

# Research Terms of Reference

## Legal Empowerment Needs Assessment REACH Jordan

February 2018  
Version 3

**REACH** Informing  
more effective  
humanitarian action

### 1. Summary

<b>Country of intervention</b>	Jordan				
<b>Type of Emergency</b>		Natural disaster		Conflict	Emergency
<b>Type of Crisis</b>		Sudden onset		Slow onset	x Protracted
<b>Mandating Body/ Agency</b>	Open Society Foundation (OSF)				
<b>Project Code</b>					
<b>REACH Pillar</b>		Planning in Emergencies	x	Displacement	x Building Community Resilience
<b>Research Timeframe</b>	2017-2018 (six-month duration)				
<b>General Objective</b>	Identify the justice and protection needs of Syrian refugees and vulnerable Jordanians throughout Jordan with an emphasis on administrative, casework, social and community support that community facilitators can provide to beneficiaries as part of a legal empowerment programme.				
<b>Specific Objective(s)</b>	<p>To assess and identify:</p> <ul style="list-style-type: none"> <li>• Extent to which vulnerable individuals in the host communities understand their legal rights and entitlements, responsibilities, and limitations</li> <li>• Predominant areas of need for legal aid and services in Jordan's host communities</li> <li>• Level of need for legal empowerment support and administrative assistance amongst Syrians and vulnerable Jordanians across the country</li> <li>• Primary sources of public information relating to legal aid and services, the effectiveness of mechanisms disseminating information about them, and trust in the sources disseminating information</li> <li>• Primary barriers to accessing these services</li> <li>• Drivers of community tension and weakening social cohesion between Syrian refugee and Jordanian populations, as part of a broader understanding of areas of legal need as well as barriers to access</li> <li>• Alternative dispute resolution mechanisms and community leaders driving these methods</li> <li>• How these issues intersect with sex of head of household and governorate of residence</li> </ul>				
<b>Research Questions</b>	<ol style="list-style-type: none"> <li>1. To what extent are Syrian refugees in Jordan aware of their legal rights, entitlements, and duties? What are the primary gaps in awareness and informational needs?</li> <li>2. Through which channels do refugees primarily obtain and consume public information and messages from humanitarian actors, and specifically information regarding legal aid services? Which channels are most preferred?</li> <li>3. To what extent are Syrian refugees in Jordan in need of legal and paralegal services, including administrative, social, and casework needs? What legal issues and disputes do they face most, and subsequently, which services are needed most to address these issues?</li> <li>4. What are the primary social, administrative, and casework needs of vulnerable Jordanians living in host communities? What legal issues and disputes are faced most? How has the Syrian refugee crisis influenced and shaped these needs?</li> </ol>				

	<div>5. What are the most prevalent and severe barriers to accessing services for both Syrian refugees and vulnerable Jordanians? How can both access to and quality of services be improved in light of the protracted refugee crisis?</div> <div>6. What are the key drivers of community tensions and obstacles to social cohesion in Jordanian host communities? How do perceptions regarding community dynamics differ between Syrian refugees and vulnerable Jordanians?</div> <div>7. What legal aid services, justice systems, and dispute resolution mechanisms are available in Jordanian host communities? Where are key gaps in service provision found?</div> <div>8. Who are the key stakeholders, including both organisations and community leaders, who are seeking to address these needs in the Jordanian host community?</div>				
Research Type		Quantitative		Qualitative	xMixed methods
Geographic Coverage	Jordan – nationwide <ul style="list-style-type: none"><li>Survey will be conducted in all 12 governorates amongst a statistically representative sample of Syrian refugee households in each governorate</li><li>Focus group discussions (FGDs) will be conducted in select rural areas, urban areas, and informal tented settlements (ITS)</li></ul>				
Target Population(s)	Syrian refugees and vulnerable Jordanians living in host communities across the country				
Data Sources	<b>Secondary Data:</b> <ul style="list-style-type: none"><li><b>Desk review</b> will be compiled using grey literature to inform the research design and triangulate primary data findings</li></ul> <b>Primary Data:</b> <ul style="list-style-type: none"><li><b>Nationwide survey</b> administered at the household level across a representative sample of Syrian refugee households in Jordan</li><li><b>Focus group discussions</b> conducted with Syrian refugees and vulnerable Jordanians (segregated by sex and population group)</li><li><b>Key informant interviews</b> with government stakeholders, community and religious leaders, and NGO field staff</li></ul>				
Expected Outputs	<ul style="list-style-type: none"><li>Assessment report (including maps and data visualizations)</li><li>Preliminary findings presentation</li><li>Final findings presentation</li><li>Governorate level factsheets</li></ul>				
Key Resources	<ul style="list-style-type: none"><li>REACH technical staff</li><li>REACH operations staff</li><li>ACTED finance and administration staff</li><li>IMPACT technical backstopping staff and resources</li><li>External legal consultant</li><li>Members of the consortium for the Syrian Refugee Empowerment Project in Jordan (SREP)</li></ul>				
Humanitarian milestones					
	Milestone			Timeframe	
		Cluster plan/strategy			
		Inter-cluster plan/strategy			
	x	Donor plan/strategy		2017-2020	
	x	NGO plan/strategy		2017-2020	
		Other			
Audience					
	Audience type			Specific actors	
	x	Operational		NRC, JCLA, Tamkeen, ARDD Legal Aid, Namati	
	x	Programmatic		OSF, NRC, JCLA, Tamkeen, ARDD Legal Aid, Namati	

