



# Evaluating the Effect of the Syrian Refugee Crisis on Stability and Resilience in Jordanian Host Communities

## Preliminary Impact Assessment

January 2014

This project is supported by:



## EXECUTIVE SUMMARY

The protracted crisis in Syria has caused a large influx of refugees into Jordan, amounting to over 567,000 as of December 2013<sup>1</sup> – or approximately 9% of the entire Jordanian population. A significant amount of support has been channelled into Jordan to help support the country in receiving individuals and families from Syria. Nevertheless, the country in general, and its northern communities in particular, have come under severe stress as institutions and services are overwhelmed with the increasing demands placed upon them by the growing population. In a bid to ensure effective and accurate targeting of interventions, with the support of the British Embassy in Amman, REACH is undertaking detailed assessments to better understand the context and needs of communities with the aim to assist in the prioritisation of host community support programs mainstreaming resilience, stabilisation, and tension mitigation.

This project was launched in August 2013 to help shed light on the tensions that have emerged as a result of the influx of Syrian refugees into Jordanian communities. This report provides an account of the findings of this project so far, including results from a desktop review and primary data collection undertaken across the four northern governorates of Jordan (Ajloun, Al Mafraq, Irbid, and Jarash) as well as the governorates of Balqa and Zarqa between September and November 2013.

Preliminary findings suggest that the key drivers of tension at the micro-level are safeguarding livelihoods and competition for income-generating opportunities; the struggle to find adequate, affordable housing; and challenges in the education sector such as difficulty in accessing education and a deteriorating quality of education. In fact, the cumulative percentage of communities reporting drivers stemming from all remaining sectors was lower than the proportion of communities that highlighted each of the aforementioned drivers respectively. These drivers of tension are also prevalent on the macro-level. However, other sectors like access to healthcare, access to water, and solid waste management, also drive tension on the macro-level. In other words, the drivers of tension on macro-level do not directly correspond to those found on micro-level. This may be due to the fact that these services are non-discriminatory by nature and thus shared across the community to a different extent than housing and income-generating opportunities. As a result, blame for lack of these services is not associated with any individual or group, but rather seen as a challenge for the community as a whole.

One key finding is that many of the drivers of tension between Syrian refugees and their host communities are structural vulnerabilities within the Jordanian population which predate the Syrian crisis, and are being exacerbated by the large numbers of Syrians who sought refuge in Jordan. Addressing tensions should therefore be considered as part of a wider agenda of addressing structural vulnerabilities in Jordan, to strengthen social cohesion and resilience of host communities.

The findings from assessments carried out by REACH were used to identify across northern Jordan and the governorates of Balqa and Zarqa 160 priority communities, with particularly weak resilience mechanisms and at risk for high levels of tension and/or insecurity. Follow-up community-based participatory assessments in the next phase of this project will be carried out to inform the identification and prioritisation of investments and interventions that will help stabilise communities across northern Jordan and contribute to better coordination of humanitarian and development initiatives.

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<sup>1</sup> Please refer to UNHCR Syria Regional Refugee Response Inter-agency Information Sharing Portal for this and other related assessments and reports: <http://data.unhcr.org/syrianrefugees/regional.php>, accessed on December 17<sup>th</sup> 2013.

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## ACRONYMS

BSU	Basic Service Unit
GoJ	Government of Jordan
JOD	Jordanian Dinar
NGO	Non-governmental organisation
UNDP	United Nations Development Programme
UNICEF	United Nations Children's Fund
UNHCR	United Nations High Commissioner for Refugees

## 1. INTRODUCTION

The protracted crisis in Syria has caused a large influx of refugees into Jordan, amounting to over 567,000<sup>2</sup> as of December 2013. This figure is projected to increase to 800,000 by the end of December 2014.<sup>3</sup> A significant amount of support has been channelled into Jordan to help the country in receiving individuals and families from Syria, though still short of the requested amounts based on the needs of both refugees and their host communities. Coordinated planning mechanisms such as the Regional Response Plans and the National Resilience Plan have been put in place to ensure effective support and coordination to the crisis. Nevertheless, the receiving countries at large, and particularly host communities, come under severe stress as institutions and services are overwhelmed with the increasing demands placed upon them by the growing population. The arrival of more refugees into an already resource-strained country, settling in often economically struggling communities, has resulted in resources and services being over-stretched, increasing both unemployment and inflation rates.<sup>4</sup>

It is estimated that less than 20% of refugees in Jordan live in refugee camps, and the remaining 80% or more have settled in Jordanian host communities. A shift in priorities occurred in mid-2013, with the focus of international humanitarian actors turning increasingly towards addressing the rising vulnerabilities of Syrian refugees living outside camps, and on supporting the communities hosting them. In parallel to this shift of focus, is the gradual transition from a humanitarian environment, to one more focused on medium- and long term integration of stabilisation and development objectives. Although the Syrian crisis continues to significantly impact Jordan, necessitating a sustained humanitarian effort from the international community, the need to link immediate relief to development in Jordanian host communities is emerging as an important factor in addressing needs and improving basic services.

To better understand the needs of the refugees and host communities, with the support of the British Embassy in Amman, REACH<sup>5</sup> is undertaking assessments in northern Jordan and the governorates of Balqa and Zarqa to inform evidence-based humanitarian action in host communities to improve household and community level resilience and stabilisation. The outputs of this project will help strengthen coordination and efficacy of interventions in the host community context in northern Jordan as well as Balqa and Zarqa governorates.

Between September and November 2013, REACH carried out a key informant assessment in the four governorates of northern Jordan (Ajloun, Al Mafraq, Irbid, and Jarash) and the governorates of Balqa and Zarqa as part of a wider, ongoing project to improve the understanding of community vulnerabilities, resilience and coping mechanisms. The key informant assessment focused on two key elements: access to services by Syrian refugees relating to thematic sectors, and their prioritised needs by sector. It is an important tool in understanding the conditions, issues and challenges affecting communities across northern Jordan as a result of the Syrian crisis. This key informant assessment builds on information collected in a previous REACH assessment between November 2012 and April 2013 supported by the United Nations High Commissioner for Refugees (UNHCR) and United Nations Fund for Children (UNICEF).<sup>6</sup>

<sup>2</sup> UNHCR Syria Regional Refugee Response Inter-agency Information Sharing Portal for this and other related assessments and reports: <http://data.unhcr.org/syrianrefugees/regional.php>, accessed on December 17<sup>th</sup> 2013.

<sup>3</sup> UNHCR Jordan RRP6 2014 Draft. Available at: [www.data.unhcr.org/syria-rrp6/download.php?id=41](http://www.data.unhcr.org/syria-rrp6/download.php?id=41)

<sup>4</sup> See for example UNHCR (forthcoming): "Joint Humanitarian Assessment in Jordan", unpublished draft for review, and Government of Jordan, Ministry of Planning and International Cooperation and UNDP (forthcoming): *Needs Assessment Review of the Impact of the Syrian Crisis on Jordan*, unpublished draft for review

<sup>5</sup> For more information about REACH, please see REACH: Mission and Impact (pg. 19) or visit our website [www.reach-initiatives.org](http://www.reach-initiatives.org).

<sup>6</sup> REACH (2013) *Syrian Refugee Crisis Mapping in Jordan – A Cross Governorate Analysis* (April 2013).

During this assessment, 611 communities<sup>7</sup> were identified with key informants, of which 365 were identified as containing refugees from Syria.<sup>8</sup> This was followed by a household survey of more than 17,000 households in the 365 communities with Syrian refugees. In this current key informant assessment, REACH verified which of the 611 communities in northern Jordan still host Syrian refugees, and subsequently identified 364 communities that were included in the assessment, in addition to 82 communities in Zarqa. In total, 1,294 key informant interviews were carried out between September and November 2013 in the governorates of Ajloun, Al Mafraq, Balqa, Irbid, Jarash and Zarqa (see *Annex 1* for the questionnaire used).

The following phases of this project entail data collection and analysis on a micro-level, as well as macro-level. The former will include identifying communities of priority and conducting focus group discussions and individual assessments to form a better understanding of capacities and stress-points regarding basic services for Jordanians and Syrians. By establishing a dataset that includes key information on the conditions, priority needs and challenges facing Jordanians and Syrians, as well as understanding how these dynamics interact with macro-dynamics found within local government administrations, REACH can work to achieve its aim of informing more effective planning and coordination of humanitarian aid. This also correlates to a broader aim of this assessment, which is to share findings with the humanitarian coordination mechanisms to increase social cohesion and resilience across Jordanian host communities.

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<sup>7</sup> The unit of study was a Basic Services Unit (BSU). A BSU is a community or urban neighbourhood as defined by the key informants and an area which they have local knowledge of. BSUs are geo-referenced and are also included in REACH cartographic outputs. The BSU was created to allow for feasible data collection on community level and the data is intended to be extrapolated and utilized to determine needs, conditions and priorities on community level. As such, this report will henceforth refer to communities instead of BSUs.

<sup>8</sup> For more information, please refer to: REACH (2013): *Syrian Refugees in Host Communities: Key Informant Interviews/District Profiling* (December 2013).

## 2. PROJECT METHODOLOGY

REACH undertook an assessment of the impact of the Syrian crisis on Jordanian host communities in order to gain an in depth understanding of sector specific issues in the communities of northern Jordan as well as Balqa and Zarqa. The information collected will inform more effective humanitarian planning and action to support the needs of Syrian refugees and their host communities.

REACH's assessment methodology is based on a three step approach to data collection and analysis that gradually sharpens the understanding of the context, both in terms of geographical focus and depth of data. The three step approach includes:

1. Desk based literature and secondary data reviews, as well as socio-economic and macro-level data collection;
2. Primary data collection through key informant interviews to inform in-depth micro-level assessments; and
3. Refined and targeted micro- and macro-level assessments through focus group discussions and governorate level workshops with local government representatives and key stakeholders.

The desk based literature and secondary data reviews were conducted with the aim of providing contextual analysis by incorporating existing information about the situation for Jordanians and Syrians in northern Jordan as well as in the governorates of Balqa and Zarqa. In addition to existing literature, the desk based review also included interviews with key stakeholders in Jordan to complement the analysis and provide additional insight. The results were used to inform the methodology and highlight key issues on a macro-level that the primary data collection and future assessments should take into account.

During the key informant assessment, key informants were interviewed representing 446 communities with Syrian refugees that were distributed throughout all 19 districts of the four northern governorates of Jordan (Ajloun, Al Mafraq, Irbid, and Jarash), as well as Balqa and Zarqa in central Jordan. Depending on the number of households in the community, between one and seven key informants were interviewed in each. Key informants were mainly of Syrian nationality but also included Jordanians who were knowledgeable about their community.

The desk based literature and secondary data review combined with key informant interviews enables the identification of sector-specific challenges faced by host communities. Furthermore, the information from the desk review and key informant assessment has been analysed to create a set of variables to guide data collection in the forthcoming phase, where 160 communities have been identified for in-depth focus group discussions and individual assessments.

To gain a comprehensive understanding of the needs and challenges faced on the macro-level, workshops will be held in the six aforementioned governorates with key governorate, district, and municipal officials and other key stakeholders. The purpose will be to understand how local government administrations are affected by the Syrian refugee crisis, and to further inform possible areas of priority for stabilisation initiatives. Aside from being a forum to exchange ideas, these workshops will ensure alignment of programmatic recommendations with national priorities and strategies, as well as situate the analysis in an environment of national ownership and political inclusion.

