



# USAID COMMUNITY ENGAGEMENT PROJECT (USAID CEP) BASELINE ASSESSMENTS

**JORDAN**

**COMPILED BASELINE REPORT**

**DECEMBER 2016**



**USAID**  
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**REACH** An initiative of ACTED,  
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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

Prior to the onset of the Syria crisis and the subsequent arrival of large numbers of refugees in Jordan, Jordan was already facing a number of structural challenges and inequalities. These include strained public service delivery, challenges in citizens' engagement with the 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>; and citizens' 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 of whom live in host communities<sup>5</sup>. The increase in population has intensified in particular pre-existing challenges relating to public service delivery and resource allocation, as government at different administrative levels increasingly struggles to meet heightened demand for services.

The aggravation of these challenges also has an impact on social cohesion and resilience within communities. Indeed, previous assessments of social cohesion and resilience in Jordan have identified intensified competition for basic services, livelihoods opportunities and housing, along with limited communication between citizens, local government and other stakeholders as drivers of tension at the community level.<sup>6</sup> Such issues pose challenges for social cohesion between host and refugee populations, within Jordanian communities, and between citizens and government at different administrative levels. Consequently, these issues 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 within 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 utilises 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 Organisations (CBOs) to support communities in identifying and prioritising 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. In late 2015, a pilot activity was also implemented in Ma'an city in Ma'an governorate<sup>7</sup>.

Two baseline assessments were conducted to measure levels of resilience and social cohesion in the communities targeted by CEP. The first baseline assessment was conducted by the Middle East Marketing and Research Consultants (MEMRC) between March and August 2014 in the initial nine communities targeted by USAID CEP in 2014. This baseline sought to establish perceptions of social cohesion and resilience in Hay Al Hussein & Al-Ildain, Hay Al-Janoubi, and Sama Al-Sarhan in Mafraq governorate; Hay Jalama, Hay Dabet Nimer and Al Yarmouk Al-Jedidiah communities in Irbid governorate; and Bsaira, Ein Beyda, and Hasa communities in Tafleeh governorate. In addition to the nine targeted communities, MEMRC also conducted the assessment in three comparison (or

<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.

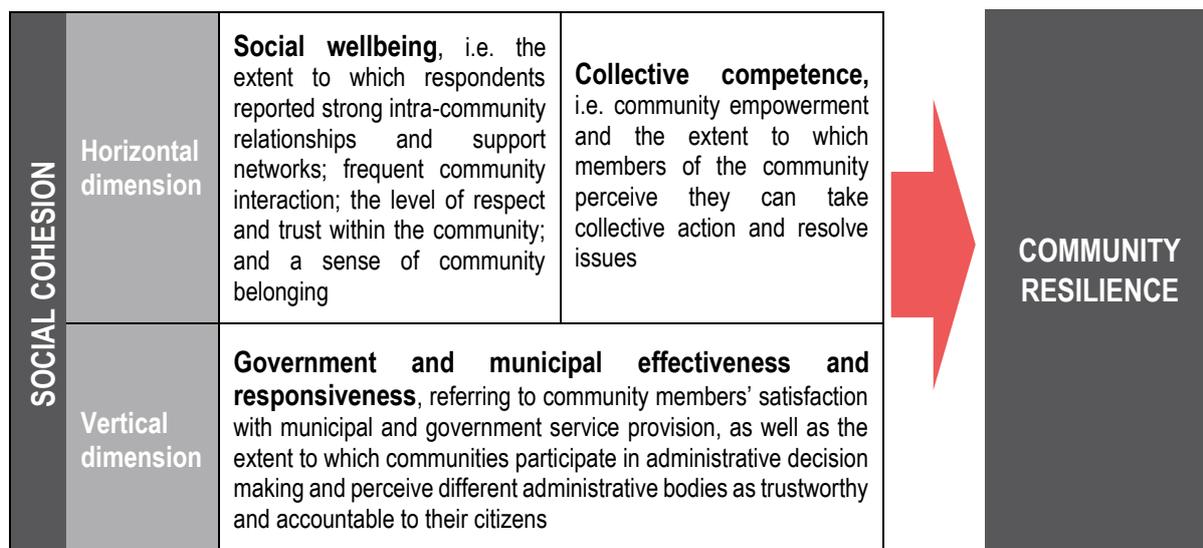
control) communities not targeted by the project.<sup>8</sup> The inclusion of these control communities will enable a comparison for the overall impact evaluation towards the end of project implementation and can contribute towards making a convincing case that improvements in community cohesion and resilience would not have resulted without the project interventions.

Following up from this 2014 assessment, REACH was contracted by CEP to conduct a baseline assessment in the ten newly targeted communities mobilized for CEP implementation in late 2014 and early 2015. This baseline was conducted in November 2015 to establish perceptions of social cohesion and resilience in Alsalhya w Nayfah, Sabha w Eldafyaneh, Um Al Jmal and Hosha communities in Mafrq 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.

Overall, the baseline assessments 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 the baseline will serve as one of the elements for on-going discussions among USAID CEP stakeholders to guide and inform evidence-based programming and project implementation. Moreover, baseline findings will provide a point of reference to evaluate change brought about by CEP intervention over time as well as enable an evaluation of overall impact towards the end of the project.

The CEP baseline assessments looked into 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.

### Key Findings

**The baseline assessments found that the horizontal dimension of social cohesion was, in most cases, robust, with strong intra-community cohesion in the majority of assessed communities.** Community members reported strong personal relationships, and the existence of reliable networks of support and assistance, primarily within families, but also among neighbours and between Jordanians and Syrians. Levels of mutual respect

<sup>8</sup> Control communities were identified based on similar demographic, economic, social and political factors to ensure comparability with implementation communities. Control communities identified were Al-Me'rad Municipality in Jerash, Ajloun Greater Municipality in Ajloun and Gharandal city in Tafleeh.

and trust within communities were reportedly high, while community members generally reported a strong sense of belonging to their local community.

**While intra-community cohesion appears to be strong, there is a perceived limited ability to utilize existing community networks to collectively and practically identify, prioritise and resolve stressors.** For instance, 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 assessed 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. The acknowledgement 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 as unmanageable within communities, communication and engagement between citizens and political representatives and stakeholders at different administrative levels becomes essential.

**However, the vertical dimension of social cohesion appears to be relatively weak in comparison to the horizontal dimension, with challenges and shortcomings reported more frequently and community members' trust in municipal and governmental institutions and representatives appearing to be limited.** Perceptions were particularly weak for municipal responsiveness, effectiveness and accountability. For example, only 31% of respondents perceived the municipality to be carrying out its functions effectively 'many times' or 'always', while 48% reported municipalities to be responsive 'to a little degree' or 'not at all'.

Providing further evidence of citizens' poor perceptions of municipal and governmental effectiveness and responsiveness to their needs, levels of satisfaction with public services were also found to be limited, although satisfaction was reported higher for governmental compared to municipal services.<sup>9</sup> While the majority of respondents reported that they were satisfied to a 'large' or 'moderate' degree with all government services assessed except public universities, overall satisfaction with most assessed municipal services was found to be limited. Satisfaction levels were particularly low for public gardens and recreational facilities for which 71% of respondents reported to be satisfied to a 'little degree' or 'not at all'. The arrival of Syrian refugees is perceived to have exacerbated these 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, also appears strained.**

**Finally, perceptions were found to vary between the different communities across majority of the social cohesion and resilience indicators assessed.** This suggests that certain issues are of a greater concern in some communities, a finding which has implications for the targeting of USAID CEP activities. **Similar variations in perceptions were also found between different demographic groups, especially in terms of perceived municipal responsiveness, sense of belonging to the community, and levels of satisfaction with certain municipal services.** 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<sup>10</sup> reported a weaker sense of belonging to their community than other age groups, 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.

## Conclusion

The findings of these baseline assessments suggest that **USAID CEP should focus on strengthening both the horizontal and vertical dimension of social cohesion in these communities in order to holistically support social cohesion and resilience.** In particular:

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<sup>9</sup> In Jordan, government services typically constitute education and health services, and public security. Meanwhile, municipal services are solid waste management, sanitation, street lighting, road building/ maintenance, and recreational facilities such as public gardens, youth centers, sports facilities, etc.

<sup>10</sup> Defined as those aged 18-30 years for this assessment

- 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 Organisation                                 |
| <b>CET</b>       | Community Enhancement Team                                   |
| <b>CSO</b>       | Civil Society Organisation                                   |
| <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>MEMRC</b>     | Middle East Marketing and Research Consultants               |
| <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 neighbourhoods. The territorial boundaries of municipalities are defined by the Council of Ministers <sup>11</sup> .   |
| <b>Village/neighbourhood</b>     | Municipalities are divided into villages/neighbourhood. Each village or neighbourhood can belong to a municipality and district, which can be different or the same, since in the case of some municipalities, territorial boundaries correspond to district level boundaries as well.  |
| <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 the baseline assessments, a “community” is defined either along the administrative boundaries of a municipality, or, in larger cities such as Tafleh, along the boundaries of an administratively and/or demographically distinct neighbourhood. |

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<sup>11</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

Even prior to the onset of the crisis in Syria and the subsequent arrival of large number of refugees in the country, Jordan was already experiencing a number of structural challenges and inequalities at the community, municipal, governorate and national levels. These include perceptions of limited access to public services or poor service quality; challenges related to the engagement between citizens and local governments, including limited participation of women in the public and political sphere<sup>12</sup>; limited employment opportunities and prospects for youth<sup>13</sup>; continued pressure on natural resources, particularly water<sup>14</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>15</sup>, the large majority of whom – approximately 83% – reside in host communities<sup>16</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>17</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>18</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>19</sup>. Furthermore, 22 additional comprehensive health centres would be required to restore the national standard ratio of one health centre 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>20</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 litres of water per person per day prescribed by the national standard<sup>21</sup>. Finally, according to the SVA, 32 additional solid waste compressors would be needed to cope with the increased tonnage of solid waste. Also, the current landfill capacity would leave 19% of solid waste improperly disposed of<sup>22</sup>.

In addition, the Jordan Response Plan (JRP) 2016-2018 notes the impact of the Syrian refugee situation on the Jordanian housing and labour 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>23</sup>. With the attention of the Government of Jordan (GoJ), as well as of international humanitarian organisations 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>24</sup>. As such, these developments have increased the potential for tensions between host and refugee populations, both within Jordanian communities as well as between citizens and different levels of government. With the international community's efforts in Jordan

<sup>12</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>13</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>14</sup> See e.g. Jordan Ministry of Water and Irrigation, [Jordan Water Sector Facts and Figures 2013](#), January 2015.

<sup>15</sup> UNHCR, [Syria Regional Refugee Response Portal](#), [last accessed 26 January 2016]

<sup>16</sup> [Jordan Response Plan for the Syria Crisis 2016-2018](#) (JRP 2016-2018), Draft, October 2015, p. 8.

<sup>17</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>18</sup> [Jordan Response Plan for the Syria Crisis 2016-2018](#) (JRP 2016-2018), Draft, October 2015, p. 16-17.

<sup>19</sup> *Ibid.*, p. 17

<sup>20</sup> *Ibid.*, 18.

<sup>21</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>22</sup> *Ibid.*, p. 19.

<sup>23</sup> *Ibid.*, 16. See also [World Bank data](#) 2006-2014 [last accessed 18 January 2016].

<sup>24</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 Tafleeh and Ma'an governorates in the South, aims to leave behind stronger, more cohesive and resilient partner communities. The overall goal of USAID CEP is to strengthen community engagement in the context of regional volatility and transitions associated with domestic policy reform, economic conditions and demographic changes.

USAID CEP defines "community" as all segments of the population – public and private, formal and informal – living and working within an administrative area<sup>25</sup>. USAID CEP will achieve its intended goal by working through, and building the capacity of, Community Enhancement Teams (CETs)<sup>26</sup> as primary counterparts and municipalities/local government and Community Based Organisations (CBOs)<sup>27</sup> as key stakeholders to leave behind communities capable of:

- Engaging in a continuous, conflict-sensitive participatory process of identification and prioritisation 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>28</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 Jedidiah communities in Irbid governorate; and Ain Al Beyda, Al Hasa and Bsaira communities in Tafleeh 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 Tafleeh governorate. Furthermore, a small pilot activity was also implemented in Ma'an city in Ma'an governorate in late 2015<sup>29</sup>.

## **b. BASELINE ASSESSMENTS**

### **i. Objective**

Within this context, two baseline assessments were conducted to measure levels of resilience and social cohesion in the communities targeted for USAID CEP implementation in Irbid, Ma'raq and Tafleeh governorates. The first baseline assessment was conducted by the Middle East Marketing and Research Consultants (MEMRC) between March and August 2014 in the initial nine communities targeted by USAID CEP. In addition to the nine targeted communities, MEMRC also conducted the assessment in three comparison (or control) communities not targeted by the project. Control communities assessed were Al-Me'rad Municipality in Jerash, Ajloun Greater Municipality

<sup>25</sup> Please also refer to the 'Geographical and Administrative Classifications' section for a definition of the term "community" as used by USAID CEP.

<sup>26</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>27</sup> CEP's definition of a CBO is a local non-profit organisation. The criteria for identifying CBOs include legal status and registration, consistency of CBOs' objectives with CEP's objectives, clarity and credibility of action plan, implementation plan being within CEP's awarding date, implementation being within targeted area and within budget limit, and the proposed organisation contributing 10% of overall activity cost by way of cash or in-kind contribution.

<sup>28</sup> USAID, Global Communities, [Fact Sheet USAID Community Engagement Project](#), 2014.

<sup>29</sup> USAID, [Community Engagement Project](#), December 2015.

in Ajloun, and Gharandal City in Tafileh. These were identified based on similar demographic, economic, social and political factors to ensure comparability with implementation communities. The inclusion of these control communities will enable a comparison for the overall impact evaluation at the end of project implementation which could contribute towards making a convincing case that improvements in community cohesion and resilience would not have resulted without the project interventions. In late 2015, following the original baseline conducted in the first nine project communities where implementation had begun in 2014, REACH was contracted to conduct a baseline assessment in the ten communities newly added to the project in 2015. This second baseline was thus conducted in November 2015. The community of Ma'an city was not included during the 2015 baseline due to the limited scope of USAID CEP interventions there.

The present report is a compilation of both baseline assessments and outlines findings for all 22 communities assessed, in 2014 and 2015. The overall objective of both baseline assessments was to understand current levels of community cohesion and resilience in the targeted communities at the early stages of USAID CEP implementation, and to identify factors of cohesion and resilience which are perceived to be important by communities. Overall, information gathered through both these baseline assessments will be used to indicate the potential effectiveness of the USAID CEP programmatic approach and inform evidence-based programming decisions in targeted communities. The key evaluation objective will be to identify and analyse changes in perceptions of resilience and social cohesion among targeted communities, which will be assessed through follow-up progress monitoring 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 overall impact of the project.

## ii. Methodology

To establish baseline levels of social cohesion and resilience in targeted 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>30</sup>, and 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 (Safety);
- % change in citizen perception score of social wellbeing (Social Well-Being);
- % change in citizen perception score relating to community's ability to deal with stressors (Collective Competence);
- % of community members who state their government/local government responds to input of communities (Government Responsiveness);
- % change in citizen perception score of satisfaction with the provision of municipality and government services (Provision of Services).

Prior to conducting the first baseline in 2014, USAID CEP developed a detailed impact assessment methodology that utilized existing literature to develop the conceptual and operational definitions of the five indicators.<sup>31</sup> In addition, USAID CEP also conducted four Focus Group Discussions (FGDs) in targeted communities in Irbid, Mafraq and Tafileh governorates to identify dimensions of community cohesion and resilience relevant to Jordanian communities and to use these dimensions in the design of a survey questionnaire.

### Sampling

The sample for the first baseline assessment conducted in the initial nine communities targeted by USAID CEP in 2014 was drawn using the power calculation method based on 2014 population estimates (see Table 1). This estimate was generated using official population census data from 2004 which was updated after conducting a

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<sup>30</sup> Please refer to the annex for the complete assessment tool.

<sup>31</sup> Please refer to the annex for the Analytical Framework

major update of clusters in targeted communities.<sup>32</sup> For the cluster update, target communities were re-mapped by updating all buildings and households, as well as males and females residing in these households. This update led to substantially improved representation of communities. This sample design provides findings representative for each of the nine communities, to a 95% confidence level and a 10% margin of error. While findings are representative at the community level, they are not representative for demographic sub-groups within the community, for example ethnic or gender groups.

Interviews were conducted at the household level with a two-stage cluster sample used to select households. Stage One consisted of using probability proportional to size in each block to extract a target sample that was representative of all clusters within each community. Stage Two consisted of drawing 10 to 15 households within each of the selected clusters. Within the household, to ensure that different members of the household were interviewed and thus, to ensure a higher level of representation within the household, the Kish Method for interviewee selection was used. Also commonly referred to as the “gold standard” for interviewer-administered surveys, the Kish Method is a method used to select members within a household to be interviewed.<sup>33</sup>

Table 1: Community population and sample sizes

|         |      | Community                           | Population <sup>34</sup> | Sample size |
|---------|------|-------------------------------------|--------------------------|-------------|
| Irbid   | 2014 | Hay Jalama                          | 16,787                   | 240         |
|         |      | Hay Dabbet Nimer                    | 6,839                    | 209         |
|         |      | Al Yarmouk Al-Jedidiah              | 15,953                   | 200         |
|         | 2015 | 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          |
| Mafraq  | 2014 | Hay Al Hussein & Al-Ifdain          | 9,657                    | 200         |
|         |      | Hay Al-Janoubi                      | 21,581                   | 210         |
|         |      | Sama Al-Sarhan                      | 16,405                   | 200         |
|         | 2015 | Alsahya w Nayfha                    | 12,895                   | 99          |
|         |      | Sabha w Eldafyaneh                  | 12,170                   | 98          |
|         |      | Hosha                               | 15,754                   | 96          |
|         |      | Um Al Jmal                          | 17,737                   | 96          |
|         |      |                                     |                          |             |
| Tafleeh | 2014 | Bsaira                              | 6,547                    | 200         |
|         |      | Ein Beyda                           | 10,099                   | 200         |
|         |      | Hasa                                | 11,028                   | 200         |
|         | 2015 | Al Mansoura, Tein, Hid              | 6,300                    | 96          |
|         |      |                                     |                          |             |
| Control | 2014 | Me'rad (Jerash)                     | 23,959                   | 200         |
|         |      | Ajloun Larger Municipality (Ajloun) | 42,286                   | 200         |
|         |      | Gharandal (Tafleeh)                 | 3,459                    | 195         |

<sup>32</sup> 'Clusters' are statistical units created by the Jordanian Department of Statistics which refer to a grouping of residencies.

<sup>33</sup> This method requires an enumeration of all persons residing in a household who meet the survey's eligibility. The interviewer uses a series of selection grids pegged to the number of eligible residents in the household to choose one of the eligible as the designated respondent. The advantage of using this method is that the potential for non-representation is believed to be eliminated.

<sup>34</sup> For the 2014 baseline, population figures shown here is a 2014 estimate generated after a cluster update conducted based on the 2004 official population census data. For the 2015 baseline, population data was taken from the Jordanian Department of Statistics (DoS), 2012 population data.

For the second baseline assessment conducted in the additional ten communities targeted by USAID CEP in 2015, before calculating the sample size required to generate statistically significant findings for each community, the population of the ten communities were verified through data from Jordan's 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 willing 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, 3420 interviews were conducted during both baselines, including with 1822 women and 1598 men, among which 3154 were Jordanian, 243 were Syrian and 23 were of another nationality<sup>35</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.

### Indicators and Analysis

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. For the second baseline assessment conducted by REACH in late 2015, while the tool was designed to ensure comparability with the previously conducted baseline, opportunity was taken to review specific questions to make contextual adjustments and increase efficiency.

To measure how communities, taken together, are performing 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 analysed 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>36</sup>, among others, was used to contextualise the quantitative findings of the baseline survey. Where relevant, insights of this report were developed in consultation with the USAID CEP team, which provided additional contextual knowledge on the targeted communities.

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<sup>35</sup> 12 respondents were Egyptian, and the remaining 11 chose 'other' response.

<sup>36</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.

### 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 the 2015 baseline, they 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 neighbourhood of Tafleeh city in Greater Tafleeh municipality. Therefore, to ensure an accurate sampling framework, it was 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, during the second baseline round, randomized GPS points proved logistically challenging to reach or fell in inaccessible areas, such as those close to border areas. 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.
- Both these assessments act as baseline studies, and therefore provides a snapshot of the indicators in each of the communities assessed. As a result it is not within the realm of this baseline 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 two baseline assessments; one conducted in June 2014 in the first nine communities targeted by USAID CEP and a second conducted in November 2015 in the additional ten communities targeted in 2015. Figure 2 below provides an indication of the current state of the different social cohesion and resilience components assessed in these communities. The mean score is provided in red, whilst the grey represents the maximum and minimum scores reported, showing the overall range of results for each index. To calculate these scores, respondents' perceptions were ranked on a scale from 0 to 100, with 0 being the score for the most negative perception (for example, 'strongly disagree') while 100 was the score for the most positive perception (for example, 'strongly agree'). Thus, higher index scores are indicative of more positive perceptions. Questions were then grouped according to the five core indicators relevant to USAID CEP and weighted by their explanatory power for that particular indicator group. The overall scores thus represent the average of all relevant questions and responses within each indicator, weighted by each question's explanatory power. A detailed methodology of how these indices were constructed using Principal Component Analysis (PCA) and the questions analysed to construct the indices are outlined in the annex.

Figure 2: Overall index scores for assessed social cohesion and resilience components in target communities

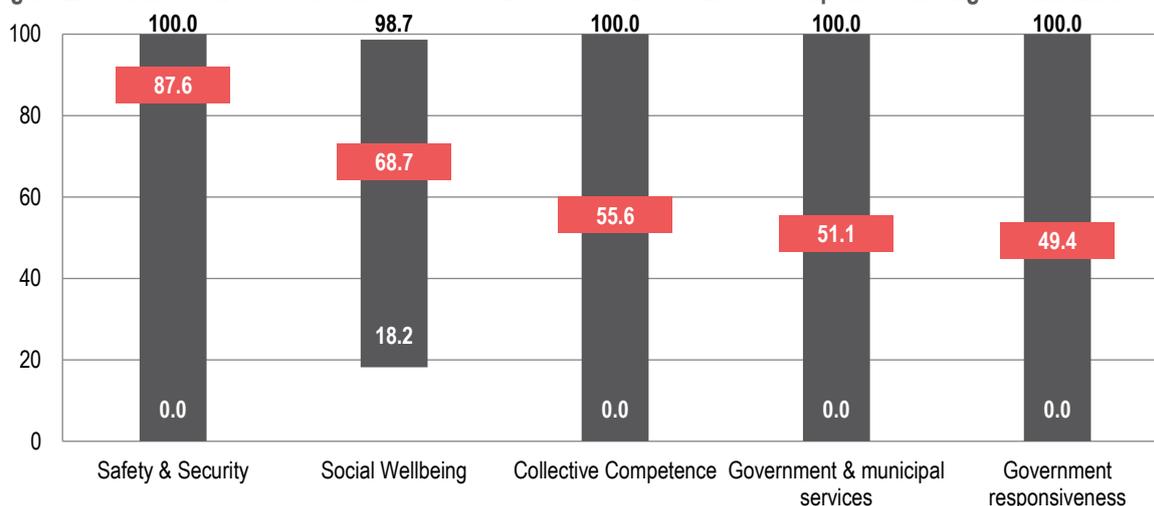


Figure 2 shows that safety and security and social wellbeing were on the whole perceived as robust, with the average score for these indicators being quite high at 87.6 and 68.7 respectively. This implies that perceptions of the safety and security situation and of social wellbeing were relatively positive across assessed communities. 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>37</sup>. Meanwhile, as Figure 2 shows, government and municipal responsiveness, public service delivery, and overall collective competence were perceived as more limited.

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 analysed to construct this index covered institutions ranging from the police, to schools, and parliament. Generally, the observed variation

<sup>37</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.

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 highlighting 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>38</sup>. First, the horizontal dimension, i.e. cohesion within communities, is analysed, 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 analysed 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 final two 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 inputs, 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>39</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 assessed 22 communities. Related to the safety and security issues reported below, the chapter also 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 and neighbourhood 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 were 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

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<sup>38</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>39</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.

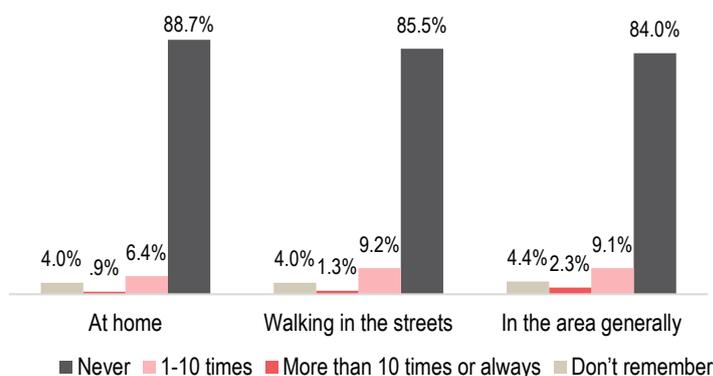
level, while limitations in health care services were found to act as tension drivers at the macro level (municipality or governorate). As such, these developments should be taken into account for effective social cohesion and resilience programming. Safety and security perceptions will be unpacked in 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>40</sup>.

### i. Physical safety and security

Generally, respondents reported feeling safe in their communities. An overwhelming majority of interviewees (92%) reported to be living in safety to either a 'large' (72%) or 'moderate' degree (20%). Similarly, a large majority reported 'never' having felt unsafe at home (89%), while walking in the streets (86%) or in their area in general (84%) over the past six months (see Figure 3). At the community level, perceptions of living in safety were strongest in Al Wastyah where 99% of respondents reported to be living in safety to either a 'large' (79%) or 'moderate' (20%) degree. Meanwhile, such perceptions were lowest in Sama Al Sarhan where 15% of respondents reported to be living in safety to either a 'little degree' or 'not at all'. When asked about potential factors which affect feelings of safety and security, some of the primary reasons cited by respondents in Sama Al Sarhan were increased unemployment (93% of respondents), rising prices (90%), corruption (84%), and spread of narcotics (74%). More detailed community disaggregated findings on potential factors affecting feelings of safety and security are provided in the following sub-chapter.

When disaggregating safety and security perceptions by gender, higher percentages of women reported to 'never' having felt unsafe at home (90% of women, 87% of men), when walking in the streets (87% of women, 84% of men) or in the area in general (85% of women, 83% of men). A potential explanation for the finding that women feel safer in the streets than men could be that women either rarely walk in the streets alone, or that they do not do so unless they judge it to be safe. On the other hand, men 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



Some communities differed significantly regarding the reported frequency of feeling unsafe in the streets, and in their area. While over 70% of respondents reported to 'never' having felt unsafe in the streets or in the area generally over the past six months in all other communities, only 48% and 50% did so respectively 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 the streets and in the area generally.

<sup>40</sup> For an overview of key safety and security related findings for each individual community, please refer to the community profiles in the annex.

Furthermore, in Sabha w Eldafyaneh, Khalid Bin Al Waleed and Um Al Jmal, a considerable proportion of respondents reported that they had felt unsafe in the area 'more than 10 times or always' during the past six months (10%, 9% and 8% respectively). These three communities are communities bordering Syria, which is likely to contribute to an explanation of a higher frequency of feeling unsafe. 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>41</sup>

## 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>42</sup>. The findings of these questions across communities are summarized in Figure 4. These confirm that, beyond physical safety, community members' sense of security is affected by issues such as rising prices (85%), increased unemployment (84%), corruption (72%), the spread of narcotics (60%) and shooting at social events (57%). In addition, a large majority of Jordanian/ non-Syrian respondents (67%) also reported Syrian refugee influx as a factor affecting perceptions of safety and security within their community. Proportion of non-Syrian respondents stating Syrian refugee influx as an issue that had caused them to feel unsafe or insecure over the past three years was highest in Hay Al Janoubi. A possible explanation for this could be that Hay Al Janoubi is part of Greater Mafraq municipality which, according to figures provided by the Ministry of Interior, was hosting the highest number of Syrian refugees in Mafraq governorate (90,000) as of October 2013.<sup>43</sup>

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>44</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.

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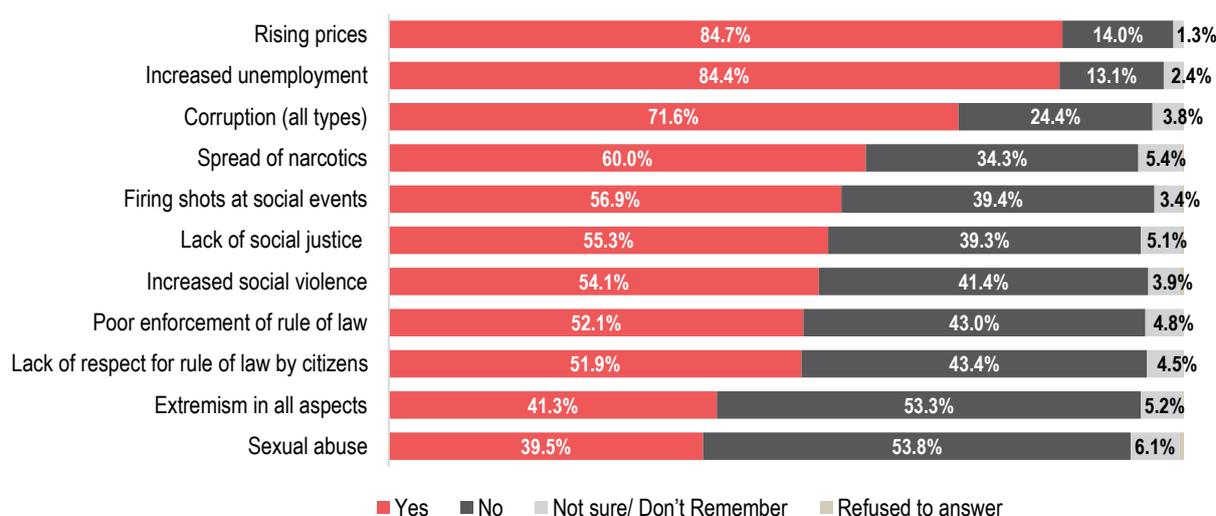
<sup>41</sup> World Bank-DFID-FCO-REACH, [JESSRP Baseline Study](#), Assessment Report, May 2015, p. 37.

<sup>42</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>43</sup> UNDP, [Mitigating the Impact of the Syrian Refugee Crisis on Jordanian Vulnerable Host Communities. Municipal Needs Assessment Report](#), 10 April 2014.

<sup>44</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

Figure 4: Perception of whether given issues have had an impact on respondents' feeling of safety and security, over the past three years



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

For most issues raised with community members, the highest proportion of respondents reporting these issues had caused them to feel insecure or unsafe was found in Al Jalameh (see Table 2). The only exceptions were for corruption and spread of narcotics, where highest proportion of respondents reporting these issues were in Al Hasa, and for increased social violence, for which the highest proportion of respondents reporting this issue was in Al Merath. As such, compared to other communities, Al Jalameh displays a higher level of perceived insecurity across most areas. Meanwhile, the higher prevalence of the spread of narcotics as a factor perceived to be impacting safety and security in Al Hasa is further corroborated by findings from focus group discussions which were conducted by a local project partner prior to the 2014 baseline. During these focus groups, respondents in Al Hasa cited the widespread use of drugs and its usage openly in public as the most pressing negative phenomenon affecting safety levels in their area.<sup>45</sup> A possible explanation for narcotics being a particular problem in Al Hasa could be its location within the southern governorate of Tafileh and its relative proximity to the border with Israel in the south. According to a 2015 report on the general narcotics situation in the 'near east', the Jordan-Israel border from the southern part of the Dead Sea to Eilat, is a main gateway for heroin, cocaine and amphetamine trafficking.<sup>46</sup> This was also complimented by CEP field teams' explanation who confirmed that Al Hasa is situated close to the border where drug trafficking is prevalent.

On the other hand, one particular issue which appears to be of greater concern to residents in Al Jalameh than to respondents in other communities is extremism. 65% of respondents in Al Jalameh stated that extremism had affected them in their sense of security, while the proportion of respondents providing this response in all other communities was 54% or below. A possible explanation for this relatively higher perception of extremism posing a threat to safety and security in Al Jalameh could be its location within Greater Ramtha municipality which is located close to the border with Syria.

<sup>45</sup> Al Jidara, USAID Community Engagement Project. Baseline Assessment Study: Defining Community Cohesion and Resilience. Focus Group Sessions Report. May 2014.

<sup>46</sup> Council of the European Union (Romanian regional chair of the Dublin group), [Regional Report on the Near East](#), 11 November 2015.