	x	Strategic	OSF
		Other	
<b>Access</b>		Public (available on REACH research center and other humanitarian platforms)	
		Restricted (bilateral dissemination only upon agreed dissemination list, no publication on REACH or other platforms)	
	x	Other – TBD by the donor	
<b>Visibility</b>		REACH and OSF logos on all assessment products	
<b>Dissemination</b>		REACH will disseminate the research findings first to OSF members of the Syrian Refugee Empowerment Project in Jordan (SREP), of which this assessment is a part. OSF will determine, based on the sensitivity of the findings, whether research outputs will be shared publicly or only circulated amongst relevant actors. If outputs are not shared with the wider humanitarian community, branding will be changed to reflect an IMPACT project rather than REACH.	

## 2. Background & rationale

Going into the sixth year since the outbreak of conflict in Syria, there are currently 655,404 Syrian refugees registered in Jordan, of whom 79% (514,582) live in rural and urban host communities and 21% (140,822) in formal refugee camps.<sup>1</sup> Within host communities, Syrian refugees face a variety of legal challenges, such as obtaining civil documentation, security of tenure and affordable housing, obtaining legal authorization to work, and restricted livelihoods, among other issues that arise due to long-term displacement. Compounding these challenges, many Syrian refugees are living in communities coping with limited public services and livelihoods opportunities since before the Syrian conflict; as the populations of these communities have grown, competition for resources has exacerbated tensions and weakened social cohesion, impacting both refugee and vulnerable Jordanian households alike. Further still, both groups encounter barriers to accessing dispute resolution mechanisms, specifically for family law, personal status, protection issues surrounding sexual and gender-based violence (SGBV), and child protection. As humanitarian actors look towards establishing sustainable services and assistance for those affected by the Syria crisis, the need for legal empowerment and equitable access to the justice system is apparent.<sup>2</sup>

In response to this need, Open Society Foundations (OSF) is implementing a legal empowerment project in Jordan's host communities as part of a larger regional programme. Specifically, OSF will pilot a community mobilization program, the Syrian Refugee Empowerment Project in Jordan (SREP), that seeks to train and equip community facilitators to aid Syrian refugees and vulnerable Jordanians with their administrative, social, and casework needs. However, prior to implementing a project of this magnitude, and in order to understand how community facilitators can support legal empowerment and address stated needs, critical information gaps must be addressed (to be discussed and finalised with consortium partners), in particular:

- Extent to which vulnerable individuals in the host communities understand their legal rights and entitlements, responsibilities, and limitations
- Predominant areas of need for legal aid and services in Jordan's host communities
- Level of need for legal empowerment support and administrative assistance amongst Syrians and vulnerable Jordanians across the country
- Primary sources of public information relating to legal aid and services, the effectiveness of mechanisms disseminating information about them, and trust in the sources disseminating information
- Primary barriers to accessing these services
- Drivers of community tension and weakening social cohesion between Syrian refugee and Jordanian populations, as part of a broader understanding of areas of legal need as well as barriers to access
- Alternative dispute resolution mechanisms and community leaders driving these methods
- How these issues intersect with sex of head of household and governorate of residence

<sup>1</sup> UNHCR [Syria Regional Refugee Response Portal](#), accessed on 4 December 2016.

<sup>2</sup> [Jordan Response Plan for the Syria Crisis 2016-2018](#), accessed on 4 December 2016.

To support this community mobilization project, and in turn the overarching legal empowerment initiative, REACH will conduct a comprehensive nationwide assessment that addresses these information needs.

### 3. Research objectives

**Primary objective:** Identify the justice and protection needs of Syrian refugees and vulnerable Jordanians throughout Jordan with an emphasis on administrative, casework, social, and community support that community facilitators can provide to beneficiaries as part of SREP.

