

Research Terms of Reference

Support Economic Growth and Sustainable, Diversified Income Creation in Jordan
JOR2201

Jordan

February 2022
Version 1

REACH Informing
more effective
humanitarian action

1. Executive Summary

Country of intervention	Jordan				
Type of Emergency	<input type="checkbox"/>	Natural disaster	<input checked="" type="checkbox"/>	Conflict	<input type="checkbox"/> Other (<i>specify</i>)
Type of Crisis	<input type="checkbox"/>	Sudden onset	<input type="checkbox"/>	Slow onset	<input checked="" type="checkbox"/> Protracted
Mandating Body/ Agency	Bureau of Population, Refugees and Migration (BPRM)				
IMPACT Project Code	13 ASX				
Overall Research Timeframe	01/02/2022 to 01/09/2022				
Research Timeframe <i>Add planned deadlines (for first cycle if more than 1)</i>	1. Pilot/ training: 27/02/2022		6. Preliminary presentation: 16/06/2022 To be confirmed closer to the time, as the presentation will take place during the Livelihoods Working Group monthly meeting		
	2. Start collect data: 28/02/2022		7. Outputs sent for validation: 30/06/2022		
	3. Data collected: 12/05/2022		8. Outputs published: 28/07/2022		
	4. Data analysed: 26/05/2022		9. Final presentation: N/A		
	5. Data sent for validation: 26/05/2022				
Number of assessments	<input checked="" type="checkbox"/>	Single assessment (one cycle)			
	<input type="checkbox"/>	Multi assessment (more than one cycle) <i>[Describe here the frequency of the cycle]</i>			
Humanitarian milestones <i>Specify what will the assessment inform and when</i> <i>e.g. The shelter cluster will use this data to draft its Revised Flash Appeal;</i>	Milestone		Deadline		
	<input type="checkbox"/>	Donor plan/strategy	__/__/__		
	<input type="checkbox"/>	Inter-cluster plan/strategy	__/__/__		
	<input type="checkbox"/>	Cluster plan/strategy	__/__/__		
	<input checked="" type="checkbox"/>	NGO platform plan/strategy	31/08/2022		
<input type="checkbox"/>	Other (Specify):	__/__/__			
Audience Type & Dissemination <i>Specify who will the assessment inform and how you will disseminate to inform the audience</i>	Audience type		Dissemination		
	<input checked="" type="checkbox"/>	Strategic	<input type="checkbox"/> General Product Mailing (e.g. mail to NGO consortium; HCT participants; Donors)		
<input checked="" type="checkbox"/>	Programmatic	<input checked="" type="checkbox"/> Cluster Mailing (Education, Shelter and WASH) and presentation of findings at next cluster meeting			
<input checked="" type="checkbox"/>	Operational				
<input type="checkbox"/>	[Other, Specify]				

			X Presentation of findings (e.g. at HCT meeting; Cluster meeting) X Website Dissemination (Relief Web & REACH Resource Centre) <input type="checkbox"/> [Other, Specify]
Detailed dissemination plan required	<input type="checkbox"/>	Yes	X No
General Objective	This assessment aims to understand the impact of COVID-19 on microbusinesses (farmers, food processors, artisans) and landless labourers, in all 12 governorates of Jordan. As a result, this study will inform the programmatic design of livelihood programming implementing organizations, specifically concerning supporting the post-COVID-19 recovery of micro-businesses and landless labourers (across both vulnerable Jordanian and Syrian refugee populations).		
Specific Objective(s)	<ul style="list-style-type: none"> • To identify and analyse the economic impact and challenges resulting from COVID-19 on micro-enterprises and livelihood actors in target sectors: farmers, food processors, artisan and landless labourers, in all 12 governorates of Jordan. • To strengthen humanitarian and development stakeholders' capacity to respond to the changing context and needs from the pandemic, through informational products on the impact of COVID-19 on microbusinesses and livelihood actors in agriculture and artisan sectors. 		
Research Questions	<ol style="list-style-type: none"> 1) What are the key characteristics of a Syrian refugee and Jordanian landless labourers, and the micro-businesses established by Syrian refugees and Jordanians? <ol style="list-style-type: none"> a. What are the characteristics - socioeconomic situation, education level, sector of work - of Syrian refugees and Jordanians who operate micro-businesses or work as landless labourers? b. What products or services do micro-businesses provide? c. What are the motivations for Syrian refugees and Jordanians to start their line of work? 2) What is the impact of the COVID-19 pandemic on landless labourers/micro-businesses in terms of their sustainability and durability? <ol style="list-style-type: none"> a. To what extent and in what way has the pandemic impacted revenue, cashflows, expenditures, and the livelihoods of those within the target sectors? b. To what extent and in what way has the pandemic impacted business operations, and what adaptations have landless labourers and micro-businesses endured as a result? c. To what extent and in what way has the pandemic impacted the wider households of micro-business owners and landless labourers, due to a loss of income and/or business adaptations? 3) What forms of mitigation can humanitarian and development stakeholders take to support the sustainability and durability of micro-businesses and landless labouring in the next 1 to 2 years 		

	<p>a. What do Syrian refugees and Jordanians need to continue and improve existing micro-businesses?</p> <p>b. To what extent and in what way have the perspectives of those within the target sectors changed since the beginning of the pandemic (March 2020), in terms of individual future plans and the prospects for the sector(s)?</p>					
Geographic Coverage	All of Jordan (12 governorates)					
Secondary data sources	<p><i>Rapid COVID-19 assessments; agriculture-related market assessments; Livelihoods Working Group member reports. Including:</i></p> <ul style="list-style-type: none"> • ACTED (2021) Market and Competency Assessment: The Agriculture and Artisan Sector. April. • FAO (2021) COVID-19: Rapid Food Security and Agrifood Sector Country Assessment for Jordan. Amman. Hundaileh, L. and Fayad, F. (2019) Jordan's Food Processing Sector: Analysis and Strategy for Sectoral Improvement. GIZ Jordan, May. • IFPRI (2018) The Role of Agriculture and Agro-Processing for Development in Jordan. Working Paper 05, January. • IRCKHF (2018) Policy Brief: Jordanian and Syrian Refugee Artisans and Cultural Heritage Entrepreneurship in Jordan. King Hussein Foundation, University of Plymouth. • Katta, M., Byrne, M. and Al-Arabi, A. (2018) Decent Work and the Agriculture Sector in Jordan: Evidence from Workers' and Employers' Surveys, Jordan. ILO. • REACH (2020) Livelihood Assessment of Micro Businesses, August • REACH (2021) Participatory Value Chain Analysis (pVCA): An Agricultural Value Chain Analysis of Green Leaves Production and Pickles Processing in Balqa Governorate. November. • RYSE (2021) Employment and Market Systems Assessment in Jordan. JRF, Generations for Peace, Mercy Corps, INJAZ, DRC. 					
Population(s) <i>Only refugees and vulnerable Jordanians within the 4 target groups (farmers, food processors, artisans, landless labourers)</i>	<input type="checkbox"/>	IDPs in camp	<input type="checkbox"/>	IDPs in informal sites		
	<input type="checkbox"/>	IDPs in host communities	<input type="checkbox"/>	IDPs [Other, Specify]		
	X	Refugees in camp	X	Refugees in informal sites		
	X	Refugees in host communities	<input type="checkbox"/>	Refugees [Other, Specify]		
	X	Host communities	<input type="checkbox"/>	[Other, Specify]		
Stratification <i>Select type(s) and enter number of strata</i>	<input type="checkbox"/>	Geographical #: _ _ _ Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No	X	Group #: 4 (by sector: Farmers, Food Processors, Artisans, Landless Labourers) ¹ Population size per strata is known? <input type="checkbox"/> Yes X No	<input type="checkbox"/>	[Other Specify] #: _ _ Population size per strata is known? <input type="checkbox"/> Yes <input type="checkbox"/> No

¹ In this context, stratification refers to the comparison of non-representative data