Table 2: Most frequently cited reasons for feeling unsafe or insecure over the past three years, by community (darker the shade, more frequently cited the reason)

|                        | Lack of respect for rule of law | Poor enforcement of rule of law | Lack of social justice | Rising prices | Increased unemployment | Corruption | Firing shots at social events | Increased social violence | Spread of narcotics |
|------------------------|---------------------------------|---------------------------------|------------------------|---------------|------------------------|------------|-------------------------------|---------------------------|---------------------|
| Ain Al Bida            | 60%                             | 60%                             | 66%                    | 83%           | 81%                    | 80%        | 65%                           | 58%                       | 62%                 |
| Ajloun (control)       | 59%                             | 58%                             | 63%                    | 87%           | 84%                    | 80%        | 59%                           | 63%                       | 62%                 |
| Al Hasa                | 67%                             | 71%                             | 73%                    | 91%           | 90%                    | 90%        | 66%                           | 72%                       | 86%                 |
| Al Hay Al Janoubi      | 62%                             | 65%                             | 61%                    | 86%           | 89%                    | 87%        | 63%                           | 68%                       | 70%                 |
| Al Hussein Al Fdain    | 67%                             | 66%                             | 68%                    | 88%           | 88%                    | 80%        | 72%                           | 70%                       | 61%                 |
| Al Jalameh             | 73%                             | 77%                             | 76%                    | 96%           | 95%                    | 89%        | 77%                           | 71%                       | 74%                 |
| Al Mansoura, Tein, Hid | 23%                             | 25%                             | 34%                    | 76%           | 76%                    | 52%        | 51%                           | 23%                       | 43%                 |
| Al Merath (control)    | 71%                             | 70%                             | 66%                    | 84%           | 91%                    | 87%        | 66%                           | 73%                       | 68%                 |
| Alsahya w Nayfha       | 20%                             | 20%                             | 26%                    | 67%           | 83%                    | 45%        | 34%                           | 20%                       | 41%                 |
| Al Taybah              | 24%                             | 16%                             | 27%                    | 81%           | 69%                    | 43%        | 40%                           | 22%                       | 35%                 |
| Al Wastyah             | 35%                             | 38%                             | 41%                    | 90%           | 84%                    | 49%        | 49%                           | 35%                       | 46%                 |
| Al Yarmouk             | 48%                             | 56%                             | 57%                    | 82%           | 83%                    | 77%        | 60%                           | 60%                       | 58%                 |
| Bsaira                 | 53%                             | 53%                             | 60%                    | 91%           | 91%                    | 79%        | 64%                           | 56%                       | 67%                 |
| Dabit Namer            | 63%                             | 65%                             | 69%                    | 88%           | 86%                    | 87%        | 72%                           | 72%                       | 74%                 |
| Gharandal (control)    | 64%                             | 65%                             | 64%                    | 87%           | 88%                    | 82%        | 72%                           | 67%                       | 68%                 |
| Hosha                  | 24%                             | 19%                             | 28%                    | 72%           | 69%                    | 33%        | 40%                           | 14%                       | 41%                 |
| Khaled Bin Al Waleed   | 20%                             | 24%                             | 26%                    | 74%           | 73%                    | 38%        | 32%                           | 16%                       | 36%                 |
| Mo'ath bin Jabal       | 19%                             | 19%                             | 29%                    | 78%           | 75%                    | 34%        | 21%                           | 17%                       | 35%                 |
| No'aimeh               | 41%                             | 43%                             | 47%                    | 82%           | 78%                    | 59%        | 53%                           | 46%                       | 42%                 |
| Sabha w Eldafyaneh     | 14%                             | 12%                             | 16%                    | 77%           | 74%                    | 32%        | 34%                           | 14%                       | 57%                 |
| Sama Al Sarhan         | 66%                             | 62%                             | 68%                    | 90%           | 93%                    | 84%        | 66%                           | 67%                       | 74%                 |
| Um Al Jmal             | 21%                             | 17%                             | 25%                    | 74%           | 79%                    | 41%        | 33%                           | 21%                       | 50%                 |

| Legend                                |   |
|---------------------------------------|---|
| Most frequently cited                 |  |
| 2 <sup>nd</sup> most frequently cited |  |
| 3 <sup>rd</sup> most frequently cited |  |
| 4 <sup>th</sup> most frequently cited |  |
| 5 <sup>th</sup> most frequently cited |  |

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, 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 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.

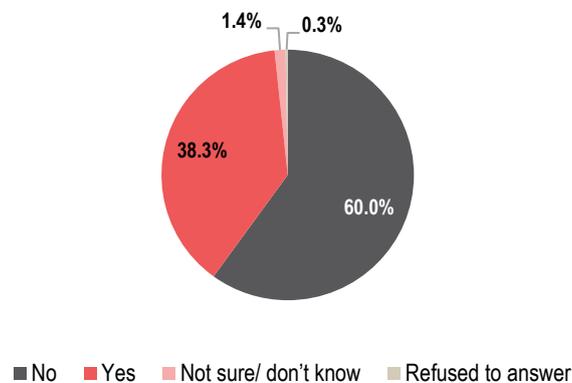
### iii. Impact of Syrian Refugees' Arrival

In terms of perceptions of the impact of the arrival of Syrian refugees on safety and security, while there is a limited perception that Syrian refugees present a threat to physical security in terms of family and neighbourhood safety, there are stronger perceptions of the arrival of refugees having affected job security and the quality of health and education services. These findings confirm that the arrival of refugees is perceived to have 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>47</sup>. While it should be noted that the questions included in the 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>48</sup>.

#### Perceived impact on family and neighbourhood safety

When looking at Jordanians' perceptions of Syrian refugees' impact on the physical safety and security of their family and neighbourhood, an overall positive picture presented itself. Majority of respondents (60%) reported that refugees had not affected safety and security in their family and neighbourhood, while 38% reported an impact (see Figure 5)<sup>49</sup>. Some variations between communities were found for this indicator; while 95% respondents in Mo'ath Bin Jabal reported that the arrival of refugees had not impacted safety levels in their family and neighbourhood, only 33% did so in Al Hay Al Janoubi and Sama Al Sarhan. This is in line with findings related to the general perception of Syrian refugee influx as an issue affecting safety over the past three years; the highest proportion of respondents (86%) stating that this had caused them to feel unsafe or insecure over the past three years were in Al Hay Al Janoubi. Such perceptions were also strong in Sama Al Sarhan with 76% of respondents reporting this.

Figure 5: Proportion of Jordanian respondents perceiving an impact of Syrian refugees' arrival on safety and security of family and neighbourhood



#### 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 the FCO<sup>50</sup>, interviewed Jordanians perceived an impact on government service delivery, i.e. education and health

<sup>47</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>48</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.

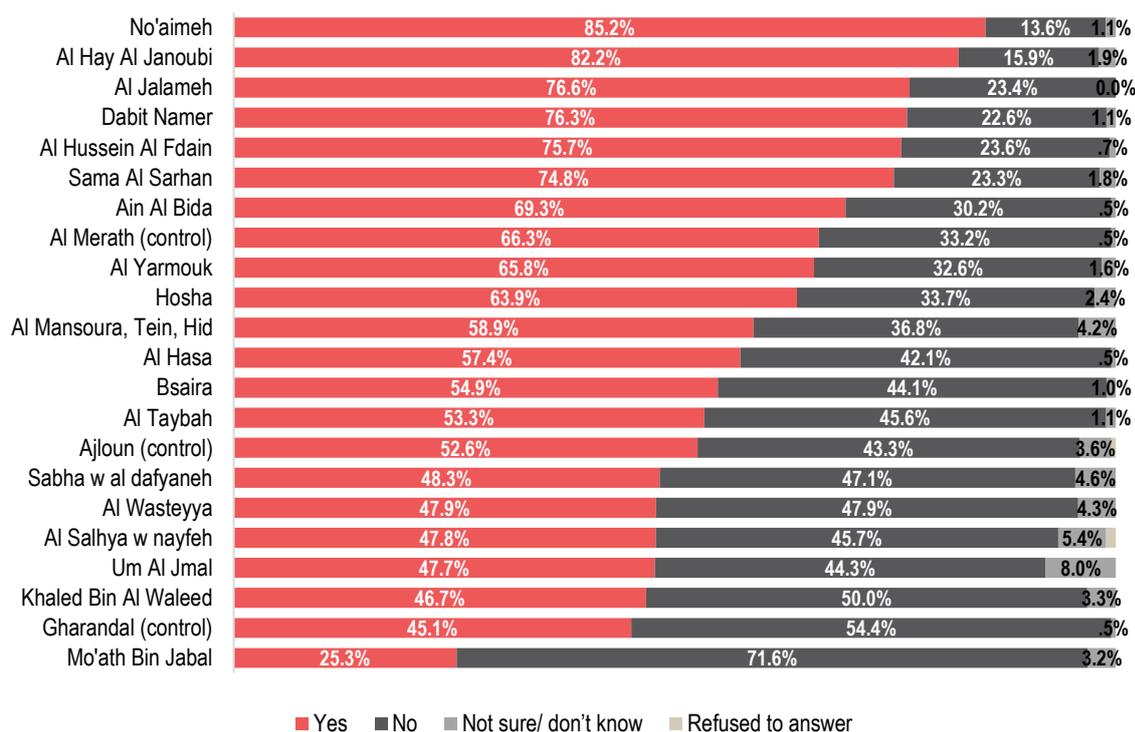
<sup>49</sup> Please note that "impact" was neither defined positive nor negative in the questionnaire, but kept neutral. Please refer to the annex for the tool and the exact phrasing of the question.

<sup>50</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.

services<sup>51</sup>. Across communities assessed in this baseline, 61% of respondents stated that the Syrian refugee situation had an impact on the quality of medical treatment, while 37% reported no effect. Similarly, a majority of Jordanian respondents (53%) perceived that the arrival of Syrian refugees had affected the quality of education services, while 43% 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 Al Hay Al Janoubi and a significantly lower one in Mo'ath bin Jabal (see Figures 6 and 7). In No'aimeh, 85% of Jordanian respondents reported an impact of Syrian refugees' arrival on the quality of medical treatment. 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. Furthermore, the divergence in the perceptions of an impact on government service delivery should also 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 centre, which has reportedly been overwhelmed by the increased demand for medical services. No'aimeh is also part of Irbid governorate where the resilience of the health sector since the onset of the Syrian crisis has been categorized as highly vulnerable due to a range of reasons, including shortcomings in the ratio of health centres to population.<sup>52</sup> Furthermore, perceptions of the impact of Syrian refugees on quality of medical treatment should also be understood in light of the fact that majority of Syrian refugees in host communities access healthcare in public rather than private healthcare facilities.<sup>53</sup> These perceptions thus are more likely linked to the impact on healthcare in public facilities.

Figure 6: Proportion of Jordanians perceiving an impact of Syrian refugees on quality of medical treatment



<sup>51</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.

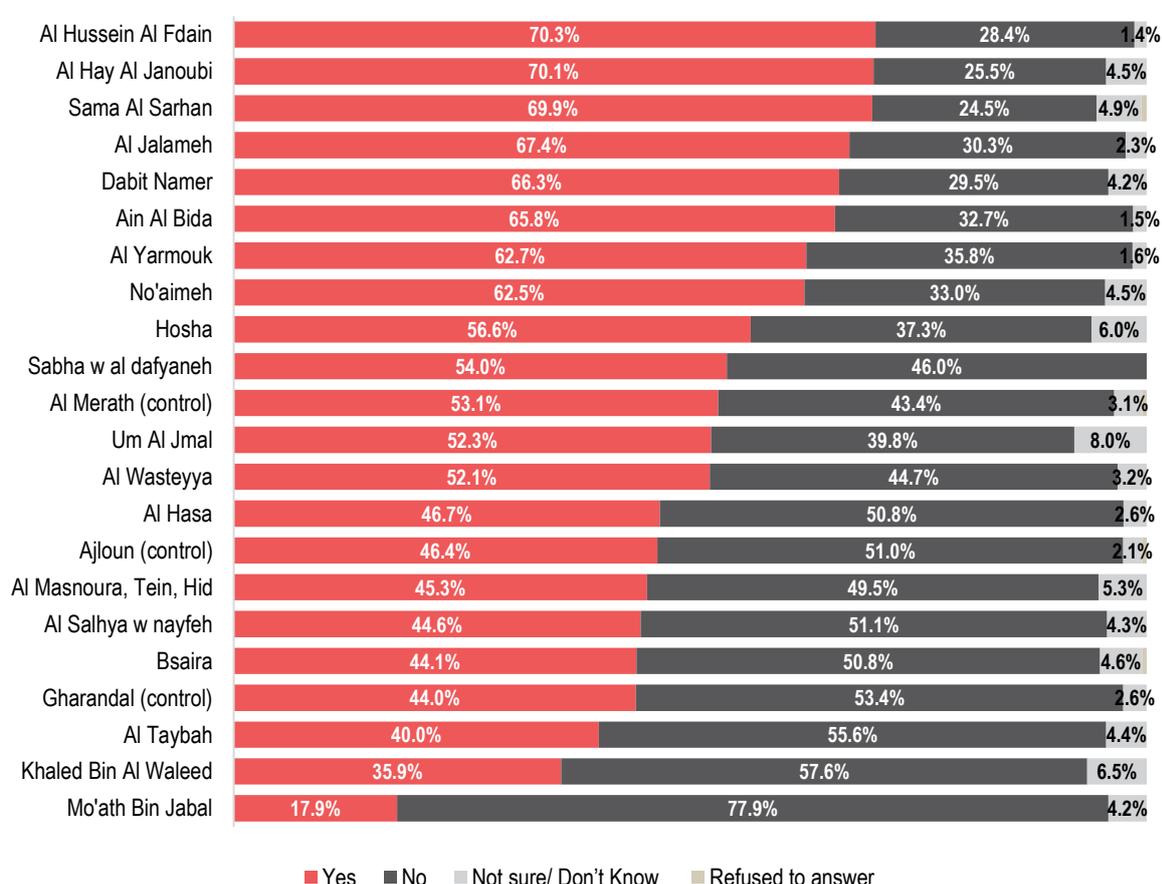
<sup>52</sup> [Jordan Response Plan for the Syria Crisis 2016-2018](#) (JRP 2016-2018), October 2015, p. 17

<sup>53</sup> UNHCR et al, [Syrian Refugee Health Access Survey in Jordan](#), December 2014, p.3

This preference for public health facilities could be cost-related. However, it should be noted that until November 2014, refugees had free access to primary and secondary healthcare in all Ministry of Health facilities, which is no longer the case as of 20 November 2014. See also: [Jordan Response Plan for the Syria Crisis 2015](#), p.17

Highest proportion of respondents perceiving an impact on quality of education was in Al Hay Al Janoubi and Al Hussein Al Fdain (See Figure 7). As in the case of healthcare, these relatively higher perceptions of Syrian refugees' impact on education should also be understood within the context of pre-crisis standards of service delivery. Another plausible explanation could be related to the number of refugees being hosted in these particular communities. For example, both Al Hay Al Janoubi and Al Hussein Al Fdain are part of Greater Mafrq Municipality which, according to figures provided by the Ministry of Interior, was hosting the highest number of Syrian refugees in Mafrq governorate (90,000) as of October 2013.<sup>54</sup> Meanwhile, the lowest proportion of respondents perceiving an impact of Syrian refugees on the quality of both health and education services was in Mo'ath bin Jabal, 25% and 18% respectively. 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.

Figure 7: Proportion of Jordanian respondents perceiving an impact of the arrival of Syrian refugees on quality of education services



### Perceived impact on job security

When looking at Jordanians' perception of Syrian refugees' impact on job security across assessed communities, the majority of respondents (68%) reported that refugees have had an effect. In terms of differences between 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 8). 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

<sup>54</sup> UNDP, [Mitigating the Impact of the Syrian Refugee Crisis on Jordanian Vulnerable Host Communities, Municipal Needs Assessment Report](#), 10 April 2014.

challenge in Jordan<sup>55</sup>. Furthermore, it should also be noted that not all sectors of employment have been equally affected by increased job competition since the onset of the Syria crisis. Past studies have found that sectors such as construction and agriculture have been most affected. For instance, a 2015 study conducted by the International Labour Organisation (ILO) in collaboration with the Fafo Institute for Applied International Studies (Fafo) found that since the start of the Syrian crisis, an increase in employment of Syrians in construction and agriculture has been simultaneously accompanied by a decrease of Jordanians working in these sectors. 30% of Jordanians who were employed in construction and in agriculture just before the crisis do not work in these sectors today.<sup>56</sup> Therefore, negative perceptions of the refugee situation on job security should be understood against this backdrop.

Perceptions of impact of the arrival of Syrian refugees on job security was considerably higher in Al Hay Al Janoubi at 85%. This finding is consistent with findings related to perceived impact of refugees on family and neighbourhood safety, as well as on quality of health and education services, wherein similarly high proportions of respondents reported such impacts, in comparison to other communities. 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 due 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>57</sup>, Syrian refugees residing in ITS primarily work in agriculture, meaning while they were in Mo'ath bin Jabal, they most likely provided an economic contribution through informal agricultural work. This might have led to a generally more favourable perception of refugees in the community, as observed across all indicators.

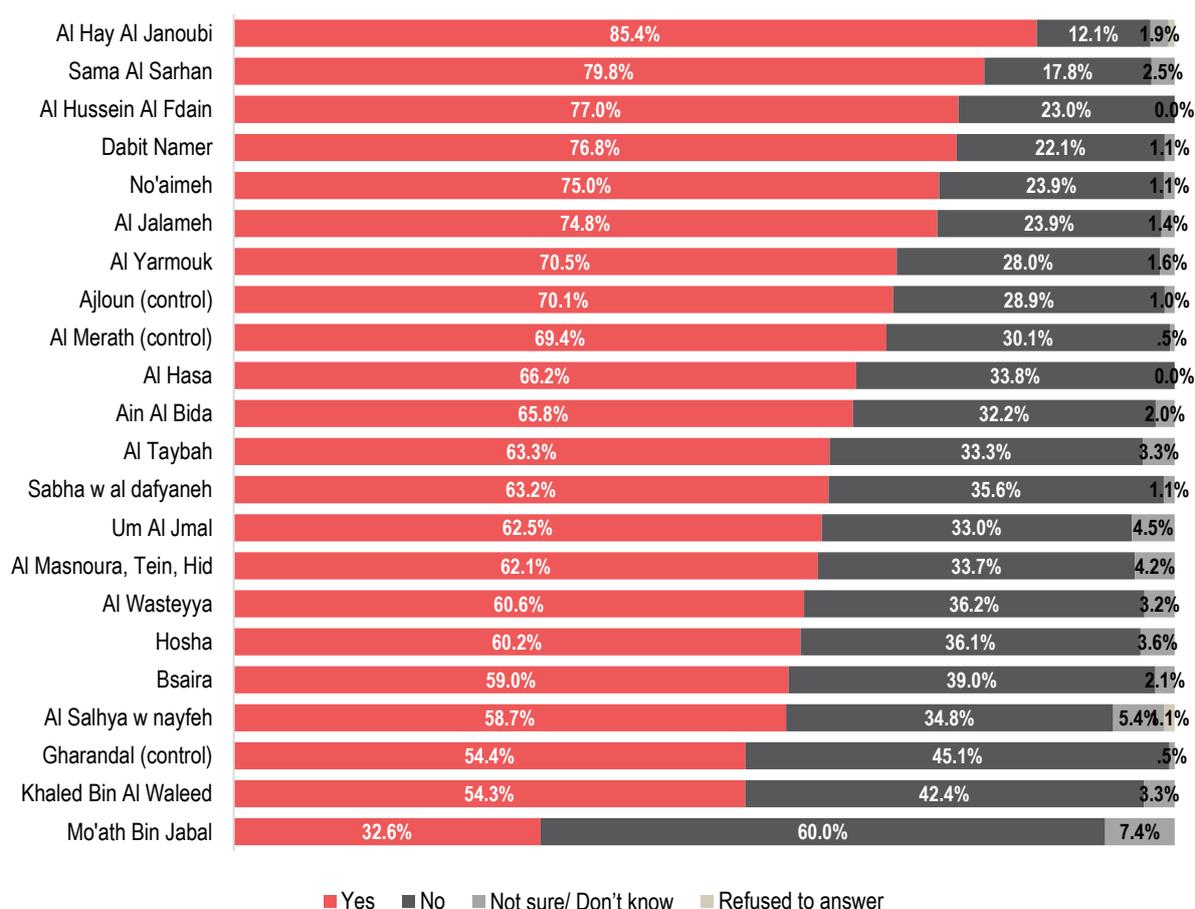
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<sup>55</sup> International Labour Organisation (ILO), [Labour market transitions of young women and men in Jordan](#), June 2014; World Bank, [Country Gender Assessment: Economic participation, agency and access to justice in Jordan](#), 2014; [World Bank data](#) 2006-2014 [last accessed 18 January 2016].

<sup>56</sup> Hillesund, Solveig and Svein Erik Stave, International Labour Organisation (ILO) and Fafo, 'Impact of Syrian refugees on the Jordanian labour market' (2015), p.6, p.53-54, p.114

<sup>57</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.

Figure 8: Proportion of Jordanian respondents perceiving an impact of the arrival of Syrian refugees on job security

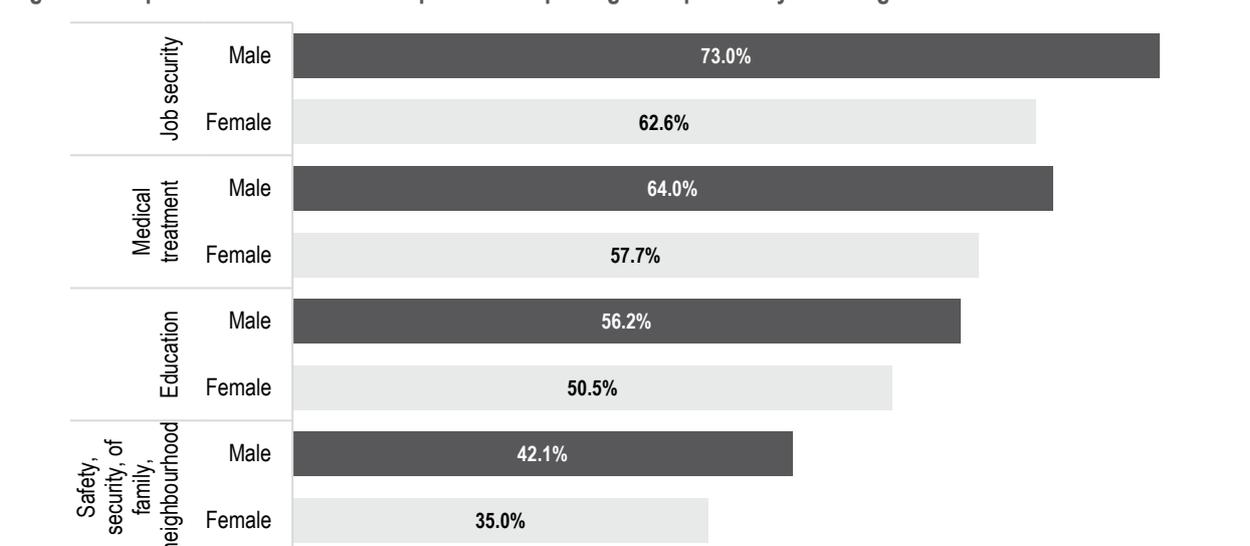


### Gendered perceptions of the impact of the Syrian refugee situation

Across all indicators, a higher proportion of men reported that the arrival of Syrian refugees had had an impact than of women (see Figure 9). 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 labour force than women: A World Bank report found that Jordanian women's labour force participation stood at 22% in 2014, compared to 87% among men<sup>58</sup>.

<sup>58</sup> World Bank, [Country Gender Assessment: Economic participation, agency and access to justice in Jordan](#), 2014, p. 28.

Figure 9: 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 assessed communities, the two coming chapters analyse 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.

### 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>59</sup>. In the context of USAID Community Engagement Project (USAID CEP), and for the purpose of the 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>60</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 neighbours. Support networks appear to extend to Jordanian–Syrian relations, with a large proportion of Jordanian respondents (44%) 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 who are more removed from the familial or private sphere of community members, specifically local and international NGOs, as well as some government institutions, 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**

<sup>59</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>60</sup> For an overview of key social wellbeing related findings for each individual community, please refer to the community profiles in the annex.

**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 98% 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 (73%) or extended family (16%) for advice, as well as for solutions to problems (65% and 23%), or for financial assistance (50% and 24%). Over three quarters of respondents further deemed their relationship with neighbours (83%), friends (83%) and their tribe<sup>61</sup> (80%) 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 39% and 43% 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), with the exception of personal relationships with religious leaders, friends, and municipal council members. 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 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 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. Variations between communities were also observed in the case of reported strength of relationship with municipal council members; while 32% of respondents reported they had a 'strong' or 'very strong' relationship with their municipal council members in Al Yarmouk, only 9% reported this in Al Hussein Al Fdain. Perceptions of weak personal relations with municipal council members in Al Hussein Al Fdain is further corroborated by the finding that reported levels of trust in municipal council members was one of the lowest for this community. Indeed, only 19% of respondents here reported to trust their municipal council members to a 'large' or 'moderate' degree compared to the average of 30% for other assessed communities.

Table 3: Proportion of respondents reporting 'strong' or 'very strong' relationship (darker the shade, lesser the strength of relationship perceived)

|                  | Immediate Family | Extended Family | Tribe | Neighbours | Friends | Religious leaders | Member of parliament | Municipal council members |
|------------------|------------------|-----------------|-------|------------|---------|-------------------|----------------------|---------------------------|
| Ain Al Bida      | 98%              | 93%             | 80%   | 83%        | 89%     | 40%               | 11%                  | 14%                       |
| Ajloun (control) | 97%              | 88%             | 76%   | 80%        | 83%     | 38%               | 14%                  | 20%                       |
| Al Hasa          | 100%             | 94%             | 87%   | 89%        | 92%     | 57%               | 20%                  | 24%                       |

<sup>61</sup> The Oxford English dictionary defines 'tribe' as "a social division in a traditional society consisting of families or communities linked by social, economic, religious, or blood ties, with a common culture and dialect, typically having a recognized leader". When looking specifically at the relevance of tribes in the Jordan context, past research indicates that although tribes were formed and organised in Jordan thousands of years ago, they continue to play a significant role, both as a means of social identification, as well as in the socio-political realm of the state today. Further, the tribal system appears to be playing a larger part in people's lives in rural areas than it does in urban centres. See also: Rowland, Jenifer; [Democracy and the Tribal System in Jordan: Tribalism as a Vehicle for Social Change](#) (2009).

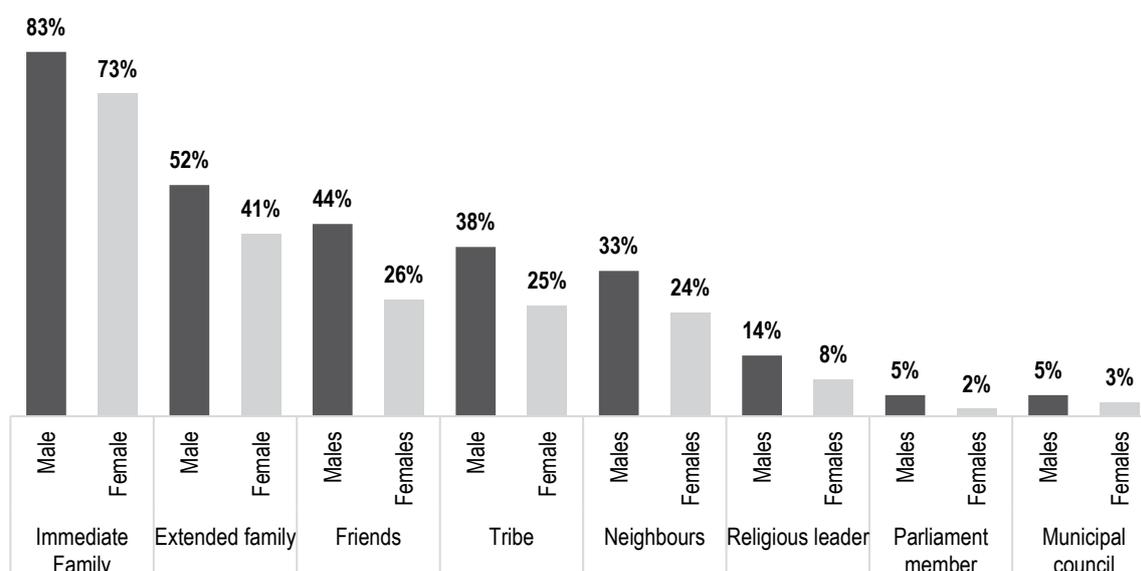
|                        |      |     |     |     |     |     |     |     |
|------------------------|------|-----|-----|-----|-----|-----|-----|-----|
| Al Hay Al Janoubi      | 98%  | 87% | 79% | 79% | 83% | 35% | 15% | 12% |
| Al Hussein Al Fdain    | 97%  | 88% | 78% | 79% | 83% | 37% | 10% | 9%  |
| Al Jalameh             | 97%  | 85% | 76% | 81% | 84% | 37% | 18% | 15% |
| Al Mansoura, Tein, Hid | 98%  | 93% | 75% | 78% | 78% | 42% | 7%  | 9%  |
| Al Merath (control)    | 100% | 94% | 81% | 84% | 88% | 45% | 13% | 28% |
| Alsahya w Nayfha       | 99%  | 94% | 78% | 88% | 79% | 51% | 19% | 28% |
| Al Taybah              | 100% | 90% | 81% | 85% | 72% | 56% | 11% | 15% |
| Al Wastyah             | 99%  | 91% | 83% | 85% | 93% | 59% | 18% | 24% |
| Al Yarmouk             | 97%  | 90% | 88% | 91% | 91% | 43% | 17% | 32% |
| Bsaira                 | 99%  | 92% | 90% | 86% | 90% | 53% | 18% | 21% |
| Dabit Namer            | 99%  | 87% | 76% | 86% | 85% | 46% | 14% | 14% |
| Gharandal (control)    | 98%  | 94% | 85% | 92% | 93% | 44% | 18% | 18% |
| Hosha                  | 99%  | 84% | 77% | 89% | 75% | 52% | 20% | 26% |
| Khaled Bin Al Waleed   | 99%  | 92% | 70% | 86% | 63% | 31% | 7%  | 27% |
| Mo'ath Bin Jabal       | 97%  | 85% | 74% | 76% | 71% | 53% | 18% | 28% |
| No'aimeh               | 99%  | 94% | 83% | 85% | 74% | 53% | 2%  | 17% |
| Sabha w Eldafyaneh     | 100% | 93% | 86% | 91% | 83% | 49% | 11% | 24% |
| Sama Al Sarhan         | 99%  | 92% | 86% | 86% | 88% | 44% | 14% | 27% |
| Um Al Jmal             | 100% | 91% | 71% | 90% | 82% | 61% | 9%  | 22% |

| Legend        |  |
|---------------|--|
| More than 90% |  |
| 76-90%        |  |
| 51-75%        |  |
| 26-50%        |  |
| 0-25%         |  |

### 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 10). This difference is particularly striking for relationships with friends, for which 44% of men reported a 'very strong' relationship compared to 26% of women. This could potentially be explained through differences in exposure or the frequency and depth of interaction with friends or other societal groups outside the domestic realm.

Figure 10: Proportion of males/ females 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 2% 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 Al Yarmouk. The average across communities stands at 89%. A gender disaggregation provided some interesting insights, as 49% of male respondents cited a 'very strong' sense of belonging to their community, compared to 33% of their female counterparts. A possible explanation for these findings could be that women may not originally belong to the community they currently reside in and may instead have shifted to these communities after marriage. They thus may not feel a very strong sense of belonging to this particular community in comparison to their male counterparts. Alternatively, it is also likely that a stronger focus on the private sphere among women due to culture and traditions, potentially results 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.

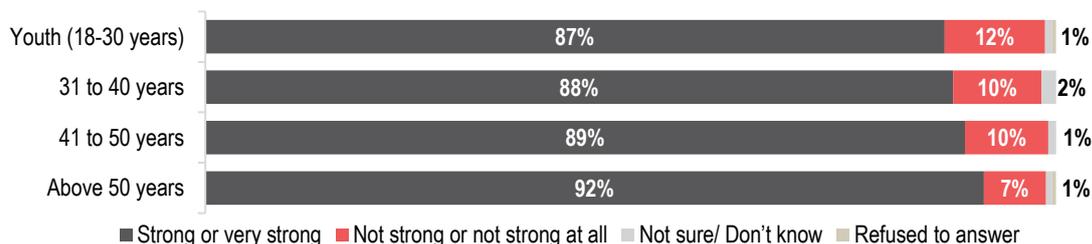
Table 4: Reported sense of belonging, by males and females

|         | Very strong | Strong | Not strong | Not strong at all | Not sure/ Don't know | Refused to answer |
|---------|-------------|--------|------------|-------------------|----------------------|-------------------|
| Males   | 48.5%       | 40.7%  | 7.9%       | 1.7%              | .9%                  | .2%               |
| Females | 33.3%       | 54.7%  | 8.6%       | 2.0%              | 1.0%                 | .4%               |

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 11). This suggests youth might feel more removed from existing community structures. Findings from focus group discussions carried out prior to the 2014 baseline 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>62</sup>.

Figure 11: 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 (71%) stated they were only rarely or never thinking of leaving the community, while 20% 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 municipal services, with almost 90% of the 911 respondents who reported to ‘always’, ‘many times’ or ‘sometimes’ consider leaving stating economic or municipal service related issues as one of their three primary reasons for thinking of moving out of their community. 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. Furthermore, 25% of the respondents who reported ‘always’, ‘many times’ or ‘sometimes’ considering leaving their community, also cited neighbourhood insecurity as one of the reasons for this consideration.

Youth and respondents aged 31 to 40 years were more likely to report to be thinking of leaving their community, with 30% of 18 to 30 year olds and 31% of 31 to 40 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>63</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 community members across assessed communities perceived that people in their community respect each other to a ‘large’ or ‘moderate’ degree, while 78% reported that people in the community trust each other to either a ‘large’ or ‘moderate’ degree (see Figure 12). 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>64</sup>, whereas trust refers to a “firm belief in the reliability, truth, or ability of someone or something”<sup>65</sup>, which is thus a stronger feeling.<sup>66</sup> Levels of respect are relatively similar between communities, ranging from 82% reporting a ‘large’ or ‘moderate’ degree of respect within the community in Al Hay Al Janoubi, to 97% in Alsalhya w Nayfha. In the remaining eight communities this percentage lies between 91% and 95%. Perceived levels of trust are also

<sup>62</sup> Al Jidara, USAID Community Engagement Project. Baseline Assessment Study: Defining Community Cohesion and Resilience. Focus Group Sessions Report. May 2014.

