collectively resolve stressors. Yet, for this indicator, Mo’ath bin Jabal displayed an even lower proportion of respondents ‘agreeing’ or ‘strongly agreeing’, at 31%, while the average across communities stands at 43%. Only in Al Wastyah was there a majority of interviewees ‘agreeing’ or ‘strongly agreeing’ people in the community could collectively resolve stressors, at 56%. Perceptions of limited community ability to act collectively to identify and resolve stressors might relate to perceptions of social wellbeing, or the availability of social capital and the effectiveness of internal communication. In other words, the ability to act collectively in an effective way is reliant on community empowerment, i.e. the extent to which communities have access to and control over resources to achieve their objectives collectively<sup>68</sup>. Perceptions of community empowerment are analyzed in the next sub-chapter.

Figure 17: Perceived ability of communities to resolve prioritized stressors collectively



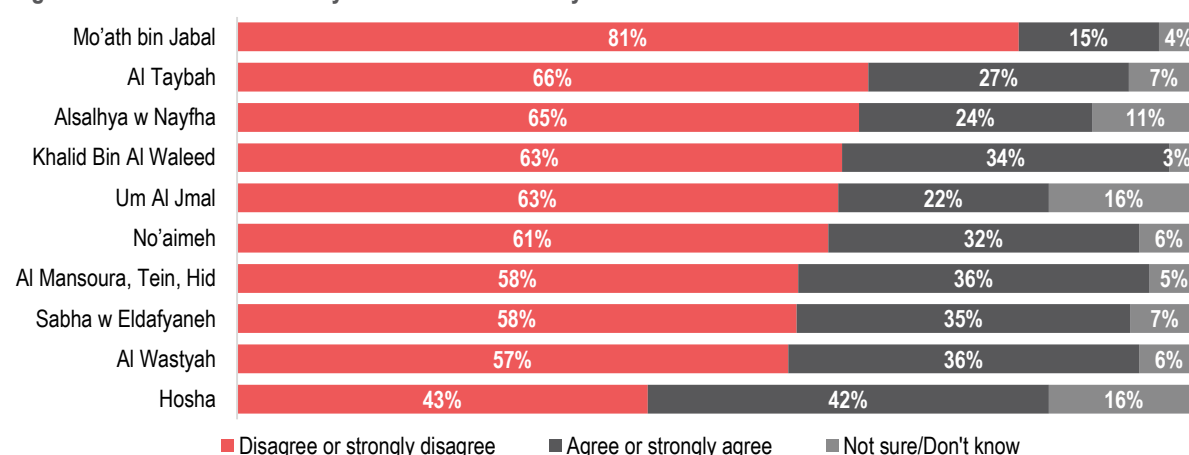
<sup>68</sup> Rappaport, J. 1995. "Empowerment meets narrative: Listening to stories and creating settings". *American Journal of Community Psychology* 23: 795–807. Please refer to the annex for a detailed outline of the analytical framework.



### iii. Perceptions of community empowerment

To provide an insight into community empowerment, community members were asked whether they thought members in their communities had the **necessary resources to fulfil unmet needs**. As outlined to respondents, resources refer not only to financial means, but also capacity, knowledge, skills, relationships or networks of support. A majority of respondents (64%) considered people to be lacking these necessary resources to fulfil unmet needs. A geographical disaggregation of these findings shows that those communities in which collective ability to resolve prioritized stressors was reported limited, largely correspond to the ones where the highest proportions of respondents perceive a lack of resources (see Figure 18), which may involve limited trust, communication as well as networks of support. This perception was strongest in Mo'ath bin Jabal, where 81% of respondents 'disagreed' or 'strongly disagreed' that people had the necessary resources to serve unmet needs, followed by Al Taybah (66%) and Alsalyah w Nayfah (65%). Meanwhile, Hosha had the lowest proportion of respondents 'disagreeing' or 'strongly disagreeing' that people in the community had the resources necessary to meet their needs, at 43%.

Figure 18: Perceived availability of resources to satisfy unmet needs



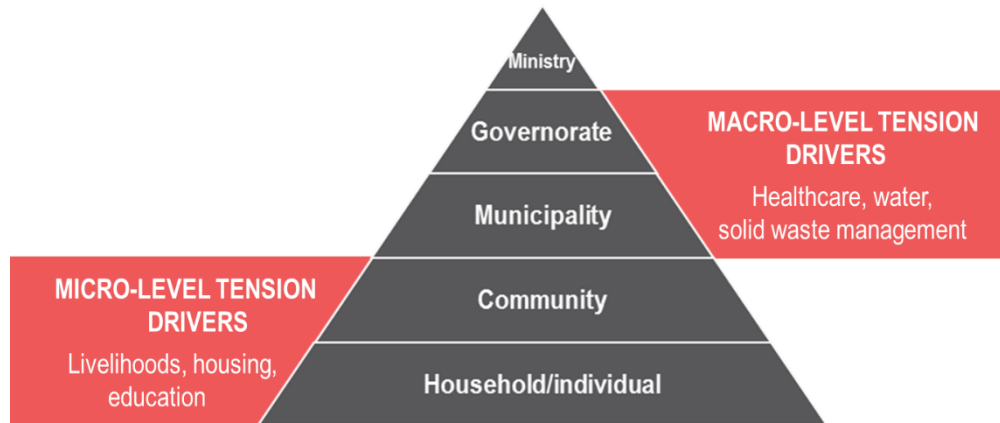
### Challenges faced by communities

A consideration of perceived collective competence, in conjunction with specific challenges identified by respondents in their community, provides further insight into limitations in communities' ability to act collectively to identify and resolve stressors. Interviewed community members identified the most important challenges facing their communities as primarily economic, or related to public service delivery<sup>69</sup>. In all ten communities the top three most frequently cited challenges are a combination of economic challenges and public service provision issues, with a majority of communities affording more weight to economic issues (see Table 5). Both these sets of challenges have been shown to have an impact on social cohesion and resilience in previous studies, including social cohesion assessments carried out by REACH in coordination with FCO in late 2013 and mid-2014<sup>70</sup> which identified economic challenges, specifically rising shelter prices and job competition and unemployment, as drivers of tension at the household or community level (i.e. micro-level) (see Figure 19). Meanwhile, issues related to public services, including limited availability, access or quality, were previously identified as drivers of tensions both at the micro level (i.e. education), and the municipality or governorate level (i.e. water, solid waste management and health care) (see Figure 19).

<sup>69</sup> It should be noted that this was an open ended question, with enumerators engaging in a discussion with respondents about the challenges and pressing needs their communities face. While enumerators then classified the answers provided into specific groups, they were encouraged to use the option 'other' as often as possible to describe any issues that cannot be captured in the options provided (please refer to the annex for the tool).

<sup>70</sup> FCO-REACH, [Evaluating the Effect of the Syrian Refugee Crisis on Stability and Resilience in Jordanian Host Communities – Preliminary Impact Assessment](#), January 2014; Ibid., [Social Cohesion in Host Communities in Northern Jordan](#), Assessment Report, May 2015.

Figure 19: Macro- and micro-level tension drivers



In Khalid bin Al Waleed and Al Mansoura, Tein, Hid, public service provision is perceived as a more pressing concern compared to other communities (see Table 5). 19% of respondents in Khalid bin Al Waleed cited a lack of or cuts to water supply as the most important problem, while 27% of interviewees in Al Mansoura, Tein, Hid identified a lack of road construction and maintenance as the most important problem facing their community, and 10% cited the lack of public transportation as an important challenge. That respondents in Al Mansoura, Tein, Hid cited both a municipal service (road construction and maintenance) and a government service (public transport) among the most pressing challenges faced by their community could be understood in light of a reportedly prevalent perception of inadequate resource allocation to the needs of the community at the municipal level, as well as to southern communities more broadly<sup>71</sup>. A lack of road maintenance and expansion was also cited as an important issue for the communities in Sabha w Eldafyaneh (13%) and Mo'ath bin Jabal (15%). In two communities, namely Al Wastyah and Al Taybah, respondents further reported 'sanitation problems', while respondents in Al Taybah also mentioned 'inefficient garbage collection' as an issue, at 10%. Perceptions of public service delivery – both governmental and municipal – are discussed in more detail in the subsequent chapters.

<sup>71</sup> USAID, [Community Engagement Project](#), December 2015.

Table 5: Most frequently cited challenges facing communities

	Community	Most frequent	2 <sup>nd</sup> most frequent	3 <sup>rd</sup> most frequent
Mafrag	Um Al Jmal	Unemployment 29%	Rising prices in general 11%	Lack and cuts of water supply 8%
	Sabha w Eldafyaneh	Unemployment 21%	Lack of road maintenance and/or expansion 13%	Lack and cuts of water supply 11%
	Hosha	No problems <sup>72</sup> 25%	Unemployment 19%	Lack and cuts of water supply 16%
	Alsahya w Nayfha	Unemployment 20%	Lack and cuts of water supply 19%	Rising prices in general 14%
Irbid	No'aimeh	Rising prices in general 28%	Lack and cuts of water supply 14%	Unemployment 10%
	Mo'ath bin Jabal	Rising prices in general 23%	Lack of road maintenance and/or expansion 15%	Lack and cuts of water supply 9%
	Khalid Bin Al Waleed	Lack and cuts of water supply 19%	Rising prices in general 14%	Unemployment 13%
	Al Wastyah	Rising prices in general 32%	Sanitation problems 8%	Lack and cuts of water supply 7%
	Al Taybah	Rising prices in general 21%	Sanitation problems 16%	Inefficient garbage collection 10%
Tafleeh	Al Mansoura, Tein, Hid	Lack of road maintenance and/or expansion 27%	Unemployment 16%	Lack of public transport 10%

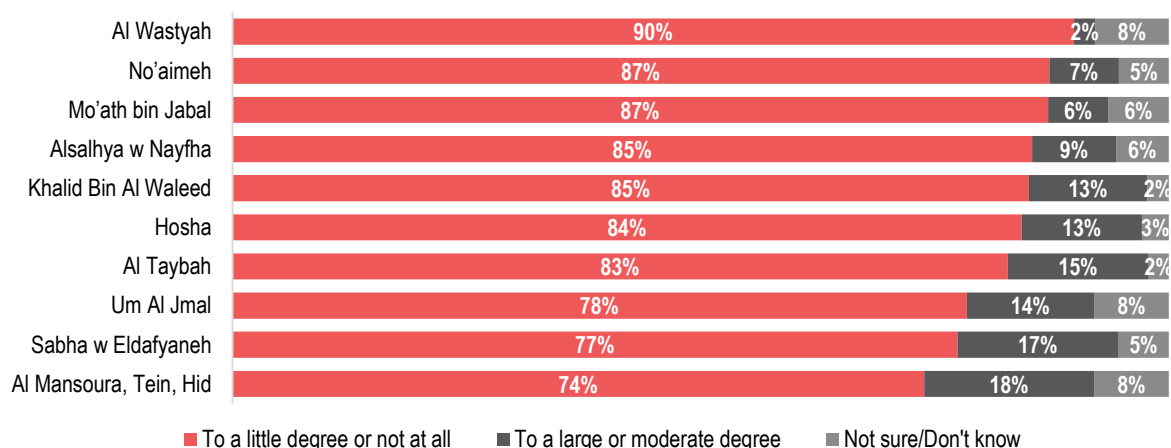
Legend	
Above 25%	
20-24%	
15-19%	
0-14%	

After respondents had identified the most important challenges they perceive to be facing their community, they were asked to comment on the extent these challenges can be managed by their community. An overwhelming majority in all ten communities stated the identified challenges could be handled to a 'little degree' or 'not at all' (see Figure 20). This appears to be a recognition by the communities that these challenges are mostly beyond the direct control or influence of communities' themselves, seeing how they are primarily economic or related to public service delivery. This has important implications from a programmatic standpoint. A recognition that key challenges facing communities fall outside of the immediate realm of communities' influence, emphasizes the need for strengthened communication and engagement with governmental and other stakeholders at different administrative levels to collectively mitigate these challenges. This suggests a focus on the "vertical dimension"<sup>73</sup> of social cohesion, including aspects of trust in public figures, and perceived responsiveness of municipal and governmental institutions, to strengthen collective competence and empowerment and with it the resilience of communities to economic challenges and external shocks.

<sup>72</sup> During the first few days of data collection it was noted by field coordinators that the option 'no problems' was chosen frequently by respondents. Enumerators were then instructed to present the option "no problem" more cautiously, i.e. more in terms of a last resort option, to provide a clearer insight into the issues faced by households. Given that data collection in Hosha was carried out during the first days, the percentage of respondents claiming 'no problems' is higher than in other communities.

<sup>73</sup> Chan, Joseph, Ho-Pong To and Eliane Chan. 2006. "Reconsidering Social Cohesion: Developing a Definition and Analytical Framework for Empirical Research". *Social Indicators Research* 75(2): p. 294.

Figure 20: Respondents' perception of the degree to which identified challenges can be handled by their community



The highest proportion of respondents stating that previously identified problems could be managed 'to a little degree' or 'not at all' was observed in Al Wastyah (90%) (see Figure 20). This community also had the largest proportion of respondents stating the key challenge facing their community was 'rising prices', at 32%. Furthermore, respondents in Al Wastyah noted sanitation problems as a key challenge, which could also be perceived as overwhelming for communities and their direct representatives. During the first monitoring round for the Jordan Emergency Services and Social Resilience Project (JESSRP)<sup>74</sup>, conducted by REACH in coordination with the World Bank, DFID and FCO, it was found that the primary challenge in improving sanitation for communities was found to be access to a sewer network. Providing community members with access to such a system requires large scale infrastructural investments, which often exceed the financial capacity of municipalities, as well as the Ministry of Water and Irrigation. While effectively solving economic and sanitation issues appears to be perceived beyond the capacity of community members themselves in Al Wastyah, identifying these challenges, agreeing on their importance and communicating them to competent levels of administration or other stakeholders remains within their control. From a programming perspective, this could suggest a focus on strengthening the ability of community members to identify and prioritize stressors, before communicating them to relevant stakeholders, in Al Wastyah, as well as other communities.

This chapter has highlighted the limits of intra-community collective action in the face of external, structural challenges. Beyond the scope of direct influence of communities themselves, these underline the importance of and directly link to the vertical dimension of social cohesion, i.e. the relation between citizens and different levels of government, as well as other private and public stakeholders. Complementary to intra-community cohesion, effective communication and engagement between community members and municipal and government institutions can contribute to the mitigation of challenges faced by communities and potentially make communities more resilient to both internal and external shocks.

The subsequent chapters provide an overview of the current state of the vertical dimension of social cohesion and resilience. These first consider **satisfaction with government services**, namely police and security services; health services; education in public schools and government universities; water delivery; and public transportation, as well as perceptions of **government responsiveness to citizens' needs**. Then, **satisfaction with municipal services**, namely sanitation; public gardens and recreational facilities; youth centers and sports facilities; road construction and maintenance; waste collection; and public lighting, in addition to perceptions of **municipal effectiveness, responsiveness and accountability** are considered. Combined, these aspects form part of the vertical dimension of social cohesion, i.e. the quality of relations between citizens and government at different administrative levels. As these chapters will show, there is a need for strengthened communication and engagement between communities and government institutions at different administrative levels.

<sup>74</sup> World Bank-DFID- FCO-REACH, [Jordan Emergency Services and Social Resilience Project \(JESSRP\), Monitoring Study 1](#), January 2016.

## e. PERCEPTIONS OF GOVERNMENT SERVICE DELIVERY AND RESPONSIVENESS

### i. Overview: Government service provision and responsiveness

Overall, the findings presented in this chapter show that satisfaction with government services and perceived responsiveness of these institutions vary considerably between services and more specifically between communities. The exception to this is level of satisfaction with and perceived responsiveness of police and security services, which is particularly high, with little variance between communities. This confirms high levels of trust bestowed in this institution, which might be influenced by considerable police and security services presence within communities, relatively regular interaction with the institution and a perception that the police and security services actively and effectively address communities' security needs by preventing regional security threats from reaching into their midst. Lower levels of satisfaction and greater variance between communities with regards to public transport, water or education might be explained by the fact that, while these are governmental services and while the institutions (e.g. the directorate of education) are as such distant from communities, their impact is highly localized and limitations are more tangible given frequent direct use of the services.

**Inter-community variations in perceptions of governmental responsiveness might be indicative of varying levels of communication, interaction and engagement between specific communities and governmental institutions.** These varying levels might be influenced by the specific opportunities for community members to provide input at the municipal and governorate level, including the existence and awareness of formal channels of interaction and communication; political dynamics affecting the relation of the community or its representatives to the governorate level, which might be influenced by tribal issues; as well as administrative setups which affect where and how community members' needs can be communicated to the governorate level and influence perceptions of prioritization or neglect of community needs at the municipal or governorate level.

**In a similar vein, a high response rate for 'not sure/don't know' when asked about the degree of trust in the governor (46%), as well as regarding the responsiveness of members of parliament (31%), the directorate of education (28%) and the directorate of health (23%), could suggest either generally limited interaction with these institutions, or limited awareness of their role and functions.** Capacity building for NGOs and the broader community to improve communication with government institutions, coupled with grants to support effective service delivery, might increase levels of satisfaction with government services and trust in government institutions, thereby strengthening the vertical dimension of social cohesion.

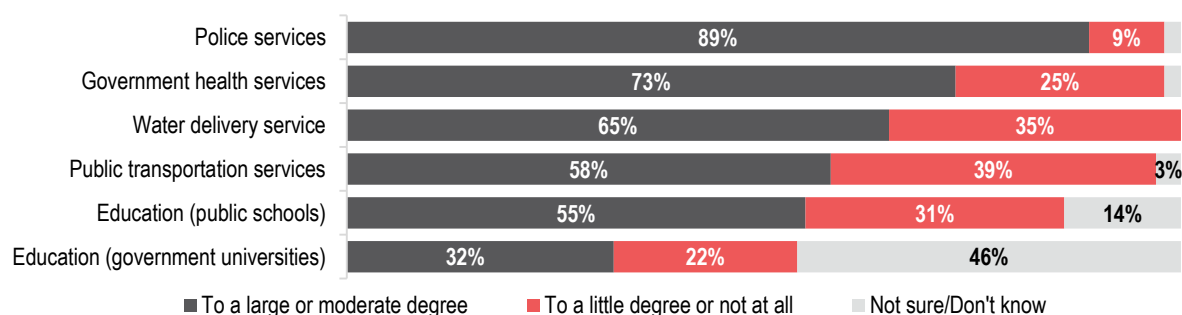
### ii. Satisfaction with government services<sup>75</sup>

The National Resilience Plan (NRP) 2014-2016 notes that both municipal and governmental responsiveness deficiencies, while exacerbated by the Syrian crisis, relate to pre-existing challenges in service delivery linked to weak infrastructure, lack of resources as well as outdated equipment<sup>76</sup>. Given that poor public service delivery was frequently cited as a challenge facing communities, it is necessary to understand further which institutions are perceived as less effective. The majority of respondents reported that they were satisfied to a 'large' or 'moderate' degree with all government services assessed, excluding government universities (see Figure 21). The comparatively lower levels of reported satisfaction with government universities could be understood in relation to the large proportion of respondents stating 'not sure/don't know'. This, in turn, is likely because a large proportion of respondents did not attend university: of the 46% who replied 'not sure/don't know', 89% either reported to be illiterate or to have completed only primary, basic or secondary school. In contrast, an overwhelming majority of respondents (89%) reported they were satisfied to a 'large' or 'moderate' degree with police services. Overall, these levels of satisfaction mirror the perceived responsiveness of the governmental institutions providing these services, and the levels of trust in its representatives, which is discussed in the next sub-chapter.

<sup>75</sup> For an overview of key government service delivery findings for each individual community, please refer to the community profiles in the annex.

<sup>76</sup> United Nations, Host Community Support Platform (HCSP), [National Resilience Plan \(NRP\) 2014-2016](#), Proposed Priority Responses to Mitigate the Impact of the Syrian Crisis on Jordan and Jordanian Host Communities, p. 42.

Figure 21: Reported satisfaction with government services



From a social cohesion and resilience perspective, these findings appear encouraging. High levels of satisfaction with health care services, as well as water delivery, both identified as macro-level tension drivers during FCO-REACH social cohesion assessments conducted between 2013 and 2014<sup>77</sup>, may indicate that the potential for tensions stemming from issues in these sectors is at present limited considered across communities. Equally, satisfaction with education services, both public schools and government universities, can be considered high in light of considerable proportions of 'not sure/don't know' responses. As such, the threat to social cohesion emanating from shortcomings in education service delivery appears to be limited as well.

Table 6: Proportion of respondents reporting to be satisfied with government services 'to a little degree' or 'not at all'

		GOVERNMENT SERVICE					
		Police	Education (government universities)	Government health services	Education (public schools)	Water delivery	Public transport
COMMUNITY	Al Mansoura, Tein, Hid	16%	17%	27%	28%	36%	45%
	Alsahya w Nayfha	13%	16%	20%	37%	54%	39%
	Khalid Bin Al Waleed	13%	10%	28%	32%	38%	35%
	Sabha w Eldafyaneh	13%	8%	18%	20%	39%	39%
	Mo'ath bin Jabal	10%	24%	16%	35%	25%	36%
	No'aimeh	10%	26%	15%	28%	40%	59%
	Al Taybah	8%	26%	39%	34%	30%	42%
	Um Al Jmal	7%	18%	23%	29%	36%	40%
	Hosha	3%	16%	21%	21%	40%	31%
	Al Wastyah	2%	35%	29%	30%	31%	35%

However, although these institutions are centralized, levels of satisfaction with government services varied considerably between communities. This could give an insight into specific stressors individual communities face and areas where frustrations might lead to tensions if not addressed or mitigated (see Table 6). As an example, **public transportation** appears to be a greater challenge in No'aimeh than in most of the other communities, where 59% of respondents expressed their dissatisfaction with this service, while the average of this proportion across communities lies at 40%. Meanwhile, in Alsahya w Nayfha, satisfaction with **water delivery** is considerably worse than in other communities: 54% of respondents in this community expressed dissatisfaction with water services, while the average across communities was 37% and the lowest proportion stands at 25% in Mo'ath bin Jabal.