**Specific objectives:**

To assess and identify:

- Extent to which vulnerable individuals in the host communities understand their legal rights and entitlements, responsibilities, and limitations
- Predominant areas of need for legal aid and services in Jordan's host communities
- Level of need for legal empowerment support and administrative assistance amongst Syrians and vulnerable Jordanians across the country
- Primary sources of public information relating to legal aid and services, the effectiveness of mechanisms disseminating information about them, and trust in the sources disseminating information
- Primary barriers to accessing these services
- Drivers of community tension and weakening social cohesion between Syrian refugee and Jordanian populations, as part of a broader understanding of areas of legal need as well as barriers to access
- Alternative dispute resolution mechanisms and community leaders driving these methods
- How these issues intersect with gender, age, disability, nationality, and geographic location

### 4. Research questions

1. To what extent are Syrian refugees in Jordan aware of their legal rights, entitlements, and duties? What are the primary gaps in awareness and informational needs?
2. Through which channels do refugees primarily obtain and consume public information and messages from humanitarian actors, and specifically information regarding legal aid services? Which channels are most preferred?
3. To what extent are Syrian refugees in Jordan in need of legal and paralegal services, including administrative, social, and casework needs? What legal issues and disputes do they face most, and subsequently, which services are needed most to address these issues?
4. What are the primary social, administrative, and casework needs of vulnerable Jordanians living in host communities? What legal issues and disputes are faced most? How has the Syrian refugee crisis influenced and shaped these needs?
5. What are the most prevalent and severe barriers to accessing services for both Syrian refugees and vulnerable Jordanians? How can both access to and quality of services be improved in light of the protracted refugee crisis?
6. What are the key drivers of community tensions and obstacles to social cohesion in Jordanian host communities? How do perceptions regarding community dynamics differ between Syrian refugees and vulnerable Jordanians?
7. What legal aid services, justice systems, and dispute resolution mechanisms are available in Jordanian host communities? Where are key gaps in service provision found?
8. Who are the key stakeholders, including both organisations and community leaders, who are seeking to address these needs in the Jordanian host community?

Specific consideration will be given to the needs of Syrian refugees in the areas of legal and civil documentation, access to essential services, work rights, security of tenure, family law, criminal law, juvenile justice, civil law and debt issues, and other protection concerns.

### 5. Methodology

#### 5.1. Methodology overview

The assessment will be conducted using a mixed-methods approach, combining a nationwide survey of Syrian refugees, focus group discussions in select Syrian and vulnerable Jordanian communities, and a series of Key Informant interviews with relevant stakeholders currently providing legal support, administrative assistance, or dispute resolution support to these populations.

This approach was selected for several reasons. Firstly, the nationwide survey addresses the objective of *quantifying* the legal protection needs of Syrian refugees living in host communities, to form a baseline understanding of what proportion of the refugee community is in need of legal empowerment support and paralegal services and is facing barriers to receiving this aid. Secondly, the survey will seek to identify the predominant legal/paralegal needs of the Syrian refugee population as a whole. This will also provide a comparison based on geographic and demographic indicators to see who in particular needs what types of services, as well as where in Jordan these needs are most acute. For example, civil documentation is a key need for Syrian refugees, signalling the need for statistically representative data regarding the proportion of refugees who are lacking necessary birth, marriage, and death certificates and the primary reasons for why they are unable to obtain them.

To support the development of an effective survey tool, REACH will first conduct focus group discussions (FGDs) to ensure appropriate context and relevancy in the questions asked. This qualitative component will also serve to provide depth and context to the quantitative findings during the analysis phase. FGDs with Syrian refugees will explore experiences with and access barriers to services that will inform questions and response options in the survey. Furthermore, themes that emerge in the qualitative component of the assessment may then be incorporated in the survey to assess prevalence. In addition, FGDs will help gauge community trust in formal justice mechanisms and awareness of rights and duties, and facilitate a deeper understanding of the types of issues being faced by refugees that may require resolution through the justice system, including those relating to community tensions and obstacles to social cohesion. The FGDs will also contribute to a strong and nuanced gender analysis of the data, by enabling discussion of household and community level power dynamics, and how they relate to GBV, child protection, family separation, and other communal disputes.

As the assessment is focused on Jordanian host communities, it is critical to understand the needs of vulnerable Jordanians as well, particularly how limited resources and competing needs may result in community tensions and disputes. Thus a separate and more extensive series of FGDs will be conducted amongst vulnerable Jordanians to understand factors defining their vulnerability, primary administrative, casework, and social needs in light of the Syrian refugee crisis, barriers to accessing these services, and Jordanian perceptions regarding social cohesion in their respective communities. These focus groups will be organised geographically—urban, rural, and informal tented settlements (ITS)—and segregated by sex to respect cultural sensitivities and ensure gender dynamics do not impact the participation of women.