<sup>63</sup> [World Bank data](#) [last accessed 18 January 2016]

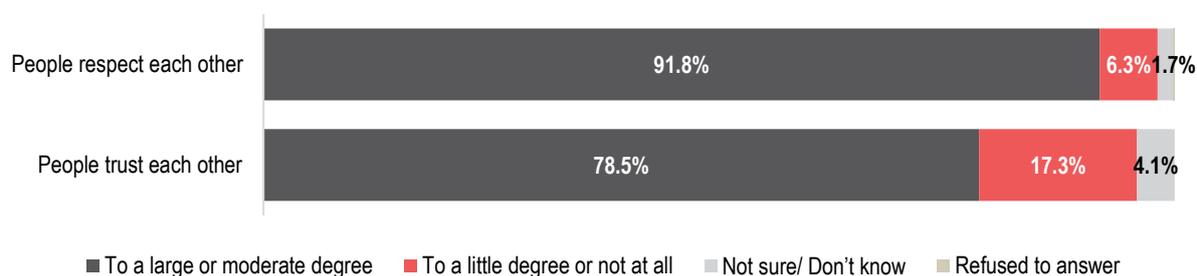
<sup>64</sup> Oxford English Dictionary

<sup>65</sup> Ibid.

<sup>66</sup> Since the survey was conducted in Arabic, it is worth noting that the Arabic definitions for ‘trust’ is similar to that in English. The Al Mo’ajam Al Wasset dictionary defines ‘trust’ (translated from Arabic) as ‘complete confidence, faith or certainty in someone or something’. On the other hand, while the overall meaning of ‘respect’ is also similar, the definition for ‘respect’ in the dictionary has slightly different connotations; the translated definition is ‘worthy of appreciation and consideration for his/ her good manner and attitude’. Trust is nonetheless still a stronger feeling.

similar between communities, ranging from 69% reporting a 'large' or 'moderate' degree of trust in in Al Hay Al Janoubi, to 87% in Bsaira.

Figure 12: Perceived degree of respect and trust across assessed communities



### 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, neighbours, 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 and daily life. As such, trust in neighbours and friends were reported highest, with 80% and 83% across assessed communities 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 neighbours and friends (83% for both), and probably have the most frequent interaction with these groups – 70% reported that 'most' or 'some' of their friends were living in the same community – high levels of trust can be understood. Levels of trust were also found to be high for the police with 83% respondents stating a 'large' or 'moderate' degree of trust in this institution. This corresponds to findings related to overall perceptions of safety and security; as stated in the preceding chapter, 92% perceived to be living in safety to a 'large' or 'moderate' degree.

Lowest levels of trust were reported for local and international NGOs, and for the Governor. Between 21% (international NGOs and associations) and 26% (local NGOs and associations) across assessed communities reported they trusted these institutions to a 'large' or 'moderate' degree. Furthermore, only 30% reported to trust the Governor to a 'large' or 'moderate' degree. It is important to note that large proportions of respondents also provided 'not sure/don't know' as an answer for levels of trust in local NGOs (30%), the Governor (32%) and international NGOs (36%). These findings potentially indicate limited interaction with these institutions and/or limited knowledge of their roles and functions. People are thus potentially less comfortable commenting 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 36% 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>67</sup>. Finally, the suspicion that international NGOs are working with or for specific

<sup>67</sup> REACH-FCO, [Understanding Social Cohesion and Resilience in Jordan Host Communities](#), Assessment Report, June 2014, p. 27.

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.

While the variance of perceptions of trust between communities was comparatively limited, these perceptions varied more considerably for tribal 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 86% in Al Yarmouk – could 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. Furthermore, the fact that a relatively large number of respondents in Al Yarmouk (88%) reported to have ‘strong’ or ‘very strong’ relations with their tribe could also provide a potential explanation for the high levels of trust for tribal leaders in this community.

## 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 community members (74%) either agreed or strongly agreed that people in their community help each other, whereas 23% disagreed or strongly disagreed. A geographical disaggregation showed relatively little variance between communities with regards to this perception: in 19 out of the 22 assessed communities, between 70% and 81% ‘agreed’ or ‘strongly agreed’ that community members are helping each other. This proportion was significantly lower in Al Mansoura, Tein, Hid (59%), while 34% in this community ‘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 in Al Mansoura, Tein, Hid could inform a partial explanation for this finding.

However, when asked more specifically about help and care among neighbours, 30% reported that their household was helping neighbours once a month or more frequently, while 38% stated that they rarely or never extended this help. Similarly, 29% of interviewees stated that their neighbours were extending help to them once a month or more often, while 42% reported that they rarely or never received such help. A possible explanation for this difference between perceptions of people in the community helping one another and a relatively lower proportion reporting either receiving or providing help to neighbours on a frequent basis, could be that while robust support networks may exist in assessed communities, such networks might not necessarily include neighbours but may be reliant on other relations such as friends, relatives, tribal relations, etc. Alternatively, households might be living in close proximity to their family and relatives and may thus categorise helping or receiving help from those next door as receiving or providing help to family members rather than neighbours.

### Assistance provided to Syrian refugees

Support networks also appear to extend to 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 (83%) stated they had not hosted Syrians in their home, 44% of Jordanians across assessed communities reported that they had provided Syrian refugees with other forms of assistance in the past three years<sup>68</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 neighbours and friends, adding further evidence to suggest a large proportion of Jordanians have provided assistance to Syrian refugees<sup>69</sup>. Considerable differences between communities were observed regarding the provision of assistance to refugees. The highest proportion of respondents stating they

<sup>68</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>69</sup> WFP-REACH, [Comprehensive Food Security Monitoring Exercise \(CFSME\): Syrian Refugees in Jordan](#), July 2015, p. 31, 43.

had assisted Syrian refugees was found in Sama Al Sarhan at 68% 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 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. Alternatively, this could also be linked to lesser capacity, for example financial capacity, of households within this community to provide support in comparison to other communities.

### Community interaction

Evidently, there are many other ways for communities to interact beyond the provision of mutual support, which can also 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 94% across assessed communities stating they attended funerals 'always' or 'many times', and 92% reporting to participate in weddings 'always' or 'many times'. Although less frequent, exchanging home visits was still reported to be common, with 73% of respondents stating to 'always' or 'many times' engage in this form of community interaction. A disaggregation by community revealed no significant variation between communities in terms of the frequency of these forms of community interaction, with the exception of exchanging home visits. Proportions of respondents reporting to 'always' or 'many times' exchanging home visits ranged from 54% in Al Hay Al Janoubi to 83% in Gharandal. The lower frequency of home visits reported in some communities might not necessarily be an indication of weak social cohesion in these communities but could instead be an outcome of busy work schedules and other personal commitments.

## 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 utilise 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. On the one hand, collective competence refers to community action, which concerns people's ability to: identify community challenges and needs, collectively prioritise issues and related objectives, agree on approaches and effectively work together to achieve prioritised goals<sup>70</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>71</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>72</sup>.

### i. Overview: Collective Competence

**While collective competence is perceived as 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, prioritisation and solution of stressors, including the specific problems identified during the baseline assessment.** In other words, communities appear less able to utilise intra-community relationships, networks of support and other reportedly robust social wellbeing aspects

<sup>70</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>71</sup> Ibid.

<sup>72</sup> For an overview of key collective competence findings for each individual community, please refer to the community profiles in the annex.

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.

**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>73</sup>, making it a “prerequisite for community competence”<sup>74</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>75</sup>.

**The participatory approach utilised 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 prioritise 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 13). A majority of respondents across communities (78%) perceived community members to be able to work together as one community and 73% 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 Hussein Al Fdain, Al Mansoura, Tein, Hid and Alsalhya w Nayfha where 60%, 62% and 64% respectively ‘agreed’ or ‘strongly agreed’ their community was able to do so, compared to an average of 76%. A similar picture presents itself for community members’ ability to work together to solve hypothetical problems. Whereas an average of 71% ‘agreed’ or ‘strongly agreed’ people in their community could do so, 59% in Al Hussein Al Fdain, 59% in Alsalhya w Nayfha, and 52% in Al Mansoura, Tein, Hid ‘agreed’ or ‘strongly agreed’ to this.

As collective competence rests on social wellbeing or “social capital and communication”<sup>76</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 and for Al Hussein Al Fdain which overall displayed more limited perceptions of social wellbeing compared to other communities; both these communities had the lowest and second lowest mean scores across the social wellbeing composite indicator.<sup>77</sup> Perceptions of social wellbeing in Alsalhya w Nayfha, while not particularly low, were also limited.

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<sup>73</sup> Norris et al., op. cit.: p. 140.

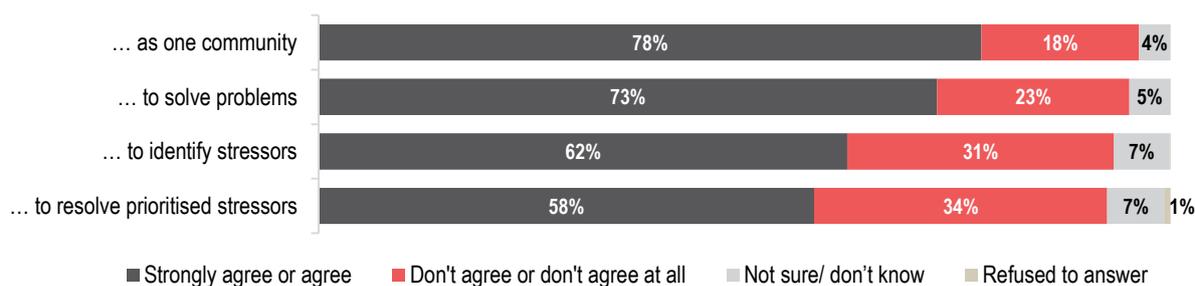
<sup>74</sup> Ibid.

<sup>75</sup> Ibid.

<sup>76</sup> Ibid.: p.141.

<sup>77</sup> Please see Annex for community indices

Figure 13: Community members' perception of whether people in their community are able to work together



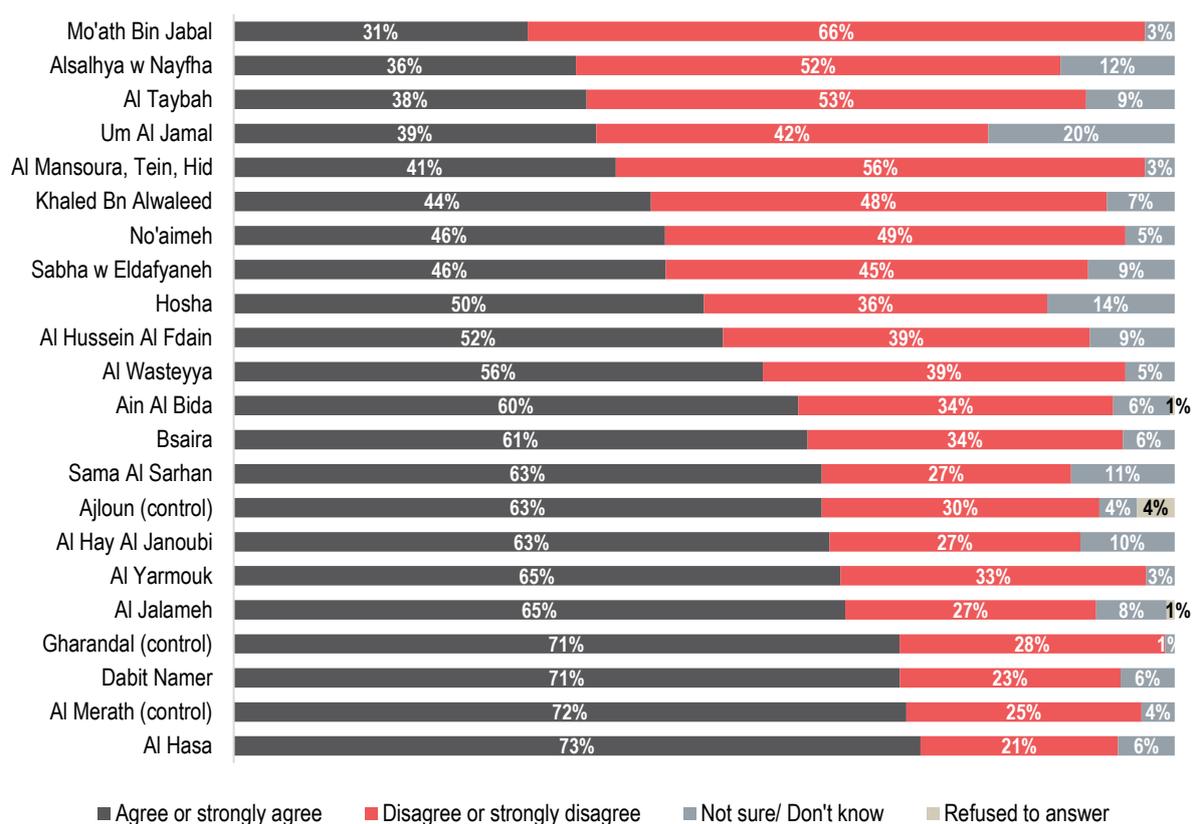
As questions concerning collective competence became more specific in the course of the questionnaire, i.e. when respondents were asked whether people in their community could work together to **identify stressors and resolve prioritised stressors**, community members perceived this ability to be slightly weaker than the more general ability to work together as one community (see Figure 13): 62% of respondents 'agreed' or 'strongly agreed' that community members could collectively identify stressors, and 58% 'agreed' or 'strongly agreed' that community members could work together to resolve prioritised stressors. A reported limited belief that the community can identify and resolve prioritised stressors, might be because these can be seen as more intricate collective action tasks. In other words, identifying, prioritising 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 60%. 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' that people in their community could collectively identify stressors. Contrastingly, in Hoshha a markedly higher proportion of respondents (74%) perceive their community to be able to collectively identify stressors. Perceptions were similar in the control community of Gharandal where 74% of respondents perceived their community to be able to collectively identify stressors. As this demonstrates, there is considerable variance in perceptions between communities, suggesting specific intra-community dynamics might be affecting the ability to collectively identify stressors.

Similar variations were observed for perceptions of communities' **ability to collectively resolve prioritised stressors** (see Figure 14). 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' (31%), while the average across communities stands at 55%. 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>78</sup>. Perceptions of community empowerment are analysed in the next sub-chapter.

<sup>78</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.

Figure 14: Perceived ability of communities to resolve prioritised stressors collectively

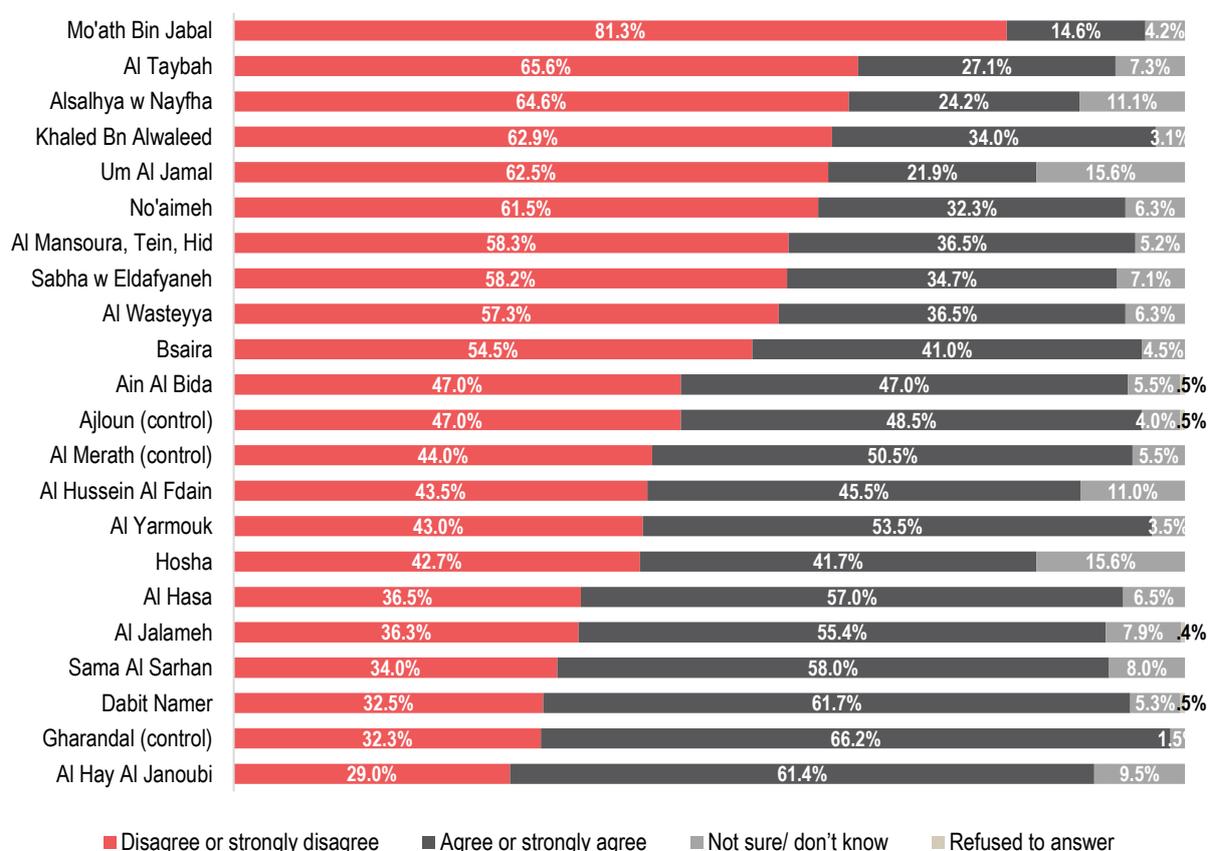


### iii. Perceptions of community empowerment

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. While 46% of respondents 'agreed' or 'strongly agreed' to people having the necessary resources to fulfil unmet needs, an almost equal proportion (47%) 'disagreed' or 'strongly disagreed' about the availability of necessary resources. The fact that an almost equal proportion of respondents simultaneously agreed and disagreed on the availability of resources could be related to differing perspectives on what kind of resources are considered necessary to fulfil needs. For example, while some may consider relationships and support networks as more important (which social wellbeing findings indicate are relatively strong across assessed communities), others may perceive financial resources and technical skills to be more important, which may be a bigger challenge in some communities.

A geographical disaggregation of these findings shows that those communities in which collective ability to resolve prioritised stressors was reported limited, largely correspond to the ones where the highest proportions of respondents perceive a lack of resources (see Figure 15), 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 Alsalyha w Nayfah (65%). Meanwhile, Al Hay Al Janoubi had the highest proportion of respondents (61%) who perceived that the community had the resources necessary to meet their needs.

Figure 15: Perceived availability of resources to fulfil unmet needs



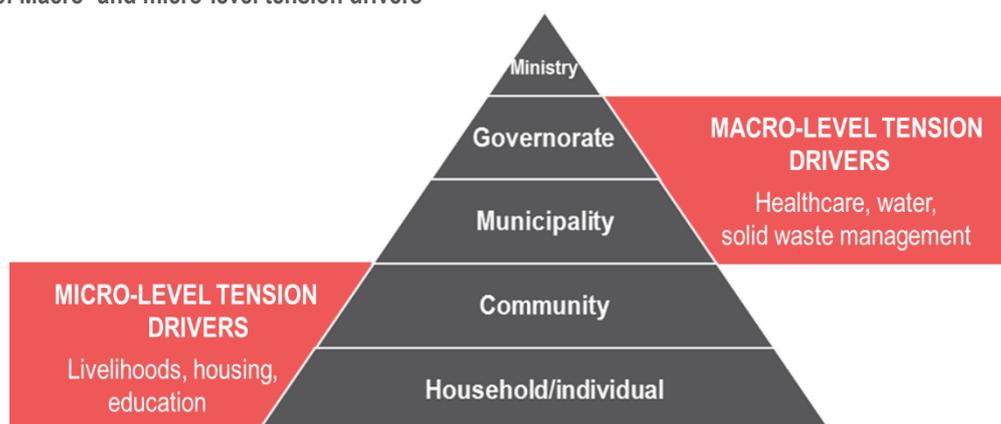
### Challenges faced by communities

An analysis 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 challenge facing their communities as primarily economic (such as unemployment and rising prices), or related to adequacy of public services (such as water supply, transportation, and garbage collection)<sup>79</sup>. Both these sets of challenges have been shown to have an impact on social cohesion and resilience in previous studies, including the social cohesion assessments carried out by REACH in coordination with FCO in late 2013 and mid-2014<sup>80</sup> which identified economic challenges, specifically rising shelter prices, job competition and unemployment, as drivers of tension at the household or community level (i.e. micro-level). Meanwhile, issues related to public services, including limited availability, access or quality, were identified in previous assessments 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 16).

<sup>79</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>80</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 16: Macro- and micro-level tension drivers



In some communities, issues related to public service provision- mainly inefficient garbage collection, lack and cuts of water supply, lack of road maintenance and/or expansion, and lack of public transport- are perceived as more pressing concerns compared to other communities (see Table 5). For example, 36% of respondents in Al Yarmouk cited lack and cuts of water supply as the most important problem, while 32% of respondents in Al Hussein Al Fdain identified inefficient garbage collection as the most important problem facing their community. In line with these findings, both Al Yarmouk and Al Hussein Al Fdain had one of the highest proportion of respondents reporting to be satisfied with each of these services to a ‘little’ degree or ‘not at all’, (74% and 70% respectively). Inefficient garbage collection was also cited as an important challenge in Al Hay Al Janoubi (29%), Dabit Namer (26%), and Al Jalameh (25%). Meanwhile, lack and cuts of water supply were found to be key issues in Sama Al Sarhan (19%) and Khalid Bin Al Waleed (19%).

In Al Mansoura, Tein, Hid, 27% of interviewees 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>81</sup>. Perceptions of public service delivery are discussed in more detail in the subsequent chapters.

Aside from challenges associated with service provision, economic challenges such as unemployment and rising prices were also perceived to be more important for some communities. Unemployment was cited as a particularly important challenge in Um Al Jmal (29%), Sabha w Eldafyaneh (21%) and Alsalhya (20%). Meanwhile, rising prices was found to be a key issue in Al Wastyah (32%), No’aimeh (28%), Mo’ath bin Jabal (23%), and Al Taybah (21%).

Table 5: Most frequently cited challenges facing communities (darker the shade, more pressing the challenge)

|        | Community           | Most frequent                         | 2 <sup>nd</sup> most frequent   | 3 <sup>rd</sup> most frequent        |
|--------|---------------------|---------------------------------------|---------------------------------|--------------------------------------|
| Ma'raq | Al Hussein Al Fdain | Inefficient garbage collection<br>32% | No problems<br>28%              | Lack and cuts of water supply<br>7%  |
|        | Al Hay Al Janoubi   | Inefficient garbage collection<br>29% | No problems<br>16%              | Lack and cuts of water supply<br>11% |
|        | Um Al Jmal          | Unemployment<br>29%                   | Rising prices in general<br>11% | Lack and cuts of water supply<br>8%  |
|        | Hosha               | No problems<br>25%                    | Unemployment<br>19%             | Lack and cuts of water supply<br>16% |

<sup>81</sup> USAID, [Community Engagement Project](#), December 2015.

|             |                      |   |  |   |
|-------------|----------------------|---|--|---|
|             | Sabha w Eldafyaneh   | Unemployment<br>21%                                   | Lack of road maintenance and/or expansion<br>13%   | Lack and cuts of water supply<br>11%            |
|             | Alsahya w Nayfha     | Unemployment<br>20%                                   | Lack and cuts of water supply<br>19%               | Rising prices in general<br>14%                 |
|             | Sama Al Sarhan       | Lack and cuts of water supply<br>19%                  | Inefficient garbage collection<br>14%              | No problems<br>14%                              |
| Irbid       | Al Yarmouk           | Lack and cuts of water supply<br>36%                  | No problems<br>21%                                 | Lack of public transport<br>11%                 |
|             | Al Wastyah           | Rising prices in general<br>32%                       | Sanitation problems<br>8%                          | Lack and cuts of water supply<br>7%             |
|             | No'aimeh             | Rising prices in general<br>28%                       | Lack and cuts of water supply<br>14%               | Unemployment<br>10%                             |
|             | Dabit Namer          | Inefficient garbage collection<br>26%                 | Lack and cuts of water supply<br>15%               | No problems<br>15%                              |
|             | Al Jalameh           | Inefficient garbage collection<br>25%                 | Lack and cuts of water supply<br>16%               | No problems<br>12%                              |
|             | Mo'ath bin Jabal     | Rising prices in general<br>23%                       | Lack of road maintenance and/or expansion<br>15%   | Lack and cuts of water supply<br>9%             |
|             | Al Taybah            | Rising prices in general<br>21%                       | Sanitation problems<br>16%                         | Inefficient garbage collection<br>10%           |
|             | Khalid Bin Al Waleed | Lack and cuts of water supply<br>19%                  | Rising prices in general<br>14%                    | Unemployment<br>13%                             |
|             | Tafleeh              | Al Mansoura, Tein, Hid                                | Lack of road maintenance and/or expansion<br>27%   | Unemployment<br>16%                             |
| Al Hasa     |                      | Unemployment<br>16%                                   | Poor or lack of other municipal services<br>10%    | Lack of public transport<br>9%                  |
| Bsaira      |                      | Lack of road maintenance and/or road expansion<br>16% | Lack of public transport<br>13%                    | No problems<br>12%                              |
| Ain al Bida |                      | No problems<br>15%                                    | Sanitation problems<br>12%                         | Lack and cuts of water supply<br>10%            |
| Control     | Ajloun               | Lack and cuts of water supply<br>18%                  | Lack of public transport<br>13%                    | Unemployment<br>12%                             |
|             | Al Merath            | Lack and cuts of water supply<br>20%                  | Lack of road maintenance and road expansion<br>17% | No problems<br>14%                              |
|             | Gharandal            | Lack of public transport<br>22%                       | Lack and cuts of water supply<br>20%               | Poor or lack of other municipal services<br>11% |

| 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. This appears to be relatively limited, with only 13% of respondents across communities reporting to be able to handle identified problems to a 'large' or 'moderate' degree. Similarly low perceptions are observed when disaggregated at the community level; in all targeted communities, an overwhelming majority of respondents stated the previously cited challenges could be handled to a 'little degree' or 'not at all' by their community (see Figure 17). This appears to be a recognition by the communities that these challenges are mostly beyond the direct control or influence of the 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>82</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.

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 Hussein Al Fdain and Al Wastyah, 91% and 90% respectively (see Figure 17). These communities also had the largest proportion of respondents stating the key challenges facing their community was 'inefficient garbage collection' and 'rising prices', at 32% each. As noted above, these low perceptions could thus be related to communities' acknowledgement that economic and service-related challenges are beyond the direct control or influence of the communities' themselves, seeing how they are primarily economic or related to public service delivery.

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>83</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 providing 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, and of the Ministry of Water and Irrigation. This could thus explain why 90% of respondents in Al Wastyah, where sanitation was cited as a key challenge facing the community, perceived their community to be able to handle problems 'to a little degree' or 'not at all'.

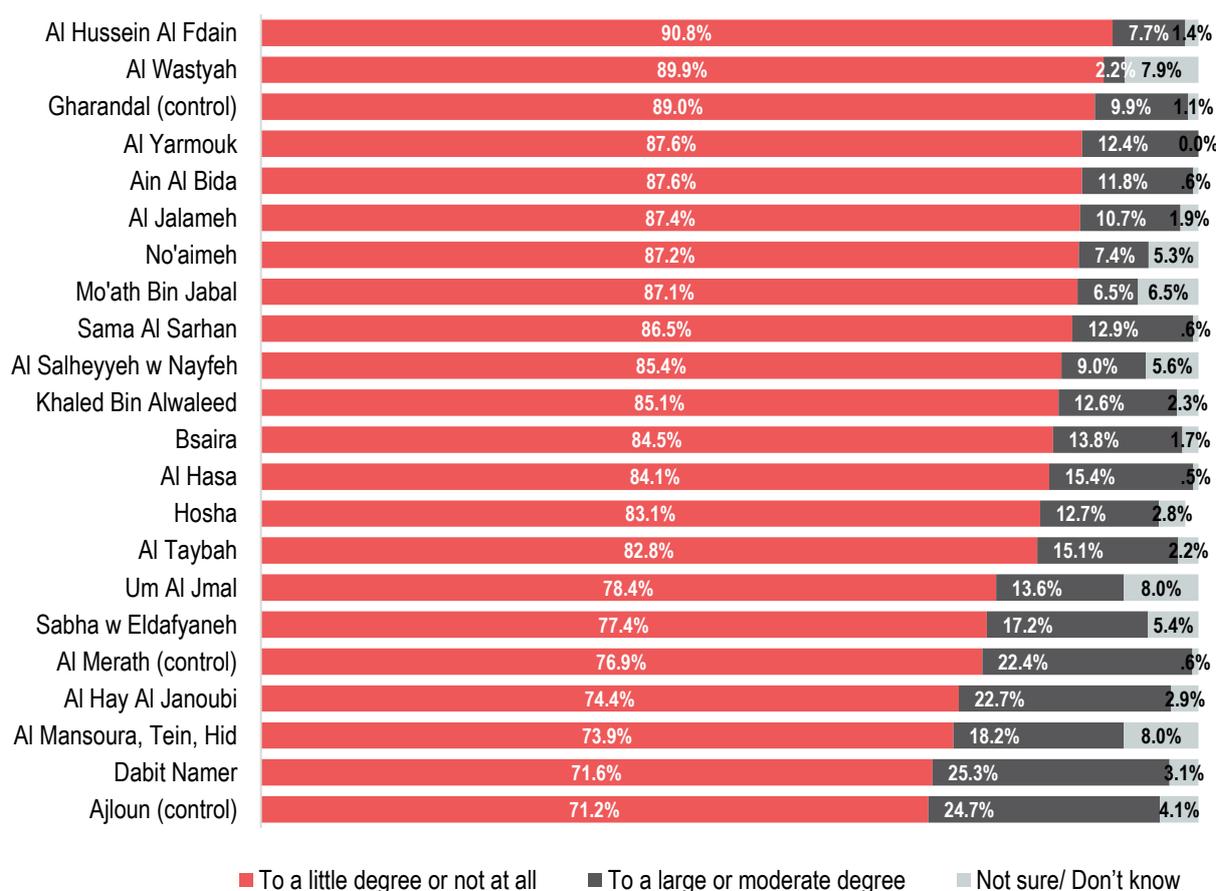
While effectively solving economic and sanitation issues appears to be perceived beyond the capacity of community members themselves, identifying these challenges, agreeing on their importance and communicating them to competent levels of administration or other stakeholders remains within their control. From a programming perspective, this could suggest a focus on strengthening the ability of community members to identify and prioritise stressors, before communicating them to relevant stakeholders, in Al Hussein Al Fdain and Al Wastyah, as well as other communities.

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<sup>82</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.

<sup>83</sup> World Bank-DFID- FCO-REACH, [Jordan Emergency Services and Social Resilience Project \(JESSRP\), Monitoring Study 1](#), January 2016.

Figure 17: Respondents' perception of the degree to which identified challenges can be handled by their community



This chapter has highlighted the limits of intra-community collective action in the face of external and structural challenges. Beyond the scope of direct influence of communities themselves, these challenges 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.

## 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 the level of satisfaction with and perceived responsiveness of police and security services, which is particularly high, with little variance between communities. This confirms the 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 felt at the local, community levels 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 levels, 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<sup>84</sup>; as well as administrative setups which affect where and how community members' needs can be communicated to the governorate level and influence perceptions of prioritisation 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>85</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>86</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 **Error! Reference source not found.**). 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' (28%). This, in turn, is likely because a large proportion of respondents did not attend university: of the 28% who replied 'not sure/don't

<sup>84</sup> As outlined in the previous chapter on Social Wellbeing, 80% of the respondents reported to have 'strong' or 'very strong' relations with their tribe. This could have implications for political dynamics i.e. in those communities where representatives belong to the same tribe as community members, citizens' engagement with their representatives might be more frequent and more channels of communications might exist.

For more on the link between tribal identities and political dynamics in Jordan, see also: Alazzam, Amin Ali; Political Participation in Jordan: The Impact of Party and Tribal Loyalties Since 1989 (2008); Antoun, Richard; Civil Society, Tribal Process and Change in Jordan: An Anthropological View (2000); Yan, Laura; Changing Spatial Discourses of National Identity in Jordan (2014)

<sup>85</sup> For an overview of key government service delivery findings for each individual community, please refer to the community profiles in the annex.

<sup>86</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.

know', 90% either reported to be illiterate or to have completed only elementary, primary, or secondary school. In contrast, an overwhelming majority of respondents (87%) 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.

Table 6: Reported satisfaction with government services (lighter the shade, higher the reported level of satisfaction)

|                                     | To a large or moderate degree | To a little degree or not at all | Not sure/ Don't know | Refused to answer |
|-------------------------------------|-------------------------------|----------------------------------|----------------------|-------------------|
| Police services                     | 87.4%                         | 10.8%                            | 1.7%                 | 0%                |
| Government health services          | 70.4%                         | 28.1%                            | 1.4%                 | 0.1%              |
| Education (public schools)          | 61.2%                         | 29%                              | 9.4%                 | 0.4%              |
| Water delivery service              | 53.8%                         | 46%                              | 0.2%                 | 0%                |
| Public transportation               | 52.1%                         | 45.6%                            | 2.1%                 | 0.2%              |
| Education (government universities) | 47.8%                         | 25.7%                            | 30.5%                | 0.6%              |

| Legend                 |  |                           |  |
|------------------------|--|---------------------------|--|
| Large/ moderate degree |  | Little degree/ not at all |  |
| Less than 50%          |  | Above 45%                 |  |
| 50-64%                 |  | 25-45%                    |  |
| 65-85%                 |  | 15-24%                    |  |
| Above 85%              |  | Less than 15%             |  |

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>87</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.