### 3. INITIAL RESULTS AND FINDINGS

#### 3.1 MACRO-LEVEL TENSIONS: FINDINGS FROM DESK REVIEW & SECONDARY DATA

A desk review was conducted to provide a contextual overview of relations between Syrians and their Jordanian host communities at large as a result of the Syrian refugee crisis. This overview was used to inform the assessment methodology and analysis of tensions in host communities by shedding light on structural, historical, and macro-level factors driving tensions in northern Jordan. The desk review highlighted four key macro-level drivers of tension between refugees and host communities in northern Jordan, Balqa and Zarqa:

1. Increase in housing rent prices;
2. Competition for income-generating activities;
3. Competition for resources, such as water; and
4. Overcrowding of public sector services, particularly health and education.<sup>9</sup>

These drivers of tension interrelate and interact, generating a complex environment in northern Jordan, Balqa, and Zarqa. The desk review revealed that conditions across Jordan prior to the influx of Syrian refugees had already started declining, with increasing unemployment rates and inflation.<sup>10</sup> The notion that the Syrian crisis is causing many of the challenges faced in communities across the six governorates assessed here is in other words slightly misleading. A major driver of tension between refugees and host communities are disadvantages and vulnerabilities within host communities that predate the Syrian crisis.

The crisis exposed the fact that the needs of Jordanians were not adequately addressed by local institutions, “and/or that their (the institutions’) capacity to solve pressing issues is too limited”.<sup>11</sup> Particularly worrying is the situation in the northern governorates. The Government of Jordan (GoJ) estimates that governorates like Ajloun, Al Mafraq, Irbid, and Jarash, which receive a large number of Syrian refugees, have poverty rates that range from 15% - 25%<sup>12</sup>, further limiting their ability to adequately absorb the shocks of a large influx of refugees. Given these underlying factors, it is necessary to understand the social and economic vulnerabilities of both Syrians and Jordanians in order to adequately address the sources of tension.<sup>13</sup>

The GoJ and UNDP identify increased pressure on public services in Jordanian host communities as “undeniably the main current threat to social cohesion”<sup>14</sup>, a sentiment echoed by similar assessments.<sup>15</sup> The strain placed on communities across northern Jordan, Balqa and Zarqa governorates as a result of receiving Syrian refugees is leading to tensions within host communities. Particularly essential services and resources in this regard include access to affordable housing, municipal services, education, prospects for income-generating opportunities, and access to water, which all emerge as key drivers of tension on the macro-level. As the refugee population in host communities grows, the discrepancy between supply and demand for resources like water and services like solid waste management expands,<sup>16</sup> further exacerbating an already precarious situation. The stress placed on host communities across these sectors is evident, with some areas experiencing particularly high levels of stress due to high numbers of refugees; low absorptive capacity of communities; and limited structural coping mechanisms.

<sup>9</sup> Ibid.

<sup>10</sup> Ibid.

<sup>11</sup> Government of Jordan, Ministry of Planning and International Cooperation and UNDP (forthcoming): *Needs Assessment Review of the Impact of the Syrian Crisis on Jordan*, unpublished draft for review, p. 95.

<sup>12</sup> United Nations Development Program (UNDP) (2013). *Jordan Poverty Reduction Strategy: Final Report*.

<sup>13</sup> REACH (October 2013): *Social and economic tensions between Jordanians and Syrians: Desk Review*: Unpublished.

<sup>14</sup> Government of Jordan, Ministry of Planning and International Cooperation and UNDP (forthcoming): *Needs Assessment Review of the Impact of the Syrian Crisis on Jordan*, unpublished draft for review

<sup>15</sup> Mercy Corps (2013): *Mapping of Host Community-Refugee Tensions in Mafraq and Ramtha, Jordan*.

<sup>16</sup> ACTED (October 2013): *WASH in Host Communities in Jordan: An Interagency Assessment*, October 2013.

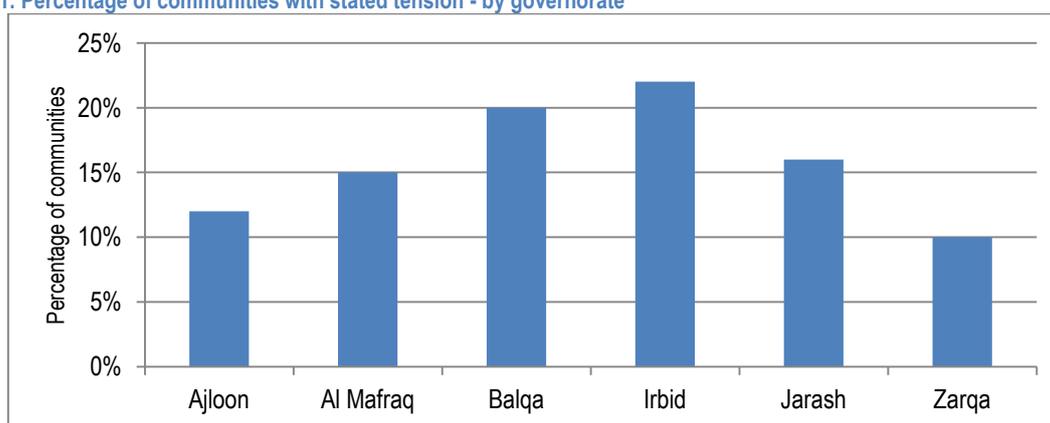
Aside from these sources of tension, a lack of participatory governance;<sup>17</sup> community safety and security;<sup>18</sup> large numbers of unemployed youth;<sup>19</sup> and a gradual decrease in social cohesion, also emerge as destabilising factors that generate an intricate macro-level climate across host communities. These factors are further exacerbated by the frequently negative media portrayal of Syrians.<sup>20</sup> Although not primary drivers of tension, these factors also cannot be merely seen as peripheral issues. Ensuring adequate provision of services from local government may only dispel tension to a limited extent unless those services yield tangible results and are targeted toward what the community perceives to be the key issues. In this regard, strengthening participatory governance emerges as integral to enhancing the impact of service delivery. Similarly, improving perceptions of community security by changing the media portrayal of Syrians and expanding youth employment programmes could lead to positive results for the community and mitigate tensions.

Despite the relevance and importance of the aforementioned assessments, “these reports do not provide an in depth analysis, assessment or recommendations on addressing the root causes of tension between both communities”.<sup>21</sup> A systematic and comprehensive assessment is therefore needed to adequately identify the compounding causes of tension in Jordanian host communities, and to make recommendations for action to address and prevent further exacerbation. The engagement of actors on governorate and district levels will provide a thorough understanding of the macro-level dynamics of tension, as well as tangible recommendations for how stabilisation and resilience in northern Jordan, Balqa, and Zarqa governorates can be strengthened on a macro-level.

### 3.2 MICRO-LEVEL TENSIONS: FINDINGS FROM REACH KEY INFORMANT ASSESSMENT

In the key informant assessment conducted by REACH between September and November 2013, participants were asked questions about their priority needs and availability of services, as well as the presence of tensions in their communities. Key informants could indicate a general sense of tension, as well as the specific sectors that caused tension. Across all six governorates, tension re-emerged as a point of strain between members in the communities but was particularly prominent in Irbid governorate, where over 20% of communities reported tension (see Figure 1 below).

Figure 1: Percentage of communities with stated tension - by governorate



<sup>17</sup> Government of Jordan, Ministry of Planning and International Cooperation and UNDP (forthcoming): *Needs Assessment Review of the Impact of the Syrian Crisis on Jordan*, unpublished draft for review

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

<sup>19</sup> UNICEF (2013): *Syrian Refugee Children in Jordan: Assessments Desk Review on the Situation of Syrian Refugee Children Living in Jordan*, October 2013.

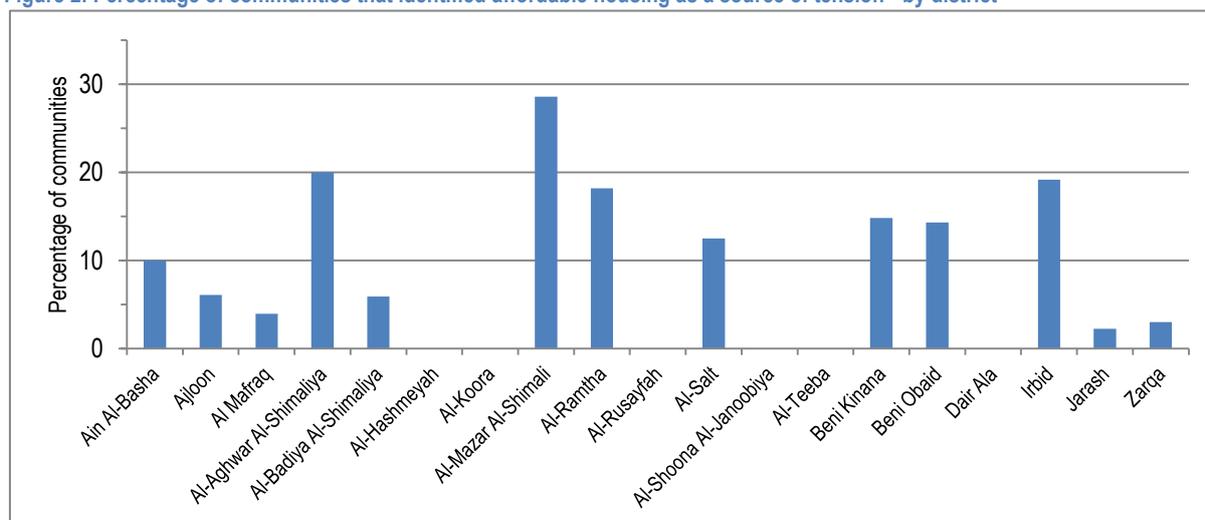
<sup>20</sup> As indicated in Mercy Corps (2013): *Mapping of Host Community-Refugee Tensions in Mafrq and Ramtha, Jordan*.

<sup>21</sup> *Ibid.*, p 29.

The key informant assessment identified a total of 73 communities with overtly acknowledged tension. Amongst these communities, a clear majority of key informants indicated that the primary sources of tension within their community concerned affordable housing, education, and income-generating opportunities. In fact, the cumulative percentage of communities reporting drivers stemming from all remaining sectors was lower than the proportion of communities that highlighted each of these drivers respectively. Therefore, the role of affordable housing, education, and income-generating opportunities can be considered as the primary drivers of tension on community level in host communities of northern Jordan.

In 47% of communities with stated tension, respondents indicated that this was due to lack of affordable housing. Generally, housing has become a core issue in Jordan as a result of significant inflation in rental prices with a corresponding reduction in availability.<sup>22</sup> Jordanians complain that they have been priced out of the housing market, with anecdotal evidence suggesting that this trend has impacted negatively on the social trajectory of Jordanian lives. Young Jordanian men, for example, are frequently unable to afford housing, which delays or prevents them from getting married and starting a family.<sup>23</sup> In addition, rising rental rates on current property are forcing households to divert a large portion of their monthly income to housing costs<sup>24</sup>, with some studies suggesting that rental prices doubled, and sometimes tripled, between early 2012 to early 2013.<sup>25</sup> Although the lack of affordable housing was particularly noticeable in Irbid Governorate (particularly in Al-Mazar Al-Shimali District, Irbid District, and Al-Aghwar Al-Shamaliya District), the key informant assessment suggests that this is a driver of tension across many of the host communities in northern Jordan.