A second qualitative component of the assessment will focus on understanding needs from the perspectives of informed community leaders, service providers, and other key stakeholders. This stakeholder mapping and analysis will occur through a series of Key Informant interviews (KIs) across the data collection period, in which KIs will describe available legal and administrative support services and key gaps in service provision, as well as public institutions and informal actors providing alternative means for dispute resolution. KIs may include representatives from INGOs, NGOs, and CBOs providing legal aid, imams, local employers, or housing providers. The KIs will allow for comparison between the perspectives of refugee and host communities and their institutional stakeholders, ensuring a more comprehensive picture of community dynamics.

## 5.2. Population of interest

The population of interest consists of Syrian refugees and vulnerable Jordanians living in host communities throughout Jordan.

## 5.3. Secondary data review

To inform the design of primary research tools, a desk review of available secondary data will be conducted. This review will encompass a variety of sources and relevant research in an effort to identify critical information gaps regarding:

- Needs and vulnerabilities of Syrian refugees and Jordanians
- Issues of social cohesion and community dynamics
- Access to public services more broadly and to legal/justice systems more specifically
- Current legal, policy, and advocacy frameworks surrounding livelihoods and work permits

An initial list of secondary sources to be included will be developed by REACH for review and further elaboration by partners.

## 5.4. Indicator and tool design

Prior to the start of the assessment, REACH will meet with representatives from OSF, NRC and other consortium members (to include: OSF, NRC, REACH, JCLA, ARDD Legal Aid, Tamkeen). This group will meet on a regular basis throughout the duration of the project to provide technical expertise in reviewing the research tools and later the data and findings. The schedule of meetings will be based on key project milestones, to ensure that project partners are kept informed of progress and given the opportunity to provide input as the project evolves. Specifically, REACH will design the following assessment tools in close consultation with the consortium members and the Amman-based Protection Working Group:

- **Qualitative tools:** Focus group discussion question route, debriefing form, and participant screener; Key Informant interview question route and debriefing form

- **Quantitative tool:** Structured, closed-ended questionnaire, including statement of assessment objectives and informed consent

All assessment tools will be developed in English, and once finalized, translated into Arabic. Before any data collection begins, the REACH field team will undergo comprehensive training on the assessment methodology and tools, data collection best practices, and relevant protection considerations. Project partners will also participate in training of the enumerators to ensure the field team is familiarized with:

- Basic legal concepts
- Relevant Jordanian legal frameworks
- Sensitivity training
- Referral process during field work

This specialized training will ensure that the team can navigate the complexities of the subject matter and conduct interviews effectively, and that imminent protection concerns are communicated to partners by REACH enumerators as they are identified.

Additionally, NRC ICLA will recruit a legal consultant, who will be available during this phase of the assessment to provide legal technical guidance and inputs to the research tool design.

### 5.5 Sampling strategy

Sampling will be conducted at the household level, and the overall sample will be stratified by governorate. A minimum target sample of **2,244 cases** will be interviewed, allowing for findings that are statistically representative at the national level with a 95% confidence level and 2% margin of error. For governorates with more than 10,000 registered cases,<sup>3</sup> findings will be statistically representative at the governorate level with a 95% confidence level and a 5% margin of error; all others will be representative at the 95/10 level.

Table 1: Number of registered cases and corresponding sample size targets, by governorate

Governorate	Registered cases <sup>4</sup>	Target sample size
Amman	59236	382
Irbid	44621	381
Mafrq	22610	378
Zarqa	15266	375
Balqa	6287	95
Ajlun	3723	94
Jerash	3494	93
Madaba	3262	93
Karak	2528	93
Ma'an	2338	92
Aqaba	1031	88
Tafilah	489	80
<b>Total</b>	<b>164,885</b>	<b>2,244</b>

Sampling will be implemented by randomly selecting refugee case telephone numbers from the full Refugee Assistance Information System (RAIS) database. As such, the sampling frame consists of all *UNHCR-registered* cases in Jordan.

<sup>3</sup> Amman, Irbid, Mafrq and Zarqa

<sup>4</sup> Number of registered cases in each governorate as of March 2016. Updated RAIS data will be required prior to data collection to confirm these figures; however, any shifts in target sample size are anticipated to be minimal due to the stability of the registered refugee population.

Prior to the start of data collection, REACH enumerators will conduct a call centre to verify the locations of the selected cases and obtain informed consent and confirm up-to-date addresses and contact details before deploying teams to visit households, thereby ensuring greater efficiency during the data collection period. As the full RAIS data base is not available, one total sample will be drawn, adjusting the sample size according to the proportion of refugees believed to reside in each governorate (plus a 300% buffer). Enumerators will then call through the full sample list in random order, and potential participants will then be allocated to the list of respondent visits for the governorate where they are found to live. The large buffer size was determined based on previous experience in similar assessments requiring call centres, where there were low response-rates when using the RAIS database.

## 5.6. Primary data collection

### 2.1 Qualitative component

The qualitative component of this assessment is comprised of a series of focus group discussions (FGDs) with both Syrian refugees and vulnerable Jordanians and Key Informant interviews (KIs) with providers of legal, administrative, and dispute resolution support.

