Communication with Communities
UNHCR Jordan
March 2026

Digital communication with communities

Facebook

Number of posts
11

Followers
280,378
▲ 0.1%

Engagement
4,996
▼ 24.8%

Viewers
203,291
▲ 0.8%

Posts Views
902,246
▼ 40.9%

Comments
332

WhatsApp Channel

Number of messages
11

Followers
80,040

Help site

4,800
Visitors
▼ 21.3%

76.5% / 23.5%
New vs. Returning Users

12,182
Pageviews
▼ 35.3%

SMS

295,570 SMS texts sent to 30,975 refugees

In-person counselling

229
Refugees counselled in UNHCR - supported community centres

1,106
Refugees counselled in UNHCR premises

Helpline

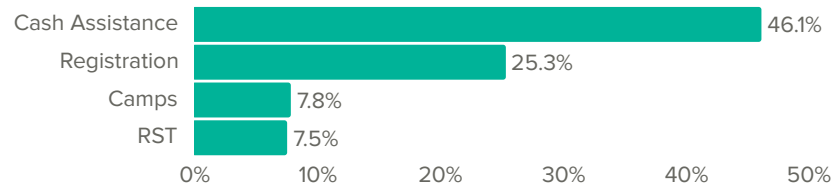
79,233
Responded Calls

99%
Resolved Calls

92.5%
Calls responded by IVR

7.5%
Calls responded by UNHCR staff

Reasons of calls



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