<sup>77</sup> FCO-REACH, [Evaluating the Effect of the Syrian Refugee Crisis on Stability and Resilience in Jordanian Host Communities – Preliminary Impact Assessment](#), January 2014; Ibid., [Understanding Social Cohesion and Resilience in Jordanian Host Communities](#), Assessment Report, June 2014; Ibid., [Social Cohesion in Host Communities in Northern Jordan](#), Assessment Report, May 2015.



Above average dissatisfaction with **health services** was observed in Al Taybah with 39% of respondents stating they were satisfied with this service ‘to a little degree’ or ‘not at all’, while the average is 24%. Finally, respondents in Hosha and Sabha w Eldefyaneh generally appeared to be more satisfied with government services than respondents in other communities. These findings emphasize the need to consider the situation in each community separately, to identify and understand particular challenges faced and to mitigate specific stressors.

Levels of satisfaction are at least partially based on actual government service delivery, which is likely influenced by communities’ positions within municipalities and the position of these municipalities within governorates, which should be explored and understood. Yet, besides these more objective factors, subjective elements are likely to influence community members’ perceptions of government service delivery. A consideration of perceptions of the responsiveness of governmental institutions providing these services, as well as levels of trust in the representatives of government institutions, provides a starting point for the exploration of such subjective factors and dynamics. The next sub-chapter offers an overview of related findings.

### iii. Perceptions of government/institutional responsiveness

Previous REACH assessments have shown that, when coupled with perceived limited institutional responsiveness and communication between citizens and different levels of government, poor public service delivery exacerbates tensions<sup>78</sup>. Therefore, understanding the perceived effectiveness of institutions, analyzed in the previous sub-chapter by examining levels of satisfaction with government service delivery, in tandem with institutional responsiveness, understood in this assessment as the perceived extent to which governing bodies, political representatives and service providers address the needs of communities, is essential. Therefore, this sub-chapter considers community members’ perceptions of the responsiveness of a number of government level institutions, ranging from the directorates of police, health and education, to district elected members of parliament. Assuming perceptions of responsiveness of these institutions are at least partially founded in trust in the representatives of these institutions, community members’ degree of trust in their children’s teachers and school principals, doctors and health center staff, as well as the police were assessed to gain a more detailed insight into perceptions of national level government or institutional responsiveness<sup>79</sup>.

The **directorate of police** experiences disproportionately positive responsiveness perceptions as compared to other national level government institutions. Across communities, 71% of respondents perceive the police to be responsive to citizens’ needs to a ‘large’ or ‘moderate’ degree. The reasons for higher perceptions of police responsiveness compared to other governmental institutions could be explained by their regular presence within communities, their good reputation and the perception that the police and security services are delivering a service that is needed in the face of regional security challenges. Such reasoning can be supported by reportedly high levels of trust in the police across communities: 84% of respondents reported to trust the police to a ‘large’ or ‘moderate degree’. These findings could also contribute to an explanation of the positive findings related to physical safety and security discussed in the first chapter of this report.

The **directorate of health** is perceived responsive to a ‘large’ or ‘moderate’ degree by 43% of respondents, while 39% of respondents provided this answer concerning the **directorate of education**. These comparatively low perceptions of responsiveness should be understood in light of relatively high percentages of respondents replying ‘not sure/don’t know’ to the question about whether they thought these institutions were responding to their needs – 28% for the directorate of education and 23% for the directorate of health. This could either indicate community members’ limited exposure to or interaction with these institutions, or limited knowledge of their roles and responsibilities. Such an assumption might be supported by the finding that the level of trust in the representatives or service providers of these institutions with whom people might have direct interactions, i.e. doctors and health center or hospital staff, and children’s teachers and school principals, are considerably higher than institutional responsiveness perceptions: 71% of respondents across communities reported they trusted doctors and health

<sup>78</sup> FCO-REACH, [Evaluating the Effect of the Syrian Refugee Crisis on Stability and Resilience in Jordanian Host Communities – Preliminary Impact Assessment](#), January 2014; Ibid., [Social Cohesion in Host Communities in Northern Jordan](#), Assessment Report, May 2015.

<sup>79</sup> For an overview of key government responsiveness findings for each individual community, please refer to the community profiles in the annex.

personnel to a 'moderate' or 'large' degree, while 46% of interviewed community members reported to have a 'moderate' or 'large' degree of trust in their children's teacher and school principals. It should be noted that for the latter, 26% of respondents replied either 'not sure/don't know' or 'not applicable', indicating that not all respondents felt they could comment, potentially because they do not have children.

Overall, responsiveness to citizens' needs was deemed lowest on the part of **district elected members of parliament**, with 9% of respondents reporting a 'large' or 'moderate' degree of responsiveness, and 49% perceiving them to be responsive to a 'little degree' or 'not at all'. As for the directorates of health and education, a relatively high percentages of interviewees (31%) reported 'not sure/don't know' for whether they perceived parliament members to be responsive to their needs. Again, this could mean limited awareness of the ways in which parliament members would be responding to community members' needs, or generally limited interaction with these representatives. Levels of trust in parliament members were not assessed for this baseline.

### Community disaggregated governmental responsiveness perceptions

Reflecting the different contextual dynamics for each community, and highlighting the necessity to develop a tailored approach to improve communication between government authorities and citizens, perceptions of responsiveness of governmental institutions and related levels of trust in institutions' representatives varied considerably between communities. The following paragraphs provide a brief overview of these findings and aim to propose a number of potential reasons for the observed variation.

Table 7: Proportion of respondents stating institutions were responsive 'to a little degree' or 'not at all'

		INSTITUTION			
		Parliament members	Directorate of health	Directorate of education	Directorate of police
COMMUNITY	Mo'ath bin Jabal	61%	19%	22%	8%
	Al Mansoura, Tein, Hid	60%	32%	22%	16%
	Khalid Bin Al Waleed	58%	29%	29%	16%
	Al Taybah	49%	34%	27%	7%
	Al Wastyah	47%	15%	16%	3%
	Alsahya w Nayfha	46%	16%	20%	11%
	No'aimeh	43%	15%	18%	6%
	Um Al Jmal	39%	21%	19%	2%
	Sabha w Eldafyaneh	38%	13%	14%	10%
	Hosha	38%	14%	13%	1%

Variation in perceived responsiveness was most marked for **district elected members of parliament**, ranging from below 40% of respondents reporting they were responsive to needs 'to a little degree' or 'not at all' in Hosha (38%), Sabha w Eldafyaneh (38%) and Um Al Jmal (39%), to around 60% reporting limited responsiveness in Mo'ath bin Jabal (61%), Al Mansoura, Tein, Hid (60%) and Khalid Bin Al Waleed (58%) (see Table 7). Such variance in parliament member responsiveness perceptions might be influenced by the level of engagement community members have with their different elected members of parliament, including how directly they have been able to choose them. This is likely to be influenced by administrative or political dynamics connected to the size, homogeneity or heterogeneity of various districts and the communities' respective position within them. As an example, Al Mansoura, Tein, Hid is a neighborhood of Tafilah city, which forms part of Greater Tafilah municipality. As such, the community does not have an administrative office and has limited weight in parliamentary elections, which might lead to lower perceptions of parliament members' responsiveness.

Perceptions of responsiveness of the **directorate of health** varied from 13% of respondents reporting the institution was responsive 'to a little degree' or 'not at all' in Sabha w Eldafyaneh, to a proportion of 34% in Al Taybah. Similarly, and while generally better than responsiveness perceptions, levels of **trust in health centers and medical staff** varied greatly between communities (see Table 8): With an average of 72% of respondents reporting a 'moderate' or 'large' degree of trust in health centers and doctors, trust in this institution varied from 83% in Mo'ath bin Jabal to 56% in Al Taybah. Such differences might be understood in relation to the number of available health facilities within communities, their capacity, including in terms of infrastructure, as well as in terms of staffing and the resulting population to physician ratio.

A similar reasoning might contribute to an explanation for inter-community variation with regards to perceptions of responsiveness of the **directorate of education**. These varied from 13% and 14% of respondents stating this institution was responsive to their needs 'to a little degree' or 'not at all' in Hosha and Sabha, to 27% and 29% voicing this perception in Al Taybah and Khalid Bin Al Waleed. Reported levels of **trust in children's school teachers and principals** varied even more, ranging from 37% of respondents reporting a 'large' or 'moderate' degree of trust in them in Khalid Bin Al Waleed to 58% and 60% in Sabha w Eldafyaneh and No'aimeh. These perceptions are again likely influenced by the number and quality of educational facilities available in the different communities, as well as the teacher to pupil ratio and potential issues of overcrowding in schools. The finding that respondents in Khalid Bin Al Waleed, Mo'ath Bin Jabal and Al Taybah, all of which are located in Irbid governorate, perceive the directorate of health and education as less responsive than respondents in other assessed communities might partially be explained by a perception that government service provision is centralized to the municipality of Irbid, while other municipalities, especially more remote or rural ones, feel marginalized.

Although the **police** was overall considered most responsive to needs, perceptions still varied from 16% stating the institution was responsive 'to a little degree' or 'not at all' in Al Mansoura, Tein, Hid and Khalid Bin Al Waleed, to 1% of respondents providing this response in Hosha. Reported levels of **trust in the police** ranged from 91% of respondents reporting a 'moderate' or 'large' degree of trust in Al Wastyah to 77% in No'aimeh and Um Al Jmal. This variation might be partially explained by varying presence within communities, as well as the existence of specific security needs and positive or negative experiences with police services. In particular, it could be that limited levels of trust in the police in No'aimeh are related to the various issues which community members identified as causing feelings of insecurity.

Table 8: Proportion of respondents reporting 'large' or 'moderate' degree of trust in institutional representatives

		INSTITUTION		
		Children's teachers, school principals	Health centers, doctors	Police
COMMUNITY	Khalid Bin Al Waleed	37%	64%	81%
	Mo'ath bin Jabal	40%	83%	86%
	Al Taybah	41%	56%	88%
	Alsahya w Nayfha	41%	70%	82%
	Um Al Jmal	46%	68%	77%
	Al Wastyah	50%	71%	91%
	Al Mansoura, Tein, Hid	50%	71%	80%
	Hosha	55%	77%	85%
	Sabha w Eldafyaneh	58%	78%	81%
	No'aimeh	60%	77%	77%

Overall, reported trust in the **governor** was most limited, with 18% of respondents across communities reporting 'moderate' or 'large' degrees of trust in this governmental representative. As a community disaggregation of this finding would allow inference to an individual, no community breakdown is included in this report.

## f. PERCEPTIONS OF MUNICIPAL SERVICE DELIVERY AND RESPONSIVENESS

A second element in the vertical dimension of social cohesion concerns the relation between community members and their respective municipalities. This is assessed through community members' satisfaction with municipal service provision and effectiveness, as well as perceptions of municipal responsiveness and accountability. As communities frequently reported municipal service delivery as a key challenge they face, this chapter first aims to unpack perceptions of municipal service delivery and highlight areas of particular concern to community members in different communities. Against the background of these satisfaction findings, the chapter then considers community members' perceptions of the degree to which their respective municipality responds to their needs and is accountable to citizens. A consideration of community members' civic and political engagement is also included so as to provide a nuanced overview of communication and engagement between citizens and municipal governments. Combined with satisfaction with government services and perceptions of governmental responsiveness, this provides a baseline overview of the state of vertical social cohesion<sup>80</sup>.

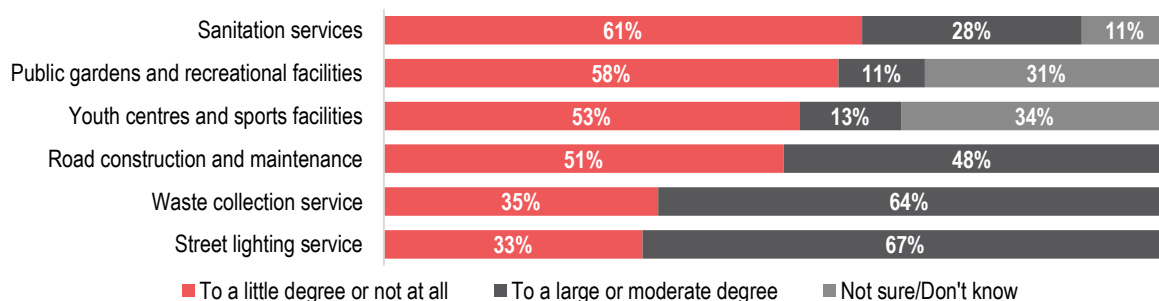
### i. Overview: Municipal services and responsiveness

**Overall, satisfaction with the effectiveness and responsiveness of municipal services appears limited, although perceptions were found to vary greatly between communities.** Limited satisfaction with municipal effectiveness might be explained by the fact that the outcomes of municipal services are very tangible to communities, with people using these services on a regular basis. As such, people are potentially able to provide a more nuanced personal assessment of these services, given shortcomings, such as waste accumulation, potholes, or overflowing pit latrines, are tangible and experienced regularly. Significant inter-community variation in these perceptions are thus also understandable, as these services are localized per their nature, and are dependent on each community's financial, human resource and planning capacities, and the geographical distribution of services within municipalities. As such, it becomes more important to consider local politics, social, economic and administrative dynamics, as well as the specific internal and external challenges each community and its respective municipality are facing.

### ii. Satisfaction with municipal services

Overall, satisfaction with most assessed municipal services was found to be limited, with a majority of respondents across communities reporting to be satisfied 'to a little degree' or 'not at all' with sanitation services (61%), public gardens and recreational facilities (58%), youth centers and sports facilities (53%), as well as road construction and maintenance (51%) (see Figure 22). Meanwhile, a majority of respondents in assessed communities reported a 'large' or 'moderate' degree of satisfaction with public lighting (67%) and waste collection services (64%).

Figure 22: Satisfaction with municipal service delivery



These findings largely correspond to and can be contextualized using conclusions arrived at during two previous REACH assessments carried out in coordination with the World Bank, DFID and FCO for the Jordan Emergency

<sup>80</sup> For an overview of key municipal service delivery and responsiveness and accountability findings for each individual community, please refer to the community profiles in the annex.

Services and Social Resilience Project (JESSRP)<sup>81</sup>. Both the JESSRP baseline study (which assessed 16 municipalities in northern Jordan, including Sabha w Eldafyaneh and Hosha as two of seven control municipalities) conducted in late 2014 and the first monitoring exercise for the nine initial intervention municipalities, carried out in August 2015, found satisfaction with sanitation and public leisure spaces (including youth centers, sports facilities, public gardens and recreational facilities) to be particularly limited<sup>82</sup>. Whereas reasons for dissatisfaction with these municipal services were not assessed in the present baseline study, findings from the two JESSRP assessments could provide some indication as to why community members are particularly dissatisfied with these services.

With regards to **sanitation** the JESSRP baseline identified the lack of municipal sanitation, specifically desludging services, as the primary reason for dissatisfaction at 80%, followed by the lack of a sewer system (17%)<sup>83</sup>. This might suggest that no public desludging service is available in some of the communities assessed here or that access thereto might be limited to certain communities or areas within communities. During the first round of JESSRP monitoring the lack of access to a sewer system emerged as the crux of issues with sanitation. Municipal officials interviewed in the assessed municipalities reported that the lack of access to a sewer system was the key challenge in improving municipal sanitation services, as desludging interventions either did not reach all community members or did not lead to improvements desired by community members<sup>84</sup>. Yet, the installation of a sewerage network is a large scale infrastructural investment, which is likely to fall beyond the financial capacity of either municipalities or the Ministry of Water and Irrigation<sup>85</sup>. These factors should be considered in the framework of USAID CEP in order to effectively contribute to tangible service improvements.

Based on findings from the two World Bank-DFID-FCO-REACH assessments, dissatisfaction with **youth centers and sports facilities**, as well as **public gardens and recreational facilities** across the ten USAID CEP communities could relate to a general lack of such facilities. The fact that public leisure spaces are not available in their community was the primary reason for dissatisfaction identified during the JESSRP baseline assessment, at 82% of unsatisfied households<sup>86</sup>. Yet, dissatisfaction could also be with existing facilities, if these are inaccessible or far away, poorly maintained or inappropriate to use for certain demographics, as was found during the first JESSRP monitoring exercise<sup>87</sup>. The latter in particular will be discussed later in this chapter in relation to gender and age specific findings.

Regarding **public roads** and **public lighting**, the main reasons for dissatisfaction identified in previous municipal service assessments were a lack of maintenance for both roads and street lighting<sup>88</sup>, as well as poor service delivery for public lighting, which may refer to the coverage, strength of light or frequency with which the lights are working<sup>89</sup>. Furthermore, for both public roads and public lighting, community key informants (KIs) interviewed during the first JESSRP monitoring exercise voiced perceptions of uneven service distribution, in particular a disregard for the needs of remote or rural areas in the municipality<sup>90</sup>. The comparatively high level of satisfaction with street lighting found across the ten communities assessed here, with 67% of respondents reporting a 'moderate' or 'large' degree of satisfaction, could suggest a relatively even service coverage, regular maintenance, or consistently functioning street lighting.

<sup>81</sup> World Bank-DFID-FCO-REACH, [JESSRP Baseline Study](#), Assessment Report, May 2015; Ibid., [Jordan Emergency Services and Social Resilience Project \(JESSRP\), Monitoring Study 1](#), January 2016.

<sup>82</sup> Ibid.

<sup>83</sup> Ibid., p. 33.

<sup>84</sup> Ibid., [Jordan Emergency Services and Social Resilience Project \(JESSRP\), Monitoring Study 1](#), January 2016, p. 44.

<sup>85</sup> Ibid.

<sup>86</sup> Ibid., [JESSRP Baseline Study](#), Assessment Report, May 2015, p. 49-50.

<sup>87</sup> Ibid., [Jordan Emergency Services and Social Resilience Project \(JESSRP\), Monitoring Study 1](#), January 2016, p. 47.

<sup>88</sup> Ibid., 42; Ibid., [JESSRP Baseline Study](#), Assessment Report, May 2015, p. 40, 43.

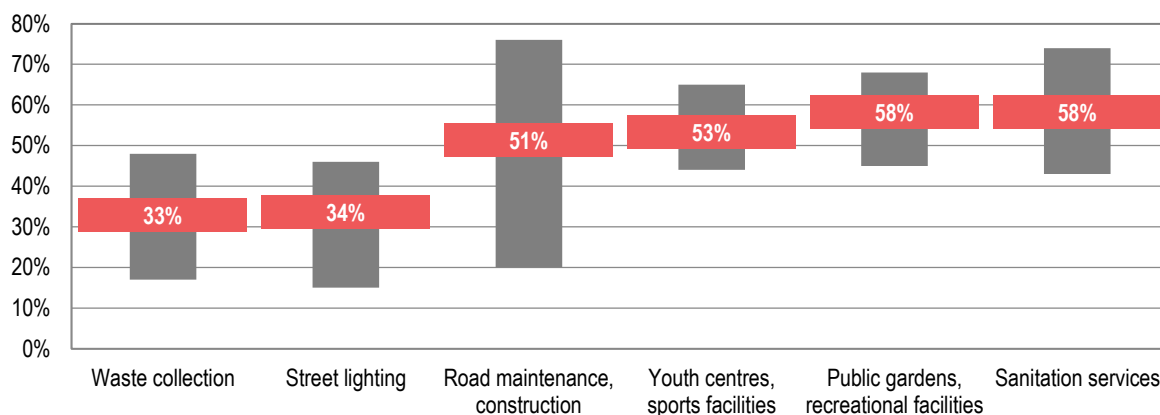
<sup>89</sup> Ibid., [Jordan Emergency Services and Social Resilience Project \(JESSRP\), Monitoring Study 1](#), January 2016, p. 42.

<sup>90</sup> Ibid.

A rather unexpected finding is the comparatively high satisfaction level for **waste collection**, given that coping with increased waste tonnage since the onset of the Syria crisis has been identified as “the number one priority”<sup>91</sup> for municipalities and is often a challenge for municipal services given outdated infrastructure and equipment. Providing evidence of this assumption, the JESSRP baseline found merely 34% of respondents across the 16 assessed municipalities to be ‘satisfied’ or ‘very satisfied’ with solid waste management<sup>92</sup>. Both during the baseline and monitoring assessment for the JESSRP, the primary reason for dissatisfaction was garbage collection not being frequent enough<sup>93</sup>. This might suggest that garbage collection in the ten USAID CEP communities occurs comparatively frequently.

### Community disaggregated satisfaction with municipal services

**Figure 23: Average proportion and range of respondents reporting a 'little degree' of satisfaction or not being satisfied 'at all'**



As Figure 23 shows, levels of satisfaction did not just vary significantly between services, with different reasons for dissatisfaction, but also between communities<sup>94</sup>. This variance was most marked for public road maintenance and construction, ranging from 20% of respondents reporting a 'little degree' of satisfaction or not being satisfied 'at all' in Hosha, to 76% in Al Mansoura, Tein, Hid (see Table 9). A lack of road construction and maintenance was cited as the most pressing challenge by respondents in Al Mansoura, Tein, Hid, underlining the importance tangible improvements in this sector are likely to have for community members. Inter-community variance was also significant for sanitation, ranging from 43% of respondents reporting low levels of satisfaction in Hosha to 74% in Al Wastyah; as well as for street lighting (ranging from 15% reporting low satisfaction in Al Wastyah, to 46% in Khalid Bin Al Waleed); and waste collection, ranging from 17% of respondents stating being satisfied 'to a little degree' or 'not at all' in Hosha, to 48% in Al Taybah. For public leisure spaces (including youth centers and sports facilities, and public gardens and recreational facilities) variation in perceptions was more limited, being more uniformly negative between communities than for the other services.

<sup>91</sup> UNDP, [Mitigating the Impact of the Syrian Refugee Crisis on Jordanian Vulnerable Host Communities, Municipal Needs Assessment Report](#), 10 April 2014.

<sup>92</sup> World Bank-DFID-FCO-REACH, [JESSRP Baseline Study](#), Assessment Report, May 2015, p. 3.

<sup>93</sup> Ibid., p. 23; Ibid., [Jordan Emergency Services and Social Resilience Project \(JESSRP\), Monitoring Study 1](#), January 2016, p. 39.

<sup>94</sup> The percentage in the red bar shows the average proportion of respondents reporting a 'little degree' of satisfaction with the service or not being satisfied 'at all'. The grey box illustrates the range of these proportions between communities, with the bottom marking the lowest proportion and the top marking the highest.