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 7).

Table 7: Proportion of respondents reporting to be satisfied with government services 'to a little degree' or 'not at all' (darker the shade, lower the reported level of satisfaction)

|                  | Water delivery | Government health services | Education (public schools) | Education (government universities) | Public transport | Police |
|------------------|----------------|----------------------------|----------------------------|-------------------------------------|------------------|--------|
| Ain Al Bida      | 36.5%          | 31.0%                      | 18.5%                      | 25.5%                               | 42.0%            | 11.5%  |
| Ajloun (control) | 62.0%          | 34.0%                      | 30.0%                      | 24.5%                               | 64.0%            | 16.0%  |
| Al Hasa          | 13.0%          | 30.5%                      | 29.5%                      | 29.5%                               | 62.0%            | 9.0%   |

<sup>87</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.

|                        |       |       |       |       |       |       |
|------------------------|-------|-------|-------|-------|-------|-------|
| Al Hay Al Janoubi      | 41.4% | 25.7% | 30.5% | 21.0% | 31.9% | 6.7%  |
| Al Hussein Al Fdain    | 30.0% | 20.5% | 21.0% | 17.0% | 39.5% | 10.5% |
| Al Jalameh             | 47.5% | 22.9% | 32.5% | 27.5% | 31.7% | 11.7% |
| Al Mansoura, Tein, Hid | 36.5% | 27.1% | 28.1% | 16.7% | 44.8% | 15.6% |
| Al Merath (control)    | 56.0% | 28.0% | 28.0% | 26.0% | 45.0% | 11.0% |
| Alsahya w Nayfha       | 53.5% | 20.2% | 37.4% | 16.2% | 39.4% | 13.1% |
| Al Taybah              | 30.2% | 38.5% | 34.4% | 26.0% | 41.7% | 8.3%  |
| Al Wastyah             | 31.3% | 29.2% | 30.2% | 35.4% | 35.4% | 2.1%  |
| Al Yarmouk             | 74.0% | 29.0% | 22.5% | 21.0% | 51.0% | 13.5% |
| Bsaira                 | 37.0% | 36.5% | 27.0% | 22.5% | 53.0% | 10.5% |
| Dabit Namer            | 48.8% | 24.4% | 31.6% | 27.8% | 22.0% | 10.5% |
| Gharandal (control)    | 67.2% | 36.4% | 33.8% | 29.2% | 73.8% | 16.9% |
| Hosha                  | 39.6% | 20.8% | 20.8% | 15.6% | 31.3% | 3.1%  |
| Khaled Bin Al Waleed   | 38.1% | 27.8% | 32.0% | 10.3% | 35.1% | 13.4% |
| Mo'ath Bin Jabal       | 25.0% | 15.6% | 35.4% | 24.0% | 36.5% | 10.4% |
| No'aimeh               | 39.6% | 14.6% | 28.1% | 26.0% | 59.4% | 10.4% |
| Sabha w Eldafyaneh     | 38.8% | 18.4% | 20.4% | 8.2%  | 38.8% | 13.3% |
| Sama Al Sarhan         | 54.0% | 33.5% | 30.5% | 25.0% | 50.0% | 8.0%  |
| Um Al Jmal             | 36.5% | 22.9% | 29.2% | 17.7% | 39.6% | 7.3%  |

| Legend    |  |
|-----------|--|
| Above 70% |  |
| 51-70%    |  |
| 26-50%    |  |
| 16-25%    |  |
| 0-15%     |  |

As an example, **water delivery** appears to be a greater challenge in Al Yarmouk than in most of the other communities, where 74% of respondents expressed their dissatisfaction with this service, while the average of this across communities lies at 43%. As was discussed in the preceding Collective Competence chapter, lack and cuts of water supply was also the most frequently cited as a key problem facing the community by respondents in Al Yarmouk. Meanwhile, in Gharandal, satisfaction with **public transportation services** is considerably worse than in other communities: 74% of respondents here expressed dissatisfaction with this service, while the average across communities was 44%. As was the case with Yarmouk, in Gharandal, lack of public transportation was also most frequently cited as the most important problem facing this community.

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 27%. Overall, 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. For instance, some communities constitute municipalities in themselves, which could imply more efficient service delivery and more well-established channels of communication. On the other hand, some communities such as No'aimeh, Al Mansoura Tein Hid, are small parts of larger municipalities which could imply challenges for service delivery. Furthermore, proximity of communities to larger municipalities and urban centres can also have an influence on the capacity for efficient service delivery. Other objective factors such as the size of the population being catered to could also influence actual delivery of services. Findings related to satisfaction with government services should thus be explored and understood within this context.

Besides these more objective factors, subjective elements such as frequency of use and degree of engagement with governmental institutions providing these services are also likely to influence community members' perceptions of government service delivery. Thus, 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. Perceived responsiveness of and trust in 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>88</sup>. Therefore, understanding the perceived effectiveness of institutions, analysed in the previous sub-chapter by examining levels of satisfaction with government service delivery, in tandem with institutional trust and responsiveness, is essential. Therefore, this sub-chapter considers community members' trust in and perceptions of the responsiveness of in a number of government level institutions, ranging from the directorates of police, health and education, to district elected members of parliament. However, it should be noted here that while the 2015 baseline included questions on both aspects i.e. responsiveness and trust, the 2014 baseline only assessed levels of trust in these specific institutions.

Overall, across all 22 communities assessed, high levels of trust in **the police** was observed: 83% of respondents reported to trust the police to a 'large' or 'moderate degree'. This finding could also contribute to an explanation of the positive findings related to physical safety and security discussed in the first chapter of this report. Similarly, across the ten communities assessed during the 2015 baseline, the directorate of police experiences extremely positive responsiveness perceptions as compared to other national level government institutions. 82% of respondents across these ten communities perceived 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.

In comparison, perceptions of responsiveness of the **directorate of health** and **directorate of education** across these ten communities was relatively lower, with 43% and 39% of respondents respectively perceiving these institutions to be responsive to a 'large' or 'moderate' degree. These comparatively low perceptions of responsiveness should be understood in light of relatively high percentages of respondents replying 'not sure/don't know' to this question – 28% for the directorate of education and 23% for the directorate of health. This could either

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<sup>88</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.

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 centre or hospital staff, and children's teachers and school principals across all 22 communities, are considerably high: 72% of respondents across communities reported they trusted doctors and health personnel to a 'moderate' or 'large' degree, while 55% reported to have a 'moderate' or 'large' degree of trust in their children's teachers and school principals. It should be noted that for the latter, 19% 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.

Across the ten communities assessed in 2015, 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'. A relatively high percentages of interviewees (31%) also 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 but were assessed for the 2014 baseline; 25% of respondents across these 12 communities reported trusting parliament members to a 'large' or 'moderate' degree while 55% reported to trust parliament members to a 'little' degree or 'not at all'.

Finally, reported trust in the **governor** across all assessed communities was found to be limited, with 30% of respondents reporting 'moderate' or 'large' degrees of trust in this governmental representative. However, a large proportion of respondents (32%) also cited 'not sure/ don't know' when asked about the degree of trust in the governor, which could suggest either generally limited interaction with these institutions, or limited awareness of their role and functions. As a community disaggregation of this finding would allow inference to an individual, no community breakdown has been included.

## **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 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>89</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

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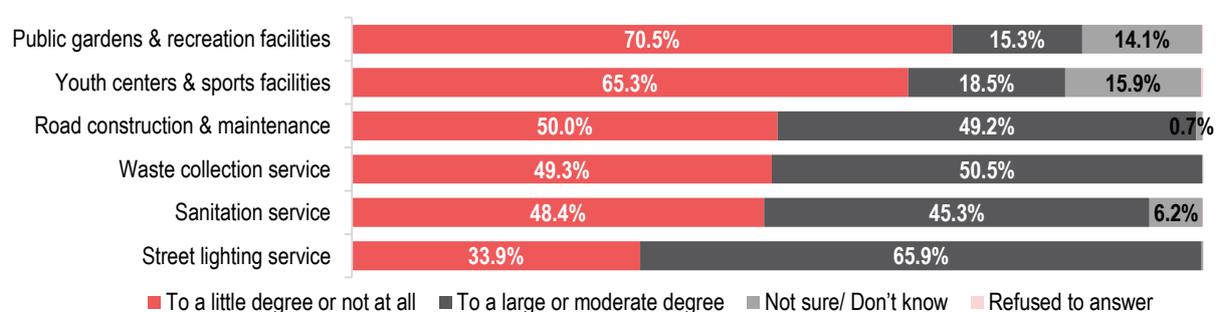
<sup>89</sup> For an overview of key municipal service delivery and responsiveness and accountability findings for each individual community, please refer to the community profiles in the annex.

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 localised per their nature, and are dependent on each community's financial, human resource and planning capacities, and the geographical distribution of services within municipalities. Therefore, 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, to properly contextualise such inter-community variations and enhance targeting of programming based on local contextual dynamics.

## 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 public gardens and recreational facilities (71%), youth centres and sports facilities (65%), as well as road construction and maintenance (50%) (see Figure 18). Meanwhile, a majority of respondents in assessed communities reported a 'large' or 'moderate' degree of satisfaction with public lighting (66%) and waste collection (51%).

Figure 18: Reported 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 Services and Social Resilience Project (JESSRP)<sup>90</sup>. Both the JESSRP baseline study (which assessed 16 municipalities in Northern Jordan, including Al Yarmouk, Sabha w Eldafyaneh and Hoshah as three of seven control municipalities, and Al Sarhan as one of the intervention 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 centres, sports facilities, public gardens and recreational facilities) to be particularly limited<sup>91</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.

Based on findings from the two World Bank-DFID-FCO-REACH assessments, dissatisfaction with **youth centres and sports facilities**, as well as **public gardens and recreational facilities** across the 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>92</sup>. However, 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>93</sup>.

<sup>90</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>91</sup> Ibid.

<sup>92</sup> Ibid., [JESSRP Baseline Study](#), Assessment Report, May 2015, p. 49-50.

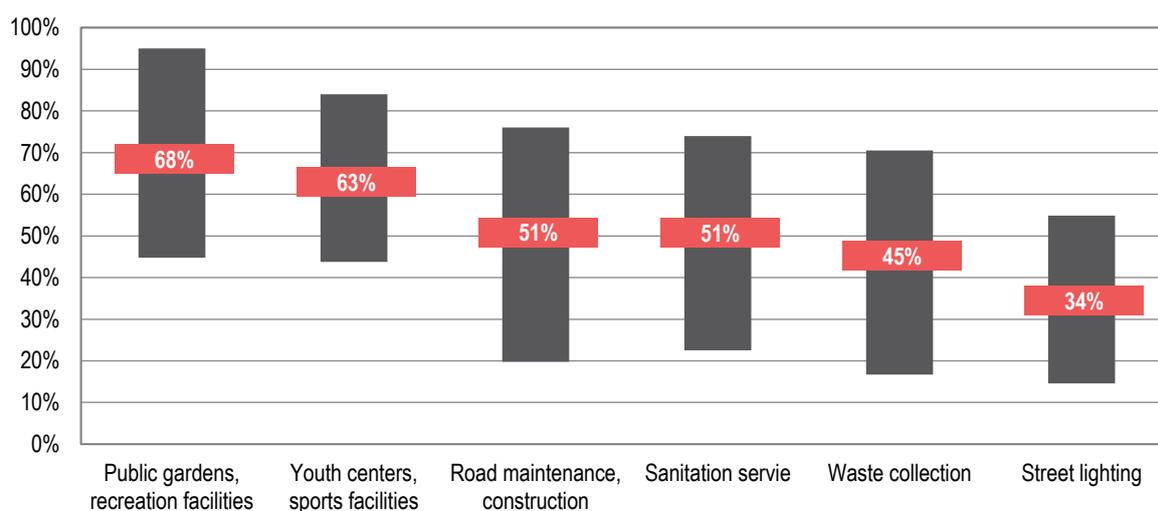
<sup>93</sup> Ibid., [Jordan Emergency Services and Social Resilience Project \(JESSRP\), Monitoring Study 1](#), January 2016, p. 47.

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>94</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>95</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>96</sup>. The comparatively high level of satisfaction with street lighting found across the communities assessed here, with 66% of respondents reporting a 'moderate' or 'large' degree of satisfaction, could suggest a relatively even service coverage, regular maintenance, or consistently functioning street lighting.

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>97</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>98</sup>. Both during the baseline and monitoring assessment for the JESSRP, the primary reason for dissatisfaction was garbage collection not being frequent enough<sup>99</sup>. This might suggest that garbage collection in the assessed USAID CEP communities occurs comparatively frequently or that investments in infrastructure needed for garbage collection in these communities have generated improvements in this service since the onset of the Syria crisis.

### Community disaggregated satisfaction with municipal services

Figure 19: Average proportion and range of respondents reporting to be satisfied to a 'little degree' or 'not at all', by type of municipal service<sup>100</sup>



As Figure 19 shows, levels of satisfaction did not just vary significantly between services, with different reasons for dissatisfaction, but also between communities. 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 8). A lack of road construction and maintenance was also cited as the most pressing challenge facing the community by respondents in Al Mansoura, Tein, Hid, underlining the importance tangible improvements in this sector are likely to have for community members. Inter-community

<sup>94</sup>Ibid., 42; Ibid., [JESSRP Baseline Study](#), Assessment Report, May 2015, p. 40, 43.

<sup>95</sup> Ibid., [Jordan Emergency Services and Social Resilience Project \(JESSRP\), Monitoring Study 1](#), January 2016, p. 42.

<sup>96</sup> Ibid.

<sup>97</sup> UNDP, [Mitigating the Impact of the Syrian Refugee Crisis on Jordanian Vulnerable Host Communities, Municipal Needs Assessment Report](#), 10 April 2014.

<sup>98</sup> World Bank-DFID-FCO-REACH, [JESSRP Baseline Study](#), Assessment Report, May 2015, p. 3.

<sup>99</sup> Ibid., p. 23; Ibid., [Jordan Emergency Services and Social Resilience Project \(JESSRP\), Monitoring Study 1](#), January 2016, p. 39.

<sup>100</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.

variance was also significant for waste collection, ranging from 71% of respondents reporting low levels of satisfaction in Al Hay Al Janoubi to 17% in Hosha. As above, inefficient garbage collection was also cited by respondents as the most pressing challenge facing their community in Al Hay Al Janoubi. Inter-community variance was also relatively higher for sanitation services, ranging from 23% reporting low satisfaction in Al Hussein Al Fdain to 74% in Al Wastyah. For public leisure spaces (including youth centres 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.

Table 8: Proportion of respondents satisfied with municipal services ‘to a little degree’ or ‘not at all’, disaggregated by community (darker the shade, lower the reported level of satisfaction)

|                        | Public gardens & recreation facilities | Youth centers & sports facilities | Road maintenance, construction | Waste collection | Sanitation service | Street lighting |
|------------------------|--|-----------------------------------|--------------------------------|------------------|--------------------|-----------------|
| Ain Al Bida            | 95.0%                                  | 84.0%                             | 57.0%                          | 57.5%            | 69.0%              | 41.0%           |
| Ajloun (control)       | 72.5%                                  | 68.5%                             | 57.0%                          | 59.0%            | 48.0%              | 39.0%           |
| Al Hasa                | 90.0%                                  | 83.5%                             | 38.0%                          | 34.0%            | 31.0%              | 29.5%           |
| Al Hay Al Janoubi      | 75.7%                                  | 66.2%                             | 40.0%                          | 70.5%            | 31.0%              | 30.0%           |
| Al Hussein Al Fdain    | 68.5%                                  | 67.5%                             | 49.0%                          | 69.0%            | 22.5%              | 33.0%           |
| Al Jalameh             | 67.1%                                  | 62.5%                             | 38.8%                          | 67.1%            | 34.2%              | 25.4%           |
| Al Mansoura, Tein, Hid | 66.7%                                  | 55.2%                             | 76.0%                          | 28.1%            | 51.0%              | 37.5%           |
| Al Merath (control)    | 78.5%                                  | 77.0%                             | 58.0%                          | 35.0%            | 30.5%              | 32.0%           |
| Alsahya w Nayfha       | 62.6%                                  | 54.5%                             | 50.5%                          | 38.4%            | 51.5%              | 34.3%           |
| Al Taybah              | 52.1%                                  | 52.1%                             | 49.0%                          | 47.9%            | 64.6%              | 43.8%           |
| Al Wastyah             | 67.7%                                  | 64.6%                             | 51.0%                          | 17.7%            | 74.0%              | 14.6%           |
| Al Yarmouk             | 56.5%                                  | 53.5%                             | 46.0%                          | 39.0%            | 58.5%              | 31.5%           |
| Bsaira                 | 88.0%                                  | 69.0%                             | 68.0%                          | 46.0%            | 59.0%              | 46.0%           |
| Dabit Namer            | 60.3%                                  | 63.6%                             | 42.1%                          | 65.6%            | 27.8%              | 23.4%           |
| Gharandal (control)    | 83.6%                                  | 77.4%                             | 72.8%                          | 65.1%            | 55.9%              | 54.9%           |
| Hosha                  | 55.2%                                  | 47.9%                             | 19.8%                          | 16.7%            | 42.7%              | 17.7%           |
| Khaled Bin Alwaleed    | 45.4%                                  | 50.5%                             | 52.6%                          | 38.1%            | 57.7%              | 46.4%           |
| Mo'ath Bin Jabal       | 62.5%                                  | 51.0%                             | 61.5%                          | 45.8%            | 62.5%              | 30.2%           |
| No'aimeh               | 65.6%                                  | 58.3%                             | 55.2%                          | 31.3%            | 47.9%              | 33.3%           |
| Sabha w Eldafyaneh     | 59.2%                                  | 55.1%                             | 48.0%                          | 37.8%            | 65.3%              | 35.7%           |
| Sama Al Sarhan         | 88.5%                                  | 78.0%                             | 40.0%                          | 58.5%            | 66.5%              | 36.5%           |
| Um Al Jmal             | 44.8%                                  | 43.8%                             | 49.0%                          | 27.1%            | 63.5%              | 42.7%           |

| Legend    |  |
|-----------|--|
| Above 75% |  |
| 51-75%    |  |

|        |  |
|--------|--|
| 26-50% |  |
| 16-25% |  |
| 0-15%  |  |

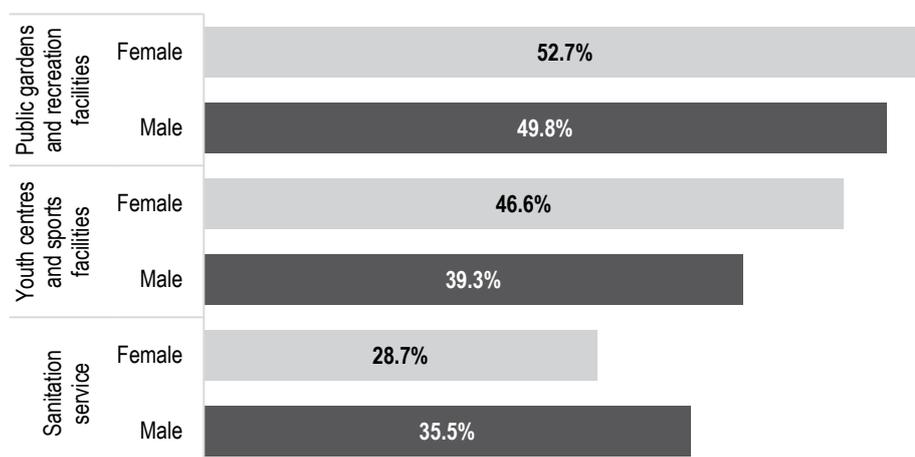
Overall, such variance could be expected given municipal services are localised per their nature. Table 8 provides a breakdown of proportions of respondents stating either a 'little degree' of satisfaction, or not being satisfied 'at all' per community, with dark red highlighting the highest levels of 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 assessed 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 programmes 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 programmes 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

When looking at satisfaction levels for municipal services for men and women, statistically significant differences were observed in levels of satisfaction with sanitation services, public gardens and recreational facilities, and youth centres and sports facilities. While men appeared to be more dissatisfied with sanitation services, for both public gardens and recreation facilities, and youth centres and sports facilities, women were more likely to respond that they were 'little' or 'not at all' satisfied, than their male counterparts (See Figure 20). A large majority of women reported the lowest level of satisfaction, i.e. 'not at all' at 53% for public gardens and recreational facilities and 47% for youth centers and sports facilities, compared to 50% and 39% of male respondents respectively.

Figure 20: Proportion of male/ female respondents reporting to be 'not at all' satisfied with the following municipal services



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>101</sup>.

Furthermore, whereas no statistically significant difference 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, younger respondents were more likely to report a 'little degree' of satisfaction or not being satisfied 'at all' with this municipal service: 69% of respondents between 18 and 30 reported dissatisfaction, while this proportion stood at 67% for 31 to 40 year olds, 65% for 41 to 50 year olds and 59% for respondents above 50 years of age. This is explicable given that there is possibly a higher demand for youth centers and sports facilities within this age group. Similar variations were found for dissatisfaction with public gardens and recreational facilities: 73% of respondents aged 18 to 30 years reported being satisfied to a 'little degree' or 'not at all', compared 65% for those above 50 years of age. 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

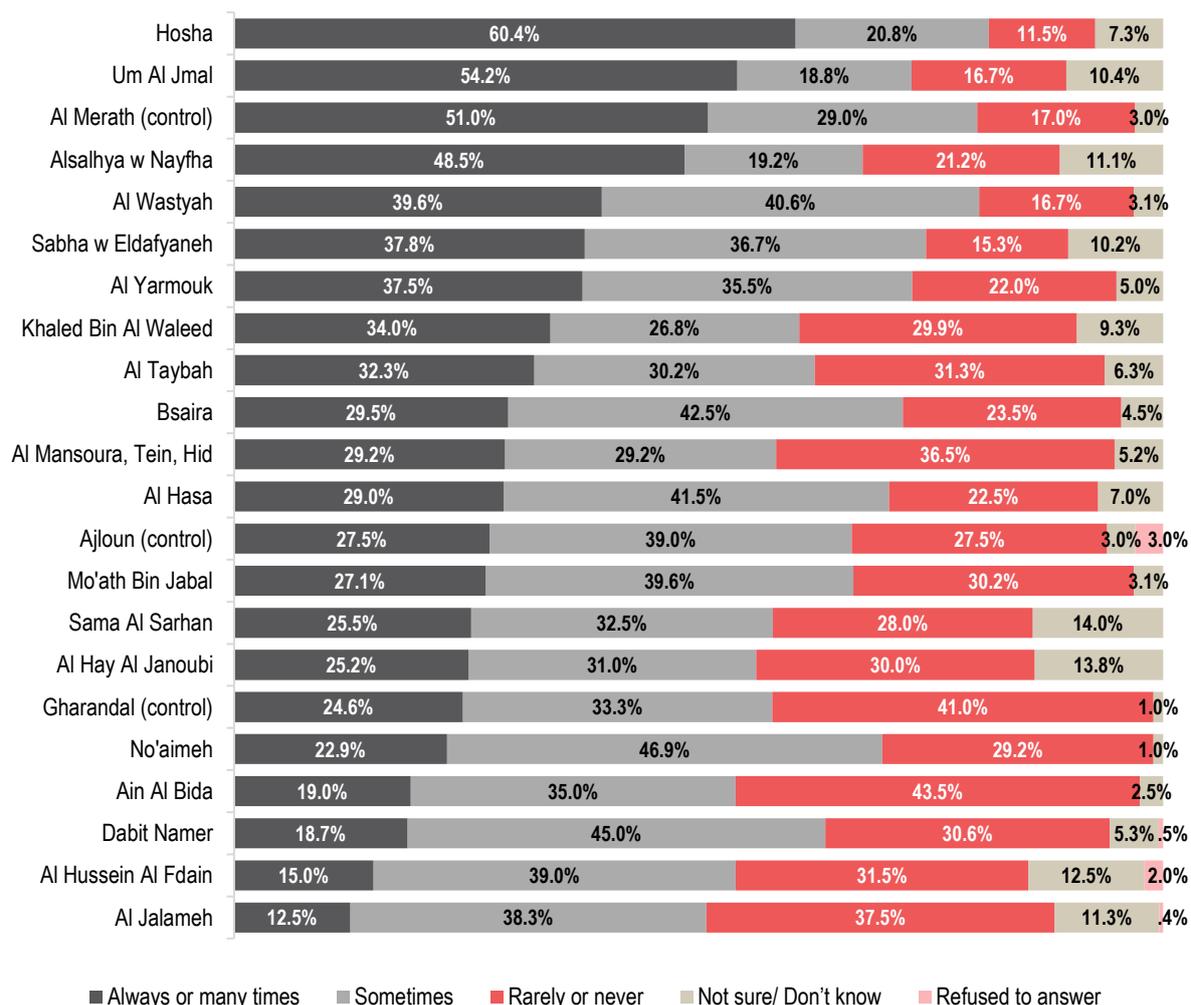
#### Perceived municipal effectiveness

Perceptions 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 assessed communities: a minority of respondents (31%) perceived the municipality to be carrying out its functions effectively 'many times' or 'always', while 62% 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%), only 15% and 13% did so in Al Hussein Al Fdain and Al Jalameh (see Figure 21).

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<sup>101</sup> REACH, [Jordan Emergency Services and Social Resilience Project \(JESSRP\), Monitoring Study 1](#), January 2016.

Figure 21: 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 44% of respondents perceiving the municipality to be responding to citizens' needs to either a 'large' or 'moderate' degree, while 48% reported municipalities to be responsive 'to a little degree' (33%) or 'not at all' (15%). 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>102</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>103</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>104</sup>.

<sup>102</sup> World Bank-DFID- FCO-REACH, [Jordan Emergency Services and Social Resilience Project \(JESSRP\), Monitoring Study 1](#), January 2016, p. 23.

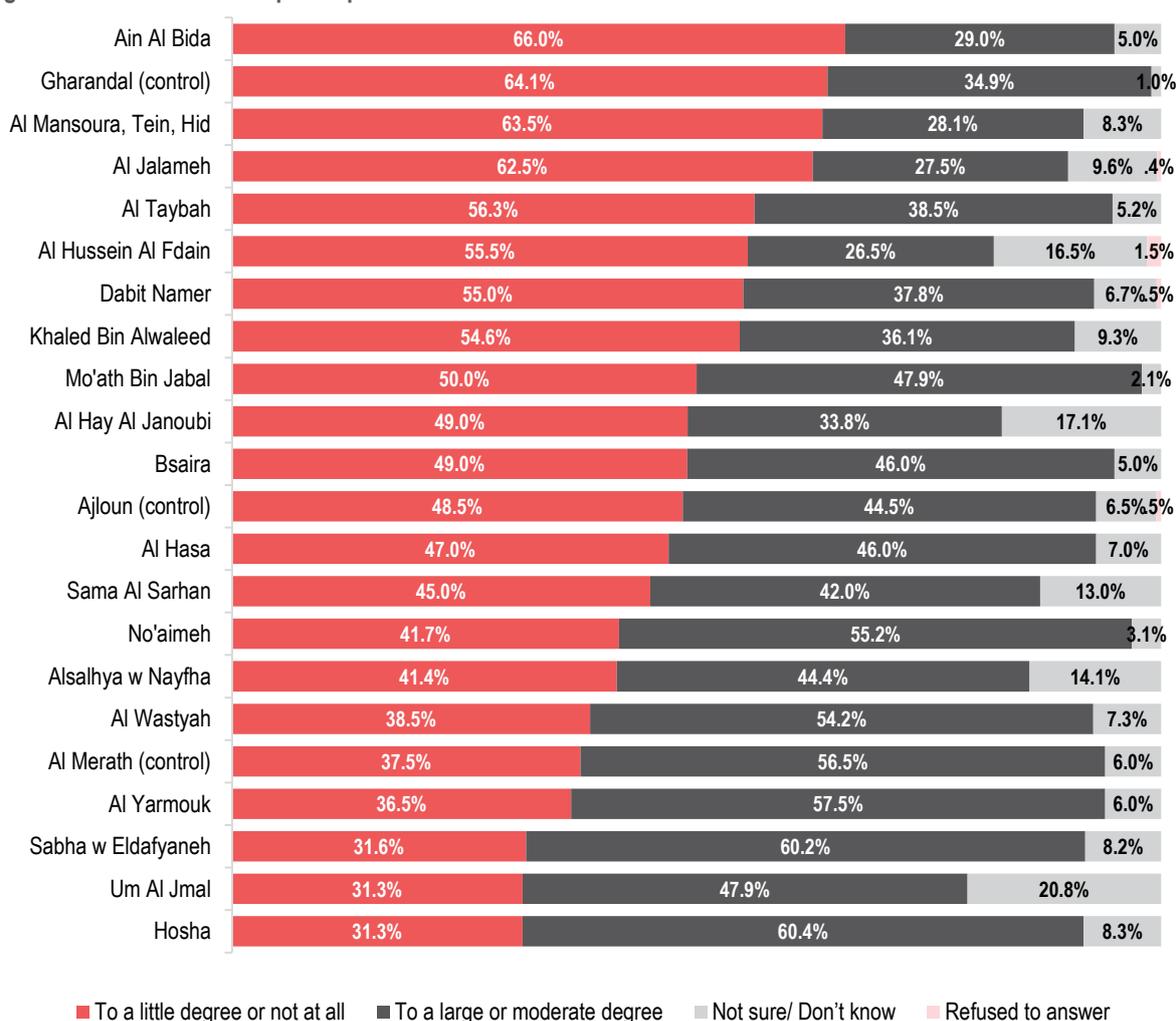
<sup>103</sup> *Ibid.*, p. 25.

<sup>104</sup> [National Resilience Plan \(NRP\) 2014-2016](#), p. 42.

## Community disaggregated municipal responsiveness perceptions

Perceptions of municipal responsiveness were particularly limited in Ain Al Bida, Gharandal, and Al Mansoura, Tein Hid, where 66%, 64% and 63% of respondents respectively stated the municipality was responsive to their needs 'to a little degree' or 'not at all' (see Figure 22). In Ain Al Bida, such limited responsiveness perceptions could be understood given that it is 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, these communities do 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 also be nurturing these perceptions further.

Figure 22: Perceived municipal responsiveness to citizens' needs



Perceptions of municipal responsiveness were also limited in Al Jalameh and Al Taybah, with a relatively large majority, 62% and 56% respectively, reporting their municipality to be responsive 'to a little degree' or 'not at all'. In the case of Al Taybah, population size might be affecting the degree to which the municipality can effectively respond to citizens' needs; with a population of 35,680 people<sup>105</sup>, Al Taybah is the second largest community assessed. Large population size 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

<sup>105</sup> Jordan Department of Statistics (DoS), 2012 population data

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 stronger intra-community relations, including with local government representatives, and as such, more effective channels to communicate needs 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 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. This 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 across each community, there is room for improvement for all assessed communities.

#### Perceived responsiveness of and trust in mayor and municipal council members

To arrive at a more nuanced understanding of municipal responsiveness, the baseline 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. As was the case with the government responsiveness indicators, it should be similarly noted here that while the 2015 baseline included questions on both aspects i.e. responsiveness and trust, the 2014 baseline questionnaire only assessed perceived levels of trust in these specific representatives.

Overall, across all 22 communities assessed, perceived levels of trust was found to be limited: 47% of respondents reported they had a 'little degree' or no trust 'at all' in municipal council members, 31% stated a 'large' or 'moderate' degree of trust, 17% replied 'not sure/don't know' and 5% either 'not applicable' or 'refuse to answer'. Similarly limited perceptions of trust was also found for the mayor across all communities: 46% of respondents reported they had a 'little degree' or no trust 'at all' in municipal council members, 33% stated a 'large' or 'moderate' degree of trust, 17% replied 'not sure/don't know' and 5% either 'not applicable' or 'refuse to answer'

Perceived responsiveness of municipal council members across the ten communities assessed during the 2015 baseline were found to be similarly 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'. Similarly, for perceived responsiveness of the mayor across the ten communities assessed during the 2015 baseline, 38% of respondents reported they perceived them to be responding to needs to a 'large' or 'moderate' degree, 41% to a 'little degree' or 'not at all', while 18% answered 'not sure/don't know'.