Figure 2: Percentage of communities that identified affordable housing as a source of tension - by district



In 43% of communities with overtly acknowledged tension, this was attributed to challenges in education. Issues surrounding education included Syrian children not being able to attend school due to altercations with Jordanian children, in addition to shortened lesson times to accommodate the influx of Syrian children into the school. Jordanian families are concerned over decreased quality of education for their children as a result of shortened class times and overcrowded classrooms.<sup>26</sup>

<sup>22</sup> OXFAM GB, Jordan (2013): *Integrated Assessment of Syrian Refugees in Host Communities: Emergency Food Security and Livelihoods; Water, Sanitation and Hygiene; Protection*. (March 2013)

<sup>23</sup> This was frequently stated by male key informants, and is also corroborated by findings reported in Mercy Corps (2013) *Analysis of Host Community-Refugee Tensions in Mafraq, Jordan*

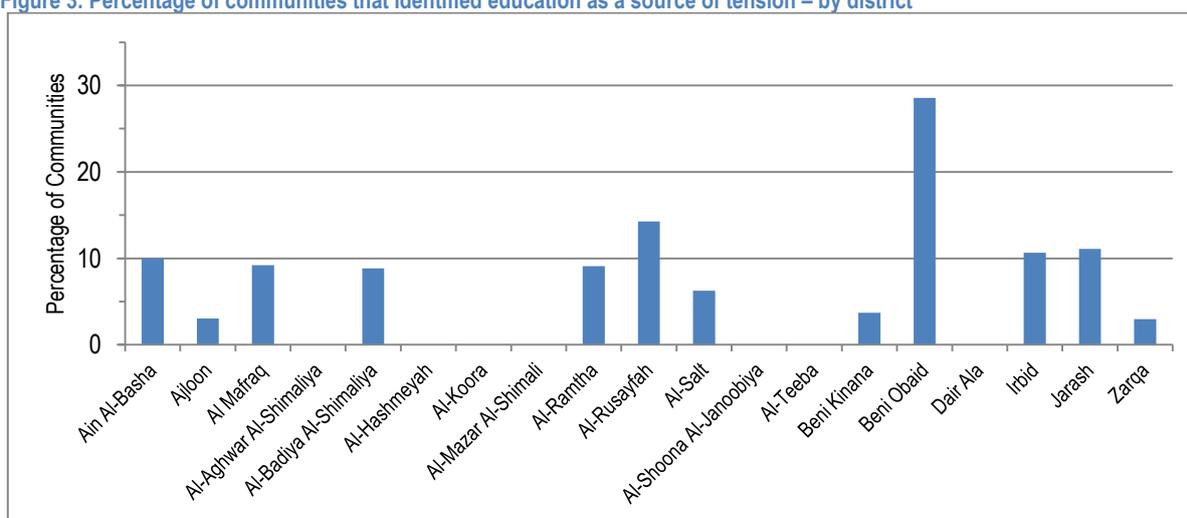
<sup>24</sup> Mercy Corps (2013) *Analysis of Host Community-Refugee Tensions in Mafraq, Jordan*

<sup>25</sup> OXFAM GB, Jordan (2013): *Integrated Assessment of Syrian Refugees in Host Communities: Emergency Food Security and Livelihoods; Water, Sanitation and Hygiene; Protection*. (March 2013)

<sup>26</sup> Formal discussions held with the Governor of Irbid on November 19<sup>th</sup> 2013.

Anecdotal evidence from Ajloun District (Ajloun Governorate) and Jarash District (Jarash Governorate) suggests that tension over education may extend beyond the obvious impacts on the education sector. Discussions in Ajloun identified Syrian school children as generally older than their Jordanian counterparts and were perceived to have a negative impact on their younger cohorts by introducing a culture of skipping school and of being aggressive.<sup>27</sup> Similarly, discussions in Jarash revealed concerns that young Syrian women with a more secular background challenge the traditionally conservative norms of their Jordanian counterparts.<sup>28</sup> Ultimately, educational institutions serve as a meeting place for Jordanian and Syrian children; hence tension related to the education sector is likely to be more multifaceted and deeply-rooted than overcrowded classrooms and shortened lessons.

Figure 3: Percentage of communities that identified education as a source of tension – by district



In 28 of the 73 communities (38%) with reported tension, income-generating opportunities was cited by key informants as a main source of tension, with this being particularly evident in the districts of Beni Obaid (Irbid Governorate) and Al-Rusayfah (Zarqa Governorate). From a Jordanian perspective, the belief is that Syrians are willing to accept employment below the pre-crisis market rate and are therefore selected in favour of Jordanians by employers.<sup>29</sup> These perceptions are further aggravated by evidence suggesting that Jordanians believe many Syrians receive support from NGOs and humanitarian actors, giving them an unfair advantage over Jordanians in the job market. Conversely, Syrians feel that they do not have a choice and must accept low wages, given that they are in need of cash and do not receive adequate support from the humanitarian community.<sup>30</sup> As a result, many feel exploited by Jordanians that try to provide the lowest wage possible.<sup>31</sup> The risk for exploitation of Syrians in the workplace is further complicated due to their illegal work status and accompanying lack of legal protection mechanisms.<sup>32</sup>

<sup>27</sup> Formal discussions held with the Director of Department of Education in Ajloun Governorate on December 3<sup>rd</sup> 2013.

<sup>28</sup> Formal discussions held with the Director of Department of Development in Jarash Governorate on December 3<sup>rd</sup> 2013.

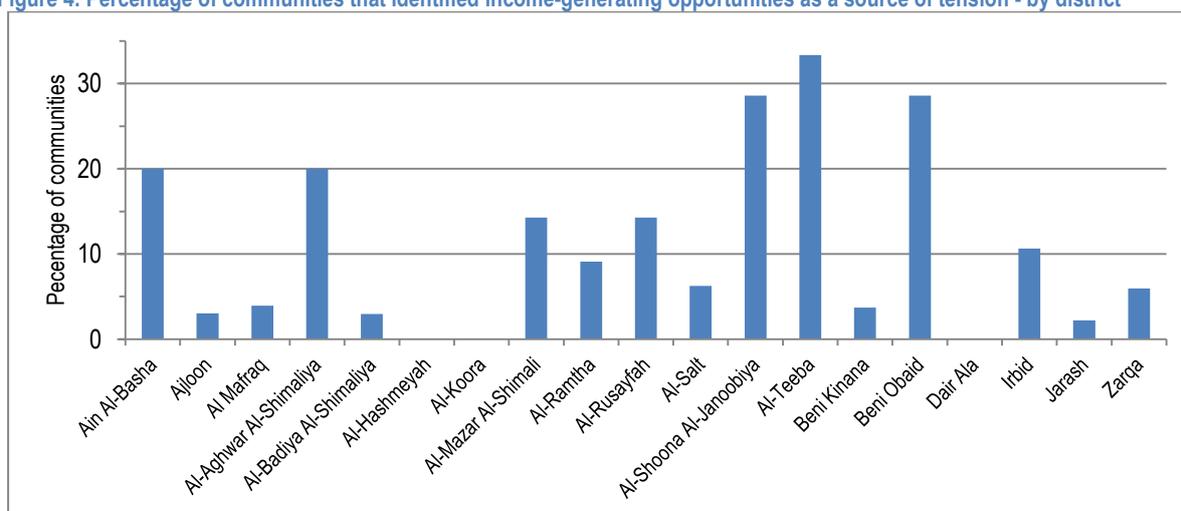
<sup>29</sup> Mercy Corps (2013) *Analysis of Host Community Refugee Tensions in Mafraq, Jordan*.

<sup>30</sup> Ibid.

<sup>31</sup> Ibid.

<sup>32</sup> REACH (2013) *Syrian Refugee Mapping in Jordan*.

Figure 4: Percentage of communities that identified income-generating opportunities as a source of tension - by district



Overall, these three key micro-level drivers of tension support the conclusions from the desk review. However, the desk review also identified the health sector, access to water and solid waste management as key drivers of tension. Despite this, the key informant assessment suggests that these are not drivers of tension at a large scale on the community level. Amongst the communities that identified tension, only 7% attributed this to water, while 11% attributed it to challenges in the health sector. No community amongst those that reported tension linked this to solid waste management.

These findings do not imply that access to water, healthcare, or solid waste management services are not important issues across the six governorates assessed. They only indicate that at the time of the assessment (late 2013), these sectors did not seem to be key drivers of tension on a micro-level. Instead, tension due to water, healthcare or solid waste management services may be confined to the macro-level. In other words, although communities may have been impacted by a lack of services in these sectors, they did not constitute a source for tension within the communities. This may be due to the fact that these services are non-discriminatory by nature and thus shared across the community to a different extent than housing and income-generating opportunities. As a result, blame for lack of these services was not associated with any individual or group, but rather seen as a challenge for the community as a whole.

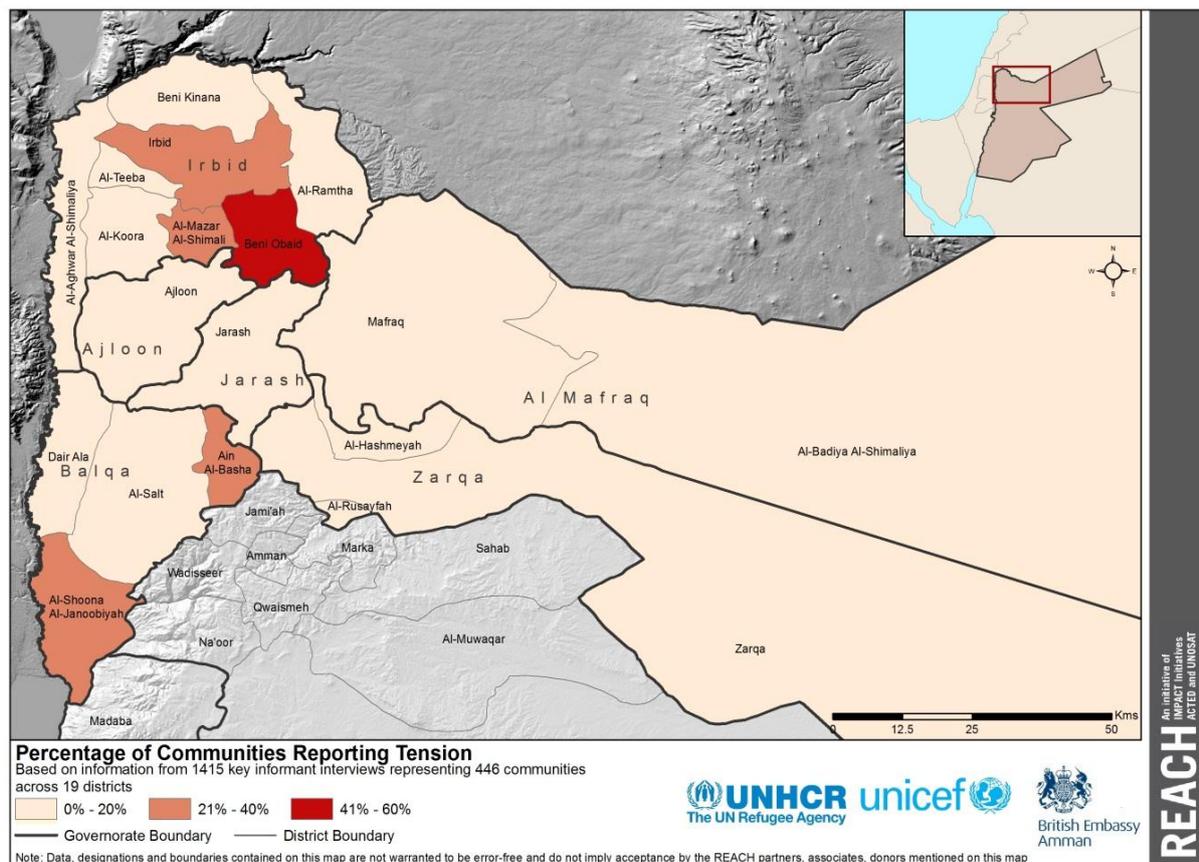
#### 4. METHODOLOGY USED TO IDENTIFY COMMUNITIES FOR MICRO-LEVEL ASSESSMENT

In order to identify communities to be prioritised for the micro-level assessment phase, variables were derived from the results of the key informant assessment. The variables selected were: 1) openly stated tension within the community; 2) an acknowledged security challenge in accessing basic services; and 3) the level of structural resilience within the community. The latter is a compound variable composed of cross-sectoral responses from key informants regarding their community, and thus encompasses a wide variety of factors ranging from access to shelter to number of Syrian refugee families living in the community. These three variables were correlated to identify communities of priority for the micro-level assessments (see Annex 2).