Data collection tool(s)	X	Structured (Quantitative)	X	Semi-structured (Qualitative)		
	Sampling method		Data collection method			
Structured data collection tool # 1 <i>A nationwide survey of individuals working in farming, food processing, and as artisans (micro-businesses only)</i>	X Snowballing [call centre, among the list of contacts provided by partners] [face-to-face may be required, in governorates where we do not have contact lists]		X Individual interview (Target #): 1173²			
Structured data collection tool # 2 <i>A nationwide survey of individuals working as landless labourers</i>	X Snowballing [call centre, among the list of contacts provided by partners] [face-to-face may be required, in governorates where we do not have contact lists]		X Individual interview (Target #): 391³			
Semi-structured data collection tool (s) # 1 <i>KIIs with sector experts</i>	X Purposive		X Key informant interview (Target #): 28 [at least 8 per region (north, middle, south)] [at least 2 per target group per region]			
Semi-structured data collection tool (s) # 2 <i>Individual case studies with micro-enterprise owners/workers</i>	X Purposive <input type="checkbox"/> Snowballing <input type="checkbox"/> [Other, Specify]		X Individual interview (Target #): 8 [2 per sector]			
Target level of precision if probability sampling	N/A		N/A			
Data management platform(s)	X	IMPACT	<input type="checkbox"/>	UNHCR		
	<input type="checkbox"/>	[Other, Specify]				
Expected output type(s)	<input type="checkbox"/>	Situation overview #: __	X	Report #: 1	<input type="checkbox"/>	Profile #: __
	X	Presentation (Preliminary findings) #: 1	<input type="checkbox"/>	Presentation (Final) #: __	<input type="checkbox"/>	Factsheet #: __
	<input type="checkbox"/>	Interactive dashboard #: _	<input type="checkbox"/>	Webmap #: __	<input type="checkbox"/>	Map #: __
	<input type="checkbox"/>	[Other, Specify] #: __				
Access	X	Public (available on REACH resource centre and other humanitarian platforms)				

² Stratified sample of 391 per microbusiness target group. The population size for each group is unknown but will not exceed 100,000, for which a sample size of 383 per group would be needed for a representative sample at 95% confidence level and 5% margin of error. However, because the study is limited to the contact lists, the population does not have an equal probability of selection, and this study reverts to snowballing. The sample of 391 includes a 2% buffer. If fewer than expected contacts are available, additional survey data collection will take place face-to-face, which will likely reduce the sample size.

³ As above.

	<input type="checkbox"/>	Restricted (bilateral dissemination only upon agreed dissemination list, no publication on REACH or other platforms)
Visibility Specify which logos should be on outputs	REACH	
	Donor: BPRM	
	Coordination Framework:	
	Partners: ACTED	

2. Rationale

2.1 Background

Ten years into the Syrian crisis, over 670,000 registered Syrian refugees⁴ are still displaced in Jordan and face vulnerabilities as their savings, assets, and resources are long exhausted. The influx of refugees has also compounded the country's already slow economic growth, which has been exacerbated as a result of the COVID-19 pandemic. Unemployment rates increased sharply as a result, in 2020, reaching 23% compared to 19% in 2019.⁵ The agricultural sector bears particular potential for employment of vulnerable populations in Jordan, with an estimated 25% of the rural poor depending on agriculture as a source of income; and the majority of Syrian refugees work permits issued for agricultural activities.⁶ Vulnerable micro and small scale businesses in the sector remain constrained by a lack of access to finance and consequently a lack of agricultural production and post-harvesting equipment, lower quality and availability of inputs; use of traditional, rather than environmentally sustainable, farming practices in production and post-harvest handling; and failure to be competitive in domestic and export markets due to unorganized production unaligned with demand trends, resulting in product and economic losses. Farmers and agricultural landless labourers' work is often seasonal, thus increasing economic vulnerability due to the lack of year-round income sources,⁷ resulting in savings and loan dependency.

This research is conducted as part of a one-year project seeking to promote sustainable livelihoods through integrated farming in Jordan, funded by the US Bureau for Population, Refugees and Migration (PRM). This assessment focuses on the economic impact and implications of the COVID-19 pandemic on agricultural microenterprises, income-generating activities (IGAs), and income-diversification activities⁸. The enterprises and activities selected for this study correspond to four specific sectors: farming, food processing, artisans, and landless labourers⁹. This research builds on a previous assessment¹⁰ conducted by REACH¹¹ in 2019-2020, which explored the challenges, opportunities and long-term potential of micro-businesses for Syrian refugees and vulnerable Jordanians. While the majority of research activities took place before the onset of the pandemic, the final phase of data collection took place in May 2020, and assessed the immediate impact of the pandemic on microbusinesses, specifically during the national curfew that lasted between March and May 2020.

2.2 Intended impact

⁴ UNHCR (2022) [Syrian Refugees in Jordan](#). January.

⁵ Jordan Department of Statistics, see <http://dosweb.dos.gov.jo/labourforce/employment-and-unemployment/>

⁶ WANA Institute, MC, UK Aid, (2019) [Measuring the Impact of Refugee Labour Inclusion on the Host State Economy](#)

⁷ Incomes are, on average, 300 JOD lower in non-seasonal months.

⁸ There is no standard definition of a microbusiness. Jordan's Department of Statistics defines these businesses as having less than 5 employees, while the OECD standardized definition includes businesses with up to 10 employees. This research adopts the latter definition, to be more inclusive of livelihoods programming and to take into account the possible development of microbusinesses over the last two years (at least). Source: [OECD \(2019\) SME Policy Effectiveness in Jordan. User Guide 3: SME Statistics and Entrepreneurship Indicators](#), OECD Publishing, Paris.

⁹ Specific definitions for these groups in this study will be finalised following a consultation with collaborating partners during February 2022

¹⁰ REACH, (2020) [Livelihood Assessment of Micro Businesses](#), August.

¹¹ REACH was formed in 2010 as a joint initiative of IMPACT, ACTED, and UNOSAT to promote and facilitate the development of information tools and products that enhance the humanitarian community's capacity to make decisions and plan in emergency, rehabilitation and development contexts.

Two years on from the beginning of the crisis, this assessment will focus specifically on the impact and implications of COVID-19, in real terms and relative to the other challenges faced by Syrian refugees and vulnerable Jordanians working in the four target groups. In contrast to the previous assessment by REACH in 2019-20, this research has a nationwide scope and uses a mixed-methods approach to understand the impact of COVID-19 on livelihoods.

Led by REACH and in collaboration with the Jordan Livelihoods Working Group (LWG), the outputs of this assessment will be publicly available¹² and used to inform the development and planning of livelihood activities across the response.

3. Methodology

3.1 Methodology overview

In addition to a secondary data review, this assessment uses a mixed-methods approach and includes 3 research activities (Table 1). 2 of the activities will directly target landless labourers and individuals responsible (jointly or solely) for micro-enterprise activities in Jordan. Firstly, a target sample size of 1564 individuals will participate in a survey that gathers quantitative data on the impact of COVID-19 on individual livelihoods, businesses and households. The population size for each of the four target groups is unknown but does not exceed 100,000 individuals. The chosen sample size (391 per target group) reflects the sample required for representativeness of a population of 100,000 (95% confident and 5% margin of error, with 2% buffer), but due to an initial focus on contact lists shared by collaborating partners, the study reverts to a snowballing methodology, and findings are indicative rather than representative.

The second activity involving micro-business owners and landless labourers directly comprises 8 individual, in-depth cases studies, who will be purposively selected from the survey respondents, based on the criteria outlined below.

The third activity involves key informant interviews with purposively selected sector experts, who have knowledge about the COVID-19 impact on micro-enterprises and landless labourers across Jordan.

Data collection will occur over the course of six weeks (27th February – 31st March 2022, and 8th – 12th May 2022).

Table 1: Methodology Overview

Data Collection Period	Activity	Target Sample Size	Coverage
Week 1-5	Individual Interviews (survey)	1564	All 12 governorates
Week 6	In-depth individual case studies	8	North and Central Jordan
Week 6	Key informant Interviews	28	At least 8 per region

The tools for the key informant interviews (qualitative, semi-structured) and individual surveys (quantitative, structured) will be based on the tools from the previous REACH 2019-2020 assessment on home-based businesses, adapted to reflect the

¹² The REACH Resource Centre is available at: <https://www.reachresourcecentre.info/>

focus of this research: the impact of COVID-19 on landless labourers and micro-enterprises. These tools have been reviewed by ACTED prior to the submission of these terms of reference.