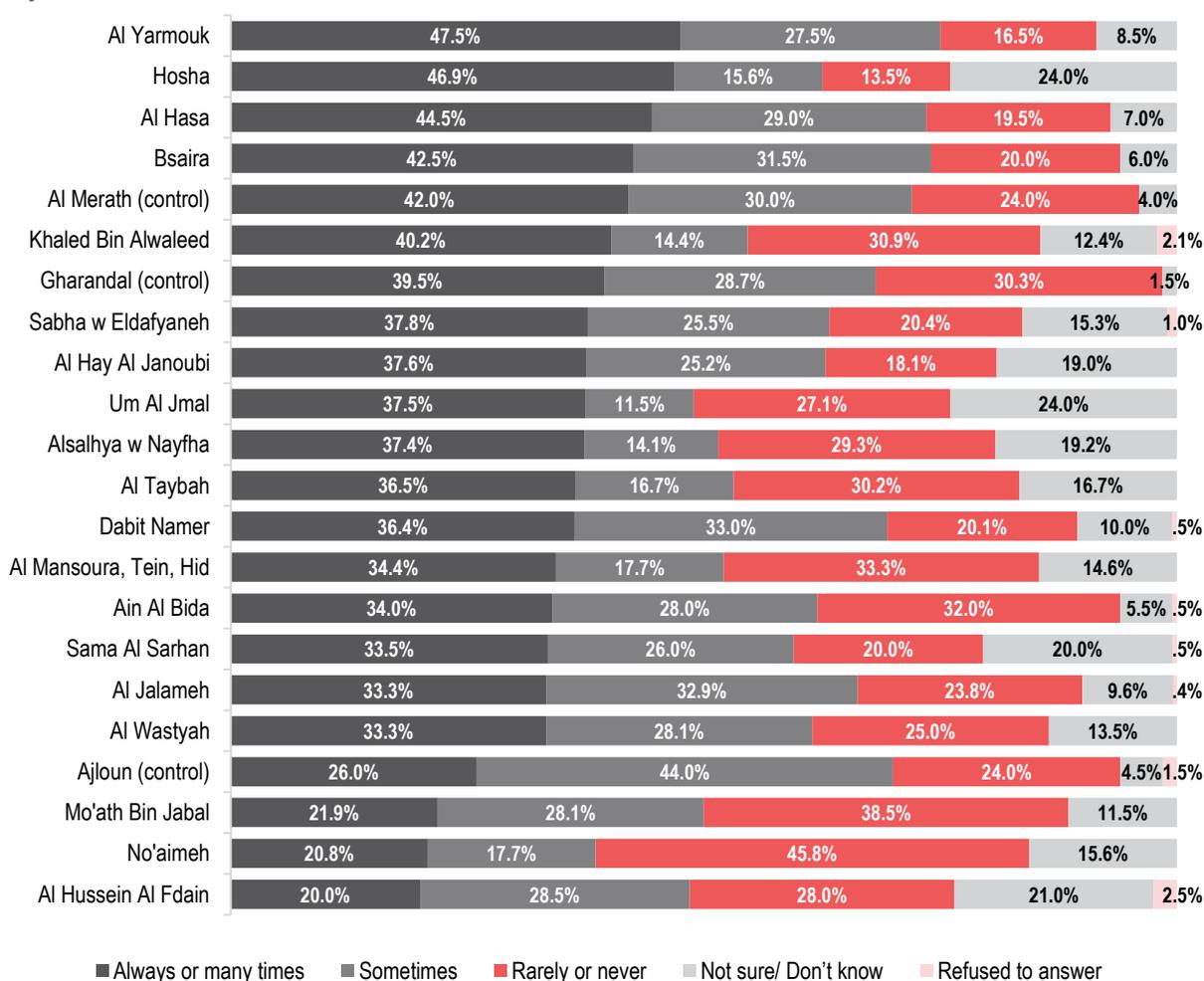
Such limited perceptions of trust and responsiveness of municipal council members, coupled with a considerable proportion of interviewees replying 'not sure/don't know' suggests limited communication, interaction and engagement between citizens and these representatives, and/or limited awareness of their 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. Further exploration of existing channels of communication and engagement could thus enable USAID CEP to understand key challenges related to limited communication and engagement between citizens and their representatives and in subsequence, to identify areas of intervention to address such challenges.

Given that questions regarding the responsiveness of and trust in mayors would make reference to identifiable individuals, related findings have not been included in the present report. For similar reasons, community disaggregated findings for responsiveness of and trust in municipal council members are not presented here.

## 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: 35% of respondents stated that citizens were able to hold the municipality accountable 'many times' or 'always', while 53% replied citizens were able to do so either 'sometimes' or 'rarely'. In none of the assessed communities was there a majority which perceived the community to be able to 'always' or 'many times' hold the municipality to account (see Figure 23). However, while 48% of respondents stated their community was able to do so in Al Yarmouk, less than a quarter of respondents replied 'always' or 'many times' in Mo'ath bin Jabal (22%), No'aimeh (21%) and Al Hussein Al Fdain (20%). 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>106</sup>. As such, community members in No'aimeh could perceive it challenging to hold centralized Greater Irbid municipality to account.

Figure 23: Proportion of respondents stating the community is able to hold the municipality accountable 'always' or 'many times'



<sup>106</sup> REACH key informant interviews, Amman, January 2016.

## 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>107</sup>. Therefore, the baseline assessment also considered decision making processes and civic engagement indicators such as membership in civil society organisations and other societies/ associations, and engagement in communal or volunteering activities in the past 6-12 months. Both organisational membership and volunteerism were found to be very limited, with merely 5% respondents reporting to be member in an association and 9% of respondents reporting to have engaged in a volunteer activity over the past 6-12 months. Meanwhile, self-reported participation in the most recent municipal elections in August 2013 was high, with 60% of interviewees stating they had participated. In light of a reported nationwide turnout of 37.3% of 2.357 million registered voters<sup>108</sup>, it is likely that participation has been over-reported by respondents.

Finally, 9% 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>109</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>110</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.

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<sup>107</sup> [National Resilience Plan \(NRP\) 2014-2016](#), p. 42.

'Civic engagement' is commonly understood as citizens' engagement in policy and decision-making processes, usually through civil society organisations or similar engagement platforms. UNDP defines 'civic engagement' as the "process whereby citizens or their representatives are able to engage and influence public processes, in order to achieve civic objectives and goals." See also:

[http://www.undp.org/content/undp/en/home/ourwork/democraticgovernance/focus\\_areas/topics\\_civic\\_engagement.html](http://www.undp.org/content/undp/en/home/ourwork/democraticgovernance/focus_areas/topics_civic_engagement.html)

<sup>108</sup> AI 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>109</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. Furthermore, given the delays in the procurement of the second baseline assessment, and since implementation of the Community Engagement Project (USAID CEP) was already underway in certain communities, it is likely that respondents might have been referring to USAID CEP community meetings, which are also organised through local governments.

<sup>110</sup> AI Jidara, USAID Community Engagement Project. Baseline Assessment Study: Defining Community Cohesion and Resilience. Focus Group Sessions Report. May 2014.

### 3. CONCLUSION

The objectives of the baseline assessments were to establish perceptions of social cohesion, both intra-communal and between citizens and different levels of government, and community resilience in nineteen communities targeted by USAID's Community Engagement Project (USAID CEP) across Irbid, Mafrq and Tafileh governorates in Jordan. 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 analysed 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 programmes supporting social cohesion and resilience at the community level.

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, and 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, and 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. Nonetheless, overall perceptions of physical safety were found to be relatively strong and community members in the majority of communities assessed did not report threats to their physical safety and security.
- Strong perceptions of living in safety and security could be considered indicative of strong intra-community social cohesion. Indeed, **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 assessed 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.** A majority of respondents reported people in their community to be helping each other when needed. This appears to apply also in the case of provision of support to Syrians: 44% 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 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.** Reflective of this, 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.

- **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. To explore further this vertical dimension, the baseline assessments also analysed 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. **Overall, vertical cohesion across both these indicators appears to be limited.**
- **Levels of satisfaction with a number of public services were found to be limited in many of the communities, in particular in relation to public leisure spaces and road construction and maintenance at the municipal level, and public transport and water supply and delivery 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.
- **Challenges to resilience and vertical cohesion also appears to be arising from limited citizen-government communication and interaction.** For example, 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.
- **These findings serve to emphasize that the two dimensions of social cohesion 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.
- **Finally, the baseline assessments captured variations in social cohesion and resilience perceptions between different communities and demographic groups, a finding which has implications for the targeting of USAID CEP activities.** For instance, satisfaction levels with governmental and municipal services were found to vary between communities by the type and sector of service. Similarly, 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, 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.

**Overall, the baseline assessments have 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 institutionalisation of progress and development, in order to strengthen social cohesion and resilience and provide sustainable and tangible improvements for all community members.

## 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>111</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>112</sup> and Norris et al.<sup>113</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>114</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>115</sup>. Chan et al. measure the vertical and horizontal dimensions through both objective and subjective components. In their view, the objective component, in their view, encompasses “people’s actual participation, cooperation and helping behaviour”<sup>116</sup>, whereas the subjective one “refers to the norms and subjective feelings of trust, a sense of belonging and the willingness to help”<sup>117</sup>. Based on this conceptualisation, Chan et al. propose the following measurement framework (see Table 9).

<sup>111</sup> USAID, [Frontlines: Resilience 2015, Insights from Tom Staal](#), November/December 2015.

<sup>112</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>113</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>114</sup> Chan et al., op. cit.: p. 290.

<sup>115</sup> Ibid.

<sup>116</sup> Ibid.: p. 291.

<sup>117</sup> Ibid.

Table 9: Social cohesion measurement framework after Chan et al.<sup>118</sup>

|   | Subjective component<br>(People's state of mind)  | Objective component<br>(Behavioral manifestations)   |
|---|---|--|
| Horizontal dimension<br>(Cohesion within civil society) | <ul style="list-style-type: none"> <li>• General trust with fellow citizens</li> <li>• Willingness to cooperate and help fellow citizens, including those from "other" social groups</li> <li>• Sense of belonging or identity</li> </ul> | <ul style="list-style-type: none"> <li>• Social participation and vibrancy of civil society</li> <li>• Voluntarism and donations</li> <li>• Presence of absence of major inter-group alliances or cleavages</li> </ul> |
| Vertical dimension<br>(State-citizen cohesion)          | <ul style="list-style-type: none"> <li>• Trust in public figures</li> <li>• Confidence in political and other major social institutions</li> </ul>  | <ul style="list-style-type: none"> <li>• Political participation (e.g. voting, political parties etc.)</li> </ul>  |

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>119</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>120</sup>. They then identify four principal sets of networked capabilities or resources which form the basis of community resilience<sup>121</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>122</sup>.
- (ii) **Community competence** which refers to "collective action and decision-making" grounded in "collective efficacy and empowerment"<sup>123</sup>. While collective efficacy relates to confidence in that community action is effective<sup>124</sup>, community empowerment describes a process which allows people to gain better and more equal access and control over resources<sup>125</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>126</sup>.
- (iv) **Economic development**, which rests on the volume, diversity and equity of resources, such as "[...]and raw materials, physical capital, accessible housing, health services, schools, and employment opportunities"<sup>127</sup>, which in turn affect social vulnerability.

<sup>118</sup> Ibid.: p. 294.

<sup>119</sup> Norris et al., op. cit.: p. 131.

<sup>120</sup> Ibid.

<sup>121</sup> Ibid.: p. 136 et seq.

<sup>122</sup> Ibid.: p. 139.

<sup>123</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>124</sup> Perkins, D., & Long, D. 2002. "Neighbourhood 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>125</sup> Rappaport, J. 1995. "Empowerment meets narrative: Listening to stories and creating settings". *American Journal of Community Psychology* 23: 795–807.

<sup>126</sup> Norris et al., op. cit.: p. 140.

<sup>127</sup> Ibid.

The USAID CEP community cohesion and resilience measurement framework combines the social cohesion measurement framework defined by Chan et al.<sup>128</sup> with the conceptual framework of adaptive capacities developed by Norris et al.<sup>129</sup> as a basis for community resilience, in a community cohesion and resilience measurement framework (see Figure 24).

Figure 24: USAID CEP community cohesion and resilience framework



On one hand, this framework assumes 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 dimensions 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 in supporting communities in effectively mobilising 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 mobilise these networks to adapt to challenges facing the community..

<sup>128</sup> Chan et al., op. cit.

<sup>129</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  Mafraq  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 neighbours:

- 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 Neighbours (Jordanian citizens)  
 5 Neighbours of a different nationality  
 6 Neighbours 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 Neighbours (Jordanian citizens)  
 5 Neighbours of a different nationality  
 6 Neighbours 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 Neighbours (Jordanian citizens)  
 5 Neighbours of a different nationality  
 6 Neighbours 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 neighbours 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 neighbour? (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 organisation (NGO) whether it is social, religious, charity, co-operative, parents council in schools, sports or social club or any other association/society or organisation? (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 organisation are you a member, and how active are you in this organisation?

- Organisation 1: \_\_\_\_\_  
 1 Active member  2 Non-active member  8 Refused to answer

Organisation 2: \_\_\_\_\_

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

Organisation 3: \_\_\_\_\_

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

Organisation 4: \_\_\_\_\_

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

Organisation 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 neighbourhood  
 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 neighbours*

- 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 centre / 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 prioritised 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 neighbourhood 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 performing 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 analysed 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 analysed 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**

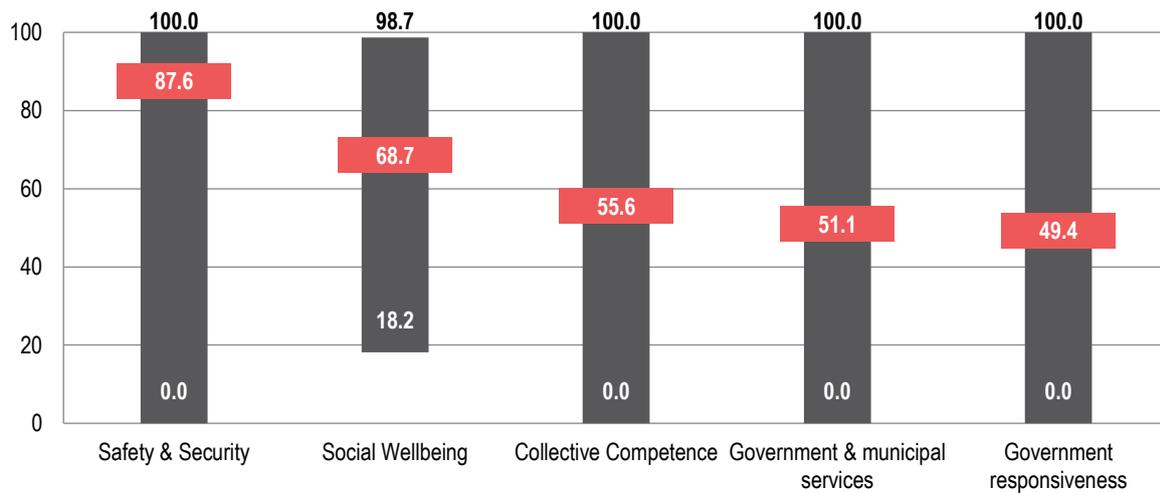
During the 2015 baseline, these indices were constructed to be compatible with the 2014 baseline. However, small modifications were made during the 2015 baseline to improve the methodology. In particular, for the 2015 baseline study the PCA was conducted with only those questions relevant to each separate 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 analysed 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**

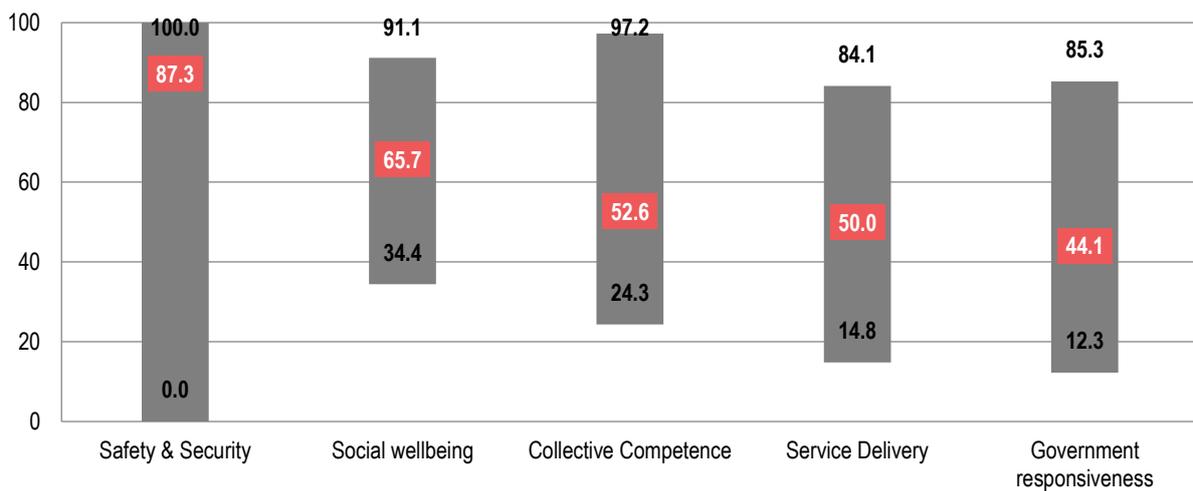
The charts below provide an overall comparison of the five indices, across communities. The variation in scores was small when comparing the index across the different communities and therefore, when analyzed, the difference in results between communities was not statistically significant. Consequently, 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

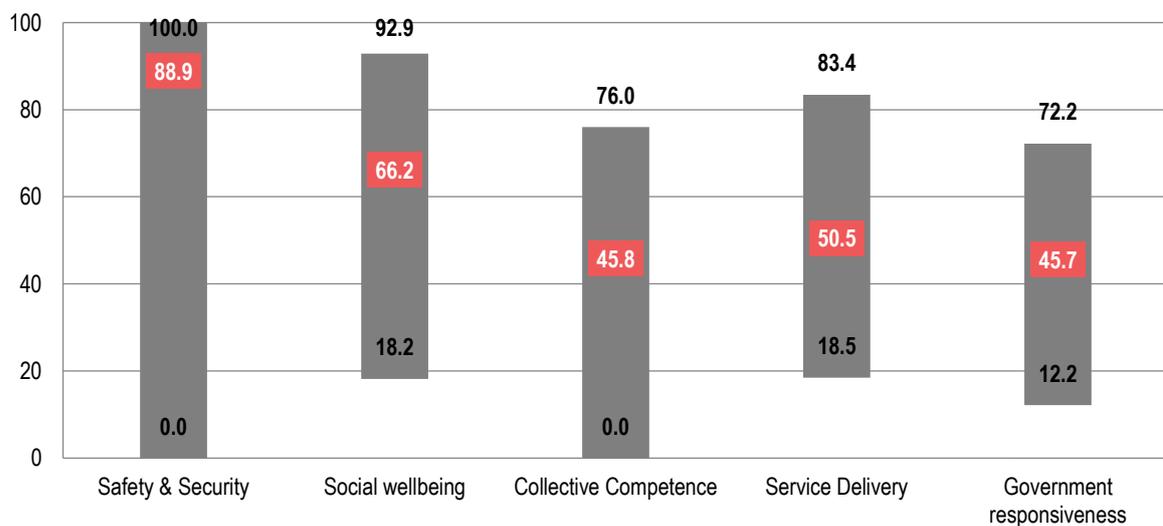


## COMMUNITY INDICES

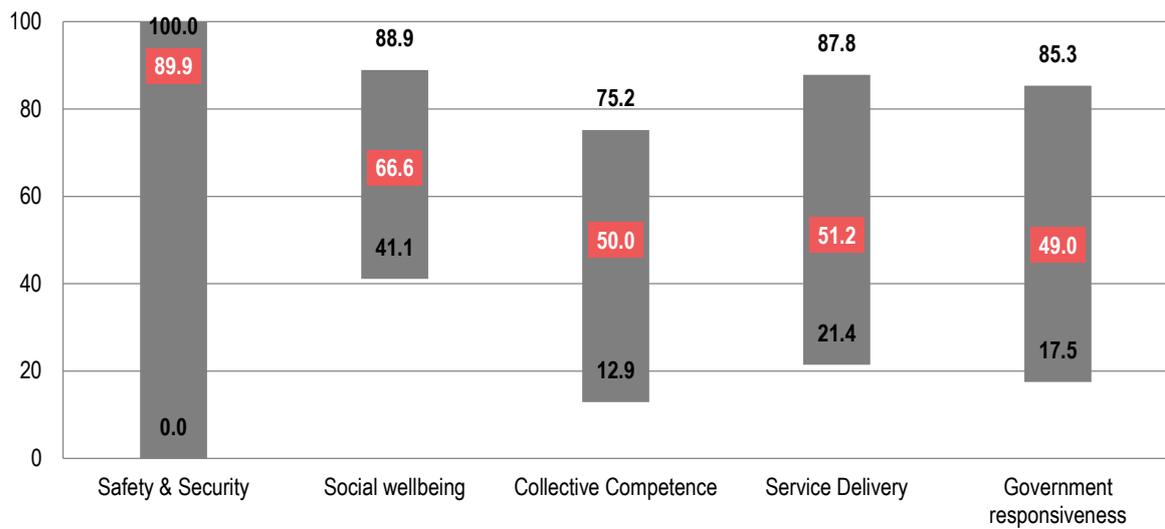
### Khalid Bin Al Waleed (Irbid governorate)



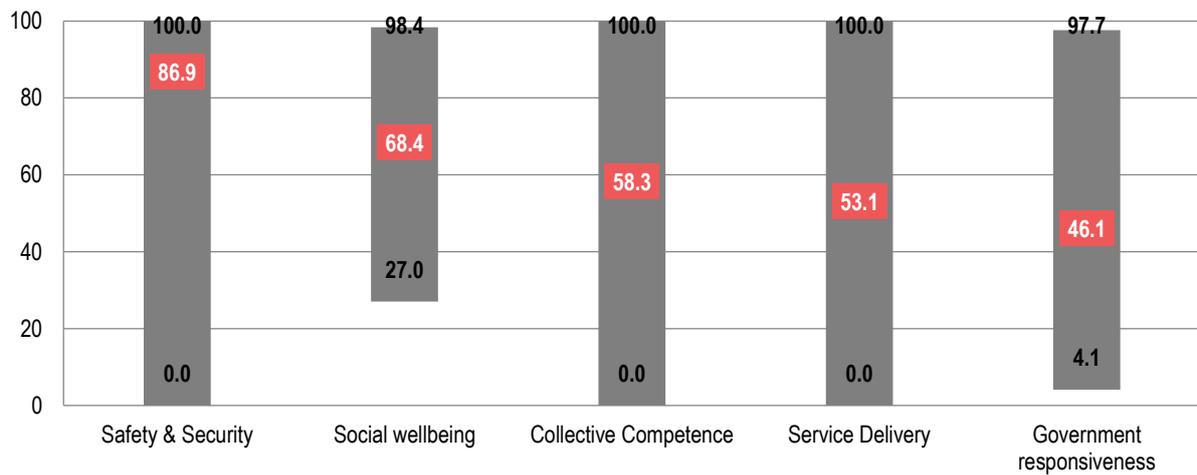
### Mo'ath bin Jabal (Irbid governorate)



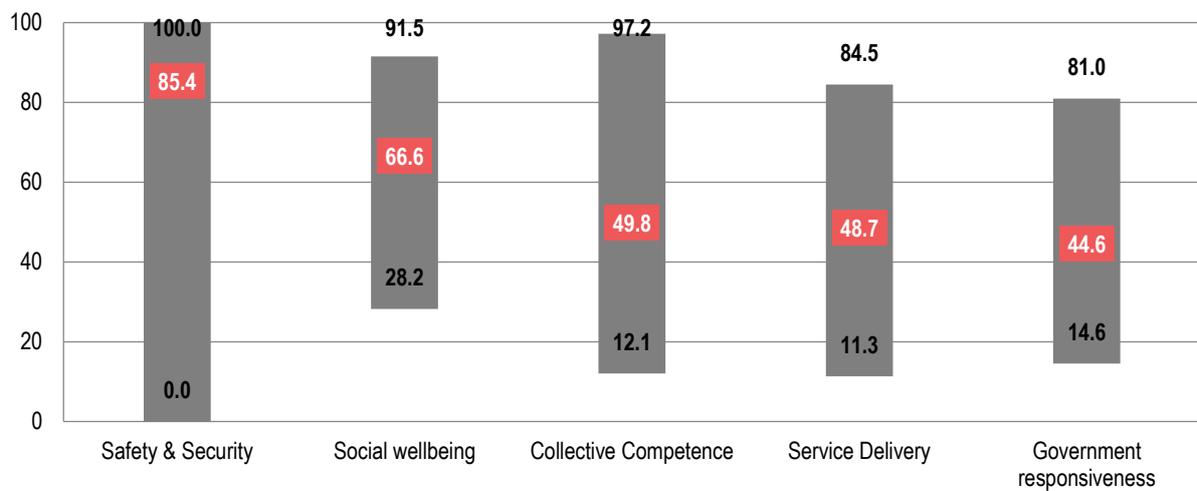
### No'aimeh (Irbid governorate)



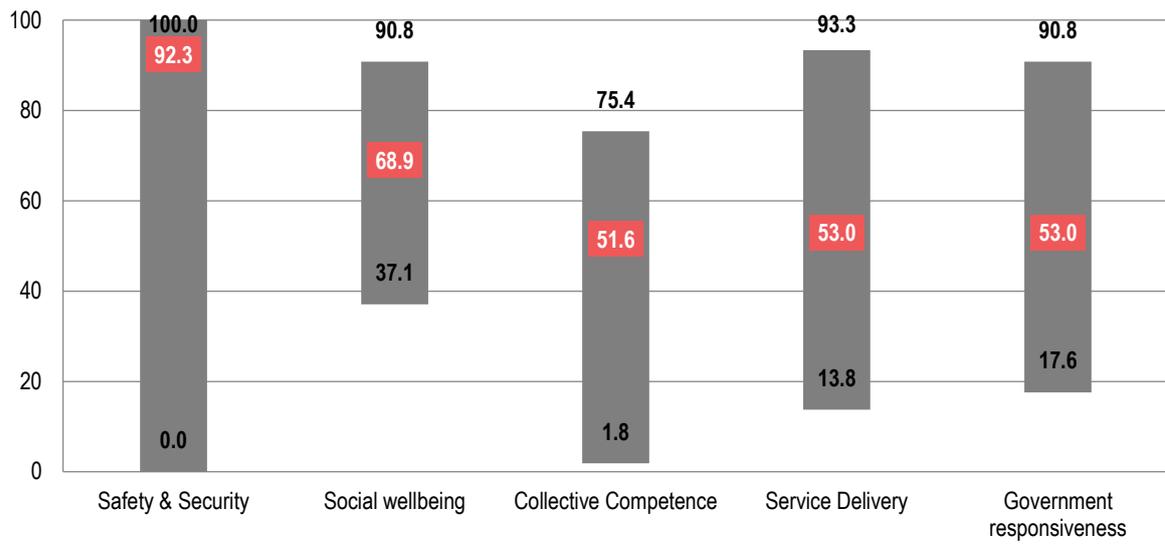
### Al Jalameh (Irbid governorate)



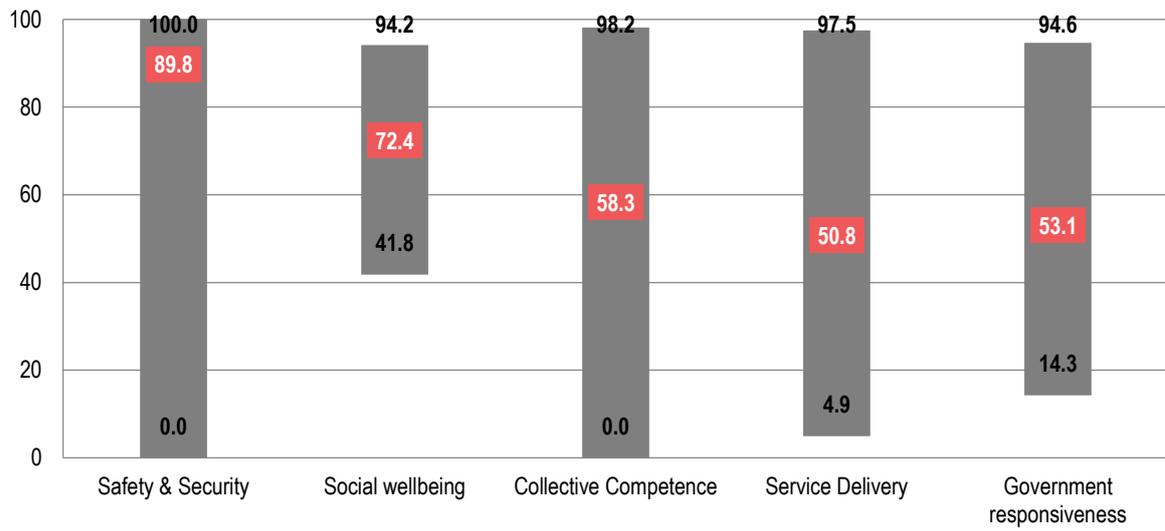
### Al Taybah (Irbid governorate)



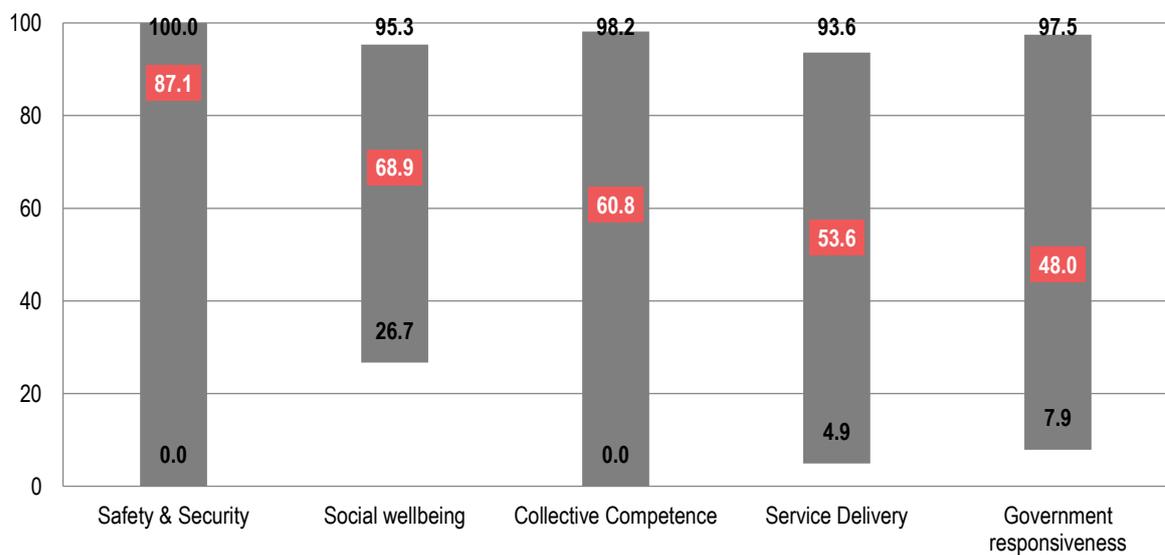
**AI Wastyah (Irbid governorate)**



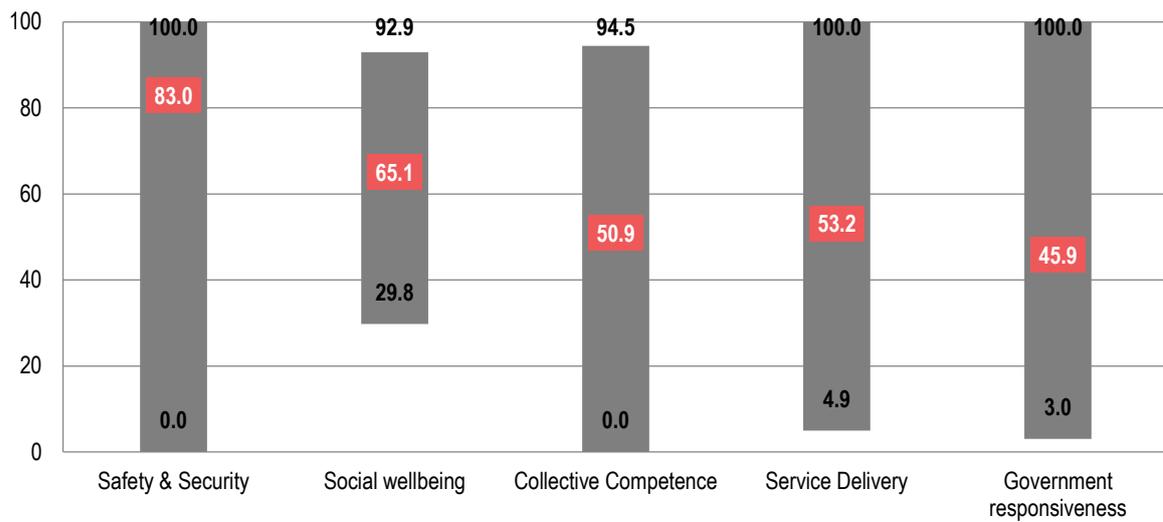
**AI Yarmouk (Irbid governorate)**



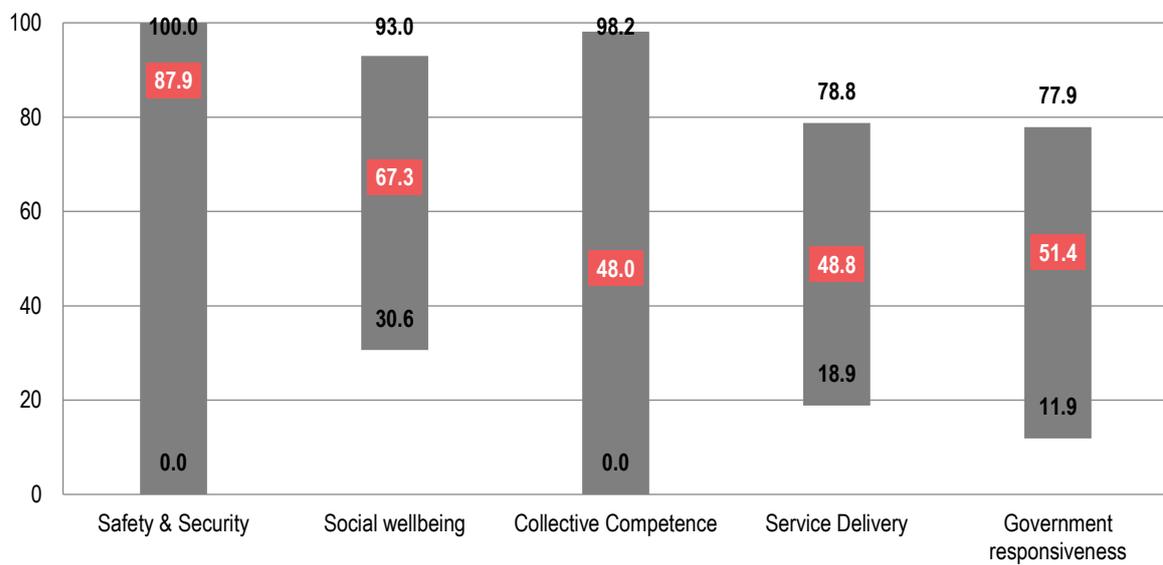
**Dabit Namer (Irbid governorate)**



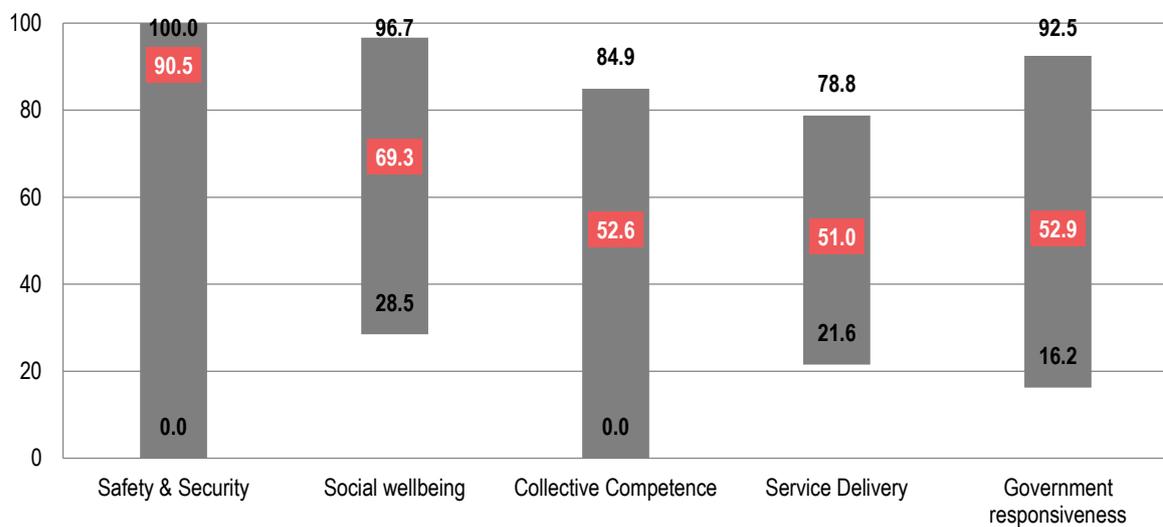
### Alhussein Al Fdain (Mafraq governorate)