#### 4.1 TENSION

To identify communities that were more at risk of increased tension, the key informant assessment included several questions concerning the presence of tension in the community and its suggested causes. The concept of tension was operationalised by respondents indicating the presence of hostility in the community as a result of a lack of services or resources. Overtly acknowledged and recognised tension within a community is here suggested to be an indicator of higher intra-communal tensions and a potential lack of coping mechanisms, thereby identifying these communities as key 'hotspots'. During the key informant assessment, respondents from 73 communities stated that there were tensions within their community. As previously noted, these tensions predominantly stemmed from affordable housing, income-generating opportunities and education, and correspond to three of the macro-level drivers of tension identified earlier.

Map 1: Percentage of Communities Reporting Tension



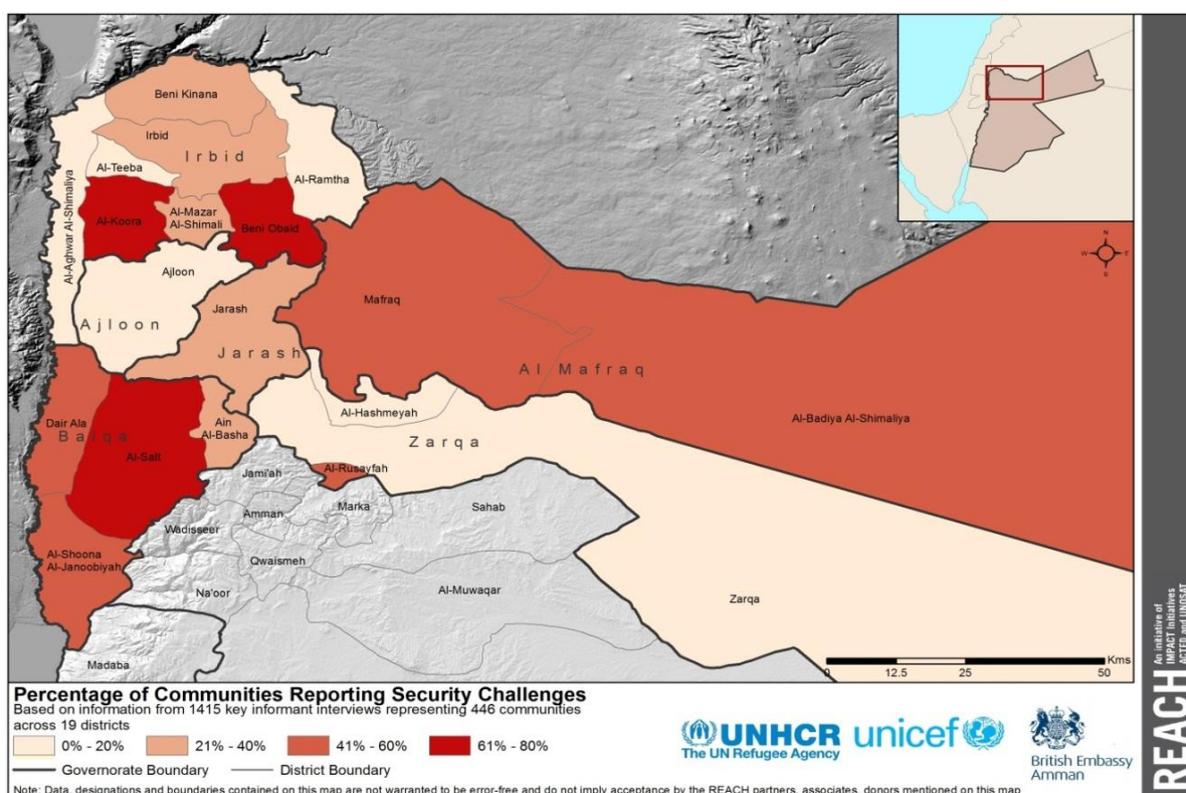
#### 4.2 SECURITY

Security is identified as a destabilising factor to social cohesion in northern Jordan, Balqa, and Zarqa governorates by the GoJ and UNDP.<sup>33</sup> As such the level of security within the community emerges as an important factor in predicting the risk for tension. This variable is based on the assumption that communities with security related challenges in accessing basic services are more prone to tension than those that do not have security challenges. Given the sensitive environment in some parts of governorates assessed, it was deemed possible that key informants would not want to discuss tension openly but could be more willing to disclose security challenges in accessing certain basic services.

<sup>33</sup> Government of Jordan, Ministry of Planning and International Cooperation and UNDP (forthcoming): *Needs Assessment Review of the Impact of the Syrian Crisis on Jordan*, unpublished draft for review.

This is corroborated by reports from field teams carrying out the key informant interviews. In one community in Zarqa Governorate, key informants stated that security was a challenge in regards to access to education as there had been altercations between Syrian and Jordanian children. However, when asked if there was tension in the community between Syrians and Jordanians the respondents said no, despite the manifestation of tension they described within the local school. Respondents were asked to identify any challenges in accessing basic services by sector, which included any security challenges that inhibited their access to a particular service. Indicating that security is a challenge in accessing a certain service could imply that incidents have occurred that have led to a decrease in perceived security surrounding a particular service. Insecurity in accessing a service could contribute to tensions within the community, by making some people feel discriminated, persecuted or otherwise restricted from addressing their basic needs. Equally, security challenges in accessing basic services could be a manifestation of tensions, though not explicitly so (as the anecdote from Zarqa governorate above suggests). In total, 152 communities in the assessment identified security as a challenge in accessing a basic service.

Map 2: Percentage of Communities Reporting Security Challenges



### 4.3 RESILIENCE

To further refine the selection of priority communities, resilience was included as a key variable. The key informant assessment gathered a wide variety of information on the conditions in each community, including structural strengths and vulnerabilities. This information was gathered across each sector (access to water, education, livelihoods, etc.) and responses were then given a numerical value. These numerical values resulted in a dataset ranking communities according to their level of vulnerability. Based on this information, all communities were rated according to their anticipated level of resilience to tension across each sector. For example, a community with limited access to health care services would indicate a lower resilience to shocks in the health care sector. This rating was premised on the assumption that communities which reported many challenges in accessing basic services would be less resilient by their lack of coping mechanisms to address the strains arising from the influx of refugees.

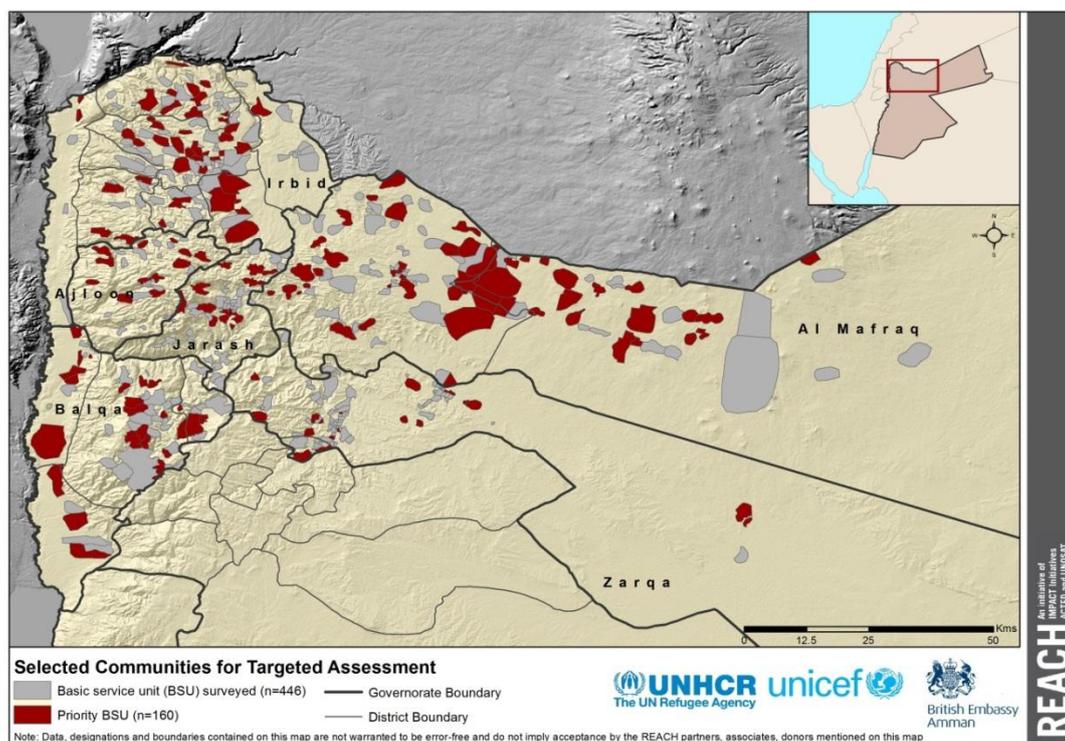
Admittedly, this assumption is not entirely straightforward, as coping mechanisms include a wide variety of factors beyond simply access to basic services. Often the more elusive factors like culture, identity, and historical ties can be instrumental in a community's ability to deal with challenges. The operationalisation of resilience employed in the key informant assessment may hence fail to identify some communities with low resilience. However, this limitation can be mitigated to some extent by cross-referencing assessment findings with the previously identified variables (tension and security), to collectively identify communities of priority. The geographic clustering of communities with stated tension or security challenges in areas where stronger cultural, identity, and historical ties between Jordanians and Syrians could be expected, suggests that coping mechanisms stemming from these ties may not be sufficient to withstand the impact on social cohesion caused by the influx of refugees. Ultimately, a correlation between tension, security and resilience is deemed to be the most accurate way of identifying communities of priority.

#### 4.4 CORRELATING KEY VARIABLES

The three variables were correlated to identify 160 communities with the highest levels of tension and security related challenges, and the lowest levels of resilience<sup>34</sup>. Ultimately, this method of selection could disqualify a community with overtly acknowledged tension, but with no security challenges and with a high level of resilience. The method of selection is premised on the notion that such a community would still be less susceptible to shocks and changes within the community due to the high level of resilience and lack of security challenges.

Although it has acknowledged shortcomings, this is, to date, the most well-informed and methodologically rigorous approach in case selection that has been undertaken in assessments in northern Jordan and in the governorates of Balqa and Zarqa. Furthermore, the large sample of communities (representing almost half of the communities identified as containing Syrian refugees across the six governorates) limits the impact of case selection bias on the overall results. It is therefore deemed that this method of selecting communities of priority yields the most accurate selection for the purpose of the project.