3.2 Population of interest

- **Geographical scope:** All 3 regions and all 12 governorates of Jordan reflect the objective of conducting a nationwide study
- **Population:** Individuals responsible (jointly or solely) for the micro-enterprise activities, including ownership, management, and/or income generation. These individuals will have been working in these sectors since before the pandemic began (March 2020), and are primarily drawn from beneficiary lists from collaborating partners. Participant selection will be random and based on a target sample size for each target sector in each governorate (see Table 2 below). Specifically, individuals of interest are:
 - Vulnerable¹³ Jordanians and Syrian refugees
 - Working in one of the four target sectors: farmers, food processors, artisans, landless labourers
 - Men and Women involved in the four sectors above
- **Unit of measurement:** Surveys and case studies will primarily collect data at the individual level or about the business, while some questions will be asked about the financial/operational impact of COVID-19 on the participants' households. KIIs will collect data at the sector level, specific to one of the three regions of Jordan (North, Middle, South).

3.3 Secondary data review

A focused literature review will analyse a range of published reports and assessments that directly relate to the key question of the research: the impact of COVID-19 in Jordan, from across the humanitarian and development sectors. This includes market assessments before the pandemic (e.g., assessments by [ILO](#), [GIZ](#)) and rapid assessments conducted during the pandemic (e.g., assessments by [MercyCorps](#), [RYSE](#), [FAO](#)). Organisations specific to the agricultural sector will also be targeted and their relevant publications critically appraised, including the [National Agriculture Research Center](#) (NARC) as well as the relevant members of the Livelihoods Working Group.

The purpose of the review will be to understand the short-term impacts of the COVID-19 pandemic during 2020 and the first half of 2021. The review will also be used to contextualise the findings resulting from primary data collection, building the evidence required for this assessment to contribute to programmatic planning recommendations for 2022-2023.

A focused literature review is preferred to a systematic review because the relevant publications are known to the research team and collaborating partners, and the review will explore COVID-19 impacts and implications specifically related to livelihoods in Jordan. The focused literature review will also include Arabic-language publications.

¹³ Collaborating partners have their own definitions for assessing vulnerability (and thus eligibility for support). The snowballing strategy will extend beyond beneficiary lists, and for the purposes of this assessment all Jordanian and Syrian refugee microbusinesses (less than 10 employees) will be considered. Note that income and wealth data will be collected and analysed.

3.4 Primary Data Collection

All research tools will be piloted by the research team before data collection. Enumerators will receive training by the research team on each of the tools, and the training will also include a briefing on the purpose of the assessment and the sampling strategy to be deployed.

Activity 1: Nationwide Surveys

A target of 1564 individual surveys will identify and assess the impact of COVID-19 on the four target groups across Jordan. Two separate surveys have been created: one for landless labourers and another for the three types of micro-business, in order to account for differences in individual and business-related impacts. Comparisons will be made between all four groups in cases where the indicators are unchanged, and a separate analysis will be conducted for all other indicators.

The survey will consist mostly of close-ended questions to provide extensive quantitative data for analysis, while a number of short, open-ended questions will also be added to enrich the findings and provide additional context. Survey respondents will also be asked if they are willing to be considered for a follow-up case study (activity 3).

- A non-probability sampling method will be employed for this assessment, for which a purposive sample size was calculated based on the assumption that the population of each of the four targeted groups in Jordan does not exceed 100,000 individuals. Lists of contacts of the targeted profiles will be collected from the Livelihood Working Group members and merged to form four lists (one for each target group). Respondents will be randomly drawn from these four lists. A snowballing technique will also be deployed to ask respondents about target populations not receiving assistance from LWG members. Findings will be indicative of the four target population groups of the livelihood programmes' beneficiary populations identified by the members of the LWG.
- At least 90% of the surveys will be conducted via a call centre based on the collected contact lists for the LWG members, while the remaining 10% of surveys will be conducted face-to-face and will focus on the governorates of Jordan where LWG member programmes are not currently in operation. For these surveys, the research will deploy a geo-sampling technique to randomly select areas likely to include individuals that belong to one of the four target groups (e.g., agricultural areas). The field team will then deploy a snowballing sampling methodology to find interviewees in the target sectors, and either interview face-to-face or collect contact details for a phone interview.
- The size and location of each of the target populations will not be known until partners have shared their beneficiary/applicant contact lists with the research team. Table 2 depicts the prospective targeting strategy in the event that contact lists are made available for the vast majority of governorates. However, this will be revised should the lists be readily available.

Table 2: Prospective targeting strategy for the nationwide survey

Population group	Farmers ¹⁴	Food Processors	¹⁵ Artisans ¹⁶	Landless Labourer ¹⁷	Total
Sampling method	Non-probability Purposive sampling	Non-probability Purposive sampling	Non-probability Purposive sampling	Non-probability Purposive sampling	
Overall sample size	391	371	391	391	1544

Sample distribution per governorate					
Irbid	125	93	67	86	371
Mafrq	33	15	22	40	110
Zarqa	14	23	54	31	142
Ajloun	27	15	10	10	62
Jerash	31	15	10	10	66
Balqa	31	27	21	96	175
Amman	40	129	153	42	364
Madaba	17	10	10	20	57
Karak	36	14	14	26	90
Tefilah	10	10	10	10	40
Ma'an	17	10	10	10	47
Aqaba	10	10	10	10	40
Total	391	371	391	391	1544

*These targets are inclusive of a 2% buffer.

Activity 2: Case studies

Having obtained data on both the sector-wide impact and individual impact of COVID-19 on livelihoods in the four target sectors, the second activity will consist of 8, in-depth case studies, selected from consenting participants from activity 2. A case study provides detailed information and data about a contemporary “case” and is especially relevant for answering *how* questions.¹⁸ In the context of this research, case studies provide an important method of enquiry regarding *how* COVID-19 has impacted micro-businesses and livelihoods within the four target groups.

2 individuals per target group will be purposively selected from the previous activity, based on i) the severity of the impact and ii) the mitigation factors of coping mechanisms adopted. These selection criteria allow the research team to choose a selection of i) extreme/unusual cases, ii) common cases, and/or iii) revelatory cases.¹⁹ These case studies will provide rich

¹⁴ Sample of farmers per governorate is based on the geographical location of Jordan's 107,707 farmers. Source: [Department of Statistics, Agricultural Census 2017](#).

¹⁵ Sample of food processors per governorate is based on the geographical location of Jordan's 4780 food product manufacturing establishments. Source: [Department of Statistics, Establishments by Economic Sector and Governorate, 2018](#).

¹⁶ As a proxy indicator, the sample of artisans is based on the overall population of Jordan per governorate. Source: [Department of Statistics, Estimated Population, 2020](#)

¹⁷ Sample of landless labourers per governorate is based on the geographical location of Jordan's 31,363 agricultural labourers (permanent hires). Source: [Department of Statistics, Number and Area of Agricultural Holdings Reporting Using Labour and Total Area Size Class of the Holding, Jordan, 2017](#)

¹⁸ Yin, R. K. (2018). Case Study Research and Applications: Design and Methods. 6th ed. London: SAGE

¹⁹ Ibid.

qualitative data showcasing the real-life impact of the pandemic on livelihoods, and how these effects relate to other challenges experienced across the four sectors.

- The individuals will be visited for a more extensive, semi-structured interview supplemented by visual methods (e.g., photography);²⁰
- The tool will consist of a small number of broad, open-ended questions, providing interviewees with the opportunity to shape the interview and focus on the issues that are most relevant for the specific context;
- Probing questions will similarly be wide in scope and optional for the field team to use, as probing questions should be directly relevant to the context and specific discussion points;
- Two members of the field team will be responsible for conducting each case study interview. Before each interview, the field team will familiarise themselves with the individual survey results of the interviewee, and additional questions for the case study will be generated;
- Data will be recorded through detailed field notes. Field notes are not limited to the content of the discussion, but can also include the researcher's observations and reflections;
- The field notes will be written up and coded in ATLAS.ti.

