



## AL ZA'ATARI CAMP POPULATION PROFILING

**Al Mafraq Governorate, Jordan**

**Camp Population Profile**

**April 2014**

## SUMMARY

Al Za'atari refugee camp opened in July 2012 and has since received a large influx of refugees fleeing civil war in Syria. From its outset, the population of Al Za'atari has fluctuated, with new refugees arriving while others choose to leave the camp, either through the official 'bail out' system whereby they enter host communities, or through other means. This assessment was at first primarily intended to fill the information gap regarding intentions of refugees currently residing in Al Za'atari – whether they intended to stay within the camp, move within it or leave within the coming six months – to help non-governmental organizations (NGOs) plan for the months ahead with a better estimation of beneficiary numbers. Through discussion with the Strategic Working Group for Al Za'atari the scope of the assessment was expanded to address additional information needs, such as satisfaction with services, their relationship to family members not in the camp, and current and previous livelihood strategies.

Assessment results indicate that **the vast majority (97.7%) of households intend to stay in Al Za'atari camp** for at least six months. Agencies can thus plan according to the assumption that refugees who currently reside in Al Za'atari will remain in the camp, despite the option to move into host community that is available under the 'bail out' system. Certain household characteristics were found to be associated with an intention to leave the camp, including having a member with university education or a member with a disability. Evidence collected thus supports the contention that secondary displacement into host communities has largely plateaued and is perhaps even exceeded by the influx of new arrivals, meaning that in the absence of sudden shocks or crises, the Al Za'atari's population will likely remain at its current level of approximately 75,000-80,000.

The majority of households were found to have arrived in the camp directly from Syria (97.8%), without previously residing in host communities and only 4% of households had family living in other areas of Jordan. Given that refugees are required to go to Al Za'atari on arrival at the border registration point of Rahb al Sahan, it is interesting to note that 2.2% of our sample said they did not come to the camp straight from Syria, as this suggests other points of entry, or potentially entering Jordan from other neighbouring countries such as Lebanon.

One of the major findings of this assessment was the **stark contrast between livelihoods depended on in Syria and within Al Za'atari. Most households were self-sufficient in Syria**, with more than a third (35%) of households reporting reliance on agricultural production (23%) or waged labour (12%); followed by skilled daily labour (23%) and unskilled non-agricultural daily labour (11%). In Al Za'atari however, only 1% of households reported earning an income from agriculture, while 23% reported begging as their primary source of income; 32% cash from charities; and 20% the sale of household assets. This shows how households have turned to negative coping strategies to cover basic needs in Al Za'atari, thereby demonstrating the urgent need for better livelihood options for households in the camp in order to address the high levels of dependence due to a lack of self-sustaining livelihood opportunities. Although cash for work programmes are currently in operation, only 4% of households reported skilled or unskilled daily labour as a primary source of income.

The assessment also measured opinions about service delivery in Al Za'atari. Overall, **improvement to Water, Sanitation and Hygiene (WASH) centres was identified by around one third of households as a priority**, followed by better access to services in general and better livelihood options (by 18% of households respectively). Across the entire camp, 53% of households said service delivery was 'helpful', and only 14% said it was 'unhelpful'. In most cases, data collectors state that this was cited by respondents who live in the 'extensions', which are areas of the camp where no one was meant to settle according to the current site planning strategy. These areas were therefore not provided with any services.

Given findings from this assessment, NGO and United Nations (UN) actors are recommended to take into account the indication that refugees currently residing in Al Za'atari are likely to choose to stay in the camp, when estimating beneficiary numbers. In addition, there is a **clear need for improved income generating opportunities**, underpinned change in livelihood strategies that households experienced when moving from Syria to Al Za'atari, as well as taking into account the prolonged stay of refugee households in Al Za'atari. Further research is recommended **to enable livelihoods support interventions to be appropriately tailored to the unique characteristics of Al Za'atari while considering sustainable solutions for refugee households.**

#### About REACH

REACH is a joint initiative of two international NGOs - ACTED and IMPACT Initiatives - and the UN Operational Satellite Applications Programme (UNOSAT). REACH was created in 2010 to facilitate the development of information tools and products that enhance the capacity of aid actors to make evidence-based decisions in emergency, recovery and development contexts. All REACH activities are conducted in support to and within the framework of inter-agency aid coordination mechanisms.