Map 3: Selected Communities for Targeted Assessment



<sup>34</sup> See Annex 2 for a comprehensive list of identified communities of priority.

## 5. LOOKING AHEAD

### 5.1 DATA COLLECTION

The project is currently entering a phase of wide-scale data collection on individual, community, district, municipal, and governorate level, to produce the most accurate information and enable salient recommendations for future investments and interventions in the governorates of northern Jordan and in Balqa and Zarqa governorates. In this undertaking, a two-strand approach has been developed.

On the one hand, individual and community-level information will be collected through questionnaires in addition to focus group discussions held in the 160 identified communities of priority. This data collection will be undertaken with groups of community members comprised of Jordanians and Syrians, adults and youth, men and women. Resultantly, eight focus group discussions will be conducted in each identified community of priority and will give an in-depth understanding of the micro-dynamics affecting community relations and resilience (see *Annex 3* for focus group questionnaire). Participants will also be asked to complete a survey questionnaire to shed light on individual attitudes, perceptions and behaviours (see *Annex 4* for individual questionnaire). In all, some 1,280 focus group discussions including individual assessments with an estimated 7,500 participants across the 160 identified communities of priority will constitute the micro-level assessment strand of this project. This information will be collated, analysed and presented in individual community passports outlining the particular micro-dynamics of each community, in addition to programmatic recommendations for investment on community-level.

Parallel to the individual and community-level assessment, governorate workshops will be held in all six governorates with key stakeholders including officials from governorate, district, and municipality offices, to establish a platform of information-sharing and exchange of ideas with local government. This is deemed as particularly important in understanding the macro-level factors affecting not only the identified communities of priority, but also the districts and governorates at large. The need to situate recommendations for investment on community-level within a broader understanding of the objectives and agendas of the districts and governorates becomes more important as the context in northern Jordan, Balqa, and Zarqa transitions from a humanitarian context to one more focused on development. Inclusion of macro-level dynamics in the present study will ensure that recommendations for investments are linked to national priorities and thus increase the prospects for sustainable interventions. These governorate workshops will include key stakeholders in the governorate from municipal and district level, as well as prominent civil society representatives, to ensure that data is gathered across all pertinent sectors.

### 5.2 LESSONS LEARNED & GUIDING PRINCIPLES

The early phase of implementation has given the project much needed direction. Aside from the aforementioned methodological considerations in charting a way forward, the project will also draw on key lessons learned from the early stages of implementation. These will serve to guide the project strategically, by outlining key principles for future engagements. Of particular importance in this regard, are the principles of a context-sensitive approach; mainstreaming of gender into the analysis; and of supporting an inclusive, transparent approach to data collection and dissemination.

A context-sensitive approach is important to all interventions, and needs to be addressed also within the scope of this project. A misguided approach risks engendering further tension, and can have the directly opposite effect than that intended. The sensitivity of information collected and discussed during the forthcoming assessments demand an interviewee-centred approach. Participants in the data collection activities will remain anonymous; will participate only in ways they feel comfortable; and will only share information that they feel comfortable sharing. Given the sensitivity of the topic, data collection needs to be undertaken with considerate and tactful facilitators and interviewers. The approach will be revisited throughout the implementation phase, and modifications to this approach will be made where deemed necessary to preserve a context-sensitive model for project implementation.

Mainstreaming gender and applying a gendered analysis to the information gathered is fundamental to understanding the different challenges faced by both adult and young males and females. In this regard, forthcoming data collection will allow for a disaggregation of data along different demographic characteristics to enrich the understanding of challenges faced by specific groups in northern Jordan, Balqa, and Zarqa. Understanding the different roles that women and men can play in dissolving tensions and stabilising communities will become crucial in making recommendations and identifying options for action for key stakeholders and the international community at large. This should also ensure that interventions and investments improve the lives of men and women equally.

Adopting an inclusive and transparent approach to data collection and dissemination is an important part of ensuring that informational outputs are comprehensive in scope and well-informed in content. It is foreseen that many of the sensitivities of the project can be dispelled by adopting a transparent approach and including various stakeholders at different levels within the affected regions. Furthermore, this approach will also link outputs to national, regional and local priorities and agendas, allowing for recommendations to be streamlined along the lines of national ownership.

### 5.3 ANTICIPATED OUTPUTS

The results from the micro-level assessments will be collated into community passports outlining the key drivers of tension and challenges by sector that each of the 160 identified communities of priority face. This information will largely be based on the individual assessments and focus group discussions, but will also be complemented by secondary data gathered from municipalities, districts, and governorates, in addition to other stakeholders and organisations engaged in the communities. This will ensure that the information in the community passports are contextualised and that drivers of tension; risks for destabilisation; and programmatic recommendations for strengthening resilience take into account the broader dynamics of the community.

The macro-level assessments will produce a cross-governorate analytical report on the challenges prevalent on a macro-level in northern Jordan, and Balqa, and Zarqa governorates. This will allow for a better overview of the drivers of tension and destabilisation and will inform broader programming for social cohesion across these areas. Furthermore, these engagements are anticipated to facilitate project access to secondary data, thereby feeding into the outputs on micro-level.

Finally, all information collected under the scope of this project will be used to inform the creation of maps and reports as a means to share the information gathered with key stakeholders and interested parties in Jordan. A resource centre will be developed to disseminate the outputs in an open source manner to ensure that the information, analyses, and outputs generated by the project are accessible not only to actors in Jordan, but also to those on a regional or global level.

## 6. CONCLUSIONS

Understanding the dynamic and shifting environment in northern Jordan, Balqa, and Zarqa is critical for prioritising needs and targeting interventions to reach the communities and people most in need. Although the ongoing assessments and analysis by REACH focus on tensions and risks for destabilisation of specific areas, the findings are intended to more broadly inform interventions targeting Jordanian host communities affected by the Syrian refugee crisis. Overall, the project outputs aim not only to inform resilience and stabilisation programming, but also humanitarian and development interventions in general, with the view to strengthen social cohesion within and between communities in northern Jordan.

The findings to date emphasise the need for a multi-tiered approach, assessing actors and structures both on macro- and micro-level. Drivers of tension on the macro-level include securing livelihoods and the competition for income-generating opportunities; the struggle to find adequate affordable housing; and challenges in the education sector including difficulties accessing education and a deteriorating quality of education. These drivers are also found on the micro-level, and suggest that these challenges permeate the echelons of Jordanian society to create systemic drivers of tension.

Other macro-level key factors that should be addressed include access to water, health and solid waste management. However, the relative effect of these sectors on community-level tensions was low at the time of the assessment (late 2013). Many of the drivers of tension stem from systemic vulnerabilities across communities in northern Jordan, and the governorates of Balqa and Zarqa. These do not originate from the Syrian crisis, but are exacerbated by the exceeding strain they have come under as a result of the large influx of refugees.

The project aims to shed light on the tensions affecting communities in Ajloun, Balqa, Irbid, Jarash, Mafraq and Zarqa governorates. Micro-level assessments will be conducted in 160 identified communities of priority to identify tensions at individual and community-levels. This will serve to inform interventions and investments related to stabilisation and strengthening resilience of host communities in these governorates. The scope and depth of this assessment is expected to enable programmatic recommendations that are fine-tuned according to local dynamics and environments. On the macro-level, governorate level workshops with key community stakeholders, such as governorate, district, and municipal officials, will be held in the six governorates, to further shed light on the macro-dynamics of tension. The latter will also serve to situate the analysis and recommendations produced by the project within the broader context of local and national priorities and strategies, in addition to identifying points of entry to support current governmental structures in constructively addressing tensions and strengthening resilience across communities in northern Jordan.

Addressing tensions should be considered as part of a wider agenda of addressing structural vulnerabilities in host communities. Due to the nature of these challenges, strengthening social cohesion and resilience in host communities in Jordan needs to be approached as a longer-term undertaking, through a gradual increase of the capacity of national, regional and local governments to deliver key services, along with attitudinal and behavioural shifts in communities on the ground.

## REACH: Mission and Impact

REACH was formed in 2010 as a joint initiative of two INGOs (ACTED and IMPACT Initiatives) and a UN programme (UNOSAT). The purpose of REACH is to promote and facilitate the development of information products that enhance the humanitarian community's capacity to make decisions and plan in emergency, rehabilitation and development contexts.

High quality and rapid information is a critical pre-condition for effective aid delivery and humanitarian action. REACH aims to improve the effectiveness of planning and coordination undertaken by aid actors by filling gaps in available information.

REACH's mission is to enhance aid effectiveness by promoting and facilitating the collection, organisation and dissemination of key information among aid actors before, during and following a crisis. By doing so, REACH helps to ensure that the needs of communities affected by disasters are more effectively met.

Since arriving in Jordan in October 2012, REACH has been undertaking a number of assessments in host communities to provide crucial information to support more resilient communities and to target most vulnerable Jordanians and refugees from Syria. These have included a previous baseline assessment on key informants in northern Jordan (*Syrian Refugee Mapping in Jordan*) and a baseline assessment on informal tented settlements in Al Mafraq, Irbid and Zarqa (*Informant Tented Settlements : A Multi Sector Baseline Assessment*).

To access these and other assessment reports published by REACH, as well as factsheets and maps, please visit the REACH website at: [www.reach-initiative.org](http://www.reach-initiative.org), or email [reach.mena@impact-initiatives.org](mailto:reach.mena@impact-initiatives.org).

ANNEX 1: KEY INFORMANT QUESTIONNAIRE

Syrian Refugees in Host Communities: Key Informant Questionnaire						
<b>A Preliminary information</b>						
A.1	Name of Interviewer					
A.2	Governorate					
A.3	District					
A.4	Neighbourhood/BSU					
A.5	Location Type	City	Village			
A.6	Respondent information:					
	Name					
	Position					
	Age					
	Gender	M	F			
	Nationality					
<b>B Information on Displacement</b>						
B.1	Approximately how many Syrian refugees are there currently in this community (BSU)?					
	Families					
	Additional individuals					
	Total refugees					
B.2	What % of the households in the community are Jordanian/Syrian					
			% of households in the community are Jordanian			
			% of households in the community are Syrian			
B.3	When did the majority of refugees arrive in this community (BSU)?					
	<1m	1-3m	4-6m	7-9m	10-12m	>12m
B.4	Is the number of refugees in BSU increasing or decreasing at the moment?					
	Significantly increasing		Increasing a little		Staying the same	
	Decreasing a little					

B.5	What percentage of refugees in this community (BSU) are registered with UNHCR?					
	0-10%	10-20%	20-30%	30-40%	40-50%	50-60%
	60-70%	70-80%	80-90%	90-100%		
	What percentage of refugees in this community (BSU) are in process to be registered with UNHCR?					
	0-10%	10-20%	20-30%	30-40%	40-50%	50-60%
	60-70%	70-80%	80-90%	90-100%		
B.6	Are there any unaccompanied minors in this community (BSU)?					
	Yes	No				
B.6.1	If yes, what percentage of the refugee population are minors?					
<b>Current Context</b>						
<b>C</b>	<b>Shelter</b>					
C.1	What are the main shelter arrangements for refugee families in this community?					
	Hosted by Jordanian family same accommodation %					
	Hosted by Jordanian family separate accommodation %					
	Hosted in temp accommodation facilities %					
	Own accommodation-no support %					
	Accommodation shared with other families %					
	Other (explain) %					
C.2	And what is the type of shelter for refugee families in this community?					
	Apartment/house %					
	Unfurnished/empty building %					
	Tent/temporary structure %					
	Public building %					
	Garage/basement/outdoor rooms %					
C.3	What are the challenges to refugees accessing shelter? (check all which apply)					
	Rent is too expensive					
	Lack of availability					