The case studies will be selected from the north and central Jordan, to reflect the geographical scope of the general objective of the research, therefore feeding into ACTED's programme planning for Year 2 of the project supporting livelihoods in Mafraq, Irbid, and Balqa governorates. With support from collaborating partners, case studies may also be selected from the south of Jordan.

Activity 3: Key informant interviews

The third activity of the study will take the form of 28 key informant interviews (covering all 3 regions of Jordan). Each interview will be dedicated to one of the four target sectors, and this activity aims to understand the impact of COVID-19 on each sector. The qualitative nature of this activity will provide specific examples of how the pandemic has impacted household finances, business operations, livelihoods, and future plans and prospects. Additionally, this activity will identify the types of support that have been available to those in the sector and whether any coping strategies or positive adaptations have been deployed.

8 key informant interviews will be conducted by enumerators in each of the 3 regions, and an additional 4 key informant interviews will be conducted by the research team remotely (28 total). It is expected that the majority of enumerator-led interviews will be conducted in person.

Sampling for this activity will be purposive. Working with LWG members, the research team will identify key informants who have expert knowledge of the impact of COVID-19 on the four target sectors. Selecting expert interviewees from across all 3 regions of Jordan will increase the diversity of micro-business activities covered by the study, as the activities and products for farmers, labourers and food processors will vary depending on climate, topography and/or terrain. Key informants will be male and female, as well as Jordanian, Syrian, and potentially other nationalities. It is expected that the key informants will be selected from a variety of sources, including the INGO sector, government officials, cooperatives, community leaders.

Each interview will be led by one member of the research team, and a second member will be present as a scribe. A debrief with the moderator and scribe will take place after each interview.

²⁰ Photos will be captured at the participant's informed consent only as per [IMPACT Photography & Video SoP](#). Captured photos will be complementing the report of these cases studies as needed.

3.5 Data Processing & Analysis

Data for the quantitative survey will be collected using KOBO software. Data will be cleaned using Excel, following the [IMPACT Data Cleaning Minimum Standards Checklist](#). It will then be analysed using statistical computer software (SPSS/STATA) that will allow for the performance of statistical tests such as correlation analysis and significance tests, wherever relevant and appropriate.

Qualitative data from the key informant interviews (triangulated with the secondary data review) will be analysed by developing a Data Saturation and Analysis Grid (DSAG), based on the transcripts and using a standard IMPACT template, to determine data saturation according to identified key topics and themes.²¹ Documents and qualitative interviews will also be coded using Atlas.Ti, and the findings reported in conjunction with the broad research question for each theme. The codes will be cross-tabulated to determine any associations between concepts, which will provide evidence on the contextual factors and relationships between coded themes, and how these relationships shape the specific explanation of a given theme.²²

A joint analysis workshop will be conducted, consisting of REACH, ACTED, and collaborating partners. Preliminary findings will be presented to the Livelihoods Working Group in May/June 2022.

4. Key ethical considerations and related risks

The proposed research design meets/does not meet the following criteria:

<i>The proposed research design...</i>	<i>Yes/ No</i>	<i>Details if no (including mitigation)</i>
... Has been coordinated with relevant stakeholders to avoid unnecessary duplication of data collection efforts?	Yes	
... Respects respondents, their rights and dignity (<i>specifically by: seeking informed consent, designing the length of survey/ discussion while being considerate of participants' time, ensuring accurate reporting of information provided</i>)?	Yes	
... Does not expose data collectors to any risks as a direct result of participation in data collection?	Yes	
... Does not expose respondents / their communities to any risks as a direct result of participation in data collection?	Yes	
... Does not involve collecting information on specific topics which may be stressful and/ or re-traumatising for research participants (both respondents and data collectors)?	Yes	
... Does not involve data collection with minors i.e. anyone less than 18 years old?	Yes	
... Does not involve data collection with other vulnerable groups e.g. persons with disabilities, victims/ survivors of protection incidents, etc.?	Yes	

²¹ The [IMPACT minimum standards checklist for semi-structured \(qualitative\) data processing and analysis](#) will be followed in developing the DSAG and carrying out each step of the data processing and analysis.

²² Examining the context in qualitative analysis: the role of co-occurrence tool, Ricardo B. Contretas. Atlas Ti., (August 2011).

... Follows IMPACT SOPs for management of personally identifiable information ?	Yes	
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5. Roles and responsibilities

Table 3: Description of roles and responsibilities

Task Description	Responsible	Accountable	Consulted	Informed
Research design	Senior Assessment Officer	Research Manager	ACTED LWG members IMPACT HQ Research Data and Design Unit (RDDU)	ACTED focal point
Supervising data collection	Field Manager	Field Manager	IMPACT HQ RDDU	Research Manager
Data processing (checking, cleaning)	Field Manager	Field Manager	IMPACT HQ RDDU	Research Manager
Data analysis	Assessment Specialist	Assessment Specialist	Research Manager IMPACT HQ RDDU	LWG members ACTED
Output production	Assessment Specialist	Assessment Specialist	ACTED IMPACT HQ Reporting Unit	ACTED Research Manager
Dissemination	Assessment Specialist	Research Manager	IMPACT HQ Research Department	ACTED LWG members
Monitoring & Evaluation	Assessment Specialist	Research Manager	IMPACT HQ Research Department	ACTED
Lessons learned	Assessment Specialist	Research Manager	ACTED LWG members	IMPACT HQ RDDU ACTED LWG members

Responsible: the person(s) who executes the task

Accountable: the person who validates the completion of the task and is accountable for the final output or milestone

Consulted: the person(s) who must be consulted when the task is implemented

Informed: the person(s) who need to be informed when the task is completed

5. Data Analysis Plan

The tables below show the tools used for the i) individual surveys (separate tools for micro-businesses and landless labourers), ii) case studies, and iii) key informant interviews.

Research Questions أسئلة البحث	Sub-research Question سؤال البحث الفرعي	Data collection method طريقة جمع البيانات	Indicator group / sector مجموعة المؤشرات / القطاع	Indicator / Variable المؤشر / المتغير	Questionnaire Question سؤال التقييم / الاستبيان	Instructions التعليمات	Questionnaire Responses الردود على التقييم / الاستبيان	Disaggregation variable(s) تصنيف المتغيرات (ات)	(For probability sampling) Are disaggregation variables in line with stratification plan? Y/N (لأخذ العينات الاحتمالية) هل متغيرات التجزئة متوافقة مع خطة التقييم الطبقي؟ نعم / لا
		Individual Interview مقابلة فردية	Enumerator ID	Enumerator ID	Enumerator ID	Enter ID	NA		
		N/A	N/A	N/A	Hi my name is _____ and I am working for REACH. REACH is an organization working with humanitarian actors in Jordan to understand the characteristics and needs of refugees and of Jordanian host communities. We are currently conducting an assessment to learn more about the impact of COVID-19 on micro enterprises and income generation activities across four population groups: farmers, food processors, artisans, and landless labourers. The data will be collected in an anonymous way and your name will not be associated with it. Participation will not directly result in the receipt of assistance, but the information you give will be important to inform future assistance programming. This survey should take approximately 20 - 25 minutes. Please answer the questions to the best of your ability.	N/A	N/A	Target group Gender Age Governorate Nationality المجموعة المستهدفة الجنس العمر المحافظة الجنسية	No (Target group only) نعم
		Individual Interview مقابلة فردية	Consent	Consent	Do you wish to participate?	Select one	Yes No		
		Individual Interview مقابلة فردية	Screening Question	% of micro-business owners by target sector	Thank you. Before we begin the survey, I need to ask some screening questions. Please tell me to which of the following target sectors does your microbusiness/income generation activities belong? (if more than one, please choose the sector that generates the most income for you)	Select one	Farmer Food Processor Artisan		
		Individual Interview مقابلة فردية	Screening Question	N/A	Are you in a position of responsibility for the microbusiness, for example, the owner, manager or sole producer?	Select one	Yes No		
		Individual Interview مقابلة فردية	Screening Question	% of micro-business owners by start date	[IF YES] In which month and year did you start your micro-business? [IF NO] END INTERVIEW	Select date (Month and year)	NA		
		Individual Interview مقابلة فردية	Screening Question	% of micro-businesses by employees	[IF BEFORE MARCH 2020] How many people does the micro-business employ? [IF AFTER MARCH 2020] END INTERVIEW	Enter number	NA		
		Individual Interview مقابلة فردية	Screening Question	% of micro-businesses by nationality	What is your nationality? [IF OTHER] END INTERVIEW	Select one	Jordanian Syrian Other (please specify)		
		Individual Interview مقابلة فردية	Screening Question	% of micro-business owners by age group	How old are you? [IF UNDER 18] END INTERVIEW	Enter number	N/A		
		Individual Interview مقابلة فردية	Governorate	% of micro-business owners by governorate	Select governorate	Select one	NA		
		Individual Interview مقابلة فردية	District	% of micro-business owners by district	Select district	Select one	NA		
		Individual Interview مقابلة فردية	Sub-district	% of micro-business owners by sub-district	Select sub-district	Select one	NA		
		Individual Interview مقابلة فردية	GPS point	GPS point	[IF FACE-TO-FACE SURVEY] GPS point	GPS	NA		
		Individual Interview مقابلة فردية	Key characteristics	% of micro-business owners by gender	Gender of respondent	Select one	Male Female		
		Individual Interview مقابلة فردية	Key characteristics	% of micro-businesses by micro-business type	Is your micro-business running from home (including garden) or from outside the home?	Select one	from home outside the home		
Moved above									
		Individual Interview مقابلة فردية	Key characteristics	% of micro-business owners by marital status	What is your marital status?	Select one	Divorced Separated Engaged Married Single Widowed Refuse to answer		
Moved above									
		Individual Interview مقابلة فردية	Key characteristics	% of HHs headed by micro-business owners	Are you the head of household? (Definition of 'household' and 'head of household' must be provided to respondent) Household is defined as one individual or multiple individuals, who may be related or unrelated (through blood, adoption or marriage) or a combination of persons both related and unrelated, living together and sharing basic living expenses, eating out of the same pot. HOh is considered as the main decision maker)	Select one	Yes No		