#### 2.1.1 Focus group discussions (FGDs)

A series of sex-segregated focus groups will be conducted amongst Syrian refugees living in **urban, rural, north ITS, and south ITS** locations to inform the design of the quantitative tool and to explore perceptions and attitudes in more depth. Each focus group will be led by a REACH facilitator who will be supported by a scribe. Specific FGD sites will be discussed and confirmed with consortium partners; however a total of **18 FGDs** are anticipated to be conducted (see Table 2).

Table 2: Syrian refugee FGDs by sex and geographic location

Geographic location	Male	Female	Total
Urban	5	5	10
Rural	2	2	4
North ITS	1	1	2
South ITS	1	1	2
<b>Total</b>	<b>8</b>	<b>8</b>	<b>16</b>

To assess the needs of vulnerable Jordanians, a more expansive series of FGDs will be conducted, with **25** focus groups anticipated to be held in total (see Table 3). FGDs will be held across the country and organized around three primary geographical regions: northern, central, and southern Jordan. Based on available demographic data regarding population densities and ratios of Syrian refugees to Jordanians, a greater emphasis is placed on urban areas in the northern and central regions, to ensure issues surrounding community tensions and social cohesion are adequately captured. Further, given the unique context surrounding tenancy, land use, and access to public services in Jordanian informal Tented Settlements (ITS), a series of FGDs specific to this demographic will be conducted – given that ITS sites are located within each of the geographic regions, there will be an overlap between these two categories.

Selection of Jordanian FGD participants will be based on a set of criteria defining ‘vulnerability’. The specific criteria will be determined in consultation with consortium partners; however, this definition will broadly consider the following factors:

- Socioeconomic indicators (e.g. household income below poverty line)
- Communities most impacted by Syrian refugee crisis (e.g. high influx of refugees, strained public resources)
- Tenancy status (e.g. renter, shared accommodation, no land ownership)
- Gender-based indicators (e.g. female-headed or single-parent households)
- Mixed Syrian-Jordanian households (e.g. through marriage)

Table 3: Vulnerable Jordanian FGDs by sex and geographic location

Geographic location	Male	Female	Total
Northern	4	4	8
Central	4	3	7
Southern	1	1	2
North ITS	2	2	4
South ITS	2	2	4
<b>Total</b>	<b>13</b>	<b>12</b>	<b>25</b>



Through daily debriefs with the field team following the completion of FGDs, the assessment team will gauge the depth, quality, and completeness of the information being obtained. If data saturation is not attained once the target number of focus groups are met, additional FGDs will be organised to address remaining gaps in information. To ensure sufficient time to complete extra focus groups, buffer days will be built into the data collection work plan.

### **2.1.2 Key Informant interviews (KIs)**

To complement the quantitative and qualitative data collected from Syrian refugee and vulnerable Jordanian communities, a series of Key Informant interviews (KIs) will also be conducted with representatives from INGOs, NGOs, relevant GoJ ministries and institutions, and CBOs currently providing support services. This stakeholder mapping exercise will seek to analyse and better understand the scope of services currently available through formal and informal institutions, as well as the primary challenges faced by organisations seeking to access and assist vulnerable communities.

The identification of organisations and specific KIs for this portion of the assessment will be dependent upon the completion of the desk review and further consultation with the consortium members. However, 10-15 KIs are anticipated.

## **2.2 Quantitative component**

Data collection will be undertaken by an experienced mixed-gender team of REACH enumerators and directly supervised by a Field Officer and Field Manager. All data will be recorded using Open Data Kit (ODK) collect, an Android-based mobile application, to ensure data entry directly during the interview, while also mitigating data entry errors typically found when administering pen-and-paper questionnaires. Enumerators will interview the head of case; if unavailable, another case member 18 years or above who is willing to participate will be interviewed instead. The unit of representation will therefore be the case. Where questions are asked regarding the household (where there are multiple cases in the household), these will be used to qualify a characteristic of the case.

The assessment and field teams will work jointly to develop a daily data cleaning and processing plan, to facilitate continual monitoring of incoming data and ensure a high standard of data quality. Entries will be checked rigorously in Excel, with a thorough data cleaning log cataloguing any irregularities identified and all steps undertaken during data cleaning. A dedicated data entry assistant is anticipated to lead these data cleaning processes.

## **5.7. Data analysis**

Qualitative analysis of the FGD and KI data will seek to identify key trends and patterns regarding legal needs, barriers to accessing legal aid, administrative services, and justice mechanisms, and factors impacting social cohesion. Where relevant analysis will include comparisons between the sex, ages, and geographic locations of FGD participants. This analysis will then feed into the development of the quantitative tools.