	Too small for family size		
	Lack of electricity and/or water in the accommodation		
	Poor location - distance from basic services		
	Physical structure of the shelter is in a bad condition/dangerous		
	Other reason (specify)		
<b>D</b>	<b>Food</b>		
D.1	What is the primary source of food for refugee households?		
		Food vouchers %	
		Purchased food by the refugee household %	
		Family and friends providing food to the household %	
		NGO or UN agency providing food to this household %	
		Other (specify) %	
D.2	Are refugees able to access adequate food in this community?		
	Yes	No	
D.2.1	If no, why not?		
	Food in shops/market is too expensive		Lack of cash
	Shops/market too far away		Security problems on the route to shops/market
	Community not included in food voucher or food distribution		
	Other (specify)		
D.3	How does the number of refugees who can access adequate food compare from six months ago to now?		
	Significantly increased	A little increased	Stayed the same
	A little decrease		Significantly decreased
<b>E</b>	<b>Education</b>		
E.1	What types of schools exist in, or within walking distance of this BSU (tick all which apply)?		
	Primary	Secondary	Vocational college
E.2	What percentage of refugee children aged 5-11 in this community attend primary school? %		
E.3	What percentage of refugee children aged 12-16 in this community attend secondary school? %		

E.4	What are the challenges for children attending primary school in this community (tick all which apply)?					
	No known service available	Different curriculum to Syrian			Lack of supplies	
	Lack of teaching staff	Lack of available places			Too expensive	
	Security concerns	Distance	Children not registered with UNHCR			
	Other (specify)					
E.5	What are the challenges for children attending secondary school in this community?					
	No known service available	Different curriculum to Syrian			Lack of supplies	
	Lack of teaching staff	Too expensive			Security concerns	
	Distance	School does not allow refugee children to attend				
	They do not attend school because they are working				Other (specify)	
<b>F</b>	<b>Water</b>					
F.1	Where do refugees in this community get water for drinking and bathing/washing (all other uses also)					
		Public water network piped into household %				
		Purchased water in shop %				
		Purchased from a private water tanker %				
		Other (specify) %				
F.1.1	If there is a secondary source of water which people rely on, what is this?					
		Private well ore borehole %				
		Purchased water in shop %				
		Purchased from a private water tanker %				
F.2	If water is piped into households through public network, how many days per week is the water piped into households?					
	1day	2days	3days	4days	5days	6days
	7days	Less than once per week per ever 2 weeks				
F2.2	And how many hours per day?					
	1-4 hours	5-10 hours		11-14 hours		
	15-20 hours	21-24 hours				

F.3	If water is delivered by truck in this community, on average how many days per week is it delivered?		
	<1 day per week	1-2 days per week	
	3-7 days per week		
F.4	Overall how has the access to water for refugees in this community changed when compared to six months ago?		
	Significantly better	A little better	Stayed the same
	A little worse	Significantly worse	
<b>G</b>	<b>Sanitation</b>		
G.1	What percentage of refugee households use:		
		Private latrines linked to sewage system %	
		Private latrines linked to septic system/cess pit %	
		Outside latrine (for family) %	
		Outside latrine in public area %	
		No latrine %	
		Other (specify) %	
G.2	What are the main challenges to refugees accessing latrines (check all which apply):		
	Distance	Safety	Lack of separate latrines for females
	Lack of separate latrines for children		Latrines are frequently locked and hard to access key
	Other (specify)		
G.3	How has the number of refugees with access to latrines they can use changed?		
	Number has significantly increased		Number has increased a little
	Number has stayed the same		Number has decreased a little
	Number has significantly decreased		
<b>H</b>	<b>Sewage Management</b>		
H.1	How do refugee households manage the disposal of sewage?		
		Public sewerage networks %	
		Dispose of it on the streets %	
		Private tank and desludging %	

		Other (specify) %	
H.2	What are the challenges to refugee households who rely on desludging (tick all that apply)?		
	No service in community	Service exists but refugees not included	
	Service exists but refugees have to pay for it		
	Desludging not frequent enough	Other (specify)	
H.3	How does the number of refugees who need or rely on desludging services compare from six months ago to now?		
	Number has significantly increased	Number has increased a little	
	Number has stayed the same	Number has decreased a little	
	Number has significantly decreased		
<b>I</b>	<b>Garbage Removal</b>		
I.1	How do households dispose of their garbage?		
		Municipal collection system %	
		Drop anywhere outside %	
		Other (specify) %	
I.2	What are the challenges to refugee households regarding disposing of garbage (tick all that apply)		
	No service in community	Service exists but refugees not included	
	Service exists but refugees have to pay for it		
	Service exists but not frequent enough	Other (specify)	
I.3	How does the cleanliness of the community compare from six months ago to now?		
	Significantly better	A little better	Stayed the same
	A little worse	Significantly worse	
<b>J</b>	<b>Electricity for Household Use</b>		
J.1	What are the sources of electricity that refugees use in this community?		
		Public network %	
		Private supply (e.g. generator) %	
		Other (specify) %	
J.2	What are the challenges to refugees accessing electricity(check all which apply)		

	Too expensive	Only available some of the time	Other (specify)
	If not available some of the time how many hours a day is it available?		
	1-4 hours	5-10 hours	11-14 hours
	15-20 hours	21-24 hours	
J.3	What do people use as backup electricity if no public supply?		
		Generator %	
		Solar %	
		Other (specify) %	
J.4	How does the price of electricity supply for refugees compare from six months ago to now?		
	Significantly worse	A little worse	Stayed the same
	A little more expensive	Significantly more expensive	
<b>K</b>	<b>Health</b>		
K.1	What healthcare facilities can refugees access in this community?		
		Primary health clinic (national) %	
		Hospital (national) %	
		Primary health clinic run by NGO or UN %	
		Hospital run by NGO or UN %	
		UAE hospital %	
		Jordanian military/civil defence hospital %	
		International military field hospital/emergency care %	
K.3	Are refugees able to access adequate healthcare in this community?		
	Yes	No	
K.3.1	If no, why not?		
	Too expensive	Too far away	Lack of medical staff
	Lack of medical supplies		Not suitable for women
	Not have UNHCR file		Security problems
	Lack of vaccination services for children		Other (specify)

K.4	How does the number of refugees who can access adequate health care compare six months ago to now?		
	Significantly better	A little better	Stayed the same
	A little worse	Significantly worse	
<b>L</b>	<b>Livelihoods</b>		
L.1	What are the income generating activities for Syrian households in this community?		
		Business, commercial, trade %	
		Agriculture %	
		Construction %	
		Other daily labour %	
		Head of household unemployed %	
		Other (specify) %	
L.2	Who is the primary earner in each household?		
	Male under 18 years old	Female under 18 years old	
	Male over 18 years old	Female over 18 years old	
L.3	What are the challenges faced by Syrian households to accessing livelihood activities (tick all which apply)?		
	Not enough jobs	Low salary	Other (specify)
	Difficult to get a work permit/experience not accepted in Jordan		
	Need to take care of children in household		
<b>M</b>	<b>Monthly Household Costs</b>		
M.1	What are the average monthly costs of Syrian households? JOD		
		Shelter	
		Food	
		Water	
		Health	
		Education	
		Clothing	
		Items for personal hygiene (for example, soap, toothpaste, shampoo, nappies, kitchen	

	items)		
<b>N</b>	<b>Ranking of Needs</b>		
N.1	What are the 3 most immediate needs of refugees in this community?		
N.1.1	Priority 1		
	Water	Shelter	Cash for rent
	Food assistance	Health assistance	Education
	Cash for work/job	Sanitation	Household items
	Winter items	Other	
N.1.2	Priority 2		
	Water	Shelter	Cash for rent
	Food assistance	Health assistance	Education
	Cash for work/job	Sanitation	Household items
	Winter items	Other	
N.1.3	Priority 3		
	Water	Shelter	Cash for rent
	Food assistance	Health assistance	Education
	Cash for work/job	Sanitation	Household items
	Winter items	Other	
N.2	Are there any tensions between refugees and the host community?		
	Yes	No	I don't know
N.3	If yes, what does the reason for tension relate to (tick all which apply)?		
	Water	Shelter	Cash for rent
	Food assistance	Health assistance	Education
	Cash for work/job	Sanitation	Household items
	Winter items	Other	
N.4	If yes, how much has the level of tension changed in the last 6 months?		
	Level of tension has decreased significantly		Level of tension has decreased a little

	Level of tension has stayed the same	There is a little more tension	
	There is significantly more tension		
N.5	Do you know Syrians in your community that could provide insight into these questions?		
	Yes	No	
N.5.1	If yes, can you provide their name and telephone number? This information will be kept confidentially by ACTED.		

ANNEX 2: LIST OF 160 COMMUNITIES FOR MICRO-LEVEL ASSESSMENT

#	Governorate	District	Community	#	Governorate	District	Community
1	Ajloon	Ajloon	Abbien	81	Balqa	Al-Shoona Al-Janoobiya	Abo Ezzighan
2	Ajloon	Ajloon	Ain janna	82	Balqa	Al-Shoona Al-Janoobiya	Balawnah
3	Ajloon	Ajloon	Al-Qala'ah	83	Balqa	Al-Shoona Al-Janoobiya	Deir Alla
4	Ajloon	Ajloon	Arjan	84	Balqa	Al-Shoona Al-Janoobiya	Ghour Kabad
5	Ajloon	Ajloon	Downtown	85	Balqa	Al-Shoona Al-Janoobiya	Ma'adi
6	Ajloon	Ajloon	Downtown	86	Balqa	Al-Shoona Al-Janoobiya	Mothalath Alarda
7	Ajloon	Ajloon	Downtown	87	Balqa	Dair Ala	Sbehye
8	Ajloon	Ajloon	Halawah	88	Irbid	Al-Mzar	Al Mzar
9	Ajloon	Ajloon	Hashmyya	89	Irbid	Al-Aghwar Al-Shimaliya	Al Adsea
10	Ajloon	Ajloon	Kherbet Al-Wahadneh	90	Irbid	Al-Aghwar Al-Shimaliya	Alshajarah
11	Ajloon	Ajloon	Ras Monef	91	Irbid	Al-Koora	Abu Aloges
12	Ajloon	Ajloon	Sakhrah	92	Irbid	Al-Koora	Samo'a
13	Ajloon	Ajloon	Sana'ar	93	Irbid	Al-Koora	Zobia
14	Al-Mafraq	Al-Badiya Al-Shmaliya	Mansoorah	94	Irbid	Al-Teeba	Al-Msharga
15	Al-Mafraq	Al-Badiya Al-Shmaliya	Nahdhah	95	Irbid	Al-Teeba	Jejen
16	Al-Mafraq	Al-Badiya Al-Shimaliya	Arainbet Enaimat	96	Irbid	Beni Kinana	Der Abi Saeed
17	Al-Mafraq	Al-Badiya Al-Shimaliya	Ashrafiyyeh	97	Irbid	Beni Kinana	Gdeta
18	Al-Mafraq	Al-Badiya Al-Shimaliya	Dafyaneh	98	Irbid	Beni Kinana	Kofr Abel
19	Al-Mafraq	Al-Badiya Al-Shimaliya	Erwashed	99	Irbid	Beni Obaid	Al-Hosn
20	Al-Mafraq	Al-Badiya Al-Shimaliya	Feisaliyyeh	100	Irbid	Beni Obaid	Al-Ne'aima
21	Al-Mafraq	Al-Badiya Al-Shimaliya	Ghadeer El-Naqah	101	Irbid	Beni Obaid	Al-Sareh