1 a. What are the characteristics - socioeconomic situation, education, sector of work, etc - of Syrian refugees and Jordanians who operate micro-businesses? - أيا ما هي الخصائص الاقتصادية، التعليمية، قطاع العمل، وما إلى ذلك - للاجئين السوريين والأردنيين الذين يفتحون مشاريع صغيرة؟	Individual Interview مقابلة فردية	Key characteristics	% of micro-business owners by education level	What is your highest level of education?	Select one	No formal education Primary Secondary 2 year diploma University degree Post graduate Vocational training Other please specify
	Individual Interview مقابلة فردية	Key characteristics	% of micro-business HH by HH size	How many people live in your household?	Enter Number	NA
	Individual Interview مقابلة فردية	Key characteristics	% of micro-business HH by number of income generating adults (last 6 months)	How many adults generated an income in your HH (including yourself) in the past 6 months?	Enter Number	NA
	Individual Interview مقابلة فردية	Key characteristics	% of micro-business HH by number of children	How many children (under 18 years old) live in this HH?	Enter Number	NA
	Individual Interview مقابلة فردية	Key characteristics	% of micro-business HH by number of income generating children (last 6 months)	How many children (under 18 years old) have generated an income in your HH in the past 6 months?	Enter Number	NA
	Individual Interview مقابلة فردية	Key characteristics	% of micro-business HH by child worker - age	IF THERE ARE CHILDREN GENERATING INCOME, how old are the children generating income?	Enter Number(s)	NA
	Individual Interview مقابلة فردية	Key characteristics	% of micro-business HH by child worker - gender	IF THERE ARE CHILDREN GENERATING INCOME, what gender are the children generating income?	Select One	Male Female
	Individual Interview مقابلة فردية	Key characteristics	% of micro-business HH by child worker - hours	IF THERE ARE CHILDREN GENERATING INCOME, how many hours do the children work in a typical working day?	Enter Number(s)	NA
	Individual Interview مقابلة فردية	Key characteristics	% of micro-business HH with child labourers	IF THERE ARE CHILDREN GENERATING INCOME, are these children working as labourers (earning money through manual or physical work)?	Select One	Yes No Prefer not to answer
	Individual Interview مقابلة فردية	Key characteristics	% of micro-business HH by child labourer - work type	IF YES, please briefly describe the type of work the children do	Enter text	NA
Individual Interview مقابلة فردية	Key characteristics	% of micro-business HH with child other work type	IF NO, please briefly describe the type of work the children do	Enter text	NA	
Individual Interview مقابلة فردية	Key characteristics	% of micro-business owners by motivations to start	What motivated you to start this micro-business/activity?	Select multiple	I was taken off from the cash assistance program I have experience for this field of work An NGO was offering training or support I wanted to open a shop but that was not possible, so I decided to do micro-business To generate income for my HH I wanted to have my own business I wanted to work in this industry, and starting a business allowed me to do this Starting a business allows me to work close to my HH I am not able to work outside home due to my physical condition, illness, disability or injury I wanted to work but could not find a job (or they did not have acceptable pay / working conditions) I was not allowed to work outside home I do not want to / do not feel comfortable working outside home I want to spend my time differently and in a better / more productive way To apply/use the training I have got There was no reliable and safe transportation to the work place I had concerns about safety/harassment on the way to work I had concerns about safety/harassment in the workplace Employers seemed to prefer employing other nationality I don't know other Refuse to answer	
Individual Interview مقابلة فردية	Key characteristics	% of micro-business owners by product/service reasons	Why did you choose to engage in this type of work?	Select multiple	I noticed demand for this product/service I received training about this product/service I had work experience about it It was cheap to start this activity There were no other job opportunities available to me Other, please explain Refuse to answer	

<p>1 b.</p> <p>What products or services do micro-businesses provide? ما هي المنتجات أو الخدمات التي تقدمها الأعمال الصغيرة؟</p>	Individual Interview مقابلة فردية	Key characteristics	% of micro-business owners by barriers faced starting business pre-COVID	What barriers did you face when starting your micro-business, before the pandemic?	Select multiple	<ul style="list-style-type: none"> Difficulty in devising a business/marketing plan/strategy Unexpected costs/ Financial barriers/ The received grant was not enough Lack of equipment/tools HH members were not supportive Difficulty in finding or building trust with suppliers Difficulty of formalization the micro-business Complaints from neighbors I did not face any challenge Other Refuse to answer
	Individual Interview مقابلة فردية	Key characteristics	% of micro-business owners by barriers faced operating business (pre-COVID)	What barriers did you face when operating your micro-business, before the pandemic?	Select multiple	<ul style="list-style-type: none"> Customers assume that products are unhygienic Suppliers are hard to find / refused to work with me Cost of transportation Difficult to reach more customers Lack of enough money / Unexpected costs Competition with other business owners Complaints from neighbors Seasonal production Lack of equipment/Asset HH members are not supportive I do not face any challenge Other Refuse to answer
	Individual Interview مقابلة فردية	Key characteristics	% of micro-business owners by barriers faced during COVID	Which of these have been a barrier to work since the start of the pandemic (March 2020) until now?	Select multiple	<ul style="list-style-type: none"> Customers assume that products are unhygienic Suppliers are hard to find / refused to work with me Cost of transportation Difficult to reach more customers Lack of enough money / Unexpected costs Competition with other business owners Complaints from neighbors Seasonal production Lack of equipment/Asset HH members are not supportive I do not face any challenge Other Refuse to answer
	Individual Interview مقابلة فردية	Key characteristics	% of micro-business owners by other income generation activity	Do you have any other business activity or another income generation source?	Select multiple	<ul style="list-style-type: none"> Yes, I have another business activity Yes, I have a full time job Yes, I have a part time job Yes, Seasonal work (i.e. agriculture) Yes, I do daily work (carrying boxes in the market, etc) No Refuse to answer
	Individual Interview مقابلة فردية	Key characteristics	% of micro-business owners by 2nd product/service type	If 'another business activity', what kind of product or service do you provide to your customers?	Select multiple	<ul style="list-style-type: none"> Accommodation Agriculture products, including livestock and farming Construction such as tile, painting and decorations Education Human health and social work Information and computer technology Retailing packaged food, hygiene products or HH items (such as importing boxes of shampoo and selling to neighbors) Manufacture of food products and food processing (such as making yogurt, jam or pickles with basic packaging) Cooking or catering (such as preparing fresh meals and serving for immediate consumption) Maintenance (such as air conditioning repair etc) Playing instrument (including DJ for parties) Beauty salon or hairdressing Crafts (such as gift baskets) Manufacture of furniture Transportation and storage Sewing, tailoring and manufacture of textile products Other please specify Refuse to answer
	Individual Interview مقابلة فردية	Key characteristics	% of micro-business owners by agriculture activity	If agricultural product, what type of activity?	Select multiple	<ul style="list-style-type: none"> Cultivation / planting (vegetables and fruits) Livestock (and poultry) Manufacture of food products and food processing (such as making yogurt, jam or pickles with basic packaging) Greenhouse Breeding and selling birds Beekeeping Flower production Other