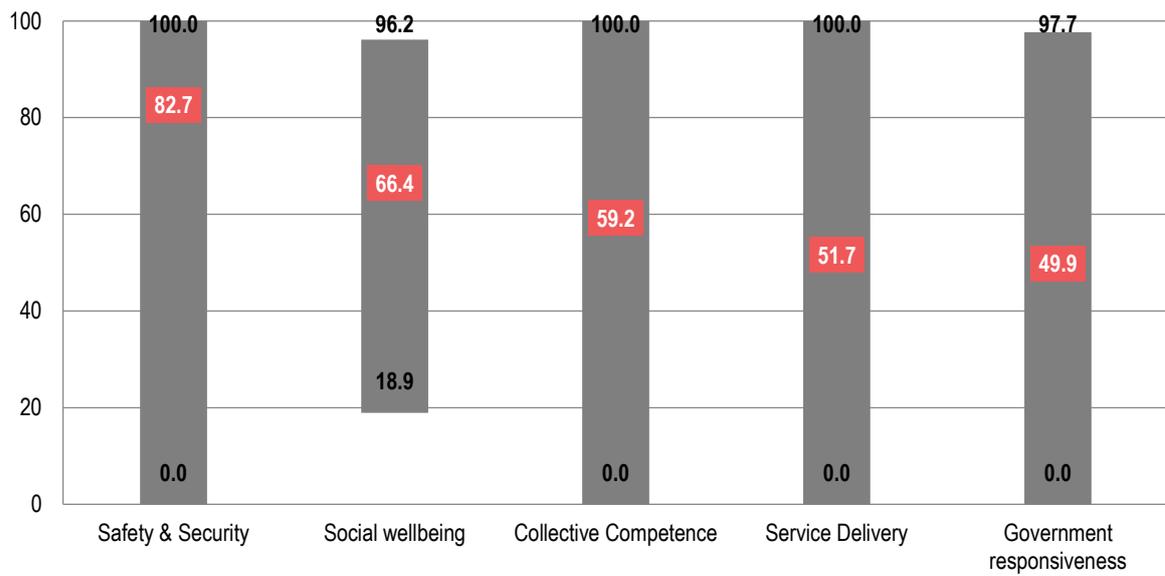
### Alsahya w Nayfha (Mafraq governorate)



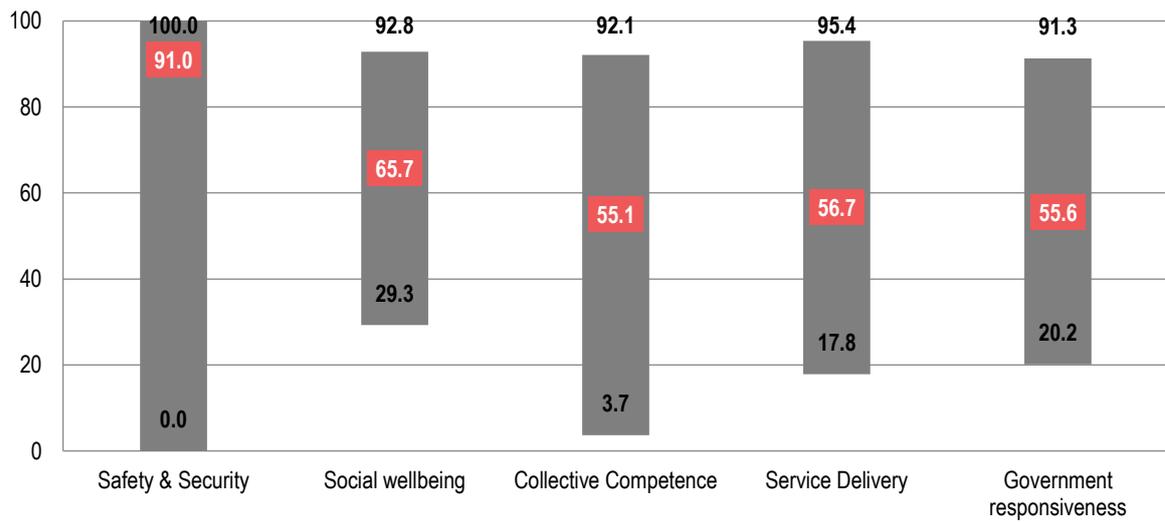
### Sabha w Eldafyaneh (Mafraq governorate)



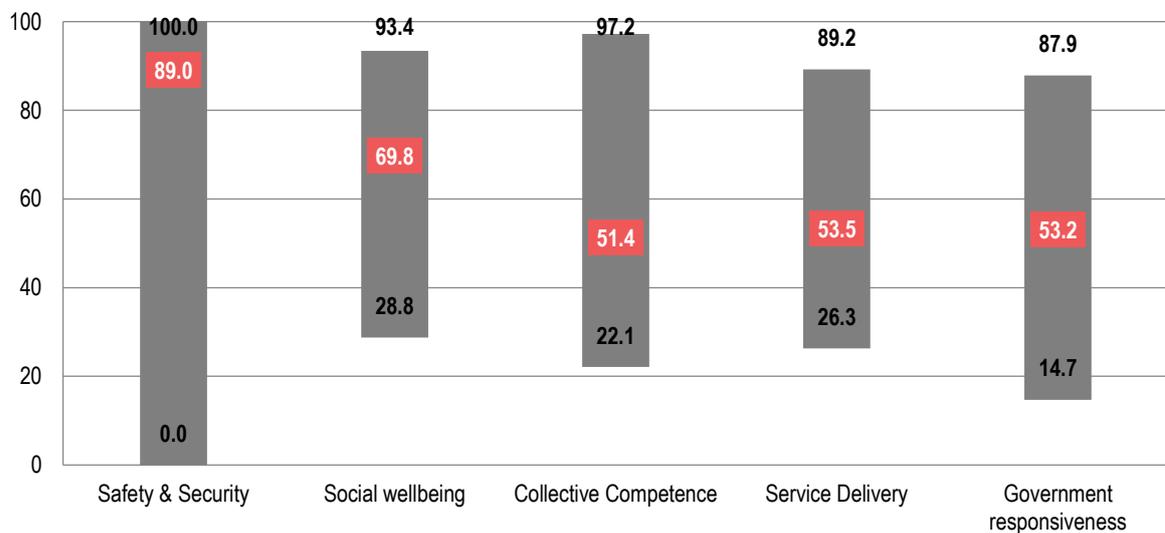
### Hay Al Janoubi (Mafraq governorate)



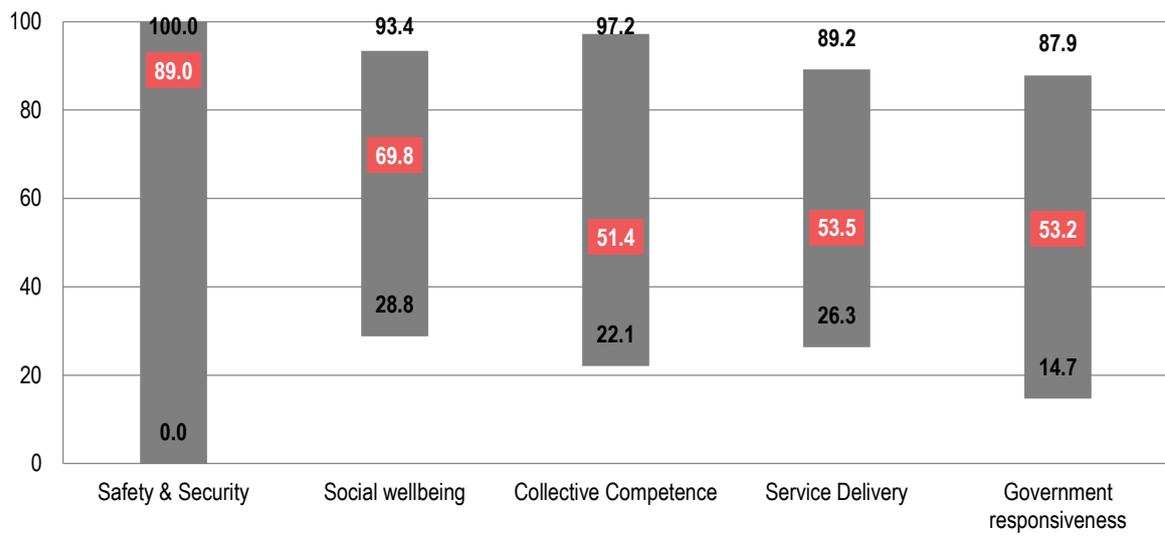
### Hosha (Mafraq governorate)



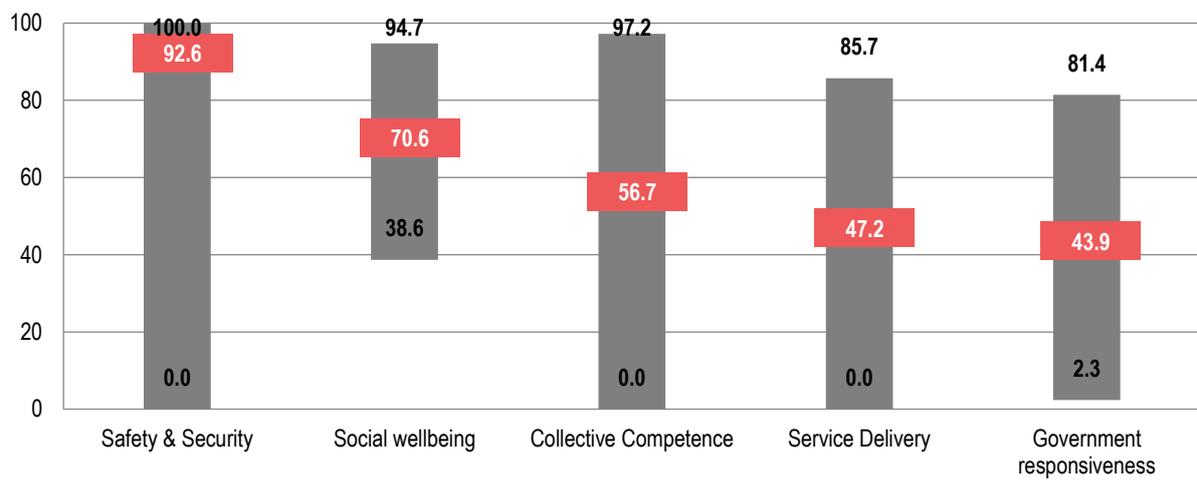
### Sama Al Sarhan (Mafraq governorate)



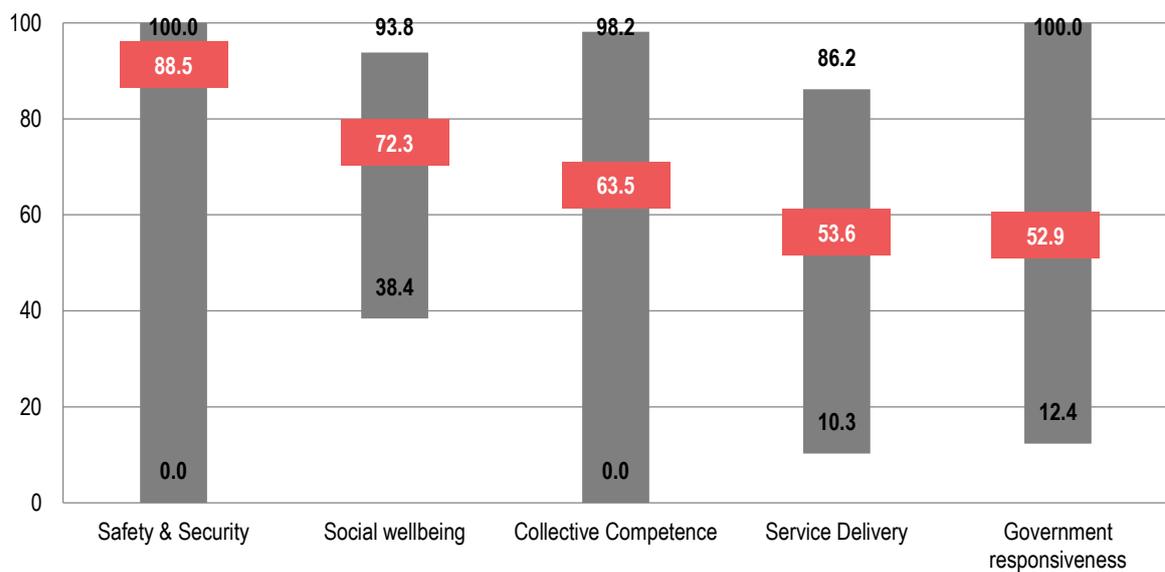
### Um Al Jmal (Mafraq governorate)



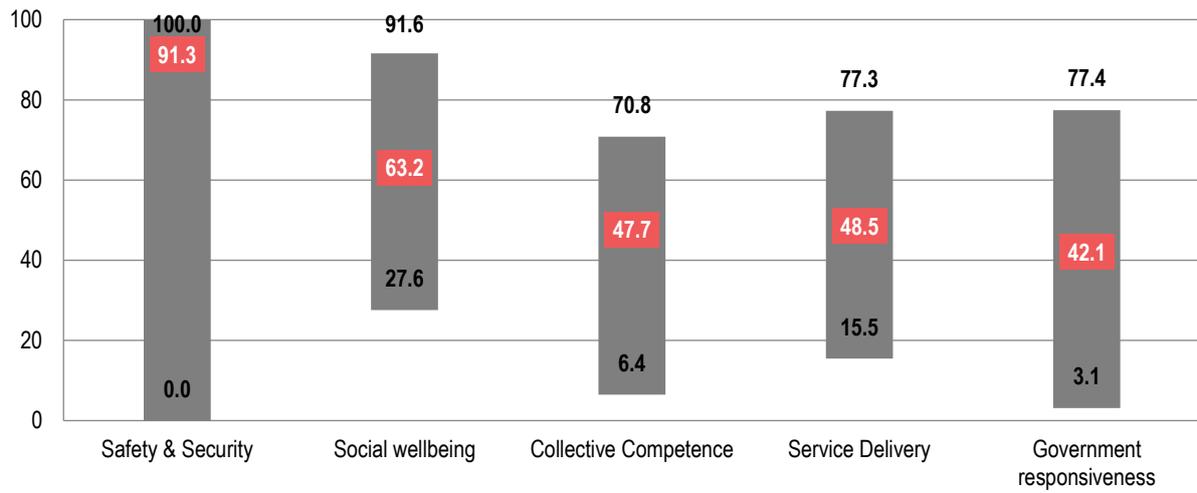
### Ain Al Bida (Tafileh governorate)



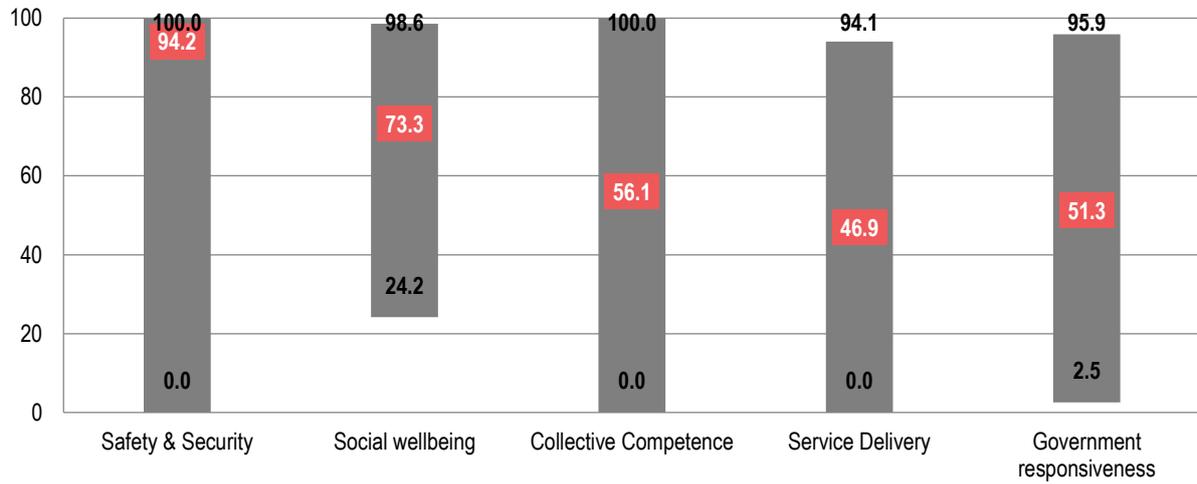
### Al Hasa (Tafileh governorate)



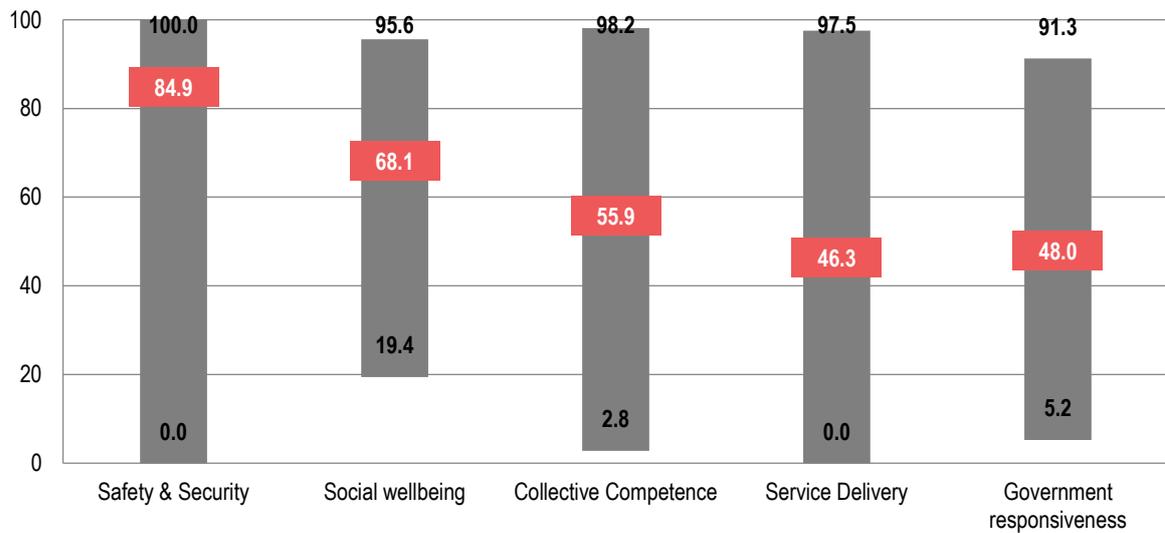
**Al Mansoura, Tein, Hid (Tafileh governorate)**



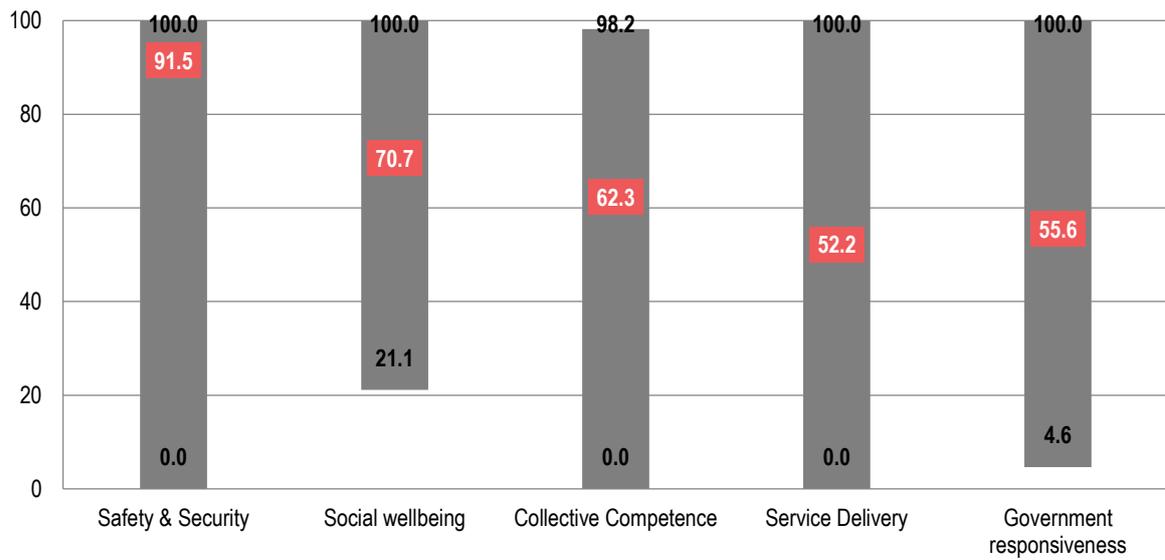
**Bsaira (Tafileh governorate)**



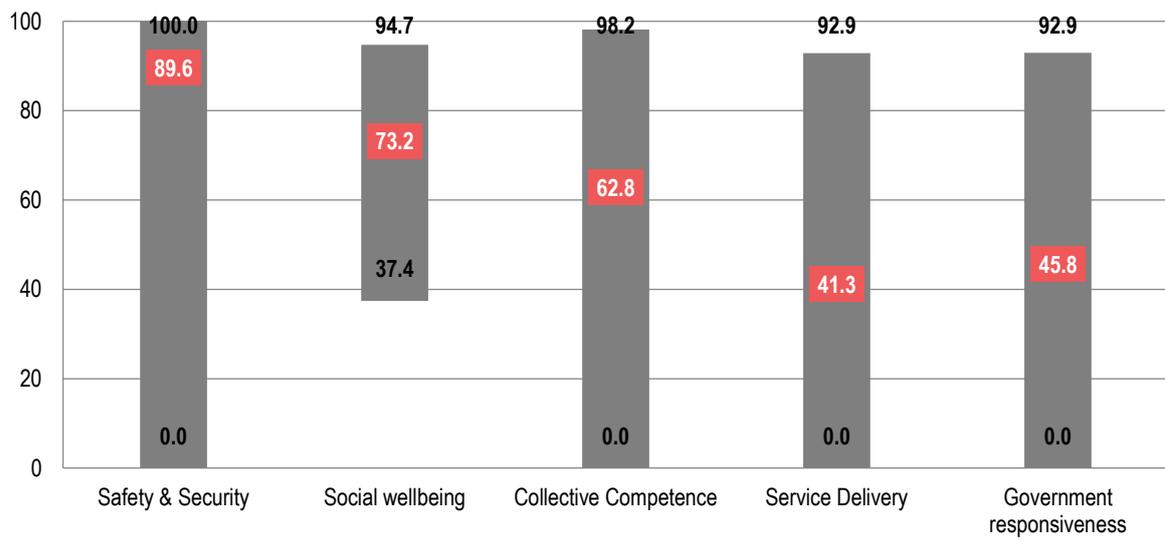
**Ajloun (Control community, Ajloun Governorate)**



**Al Merath (Control community, Jerash Governorate)**



**Gharandal (Control community, Tafileh Governorate)**



# USAID Jordan Community Engagement Project: Baseline Assessment, Aug. 2014

## Community: Ain Al Bida, Tafilah

### OVERVIEW

The USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programmes to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the programme 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 the USAID CEP, two assessments across 22 communities were conducted to provide a baseline of perceptions of community cohesion and resilience in target and control communities. In total, 3420 interviews were conducted with community members, majority of whom were Jordanians while a smaller proportion were Syrians and other nationalities currently residing in these communities. The sample design findings representative at the household level in each assessed community to a 95% level of confidence and 10% margin or error. The data presented on this factsheet represents key themes and indicators which are explored in more detail through an assessment report.

### Community Location



### Demographics

% of respondents originally from assessed village: **87%**

Average respondent age: **39**

Respondents: Male: **50%** Female: **50%**

Average household size: **6 members**

% of Jordanian respondents: **100%**

### SAFETY AND SECURITY

#### Reported threats to personal safety and security

Degree to which respondents feel safe living in their community:



**83%** To a large degree  
**12%** Moderate degree  
**4%** Little degree  
**1%** Not at all

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



**82%** General rise in prices  
**80%** Rising unemployment  
**79%** Different kinds of corruption  
**67%** Syrian refugee influx  
**66%** Lack of social justice

### COMMUNITY CHALLENGES

#### Reported community and household problems

Most important problems facing village:



**15%** No problems  
**12%** Sanitation problems  
**10%** Lack and cuts of water supply

Community is able to handle this problem in the future:



**59%** Not at all  
**28%** Little degree  
**11%** Moderate degree  
**1%** To a large degree  
**1%** Don't know

### EFFECT OF SYRIAN CRISIS

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



**69%** Quality of medical treatment  
**66%** Job security  
**66%** Quality of education services  
**48%** Family and neighbourhood safety

### MUNICIPAL & GOVERNMENTAL SERVICES

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

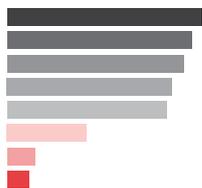


**88%** Police and security services  
**77%** Education in public schools  
**69%** Government health services  
**65%** Education in government universities  
**59%** Street lighting service

### SOCIAL WELLBEING

#### Reported relationships and trust within community

% Respondents reporting strong or very strong relationships with:



**98%** Family  
**93%** Extended Family  
**89%** Friends  
**83%** Neighbours  
**80%** Tribe  
**40%** Religious leader  
**14%** Municipal council member  
**11%** Parliament member

% Respondents who agree or disagree that community members help each other:



**58%** Agree  
**22%** Strongly agree  
**15%** Disagree  
**3%** Strongly disagree  
**2%** Don't know

% Reporting a strong or very strong sense of belonging to community: **94%**

### MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

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

% Respondents who perceive the municipality...

*Responds to their needs:*

Not at all **40%**  
To a moderate degree **27%**  
To a little degree **26%**  
Don't know **5%**  
To a large degree **2%**



*Carries out functions effectively:*

**44%** Rarely  
**35%** Sometimes  
**18%** Many times  
**2%** Don't know  
**1%** Always



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

% Participated in municipal elections (27/8/2013): **67%**

% Invited to townhall meetings in previous 12 months: **8%**

### COLLECTIVE COMPETENCE

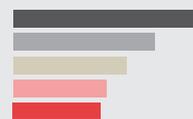
% Respondents who strongly agree or agree with the following:



**79%** People are able to work together as one community  
**76%** People are able to solve problems together  
**60%** People are able to identify stressors  
**60%** People can work together to resolve stressors  
**47%** People have adequate resources to meet needs

### SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are performing across five core indicators relevant to the 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  
**57** Government & municipal services  
**47** Government & municipal responsiveness  
**44** Collective competence

# USAID Jordan Community Engagement Project: Baseline Assessment, Aug. 2014

## Community: Ajloun, Ajloun

### OVERVIEW

The USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programmes to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the programme 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 the USAID CEP, two assessments across 22 communities were conducted to provide a baseline of perceptions of community cohesion and resilience in target and control communities. In total, 3420 interviews were conducted with community members, majority of whom were Jordanians while a smaller proportion were Syrians and other nationalities currently residing in these communities. The sample design provides findings representative at the household level in each assessed community to a 95% level of confidence and 10% margin of error. The data presented on this factsheet represents key themes and indicators which are explored in more detail through an assessment report.

### Community Location



### Demographics

% of respondents originally from assessed village: **79%**

Average respondent age: **39**

Respondents: Male: **49%** Female: **51%**

Average household size: **5 members**

% of Jordanian respondents: **97%**

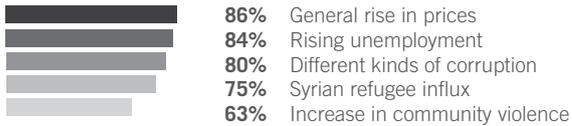
### SAFETY AND SECURITY

#### Reported threats to personal safety and security

Degree to which respondents feel safe living in their community:



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



### EFFECT OF SYRIAN CRISIS

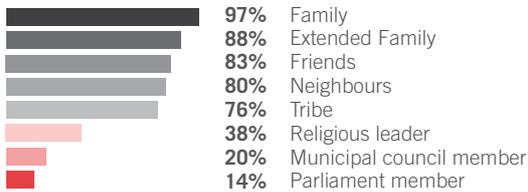
% Respondents reporting the Syrian crisis has had an effect on the following:



### SOCIAL WELLBEING

#### Reported relationships and trust within community

% Respondents reporting strong or very strong relationships with:



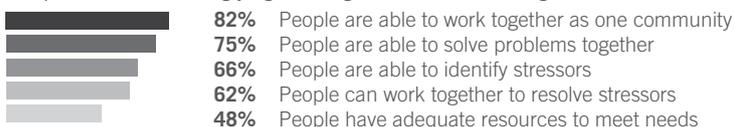
% Respondents who agree or disagree that community members help each other:



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

### COLLECTIVE COMPETENCE

% Respondents who strongly agree or agree with the following:



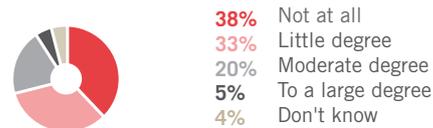
### COMMUNITY CHALLENGES

#### Reported community and household problems

Most important problems facing village:

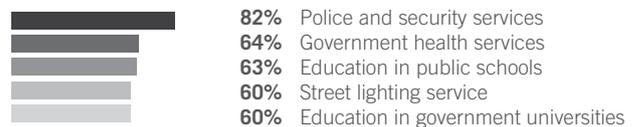


Community is able to handle this problem in the future:



### MUNICIPAL & GOVERNMENTAL SERVICES

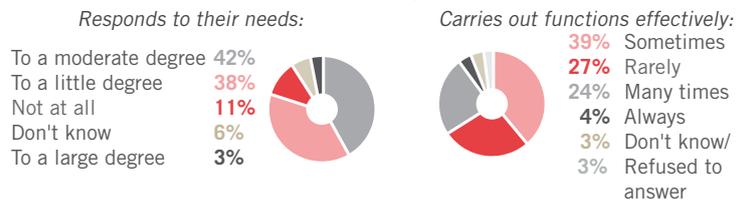
Top 5 municipal and governmental services that respondents reported being either moderately or largely satisfied with:



### MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

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

% Respondents who perceive the municipality...



% Cited they can hold municipality accountable always or many times: **26%**

% Participated in municipal elections (27/8/2013): **61%**

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

### SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are performing across five core indicators relevant to the 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.



# USAID Jordan Community Engagement Project: Baseline Assessment, Aug. 2014

## Community: Al Hasa, Tafilah

### OVERVIEW

The USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programmes to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the programme 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 the USAID CEP, two assessments across 22 communities were conducted to provide a baseline of perceptions of community cohesion and resilience in target and control communities. In total, 3420 interviews were conducted with community members, majority of whom were Jordanians while a smaller proportion were Syrians and other nationalities currently residing in these communities. The sample design provides findings representative at the household level in each assessed community to a 95% level of confidence and 10% margin of error. The data presented on this factsheet represents key themes and indicators which are explored in more detail through an assessment report.