22	Al-Mafraq	Al-Badiya Al-Shimaliya	Koam El-Ahmar	102	Irbid	Beni Obaid	Housing Yarmouk University
23	Al-Mafraq	Al-Badiya Al-Shimaliya	Koam Erraf	103	Irbid	Beni Obaid	Mokhayem Al-Hosn
24	Al-Mafraq	Al-Badiya Al-Shimaliya	Nayfeh	104	Irbid	Beni Kinana	Agrba
25	Al-Mafraq	Al-Badiya Al-Shimaliya	Qasem	105	Irbid	Beni Kinana	Harsha
26	Al-Mafraq	Al-Badiya Al-Shimaliya	Rasm El-Hesan	106	Irbid	Beni Kinana	Hatem
27	Al-Mafraq	Al-Badiya Al-Shimaliya	Rfa'yyat	107	Irbid	Beni Kinana	Hbras
28	Al-Mafraq	Al-Badiya Al-Shimaliya	Sabha	108	Irbid	Beni Kinana	Hraima
29	Al-Mafraq	Al-Badiya Al-Shimaliya	Sa'iediyeh	109	Irbid	Beni Kinana	Malka
30	Al-Mafraq	Al-Badiya Al-Shimaliya	Um El-Qottain	110	Irbid	Beni Kinana	Sama Al-Rosan
31	Al-Mafraq	Al-Badiya Al-Shimaliya	Um Hussen	111	Irbid	Beni Kinana	Samar
32	Al-Mafraq	Al-Badiya Al-Shimaliya	Zamlet Eddebes El-Amir Ghazi	112	Irbid	Beni Kinana	Ybla
33	Al-Mafraq	Al-Badiya Al-Shimaliya	Zuhoor	113	Irbid	Irbid	Al-Barha
34	Al-Mafraq	Mafraq	Al-Elamt	114	Irbid	Irbid	Al-Janubi
35	Al-Mafraq	Mafraq	Al-Fadin	115	Irbid	Irbid	Al-Turkuman
36	Al-Mafraq	Mafraq	Al-Hussin	116	Irbid	Irbid	Al-Twal
37	Al-Mafraq	Mafraq	Al-Janobi	117	Irbid	Irbid	Al-Waald
38	Al-Mafraq	Mafraq	Al-Zbedya	118	Irbid	Irbid	As'arah
39	Al-Mafraq	Mafraq	Ba'ej	119	Irbid	Irbid	Faw'ara
40	Al-Mafraq	Mafraq	Bal'ama	120	Irbid	Irbid	Hakama
41	Al-Mafraq	Mafraq	Bwaidhah Gharbiyyeh	121	Irbid	Irbid	Irbid Camp
42	Al-Mafraq	Mafraq	Dajaniyyeh	122	Irbid	Irbid	Kofr Asad
43	Al-Mafraq	Mafraq	Doqomseh	123	Irbid	Irbid	Kofr Yoba
44	Al-Mafraq	Mafraq	Hamamet Omoosh	124	Irbid	Irbid	Maro
45	Al-Mafraq	Mafraq	Hayyan Rwaibedh Sharqi	125	Irbid	Irbid	Qim
46	Al-Mafraq	Mafraq	Hoasha	126	Irbid	Irbid	Saal

47	Al-Mafraq	Mafraq	Husban	127	Irbid	Irbid	Som
48	Al-Mafraq	Mafraq	Jaber	128	Irbid	Irbid	Tabariya
49	Al-Mafraq	Mafraq	Khanasri	129	Irbid	Irbid	Tgabl
50	Al-Mafraq	Mafraq	Manshiyyet Bani Hasan	130	Irbid	Irbid	Tunis
51	Al-Mafraq	Mafraq	Manshiyyet Essoltah	131	Jarash	Jarash	Al-Jbarat
52	Al-Mafraq	Mafraq	Mazzeh	132	Jarash	Jarash	Al-Ketah
53	Al-Mafraq	Mafraq	Meferdad	133	Jarash	Jarash	Bab Amman
54	Al-Mafraq	Mafraq	Mghayyer Serhan	134	Jarash	Jarash	Hadadeh
55	Al-Mafraq	Mafraq	Mostashfa	135	Jarash	Jarash	Jaba
56	Al-Mafraq	Mafraq	Mshrfeh	136	Jarash	Jarash	Kufr Khal
57	Al-Mafraq	Mafraq	Roadet Bsma	137	Jarash	Jarash	Nabi Hood
58	Al-Mafraq	Mafraq	Swailmeh	138	Jarash	Jarash	Qafqafa
59	Al-Mafraq	Mafraq	Thahia King Abdulah	139	Jarash	Jarash	Rashaydeh
60	Al-Mafraq	Mafraq	Um Btaimeh	140	Jarash	Jarash	Sakeb
61	Al-Mafraq	Mafraq	Um Ejjmal	141	Jarash	Jarash	Soof
62	Al-Mafraq	Mafraq	Um Essrab	142	Jarash	Jarash	Um Al-Zaytoon
63	Al-Mafraq	Mafraq	Um Kheroba	143	Zarqa	Al-Rus	Al-A'mereyah
64	Al-Mafraq	Mafraq	Za'atary	144	Zarqa	Al-Rusayfah	Al-Daheyah
65	Balqa	Ain albasha	Ain albasha	145	Zarqa	Al-Rusayfah	Hetteen
66	Balqa	Ain Al-Basha	Al Shooneh Janoobyeh	146	Zarqa	Zarqa	Al-Aluk
67	Balqa	Ain Al-Basha	Karamah	147	Zarqa	Zarqa	Al-Barkh
68	Balqa	Ain Al-Basha	Mokhayam Albaq'a	148	Zarqa	Zarqa	Almasane'-Dulail
69	Balqa	Ain Al-Basha	Ramah	149	Zarqa	Zarqa	Al-Zawahrah
70	Balqa	Al-Salt	Al-Hudib	150	Zarqa	Zarqa	Arnoos
71	Balqa	Al-Salt	Al-Rahmat	151	Zarqa	Zarqa	Azraq Shamali
72	Balqa	Al-Salt	Al-Salalem	152	Zarqa	Zarqa	Azraq Shamali-Mazare'
73	Balqa	Al-Salt	Byoda Alsharqye	153	Zarqa	Zarqa	Halabat Gharbeyah
74	Balqa	Al-Salt	Downtown	154	Zarqa	Zarqa	Halabat Sharqeyah
75	Balqa	Al-Salt	Mahes	155	Zarqa	Zarqa	Jana'ah
76	Balqa	Al-Salt	Maysara	156	Zarqa	Zarqa	Makah

77	Balqa	Al-Salt	Naqab Al Dabour	157	Zarqa	Zarqa	Prince Hasan
78	Balqa	Al-Salt	Seyhan	158	Zarqa	Zarqa	Rujm Alshok
79	Balqa	Al-Salt	Um Jozah	159	Zarqa	Zarqa	Tafeh 1
80	Balqa	Al-Salt	Zay	160	Zarqa	Zarqa	Tafeh 2

ANNEX 3: MICRO-LEVEL ASSESSMENT TOOL (FOCUS GROUP DISCUSSION)

1	CORE QUESTIONS
	<p>What are the main challenges facing this community?</p> <p>How is your community coping with these challenges?</p> <p>For how long do you think your community could continue coping with these challenges?</p> <p>What would you do if the situation deteriorated?</p> <p>Are there any safety concerns in this community? If so, what are they?</p> <p>What do you think could be done to improve the safety in your community?</p> <p>How are disputes most commonly resolved in the community? (e.g. by involving police, neighbours, community leaders, tribal leaders etc.)</p> <p>What are the three main sources of tension in your community? (by priority: 1, 2, 3)</p> <p>In your opinion, what do you expect will happen to these sources of tension in the future? And why? (i.e. get worse, get better, stay the same, disappear etc)</p> <p>In your opinion, what is the best way to address these three tensions?</p>
2	ADDITIONAL QUESTIONS
	<p>Are there any public buildings in your community that are in need of service?</p> <ul style="list-style-type: none"> <li>- Do they have issues with access to water?</li> <li>- Do they have issues with sanitation?</li> <li>- Do they have any infrastructure needs? (like leaking sealing, broken pipes etc)</li> </ul>

ANNEX 4: MICRO-LEVEL ASSESSMENT TOOL (INDIVIDUAL ASSESSMENT)

Micro Level Assessment Questionnaire				
<b>Location of the Community</b>				
Governorate	_____	Neighbourhood	_____	
District	_____	GPS coordinates	_____	
<b>Focus Group</b>				
Jordanian:	Men	Women	Young Men	Young Women
Syrian:	Men	Women	Young Men	Young Women
Date and Name of the Enumerator		_____		
Date of the Assessment:		_____		
Enumerator Leading/Recording the Answers:		_____		
<b>1</b>	<b>Demographics</b>			
1.1	Please state your gender:	a. Male	b. Female	
1.2	Please state your age	_____		
1.3	Are you currently working/in school?	Yes	No	
1.4	How long have you been living in this community?		_____	
	a. Less than 1 Month	b. Between 1 and 6 months		
	c. Between 6 and 12 months	d. Between 1 and 2 years	e. Longer than 2 years	
<b>2</b>	<b>Population</b>			
2.1	If Syrian, where in Syria are you from?		_____	
2.2	What has been the change in the number of people living in this community compared to 12 months ago? (if c, d or e, please skip to Q2.3)			
	a. Significant increase	b. Slight increase	c. No change	
	d. Slight decrease	e. Significant decrease		
2.2.1	If increased, who came?			
	a. Mostly men	b. Mostly women	c. Mostly children	
	d. Equal number of men, women and children		e. I don't know	

2.2.2	Where did most of these people come from?		
	a. Directly from Syria	b. From Za'atari camp	c. From another camp in Jordan
	d. From another Jordanian city or town		e. I don't know
2.2.3	Why do you think these people came to the community?		
	a. Jobs	b. Education	c. Available housing
	d. Security	e. Health	f. People knew family/friends here
	g. Access to natural resources (land for agriculture/farming)		h. Other (please explain)
2.3	What changes do you think there will be to the population of your community over the next 12 to 24 months?		
	(if c, d, or e please skip to next section)		
	a. It will increase significantly	b. It will increase slightly	c. It will stay the same
	d. It will decrease slightly	e. It will decrease significantly	
2.3.1	If increasing, who do you think will come?		
	a. Mostly men	b. Mostly women	c. Mostly children
	d. Equal number of men, women and children		e. I don't know
<b>3</b>	<b>Access to Water</b>		
3.1	There is adequate access to reliable and clean water in your community:		
	a. Strongly Agree	b. Agree	c. Neutral
	d. Disagree	e. Strongly Disagree	f. I don't know
3.2	Access to water causes tension in your community:		
	a. Strongly Agree	b. Agree	c. Neutral
	d. Disagree	e. Strongly Disagree	f. I don't know
	g. I prefer not to answer		
3.2.1	Describe the reason:		
	a. Uneven access to water between Syrians and Jordanians		b. Water services are poorly managed
	c. Water is unreliable	d. There is a shortage of water	e. Water is too expensive
	f. Security issues getting water	g. Water is undrinkable	h. Other (Please explain)