1

What are the key characteristics of the micro-business established by Syrian refugees and Jordanians?
 ما هي الخصائص الرئيسية للأعمال الصغيرة التي أسسها اللاجئون السوريون والأردنيون؟

Research questions	Sub-research questions	Data collection method	Indicator group / sector	Indicator / Variable	Questionnaire Question	Instructions	Questionnaire Responses	Disaggregation variable(s)	(For probability sampling) Are disaggregation variables in line with stratification plan? Y/ N
		Individual Interview	Enumerator ID	Enumerator ID	Enumerator ID	Enter ID	N/A		
		N/A	N/A	N/A	Hi my name is _____ and I am working for REACH. REACH is an organization working with humanitarian actors in Jordan to understand the characteristics and needs of refugees and of Jordanian host communities. We are currently conducting an assessment to learn more about the impact of COVID-19 on micro enterprises and income generation activities across four population groups: farmers, food processors, artisans, and landless labourers. The data will be collected in an anonymous way and your name will not be associated with it. Participation will not directly result in the receipt of assistance, but the information you give will be important to inform future assistance programming. This survey should take approximately 20 - 25 minutes. Please answer the questions to the best of your ability.	N/A		Target group Gender Age Governorate Nationality المجموعة المستهدفة الجنس العمر المحافظة الجنسية	No (Target group only) نعم
		Individual Interview	Consent	Consent	Do you wish to participate?	Select one	Yes No		
		Individual Interview مقابلة فردية	Screening Question	% of micro-business owners by target sector	Thank you. Before we begin the survey, I need to ask some screening questions. Do you currently work as a labourer?	Select one	Yes No		
		Individual Interview مقابلة فردية	Screening Question	% of micro-business owners by start date	[IF NO] END INTERVIEW [IF YES] In which month and year did you start working as a labourer?	Select date (Month and year)	NA		
		Individual Interview مقابلة فردية	Screening Question	% of micro-businesses by nationality	[IF AFTER MARCH 2020] END INTERVIEW What is your nationality?	Select one	Jordanian Syrian Other (please specify)		
		Individual Interview مقابلة فردية	Screening Question	% of micro-business owners by age group	[IF OTHER] END INTERVIEW How old are you?	Enter number	N/A		
		Individual Interview	Governorate	% of micro-business owners by governorate	[IF UNDER 18] END INTERVIEW Select governorate	Select one	N/A		
		Individual Interview	District	% of micro-business owners by district	Select district	Select one	N/A		
		Individual Interview	Sub-district	% of micro-business owners by sub-district	Select sub-district	Select one	N/A		
		Individual Interview	GPS point	GPS point	[IF FACE-TO-FACE SURVEY] GPS point	GPS			
		Individual Interview	Key characteristics	% of micro-business owners by gender	Gender of respondent	Select one	Male Female		
		Individual Interview	Key characteristics	% of micro-business owners by marital status	What is your marital status?	Select one	Divorced Separated Engaged Married Single Widowed Refuse to answer		
		Individual Interview	Key characteristics	% of HHs headed by micro-business owners	Are you the head of household? (Definition of 'household' and 'head of household' must be provided to respondent) Household is defined as one individual or multiple individuals, who may be related or unrelated (through blood, adoption or marriage) or a combination of persons both related and unrelated, living together and sharing basic living expenses, eating out of the same pot. HOH is considered as the main decision maker)	Select one	Yes No		
		Individual Interview	Key characteristics	% of micro-business owners by education level	What is your level of education?	Select one	No formal education Primary Secondary 2 year diploma University degree Post graduate Vocational training Other please specify		
		Individual Interview	Key characteristics	% of micro-business HH by HH size	How many people live in your household?	Enter Number	NA		
		Individual Interview	Key characteristics	% of micro-business HH by number of income generating adults (last 6 months)	How many adults generated an income in your HH (including yourself) in the past 6 months?	Enter Number	NA		
		Individual Interview	Key characteristics	% of micro-business HH by number of children	How many children (under 18 years old) live in this HH?	Enter Number	NA		
		Individual Interview	Key characteristics	% of micro-business HH by number of income generating children (last 6 months)	How many children (under 18 years old) have generated an income in your HH in the past 6 months?	Enter Number	NA		
		Individual Interview مقابلة فردية	Key characteristics	% of micro-business HH by child worker - age	IF THERE ARE CHILDREN GENERATING INCOME, how old are the children generating income?	Enter Number(s)	NA		

	Individual Interview مقابلة فردية	Key characteristics	% of micro-business HH by child worker - gender	IF THERE ARE CHILDREN GENERATING INCOME, what gender are the children generating income?	Select One*	Male Female
	Individual Interview مقابلة فردية	Key characteristics	% of micro-business HH by child worker - hours	IF THERE ARE CHILDREN GENERATING INCOME, how many hours do the children work in a typical working day?	Enter Number(s)	NA
	Individual Interview	Key characteristics	% of micro-business HH with child labourers	IF THERE ARE CHILDREN GENERATING INCOME, are these children working as labourers (earning money through manual or physical work)?	Select One	Yes No Prefer not to answer
	Individual Interview مقابلة فردية	Key characteristics	% of micro-business HH by child labourer - work type	IF YES, please briefly describe the type of work the children do	Enter text	NA
	Individual Interview	Key characteristics	% of micro-business HH with child other work type	IF NO, please briefly describe the type of work the children do	Enter text	NA
1 c. What are the motivations for Syrian refugees and Jordanians to start their line of work?	Individual Interview	Key characteristics	% of micro-businesses by years of operation	When did you start working as a labourer?	Select date (Month and year)	NA
	Individual Interview	Key characteristics	% of micro-business owners by motivations to start	What motivated you to start working as a labourer?	Select multiple	I was taken off from the cash assistance program I have experience for this field of work An NGO was offering training or support I wanted to earn money a different way, but this was not possible To generate income for my HH I wanted to have my own business I wanted to do this type of work I can work close to my HH I wanted to work but could not find a job (or they did not have acceptable pay / working conditions) I want to spend my time differently and in a better / more productive way To apply/use the training I have got There was no reliable and safe transportation to other workplaces I had concerns about safety/harassment on the way to other workplaces I had concerns about safety/harassment in other workplaces Employers in other sectors seemed to prefer employing other nationality I don't know other Refuse to answer
	Individual Interview	Key characteristics	% of micro-business owners by barriers faced pre-COVID	What barriers did you face when starting your work as a labourer, before the pandemic (March 2020)?	Select multiple	Finding an employer Too much competition for jobs Finding a job with sufficient wages Finding a job close to where I live Finding a job with enough hours Finding a job with not too many hours Obtaining a work permit Disagreements with my family/household Physical challenges carrying out the work Other, please specify
	Individual Interview	Key characteristics	% of micro-business owners by barriers faced during COVID	Which of these have been a barrier to work since the start of the pandemic (March 2020) until now?	Select multiple	Finding an employer Too much competition for jobs Finding a job with sufficient wages Finding a job close to where I live Finding a job with enough hours Finding a job with not too many hours Obtaining a work permit Disagreements with my family/household Physical challenges carrying out the work Other, please specify
	Individual Interview	Key characteristics	% of micro-business owners by other income generation activity	Do you have any other business activity or another income generation source?	Select many	Yes, I have another business activity Yes, I have a part time job Yes, I have different seasonal work Yes, I have a different form of daily work No Refuse to answer