Table 9: Proportion of respondents satisfied with municipal services ‘to a little degree’ or ‘not at all’, disaggregated by community

		MUNICIPAL SERVICE					
		Sanitation services	Public gardens and recreational facilities	Youth centers and sports facilities	Road maintenance and construction	Waste collection	Street lighting
COMMUNITY	Al Wastyah	74%	68%	65%	51%	18%	15%
	Al Taybah	65%	52%	52%	49%	48%	44%
	Sabha w Eldafyaneh	65%	59%	55%	48%	38%	36%
	Um Al Jmal	64%	45%	44%	49%	27%	43%
	Mo'ath bin Jabal	63%	63%	51%	61%	46%	30%
	Khalid Bin Al Waleed	58%	45%	51%	53%	38%	46%
	Alsalhya w Nayfha	52%	63%	55%	51%	38%	34%
	Al Mansoura, Tein, Hid	51%	67%	55%	76%	28%	38%
	No'aimeh	48%	66%	58%	55%	31%	33%
	Hosha	43%	55%	48%	20%	17%	18%

Overall, such variance could be expected given municipal services are localized per their nature. Table 9 provides a breakdown of proportions of respondents stating either a ‘little degree’ of satisfaction, or not being satisfied ‘at all’ per community, with dark red highlighting the highest levels of dissatisfaction, while lighter red or white mark higher levels of satisfaction. This provides an indication of specific municipal service issues per community, measured by levels of dissatisfaction.

While varying levels of satisfaction can be explained partially by a consideration of the reasons for dissatisfaction outlined above, these perceived service delivery issues, as well as differences between communities should be explored further and understood in the context of each of the ten communities. Such an exploration should assess actual municipal service delivery and take into account relevant factors such as the financial and human resource capacities of municipalities, population size and density, geographical characteristics, as well as assistance received through other external programs and agencies. All these factors might influence the ability of municipalities to provide services that reach communities evenly and sustainably, and are of sufficient quality, and contribute to an explanation for the variation in reported satisfaction between communities. Beyond such objective factors revolving around actual service delivery, there are likely to be more subjective reasons interacting with levels of satisfaction with municipal services in the different communities. Community members’ perceptions, views and needs are likely to differ between communities, as does the degree to which these are perceived to be taken into account by the different municipalities. Certain communities might feel neglected by their municipality if they are located in more remote or rural areas or marginalized in terms of municipal decision making because they belong to a minority. Only if both these objective and subjective factors are assessed, understood and acted upon by municipalities, as well as external programs such as USAID CEP can there be tangible improvements in municipal service delivery that meet the needs of communities.

### Gender and age differences in municipal service satisfaction

While satisfaction levels for most municipal services were found to be similar among men and women, a large difference was observed in levels of satisfaction with public gardens and recreational facilities, and youth centers and sports facilities. For both services women were more likely to respond that they were ‘not at all’ satisfied, than their male counterparts: A majority of women reported the lowest level of satisfaction, i.e. ‘not at all’ (54% for public gardens and recreational facilities and 51% for youth centers and sports facilities), compared to around a quarter of male respondents (28% and 24% respectively). Given the role USAID CEP assigns to these services with

regards to community interaction and social cohesion, and in light of its gender mainstreaming approach, these findings appear particularly relevant. A comparatively higher level of dissatisfaction with public leisure spaces among women could point to a number of issues, including a lack of access to these services, their unsuitability for women or their children, or a general lack of such spaces. This assumption is supported by findings of the first World Bank-DFID-FCO-REACH monitoring exercise for the JESSRP conducted in August 2015. During that assessment community key informants noted that a newly constructed public leisure space, namely a football pitch, was perceived to cater to men and boys only, neglecting the needs of women and girls<sup>95</sup>.

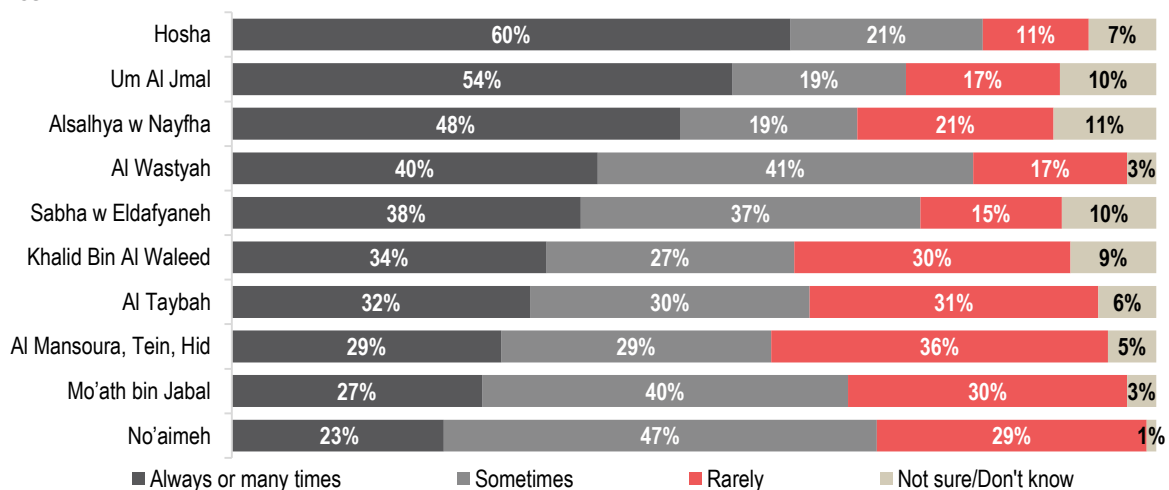
Furthermore, whereas no statistically significant differences could be found in the satisfaction levels of different age groups for the majority of municipal services, such a difference was observed for satisfaction with youth centers and sports facilities. Overall, and unsurprisingly, younger respondents were more likely to report a 'little degree' of satisfaction or not being satisfied 'at all' with this municipal service: 62% of respondents between 18 and 30 reported dissatisfaction, while this proportion stood at 54% for 31 to 40 year olds, 53% for 41 to 50 year olds and 44% for those respondents above 50. These findings highlight the importance of ensuring public leisure spaces are suitable and accessible for women and youth while implementing such interventions.

### iii. Perceptions of municipal effectiveness, responsiveness and accountability

#### Perceived municipal effectiveness

Perception of municipal responsiveness are likely to be at least partially based on perceptions of the effectiveness of municipal service delivery, and provide an indication of the level of communication and engagement between citizens and local governments. Respondents were thus asked whether they perceived the municipality to be carrying out its functions effectively. This perception was found to be limited across the ten communities: a minority of respondents (37%) perceived the municipality to be carrying out its functions effectively 'many times' or 'always', while 56% reported their municipality was working effectively 'sometimes' or 'rarely'. Whereas a majority of respondents reported their municipality to 'always' or 'many times' be effective in Hosha (60%) and Um Al Jmal (54%), less than 30% did so in Al Mansoura, Tein, Hid (29%), Mo'ath bin Jabal (27%), and No'aimeh (23%) (see Figure 24).

Figure 24: Proportion of community members perceiving their municipality to work effectively 'always' or 'many times'



#### Perceived municipal responsiveness

Overall, considered across communities, perceptions of municipalities' responsiveness to citizens' needs are limited, with 47% of respondents perceiving the municipality to be responding to citizens' needs to either a 'large' or 'moderate' degree, while 45% reported municipalities to be responsive 'to a little degree' (31%) or 'not at all'

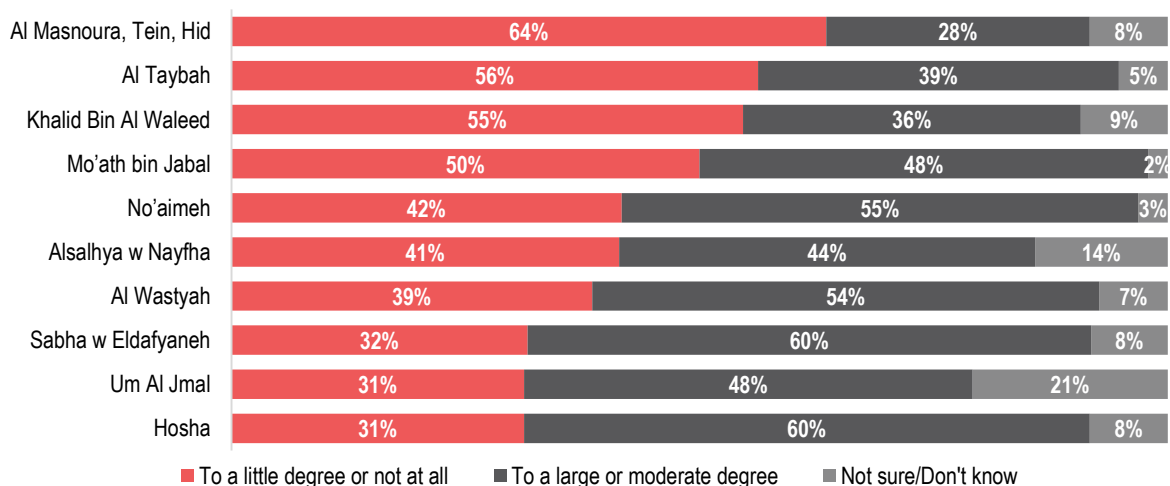
<sup>95</sup> REACH, [Jordan Emergency Services and Social Resilience Project \(JESSRP\), Monitoring Study 1](#), January 2016.

(14%). While slightly more positive, this largely echoes findings from the previously cited first monitoring round of the JESSRP. During that assessment 56% of respondents ‘disagreed’ or ‘strongly disagreed’ that the municipality was responding to their priority needs<sup>96</sup>. When asked why they considered municipal responsiveness to be limited, the most frequently cited reasons were ‘bad management’ and a perception that municipalities did not provide services which addressed their primary needs<sup>97</sup>. According to the National Resilience Plan (NRP) 2014-2016 limited municipal responsiveness relates, *inter alia*, to outdated equipment and limited capacity to ensure sustainable service delivery; a “freeze on public recruitment and a patronage-based system of recruitment”; a lack of participatory local development planning; and “inadequate civic engagement”<sup>98</sup>.

#### Community disaggregated municipal responsiveness perceptions

Perceptions of municipal responsiveness were particularly limited in Al Mansoura, Tein, Hid, where 64% of respondents stated the municipality was responsive to their needs ‘to a little degree’ or ‘not at all’ (see Figure 25). Such limited responsiveness perceptions could be understood given Al Mansoura, Tein, Hid is a neighborhood of Tafileh city, and thus part of Greater Tafileh municipality. In the course of a streamlining process to reduce the number of municipalities, diverse communities and tribes are now grouped together in Greater Tafileh which was previously separate administrative units. As such, Al Mansoura, Tein, Hid does not have an administrative office and no community member on the municipal council, which potentially leads to perceived underrepresentation of community interests and a perception of marginalization. Previously mentioned marked tribal dynamics could be nurturing these perceptions further.

Figure 25: Perceived municipal responsiveness to citizens' needs



Perceptions of municipal responsiveness were also limited in Al Taybah and Khalid Bin Al Waleed, with a majority, 56% and 55% respectively, reporting their municipality to be responsive ‘to a little degree’ or ‘not at all’. The circumstance that there are a number of different tribes in Khalid Bin Al Waleed, with one being dominant in terms of numbers and political influence, might be leading to perceptions that the needs and interests of members of other tribes are given less weight or are not sufficiently responded to. Furthermore, while both Khalid Bin Al Waleed and Al Taybah communities constitute their own municipality, these communities are composed of a considerable number of villages (five for Khalid Bin Al Waleed and seven for Al Taybah). This could lead to similar perceptions of insufficient attention being paid to needs of different villages, should certain villages be prioritized in terms of service provision and access to political decision making. Additionally, population size might also affect the degree to which the municipality can effectively respond to the community’s needs. With a population of 35,680<sup>99</sup> people,

<sup>96</sup> World Bank-DFID- FCO-REACH, [Jordan Emergency Services and Social Resilience Project \(JESSRP\), Monitoring Study 1](#), January 2016, p. 23.

<sup>97</sup> Ibid., p. 25.

<sup>98</sup> [National Resilience Plan \(NRP\) 2014-2016](#), p. 42.

<sup>99</sup> Jordan Department of Statistics (DoS), 2012 population data.

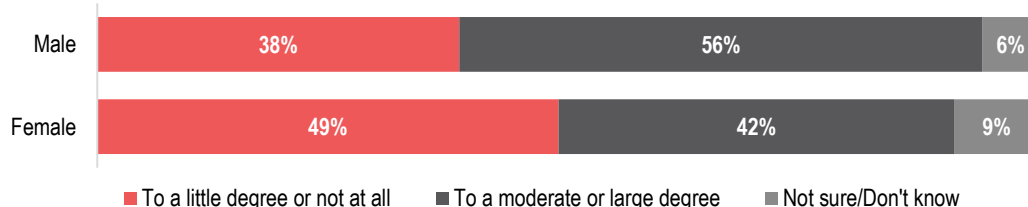
Al Taybah is the second largest community assessed. This circumstance is likely to have an influence on the ways the municipality can solicit input from a broad range of community members to effectively respond to their needs.

Contrastingly, municipalities are perceived more responsive to community needs in Hosha and Sabha w Eldafyaneh, where 60% of interviewees reported a 'large' or 'moderate' degree of responsiveness. Both these communities constitute municipalities of their own and, in comparison to other communities assessed here, both Hosha and Sabha w Eldafyaneh municipalities reportedly have a relatively homogenous population, in terms of both tribal and ethnic composition. This might translate into a more homogenous needs landscape, more effective channels to communicate these to the political level, as well as smoother decision making processes. In Hosha, for instance, the main municipal political bodies are held predominantly by members of the majority tribe. While this could facilitate the communication of needs on to the political decision making scene for a large part of community members, this also means that there are societal groups who are in the minority and thus might find it more difficult to make their needs known and responded to. The fact that both communities are composed of a number of villages (seven for Sabha and eight for Hosha), while displaying stronger perceptions of municipal responsiveness, underlines the need for further community-specific exploration of the internal dynamics interacting with or shaping communication between citizens and municipalities, thereby influencing perceptions of municipal responsiveness. Overall, findings show that while the individual starting points for responsiveness vary greatly, there is room for improvement for all assessed communities.

#### Gender disaggregated municipal responsiveness

In terms of gender, a higher proportion of women perceived the municipality to be responding to their needs 'to a little degree' or 'not at all' (49%), than men (38%) (see Figure 26). As discussed previously, a plausible explanation for this finding could be the fact that women, in the context of Jordan, are less present in the public sphere and have more limited access to municipal decision making fora. As their views, priorities and opinions might differ from those of men, these are either not being solicited, or not being taken into account. The fact that for most municipal services assessed here satisfaction levels did not vary greatly between men and women might suggest that there are additional needs or concerns of women that they perceive are not being addressed by the municipality.

Figure 26: Perceptions of municipal responsiveness, disaggregated by gender



#### Perceived responsiveness of municipal council members

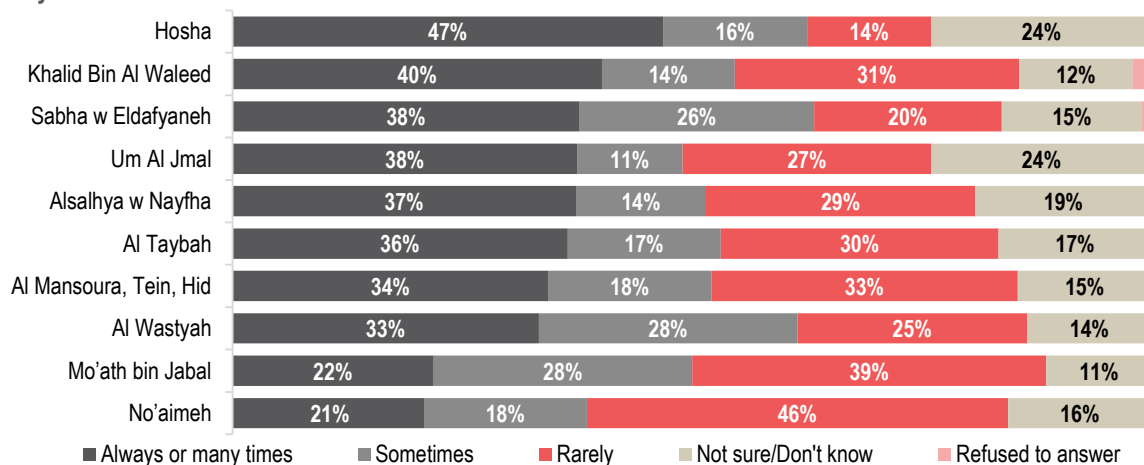
To arrive at a more nuanced understanding of municipal responsiveness, the questionnaire included specific questions on the degree to which municipal council members and the mayor are perceived to respond to citizens' needs, as well as regarding trust in these representatives. Given that questions regarding the responsiveness of mayors would make reference to identifiable individuals, related findings were not included in the present report. Similarly, community disaggregated findings for responsiveness of and trust in municipal council members are not presented here. Overall, considered across communities, perceived responsiveness of and trust in municipal council members was limited: 37% of respondents reported they perceived them to be responding to needs to a 'large' or 'moderate' degree, 40% to a 'little degree' or 'not at all', while 20% of respondents answered 'not sure/don't know'. Meanwhile, 43% of respondents reported they had a 'little degree' or no trust 'at all' in municipal council members, 30% stated a 'large' or 'moderate' degree of trust, 22% replied 'not sure/don't know' and 5% either 'not applicable' or 'refuse to answer'. Such limited perceptions of responsiveness and trust in municipal council members, coupled with a considerable proportion of interviewees replying 'not sure/don't know' suggests

limited communication, interaction and engagement between citizens and municipal council members, and/or limited awareness of their role and functions. Communication and interaction between citizens and municipal representatives in general might be limited if this occurs in an ad hoc or primarily bilateral manner, rather than through the provision of regular and inclusive fora for the solicitation of feedback and input on municipal services and community needs.

### Perceived municipal accountability

With limited perceptions of municipal responsiveness and effectiveness, it would be important that citizens can hold their municipality to account. Yet, perceptions of municipal accountability were found to be limited across communities: 34% of respondents stated that citizens were able to hold the municipality accountable 'many times' or 'always', while 50% replied citizens were able to do so either 'sometimes' or 'rarely'. In none of the ten communities was there a majority which perceived the community to be able to 'always' or 'many times' hold the municipality to account (see Figure 27). However, while 47% of respondents stated their community was able to do so in Hosha, less than a quarter of respondents replied 'always' or 'many times' in Mo'ath bin Jabal (22%) and No'aimeh (21%). As for perceptions of responsiveness, altered political and administrative structures caused by the merger of three municipalities into Mo'ath bin Jabal municipality paired with dynamics arising from the community being composed of various tribes, could have an impact on perceptions of municipal accountability. Additionally, accountability mechanisms, such as complaint procedures, might either not yet be in place, not be known to community members, or follow-up to complaints could be perceived inadequate. The findings for No'aimeh could partially be explained by complex administrative dynamics at play in this community. No'aimeh is part of Greater Irbid municipality, which is often perceived to be focusing its efforts on Irbid city, while neglecting more remote or rural areas<sup>100</sup>. As such, community members in No'aimeh could perceive it challenging to hold centralized Greater Irbid municipality to account.

**Figure 27: Proportion of respondents stating the community is able to hold the municipality accountable 'always' or 'many times'**



### Civic engagement and participation

As noted in the National Resilience Plan (NRP) 2014-2016, challenges to municipal responsiveness also relate to limited civic engagement<sup>101</sup>. Therefore, the baseline assessment also considered decision making processes and civic engagement indicators. Both organizational membership and volunteerism were found to be very limited, with merely 3% of respondents reporting to either be member in an association or to have engaged in a volunteer activity over the past six months. Meanwhile, self-reported participation in the most recent municipal elections in August 2013 was high, with 67% of interviewees stating they had participated. In light of a reported nationwide

<sup>100</sup> REACH key informant interviews, Amman, January 2016.

<sup>101</sup> [National Resilience Plan \(NRP\) 2014-2016](#), p. 42.

turnout of 37.3% of 2.357 million registered voters<sup>102</sup>, it is likely that participation has been over-reported by respondents. Interestingly, a slightly higher proportion of women reported to have participated in these elections (69%) than of men (63%) (see Figure 28). A possible partial explanation for this finding could be that because women's access to decision making processes in other, more informal fora might be more limited, elections could be considered as one of the more accessible channels to make themselves heard.

Figure 28: Participation in municipal election, August 2013, disaggregated by gender



Finally, 10% of respondents reported to have been invited by their municipality or local government institutions to discuss municipal services over the 12 months preceding the assessment. This proportion can be considered high, seeing how it is not feasible to invite the entire population to such meetings and that, due to the sampling method adopted, not all households who were invited were interviewed during this assessment<sup>103104</sup>. As such, these are encouraging results from a communication and engagement perspective.

In sum, while the reasons for perceived limited municipal responsiveness and limited municipal effectiveness were not assessed qualitatively during this baseline, focus group discussions conducted during the previous baseline assessment revealed a lack of communication between municipalities and citizens as a driver of frustration with municipalities<sup>105</sup>. Therefore, poor perceptions of municipal responsiveness, effectiveness and accountability, interlinked with limited civic engagement, require further interventions to improve communication between government and citizens alongside projects to support tangible municipal service improvements in order to bolster social cohesion, both vertically and horizontally.

<sup>102</sup> Al Monitor, [Jordan's Local Elections See Low Turnout](#), 29 August 2013; Jordan Times, [Municipal elections conducted fairly and securely despite low turnout - officials](#), 28 August 2013.

<sup>103</sup> As a reference point, during the first monitoring exercise for the Jordan Emergency Services and Social Resilience Project (JESSRP) conducted by REACH in coordination with the World Bank, DFID and FCO, between 0% and 5% of respondents in the nine municipalities reported to have been consulted on their needs by their municipality.

<sup>104</sup> Given that delays in the procurement of this baseline assessment meant that implementation of the Community Engagement Project (USAID CEP) was already underway in certain communities, it cannot definitely be excluded that respondents might have been referring to USAID CEP community meetings, which are also organised through local governments.

<sup>105</sup> Al Jidara, USAID Community Engagement Project. Baseline Assessment Study: Defining Community Cohesion and Resilience. Focus Group Sessions Report. May 2014.