All appropriate methods of quantitative data analysis will be used to provide analytical depth to the findings as well as significant statistics to help orient future actions and provide recommendations. Quantitative data will be analysed by a review of descriptive statistics in addition to more advanced statistical analysis where appropriate, through Excel and SPSS.

## **5.8. Preliminary findings**

In order for preliminary data and findings to be shared with OSF and other members of the consortium before the completion of data collection, the assessment team will develop an analysis plan and write the analytical syntax in SPSS ahead of data collection. To further guide the pilot programme and enable a participatory process that includes community inputs into the analysis and contextualising of research findings, REACH will also present preliminary findings to a subset of the assessment participants, including both Syrian and Jordanian community members.



## 6. Products and dissemination

### 6.1 Product typology

Table 4: Type and number of products required

Type of Product	Number of Product(s)	Additional information
Report	1	Final assessment report detailing quantitative and qualitative findings  To support the report drafting process, the legal consultant recruited by NRC ICLA will provide technical inputs to the REACH Assessment team. In particular, the consultant will guide and inform the development of programmatic and policy-oriented recommendations to be included in the formal report.
Policy briefs	TBD	If it is deemed that more in-depth, issue-specific research outputs are needed (e.g. a detailed legal analysis of work rights), the legal consultant will produce these shorter issue briefs as requested by OSF. These briefs are not anticipated to be disseminated publicly, rather amongst project partners only.
Factsheet	12	Governorate-level findings
Presentation	2	Preliminary findings and final presentation
Maps	TBD	Embedded in report or provided as annexes
Dataset	1	Cleaned and formatted

### 6.2 Dissemination plan

REACH will disseminate the research findings first to OSF and its implementing partners. OSF will determine, based on the sensitivity of the findings, whether research outputs will be shared publicly or only circulated amongst relevant actors. If outputs are not shared with the wider humanitarian community, branding will be changed to reflect an IMPACT project rather than REACH.

If outputs are disseminated publicly, the following channels will be used:

Table 5: Output dissemination channels

Dissemination Channel	Comments
Livelihoods Working Group (Amman)	Presentation of findings
Protection Working Group (Amman)	Presentation of findings
Other sectorial working groups upon request	Presentation of findings
REACH Resource Center Center	All outputs and final dataset published
ReliefWeb	All outputs published
HDX	Final dataset published

## 7. Management arrangements and work plan

### 7.1. Roles and Responsibilities

Table 6: Description of roles and responsibilities

<b>Task Description</b>	<b>Responsible</b>	<b>Accountable</b>	<b>Consulted</b>	<b>Informed</b>
<i>Development of methodology and qualitative tools</i>	REACH Assessment Manager, REACH Assessment Officer	REACH Assessment Manager,	Global Assessment Coordinator, OSF, NRC, and SREP consortium partners	N/A
<i>Tracking data entry/ submission</i>	REACH Database Manager, REACH Database officer	REACH Assessment Officer	REACH Assessment Manager	Global Assessment Coordinator
<i>Training of CMs for data collection</i>	REACH Senior Field Manager, REACH Senior IM Officer, NRC and SREP consortium partners (Technical consultation and training)	REACH Assessment Officer	REACH Assessment Manager	N/A
<i>Leading and coordinating data collection</i>	REACH Senior Field Manager, REACH Senior IM Officer, FLATS Officer, Assessment Officer, and data collection team	REACH Assessment Officer	REACH Assessment Manager	OSF and SREP consortium partners
<i>Data cleaning and analysis</i>	REACH Assessment Officer, GIS Assistance as needed, REACH Database Officer	REACH Assessment Officer	Global Assessment Coordinator, Data Management and Analysis Specialist (HQ), OSF and SREP consortium partners	N/A
<i>Final output production</i>	REACH Assessment Officer	REACH Assessment Manager	Senior Programme Officer (HQ) , Global Assessment Coordinator, OSF focal point(s)	SREP consortium partners

## 7.2. Resources: HR, Logistic and Financial

ACTED Jordan will provide all HR, logistical, and financial support through the following staff resources:

- REACH-dedicated Finance and Administration Manager
  - Primary focal point for all HR, administration, and financial needs
- REACH-dedicated Finance and Administration Officer
  - Primary focal point for all project procurement and recruitment needs
- ACTED FLATS teams in Amman and Mafrqa base
  - HR Officers in Amman and Mafrqa will support with the recruitment of data collection teams, as 50% of team will be Amman-based and 50% will be Mafrqa-based
  - Fleet Officer will support with procuring vehicles and drivers from Budget rental, and will lead induction of new drivers
  - Finance team in Amman will support with all financial reporting and invoicing
- REACH Senior Field Manager and Senior Field Officer
  - Lead operations and logistics coordination
  - Liaise with both REACH assessment team and REACH/ACTED operations teams

## 7.3. Work plan

Due to space limitations, please see Annex 1.