### Community Location



### Demographics

% of respondents originally from assessed village: **66%**

Average respondent age: **37**

Respondents: Male: **50%** Female: **50%**

Average household size: **6 members**

% of Jordanian respondents: **98%**

### SAFETY AND SECURITY

#### Reported threats to personal safety and security

Degree to which respondents feel safe living in their community:



**72%** To a large degree  
**24%** Moderate degree  
**4%** Little degree  
**1%** Not at all

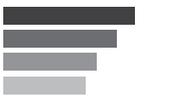
Top 5 issues that made respondents feel unsafe or insecure in last 3 years:



**91%** General rise in prices  
**90%** Different kinds of corruption  
**90%** Rising unemployment  
**86%** Proliferation of drugs  
**73%** Lack of social justice

### EFFECT OF SYRIAN CRISIS

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

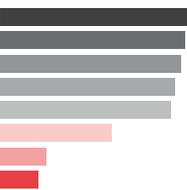


**66%** Job security  
**57%** Quality of medical treatment  
**47%** Quality of education services  
**41%** Family and neighbourhood safety

### SOCIAL WELLBEING

#### Reported relationships and trust within community

% Respondents reporting strong or very strong relationships with:



**100%** Family  
**94%** Extended Family  
**92%** Friends  
**89%** Neighbours  
**87%** Tribe  
**57%** Religious leader  
**24%** Municipal council member  
**20%** Parliament member

% Respondents who agree or disagree that community members help each other:



**52%** Agree  
**23%** Strongly agree  
**17%** Disagree  
**7%** Strongly disagree  
**1%** 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:



**91%** People are able to work together as one community  
**82%** People are able to solve problems together  
**71%** People are able to identify stressors  
**73%** People can work together to resolve stressors  
**57%** People have adequate resources to meet needs

### COMMUNITY CHALLENGES

#### Reported community and household problems

Most important problems facing village:



**16%** Unemployment  
**13%** Other  
**10%** Poor or lack of other municipal services

Community is able to handle this problem in the future:



**55%** Not at all  
**29%** Little degree  
**12%** Moderate degree  
**3%** To a large degree  
**1%** Don't know

### MUNICIPAL & GOVERNMENTAL SERVICES

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



**90%** Police and security services  
**70%** Street lighting service  
**69%** Government health services  
**62%** Sanitation services  
**62%** Road building and maintenance

### MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

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

% Respondents who perceive the municipality...

*Responds to their needs:*

To a little degree **35%**  
 To a moderate degree **31%**  
 To a large degree **15%**  
 Not at all **12%**  
 Don't know **7%**



*Carries out functions effectively:*

**41%** Sometimes  
**23%** Rarely  
**21%** Many times  
**8%** Always  
**7%** Don't know



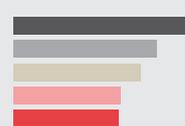
% Cited they can hold municipality accountable always or many times: **45%**

% Participated in municipal elections (27/8/2013): **53%**

% Invited to townhall meetings in previous 12 months: **11%**

### SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are performing across five core indicators relevant to the 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  
**72** Social wellbeing  
**64** Government & municipal services  
**54** Government & municipal responsiveness  
**53** Collective competence

# USAID Jordan Community Engagement Project: Baseline Assessment, Aug. 2014

## Community: Al Hay Al Janoubi, Mafrq

### OVERVIEW

The USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programmes to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the programme 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 the USAID CEP, two assessments across 22 communities were conducted to provide a baseline of perceptions of community cohesion and resilience in target and control communities. In total, 3420 interviews were conducted with community members, majority of whom were Jordanians while a smaller proportion were Syrians and other nationalities currently residing in these communities. The sample design provides findings representative at the household level in each assessed community to a 95% level of confidence and 10% margin of error. The data presented on this factsheet represents key themes and indicators which are explored in more detail through an assessment report.

### Community Location



### Demographics

% of respondents originally from assessed village: **48%**

Average respondent age: **38**

Respondents: Male: **50%** Female: **50%**

Average household size: **6 members**

% of Jordanian respondents: **75%**

### SAFETY AND SECURITY

#### Reported threats to personal safety and security

Degree to which respondents feel safe living in their community:



|            |                   |
|------------|-------------------|
| <b>65%</b> | To a large degree |
| <b>24%</b> | Moderate degree   |
| <b>6%</b>  | Not at all        |
| <b>4%</b>  | Little degree     |
| <b>1%</b>  | Don't know        |

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



|            |                               |
|------------|-------------------------------|
| <b>89%</b> | Rising unemployment           |
| <b>87%</b> | Different kinds of corruption |
| <b>86%</b> | General rise in prices        |
| <b>71%</b> | Syrian refugee influx         |
| <b>70%</b> | Proliferation of drugs        |

### EFFECT OF SYRIAN CRISIS

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

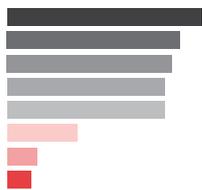


|            |                                 |
|------------|---------------------------------|
| <b>85%</b> | Job security                    |
| <b>82%</b> | Quality of medical treatment    |
| <b>70%</b> | Quality of education services   |
| <b>64%</b> | Family and neighbourhood safety |

### SOCIAL WELLBEING

#### Reported relationships and trust within community

% Respondents reporting strong or very strong relationships with:



|            |                          |
|------------|--------------------------|
| <b>98%</b> | Family                   |
| <b>87%</b> | Extended Family          |
| <b>83%</b> | Friends                  |
| <b>79%</b> | Tribe                    |
| <b>79%</b> | Neighbours               |
| <b>35%</b> | Religious leader         |
| <b>15%</b> | Parliament member        |
| <b>12%</b> | Municipal council member |

% Respondents who agree or disagree that community members help each other:



|            |                   |
|------------|-------------------|
| <b>49%</b> | Agree             |
| <b>21%</b> | Disagree          |
| <b>15%</b> | Strongly agree    |
| <b>11%</b> | Strongly disagree |
| <b>5%</b>  | Don't know        |

% Reporting a strong or very strong sense of belonging to community: **82%**

### COLLECTIVE COMPETENCE

% Respondents who strongly agree or agree with the following:



|            |   |
|------------|---|
| <b>71%</b> | People are able to work together as one community |
| <b>68%</b> | People are able to solve problems together        |
| <b>63%</b> | People are able to identify stressors             |
| <b>63%</b> | People can work together to resolve stressors     |
| <b>61%</b> | People have adequate resources to meet needs      |

### COMMUNITY CHALLENGES

#### Reported community and household problems

Most important problems facing village:



|            |                                |
|------------|--------------------------------|
| <b>29%</b> | Inefficient garbage collection |
| <b>16%</b> | No problems                    |
| <b>11%</b> | Lack and cuts of water supply  |

Community is able to handle this problem in the future:



|            |                   |
|------------|-------------------|
| <b>51%</b> | Not at all        |
| <b>24%</b> | Little degree     |
| <b>16%</b> | Moderate degree   |
| <b>6%</b>  | To a large degree |
| <b>3%</b>  | Don't know        |

### MUNICIPAL & GOVERNMENTAL SERVICES

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



|            |                                |
|------------|--------------------------------|
| <b>92%</b> | Police and security services   |
| <b>71%</b> | Government health services     |
| <b>70%</b> | Street lighting service        |
| <b>69%</b> | Sanitation services            |
| <b>65%</b> | Public transportation services |

### MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

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

% Respondents who perceive the municipality...

*Responds to their needs:*

|                      |            |
|----------------------|------------|
| To a little degree   | <b>30%</b> |
| To a moderate degree | <b>28%</b> |
| Not at all           | <b>19%</b> |
| Don't know           | <b>17%</b> |
| To a large degree    | <b>6%</b>  |



*Carries out functions effectively:*

|            |            |
|------------|------------|
| <b>31%</b> | Sometimes  |
| <b>30%</b> | Rarely     |
| <b>20%</b> | Many times |
| <b>14%</b> | Don't know |
| <b>6%</b>  | Always     |



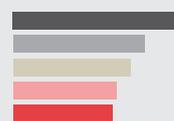
% Cited they can hold municipality accountable always or many times: **38%**

% Participated in municipal elections (27/8/2013): **39%**

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

### SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are performing across five core indicators relevant to the 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.



|           |                                       |
|-----------|---------------------------------------|
| <b>83</b> | Safety & security                     |
| <b>66</b> | Social wellbeing                      |
| <b>59</b> | Government & municipal services       |
| <b>52</b> | Government & municipal responsiveness |
| <b>50</b> | Strongly agree                        |

# USAID Jordan Community Engagement Project: Baseline Assessment, Aug. 2014

## Community: Al Hussein Al Fdain, Mafrq

### OVERVIEW

The USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programmes to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the programme 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 the USAID CEP, two assessments across 22 communities were conducted to provide a baseline of perceptions of community cohesion and resilience in target and control communities. In total, 3420 interviews were conducted with community members, majority of whom were Jordanians while a smaller proportion were Syrians and other nationalities currently residing in these communities. The sample design provides findings representative at the household level in each assessed community to a 95% level of confidence and 10% margin or error. The data presented on this factsheet represents key themes and indicators which are explored in more detail through an assessment report.

### Community Location



### Demographics

% of respondents originally from assessed village: **51%**

Average respondent age: **37**

Respondents: Male: **49%** Female: **51%**

Average household size: **6 members**

% of Jordanian respondents: **74%**

### SAFETY AND SECURITY

#### Reported threats to personal safety and security

Degree to which respondents feel safe living in their community:



**62%** To a large degree  
**28%** Moderate degree  
**7%** Little degree  
**3%** Not at all  
**1%** Don't know

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



**88%** Rising unemployment  
**88%** General rise in prices  
**80%** Different kinds of corruption  
**72%** Gunfire at social events  
**70%** Increase in community violence

### EFFECT OF SYRIAN CRISIS

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

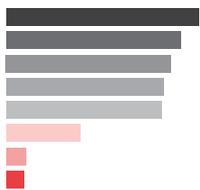


**77%** Job security  
**76%** Quality of medical treatment  
**70%** Quality of education services  
**60%** Family and neighbourhood safety

### SOCIAL WELLBEING

#### Reported relationships and trust within community

% Respondents reporting strong or very strong relationships with:



**97%** Family  
**88%** Extended Family  
**83%** Friends  
**79%** Neighbours  
**78%** Tribe  
**37%** Religious leader  
**10%** Parliament member  
**9%** Municipal council member

% Respondents who agree or disagree that community members help each other:



**47%** Agree  
**25%** Disagree  
**12%** Strongly agree  
**10%** Strongly disagree  
**7%** Don't know

% Reporting a strong or very strong sense of belonging to community: **81%**

### COLLECTIVE COMPETENCE

% Respondents who strongly agree or agree with the following:



**60%** People are able to work together as one community  
**59%** People are able to solve problems together  
**52%** People are able to identify stressors  
**52%** People can work together to resolve stressors  
**46%** People have adequate resources to meet needs

### COMMUNITY CHALLENGES

#### Reported community and household problems

Most important problems facing village:



**32%** Inefficient garbage collection  
**28%** No problems  
**11%** Other

Community is able to handle this problem in the future:



**60%** Not at all  
**31%** Little degree  
**6%** Moderate degree  
**1%** Don't know  
**1%** To a large degree

### MUNICIPAL & GOVERNMENTAL SERVICES

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



**87%** Police and security services  
**78%** Sanitation services  
**76%** Government health services  
**68%** Education in public schools  
**67%** Street lighting service

### MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

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

% Respondents who perceive the municipality...

*Responds to their needs:*

To a little degree **35%**  
 To a moderate degree **24%**  
 Not at all **21%**  
 Don't know **17%**  
 To a large degree **3%**



*Carries out functions effectively:*

**39%** Sometimes  
**32%** Rarely  
**13%** Don't know  
**9%** Many times  
**6%** Always  
**1%** Refused to answer



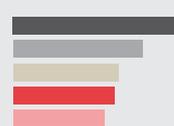
% Cited they can hold municipality accountable always or many times: **20%**

% Participated in municipal elections (27/8/2013): **39%**

% Invited to townhall meetings in previous 12 months: **6%**

### SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are performing across five core indicators relevant to the 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.



**83** Safety & security  
**65** Social wellbeing  
**53** Government & municipal responsiveness  
**51** Government & municipal services  
**46** Collective competence

# USAID Jordan Community Engagement Project: Baseline Assessment, Aug. 2014

## Community: Al Jalameh, Irbid

### OVERVIEW

The USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programmes to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the programme 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 the USAID CEP, two assessments across 22 communities were conducted to provide a baseline of perceptions of community cohesion and resilience in target and control communities. In total, 3420 interviews were conducted with community members, majority of whom were Jordanians while a smaller proportion were Syrians and other nationalities currently residing in these communities. The sample design provides findings representative at the household level in each assessed community to a 95% level of confidence and 10% margin of error. The data presented on this factsheet represents key themes and indicators which are explored in more detail through an assessment report.

### Community Location



### Demographics

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

Average respondent age: **38**

Respondents: Male: **50%** Female: **50%**

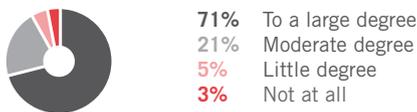
Average household size: **6 members**

% of Jordanian respondents: **91%**

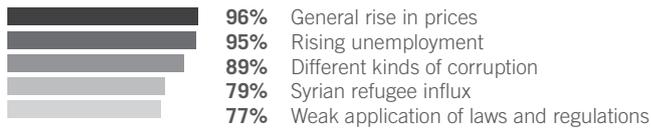
### SAFETY AND SECURITY

#### Reported threats to personal safety and security

Degree to which respondents feel safe living in their community:



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



### EFFECT OF SYRIAN CRISIS

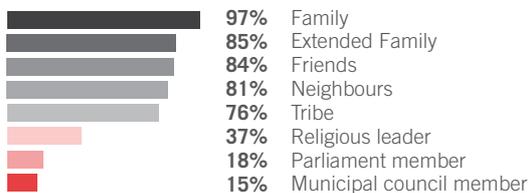
% Respondents reporting the Syrian crisis has had an effect on the following:



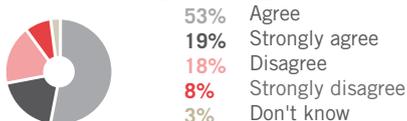
### SOCIAL WELLBEING

#### Reported relationships and trust within community

% Respondents reporting strong or very strong relationships with:



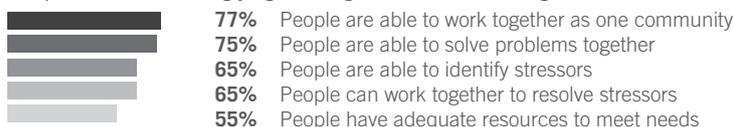
% Respondents who agree or disagree that community members help each other:



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

### COLLECTIVE COMPETENCE

% Respondents who strongly agree or agree with the following:



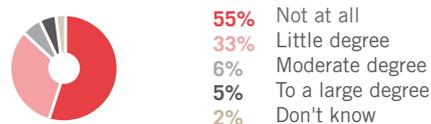
### COMMUNITY CHALLENGES

#### Reported community and household problems

Most important problems facing village:



Community is able to handle this problem in the future:



### MUNICIPAL & GOVERNMENTAL SERVICES

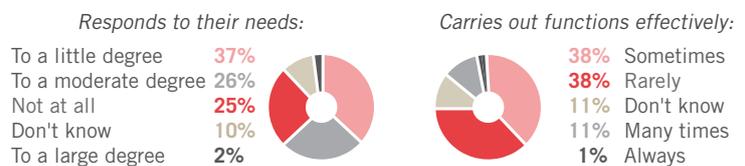
Top 5 municipal and governmental services that respondents reported being either moderately or largely satisfied with:



### MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

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

% Respondents who perceive the municipality...



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

% Participated in municipal elections (27/8/2013): **57%**

% Invited to townhall meetings in previous 12 months: **8%**

### SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are performing across five core indicators relevant to the 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.



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

## Community: Al Mansoura, Tein, Hid, Tafilah

### OVERVIEW

The USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programmes to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the programme 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 the USAID CEP, two assessments across 22 communities were conducted to provide a baseline of perceptions of community cohesion and resilience in target and control communities. In total, 3420 interviews were conducted with community members, majority of whom were Jordanians while a smaller proportion were Syrians and other nationalities currently residing in these communities. The sample design provides findings representative at the household level in each assessed community to a 95% level of confidence and 10% margin of error. The data presented on this factsheet represents key themes and indicators which are explored in more detail through an assessment report.

### Community Location



### Demographics

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

Average respondent age: **40**

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

Average household size: **5 members**

% of Jordanian respondents: **99%**

### SAFETY AND SECURITY

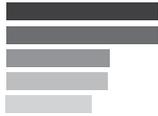
#### Reported threats to personal safety and security

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

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



**76%** General rise in prices  
**76%** Rising unemployment  
**52%** Different kinds of corruption  
**51%** Gunfire at social events  
**43%** Proliferation of drugs

### COMMUNITY CHALLENGES

#### Reported community and household problems

Most important problems facing village:



**27%** Lack of road maintenance  
**16%** Unemployment  
**10%** Lack of public transport

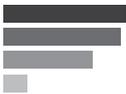
Community is able to handle this problem in the future:



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

### EFFECT OF SYRIAN CRISIS

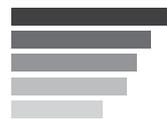
% Respondents reporting the Syrian crisis has had an effect on the following:



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

### MUNICIPAL & GOVERNMENTAL SERVICES

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

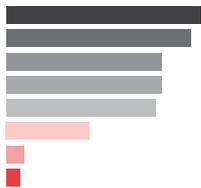


**81%** Police and security services  
**70%** Government health services  
**63%** Street lighting service  
**58%** Education in public schools  
**46%** Public transportation services

### SOCIAL WELLBEING

#### Reported relationships and trust within community

% Respondents reporting strong or very strong relationships with:



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

% Respondents who agree or disagree that community members help each other:



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

% 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

### MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

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

% Respondents who perceive the municipality...

*Responds to their needs:*

To a little degree **42%**  
 Not at all **22%**  
 To a moderate degree **21%**  
 Don't know **8%**  
 To a large degree **7%**



*Carries out functions effectively:*

**36%** Rarely  
**29%** Sometimes  
**24%** Many times  
**5%** Don't know  
**5%** Always



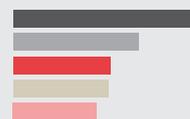
% Cited they can hold municipality accountable always or many times: **34%**

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

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

### SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are performing across five core indicators relevant to the 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.



**91** Safety & security  
**63** Social wellbeing  
**49** Government & municipal responsiveness  
**48** Government & municipal services  
**42** Collective competence

# USAID Jordan Community Engagement Project: Baseline Assessment, Aug. 2014

## Community: Al Merath, Jerash

### OVERVIEW

The USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programmes to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the programme 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 the USAID CEP, two assessments across 22 communities were conducted to provide a baseline of perceptions of community cohesion and resilience in target and control communities. In total, 3420 interviews were conducted with community members, majority of whom were Jordanians while a smaller proportion were Syrians and other nationalities currently residing in these communities. The sample design provides findings representative at the household level in each assessed community to a 95% level of confidence and 10% margin of error. The data presented on this factsheet represents key themes and indicators which are explored in more detail through an assessment report.

### Community Location



### Demographics

% of respondents originally from assessed village: **84%**

Average respondent age: **36**

Respondents: Male: **51%** Female: **49%**

Average household size: **6 members**

% of Jordanian respondents: **98%**

### SAFETY AND SECURITY

#### Reported threats to personal safety and security

Degree to which respondents feel safe living in their community:



**81%** To a large degree  
**14%** Moderate degree  
**2%** Little degree  
**3%** Not at all

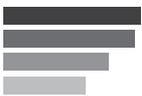
Top 5 issues that made respondents feel unsafe or insecure in last 3 years:



**90%** Rising unemployment  
**87%** Different kinds of corruption  
**84%** General rise in prices  
**73%** Increase in community violence  
**72%** Syrian refugee influx

### EFFECT OF SYRIAN CRISIS

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

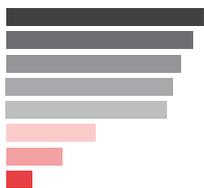


**69%** Job security  
**66%** Quality of medical treatment  
**53%** Quality of education services  
**41%** Family and neighbourhood safety

### SOCIAL WELLBEING

#### Reported relationships and trust within community

% Respondents reporting strong or very strong relationships with:



**100%** Family  
**94%** Extended Family  
**88%** Friends  
**84%** Neighbours  
**81%** Tribe  
**45%** Religious leader  
**28%** Municipal council member  
**13%** Parliament member

% Respondents who agree or disagree that community members help each other:



**51%** Agree  
**25%** Strongly agree  
**15%** Disagree  
**8%** Strongly disagree  
**2%** 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:



**84%** People are able to work together as one community  
**81%** People are able to solve problems together  
**71%** People are able to identify stressors  
**71%** People can work together to resolve stressors  
**50%** People have adequate resources to meet needs

### COMMUNITY CHALLENGES

#### Reported community and household problems

Most important problems facing village:



**20%** Lack and cuts of water supply  
**17%** Lack of road maintenance  
**14%** No problems

Community is able to handle this problem in the future:



**43%** Not at all  
**34%** Little degree  
**21%** Moderate degree  
**2%** To a large degree  
**1%** Don't know

### MUNICIPAL & GOVERNMENTAL SERVICES

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



**88%** Police and security services  
**72%** Government health services  
**69%** Education in public schools  
**68%** Sanitation services  
**68%** Street lighting service

### MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

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

% Respondents who perceive the municipality...

Responds to their needs:

To a moderate degree **44%**  
 To a little degree **26%**  
 To a large degree **13%**  
 Not at all **12%**  
 Don't know **6%**



Carries out functions effectively:

**35%** Many times  
**29%** Sometimes  
**17%** Rarely  
**16%** Always  
**3%** Don't know



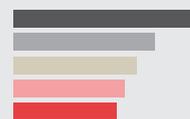
% Cited they can hold municipality accountable always or many times: **42%**

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

% Invited to townhall meetings in previous 12 months: **11%**

### SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are performing across five core indicators relevant to the 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.



**91** Safety & security  
**71** Social wellbeing  
**62** Government & municipal services  
**56** Collective competence  
**52** Government & municipal responsiveness

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

## Community: Al Salhya w Nayfha, Mafrq

### OVERVIEW

The USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programmes to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the programme 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 the USAID CEP, two assessments across 22 communities were conducted to provide a baseline of perceptions of community cohesion and resilience in target and control communities. In total, 3420 interviews were conducted with community members, majority of whom were Jordanians while a smaller proportion were Syrians and other nationalities currently residing in these communities. The sample design provides findings representative at the household level in each assessed community to a 95% level of confidence and 10% margin or error. The data presented on this factsheet represents key themes and indicators which are explored in more detail through an assessment report.

### Community Location



### Demographics

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

Average respondent age: **38**

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

Average household size: **7 members**

% of Jordanian respondents: **94%**

### SAFETY AND SECURITY

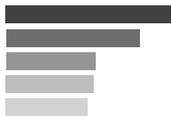
#### Reported threats to personal safety and security

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

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



**83%** Rising unemployment  
**67%** General rise in prices  
**45%** Different kinds of corruption  
**44%** Syrian refugee influx  
**41%** Proliferation of drugs

### EFFECT OF SYRIAN CRISIS

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

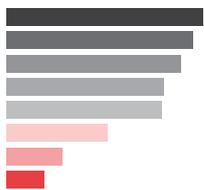


**59%** Job security  
**48%** Quality of medical treatment  
**45%** Quality of education services  
**16%** Family and neighbourhood safety

### SOCIAL WELLBEING

#### Reported relationships and trust within community

% Respondents reporting strong or very strong relationships with:



**99%** Family  
**94%** Extended Family  
**88%** Neighbours  
**79%** Friends  
**78%** Tribe  
**51%** Religious leader  
**28%** Municipal council member  
**19%** Parliament member

% Respondents who agree or disagree that community members help each other:



**50%** Agree  
**21%** Disagree  
**20%** Strongly agree  
**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:



**64%** People are able to work together as one community  
**59%** People are able to solve problems together  
**43%** People are able to identify stressors  
**36%** People can work together to resolve stressors  
**24%** People have adequate resources to meet needs

### 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:



**76%** Not at all  
**9%** Moderate degree  
**9%** Little degree  
**6%** Don't know

### MUNICIPAL & GOVERNMENTAL SERVICES

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



**86%** Police and security services  
**76%** Government health services  
**66%** Street lighting service  
**59%** Public transportation services  
**52%** Education in public schools

### MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

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

% Respondents who perceive the municipality...

*Responds to their needs:*

To a moderate degree **41%**  
 To a little degree **31%**  
 Don't know **14%**  
 Not at all **10%**  
 To a large degree **3%**



*Carries out functions effectively:*

**37%** Many times  
**21%** Rarely  
**19%** Sometimes  
**11%** Don't know  
**11%** Always



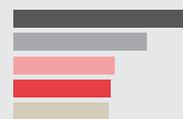
% Cited they can hold municipality accountable always or many times: **37%**

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

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

### SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are performing across five core indicators relevant to the 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  
**67** Social wellbeing  
**51** Collective competence  
**49** Government & municipal responsiveness  
**48** Government & municipal services

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

## Community: Al Taybeh, Irbid

### OVERVIEW

The USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programmes to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the programme 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 the USAID CEP, two assessments across 22 communities were conducted to provide a baseline of perceptions of community cohesion and resilience in target and control communities. In total, 3420 interviews were conducted with community members, majority of whom were Jordanians while a smaller proportion were Syrians and other nationalities currently residing in these communities. The sample design provides findings representative at the household level in each assessed community to a 95% level of confidence and 10% margin of error. The data presented on this factsheet represents key themes and indicators which are explored in more detail through an assessment report.



### Demographics

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

Average respondent age: **41**

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

Average household size: **6 members**

% of Jordanian respondents: **94%**

### 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

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

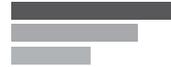


**81%** General rise in prices  
**69%** Rising unemployment  
**52%** Syrian refugee influx  
**43%** Different kinds of corruption  
**40%** Gunfire at social events

### COMMUNITY CHALLENGES

#### Reported community and household problems

Most important problems facing village:



**21%** Rising prices in general  
**16%** Sanitation problems  
**10%** Inefficient garbage collection

Community is able to handle this problem in the future:



**65%** Not at all  
**18%** Little degree  
**15%** Moderate degree  
**2%** Don't know

### EFFECT OF SYRIAN CRISIS

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



**63%** Job security  
**53%** Quality of medical treatment  
**40%** Quality of education services  
**13%** Family and neighbourhood safety

### MUNICIPAL & GOVERNMENTAL SERVICES

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

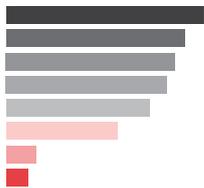


**90%** Police and security services  
**60%** Government health services  
**57%** Public transportation services  
**56%** Street lighting service  
**51%** Road building and maintenance

### SOCIAL WELLBEING

#### Reported relationships and trust within community

% Respondents reporting strong or very strong relationships with:



**100%** Family  
**90%** Extended Family  
**85%** Neighbours  
**81%** Tribe  
**72%** Friends  
**56%** Religious leader  
**15%** Municipal council member  
**11%** Parliament member

% Respondents who agree or disagree that community members help each other:



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

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

### MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

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

% Respondents who perceive the municipality...

*Responds to their needs:*

To a moderate degree **36%**  
To a little degree **31%**  
Not at all **25%**  
Don't know **5%**  
To a large degree **2%**



*Carries out functions effectively:*

**31%** Rarely  
**30%** Sometimes  
**26%** Many times  
**6%** Always  
**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%**

### COLLECTIVE COMPETENCE

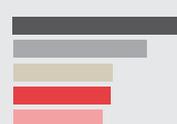
% Respondents who strongly agree or agree with the following:



**78%** People are able to work together as one community  
**70%** People are able to solve problems together  
**46%** People are able to identify stressors  
**38%** People can work together to resolve stressors  
**27%** People have adequate resources to meet needs

### SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are performing across five core indicators relevant to the 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.



**85** Safety & security  
**67** Social wellbeing  
**50** Government & municipal services  
**49** Government & municipal responsiveness  
**45** Collective competence

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

## Community: Al Wastyah, Irbid

### OVERVIEW

The USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programmes to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the programme 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 the USAID CEP, two assessments across 22 communities were conducted to provide a baseline of perceptions of community cohesion and resilience in target and control communities. In total, 3420 interviews were conducted with community members, majority of whom were Jordanians while a smaller proportion were Syrians and other nationalities currently residing in these communities. The sample design provides findings representative at the household level in each assessed community to a 95% level of confidence and 10% margin or error. The data presented on this factsheet represents key themes and indicators which are explored in more detail through an assessment report.

### Community Location



### Demographics

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

Average respondent age: **43**

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

Average household size: **6 members**

% of Jordanian respondents: **98%**

### 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  
**1%** Not at all

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



**90%** General rise in prices  
**84%** Rising unemployment  
**49%** Different kinds of corruption  
**49%** Firing shots at social events  
**46%** Proliferation of drugs

### EFFECT OF SYRIAN CRISIS

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

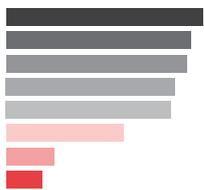


**61%** Job security  
**48%** Quality of medical treatment  
**52%** Quality of education services  
**15%** Family and neighbourhood safety

### SOCIAL WELLBEING

#### Reported relationships and trust within community

% Respondents reporting strong or very strong relationships with:



**99%** Family  
**93%** Friends  
**91%** Extended Family  
**85%** Neighbours  
**83%** Tribe  
**59%** Religious leader  
**24%** Municipal council member  
**18%** Parliament member

% Respondents who agree or disagree that community members help each other:



**65%** Agree  
**17%** Disagree  
**12%** Strongly agree  
**5%** Don't know  
**2%** Strongly disagree

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

### COLLECTIVE COMPETENCE

% Respondents who strongly agree or agree with the following:



**75%** People are able to work together as one community  
**74%** People are able to solve problems together  
**61%** People are able to identify stressors  
**56%** 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:



**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:



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

### MUNICIPAL & GOVERNMENTAL SERVICES

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



**98%** Police and security services  
**85%** Street lighting service  
**70%** Government health services  
**64%** Public transportation services  
**55%** Education in public schools

### MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

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

% Respondents who perceive the municipality...

Responds to their needs:

To a moderate degree **45%**  
To a little degree **34%**  
To a large degree **9%**  
Don't know **7%**  
Not at all **4%**



Carries out functions effectively:

**41%** Sometimes  
**22%** Many times  
**18%** Always  
**17%** Rarely  
**3%** Don't know



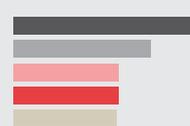
% Cited they can hold municipality accountable always or many times: **33%**

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

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

### SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are performing across five core indicators relevant to the 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  
**69** Social wellbeing  
**53** Collective competence  
**53** Government & municipal responsiveness  
**52** Government & municipal services

# USAID Jordan Community Engagement Project: Baseline Assessment, Aug. 2014

## Community: Al Yarmouk, Irbid

### OVERVIEW

The USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programmes to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the programme 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 the USAID CEP, two assessments across 22 communities were conducted to provide a baseline of perceptions of community cohesion and resilience in target and control communities. In total, 3420 interviews were conducted with community members, majority of whom were Jordanians while a smaller proportion were Syrians and other nationalities currently residing in these communities. The sample design provides findings representative at the household level in each assessed community to a 95% level of confidence and 10% margin or error. The data presented on this factsheet represents key themes and indicators which are explored in more detail through an assessment report.

### Community Location



### Demographics

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

Average respondent age: **40**

Respondents: Male: **51%** Female: **49%**

Average household size: **5 members**

% of Jordanian respondents: **97%**

### SAFETY AND SECURITY

#### Reported threats to personal safety and security

Degree to which respondents feel safe living in their community:



**75%** To a large degree  
**20%** Moderate degree  
**5%** Little degree  
**1%** Not at all

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



**83%** Rising unemployment  
**82%** General rise in prices  
**77%** Different kinds of corruption  
**74%** Syrian refugee influx  
**60%** Gunfire at social events

### EFFECT OF SYRIAN CRISIS

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

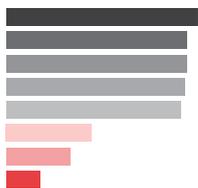


**70%** Job security  
**66%** Quality of medical treatment  
**63%** Quality of education services  
**48%** Family and neighbourhood safety

### SOCIAL WELLBEING

#### Reported relationships and trust within community

% Respondents reporting strong or very strong relationships with:



**97%** Family  
**91%** Friends  
**91%** Neighbours  
**90%** Extended Family  
**88%** Tribe  
**43%** Religious leader  
**32%** Municipal council member  
**17%** Parliament member

% Respondents who agree or disagree that community members help each other:



**54%** Agree  
**26%** Strongly agree  
**17%** Disagree  
**2%** Don't know  
**1%** Strongly disagree

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

### COLLECTIVE COMPETENCE

% Respondents who strongly agree or agree with the following:



**80%** People are able to work together as one community  
**75%** People are able to solve problems together  
**66%** People are able to identify stressors  
**65%** People can work together to resolve stressors  
**54%** People have adequate resources to meet needs

### COMMUNITY CHALLENGES

#### Reported community and household problems

Most important problems facing village:



**36%** Lack and cuts of water supply  
**21%** No problems  
**11%** Lack of public transport

Community is able to handle this problem in the future:



**54%** Not at all  
**34%** Little degree  
**10%** Moderate degree  
**2%** To a large degree

### MUNICIPAL & GOVERNMENTAL SERVICES

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



**85%** Police and security services  
**71%** Education in public schools  
**70%** Government health services  
**69%** Street lighting service  
**67%** Education in government universities

### MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

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

% Respondents who perceive the municipality...