### 3. CONCLUSION

The present baseline study sought to establish perceptions of social cohesion, both intra-communal and between citizens and different levels of government, and community resilience in Alsalhya w Nayfah, Sabha w Eldafyaneh, Um Al Jmal, Hosha Mo'ath bin Jabal, Khaled bin Al Waleed, Al Wastyah, No'aimeh, Al Taybah and Al Mansoura, Tein and Hid, at the early stages of implementation of USAID Community Engagement Project (USAID CEP). The findings presented here serve as a baseline for the implementation of USAID CEP, as well as future monitoring and evaluation efforts. Furthermore, the findings analyzed in this report provide a basis for evidence-based programming and on-going discussions between various USAID CEP stakeholders, including Global Communities, USAID, local governments, communities as well as other external programs supporting community social cohesion and resilience.

Perceptions of social cohesion and resilience were established according to five main indicators: safety and security; social wellbeing; collective competence; municipal and government service delivery; as well as municipal and governmental responsiveness. Whereas collective competence and social wellbeing can be defined as aspects of the horizontal, or intra-communal dimension of social cohesion, satisfaction with public service provision and municipal and governmental responsiveness form part of the vertical social cohesion dimension, i.e. cohesion between citizens and different levels of government. Safety and security perceptions were assessed to provide a broader overview of the current state of social cohesion and resilience, as these can provide insights into both dimensions.

**The consideration of safety and security perceptions revealed a continued prevalence of structural challenges and inequalities pre-dating the Syria crisis. These challenges pertain primarily to economic issues, namely rising prices and unemployment, and public service delivery which have implications in the broader sense of human security, and are perceived to have been exacerbated by the arrival of Syrian refugees.** Given their structural nature, these challenges emphasize the importance of the vertical dimension of social cohesion and the need for citizens and different levels of government to find ways to mitigate their consequences or resolve them collaboratively. This baseline assessment analyzed community members' perceptions of public service delivery (governmental and municipal) in detail, and explored the extent to which government institutions and municipalities are perceived as effective, responsive and accountable.

**On the basis of this data, it appears vertical cohesion is limited and that challenges to resilience might be arising from limited citizen-government communication and interaction.** Levels of satisfaction with a number of public services were found to be limited in many of the communities, in particular in relation to sanitation and public leisure spaces at the municipal level, and public transport and water among government services. As such, the resilience of public services, understood as their adaptability to increasing demand such as that caused by the Syrian refugee situation, appears challenged in specific sectors. Furthermore, community members reported their trust in political and institutional representatives at the government and municipal levels, and related perceptions of responsiveness to be limited, perhaps as a result of limited interaction between community members and official representatives, or due to limited awareness of their roles and functions. Unless communication and engagement between communities, institutions and political representatives at different administrative levels are strengthened and focused on providing tangible service improvements, the status quo might provide drivers for tensions both within communities and between communities and their representatives at different government levels.

**Potentially because formal structures and channels for communication and engagement are limited and community members might either be unable or unwilling to rely on local governments, the horizontal dimension of social cohesion, i.e. intra-community cohesion, appears robust in the majority of communities, with reportedly strong intra-community relations across communities.** In all ten communities respondents reported strong personal relationships, in particular at the familial level, although decreasing in strength when considering their relationship with political representatives. Community members further reported the existence of reliable support networks, once again primarily in the familial context, but also among neighbors. As such, a majority of respondents reported people in their community to be helping each other when needed. This

apparently also applies for support to Syrians: 40% of respondents stated to have assisted Syrian refugees in some way over the past three years. Strong networks of support are likely to stem from reported frequent social interaction within communities, such as attending weddings, and an overall strong sense of belonging to local community. High levels of intra-community support, engagement and a strong sense of belonging is reflected in high levels of respect and trust within assessed communities. In contrast, low levels of trust were reported in further removed stakeholders, including the media, private sector, local and international NGOs, indicating that outside of the internal community sphere, cohesion weakens.

Such findings are explained further by considering perceptions of collective competence. **Although the majority of respondents reported that people in their communities could work together as one community, including to solve hypothetical problems, when more concrete scenarios for collective action and empowerment were outlined for respondents, their perceived ability to do so in practice was more limited. Only a minority of communities perceived to have the necessary resources (financial, capacity, skills etc.) to fulfil unmet needs.** In particular, when community members considered their communities' ability to manage the specific challenges they had previously identified, a large majority in all communities perceived their community unable to do so on its own. This is likely because, in large part, the key challenges cited by communities are beyond the direct control of communities, such as weak public service delivery, rising prices and unemployment. These findings serve to emphasize that the two dimensions are interrelated: when intra-community cohesion is strong, but insufficient to mitigate or resolve challenges that are beyond communities' immediate remit, communication and engagement between citizens and political representatives and stakeholders at different administrative levels become central. As such, social cohesion at both levels needs to be safeguarded in order to support and ensure inclusive, sustainable local development.

**This baseline assessment highlighted how perceptions of social cohesion and resilience differ across communities, as well as between men and women and different age groups.** As an illustration, women perceived municipalities to be less responsive to their needs than men, while youth perceived a weaker sense of belonging to local communities, suggesting they feel more removed from existing or traditional community structures. Meanwhile, varying perceptions between communities illustrate different realities on the ground, which are influenced by intricate dynamics and varying political, tribal, geographical or cultural characteristics. An understanding of the specific needs of women, youth and individual communities should inform approaches to project implementation, as well as to the institutionalization of progress and development, in order to strengthen social cohesion and resilience and provide sustainable and tangible improvements for all community members.

## ANNEXES

### Analytical Framework: Defining Social Cohesion and Resilience

USAID defines community cohesion as “the ability of communities to recognize the value and respect the rights of all community members, regardless of gender, age, religious affiliation, or ethnic origin; and to act cooperatively and inclusively in meeting challenges and taking advantage of opportunities”. Resilience, according to USAID, is defined as “the ability of people, households, communities, countries and systems to mitigate, adapt to, and recover from shocks and stresses in a manner that reduces chronic vulnerability and facilitates inclusive growth”<sup>106</sup>. These definitions informed the creation of the five goal-level proxy indicators of community cohesion and resilience included in USAID CEP’s results framework and Annual Monitoring and Evaluation Plan (AMEP) which were outlined in the methodology section. For the purpose of monitoring and evaluation of USAID CEP, these broad concepts were then expanded using definitions and measurement frameworks proposed in the relevant academic literature, specifically the works of Chan et al.<sup>107</sup> and Norris et al.<sup>108</sup>. These definitions, concepts and frameworks are combined into a community cohesion and resilience measurement framework which is presented at the end of this chapter.

Based on the works of Chan et al. and Norris et al., social cohesion should be understood as having two dimensions, a horizontal, intra-community one, and a vertical one, which concerns interaction between citizens and governments. Community resilience is then derived from communities’ ability to utilize these horizontal and vertical networks to adapt and respond positively to shocks and challenges. Specifically, Chan et al. define social cohesion as:

**“a state of affairs concerning both the vertical and the horizontal interactions among members of society** as characterized by a set of attitudes and norms that includes trust, a sense of belonging and the willingness to participate and help, as well as their behavioural manifestations”<sup>109</sup>.

Vertical interactions refer to the rapport between the state or government institutions at different levels and the society and its members, while horizontal interactions describe relations between individuals and groups within society<sup>110</sup>. Chan et al. measure the vertical and horizontal dimensions through both objective and subjective components. The objective component, in their view, encompasses “people’s actual participation, cooperation and helping behaviour”<sup>111</sup>, whereas the subjective “refers to the norms and subjective feelings of trust, a sense of belonging and the willingness to help”<sup>112</sup>. Based on this conceptualization, Chan et al. propose the following measurement framework (see Table 10).

<sup>106</sup> USAID, [Frontlines: Resilience 2015, Insights from Tom Staal](#), November/December 2015.

<sup>107</sup> Chan, Joseph, Ho-Pong To and Eliane Chan. 2006. “Reconsidering Social Cohesion: Developing a Definition and Analytical Framework for Empirical Research”. *Social Indicators Research* 75(2): pp. 273-302.

<sup>108</sup> Norris, Fran H., Suzan P. Stevens, Betty Pfefferbaum, Karen F. Wyche and Rose L. Pfefferbaum. 2008. “Community Resilience as a Metaphor, Theory, Set of Capacities, and Strategy for Disaster Readiness”. *American Journal on Community Psychology* 41: pp.127-150.

<sup>109</sup> Chan et al., op. cit.: p. 290.

<sup>110</sup> Ibid.

<sup>111</sup> Ibid.: p. 291.

<sup>112</sup> Ibid.

Table 10: Social cohesion measurement framework after Chan et al.<sup>113</sup>

	Subjective component (People's state of mind)	Objective component (Behavioral manifestations)
<b>Horizontal dimension (Cohesion within civil society)</b>	General trust with fellow citizens Willingness to cooperate and help fellow citizens, including those from "other" social groups Sense of belonging or identity	Social participation and vibrancy of civil society Voluntarism and donations Presence of absence of major inter-group alliances or cleavages
<b>Vertical dimension (State-citizen cohesion)</b>	Trust in public figures Confidence in political and other major social institutions	Political participation (e.g. voting, political parties etc.)

Complementing and building on this framework, Norris et al. argue that resilience is derived from utilizing these horizontal and vertical networks as resources or "adaptive capacities"<sup>114</sup> to adapt and respond positively to shocks and challenges. As such, they define community resilience as "[a] process linking a set of networked adaptive capacities to a positive trajectory of functioning and adaptation in constituent populations after a disturbance"<sup>115</sup>. They then identify four principal sets of networked capabilities or resources which form the basis of community resilience<sup>116</sup>:

- (i) **Social capital**, which encompasses social networks and relationship structures within communities, which are necessary to access and distribute various types of social support from different sources. Furthermore, social capital involves a sense of belonging to a community, as well as an extent of shared values and citizens' active participation or engagement in the community<sup>117</sup>.
- (ii) **Community competence** which refers to "collective action and decision-making" grounded in "collective efficacy and empowerment"<sup>118</sup>. While collective efficacy relates to confidence in that community action is effective<sup>119</sup>, community empowerment describes a process which allows people to gain better and more equal access and control over resources<sup>120</sup>.
- (iii) **Information and communication**, which means "the creation of common meanings and understandings and the provision of opportunities for members to articulate needs, views, and attitudes"<sup>121</sup>.
- (iv) **Economic development**, which rests on the volume, diversity and equity of resources, such as "[l]and and raw materials, physical capital, accessible housing, health services, schools, and employment opportunities"<sup>122</sup>, which in turn affect social vulnerability.

<sup>113</sup> Ibid.: p. 294.

<sup>114</sup> Norris et al., op. cit.: p. 131.

<sup>115</sup> Ibid.

<sup>116</sup> Ibid.: p. 136 et seq.

<sup>117</sup> Ibid.: p. 139.

<sup>118</sup> Ibid.: p. 141. Norris et al. base their understanding of collective action and decision-making on Cottrell (1976: 197) who considered a community to be competent if "the various component parts of the community: (1) are able to collaborate effectively in identifying the problems and needs of the community; (2) can achieve a working consensus on goals and priorities; (3) can agree on ways and means to implement the agreed upon goals; and (4) can collaborate effectively in the required actions". (Cottrell, L., Jr. 1976. "The competent community". In B. Kaplan, R. Wilson, & A. Leighton (Eds.), *Further explorations in social psychiatry* (pp. 195–209). New York: Basic Books, Inc.)

<sup>119</sup> Perkins, D., & Long, D. 2002. "Neighborhood sense of community and social capital: A multi-level analysis". In A. Fisher, C. Sonn, & B. Bishop (Eds.), *Psychological sense of community: Research, applications, and implications* (pp. 291–318). New York: Plenum.

<sup>120</sup> Rappaport, J. 1995. "Empowerment meets narrative: Listening to stories and creating settings". *American Journal of Community Psychology* 23: 795–807.

<sup>121</sup> Norris et al., op. cit.: p. 140.

<sup>122</sup> Ibid.

The USAID CEP community cohesion and resilience measurement framework combines the social cohesion measurement framework defined by Chan et al.<sup>123</sup> with the conceptual framework of adaptive capacities developed by Norris et al.<sup>124</sup> as a basis for community resilience, in a community cohesion and resilience measurement framework (see Figure 29).

Figure 29: USAID CEP community cohesion and resilience framework



This framework assumes, on the one hand, that the horizontal and vertical social cohesion dimensions are interrelated or complementary. On the other hand, it suggests that all aspects of both the horizontal and vertical dimension of social cohesion are nurtured by effective communication, interaction and engagement among community members, as well as between community members, different levels of government, as well as other stakeholders at different administrative levels. This is where USAID CEP intervenes: By strengthening communication and engagement among community members, as well as between communities and various stakeholders it seeks to strengthen social cohesion in its two dimensions. In making these resources or adaptive capacities more robust and supporting communities in effectively mobilizing them in the face of shocks or challenges, USAID CEP aims to contribute to communities' resilience.

The baseline assessment and this report follow the logic of this framework in establishing the current state of both the horizontal and vertical dimension of social cohesion and resulting resilience, with questions developed to capture community members' perceptions of cohesion within society, as well as between citizens, different levels of government and other stakeholders, and the extent to which they perceive they can mobilize these networks to adapt to challenges facing the community..

<sup>123</sup> Chan et al., op. cit.

<sup>124</sup> Norris et al., op. cit.

## Assessment Tool

### Introduction:

Hello, my name is \_\_\_\_\_ and I am working for REACH on behalf of USAID/Global Communities. We are conducting a survey of households in your community and would like to ask you some general questions about your perceptions on community cohesion and resilience. What you will say will be kept confidential and will not be revealed to any other group. This survey will take around 30 minutes to complete.

### Metadata:

GPS Location (coordinates): \_\_\_\_\_

Date (DD/MM/YY): \_\_\_\_\_

Start/End Time of Interview: \_\_\_\_\_

Are you willing to participate in the survey?

☐ Yes ☐ No

Governorate:

☐ Irbid ☐ Mafrq ☐ Tafilah

District: [add drop down menu]

Municipality / Community:

- ☐ Khalid bin al Waleed
- ☐ Mo'ath bin Jabal
- ☐ No'aimeh
- ☐ Al Taybah
- ☐ Al Wastyah
- ☐ Al Salhya w Nayfah
- ☐ Sabha w el Dafyaneh
- ☐ Hosha al Jadeeda
- ☐ Um al Jmal
- ☐ Hid, Tein, Al Mansoura (HTM)

Village: (list taken from sampling framework table)

Is this person the head of household?

☐ Yes ☐ No

### Demographics:

Q807\_1 How many families share this accommodation?

- ☐ 1 One family only
- ☐ 2 Two
- ☐ 3 Three
- ☐ 4 More than three
- ☐ 98 Other, please specify: \_\_\_\_\_

Q807\_2 Please list the number of males and female family members, in your family, according to age:

- ☐ 1 Male: \_\_\_ 0-17y \_\_\_ 18-30y \_\_\_ 31-59y \_\_\_ 60y and over
- ☐ 2 Female: \_\_\_ 0-17y \_\_\_ 18-30y \_\_\_ 31-59y \_\_\_ 60y and over

Q807\_3 How many people in total are in your family?

Q807\_2\_a Please list the number of males and female family members, in family 2, according to age:

- ☐ 1 Male: \_\_\_ 18-30y \_\_\_ 31-59y \_\_\_ 60y and over
- ☐ 2 Female: \_\_\_ 18-30y \_\_\_ 31-59y \_\_\_ 60y and over

Q807\_3\_a How many people in total are in family 2?

Q801 Age: \_\_\_\_\_

Q802 Gender: (select one)

☐ Male ☐ Female

Q803 Marital status: (select one)

- ☐ 1 Single
- ☐ 2 Married
- ☐ 3 Widow
- ☐ 4 Divorced
- ☐ 5 Separated

Q804 Educational level: (select one)

- ☐ 1 Illiterate
- ☐ 2 Elementary
- ☐ 3 Primary / Basic
- ☐ 4 Vocational
- ☐ 5 Secondary
- ☐ 6 Diploma
- ☐ 7 Bachelor
- ☐ 8 Higher Degrees

Q805 Work status: (select one)

- ☐ 1 Working / Employed
- ☐ 2 Not working / Not employed

Q806\_1 How many members of the household are employed? \_\_\_\_\_

Q806\_2.a. How many male members are employed?

Q806\_2.b. How many female members are employed?

Q806\_3 What is the monthly income level of this household from all sources (JOD)? (select one)

- ☐ 1 Less than 200
- ☐ 2 200 - 399
- ☐ 3 400 - 599
- ☐ 4 600 - 799
- ☐ 5 800 - 999
- ☐ 6 More than 1,000
- ☐ 7 Not sure / Don't know
- ☐ 8 Refuse to answer

Q806\_1 Nationality (select one):

- ☐ 1 Jordanian
- ☐ 2 Syrian
- ☐ 3 Iraqi



- ☐ 4 Egyptian
- ☐ 5 Other, please specify: \_\_\_\_\_

Q808\_2 Are they receiving humanitarian assistance?  
(only ask for Syrians)

- ☐ 1 Yes
- ☐ 2 No
- ☐ 7 Not sure / don't know
- ☐ 8 Refused to answer

### 1. General:

Q101 How long have you been living in [name of village]? (select one)

- ☐ 1 Less than 6 months
- ☐ 2 From 6 months to less than 1 year
- ☐ 3 From 1 year to less than 2 years
- ☐ 4 From 2 years to less than 5 years
- ☐ 5 From 5 years to less than 10 years
- ☐ 6 From 10 years to less than 20 years
- ☐ 7 More than 20 years
- ☐ 97 Don't remember
- ☐ 98 Refused to answer

Q102 Where are you originally from? (select one)

- ☐ 1 From [name of the municipality selected above]
- ☐ 2 From another city in the governorate
- ☐ 3 From another governorate inside Jordan
- ☐ 4 From another country
- ☐ 8 Refused to answer

Q103 What in your opinion is the most important problem, if any, facing [name of village] today? (rank top 3 from 1<sup>st</sup> to 3<sup>rd</sup> most important)

- ☐ 1 High rental costs
- ☐ 2 Rising prices in general
- ☐ 3 Unemployment
- ☐ 4 Sanitation problems
- ☐ 5 Lack and cuts of water supply
- ☐ 6 Lack of road maintenance and road expansion
- ☐ 7 Inefficient garbage collection
- ☐ 8 Lack of public transport
- ☐ 9 Poor street lighting
- ☐ 10 Lack of public leisure spaces
- ☐ 11 Poor or lack of other municipal services
- ☐ 12 Lack of health services, health centers
- ☐ 13 insufficient access to schools
- ☐ 14 Problems of insecurity and safety
- ☐ 15 Pollution
- ☐ 96 Other, please specify: \_\_\_\_\_
- ☐ 97 Don't know / Not sure
- ☐ 98 Refused to answer
- ☐ 99 No problems

Q104 To what degree do you think the community/residents of [name of village] will be able to handle this problem in the near future? (select one)

- ☐ 1 To a large degree
- ☐ 2 To a moderate degree
- ☐ 3 To a little degree

- ☐ 4 Will not be able to handle this problem at all
- ☐ 7 Not sure / don't know
- ☐ 8 Refused to answer

Q105 What in your opinion is the most important problem, if any, facing your household today? (rank top 3 from 1<sup>st</sup> to 3<sup>rd</sup> most important)

- ☐ 1 Unemployed household member
- ☐ 2 Rising prices in general
- ☐ 3 High rental costs
- ☐ 4 Other types of household economic challenges
- ☐ 5 Illness by a household member
- ☐ 6 Small home space / inadequate housing
- ☐ 7 Lack and cuts of water supply
- ☐ 96 Other, please specify: \_\_\_\_\_
- ☐ 97 Don't know / Not sure
- ☐ 98 Refused to answer
- ☐ 99 No problems

Q106 To what degree do you think your household will be able to handle this problem in the near future? (select one)

- ☐ 1 To a large degree
- ☐ 2 To a moderate degree
- ☐ 3 To a little degree
- ☐ 4 Will not be able to handle this problem at all
- ☐ 7 Not sure / don't know
- ☐ 8 Refused to answer

### 2. Social Welfare:

Q201 How strong is your relationship with the following groups: (select one per group)

Immediate family:

- ☐ 1 Very strong ☐ 2 Strong ☐ 3 Not strong ☐ 4 Not at all strong ☐ 7 Not sure ☐ 8 Refused to answer ☐ 9 Not applicable

Extended family (uncle, aunts, cousins, etc.):

- ☐ 1 Very strong ☐ 2 Strong ☐ 3 Not strong ☐ 4 Not at all strong ☐ 7 Not sure ☐ 8 Refused to answer ☐ 9 Not applicable

Members of your tribe:

- ☐ 1 Very strong ☐ 2 Strong ☐ 3 Not strong ☐ 4 Not at all strong ☐ 7 Not sure ☐ 8 Refused to answer ☐ 9 Not applicable

Your neighbors:

- ☐ 1 Very strong ☐ 2 Strong ☐ 3 Not strong ☐ 4 Not at all strong ☐ 7 Not sure ☐ 8 Refused to answer ☐ 9 Not applicable

Your friends:

- ☐ 1 Very strong ☐ 2 Strong ☐ 3 Not strong ☐ 4 Not at all strong ☐ 7 Not sure ☐ 8 Refused to answer ☐ 9 Not applicable

District elected member of parliament:

- ☐ 1 Very strong ☐ 2 Strong ☐ 3 Not strong ☐ 4 Not at all strong ☐ 7 Not sure ☐ 8 Refused to answer ☐ 9 Not applicable

Municipal council members:

- ☐ 1 Very strong ☐ 2 Strong ☐ 3 Not strong ☐ 4 Not at all strong ☐ 7 Not sure ☐ 8 Refused to answer ☐ 9 Not applicable

Religious leaders (in your community):

- ☐ 1 Very strong ☐ 2 Strong ☐ 3 Not strong ☐ 4 Not at all strong ☐ 7 Not sure ☐ 8 Refused to answer ☐ 9 Not applicable

Q202 To whom do you resort to in most cases for advice? (select one)

- ☐ 1 My immediate family  
☐ 2 My extended family (uncle, aunts, cousins, etc.)  
☐ 3 Members of my tribe  
☐ 4 Neighbors (Jordanian citizens)  
☐ 5 Neighbors of a different nationality  
☐ 6 Neighbors of a different religion  
☐ 7 My friends  
☐ 8 District elected member of parliament  
☐ 9 A member of the municipal council  
☐ 10 A religious leader  
☐ 96 Others, please specify: \_\_\_\_\_  
☐ 97 Not sure / don't know  
☐ 98 Refused to answer

Q204 To whom do you resort to in most cases for obtaining financial assistance? (select one)

- ☐ 1 My immediate family  
☐ 2 My extended family (uncle, aunts, cousins, etc.)  
☐ 3 Members of my tribe  
☐ 4 Neighbors (Jordanian citizens)  
☐ 5 Neighbors of a different nationality  
☐ 6 Neighbors of a different religion  
☐ 7 My friends  
☐ 8 District elected member of parliament  
☐ 9 A member of the municipal council  
☐ 10 A religious leader  
☐ 96 Others, please specify: \_\_\_\_\_  
☐ 97 Not sure / don't know  
☐ 98 Refused to answer

Q203 To whom do you resort to in most cases for a solution to other problems you face? (select one)

- ☐ 1 My immediate family  
☐ 2 My extended family (uncle, aunts, cousins, etc.)  
☐ 3 Members of my tribe  
☐ 4 Neighbors (Jordanian citizens)  
☐ 5 Neighbors of a different nationality  
☐ 6 Neighbors of a different religion  
☐ 7 My friends  
☐ 8 District elected member of parliament  
☐ 9 A member of the municipal council  
☐ 10 A religious leader  
☐ 96 Others, please specify: \_\_\_\_\_  
☐ 97 Not sure / don't know  
☐ 98 Refused to answer

Q205 Members of [name of village] are helping each other? (select one)

- ☐ 1 Strongly agree  
☐ 2 Agree

- ☐ 3 Disagree  
☐ 4 Strongly disagree  
☐ 7 Not sure / don't know  
☐ 8 Refused to answer

Q206 Do most of your friends, some of your friends, few of your friends, none of your friends live in [name of village]? (select one)

- ☐ 1 Most of my friends  
☐ 2 Some of my friends  
☐ 3 Few of my friends  
☐ 4 None of my friends  
☐ 7 Not sure / don't know  
☐ 8 Refused to answer

Q207 How often would you say your neighbors extend help to members of your household? (select one)

- ☐ 1 Almost every day  
☐ 2 A few times a week  
☐ 3 At least once a week  
☐ 4 At least once a month  
☐ 5 Less than once a month  
☐ 6 Rarely / never  
☐ Other: anytime help is needed  
☐ 7 Don't remember / don't know  
☐ 8 Refused to answer

Q208 How often would you say a member of your household helped a neighbor? (select one)

- ☐ 1 Almost every day  
☐ 2 A few times a week  
☐ 3 At least once a week  
☐ 4 At least once a month  
☐ 5 Less than once a month  
☐ 6 Rarely / never  
☐ Other: anytime help is needed  
☐ 7 Don't remember / don't know  
☐ 8 Refused to answer

Q209 Are you a member of any civil society association or organization (NGO) whether it is social, religious, charity, co-operative, parents council in schools, sports or social club or any other association/society or organization? (select one)

- ☐ 1 Yes  
☐ 2 No  
☐ 7 Not sure / don't know  
☐ 8 Refused to answer

Q210\_1 If yes, how many? \_\_\_\_\_

Q210\_2 In which organization are you a member, and how active are you in this organization?