1 b. What products or services do landless labourers provide?	Individual Interview	Key characteristics	% of micro-business owners by 2nd product/service type			Accommodation Other agriculture products, including livestock and farming Construction such as tile, painting and decorations Education Human health and social work Information and computer technology Retailing packaged food, hygiene products or HH items (such as importing boxes of shampoo and selling to neighbors) Manufacture of food products and food processing (such as making yogurt, jam or pickles with basic packaging) Cooking or catering (such as preparing fresh meals and serving for immediate consumption) Maintenance (such as air conditioning repair etc) Playing instrument (including DJ for parties) Beauty salon or hairdressing Crafts (such as gift baskets) Manufacture of furniture Transportation and storage Sewing, tailoring and manufacture of textile products Other please specify Refuse to answer
	Individual Interview	Key characteristics	% of micro-business owners by agriculture activity	If "another business activity", what kind of product or service do you provide to your customers?		Select many Cultivation / planting (vegetables and fruits) Livestock (and poultry) Manufacture of food products and food processing (such as making yogurt, jam or pickles with basic packaging) Greenhouse Breeding and selling birds Beekeeping Flower production Other
				If other agricultural product, what type of activity?		

Research Questions	SUBQ#	Data collection method	Sub-research question group	Sub-research Question	Questionnaire Question	Probes
	1.1	Individual Interview	Key characteristics	Facilitator ID	Facilitator ID	N/A
	1.2	Individual Interview	Key characteristics	Note taker ID	Note taker ID	N/A
	1.3	Individual Interview	Introduction	Introduction	Hi my name is _____ and I am working for REACH. REACH is an organization working with humanitarian actors in Jordan to understand the characteristics and needs of refugees and of Jordanian host communities. You recently participated in one of our research studies about the impact of COVID-19 on micro enterprises and income generation activities across four population groups: farmers, food processors, artisans, and landless labourers. Thank you for your participation so far. The information you shared with us has been very useful, and we are here today to understand your specific experiences in greater detail, because we believe these details will help drive better assistance programming for organisations supporting the sector. The data will be collected in an anonymous way and your name will not be associated with it, but this discussion will contribute to a report that will be shared with relevant partners. Participation will not directly result in the receipt of assistance. This interview is informal and conversational, and should take no more than two hours. We have prepared some initial questions, but please feel free to tell us and show us anything related to your work and the impact of COVID-19.	
	1.4	Individual Interview	Consent	Consent	Do you wish to participate?	
	1.5	Individual Interview	Key characteristics	Fictitious Name	As a participant in our research, we are committed to protecting your identity. Please suggest a name that you would like to be referred to in our research	
	1.6	Individual Interview	Strata / Group type	Governorate	In which governorate is the interview taking place?	N/A
	1.7	Individual Interview	Strata / Group type	District	In which district is the interview taking place?	N/A
	1.8	Individual Interview	Strata / Group type	Sub-District	In which sub-district is the interview taking place?	N/A

	1.9	Individual Interview	Key characteristics	Participants' age	Participants age	N/A
	1.10	Individual Interview	Key characteristics	Participants' education level	Participants education level	No formal education; Primary; Secondary; 2 year diploma; University degree; Post graduate; Vocational training; Other please specify
	1.11	Individual Interview	Key characteristics	Participants' gender	Participants gender	N/A
	1.12	Individual Interview	Key characteristics	Participants' HH size	Participants HH size	N/A
	1.13	Individual Interview	Key characteristics	Participants' number of children	Participants number of children	N/A
	1.14	Individual Interview	Key characteristics	Name of NGO supporting participants	Name of supporting NGO	N/A
	1.15	Individual Interview	Strata / Group type	Target sector	Target sector	Farmers; Food Processors; Artisans; Landless Labourers
	1.16	Individual Interview	Strata / Group type	Interview date	N/A	N/A
<p>NOTE TO ENUMERATORS: Brief participants that for this case study interview, we are after as many details as possible, so please feel free to treat this as more of a conversation than a formal interview. Please feel free to discuss any topics, challenges, issues, and concerns that you wish, that is relevant to your work and the impact of COVID-19.</p> <p>Probes and follow-up questions will depend on the direction of the conversation/interview. The probes in this document are for general guidance only, please respond directly to participant's answers with relevant follow-up questions</p>						
1) What are the key characteristics of the micro-business established by Syrian refugees and Jordanians?	1.15	Individual Interview	Key characteristics	1 a. What are the characteristics - socioeconomic situation, education, sector of work, etc - of Syrian refugees and Jordanians who operate micro-businesses?	Please tell us about the type of work you do?	What are the different activities you do? What does a typical working day look like? Where do you work, and for how long? What about the work do you enjoy/dislike?
	1.16	Individual Interview	Key characteristics		What made you enter this line of work?	What were the factors behind you starting this type of work? Has your work or your skills evolved since you started this type of work? If so, has this opened up new opportunities or increased your income?
	1.17	Individual Interview	Key characteristics		Please could you provide more context regarding your present circumstances	[IF NON-JORDANIAN] When did you come to Jordan and under what circumstances? How would you describe your time in Jordan so far? [IF JORDANIAN] What is your family history, in terms of location and work? How would you describe your upbringing , including school age and young adulthood?

Research Questions أسئلة البحث	SUBQ# رقم السؤال الفرعي	Data collection method طريقة جمع البيانات	Sub-research question group مجموعة (سؤال البحث الفرعي)	Sub-research Question سؤال البحث الفرعي	Questionnaire Question سؤال التقييم/ الاستبيان	Probes التحقيقات والاستقصاءات	Key disaggregations التصنيفات الرئيسية
	A 1.1	KI Interview مقابلة مع مُصنِّرُ المعلومات الرئيسي	Key characteristics الخصائص الرئيسية	Enumerator ID الرقم التعريفي لجامع البيانات	Enumerator ID	N/A	Target group Gender Governorate Nationality المجموعة المستهدفة الجنس ذكر أو أنثى المحافظة الجنسية
	A 1.2	KI Interview مقابلة مع مُصنِّرُ المعلومات الرئيسي	Introduction	Introduction	Hi my name is _____ and I am working for REACH. REACH is an organization working with humanitarian actors in Jordan to understand the characteristics and needs of refugees and of Jordanian host communities. We are currently conducting an assessment to learn more about the impact of COVID-19 on micro enterprises and income generation activities across four population groups: farmers, food processors, artisans, and landless labourers. The data will be collected in an anonymous way and your name will not be associated with it. The information you give will be important to inform future programming. This survey should take approximately 20 - 25 minutes. Please answer the questions to the best of your ability.	N/A	
	A 1.3	KI Interview مقابلة مع مُصنِّرُ المعلومات الرئيسي	Consent	Consent	Do you wish to participate?	N/A	
	A 1.4	KI Interview مقابلة مع مُصنِّرُ المعلومات الرئيسي	Key characteristics الخصائص الرئيسية	Organisation المنظمة	Which organisation does the key informant represent?	N/A	
	A 1.5	KI Interview مقابلة مع مُصنِّرُ المعلومات الرئيسي	Key characteristics الخصائص الرئيسية	Key Informant position المسمى الوظيفي لمُصنِّرُ المعلومات الرئيسي	What is the professional title of the key informant in the organisation?	N/A	
	A 1.6	KI Interview مقابلة مع مُصنِّرُ المعلومات الرئيسي	Key characteristics الخصائص الرئيسية	Relevant target sector(s) القطاع (القطاعات) المستهدفة ذات الصلة	Which of the four target sectors are within your area of expertise?	Farmers; Food Processors; Artisans; Landless Labourers	
	A 1.7	KI Interview مقابلة مع مُصنِّرُ المعلومات الرئيسي	Key characteristics الخصائص الرئيسية	Region of expertise	Which region of Jordan (north, middle, south) are you most knowledgeable about, in terms of the impact of COVID-19 on this target sector?	North; Middle; South	