3.3	How urgent would you rate the challenges to water in your community?			
	a. Extremely Urgent	b. Very Urgent	c. Urgent	d. Prioritised
	e. Less important		f. Not important at all	
3.4	I believe the access to water will improve in the near future (if a, b, c, or f, please skip to next section)			
	a. Strongly Agree	b. Agree	c. Neutral	
	d. Disagree	e. Strongly Disagree	f. I don't know	
3.4.1	If no, why?			
	a. More people moving into the community		b. Access to water has been getting worse	
	c. Lack of investment in the community			
<b>4</b>	<b>Education</b>			
4.1	There is adequate access to educational services in your community:			
	a. Strongly Agree	b. Agree	c. Neutral	
	d. Disagree	e. Strongly Disagree	f. I don't know	
4.2	Is the school day split between Jordanian and Syrian children in your community?			
	Yes	No		
4.3	Access to educational services causes tension in your community: (if c, d, e, f, or g please skip to Q4.4)			
	a. Strongly Agree	b. Agree	c. Neutral	
	d. Disagree	e. Strongly Disagree	f. I don't know	
	g. I prefer not to answer			
4.3.1	Describe the reason:			
	a. Uneven access to services between Syrians and Jordanians		b. Educational services are poorly managed	
	c. Security issues at educational institutions		d. Combined classes	
	e. Disagreement over the curricula		f. Schools are overcrowded	
	g. Other (please explain)			
4.4	How urgent would you rate the challenges to education in your community?			
	a. Extremely Urgent	b. Very Urgent	c. Urgent	d. Prioritised

	e. Less important	f. Not important at all	
4.5	I believe the education services will improve in the near future: (if a, b, c, or f, please skip to 5.1)		
	a. Strongly Agree	b. Agree	c. Neutral
	d. Disagree	e. Strongly Disagree	f. I don't know
4.5.1	If no, why?		
	a. More people moving to community	b. Lack of funding	c. Lack of qualified teachers
	d. Other (please explain)		
<b>5</b>	<b>Livelihoods</b>		
5.1	There are sufficient opportunities in your community to make a living: (if a, b, c, or f, please skip to 5.2)		
	a. Strongly Agree	b. Agree	c. Neutral
	d. Disagree	e. Strongly Disagree	f. I don't know
5.2	Access to gainful employment causes tension in your community: (if c, d, e, or f, please skip to 5.3)		
	a. Strongly Agree	b. Agree	c. Neutral
	d. Disagree	e. Strongly Disagree	f. I don't know
	g. I prefer not to answer		
5.2.1	if yes, describe the reason:		
	a. Uneven access to employment between Syrians/Jordanians		b. Jobs do not pay enough
	c. Security issues at work		d. Discrimination in the work place
	e. Lack of documentation		f. Other (please explain)
5.3	How urgent would you rate the challenges to livelihoods in your community?		
	a. Extremely Urgent	b. Very Urgent	c. Urgent
			d. Prioritised
	e. Less important	f. Not important at all	
5.4	I believe the prospect of livelihoods will improve in the near future: (if a, b, c, or f, please skip to the next section)		
	a. Strongly Agree	b. Agree	c. Neutral
	d. Disagree	e. Strongly Disagree	f. I don't know
5.4.1	If no, why?		

	a. More people moving to community	b. Recently worsening situation	
	c. Lack of investment in the community	d. Other (please explain)	
<b>6</b>	<b>Shelter</b>		
6.1	There is adequate shelter in your community:		
	a. Strongly Agree	b. Agree	c. Neutral
	d. Disagree	e. Strongly Disagree	f. I don't know
6.2	Access to shelter causes tension in your community: (if c, d, e, f, or g, skip to 6.3)		
	a. Strongly Agree	b. Agree	c. Neutral
	d. Disagree	e. Strongly Disagree	f. I don't know
	g. I prefer not to answer		
6.2.1	If yes, describe the reason:		
	a. Not enough houses/apartments	b. Too expensive	c. Houses are unliveable (e.g. falling apart, major leaks etc)
	d. Houses/apartments are overcrowded		e. Discriminatory practices in obtaining a house/apartment
	f. Overcrowding	g. No space to put tent	h. Other (please explain)
6.3	How urgent would you rate the challenges to shelter in your community?		
	a. Extremely Urgent	b. Very Urgent	c. Urgent
	d. Prioritised		e. Less important
	f. Not important at all		
6.4	I believe the shelter situation will improve in the near future: (if a, b, c, or f, please skip to net section)		
	a. Strongly Agree	b. Agree	c. Neutral
	d. Disagree	e. Strongly Disagree	f. I don't know
6.4.1	If no, why?		
	a. More people moving to community	b. Recently worsening situation	
	c. Lack of investment in the community	d. Other (please explain)	
<b>7</b>	<b>Security</b>		
7.1	Where are you most likely to feel unsafe?		
	a. In the streets	b. In the home	c. At the market/In the store
	d. In school/work	e. At the mosque	f. Nowhere (I feel safe everywhere)

	g. Other (please explain)		
7.2	Why are you most likely to feel unsafe?		
	a. Not enough police	b. Youth roaming around	c. Feel discriminated against
	d. Feel threatened	e. Other (please explain)	
7.3	Who is most likely to make you feel unsafe?		
	a. Youth	b. Jordanians	c. Syrians
	d. Authorities	e. Neighbours	f. Other (please explain)
<b>8</b>	<b>Health</b>		
8.1	There is adequate access to healthcare services in this community:		
	a. Strongly Agree	b. Agree	c. Neutral
	d. Disagree	e. Strongly Disagree	f. I don't know
8.2	Access to healthcare services (or lack thereof) causes tension in your community: (if c, d, e, f, or g, please skip to 8.3)		
	a. Strongly Agree	b. Agree	c. Neutral
	d. Disagree	e. Strongly Disagree	f. I don't know
	g. I prefer not to answer		
8.2.1	If yes, describe the reason:		
	a. Uneven access to services between Syrians and Jordanians		b. Healthcare services are overcrowded
	c. Healthcare is too expensive		d. Not suitable for women
	e. Too far away		f. Lack of valid paperwork to access services
	g. Security issues at healthcare facilities		h. Other (please explain)
8.3	How urgent would you rate the challenges to health in your community?		
	a. Extremely Urgent	b. Very Urgent	c. Urgent
	d. Prioritised		
	e. Less important		f. Not important at all
8.4	I believe the healthcare situation will improve in the near future: (if a, b, c, or f, skip to next section)		
	a. Strongly Agree	b. Agree	c. Neutral
	d. Disagree	e. Strongly Disagree	f. I don't know

8.4.1	If no, why?		
	a. More people moving to community	b. Recently worsening situation	
	c. Lack of investment in the community	d. Other (please explain)	
<b>9</b>	<b>Culture, Traditions &amp; Identity</b>		
9.1	I feel like a part of this community: (if a, b, c, f, or g, please skip to 9.2)		
	a. Strongly Agree	b. Agree	c. Neutral
	d. Disagree	e. Strongly Disagree	f. I don't know
	g. I prefer not to answer		
9.1.1	If no, why?		
	a. Difficult to integrate	b. Don't want to integrate	
	c. Community/culture is too different from me	d. Other (please explain)	
9.2	Jordanians and Syrians have similar cultures: ( if a or b, please proceed to 9.2.1; if c or d, please skip to 9.2.2)		
	a. Strongly Agree	b. Agree	c. Neutral
	d. Disagree	e. Strongly Disagree	f. I don't know
	g. I prefer not to answer		
9.2.1	If yes, what is the main similarity?		
	a. Language	b. Religion	c. Clothing
	d. Values	e. Socio-economic	f. Political
	g. Other (please explain)		
9.2.2	If no, what is the main difference?		
	a. Language	b. Religion	c. Clothing
	d. Values	e. Socio-economic	f. Political
	g. Other (please explain)		
9.3	What is most important to you?		
	a. Nationality	b. Tribal allegiance	c. Religion
	d. Geographic connection (regional or local)	e. Family	f. Other (please explain)
<b>10</b>	<b>Aid Appropriation</b>		

10.1	Has this community received external support/aid? (if no, skip to next section)		
	Yes	No	
10.1.1	This support has been evenly distributed between Jordanians and Syrians:		
	a. Strongly Agree	b. Agree	c. Neutral
	d. Disagree	e. Strongly Disagree	f. I don't know
10.1.2	Has aid been distributed to those most in need:		
	a. Strongly Agree	b. Agree	c. Neutral
	d. Disagree	e. Strongly Disagree	f. I don't know
10.1.3	This support has helped the community:		
	a. Strongly Agree	b. Agree	c. Neutral
	d. Disagree	e. Strongly Disagree	f. I don't know
10.1.4	Has the support had any negative effects on the community? (if no, please skip to the next section)		
	Yes	No	
10.1.4.1	If yes, how has the community been affected?		
	a. Things are more expensive	b. There is more tension	
	c. More people moved into the community	d. Other (please explain)	
<b>11</b>	<b>Community Relations</b>		
11.1	What is your overall impression of the following in your community:		
11.1.1	Jordanians		
	a. Very Positive	b. Positive	c. Neutral
	d. Negative	e. Very Negative	f. I prefer not to answer
11.1.2	Syrians		
	a. Very Positive	b. Positive	c. Neutral
	d. Negative	e. Very Negative	f. I prefer not to answer
11.1.3	Police		
	a. Very Positive	b. Positive	c. Neutral
	d. Negative	e. Very Negative	f. I prefer not to answer

11.1.4	Neighbours		
	a. Very Positive	b. Positive	c. Neutral
	d. Negative	e. Very Negative	f. I prefer not to answer
11.1.5	Youth		
	a. Very Positive	b. Positive	c. Neutral
	d. Negative	e. Very Negative	f. I prefer not to answer
11.1.6	Municipal Government		
	a. Very Positive	b. Positive	c. Neutral
	d. Negative	e. Very Negative	f. I prefer not to answer
11.1.7	District Government		
	a. Very Positive	b. Positive	c. Neutral
	d. Negative	e. Very Negative	f. I prefer not to answer
<b>12</b>	<b>Additional questions</b>		
12.1	Is there a system for collection of household waste in your community? (if no, skip to 12.2)		
	Yes	No	
12.1.1	Does this include your household? (if no, please skip to 12.2)		
	Yes	No	
12.1.2	If covered by services, how satisfied are you with waste collection in your community?		
	a. Very Satisfied	b. Satisfied	c. Neutral
	d. Unsatisfied		e. Very Unsatisfied
12.2	How satisfied are you with the cleanliness of the streets in your community?		
	a. Very Satisfied	b. Satisfied	c. Neutral
	d. Unsatisfied		e. Very Unsatisfied
12.3	How satisfied are you with the municipal services in this community?		
	a. Very Satisfied	b. Satisfied	c. Neutral
	d. Unsatisfied		e. Very Unsatisfied

12.4	How satisfied are you with the collection of solid waste in this community?		
	a. Very Satisfied	b. Satisfied	c. Neutral
	d. Unsatisfied		e. Very Unsatisfied
12.5	How satisfied are you with the water management in this community?		
	a. Very Satisfied	b. Satisfied	c. Neutral
	d. Unsatisfied		e. Very Unsatisfied
12.6	How satisfied are you with the employment opportunities in this community?		
	a. Very Satisfied	b. Satisfied	c. Neutral
	d. Unsatisfied		e. Very Unsatisfied
12.7	How satisfied are you with the conditions of the roads in this community?		
	a. Very Satisfied	b. Satisfied	c. Neutral
	d. Unsatisfied		e. Very Unsatisfied