Organization 1: \_\_\_\_\_

- ☐ 1 Active member ☐ 2 Non-active member ☐ 8 Refused to answer

Organization 2: \_\_\_\_\_

- ☐ 1 Active member ☐ 2 Non-active member ☐ 8 Refused to answer

Organization 3: \_\_\_\_\_

- ☐ 1 Active member ☐ 2 Non-active member ☐ 8 Refused to answer

Organization 4: \_\_\_\_\_

- ☐ 1 Active member ☐ 2 Non-active member ☐ 8 Refused to answer

Organization 5: \_\_\_\_\_

- ☐ 1 Active member ☐ 2 Non-active member ☐ 8 Refused to answer

Q212 Have you ever engaged in any communal or volunteering activity/event during the last 6-12 months in [name of village]? (select one)

- ☐ 1 Yes  
☐ 2 No  
☐ 7 Not sure / don't know  
☐ 8 Refused to answer

Q213 Do you ever think of leaving to live outside [name of village]? (select one)

- ☐ 1 Always  
☐ 2 Many times  
☐ 3 Sometimes  
☐ 4 Rarely / never  
☐ 7 Not sure / don't know  
☐ 8 Refused to answer

Q214 If Always, many times, or sometimes, what are the reasons? (rank top 3 from 1<sup>st</sup> to 3<sup>rd</sup> most important)

- ☐ 1 To seek employment (not currently employed)  
☐ 2 To seek better job opportunities and improve income  
☐ 3 Poor or lack of municipal services in current location  
☐ 4 Insecurity in the neighborhood  
☐ 5 To return to my family / place of origin  
☐ 6 Seeking better shelter / housing  
☐ 96 Other, please specify: \_\_\_\_\_  
☐ 97 Don't know / Not sure  
☐ 98 Refused to answer

Q215 How strong is your sense of belonging to your local community [name of village]? (select one):

- ☐ 1 Very strong  
☐ 2 Strong  
☐ 3 Not strong  
☐ 4 Not strong at all  
☐ 7 Not sure / don't know  
☐ 8 Refused to answer

Q216 People in your community have similar values (select one):

- ☐ 1 Strongly agree  
☐ 2 Agree  
☐ 3 Disagree  
☐ 4 Strongly disagree  
☐ 7 Not sure / don't know  
☐ 8 Refused to answer

Q217 How often do most residents of your community engage in the following activities (select one for each):

Exchange home visits with each other:

- ☐ 1 Always ☐ 2 Many times ☐ 3 Sometimes ☐ 4 Rarely / never  
☐ 7 Not sure / don't know ☐ 8 Refused to answer

Participate in weddings:

- ☐ 1 Always ☐ 2 Many times ☐ 3 Sometimes ☐ 4 Rarely / never  
☐ 7 Not sure / don't know ☐ 8 Refused to answer

Participate in funerals:

- ☐ 1 Always ☐ 2 Many times ☐ 3 Sometimes ☐ 4 Rarely / never  
☐ 7 Not sure / don't know ☐ 8 Refused to answer

Q218 To what degree do you trust the following groups (select one for each):

1: *Leaders of your tribe*

- ☐ 1 To a large degree ☐ 2 To a moderate degree ☐ 3 To a little degree  
☐ 4 Don't trust at all ☐ 7 Not sure / don't know ☐ 8 Refused to answer ☐ 9 Not applicable

2: *Your friends*

- ☐ 1 To a large degree ☐ 2 To a moderate degree ☐ 3 To a little degree  
☐ 4 Don't trust at all ☐ 7 Not sure / don't know ☐ 8 Refused to answer ☐ 9 Not applicable

3: *Your neighbors*

- ☐ 1 To a large degree ☐ 2 To a moderate degree ☐ 3 To a little degree  
☐ 4 Don't trust at all ☐ 7 Not sure / don't know ☐ 8 Refused to answer ☐ 9 Not applicable

4: *Your children's school teachers and principals*

- ☐ 1 To a large degree ☐ 2 To a moderate degree ☐ 3 To a little degree  
☐ 4 Don't trust at all ☐ 7 Not sure / don't know ☐ 8 Refused to answer ☐ 9 Not applicable

5: *Members of the municipal council*

- ☐ 1 To a large degree ☐ 2 To a moderate degree ☐ 3 To a little degree  
☐ 4 Don't trust at all ☐ 7 Not sure / don't know ☐ 8 Refused to answer ☐ 9 Not applicable

6: *The mayor*

- ☐ 1 To a large degree ☐ 2 To a moderate degree ☐ 3 To a little degree  
☐ 4 Don't trust at all ☐ 7 Not sure / don't know ☐ 8 Refused to answer ☐ 9 Not applicable

7: *The police*

- ☐ 1 To a large degree ☐ 2 To a moderate degree ☐ 3 To a little degree  
☐ 4 Don't trust at all ☐ 7 Not sure / don't know ☐ 8 Refused to answer ☐ 9 Not applicable

8: *Health center / hospital doctors and staff*

- ☐ 1 To a large degree ☐ 2 To a moderate degree ☐ 3 To a little degree  
☐ 4 Don't trust at all ☐ 7 Not sure / don't know ☐ 8 Refused to answer ☐ 9 Not applicable

9: *Local NGOs*

- ☐ 1 To a large degree ☐ 2 To a moderate degree ☐ 3 To a little degree  
☐ 4 Don't trust at all ☐ 7 Not sure / don't know ☐ 8 Refused to answer ☐ 9 Not applicable

10: *International NGOs*

- ☐ 1 To a large degree ☐ 2 To a moderate degree ☐ 3 To a little degree  
☐ 4 Don't trust at all ☐ 7 Not sure / don't know ☐ 8 Refused to answer ☐ 9 Not applicable

**11: The media**

- ☐ 1 To a large degree ☐ 2 To a moderate degree ☐ 3 To a little degree ☐ 4 Don't trust at all ☐ 7 Not sure / don't know ☐ 8 Refused to answer ☐ 9 Not applicable

**12: The private sector**

- ☐ 1 To a large degree ☐ 2 To a moderate degree ☐ 3 To a little degree ☐ 4 Don't trust at all ☐ 7 Not sure / don't know ☐ 8 Refused to answer ☐ 9 Not applicable

**13: Religious leaders**

- ☐ 1 To a large degree ☐ 2 To a moderate degree ☐ 3 To a little degree ☐ 4 Don't trust at all ☐ 7 Not sure / don't know ☐ 8 Refused to answer ☐ 9 Not applicable

**14: The governor**

- ☐ 1 To a large degree ☐ 2 To a moderate degree ☐ 3 To a little degree ☐ 4 Don't trust at all ☐ 7 Not sure / don't know ☐ 8 Refused to answer ☐ 9 Not applicable

Q219: To what degree would you say that most people trust each other? (select one)

- ☐ 1 To a large degree  
☐ 2 To a moderate degree  
☐ 3 To a little degree  
☐ 4 Not at all  
☐ 7 Not sure / don't know  
☐ 8 Refused to answer

Q220: To what degree would you say that most people in your community respect each other? (select one)

- ☐ 1 To a large degree  
☐ 2 To a moderate degree  
☐ 3 To a little degree  
☐ 4 Not at all  
☐ 7 Not sure / don't know  
☐ 8 Refused to answer

**3. Safety and security**

Q301: To what degree do you feel safe living in your community? (select one)

- ☐ 1 To a large degree  
☐ 2 To a moderate degree  
☐ 3 To a little degree  
☐ 4 Not at all  
☐ 7 Not sure / don't know  
☐ 8 Refused to answer

Q302: How often, during the last 6 months, has someone in your household felt unsafe in the following places (select one for each):

**1: Your home**

- ☐ 1 Never ☐ 2 Once ☐ 3 2-5 times ☐ 4 6-10 times ☐ 5 More than 10 times ☐ 6 Always ☐ 97 Don't remember ☐ 98 Refused to answer

**2: While walking in the street**

- ☐ 1 Never ☐ 2 Once ☐ 3 2-5 times ☐ 4 6-10 times ☐ 5 More than 10 times ☐ 6 Always ☐ 97 Don't remember ☐ 98 Refused to answer

**3: In your community in general**

- ☐ 1 Never ☐ 2 Once ☐ 3 2-5 times ☐ 4 6-10 times ☐ 5 More than 10 times ☐ 6 Always ☐ 97 Don't remember ☐ 98 Refused to answer

Q303: During the last 3 years, have any of the following caused you to feel unsafe in your community? (select one for each)

**1: Lack of respect by citizens for the rule of law**

- ☐ 1 Yes ☐ 2 No ☐ 7 Not sure / don't know ☐ 8 Refused to answer

**2: Poor enforcement of the rule of law**

- ☐ 1 Yes ☐ 2 No ☐ 7 Not sure / don't know ☐ 8 Refused to answer

**3: Lack of social justice**

- ☐ 1 Yes ☐ 2 No ☐ 7 Not sure / don't know ☐ 8 Refused to answer

**4: Syrian refugee influx**

- ☐ 1 Yes ☐ 2 No ☐ 7 Not sure / don't know ☐ 8 Refused to answer

**5: Extremism in all aspects (regional, religious)**

- ☐ 1 Yes ☐ 2 No ☐ 7 Not sure / don't know ☐ 8 Refused to answer

**6: Rising prices**

- ☐ 1 Yes ☐ 2 No ☐ 7 Not sure / don't know ☐ 8 Refused to answer

**7: Increased unemployment**

- ☐ 1 Yes ☐ 2 No ☐ 7 Not sure / don't know ☐ 8 Refused to answer

**8: Corruption (all types)**

- ☐ 1 Yes ☐ 2 No ☐ 7 Not sure / don't know ☐ 8 Refused to answer

**9: Firing shots in social events like weddings**

- ☐ 1 Yes ☐ 2 No ☐ 7 Not sure / don't know ☐ 8 Refused to answer

**10: Increased social violence**

- ☐ 1 Yes ☐ 2 No ☐ 7 Not sure / don't know ☐ 8 Refused to answer

**11: Spread of narcotics**

- ☐ 1 Yes ☐ 2 No ☐ 7 Not sure / don't know ☐ 8 Refused to answer

**12: Sexual abuse**

- ☐ 1 Yes ☐ 2 No ☐ 7 Not sure / don't know ☐ 8 Refused to answer

Q304: Is there any other reason, outside of those mentioned above, that poses a threat to safety?

- ☐ 1 Yes ☐ 2 No ☐ 7 Not sure / don't know ☐ 8 Refused to answer

Q305: If yes, please explain?

1: \_\_\_\_\_

**4. Municipal and governmental services**

Q401: to what extent are you satisfied about the following in your community? (select one for each)

**1. Solid waste management (trash collection) services**

- ☐ 1 Largely ☐ 2 A Moderately ☐ 3 Little ☐ 4 Not at all ☐ 7 Not sure / don't know ☐ 8 Refused to answer

2. *Water supply service*

- ☐ 1 Largely ☐ 2 A Moderately ☐ 3 Little ☐ 4 Not at all  
☐ 7 Not sure / don't know ☐ 8 Refused to answer

3. *Sanitation services*

- ☐ 1 Largely ☐ 2 A Moderately ☐ 3 Little ☐ 4 Not at all  
☐ 7 Not sure / don't know ☐ 8 Refused to answer

4. *Street lighting services*

- ☐ 1 Largely ☐ 2 A Moderately ☐ 3 Little ☐ 4 Not at all  
☐ 7 Not sure / don't know ☐ 8 Refused to answer

5. *Road building and maintenance services*

- ☐ 1 Largely ☐ 2 A Moderately ☐ 3 Little ☐ 4 Not at all  
☐ 7 Not sure / don't know ☐ 8 Refused to answer

6. *Government health services*

- ☐ 1 Largely ☐ 2 A Moderately ☐ 3 Little ☐ 4 Not at all  
☐ 7 Not sure / don't know ☐ 8 Refused to answer

7. *Government schools / education services*

- ☐ 1 Largely ☐ 2 A Moderately ☐ 3 Little ☐ 4 Not at all  
☐ 7 Not sure / don't know ☐ 8 Refused to answer

8. *Government universities*

- ☐ 1 Largely ☐ 2 A Moderately ☐ 3 Little ☐ 4 Not at all  
☐ 7 Not sure / don't know ☐ 8 Refused to answer

9. *Public gardens and recreational facilities*

- ☐ 1 Largely ☐ 2 A Moderately ☐ 3 Little ☐ 4 Not at all  
☐ 7 Not sure / don't know ☐ 8 Refused to answer

10. *Youth centers and sports facilities*

- ☐ 1 Largely ☐ 2 A Moderately ☐ 3 Little ☐ 4 Not at all  
☐ 7 Not sure / don't know ☐ 8 Refused to answer

11. *Transportation services*

- ☐ 1 Largely ☐ 2 A Moderately ☐ 3 Little ☐ 4 Not at all  
☐ 7 Not sure / don't know ☐ 8 Refused to answer

12. *Police and security services*

- ☐ 1 Largely ☐ 2 A Moderately ☐ 3 Little ☐ 4 Not at all  
☐ 7 Not sure / don't know ☐ 8 Refused to answer

**5. Government response to citizen needs**

Q501: Did you participate in the last municipal elections of August 27, 2013?

- ☐ 1 Yes  
☐ 2 No  
☐ 7 Not sure / don't know  
☐ 8 Refused to answer  
☐ 9 Not applicable

Q502\_1: In the past 12 months, did the municipality or the local government institutions in your community invite you to attend a town hall meeting or a public meeting to discuss issues of public concerns about the services offered by the municipality?

- ☐ 1 Yes  
☐ 2 No  
☐ 7 Don't remember  
☐ 8 Refused to answer

Q503\_1: To what degree the municipality responds to citizen's needs in your community? (select one)

- ☐ 1 To a large degree  
☐ 2 To a moderate degree  
☐ 3 To a little degree  
☐ 4 Not at all

- ☐ 7 Not sure / don't know  
☐ 8 Refused to answer

Q504: To what extent do you think the constituents are capable of holding the municipality accountable? (select one)

- ☐ 1 Always  
☐ 2 Many times  
☐ 3 Sometimes  
☐ 4 Rarely / never  
☐ 7 Not sure / don't know  
☐ 8 Refused to answer

Q505: To what degree is the municipality carrying out its functions effectively? (select one)

- ☐ 1 Always  
☐ 2 Many times  
☐ 3 Sometimes  
☐ 4 Rarely / never  
☐ 7 Not sure / don't know  
☐ 8 Refused to answer

Q506 To what extent do you feel that the following groups are responsive to the needs in your community? (select one for each):

1: *Municipal council members*

- ☐ 1 To a large degree ☐ 2 To a moderate degree ☐ 3 To a little degree ☐ 4 Don't trust at all ☐ 7 Not sure / don't know ☐ 8 Refused to answer ☐ 9 Not applicable

2: *District parliament members*

- ☐ 1 To a large degree ☐ 2 To a moderate degree ☐ 3 To a little degree ☐ 4 Don't trust at all ☐ 7 Not sure / don't know ☐ 8 Refused to answer ☐ 9 Not applicable

3: *Mayor*

- ☐ 1 To a large degree ☐ 2 To a moderate degree ☐ 3 To a little degree ☐ 4 Don't trust at all ☐ 7 Not sure / don't know ☐ 8 Refused to answer ☐ 9 Not applicable

4: *Health care directorate*

- ☐ 1 To a large degree ☐ 2 To a moderate degree ☐ 3 To a little degree ☐ 4 Don't trust at all ☐ 7 Not sure / don't know ☐ 8 Refused to answer ☐ 9 Not applicable

5: *Education directorate*

- ☐ 1 To a large degree ☐ 2 To a moderate degree ☐ 3 To a little degree ☐ 4 Don't trust at all ☐ 7 Not sure / don't know ☐ 8 Refused to answer ☐ 9 Not applicable

6: *Police directorate*

- ☐ 1 To a large degree ☐ 2 To a moderate degree ☐ 3 To a little degree ☐ 4 Don't trust at all ☐ 7 Not sure / don't know ☐ 8 Refused to answer ☐ 9 Not applicable

7: *Tribal leaders*

- ☐ 1 To a large degree ☐ 2 To a moderate degree ☐ 3 To a little degree ☐ 4 Don't trust at all ☐ 7 Not sure / don't know ☐ 8 Refused to answer ☐ 9 Not applicable

**6. The ability of residents to cooperate**

Q601: How strongly do you agree or disagree with the following statements (select one for each):

1: "Generally the people in your community are able to work together as one community."

☐ 1 Strongly agree ☐ 2 Agree ☐ 3 Don't agree ☐ 4  
Don't agree at all ☐ 7 Not sure / don't know ☐ 8  
Refused to answer

2: *"The people in your community are able to work together to solve any problems that face them."*

☐ 1 Strongly agree ☐ 2 Agree ☐ 3 Don't agree ☐ 4  
Don't agree at all ☐ 7 Not sure / don't know ☐ 8  
Refused to answer

3: *"The people in your community have the needed resources to fulfil unmet community needs."*

☐ 1 Strongly agree ☐ 2 Agree ☐ 3 Don't agree ☐ 4  
Don't agree at all ☐ 7 Not sure / don't know ☐ 8  
Refused to answer

4: *"The people in your community have the ability to identify stressors."*

☐ 1 Strongly agree ☐ 2 Agree ☐ 3 Don't agree ☐ 4  
Don't agree at all ☐ 7 Not sure / don't know ☐ 8  
Refused to answer

5: *"I believe people in my community can work together to contain and resolve prioritized stressors."*

☐ 1 Strongly agree ☐ 2 Agree ☐ 3 Don't agree ☐ 4  
Don't agree at all ☐ 7 Not sure / don't know ☐ 8  
Refused to answer

## 7. Syrian crisis (ask only for Jordanian families)

Q701: Did you host any Syrians from your relatives or members of your extended family in your home?

☐ 1 Yes  
☐ 2 No  
☐ 7 Not sure / don't know  
☐ 8 Refused to answer

Q221: Did you extend any other help to Syrians during the last 3 years?

☐ 1 Yes  
☐ 2 No  
☐ 7 Not sure / don't know  
☐ 8 Refused to answer

Q702: Since the onset of the Syrian crisis, as Syrians have come to Jordan to seek refuge, has this affected the following in your community:

1: *Job security*

☐ 1 Yes ☐ 2 No ☐ 7 Not sure / don't know ☐ 8  
Refused to answer

2: *Quality of medical treatment*

☐ 1 Yes ☐ 2 No ☐ 7 Not sure / don't know ☐ 8  
Refused to answer

3: *Quality of education*

☐ 1 Yes ☐ 2 No ☐ 7 Not sure / don't know ☐ 8  
Refused to answer

4: *Your family and neighborhood safety*

☐ 1 Yes ☐ 2 No ☐ 7 Not sure / don't know ☐ 8  
Refused to answer



## Composition of Indexes

### COMPOSITE INDICES

The baseline assessment included multiple questions across the five core indicators relevant to USAID CEP, namely safety and security; social wellbeing; collective competence; government and municipal responsiveness; and government and municipal service provision. To measure how communities, taken together, are faring across these five indicators, five indices were constructed.