## 8. Risks & Assumptions

Table 5: List of risks and mitigating action

<i><b>Risk</b></i>	<i><b>Mitigation Measure</b></i>
Participants censor their responses due to sensitivities regarding subject matter, which may result in underreporting of certain indicators	<ul style="list-style-type: none"> <li>• All interviews will be conducted with informed and consenting participants who are 18 years or above, with enumerators clarifying assessment objectives and stressing confidentiality of responses prior to the interview</li> <li>• All enumerators will undertake comprehensive training including interview techniques and other soft skills that will establish a firm understanding of the sensitivities of the assessment</li> <li>• If preliminary analysis suggests potentially censored responses or skewed data, findings will be triangulated with both qualitative data and secondary research to qualify findings</li> </ul>
Conducting household interviews poses a risk to the safety of REACH enumerators during field work	<ul style="list-style-type: none"> <li>• To ensure the security of all enumerators when conducting interviews in households, all quantitative data collection will be conducted in mixed-sex pairs (as deemed culturally appropriate). Additionally enumerators will carry a charged mobile phone with sufficient credit to provide frequent updates to the Operations and Field Coordinators, as well as for any emergency purposes.</li> <li>• Operations and Field Coordinators will remain available at all times during data collection to provide support to enumerators and updates to the Assessment Manager/Officer.</li> </ul>

## 9. Monitoring and evaluation

Table 6: Monitoring and evaluation targets

Objective	Indicator	Target	Data collection methodology
Humanitarian stakeholders are engaged in research cycle	# consortium members attending meetings	6	- Engagement monitoring
	# organisations who provide feedback on draft tools	6	
	# organisations who provide feedback following preliminary findings presentation	6	
	# organisations who attend final findings presentation(s)	10	
	# downloads of report from RC	50	
Humanitarian stakeholders are accessing research products*	# downloads of report from ReliefWeb	50	- User monitoring
	# page clicks on report from inBlue and/or global newsletter	100	
	# downloads of dataset from HDX	10	
Humanitarian stakeholders are using research products	Perceived relevance of research outputs	Very relevant	- Usage M&E
	Perceived quality of assessment (from design to outputs)	Very high	
Research activities contribute to better implementation and coordination of the humanitarian response	# references in single agency documents	5	- Reference monitoring

\*This objective is dependent on final determination by OSF regarding the public dissemination of outputs.

## 10. Documentation plan

Documents to be archived:

- Concept note
- Budget
- Terms of reference
- Final versions of all data collection tools
- FGD debriefs
- FGD scribe notes
- KII debriefs
- Final analysis files
- Final versions of all outputs

## 11. Annexes

1. Work plan
2. Data Management Plan
3. Questionnaire(s) / Tool(s)

## Annex 1: Work plan

		October				November					December				January					February				March				April				May				June							
		1	2	3	4	1	2	3	4	5	1	2	3	4	1	2	3	4	5	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	5	6	7	8				
Research Design	Secondary research																																										
	Literature review 1st draft																																										
	Indicators 1st draft																																										
	Assessment tools 1st draft																																										
	Finalise indicators																																										
	Finalise tools																																										
Data collection (qualitative)	Focus Group Discussions																																										
	Debriefs and notes translations																																										
	Key Informant Interviews																																										
Data processing/analy																																											
	Data collation and analysis																																										
Data collection (quantitative)	Call center																																										
	Enumerator training																																										
	Piloting tool in the field																																										
	Data collection																																										
Data processing/analy	Data cleaning																																										
	Data analysis																																										
Output production/dissemination	Drafting final report and outputs																																										
	Presentation of Pre-liminary findings																																										
	Report review and validation																																										
	Final Presentation																																										
	Report launch/sectorial presentation																																							TBC			