Responds to their needs:

To a moderate degree **44%**  
To a little degree **24%**  
To a large degree **14%**  
Not at all **13%**  
Don't know **6%**



Carries out functions effectively:

**36%** Sometimes  
**26%** Many times  
**22%** Rarely  
**12%** Always  
**5%** Don't know



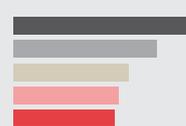
% Cited they can hold municipality accountable always or many times: **48%**

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

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

### SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are performing across five core indicators relevant to the 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  
**72** Social wellbeing  
**58** Government & municipal services  
**53** Collective competence  
**51** Government & municipal responsiveness

# USAID Jordan Community Engagement Project: Baseline Assessment, Aug. 2014

## Community: Bsaira, Tafilah

### OVERVIEW

The USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programmes to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the programme 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 the USAID CEP, two assessments across 22 communities were conducted to provide a baseline of perceptions of community cohesion and resilience in target and control communities. In total, 3420 interviews were conducted with community members, majority of whom were Jordanians while a smaller proportion were Syrians and other nationalities currently residing in these communities. The sample design provides findings representative at the household level in each assessed community to a 95% level of confidence and 10% margin of error. The data presented on this factsheet represents key themes and indicators which are explored in more detail through an assessment report.

### Community Location



### Demographics

% of respondents originally from assessed village: **88%**

Average respondent age: **39**

Respondents: Male: **51%** Female: **49%**

Average household size: **5 members**

% of Jordanian respondents: **98%**

### SAFETY AND SECURITY

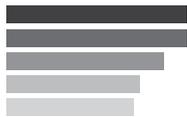
#### Reported threats to personal safety and security

Degree to which respondents feel safe living in their community:



**88%** To a large degree  
**9%** Moderate degree  
**3%** Little degree  
**1%** Not at all

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



**91%** General rise in prices  
**91%** Rising unemployment  
**79%** Different kinds of corruption  
**67%** Proliferation of drugs  
**64%** Gunfire at social events

### EFFECT OF SYRIAN CRISIS

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

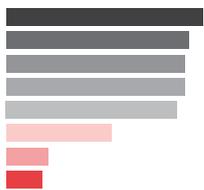


**59%** Job security  
**55%** Quality of medical treatment  
**44%** Quality of education services  
**39%** Family and neighbourhood safety

### SOCIAL WELLBEING

#### Reported relationships and trust within community

% Respondents reporting strong or very strong relationships with:



**99%** Family  
**92%** Extended Family  
**90%** Tribe  
**90%** Friends  
**86%** Neighbours  
**53%** Religious leader  
**21%** Municipal council member  
**18%** Parliament member

% Respondents who agree or disagree that community members help each other:



**52%** Agree  
**22%** Strongly agree  
**21%** Disagree  
**5%** Strongly disagree  
**1%** 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:



**72%** People are able to work together as one community  
**67%** People are able to solve problems together  
**60%** People are able to identify stressors  
**61%** People can work together to resolve stressors  
**41%** People have adequate resources to meet needs

### COMMUNITY CHALLENGES

#### Reported community and household problems

Most important problems facing village:



**16%** Lack of road maintenance  
**13%** Lack of public transport  
**13%** No problems

Community is able to handle this problem in the future:



**51%** Not at all  
**33%** Little degree  
**11%** Moderate degree  
**3%** To a large degree  
**2%** Don't know

### MUNICIPAL & GOVERNMENTAL SERVICES

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



**89%** Police and security services  
**63%** Education in public schools  
**63%** Government health services  
**57%** Education in government universities  
**54%** Street lighting service

### MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

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

% Respondents who perceive the municipality...

*Responds to their needs:*

To a little degree **38%**  
 To a moderate degree **36%**  
 Not at all **11%**  
 To a large degree **10%**  
 Don't know **5%**



*Carries out functions effectively:*

**42%** Sometimes  
**23%** Rarely  
**22%** Many times  
**8%** Always  
**5%** Don't know



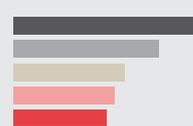
% Cited they can hold municipality accountable always or many times: **43%**

% Participated in municipal elections (27/8/2013): **66%**

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

### SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are performing across five core indicators relevant to the 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.



**94** Safety & security  
**73** Social wellbeing  
**56** Government & municipal services  
**51** Collective competence  
**47** Government & municipal responsiveness

# USAID Jordan Community Engagement Project: Baseline Assessment, Aug. 2014

Community: Dabit Namer, Irbid

## OVERVIEW

The USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programmes to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the programme 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 the USAID CEP, two assessments across 22 communities were conducted to provide a baseline of perceptions of community cohesion and resilience in target and control communities. In total, 3420 interviews were conducted with community members, majority of whom were Jordanians while a smaller proportion were Syrians and other nationalities currently residing in these communities. The sample design provides findings representative at the household level in each assessed community to a 95% level of confidence and 10% margin of error. The data presented on this factsheet represents key themes and indicators which are explored in more detail through an assessment report.

## Community Location



## Demographics

% of respondents originally from assessed village: **75%**

Average respondent age: **39**

Respondents: Male: **51%** Female: **49%**

Average household size: **6 members**

% of Jordanian respondents: **91%**

## SAFETY AND SECURITY

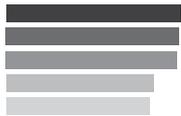
### Reported threats to personal safety and security

Degree to which respondents feel safe living in their community:



**73%** To a large degree  
**16%** Moderate degree  
**10%** Little degree  
**1%** Not at all

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



**88%** General rise in prices  
**87%** Different kinds of corruption  
**86%** Rising unemployment  
**74%** Syrian refugee influx  
**72%** Increased social violence and firing of shots at social events

## EFFECT OF SYRIAN CRISIS

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

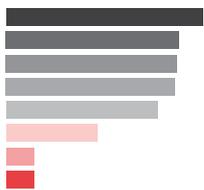


**77%** Job security  
**76%** Quality of medical treatment  
**66%** Quality of education services  
**48%** Family and neighbourhood safety

## SOCIAL WELLBEING

### Reported relationships and trust within community

% Respondents reporting strong or very strong relationships with:



**99%** Family  
**87%** Extended Family  
**86%** Neighbours  
**85%** Friends  
**76%** Tribe  
**46%** Religious leader  
**14%** Municipal council member  
**14%** Parliament member

% Respondents who agree or disagree that community members help each other:



**60%** Agree  
**18%** Disagree  
**16%** Strongly agree  
**4%** Strongly disagree  
**2%** 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:



**87%** People are able to work together as one community  
**80%** People are able to solve problems together  
**71%** People are able to identify stressors  
**71%** People can work together to resolve stressors  
**62%** People have adequate resources to meet needs

## COMMUNITY CHALLENGES

### Reported community and household problems

Most important problems facing village:



**26%** Inefficient garbage collection  
**15%** Lack and cuts of water supply  
**15%** No problems

Community is able to handle this problem in the future:



**46%** Not at all  
**25%** Little degree  
**23%** Moderate degree  
**3%** Don't know  
**2%** To a large degree

## MUNICIPAL & GOVERNMENTAL SERVICES

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



**87%** Police and security services  
**77%** Street lighting service  
**76%** Government health services  
**76%** Public transportation services  
**72%** Sanitation services

## MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

### Reported perceptions of responsiveness and levels of engagement

% Respondents who perceive the municipality...

Responds to their needs:

To a little degree **40%**  
To a moderate degree **34%**  
Not at all **15%**  
Don't know **7%**  
To a large degree **4%**



Carries out functions effectively:

**45%** Sometimes  
**31%** Rarely  
**15%** Many times  
**5%** Don't know  
**4%** Always



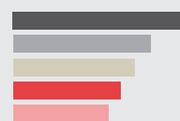
% Cited they can hold municipality accountable always or many times: **36%**

% Participated in municipal elections (27/8/2013): **49%**

% Invited to townhall meetings in previous 12 months: **6%**

## SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are performing across five core indicators relevant to the 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.



**87** Safety & security  
**69** Social wellbeing  
**61** Government & municipal services  
**54** Government & municipal responsiveness  
**48** Collective competence

# USAID Jordan Community Engagement Project: Baseline Assessment, Aug. 2014

## Community: Gharandal, Tafilah

### OVERVIEW

The USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programmes to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the programme 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 the USAID CEP, two assessments across 22 communities were conducted to provide a baseline of perceptions of community cohesion and resilience in target and control communities. In total, 3420 interviews were conducted with community members, majority of whom were Jordanians while a smaller proportion were Syrians and other nationalities currently residing in these communities. The sample design provides findings representative at the household level in each assessed community to a 95% level of confidence and 10% margin of error. The data presented on this factsheet represents key themes and indicators which are explored in more detail through an assessment report.

### Community Location



### Demographics

% of respondents originally from assessed village: **84%**

Average respondent age: **35**

Respondents: Male: **50%** Female: **50%**

Average household size: **6 members**

% of Jordanian respondents: **99%**

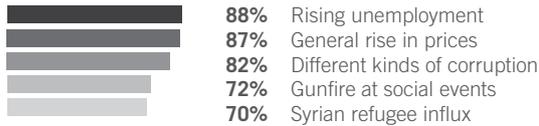
### SAFETY AND SECURITY

#### Reported threats to personal safety and security

Degree to which respondents feel safe living in their community:

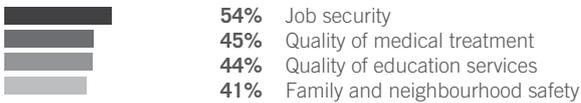


Top 5 issues that made respondents feel unsafe or insecure in last 3 years:



### EFFECT OF SYRIAN CRISIS

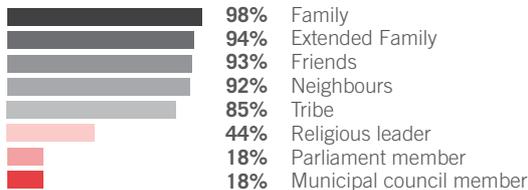
% Respondents reporting the Syrian crisis has had an effect on the following:



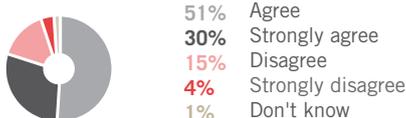
### SOCIAL WELLBEING

#### Reported relationships and trust within community

% Respondents reporting strong or very strong relationships with:



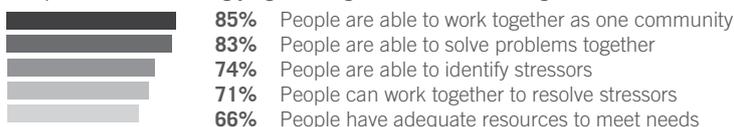
% Respondents who agree or disagree that community members help each other:



% Reporting a strong or very strong sense of belonging to community: **94%**

### COLLECTIVE COMPETENCE

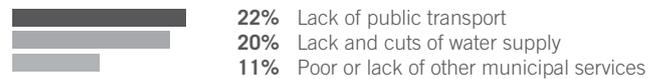
% Respondents who strongly agree or agree with the following:



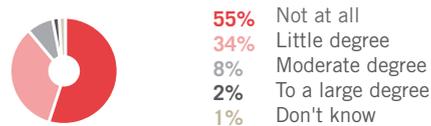
### COMMUNITY CHALLENGES

#### Reported community and household problems

Most important problems facing village:



Community is able to handle this problem in the future:



### MUNICIPAL & GOVERNMENTAL SERVICES

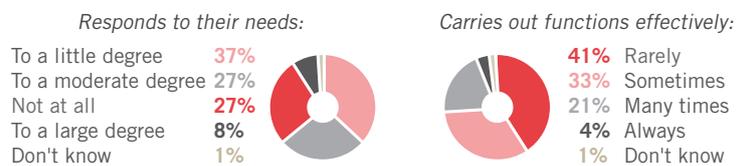
Top 5 municipal and governmental services that respondents reported being either moderately or largely satisfied with:



### MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

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

% Respondents who perceive the municipality...



% Cited they can hold municipality accountable always or many times: **39%**

% Participated in municipal elections (27/8/2013): **63%**

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

### SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are performing across five core indicators relevant to the 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.



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

## Community: Hosha Al Jadeeda, Mafrq

### OVERVIEW

The USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programmes to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the programme 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 the USAID CEP, two assessments across 22 communities were conducted to provide a baseline of perceptions of community cohesion and resilience in target and control communities. In total, 3420 interviews were conducted with community members, majority of whom were Jordanians while a smaller proportion were Syrians and other nationalities currently residing in these communities. The sample design provides findings representative at the household level in each assessed community to a 95% level of confidence and 10% margin of error. The data presented on this factsheet represents key themes and indicators which are explored in more detail through an assessment report.

### Community Location



### Demographics

% of respondents originally from assessed village: **62%**

Average respondent age: **41**

Respondents: Male: **42%** Female: **58%**

Average household size: **7 members**

% of Jordanian respondents: **86%**

### SAFETY AND SECURITY

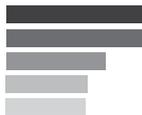
#### Reported threats to personal safety and security

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

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



**72%** General rise in prices  
**69%** Rising unemployment  
**50%** Syrian refugee influx  
**41%** Proliferation of drugs  
**40%** Gunfire at social events

### EFFECT OF SYRIAN CRISIS

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

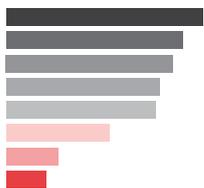


**64%** Quality of medical treatment  
**60%** Job security  
**57%** Quality of education services  
**16%** Family and neighbourhood safety

### SOCIAL WELLBEING

#### Reported relationships and trust within community

% Respondents reporting strong or very strong relationships with:



**99%** Family  
**89%** Neighbours  
**84%** Extended Family  
**77%** Tribe  
**75%** Friends  
**52%** Religious leader  
**26%** Municipal council member  
**20%** Parliament member

% Respondents who agree or disagree that community members help each other:



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

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

### COLLECTIVE COMPETENCE

% Respondents who strongly agree or agree with the following:



**76%** People are able to work together as one community  
**71%** People are able to solve problems together  
**74%** People are able to identify stressors  
**50%** People can work together to resolve stressors  
**42%** People have adequate resources to meet needs

### COMMUNITY CHALLENGES

#### Reported community and household problems

Most important problems facing village:



**25%** No problems  
**19%** Unemployment  
**16%** Lack and cuts of water supply

Community is able to handle this problem in the future:



**69%** Not at all  
**16%** Little degree  
**13%** Moderate degree  
**3%** Don't know

### MUNICIPAL & GOVERNMENTAL SERVICES

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



**96%** Police and security services  
**82%** Street lighting service  
**80%** Road building and maintenance  
**77%** Government health services  
**67%** Education in public schools

### MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

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

% Respondents who perceive the municipality...

Responds to their needs:

To a moderate degree **42%**  
 To a little degree **22%**  
 To a large degree **19%**  
 Not at all **9%**  
 Don't know **8%**



Carries out functions effectively:

**33%** Many times  
**27%** Always  
**21%** Sometimes  
**11%** Rarely  
**7%** Don't know



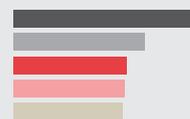
% Cited they can hold municipality accountable always or many times: **47%**

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

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

### SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are performing across five core indicators relevant to the 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.



**91** Safety & security  
**66** Social wellbeing  
**57** Government & municipal responsiveness  
**56** Collective competence  
**55** Government & municipal services

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

## Community: Khaled Bin Al Waleed, Irbid

### OVERVIEW

The USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programmes to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the programme 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 the USAID CEP, two assessments across 22 communities were conducted to provide a baseline of perceptions of community cohesion and resilience in target and control communities. In total, 3420 interviews were conducted with community members, majority of whom were Jordanians while a smaller proportion were Syrians and other nationalities currently residing in these communities. The sample design provides findings representative at the household level in each assessed community to a 95% level of confidence and 10% margin of error. The data presented on this factsheet represents key themes and indicators which are explored in more detail through an assessment report.

### Community Location



### Demographics

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

Average respondent age: **42**

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

Average household size: **6 members**

% of Jordanian respondents: **95%**

### SAFETY AND SECURITY

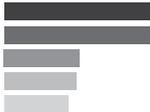
#### Reported threats to personal safety and security

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

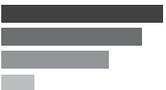
Top 5 issues that made respondents feel unsafe or insecure in last 3 years:



**74%** General rise in prices  
**73%** Rising unemployment  
**38%** Different kinds of corruption  
**36%** Proliferation of drugs  
**32%** Gunfire at social events

### EFFECT OF SYRIAN CRISIS

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

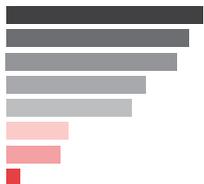


**54%** Job security  
**47%** Quality of medical treatment  
**36%** Quality of education services  
**11%** Family and neighbourhood safety

### SOCIAL WELLBEING

#### Reported relationships and trust within community

% Respondents reporting strong or very strong relationships with:



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

% Respondents who agree or disagree that community members help each other:



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

% 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

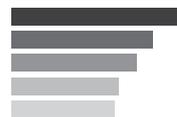
Community is able to handle this problem in the future:



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

### MUNICIPAL & GOVERNMENTAL SERVICES

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



**86%** Police and security services  
**71%** Government health services  
**63%** Public transportation services  
**54%** Street lighting service  
**52%** Education in public schools

### MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

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

% Respondents who perceive the municipality...

*Responds to their needs:*

To a little degree **32%**  
 To a moderate degree **28%**  
 Not at all **23%**  
 Don't know **9%**  
 To a large degree **8%**



*Carries out functions effectively:*

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



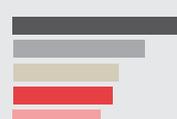
% Cited they can hold municipality accountable always or many times: **40%**

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

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

### SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are performing across five core indicators relevant to the 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.



**87** Safety & security  
**66** Social wellbeing  
**53** Government & municipal services  
**50** Government & municipal responsiveness  
**44** Collective competence

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

## Community: Mo'ath Bin Jabal, Irbid

### OVERVIEW

The USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programmes to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the programme 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 the USAID CEP, two assessments across 22 communities were conducted to provide a baseline of perceptions of community cohesion and resilience in target and control communities. In total, 3420 interviews were conducted with community members, majority of whom were Jordanians while a smaller proportion were Syrians and other nationalities currently residing in these communities. The sample design provides findings representative at the household level in each assessed community to a 95% level of confidence and 10% margin of error. The data presented on this factsheet represents key themes and indicators which are explored in more detail through an assessment report.

### Community Location



### Demographics

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

Average respondent age: **42**

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

Average household size: **6 members**

% of Jordanian respondents: **99%**

### SAFETY AND SECURITY

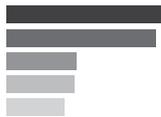
#### Reported threats to personal safety and security

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

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



**78%** General rise in prices  
**75%** Rising unemployment  
**35%** Proliferation of drugs  
**34%** Different kinds of corruption  
**29%** Lack of social justice

### EFFECT OF SYRIAN CRISIS

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

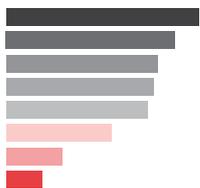


**33%** Job security  
**25%** Quality of medical treatment  
**18%** Quality of education services  
**4%** Family and neighbourhood safety

### SOCIAL WELLBEING

#### Reported relationships and trust within community

% Respondents reporting strong or very strong relationships with:



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

% Respondents who agree or disagree that community members help each other:

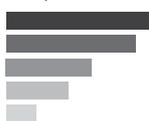


**48%** Agree  
**28%** Strongly agree  
**16%** Disagree  
**4%** Strongly disagree  
**4%** Don't know

% 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  
**15%** 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  
**9%** Lack and cuts of water supply

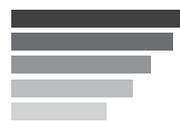
Community is able to handle this problem in the future:



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

### MUNICIPAL & GOVERNMENTAL SERVICES

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



**86%** Police and security services  
**81%** Government health services  
**70%** Street lighting service  
**61%** Public transportation services  
**48%** Education in public schools

### MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

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

% Respondents who perceive the municipality...

Responds to their needs:

To a moderate degree **40%**  
To a little degree **35%**  
Not at all **15%**  
To a large degree **8%**  
Don't know **2%**



Carries out functions effectively:

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



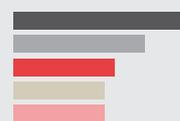
% Cited they can hold municipality accountable always or many times: **22%**

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

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

### SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are performing across five core indicators relevant to the 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.



**89** Safety & security  
**66** Social wellbeing  
**51** Government & municipal responsiveness  
**46** Government & municipal services  
**46** Collective competence

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

## Community: No'aimeh, Irbid

### OVERVIEW

The USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programmes to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the programme 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 the USAID CEP, two assessments across 22 communities were conducted to provide a baseline of perceptions of community cohesion and resilience in target and control communities. In total, 3420 interviews were conducted with community members, majority of whom were Jordanians while a smaller proportion were Syrians and other nationalities currently residing in these communities. The sample design provides findings representative at the household level in each assessed community to a 95% level of confidence and 10% margin of error. The data presented on this factsheet represents key themes and indicators which are explored in more detail through an assessment report.

### Community Location



### Demographics

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

Average respondent age: **41**

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

Average household size: **6 members**

% of Jordanian respondents: **92%**

### SAFETY AND SECURITY

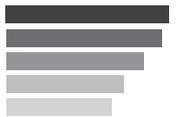
#### Reported threats to personal safety and security

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

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



82% General rise in prices  
78% Rising unemployment  
69% Syrian refugee influx  
59% Different kinds of corruption  
53% Gunfire at social events

### 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:



66% Not at all  
21% Little degree  
7% Moderate degree  
5% Don't know

### EFFECT OF SYRIAN CRISIS

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



85% Quality of medical treatment  
75% Job security  
63% Quality of education services  
18% Family and neighbourhood safety

### MUNICIPAL & GOVERNMENTAL SERVICES

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

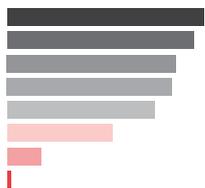


85% Police and security services  
82% Government health services  
67% Street lighting service  
60% Education in public schools  
48% Sanitation services

### SOCIAL WELLBEING

#### Reported relationships and trust within community

% Respondents reporting strong or very strong relationships with:



99% Family  
94% Extended Family  
85% Neighbours  
83% Tribe  
74% Friends  
53% Religious leader  
17% Municipal council member  
2% Parliament member

% Respondents who agree or disagree that community members help each other:



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

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

### MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

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

% Respondents who perceive the municipality...

Responds to their needs:

To a moderate degree **50%**  
To a little degree **33%**  
Not at all **8%**  
To a large degree **5%**  
Don't know **3%**



Carries out functions effectively:

**47%** Sometimes  
**29%** Rarely  
**16%** Many times  
**7%** Always  
**1%** Don't know



% 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%**

### COLLECTIVE COMPETENCE

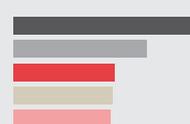
% Respondents who strongly agree or agree with the following:



73% People are able to work together as one community  
62% People are able to solve problems together  
61% People are able to identify stressors  
46% People can work together to resolve stressors  
32% People have adequate resources to meet needs

### SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are performing across five core indicators relevant to the 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  
67 Social wellbeing  
51 Government & municipal responsiveness  
50 Government & municipal services  
49 Collective competence

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

## Community: Sabha w el Dafyaneh, Mafrq

### OVERVIEW

The USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programmes to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the programme 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 the USAID CEP, two assessments across 22 communities were conducted to provide a baseline of perceptions of community cohesion and resilience in target and control communities. In total, 3420 interviews were conducted with community members, majority of whom were Jordanians while a smaller proportion were Syrians and other nationalities currently residing in these communities. The sample design provides findings representative at the household level in each assessed community to a 95% level of confidence and 10% margin of error. The data presented on this factsheet represents key themes and indicators which are explored in more detail through an assessment report.

### Community Location



### Demographics

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

Average respondent age: **40**

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

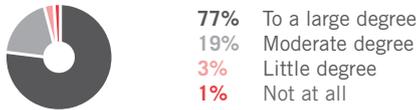
Average household size: **6 members**

% of Jordanian respondents: **90%**

### SAFETY AND SECURITY

#### Reported threats to personal safety and security

Degree to which respondents feel safe living in their community:



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



### EFFECT OF SYRIAN CRISIS

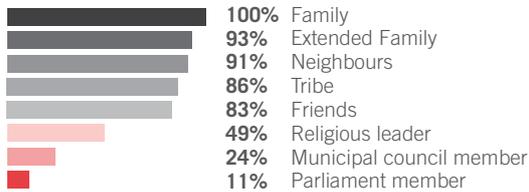
% Respondents reporting the Syrian crisis has had an effect on the following:



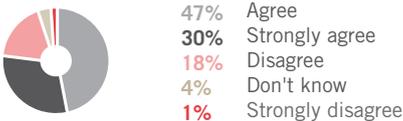
### SOCIAL WELLBEING

#### Reported relationships and trust within community

% Respondents reporting strong or very strong relationships with:



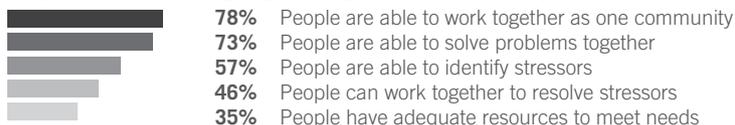
% Respondents who agree or disagree that community members help each other:



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

### COLLECTIVE COMPETENCE

% Respondents who strongly agree or agree with the following:



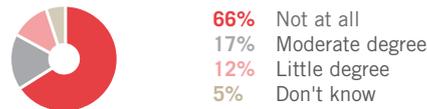
### COMMUNITY CHALLENGES

#### Reported community and household problems

Most important problems facing village:



Community is able to handle this problem in the future:



### MUNICIPAL & GOVERNMENTAL SERVICES

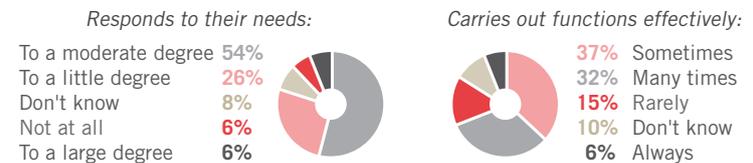
Top 5 municipal and governmental services that respondents reported being either moderately or largely satisfied with:



### MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

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

% Respondents who perceive the municipality...



% 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%**

### SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are performing across five core indicators relevant to the 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.



# USAID Jordan Community Engagement Project: Baseline Assessment, Aug. 2014

## Community: Sama Al Sarhan, Mafrqa

### OVERVIEW

The USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programmes to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the programme 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 the USAID CEP, two assessments across 22 communities were conducted to provide a baseline of perceptions of community cohesion and resilience in target and control communities. In total, 3420 interviews were conducted with community members, majority of whom were Jordanians while a smaller proportion were Syrians and other nationalities currently residing in these communities. The sample design provides findings representative at the household level in each assessed community to a 95% level of confidence and 10% margin of error. The data presented on this factsheet represents key themes and indicators which are explored in more detail through an assessment report.

### Community Location



### Demographics

% of respondents originally from assessed village: **64%**

Average respondent age: **36**

Respondents: Male: **49%** Female: **51%**

Average household size: **6 members**

% of Jordanian respondents: **82%**

### SAFETY AND SECURITY

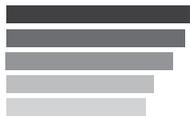
#### Reported threats to personal safety and security

Degree to which respondents feel safe living in their community:



**68%** To a large degree  
**17%** Moderate degree  
**12%** Little degree  
**3%** Not at all

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

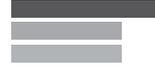


**93%** Rising unemployment  
**90%** General rise in prices  
**84%** Different kinds of corruption  
**74%** Proliferation of drugs  
**70%** Syrian refugee influx

### COMMUNITY CHALLENGES

#### Reported community and household problems

Most important problems facing village:



**19%** Lack and cuts of water supply  
**14%** Inefficient garbage collection  
**14%** No problems

Community is able to handle this problem in the future:



**53%** Not at all  
**33%** Little degree  
**9%** Moderate degree  
**4%** To a large degree  
**1%** Don't know

### EFFECT OF SYRIAN CRISIS

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



**80%** Job security  
**75%** Quality of medical treatment  
**70%** Quality of education services  
**66%** Family and neighbourhood safety

### MUNICIPAL & GOVERNMENTAL SERVICES

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

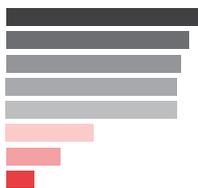


**91%** Police and security services  
**65%** Government health services  
**63%** Street lighting service  
**61%** Education in public schools  
**59%** Road building and maintenance

### SOCIAL WELLBEING

#### Reported relationships and trust within community

% Respondents reporting strong or very strong relationships with:



**99%** Family  
**92%** Extended Family  
**88%** Friends  
**86%** Tribe  
**86%** Neighbours  
**44%** Religious leader  
**27%** Municipal council member  
**14%** Parliament member

% Respondents who agree or disagree that community members help each other:



**49%** Agree  
**24%** Strongly agree  
**18%** Disagree  
**8%** Strongly disagree  
**2%** Don't know

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

### MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

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

% Respondents who perceive the municipality...

*Responds to their needs:*

To a moderate degree **31%**  
 To a little degree **27%**  
 Not at all **18%**  
 Don't know **13%**  
 To a large degree **11%**



*Carries out functions effectively:*

**33%** Sometimes  
**28%** Rarely  
**17%** Many times  
**14%** Don't know  
**9%** Always



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

% Participated in municipal elections (27/8/2013): **53%**

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

### COLLECTIVE COMPETENCE

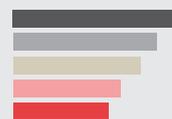
% Respondents who strongly agree or agree with the following:



**81%** People are able to work together as one community  
**77%** People are able to solve problems together  
**66%** People are able to identify stressors  
**63%** People can work together to resolve stressors  
**58%** People have adequate resources to meet needs

### SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are performing across five core indicators relevant to the 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.



**83** Safety & security  
**72** Social wellbeing  
**64** Government & municipal services  
**54** Collective competence  
**48** Government & municipal responsiveness

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

## Community: Um al Jmal, Mafrq

### OVERVIEW

The USAID Community Engagement Project (CEP) in Jordan builds on the work of previous development programmes to increase the efforts of civil society and government to work together to meet the needs of community members. The goal of the programme 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 the USAID CEP, two assessments across 22 communities were conducted to provide a baseline of perceptions of community cohesion and resilience in target and control communities. In total, 3420 interviews were conducted with community members, majority of whom were Jordanians while a smaller proportion were Syrians and other nationalities currently residing in these communities. The sample design provides findings representative at the household level in each assessed community to a 95% level of confidence and 10% margin of error. The data presented on this factsheet represents key themes and indicators which are explored in more detail through an assessment report.

### Community Location



### Demographics

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

Average respondent age: **41**

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

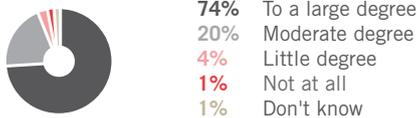
Average household size: **6 members**

% of Jordanian respondents: **92%**

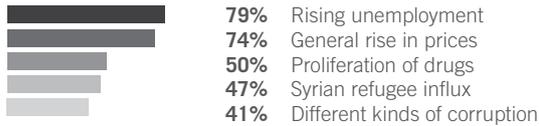
### SAFETY AND SECURITY

#### Reported threats to personal safety and security

Degree to which respondents feel safe living in their community:

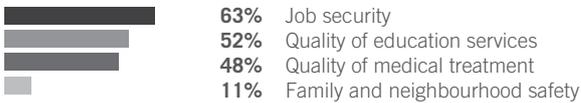


Top 5 issues that made respondents feel unsafe or insecure in last 3 years:



### EFFECT OF SYRIAN CRISIS

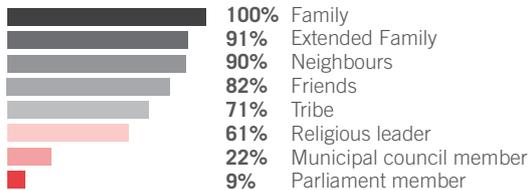
% Respondents reporting the Syrian crisis has had an effect on the following:



### SOCIAL WELLBEING

#### Reported relationships and trust within community

% Respondents reporting strong or very strong relationships with:



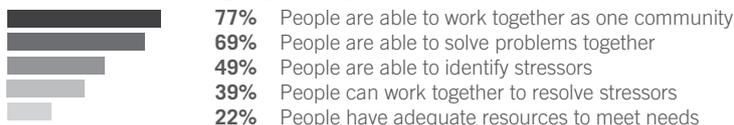
% Respondents who agree or disagree that community members help each other:



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

### COLLECTIVE COMPETENCE

% Respondents who strongly agree or agree with the following:



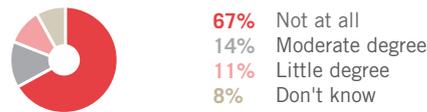
### COMMUNITY CHALLENGES

#### Reported community and household problems

Most important problems facing village:

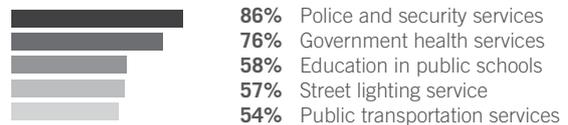


Community is able to handle this problem in the future:



### MUNICIPAL & GOVERNMENTAL SERVICES

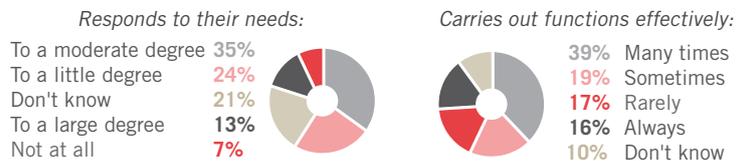
Top 5 municipal and governmental services that respondents reported being either moderately or largely satisfied with:



### MUNICIPAL EFFECTIVENESS AND RESPONSIVENESS

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

% Respondents who perceive the municipality...



% 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%**

### SOCIAL COHESION AND RESILIENCE INDICATORS

To measure how communities are performing across five core indicators relevant to the 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.