To ensure comparability with the previous baseline assessment, the same methodology to construct the index scores was adopted:

1. Questions were converted from ordinal scales, “strongly disagree” to “strongly agree” to ranks out of 100:

Scale	1. Strongly disagree	2. Disagree	3. Agree	4. Strongly agree
Score	0	33.3	66.6	100

2. Questions were grouped according to each of the five core indicators and a Principal Component Analysis (PCA) was conducted. The purpose of the PCA is to provide a principal component, i.e. an aggregate score which best explains the variance across all questions included in the analysis.
3. Each question was then provided with a weight, reflecting its correlation score with the first principal component of the PCA. All weights were calibrated to ensure that the sum of all weights was equal to 1. This was to ensure the maximum index score was 100.
4. Each question was then summed and weighted according to the extent to which it explained (was correlated to) the overall principal component of the index. Below outlines the formula used, where “q” denotes the question score, and “w” denotes the weights, and where the sum of all weights is equal to 1.

$$Indice\ 1 = (q^1 * w^1) + (q^2 * w^2) + (q^3 * w^3)$$

In short, the overall indicators represent the average of all relevant questions, weighted by each questions explanatory power. The questions analyzed to create each of the overall indexes are outlined in the annex as well. The purpose of these indices is to represent the baseline perceptions of safety and security; social well-being; collective competence; government and municipal responsiveness and government and municipal service provision across the communities assessed.

### Questions analyzed to construct the five indices

#### Safety and security index:

- To what degree do you feel safe living in your community?

#### Collective competence index:

- Do you agree that members of the community can work together
- Do you agree that members of the community have the ability to work together to solve problems
- Do you agree that members of the community have sufficient resources to meet their non-secured needs
- Do you agree that members of the community have the ability to identify the difficulties and pressures that face them and mitigate or adapt to them and address them.
- Do you agree that members of the community have the ability to work together to identify stressors and work to resolve them.

#### Social wellbeing index:

- How strong is your relationship with the following groups (includes all questions 201.1 – 201.8)
- Are the members of your community helping each other
- Do your friends live in the same area
- Have you ever considered moving to live outside your community
- How strong your sense of belonging
- Do you agree that members of the community share the same values
- How frequently do members of your community a) exchange home visits, b) participate in weddings c) attend funerals
- To what extent do you trust (tribe leaders, friends etc.).
- To what extent do you think members of your community trust each other

- To what extent do you believe the community can handle the problems identified (specified in previous question).

- To what extent do you think members of your community respect each other

**Municipal/government responsiveness index:**

- To what extent the municipality responds to citizens needs in the area you are resident
- To what extent can residents hold the municipality to account
- To what extent does the municipality work effectively
- To what extent do you trust the following institutions (list of municipal and government services)
- To what extent do you trust the following officials (list of municipal and government officials – i.e. mayor, health professionals etc.).

**Public services index:**

To what extent are you satisfied with the following services (list of municipal and government services).

**Potential Methodological Improvements**

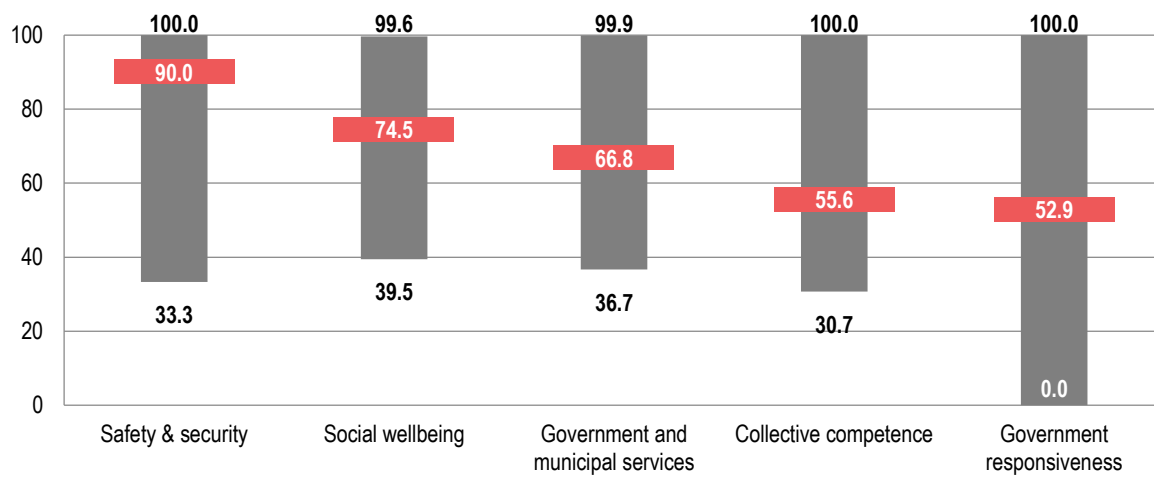
These indices have been constructed to be compatible with the previous baseline. However, small modifications have been made to improve the methodology. In particular, for this baseline study the PCA was conducted with only those questions relevant to each separate indicator, thereby ensuring that the weights reflect the explanatory power of each question, as per the indicator. Conversely, the original methodology calculated the weights of each question to reflect the explanatory power against the principle component of *all* questions, rather than separated by indicator and analyzed accordingly.

Further to this, the current methodology is a complex mechanism to understand the overall average scores for each indicator. Different methodologies were tested to check for the best method to construct the indices, and more simple options were found to produce equivalent results.

**Explanation of Charts**

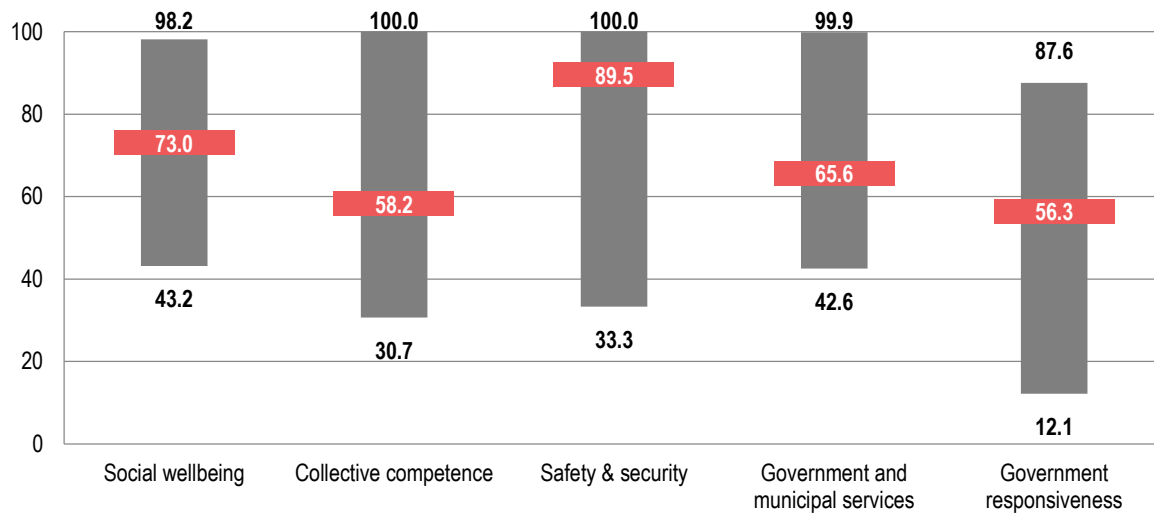
The charts below provide an overall comparison of the five indices, across communities. The variation in scores was small when comparing the index across the different communities and therefore, when analyzed, the difference in results between communities was not statistically significant. Consequently, the charts below provide a breakdown of the five indices per community, which allows for descriptive results of the scores of each index per community, while not allowing for comparisons between communities. The charts below demonstrate the mean, minimum, maximum and overall range. The mean is provided in red, whilst the grey represents the maximum and minimum scores reported, showing the overall range of results for each index.

## OVERALL INDICES

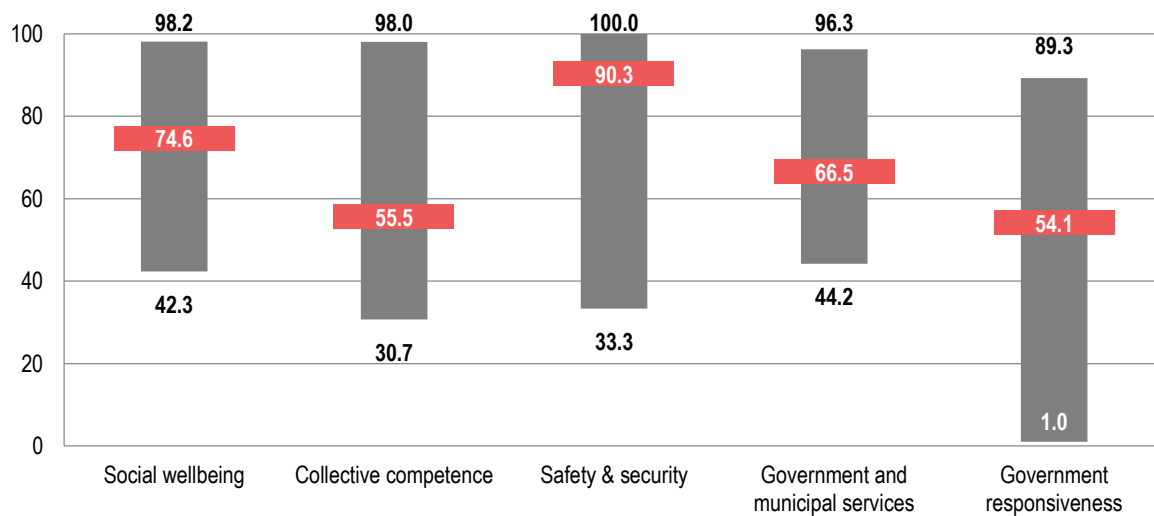


## COMMUNITY INDICES

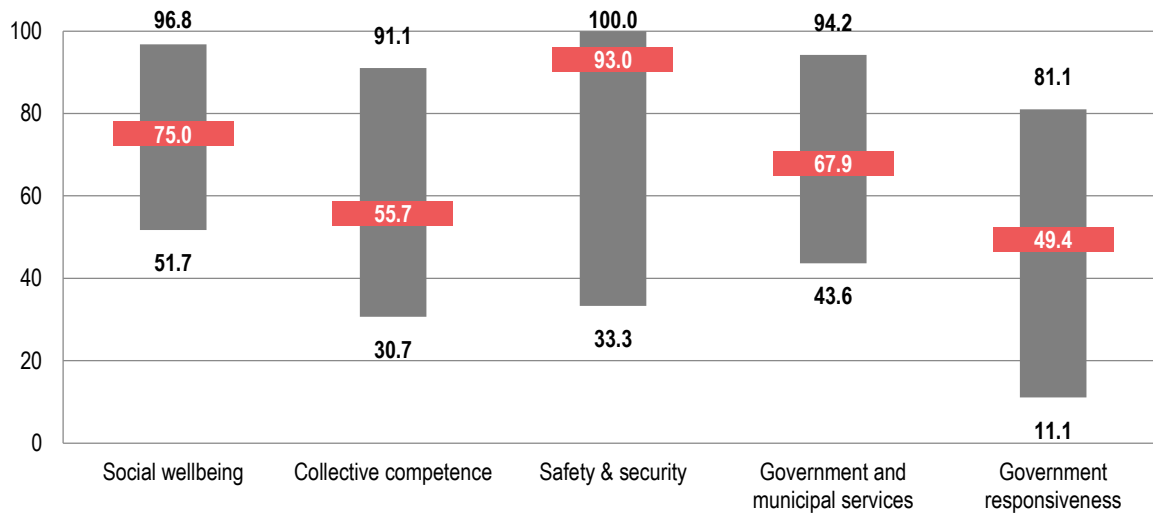
### Khalid Bin Al Waleed (Irbid governorate)



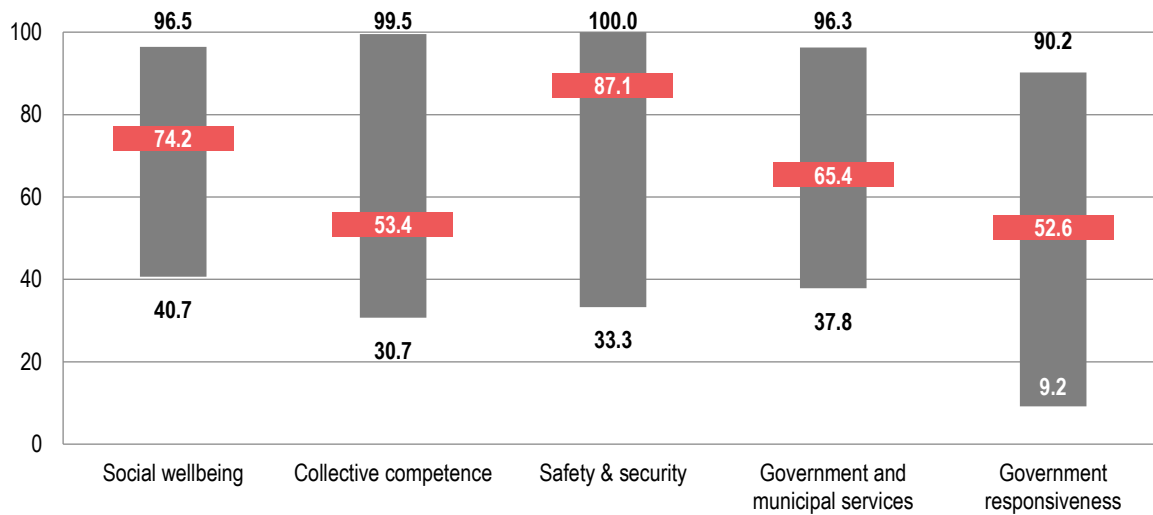
### Mo'ath bin Jabal (Irbid governorate)



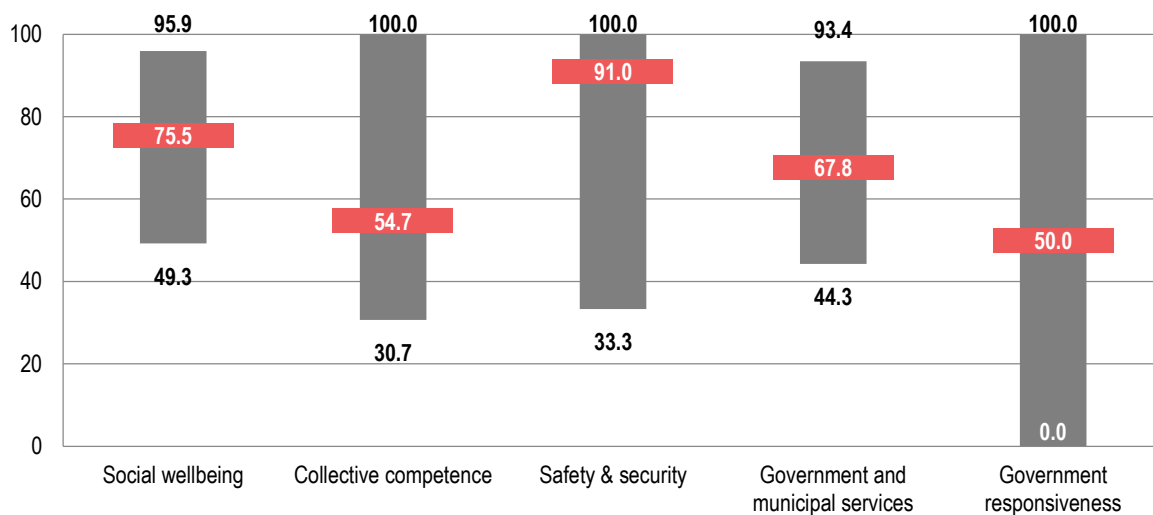
### No'aimeh (Irbid governorate)



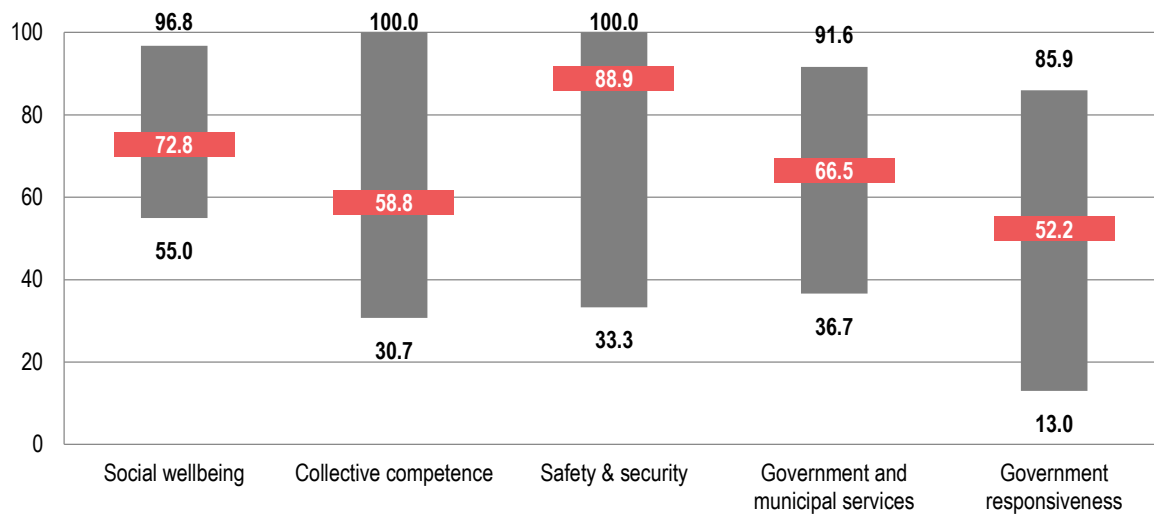
### Al Taybah (Irbid governorate)



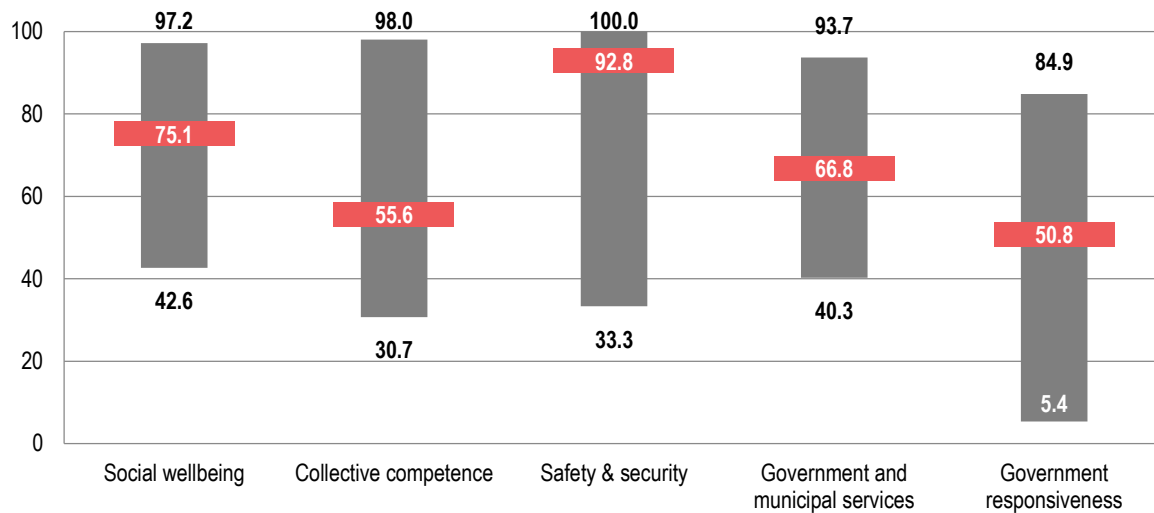
### Al Wastyah (Irbid governorate)



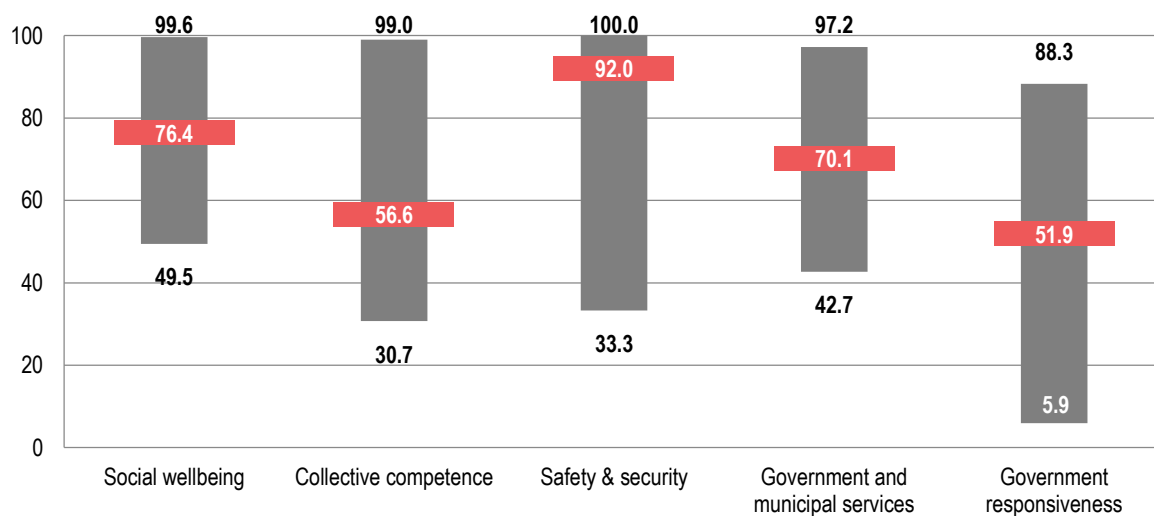
### Alsahya w Nayfha (Mafraq governorate)



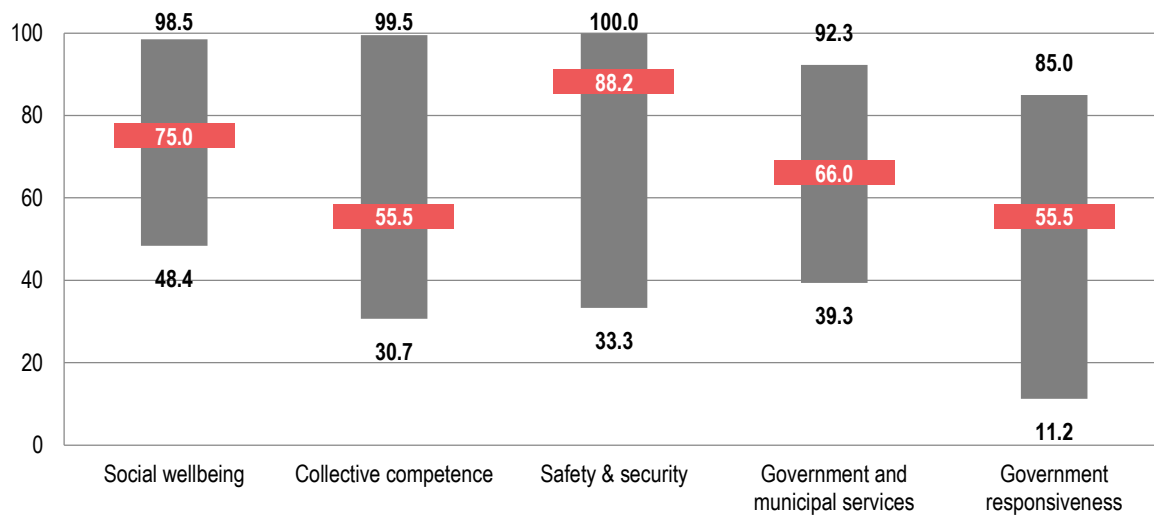
### Sabha w Eldafyaneh (Mafraq governorate)



### Hosha (Mafraq governorate)



### Um Al Jmal (Mafraq governorate)



### Al Mansoura, Tein, Hid (Tafileh governorate)





# USAID Jordan Community Engagement Project: Baseline Assessment, Nov. 2015

## Community: Al Mansoura, Tein, Hid (HTM), Tafilah



USAID  
FROM THE AMERICAN PEOPLE

USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programs to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the program is to strengthen community engagement in the context of regional volatility and transitions associated with domestic policy reform, economic conditions,

and demographic changes. As part of USAID CEP, REACH conducted a survey of 966 households across 10 communities that provide a baseline of community perceptions of community cohesion and resilience in target and control communities. The data presented on this factsheet represents key themes and indicators which are explored in more detail through an assessment report.