For more information visit: [www.reach-initiative.org](http://www.reach-initiative.org), email us at [jordan@reach-initiative.org](mailto:jordan@reach-initiative.org) and follow us @REACH\_info

## CONTENTS

<b>SUMMARY .....</b>	<b>2</b>
Abbreviations and acronyms.....	5
Geographic classification .....	5
Figures, infographics and tables.....	5
<b>INTRODUCTION.....</b>	<b>6</b>
<b>METHODOLOGY.....</b>	<b>7</b>
<b>FINDINGS.....</b>	<b>8</b>
Household and respondent profile and reasons for moving to Al Za'atari .....	8
Livelihoods.....	9
Intentions to leave Al Za'atari .....	10
Intentions to move within Al Za'atari.....	12
Relatives residing in host communities and perceived intentions .....	12
Perceived quality of services in Al Za'atari .....	13
<b>CONCLUSION.....</b>	<b>17</b>
<b>Annex: Assessment questionnaire .....</b>	<b>18</b>

## ABBREVIATIONS AND ACRONYMS

<b>GPS</b>	Global Positioning System
<b>ODK</b>	Open Data Kit
<b>NFI</b>	Non Food Item
<b>NGO</b>	Non-Governmental Organization
<b>SAG</b>	Strategic Advisory Group
<b>UN</b>	United Nations
<b>UNHCR</b>	United Nations High Commissioner for Refugees
<b>WASH</b>	Water, Sanitation and Hygiene

## GEOGRAPHIC CLASSIFICATION

<b>District</b>	Used to distinguish between areas of the camp. There are 12 districts in Al Za'atari refugee camp.
-----------------	---

## FIGURES, INFOGRAPHICS AND TABLES

<b>Figure 1:</b> Percentage of respondents who report each primary income source prior to leaving Syria .....	9
<b>Figure 3:</b> Reported preferred location of residence in the next six months .....	11
<b>Figure 4:</b> Desired district of destination for households intending to move within Al Za'atari .....	12
<b>Figure 5:</b> Reported reasons for relatives of respondents being unable to join them in Al Za'atari .....	12
<b>Figure 6:</b> Suggested improvement to service delivery .....	13
<b>Figure 7:</b> Suggested ways to improve services by district.....	13
<b>Figure 9:</b> Reported ranking of service provision by district.....	15
<b>Infographic 1:</b> Need for increase of services quality as perceived by respondents .....	14
<b>Infographic 2:</b> Usefulness of service delivery in Al Za'atari as perceived by respondents .....	16
<b>Table 1:</b> Percentage of households by number of members .....	8

## INTRODUCTION

Since the outbreak of the civil war in Syria in March 2011, approximately 2,697,808 refugees have fled into neighbouring countries to escape the violence. Jordan hosts some 589,792 refugees. As of April 2014 Al Za'atari refugee camp is by far the biggest refugee camp for Syrians in Jordan, although the sooner to be opened Azraq Camp is likely to become of a comparable size. During the last REACH comprehensive camp assessment in March 2014 immediately after data collection for this assessment was completed, the population of Al Za'atari was 83,575, although the number has increased since.

The United Nations High Commissioner for Refugees (UNHCR) manages Al Za'atari in close collaboration with the Jordanian government and with a range of UN and NGO partners. This assessment was developed in collaboration with UNHCR and Al Za'atari's interagency Strategic Advisory Group (SAG), who participated extensively in methodology and tool design. All tools were also submitted to the Jordanian government for approval prior to data collection starting.

Given the need to understand demographic trends in order to effectively target and deliver aid, REACH was commissioned to conduct an assessment of household socio-economic profiles and short-to-mid-term mobility intentions, by United Nations High Commissioner for Refugees (UNHCR) and Al Za'atari's interagency Strategic Advisory Group (SAG). The objective was to gauge potential population flows for the six month period spanning February to July 2014. In light of recently collected data pointing to an exodus from Al Za'atari and into neighbouring host communities, this assessment was designed to provide camp actors with a potential scenario for the first half of 2014 and thereby inform mid-term planning and programming options. In line with an ongoing movement in Al Za'atari to reduce the number of overall assessments by addressing several information needs within each, questions were also asked related to livelihoods, situation within Syria, family structure and quality of service delivery.