## Annex 2: Data management plan

Administrative Data	
Project Name	Legal Empowerment Needs Assessment
Project Code	TBD
Donor	OSF
Project partners	ARDD Legal Aid, JCLA, Tamkeen
Project Description	A nationwide mixed-methods assessment aiming to identify the justice and protection needs of Syrian refugees and vulnerable Jordanians throughout Jordan. An emphasis on administrative, casework, social, and community support that community facilitators can provide to beneficiaries as part of a legal empowerment programme.
Project Data Contacts	Fran Girling, REACH Assessment Officer – <a href="mailto:frances.girling@impact-initiatives.org">frances.girling@impact-initiatives.org</a> Sam Brett, REACH Assessment Manager – <a href="mailto:samuel.brett@reach-initiative.org">samuel.brett@reach-initiative.org</a>
DMP Version	1.1
Related Policies	None
Data Collection	
What data will you collect or create?	Primary quantitative and qualitative data
How will the data be collected or created?	Nationwide survey – Syrian refugees in Jordan Focus group discussions – Syrian refugees and vulnerable Jordanians Key informant interviews – institutional stakeholders
Documentation and Metadata	
What documentation and metadata will accompany the data?	<p>Metadata:</p> <p>Data Guide will be included as sheet 1 of the data set, which will outline methodology, data collection dates and geographic scope, caveats/limitations, and REACH data focal points. Specific metadata to be included (applicable to quant and/or qual):</p> <ul style="list-style-type: none"> <li>• Date and time of interview</li> <li>• Enumerator/interviewer name</li> <li>• Interviewee name, title, and organisation (KIs)</li> <li>• IMEI number of mobile phone</li> <li>• GPS coordinates of interview location (survey)</li> <li>• Date and time of FGD</li> <li>• Facilitator and scribe names</li> <li>• Location of FGD</li> <li>• Number of participants</li> </ul> <p>Documentation:</p> <p>A data cleaning log will accompany the quantitative dataset to record all changes made to the raw data during processing and cleaning phases.</p> <p>Further data documentation will include SPSS syntax files with an accompanying guide describing variables that have been constructed, any instances of missing values, and any weighting used in the analysis. For the qualitative FGD data, a consolidated matrix of debrief information will be produced, again with an accompanying guide to describe any coding or categorisation used in the qualitative analysis.</p>
Ethics and Legal Compliance	
How will you manage any ethical issues?	<p>Information collected from participants will be confidential and anonymized:</p> <ul style="list-style-type: none"> <li>• Participants will be asked for their informed consent prior to the start of the interview (quant) or discussion (qual)</li> <li>• No personal identifiers such as surname or registration number will be collected as part of the FGDs, and first names will not be used in any outputs.</li> </ul>

	<ul style="list-style-type: none"> <li>Although registration numbers will be collected in the survey, these will be deleted from the final dataset that is shared. They will only be used for cross-checking that interviews have been completed during data collection and in checking for duplicates during cleaning.</li> </ul> <p>In addition, REACH, OSF, and consortium partners will develop a referral system for reporting protection concerns immediately from the field.</p>
How will you manage copyright and Intellectual Property Rights (IPR) issues?	All materials produced as part of this project are under the ownership of OSF. IMPACT may retain copies of all materials produced.
<b>Storage and Backup</b>	
How will the data be stored and backed up during the research?	<p><u>Qualitative data:</u></p> <p>During data collection, all scribe notes from FGDs and interviewer notes from KIIs will be stored securely in REACH offices. Once digitized, these hard copies will be destroyed.</p> <p>Debrief forms will be stored in three ways:</p> <ul style="list-style-type: none"> <li>Locally on the debriefer's computer</li> <li>REACH MENA Dropbox</li> <li>REACH Jordan server</li> </ul> <p>Scribe and interviewer notes will be digitized and stored similarly:</p> <ul style="list-style-type: none"> <li>Assessment Officer's computer</li> <li>REACH MENA Dropbox</li> <li>REACH Jordan server</li> </ul> <p><u>Quantitative data:</u></p> <p>During data collection, the REACH database team will extract forms from the Kobo server and export the data via Excel, to be shared with the data entry assistant/team member responsible for daily data checks and cleaning. This individual will store the data in daily files as well as in a master dataset.</p> <p>The daily exported data and master dataset will be stored locally and on the REACH MENA Dropbox. Once data collection is complete and the dataset has been finalized, the Excel file will be stored on cloud-based servers:</p> <ul style="list-style-type: none"> <li>REACH Jordan server</li> <li>IMPACT global server</li> </ul>
How will you manage access and security?	Both the server and Dropbox are password protected, and Dropbox encrypts all files using 256-bit Advanced Encryption Standard (AES). Physical access to offices in which data is stored is secured, and requires pin-code access to enter.
<b>Selection and Preservation</b>	
Which data should be retained, shared, and/or preserved?	All digital copies of scribe notes, interviewer notes, debrief forms, and the final quantitative dataset.
What is the long-term preservation plan for the dataset?	Storage on REACH Jordan and IMPACT global servers
<b>Data Sharing</b>	
How will you share the data?	OSF will make a final determination on whether assessment outputs and data can be shared. If determined so, REACH will upload the dataset to the REACH Resource Centre, HDX, and will share bilaterally via email by request from partners.
Are any restrictions on data sharing required?	See above.
<b>Responsibilities</b>	



Who will be responsible  
for data management?

REACH Assessment Officer/Manager, Database Manager, and Data Entry Assistant.

Adapted from:

DCC. (2013). Checklist for a Data Management Plan. v.4.0. Edinburgh: Digital Curation

Centre. Available online: <http://www.dcc.ac.uk/resources/data-management-plans>

## Annex 3 : Questionnaire(s) / Tool(s)

Forthcoming