### SAFETY AND SECURITY

#### Reported threats to personal safety and security

Degree to which respondents feel safe living in their community:



79%	To a large degree
17%	Moderate degree
3%	Little degree
1%	Not at all
0%	Don't know

Top 5 issues that made respondents feel unsafe or insecure in last 3 years:



76%	Rising prices
76%	Increased unemployment
52%	Corruption
51%	Gunfire at social events
43%	Spread of narcotics

### EFFECT OF SYRIAN CRISIS

% Respondents reporting the Syrian crisis has had an effect on the following:

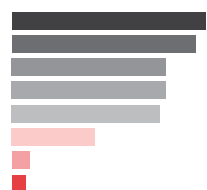


62%	Job security
59%	Quality of medical treatment
45%	Quality of education services
12%	Family and neighborhood safety

### SOCIAL WELLBEING

#### Reported relationships and trust within community

% respondents reporting strong or very strong relationships with:



98%	Family
93%	Extended family
78%	Friends
78%	Neighbors
75%	Tribe
42%	Religious leader
9%	Municipal council member
7%	Parliament member

Reported degree to which community members help each other:



19%	Strongly agree
41%	Agree
32%	Disagree
2%	Strongly disagree
6%	Don't know

% Reporting a strong or very strong sense of belonging to community: **86%**

### COLLECTIVE COMPETENCE

% Respondents who strongly agree or agree with the following:



61%	People are able to work together as one community
52%	People are able to solve problems together
51%	People are able to identify stressors
41%	People can work together to resolve stressors
36%	People have adequate resources to meet needs

### COMMUNITY CHALLENGES

#### Reported community and household problems

Most important problems facing village:



27%	Lack of road maintenance and road expansion
16%	Unemployment
10%	Lack of public transport

Community is able to handle this problem in the future:



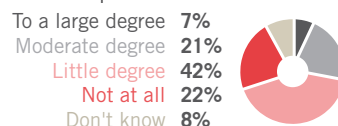
1%	To a large degree
17%	Moderate degree
19%	Little degree
55%	Not at all
8%	Don't know

### MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

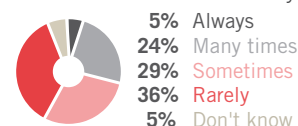
#### Reported perceptions of responsiveness and levels of engagement

Degree to which respondents feel the municipality...

Responds to their needs:



Carries out functions effectively:



% Cited they can hold municipality accountable always or many times: **34%**

% Participated in municipal elections (27/8/2013): **52%**

% Invited to townhall meetings in previous 12 months: **3%**

### MUNICIPAL & GOVERNMENTAL SERVICES

Top 5 municipal and governmental services that respondents reported being either moderately or largely satisfactory:



81%	Police and security services
72%	Solid waste management
70%	Government health services
64%	Water supply services
63%	Street lighting services

### SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are faring across five core indicators relevant to CEP, indices were constructed using multiple questions comprising each indicator. They were produced using a Principle Component Analysis (PCA) statistical method, whereby every questionnaire was given a score for each indicator (100 being the best score). The resulting value for each index reflects the average across all questionnaires in this community.



93	Safety & security
71	Social wellbeing
69	Government & municipal services
54	Collective competence
57	Government & municipal responsiveness

### DEMOGRAPHICS

Average respondent age: **40**

Respondents: Male: **36%** Female: **64%**

Average household size: **5**

Average # household member employed: **0.9**

% of respondents Jordanian: **99%**

% of respondents originally from assessed village: **72%**



# USAID Jordan Community Engagement Project: Baseline Assessment, Nov. 2015

## Community: Al Salhya w Nayfha, Mafrq



**USAID**  
FROM THE AMERICAN PEOPLE

USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programs to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the program is to strengthen community engagement in the context of regional volatility and transitions associated with domestic policy reform, economic conditions,

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### SAFETY AND SECURITY

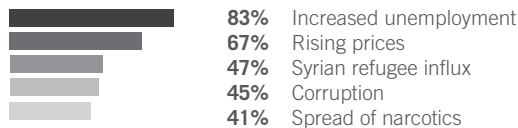
#### Reported threats to personal safety and security

Degree to which respondents feel safe living in their community:



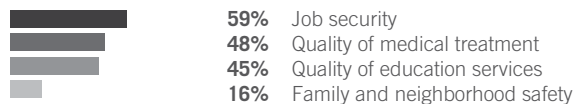
70%	To a large degree
25%	Moderate degree
4%	Little degree
1%	Not at all
0%	Don't know

Top 5 issues that made respondents feel unsafe or insecure in last 3 years:



### EFFECT OF SYRIAN CRISIS

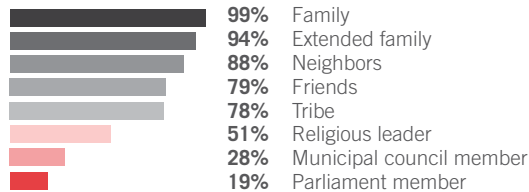
% Respondents reporting the Syrian crisis has had an effect on the following:



### SOCIAL WELLBEING

#### Reported relationships and trust within community

% respondents reporting strong or very strong relationships with:



Reported degree to which community members help each other:

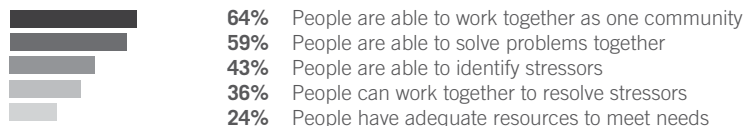


20%	Strongly agree
49%	Agree
21%	Disagree
6%	Strongly disagree
3%	Don't know

% Reporting a strong or very strong sense of belonging to community: **88%**

### COLLECTIVE COMPETENCE

% Respondents who strongly agree or agree with the following:



### COMMUNITY CHALLENGES

#### Reported community and household problems

Most important problems facing village:



20%	Unemployment
19%	Lack and cuts of water supply
14%	Rising prices in general

Community is able to handle this problem in the future:



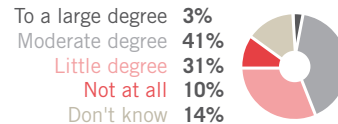
0%	To a large degree
9%	Moderate degree
9%	Little degree
76%	Not at all
6%	Don't know

### MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

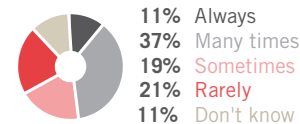
#### Reported perceptions of responsiveness and levels of engagement

Degree to which respondents feel the municipality...

Responds to their needs:



Carries out functions effectively:



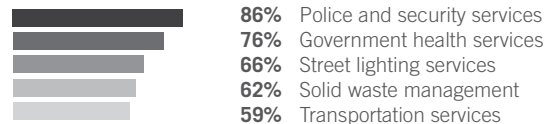
% Cited they can hold municipality accountable always or many times: **37%**

% Participated in municipal elections (27/8/2013): **70%**

% Invited to townhall meetings in previous 12 months: **9%**

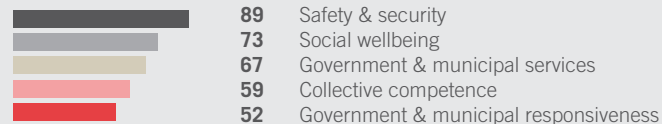
### MUNICIPAL & GOVERNMENTAL SERVICES

Top 5 municipal and governmental services that respondents reported being either moderately or largely satisfactory:



### SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are faring across five core indicators relevant to CEP, indices were constructed using multiple questions comprising each indicator. They were produced using a Principle Component Analysis (PCA) statistical method, whereby every questionnaire was given a score for each indicator (100 being the best score). The resulting value for each index reflects the average across all questionnaires in this community.



### DEMOGRAPHICS

Average respondent age: **38**

Respondents: Male: **45%** Female: **55%**

Average household size: **7**

Average # household member employed: **0.8**

% of respondents Jordanian: **94%**

% of respondents originally from assessed village: **77%**



# USAID Jordan Community Engagement Project: Baseline Assessment, Nov. 2015

## Community: Al Taybeh, Irbid



**USAID**  
FROM THE AMERICAN PEOPLE

USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programs to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the program is to strengthen community engagement in the context of regional volatility and transitions associated with domestic policy reform, economic conditions,

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### SAFETY AND SECURITY

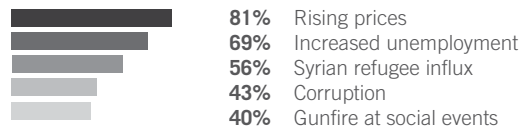
#### Reported threats to personal safety and security

Degree to which respondents feel safe living in their community:



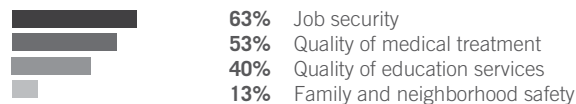
64%	To a large degree
31%	Moderate degree
3%	Little degree
2%	Not at all
0%	Don't know

Top 5 issues that made respondents feel unsafe or insecure in last 3 years:



### EFFECT OF SYRIAN CRISIS

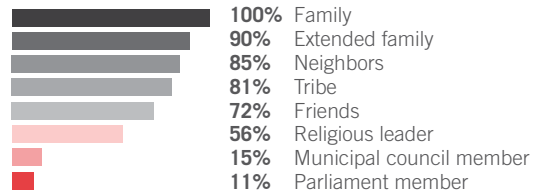
% Respondents reporting the Syrian crisis has had an effect on the following:



### SOCIAL WELLBEING

#### Reported relationships and trust within community

% respondents reporting strong or very strong relationships with:



Reported degree to which community members help each other:

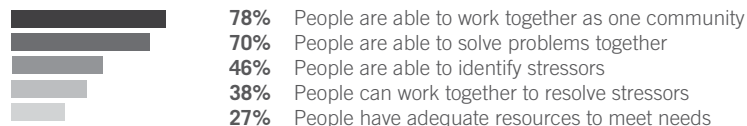


19%	Strongly agree
55%	Agree
21%	Disagree
1%	Strongly disagree
4%	Don't know

% Reporting a strong or very strong sense of belonging to community: **92%**

### COLLECTIVE COMPETENCE

% Respondents who strongly agree or agree with the following:



### COMMUNITY CHALLENGES

#### Reported community and household problems

Most important problems facing village:



Community is able to handle this problem in the future:



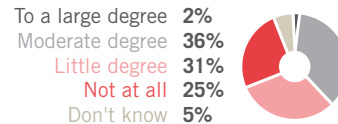
0%	To a large degree
15%	Moderate degree
18%	Little degree
65%	Not at all
2%	Don't know

### MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

#### Reported perceptions of responsiveness and levels of engagement

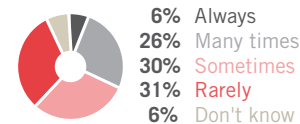
Degree to which respondents feel the municipality...

Responds to their needs:



To a large degree	2%
Moderate degree	36%
Little degree	31%
Not at all	25%
Don't know	5%

Carries out functions effectively:



6%	Always
26%	Many times
30%	Sometimes
31%	Rarely
6%	Don't know

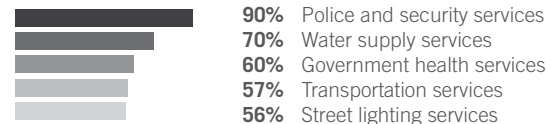
% Cited they can hold municipality accountable always or many times: **36%**

% Participated in municipal elections (27/8/2013): **70%**

% Invited to townhall meetings in previous 12 months: **7%**

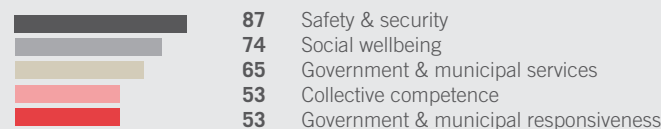
### MUNICIPAL & GOVERNMENTAL SERVICES

Top 5 municipal and governmental services that respondents reported being either moderately or largely satisfactory:



### SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are faring across five core indicators relevant to CEP, indices were constructed using multiple questions comprising each indicator. They were produced using a Principle Component Analysis (PCA) statistical method, whereby every questionnaire was given a score for each indicator (100 being the best score). The resulting value for each index reflects the average across all questionnaires in this community.



### DEMOGRAPHICS

Average respondent age: **41**

Respondents: Male: **30%** Female: **70%**

Average household size: **6**

Average # household member employed: **0.8**

% of respondents Jordanian: **94%**

% of respondents originally from assessed village: **80%**



# USAID Jordan Community Engagement Project: Baseline Assessment, Nov. 2015

## Community: Al Wastyah, Irbid



**USAID**  
FROM THE AMERICAN PEOPLE

USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programs to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the program is to strengthen community engagement in the context of regional volatility and transitions associated with domestic policy reform, economic conditions,

and demographic changes. As part of USAID CEP, REACH conducted a survey of 966 households across 10 communities that provide a baseline of community perceptions of community cohesion and resilience in target and control communities. The data presented on this factsheet represents key themes and indicators which are explored in more detail through an assessment report.

### SAFETY AND SECURITY

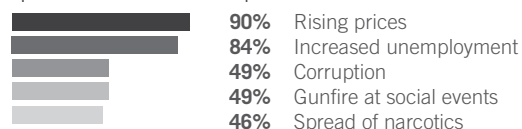
#### Reported threats to personal safety and security

Degree to which respondents feel safe living in their community:



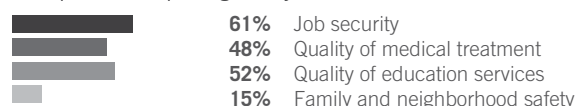
79%	To a large degree
20%	Moderate degree
0%	Little degree
1%	Not at all
0%	Don't know

Top 5 issues that made respondents feel unsafe or insecure in last 3 years:



### EFFECT OF SYRIAN CRISIS

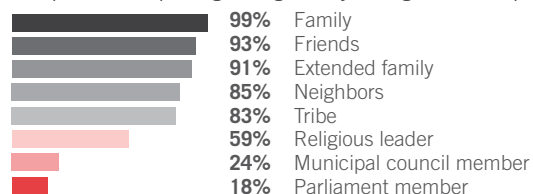
% Respondents reporting the Syrian crisis has had an effect on the following:



### SOCIAL WELLBEING

#### Reported relationships and trust within community

% respondents reporting strong or very strong relationships with:



Reported degree to which community members help each other:

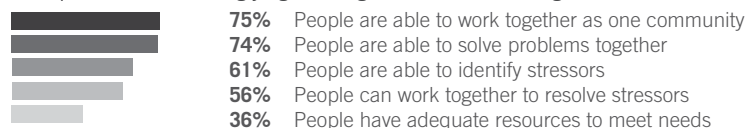


11%	Strongly agree
65%	Agree
17%	Disagree
2%	Strongly disagree
5%	Don't know

% Reporting a strong or very strong sense of belonging to community: **87%**

### COLLECTIVE COMPETENCE

% Respondents who strongly agree or agree with the following:



### COMMUNITY CHALLENGES

#### Reported community and household problems

Most important problems facing village:



32%	Rising prices in general
8%	Sanitation problems
7%	Lack and cuts of water supply

Community is able to handle this problem in the future:



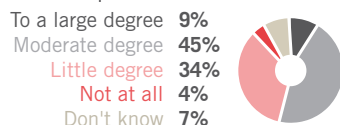
1%	To a large degree
1%	Moderate degree
11%	Little degree
79%	Not at all
8%	Don't know

### MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

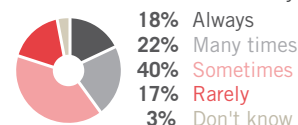
#### Reported perceptions of responsiveness and levels of engagement

Degree to which respondents feel the municipality...

Responds to their needs:



Carries out functions effectively:



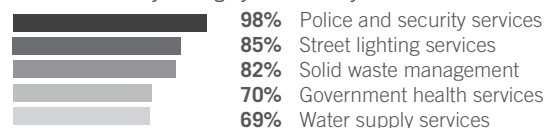
% Cited they can hold municipality accountable always or many times: **33%**

% Participated in municipal elections (27/8/2013): **70%**

% Invited to townhall meetings in previous 12 months: **15%**

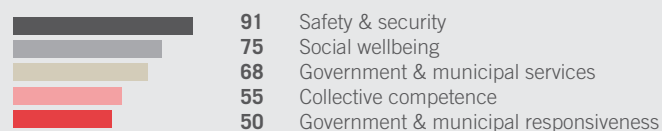
### MUNICIPAL & GOVERNMENTAL SERVICES

Top 5 municipal and governmental services that respondents reported being either moderately or largely satisfactory:



### SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are faring across five core indicators relevant to CEP, indices were constructed using multiple questions comprising each indicator. They were produced using a Principle Component Analysis (PCA) statistical method, whereby every questionnaire was given a score for each indicator (100 being the best score). The resulting value for each index reflects the average across all questionnaires in this community.



### DEMOGRAPHICS

Average respondent age: **43**

Respondents: Male: **44%** Female: **56%**

Average household size: **6**

Average # household member employed: **1.0**

% of respondents Jordanian: **98%**

% of respondents originally from assessed village: **80%**





# USAID Jordan Community Engagement Project: Baseline Assessment, Nov. 2015

## Community: Hosha, Mafrq



USAID  
FROM THE AMERICAN PEOPLE

USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programs to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the program is to strengthen community engagement in the context of regional volatility and transitions associated with domestic policy reform, economic conditions,

and demographic changes. As part of USAID CEP, REACH conducted a survey of 966 households across 10 communities that provide a baseline of community perceptions of community cohesion and resilience in target and control communities. The data presented on this factsheet represents key themes and indicators which are explored in more detail through an assessment report.

### SAFETY AND SECURITY

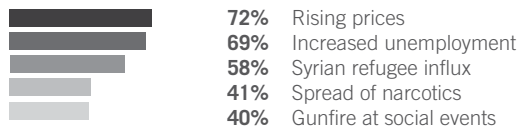
#### Reported threats to personal safety and security

Degree to which respondents feel safe living in their community:



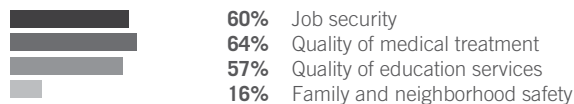
80%	To a large degree
15%	Moderate degree
3%	Little degree
2%	Not at all
0%	Don't know

Top 5 issues that made respondents feel unsafe or insecure in last 3 years:



### EFFECT OF SYRIAN CRISIS

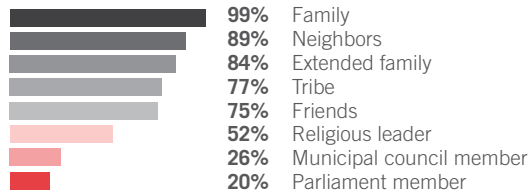
% Respondents reporting the Syrian crisis has had an effect on the following:



### SOCIAL WELLBEING

#### Reported relationships and trust within community

% respondents reporting strong or very strong relationships with:



Reported degree to which community members help each other:

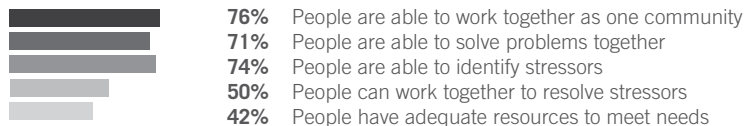


25%	Strongly agree
47%	Agree
17%	Disagree
5%	Strongly disagree
6%	Don't know

% Reporting a strong or very strong sense of belonging to community: 80%

### COLLECTIVE COMPETENCE

% Respondents who strongly agree or agree with the following:



### COMMUNITY CHALLENGES

#### Reported community and household problems

Most important problems facing village:



19%	Unemployment
16%	Lack and cuts of water supply
11%	Rising prices in general

Community is able to handle this problem in the future:



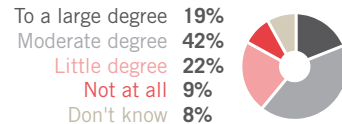
0%	To a large degree
13%	Moderate degree
16%	Little degree
68%	Not at all
3%	Don't know

### MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

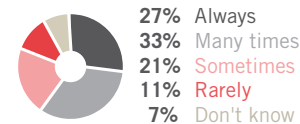
#### Reported perceptions of responsiveness and levels of engagement

Degree to which respondents feel the municipality...