<p>2</p> <p>What is the impact of the COVID-19 pandemic on micro-businesses in terms of their sustainability and durability? على COVID-19 ما هو تأثير جانحة الشركات الصغيرة من حيث استدامتها ومثابرتها؟</p>	A 2.1	KI Interview مقابلة مع مُصنِّز المعلومات الرئيسي	Financial impact of COVID-19 الأثر المالي لفيروس كورونا (كوفيد-19)	2 a. How has the pandemic impacted revenue, cashflows, expenditures, and the livelihoods of those within the target sectors? كيف أثر الوباء على الإيرادات والتدفقات النقدية والتدفقات وسبل عيش أولئك داخل القطاعات المستهدفة؟	What do you consider to be a micro-business? What economic/financial impact has the pandemic had on the sector? How does the impact of the pandemic compare to the impact of other challenges in the sector?	What are the specific characteristics of a micro-business? How might the definition of a micro-business change across different sectors or contexts? What has the impact been on revenue, expenses, and cashflow? What has been the financial impact on households that rely on income from this type of work, in terms of income, expenses, and savings? What were the major challenges before the pandemic, and do they remain challenges today?
	A 2.2	KI Interview مقابلة مع مُصنِّز المعلومات الرئيسي	Financial impact of COVID-19 الأثر المالي لفيروس كورونا (كوفيد-19)			
	A 2.3	KI Interview مقابلة مع مُصنِّز المعلومات الرئيسي	Financial impact of COVID-19 الأثر المالي لفيروس كورونا (كوفيد-19)			
	A 3.1	KI Interview مقابلة مع مُصنِّز المعلومات الرئيسي	Financial impact of COVID-19 الأثر المالي لفيروس كورونا (كوفيد-19)	2 b. What impact has the pandemic had on business operations, and what adaptations have microbusinesses endured as a result? ما هو تأثير الوباء على العمليات التجارية، وما هي التكيفات التي تحملتها الشركات الصغيرة نتيجة لذلك؟	What adaptations have people in the sector made as a result of the pandemic?	How has this positively or negatively impacted those involved?
	A 3.2	KI Interview مقابلة مع مُصنِّز المعلومات الرئيسي	Financial impact of COVID-19 الأثر المالي لفيروس كورونا (كوفيد-19)		How has the market itself changed, over the last 2 years?	Have the expectations of customers/employers changed? If yes, please explain. Is there more or less competition/opportunity than before?

<p>3</p> <p>What forms of mitigation can humanitarian and development stakeholders take to support the sustainability and durability of micro-businesses in the future? ما هي أشكال التخفيف التي يمكن لأصحاب المصلحة الإنسانية والإنمائية اتخاذها لدعم استدامة واستمرارية الأعمال الصغيرة في المستقبل؟</p>	A 5.1	KI Interview مقابلة مع مُصنِّر المعلومات الرئيسي	Business needs حاجات العمل	<p>3 a.</p> <p>What do Syrian refugees and Jordanians need to continue and improve existing microbusinesses? ما الذي يحتاجه اللاجئون السوريون والأردنيون لمواصلة وتحسين الأعمال التجارية الصغيرة القائمة؟</p>	Do the government and NGOs provide support for micro-businesses?	<p>If yes, how do government and NGO support? Please explain.</p> <p>If yes, what are the mechanisms for providing support to micro-businesses?</p> <p>If no, why is no support provided do you think?</p>
	A 5.2	KI Interview مقابلة مع مُصنِّر المعلومات الرئيسي	Business needs حاجات العمل		What information do you think is missing for you to be able to make informed decisions about future micro-business programming?	Are there any gaps in knowledge regarding the impact of COVID-19 on the sector?
	A 5.3	KI Interview مقابلة مع مُصنِّر المعلومات الرئيسي	Business needs حاجات العمل		What do micro-business owners need to continue and improve their micro-businesses?	trainings, information, funding or support from other individuals to sell, produce, transport etc?
	A 6.1	KI Interview مقابلة مع مُصنِّر المعلومات الرئيسي	Future prospects اتفاق المستقبل	<p>3 b.</p> <p>How have the perspectives of those within the target sectors changed, in terms of individual future plans and the prospects for the sector(s)? كيف تغيرت وجهات نظر أولئك داخل القطاعات المستهدفة ، من حيث الخطط المستقبلية الفردية وأفق القطاع (القطاعات)؟</p>	As a result of the pandemic, have you seen individuals leave the sector, or join the sector (e.g. as a form of income diversification or as a result of job loss elsewhere)?	<p>If leave, do you know what these individuals are typically doing to earn income?</p> <p>If join, do you know the motivations for this?</p> <p>If join, do you know what these individuals were doing to earn income beforehand?</p>
	A 6.2	KI Interview مقابلة مع مُصنِّر المعلومات الرئيسي	Future prospects اتفاق المستقبل		Overall, do you think it will get easier or harder to earn a living in the sector in 5 years' time?	<p>And why? Please explain.</p> <p>How well and how quickly do you think the sector will recover from COVID-19 and other challenges?</p>
	A 7.1	KI Interview مقابلة مع مُصنِّر المعلومات الرئيسي	Implementing organisations		How can external actors best support the sector in the short, medium, and long term? (Short term - within the next two years; medium-term - two to five years; long-term - more than five years)	<p>What legal and regulatory changes would best support the sector?</p> <p>What impact might additional, direct support have on the sector - in terms of financial, technical, or other forms of support?</p>

A 8.1	KI Interview مقابلة مع مُصنِّع المعلومات الرئيسي	Follow-up	N/A	this project, we will conduct individual surveys with micro-business owners and landless labourers, to understand how COVID-19 has impacted their livelihoods. We would like to ask whether you are willing to put us in touch with any individuals within your network that may consent to participating in these surveys? Contact	
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7. Monitoring & Evaluation Plan

IMPACT Objective	External M&E Indicator	Internal M&E Indicator	Focal point	Tool	Will the indicator be tracked?
Humanitarian stakeholders are accessing IMPACT products	Number of humanitarian organisations accessing IMPACT services/products Number of individuals accessing IMPACT services/products	# of downloads of x product from Resource Center	Country request to HQ	User_log	X Yes
		# of downloads of x product from Relief Web	Country request to HQ		X Yes
		# of downloads of x product from Country-level platforms	Country team		<input type="checkbox"/> Yes
		# of page clicks on x product from REACH global newsletter	Country request to HQ		<input type="checkbox"/> Yes
		# of page clicks on x product from the country newsletter, sendingBlue, bit.ly	Country team		X Yes
		# of visits to x webmap/x dashboard	Country request to HQ		<input type="checkbox"/> Yes
IMPACT activities contribute to better program implementation and coordination of the humanitarian response	Number of humanitarian organisations utilizing IMPACT services/products	# references in HPC documents (HNO, SRP, Flash appeals, Cluster/sector strategies)	Country team	Reference_log	TBD
		# references in single agency documents			TBD
Humanitarian stakeholders are using IMPACT products	Humanitarian actors use IMPACT evidence/products as a basis for decision making, aid planning and delivery	Perceived relevance of IMPACT country-programs	Country team	Usage_Feed back and Usage_Survey template	Usage survey to be conducted At the end of the research cycle target all LWG partners.
		Perceived usefulness and influence of IMPACT outputs			
		Recommendations to strengthen IMPACT programs			
		Perceived capacity of IMPACT staff			
		Perceived quality of outputs/programs			

	Number of humanitarian documents (HNO, HRP, cluster/agency strategic plans, etc.) directly informed by IMPACT products	Recommendations to strengthen IMPACT programs			
Humanitarian stakeholders are engaged in IMPACT programs throughout the research cycle	Number and/or percentage of humanitarian organizations directly contributing to IMPACT programs (<i>providing resources, participating to presentations, etc.</i>)	# of organisations providing resources (i.e.staff, vehicles, meeting space, budget, etc.) for activity implementation	Country team	Engagement_log	<input type="checkbox"/> Yes
		# of organisations/clusters inputting in research design and joint analysis			X Yes
		# of organisations/clusters attending briefings on findings;			X Yes