Responds to their needs:



Carries out functions effectively:



% Cited they can hold municipality accountable always or many times: 47%

% Participated in municipal elections (27/8/2013): 64%

% Invited to townhall meetings in previous 12 months: 10%

### MUNICIPAL & GOVERNMENTAL SERVICES

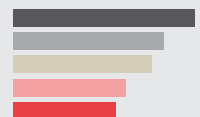
Top 5 municipal and governmental services that respondents reported being either moderately or largely satisfactory:



96%	Police and security services
83%	Solid waste management
82%	Street lighting services
80%	Road building and maintenance services
77%	Government health services

### SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are faring across five core indicators relevant to CEP, indices were constructed using multiple questions comprising each indicator. They were produced using a Principle Component Analysis (PCA) statistical method, whereby every questionnaire was given a score for each indicator (100 being the best score). The resulting value for each index reflects the average across all questionnaires in this community.



92	Safety & security
76	Social wellbeing
70	Government & municipal services
57	Collective competence
52	Government & municipal responsiveness

### DEMOGRAPHICS

Average respondent age: 41

Respondents: Male: 42% Female: 58%

Average household size: 7

Average # household member employed: 1.1

% of respondents Jordanian: 86%

% of respondents originally from assessed village: 61%



# USAID Jordan Community Engagement Project: Baseline Assessment, Nov. 2015

Community: Khalid bin al Waleed, Irbid



USAID  
FROM THE AMERICAN PEOPLE

USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programs to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the program is to strengthen community engagement in the context of regional volatility and transitions associated with domestic policy reform, economic conditions,

and demographic changes. As part of USAID CEP, REACH conducted a survey of 966 households across 10 communities that provide a baseline of community perceptions of community cohesion and resilience in target and control communities. The data presented on this factsheet represents key themes and indicators which are explored in more detail through an assessment report.

## SAFETY AND SECURITY

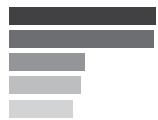
### Reported threats to personal safety and security

Degree to which respondents feel safe living in their community:



70%	To a large degree
23%	Moderate degree
6%	Little degree
1%	Not at all
0%	Don't know

Top 5 issues that made respondents feel unsafe or insecure in last 3 years:



74%	Rising prices
73%	Increased unemployment
38%	Corruption
36%	Spread of narcotics
32%	Gunfire at social events

## EFFECT OF SYRIAN CRISIS

% Respondents reporting the Syrian crisis has had an effect on the following:

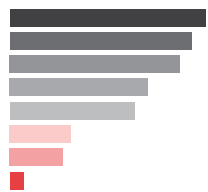


54%	Job security
47%	Quality of medical treatment
36%	Quality of education services
11%	Family and neighborhood safety

## SOCIAL WELLBEING

### Reported relationships and trust within community

% respondents reporting strong or very strong relationships with:



99%	Family
92%	Extended family
86%	Neighbors
70%	Tribe
63%	Friends
31%	Religious leader
27%	Municipal council member
7%	Parliament member

Reported degree to which community members help each other:



27%	Strongly agree
46%	Agree
23%	Disagree
1%	Strongly disagree
3%	Don't know

% Reporting a strong or very strong sense of belonging to community: **85%**

## COLLECTIVE COMPETENCE

% Respondents who strongly agree or agree with the following:



73%	People are able to work together as one community
64%	People are able to solve problems together
57%	People are able to identify stressors
44%	People can work together to resolve stressors
34%	People have adequate resources to meet needs

## COMMUNITY CHALLENGES

### Reported community and household problems

Most important problems facing village:



19%	Lack and cuts of water supply
14%	Rising prices in general
13%	Unemployment

Community is able to handle this problem in the future:



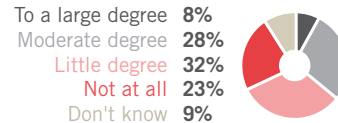
1%	To a large degree
11%	Moderate degree
13%	Little degree
72%	Not at all
2%	Don't know

## MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

### Reported perceptions of responsiveness and levels of engagement

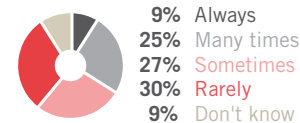
Degree to which respondents feel the municipality...

Responds to their needs:



8%	To a large degree
28%	Moderate degree
32%	Little degree
23%	Not at all
9%	Don't know

Carries out functions effectively:



9%	Always
25%	Many times
27%	Sometimes
30%	Rarely
9%	Don't know

% Cited they can hold municipality accountable always or many times: **40%**

% Participated in municipal elections (27/8/2013): **59%**

% Invited to townhall meetings in previous 12 months: **10%**

## MUNICIPAL & GOVERNMENTAL SERVICES

Top 5 municipal and governmental services that respondents reported being either moderately or largely satisfactory:



86%	Police and security services
71%	Government health services
63%	Transportation services
62%	Solid waste management
61%	Water supply services

## SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are faring across five core indicators relevant to CEP, indices were constructed using multiple questions comprising each indicator. They were produced using a Principle Component Analysis (PCA) statistical method, whereby every questionnaire was given a score for each indicator (100 being the best score). The resulting value for each index reflects the average across all questionnaires in this community.



90	Safety & security
73	Social wellbeing
66	Government & municipal services
58	Collective competence
56	Government & municipal responsiveness

## DEMOGRAPHICS

Average respondent age: **42**

Respondents: Male: **34%** Female: **66%**

Average household size: **6**

Average # household member employed: **0.9**

% of respondents Jordanian: **95%**

% of respondents originally from assessed village: **82%**





# USAID Jordan Community Engagement Project: Baseline Assessment, Nov. 2015

## Community: Mo'ath bin Jabal, Irbid



USAID  
FROM THE AMERICAN PEOPLE

USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programs to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the program is to strengthen community engagement in the context of regional volatility and transitions associated with domestic policy reform, economic conditions,

and demographic changes. As part of USAID CEP, REACH conducted a survey of 966 households across 10 communities that provide a baseline of community perceptions of community cohesion and resilience in target and control communities. The data presented on this factsheet represents key themes and indicators which are explored in more detail through an assessment report.

### SAFETY AND SECURITY

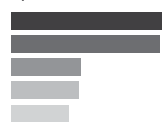
#### Reported threats to personal safety and security

Degree to which respondents feel safe living in their community:



73%	To a large degree
22%	Moderate degree
4%	Little degree
1%	Not at all
0%	Don't know

Top 5 issues that made respondents feel unsafe or insecure in last 3 years:



78%	Rising prices
75%	Increased unemployment
35%	Spread of narcotics
34%	Corruption
29%	Lack of social justice

### EFFECT OF SYRIAN CRISIS

% Respondents reporting the Syrian crisis has had an effect on the following:

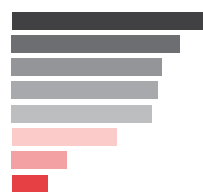


33%	Job security
25%	Quality of medical treatment
18%	Quality of education services
4%	Family and neighborhood safety

### SOCIAL WELLBEING

#### Reported relationships and trust within community

% respondents reporting strong or very strong relationships with:



97%	Family
85%	Extended family
76%	Neighbors
74%	Tribe
71%	Friends
53%	Religious leader
28%	Municipal council member
18%	Parliament member

Reported degree to which community members help each other:

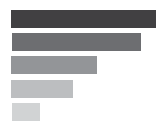


28%	Strongly agree
48%	Agree
16%	Disagree
4%	Strongly disagree
4%	Don't know

% Reporting a strong or very strong sense of belonging to community: **95%**

### COLLECTIVE COMPETENCE

% Respondents who strongly agree or agree with the following:



73%	People are able to work together as one community
65%	People are able to solve problems together
43%	People are able to identify stressors
31%	People can work together to resolve stressors
14%	People have adequate resources to meet needs

### COMMUNITY CHALLENGES

#### Reported community and household problems

Most important problems facing village:



23%	Rising prices in general
15%	Lack of road maintenance and road expansion
9%	Lack and cuts of water supply

Community is able to handle this problem in the future:



2%	To a large degree
4%	Moderate degree
16%	Little degree
71%	Not at all
6%	Don't know

### MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

#### Reported perceptions of responsiveness and levels of engagement

Degree to which respondents feel the municipality...

Responds to their needs:

To a large degree	8%
Moderate degree	40%
Little degree	35%
Not at all	15%
Don't know	2%

Carries out functions effectively:

6%	Always
21%	Many times
40%	Sometimes
30%	Rarely
3%	Don't know

% Cited they can hold municipality accountable always or many times: **22%**

% Participated in municipal elections (27/8/2013): **70%**

% Invited to townhall meetings in previous 12 months: **5%**

### MUNICIPAL & GOVERNMENTAL SERVICES

Top 5 municipal and governmental services that respondents reported being either moderately or largely satisfactory:



86%	Police and security services
81%	Government health services
75%	Water supply services
70%	Street lighting services
61%	Transportation services

### SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are faring across five core indicators relevant to CEP, indices were constructed using multiple questions comprising each indicator. They were produced using a Principle Component Analysis (PCA) statistical method, whereby every questionnaire was given a score for each indicator (100 being the best score). The resulting value for each index reflects the average across all questionnaires in this community.



90	Safety & security
75	Social wellbeing
67	Government & municipal services
56	Collective competence
54	Government & municipal responsiveness

### DEMOGRAPHICS

Average respondent age: **42**

Respondents: Male: **34%** Female: **66%**

Average household size: **6**

Average # household member employed: **1.0**

% of respondents Jordanian: **99%**

% of respondents originally from assessed village: **78%**



# USAID Jordan Community Engagement Project: Baseline Assessment, Nov. 2015

## Community: No'aimeh, Irbid



**USAID**  
FROM THE AMERICAN PEOPLE

USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programs to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the program is to strengthen community engagement in the context of regional volatility and transitions associated with domestic policy reform, economic conditions,

and demographic changes. As part of USAID CEP, REACH conducted a survey of 966 households across 10 communities that provide a baseline of community perceptions of community cohesion and resilience in target and control communities. The data presented on this factsheet represents key themes and indicators which are explored in more detail through an assessment report.

### SAFETY AND SECURITY

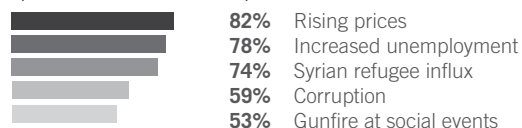
#### Reported threats to personal safety and security

Degree to which respondents feel safe living in their community:



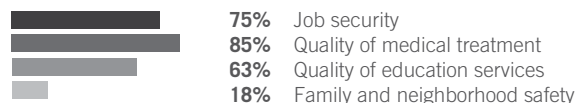
77%	To a large degree
17%	Moderate degree
5%	Little degree
1%	Not at all
0%	Don't know

Top 5 issues that made respondents feel unsafe or insecure in last 3 years:



### EFFECT OF SYRIAN CRISIS

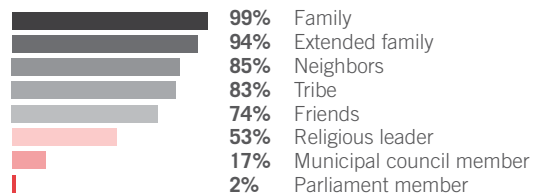
% Respondents reporting the Syrian crisis has had an effect on the following:



### SOCIAL WELLBEING

#### Reported relationships and trust within community

% respondents reporting strong or very strong relationships with:



Reported degree to which community members help each other:

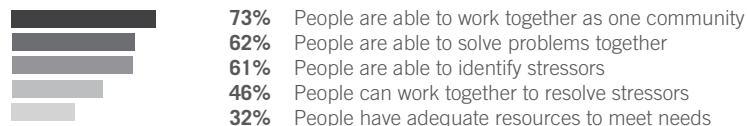


13%	Strongly agree
60%	Agree
13%	Disagree
4%	Strongly disagree
10%	Don't know

% Reporting a strong or very strong sense of belonging to community: **89%**

### COLLECTIVE COMPETENCE

% Respondents who strongly agree or agree with the following:



### COMMUNITY CHALLENGES

#### Reported community and household problems

Most important problems facing village:



28%	Rising prices in general
14%	Lack and cuts of water supply
10%	Unemployment

Community is able to handle this problem in the future:



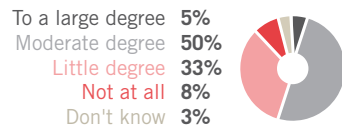
0%	To a large degree
7%	Moderate degree
21%	Little degree
66%	Not at all
5%	Don't know

### MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

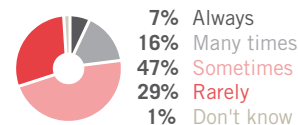
#### Reported perceptions of responsiveness and levels of engagement

Degree to which respondents feel the municipality...

Responds to their needs:



Carries out functions effectively:



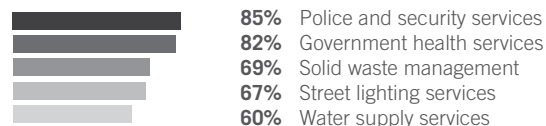
% Cited they can hold municipality accountable always or many times: **21%**

% Participated in municipal elections (27/8/2013): **68%**

% Invited to townhall meetings in previous 12 months: **16%**

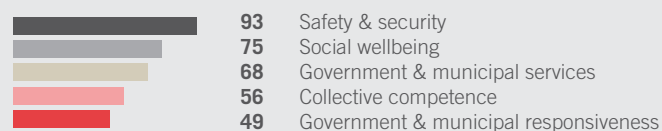
### MUNICIPAL & GOVERNMENTAL SERVICES

Top 5 municipal and governmental services that respondents reported being either moderately or largely satisfactory:



### SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are faring across five core indicators relevant to CEP, indices were constructed using multiple questions comprising each indicator. They were produced using a Principle Component Analysis (PCA) statistical method, whereby every questionnaire was given a score for each indicator (100 being the best score). The resulting value for each index reflects the average across all questionnaires in this community.



### DEMOGRAPHICS

Average respondent age: **41**

Respondents: Male: **54%** Female: **46%**

Average household size: **6**

Average # household member employed: **0.9**

% of respondents Jordanian: **92%**

% of respondents originally from assessed village: **81%**



# USAID Jordan Community Engagement Project: Baseline Assessment, Nov. 2015

## Community: Sabha w el Dafyaneh, Mafrq



USAID  
FROM THE AMERICAN PEOPLE

USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programs to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the program is to strengthen community engagement in the context of regional volatility and transitions associated with domestic policy reform, economic conditions,

and demographic changes. As part of USAID CEP, REACH conducted a survey of 966 households across 10 communities that provide a baseline of community perceptions of community cohesion and resilience in target and control communities. The data presented on this factsheet represents key themes and indicators which are explored in more detail through an assessment report.

### SAFETY AND SECURITY

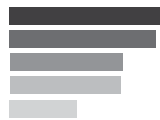
#### Reported threats to personal safety and security

Degree to which respondents feel safe living in their community:



77%	To a large degree
19%	Moderate degree
3%	Little degree
1%	Not at all
0%	Don't know

Top 5 issues that made respondents feel unsafe or insecure in last 3 years:



77%	Rising prices
74%	Increased unemployment
57%	Spread of narcotics
56%	Syrian refugee influx
34%	Gunfire at social events

### EFFECT OF SYRIAN CRISIS

% Respondents reporting the Syrian crisis has had an effect on the following:

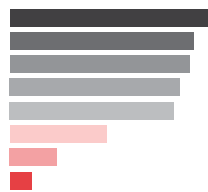


63%	Job security
48%	Quality of medical treatment
54%	Quality of education services
11%	Family and neighborhood safety

### SOCIAL WELLBEING

#### Reported relationships and trust within community

% respondents reporting strong or very strong relationships with:



100%	Family
93%	Extended family
91%	Neighbors
86%	Tribe
83%	Friends
49%	Religious leader
24%	Municipal council member
11%	Parliament member

Reported degree to which community members help each other:

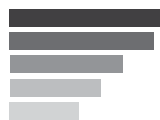


30%	Strongly agree
47%	Agree
18%	Disagree
1%	Strongly disagree
4%	Don't know

% Reporting a strong or very strong sense of belonging to community: **91%**

### COLLECTIVE COMPETENCE

% Respondents who strongly agree or agree with the following:



78%	People are able to work together as one community
73%	People are able to solve problems together
57%	People are able to identify stressors
46%	People can work together to resolve stressors
35%	People have adequate resources to meet needs

### COMMUNITY CHALLENGES

#### Reported community and household problems

Most important problems facing village:



21%	Unemployment
13%	Lack of road maintenance and road expansion
11%	Lack and cuts of water supply

Community is able to handle this problem in the future:



0%	To a large degree
17%	Moderate degree
12%	Little degree
66%	Not at all
5%	Don't know

### MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

#### Reported perceptions of responsiveness and levels of engagement

Degree to which respondents feel the municipality...

Responds to their needs:

To a large degree	6%
Moderate degree	54%
Little degree	26%
Not at all	6%
Don't know	8%

Carries out functions effectively:

6%	Always
32%	Many times
37%	Sometimes
15%	Rarely
10%	Don't know

% Cited they can hold municipality accountable always or many times: **38%**

% Participated in municipal elections (27/8/2013): **71%**

% Invited to townhall meetings in previous 12 months: **7%**

### MUNICIPAL & GOVERNMENTAL SERVICES

Top 5 municipal and governmental services that respondents reported being either moderately or largely satisfactory:



84%	Police and security services
78%	Government health services
67%	Government schools / education services
64%	Street lighting services
62%	Solid waste management

### SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are faring across five core indicators relevant to CEP, indices were constructed using multiple questions comprising each indicator. They were produced using a Principle Component Analysis (PCA) statistical method, whereby every questionnaire was given a score for each indicator (100 being the best score). The resulting value for each index reflects the average across all questionnaires in this community.



93	Safety & security
75	Social wellbeing
67	Government & municipal services
56	Collective competence
51	Government & municipal responsiveness

### DEMOGRAPHICS

Average respondent age: **40**

Respondents: Male: **35%** Female: **65%**

Average household size: **6**

Average # household member employed: **0.8**

% of respondents Jordanian: **90%**

% of respondents originally from assessed village: **83%**



# USAID Jordan Community Engagement Project: Baseline Assessment, Nov. 2015

## Community: Um al Jmal, Mafrq



**USAID**  
FROM THE AMERICAN PEOPLE

USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programs to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the program is to strengthen community engagement in the context of regional volatility and transitions associated with domestic policy reform, economic conditions,

and demographic changes. As part of USAID CEP, REACH conducted a survey of 966 households across 10 communities that provide a baseline of community perceptions of community cohesion and resilience in target and control communities. The data presented on this factsheet represents key themes and indicators which are explored in more detail through an assessment report.

### SAFETY AND SECURITY

#### Reported threats to personal safety and security

Degree to which respondents feel safe living in their community:



74%	To a large degree
20%	Moderate degree
4%	Little degree
1%	Not at all
1%	Don't know

Top 5 issues that made respondents feel unsafe or insecure in last 3 years:



79%	Increased unemployment
74%	Rising prices
51%	Syrian refugee influx
50%	Spread of narcotics
41%	Corruption

### EFFECT OF SYRIAN CRISIS

% Respondents reporting the Syrian crisis has had an effect on the following:

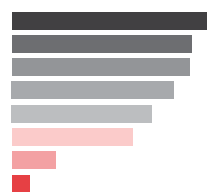


63%	Job security
48%	Quality of medical treatment
52%	Quality of education services
11%	Family and neighborhood safety

### SOCIAL WELLBEING

#### Reported relationships and trust within community

% respondents reporting strong or very strong relationships with:



100%	Family
91%	Extended family
90%	Neighbors
82%	Friends
71%	Tribe
61%	Religious leader
22%	Municipal council member
9%	Parliament member

Reported degree to which community members help each other:

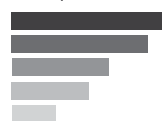


19%	Strongly agree
54%	Agree
16%	Disagree
5%	Strongly disagree
6%	Don't know

% Reporting a strong or very strong sense of belonging to community: **90%**

### COLLECTIVE COMPETENCE

% Respondents who strongly agree or agree with the following:



77%	People are able to work together as one community
69%	People are able to solve problems together
49%	People are able to identify stressors
39%	People can work together to resolve stressors
22%	People have adequate resources to meet needs

### COMMUNITY CHALLENGES

#### Reported community and household problems

Most important problems facing village:



29%	Unemployment
11%	Rising prices in general
8%	Lack and cuts of water supply

Community is able to handle this problem in the future:



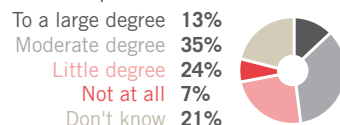
0%	To a large degree
14%	Moderate degree
11%	Little degree
67%	Not at all
8%	Don't know

### MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

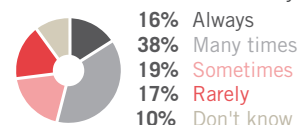
#### Reported perceptions of responsiveness and levels of engagement

Degree to which respondents feel the municipality...

Responds to their needs:



Carries out functions effectively:



% Cited they can hold municipality accountable always or many times: **38%**

% Participated in municipal elections (27/8/2013): **60%**

% Invited to townhall meetings in previous 12 months: **13%**

### MUNICIPAL & GOVERNMENTAL SERVICES

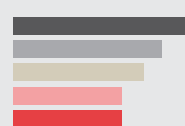
Top 5 municipal and governmental services that respondents reported being either moderately or largely satisfactory:



86%	Police and security services
76%	Government health services
72%	Solid waste management
64%	Water supply services
58%	Government schools / education services

### SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are faring across five core indicators relevant to CEP, indices were constructed using multiple questions comprising each indicator. They were produced using a Principle Component Analysis (PCA) statistical method, whereby every questionnaire was given a score for each indicator (100 being the best score). The resulting value for each index reflects the average across all questionnaires in this community.



88	Safety & security
75	Social wellbeing
66	Government & municipal services
55	Collective competence
55	Government & municipal responsiveness

### DEMOGRAPHICS

Average respondent age: **41**

Respondents: Male: **43%** Female: **57%**

Average household size: **6**

Average # household member employed: **1.0**

% of respondents Jordanian: **92%**

% of respondents originally from assessed village: **77%**