Data collection for this assessment was carried out in February 2014 by REACH enumerators, funded by UNHCR. It was a structured survey sampled to a 95% confidence level per district of Al Za'atari, conducted on Samsung smartphones using Open Data Kit software. Following this assessment, REACH teams in Iraq are also in the process of initiating a similar survey in some of the refugee camps in Irbil. The report that follows will first outline in detail the methodology of the assessment, followed by findings related to household demographics. It then goes on to examine respondent's livelihood options before and after becoming refugees, their intentions for the upcoming six months to move within or outside of Al Za'atari, relatives in the host community and finally their satisfaction with service delivery in the camp and priorities for improvement.

## METHODOLOGY

Assessment findings are based on a random sample of households from each district in Al Za'atari Camp, which can be generalized to the district-level with a 95% confidence level and a 5% margin of error. The purpose of using random sampling was to ensure that each household in the camp had an equal chance of being interviewed, thereby allowing REACH and other camp actors to generalise data collected to camp and district-levels. Households were selected through the generation of random Global Positioning System (GPS) coordinates in accordance with the sample size for each district, with enumerators interviewing the household concurrent with, or closest to, each randomly selected coordinate. The sampling was based on findings from the most recent previous REACH camp sweep during December 2013, where 12,767 households were identified.

Enumerators were divided into mixed-sex teams and respondents present at selected households were requested to answer a comprehensive survey questionnaire designed in coordination with UNHCR and Strategic Advisory Group focal points and specialists. Enumerators asked to interview the head of household, but in cases where they were not present at the time of data collection (for example if they were at work), somebody else present in the house was interviewed instead.

For the purpose of this survey, a household was defined as a set of individuals/families sharing a set of shelters/caravans or a compound. No individual household or household identifiers were collected. This approach ensured households could provide information in confidence, thereby reducing household bias and mitigating any potential protection concerns. Data collection was conducted using the Open Data Kit (ODK) mobile data collection platform with smart-phone and GPS-enabled technology, to reduce the incidence of inaccuracies and inconsistencies in data collection, cleaning and analysis processes. All data was stored on a secure server with restricted access to further ensure privacy and protection.

## FINDINGS

This section of the report presents the main findings of the assessments, including:

- Basic information regarding the households interviewed and their background prior to arriving in Al Za'atari;
- Key information about household's livelihood strategies in Jordan and Syria as well as their levels of education;
- Reported intentions to move within or outside of Al Za'atari within the six months following the survey;
- The reported intentions of relatives residing within the host community to change their place of residence; and
- Suggested improvements for and satisfaction levels with service delivery within Al Za'atari.

### HOUSEHOLD AND RESPONDENT PROFILE AND REASONS FOR MOVING TO AL ZA'ATARI

This sub-section outlines characteristics of the households and reasons for moving to Al Za'atari.

Almost half of households (46%) were comprised of between 4 to 6 members, with the most common number (17%) being households of 5 members.. with only 1.7% of households containing only one member. Another **8.2% of households reported having 10 or more members**, as illustrated in Table 1. A Care study from 2013 found that the average household size for refugees in urban areas of Jordan was 6.2,<sup>1</sup> compared to an average of 5.7 found during this assessment.

The majority of respondents (66%) had been educated to primary school level, with a further 16% educated to secondary school level. Another 11% of respondents reported having had no education, compared to 4% who had attended university.

Only 1.9% of households indicated that they had registered with UNHCR as refugees in Jordan outside of Al Za'atari, with the majority **98.1% having registered with UNHCR inside the camp**.

Consequently, only 2.2% of respondents said their households had arrived in Za'atari from another area of Jordan, while the remaining **97.8% had settled in the camp immediately upon arrival from Syria**.

Amongst households that had moved to Al Za'atari from other areas in Jordan, **almost all (92%) cited high cost of rent as a reason for moving to the camp**, with 18.4% (14) of households reporting this as the only reason. The high costs of rent and the impact it has on the population can be seen in the UNHCR documentary on the topic.<sup>2</sup> The second most commonly cited reason was a lack of livelihood opportunities, reported by 67.1% of households (51). Access to services was less frequently reported reason with only 15.8% (12) citing lack of access to education, and 7.9% (6) citing a lack of access to health.

Table 1: Percentage of households by number of members

Household members	Percentage of households
1	1.6%
2	8.5%
3	11.2%
4	14.1%
5	<b>16.9%</b>
6	14.9%
7	10.9%
8	8.5%
9	5.9%
10	3.1%
11	1.9%
12	0.9%
13	0.6%
14	0.6%
15	0.3%
16+	0.7%

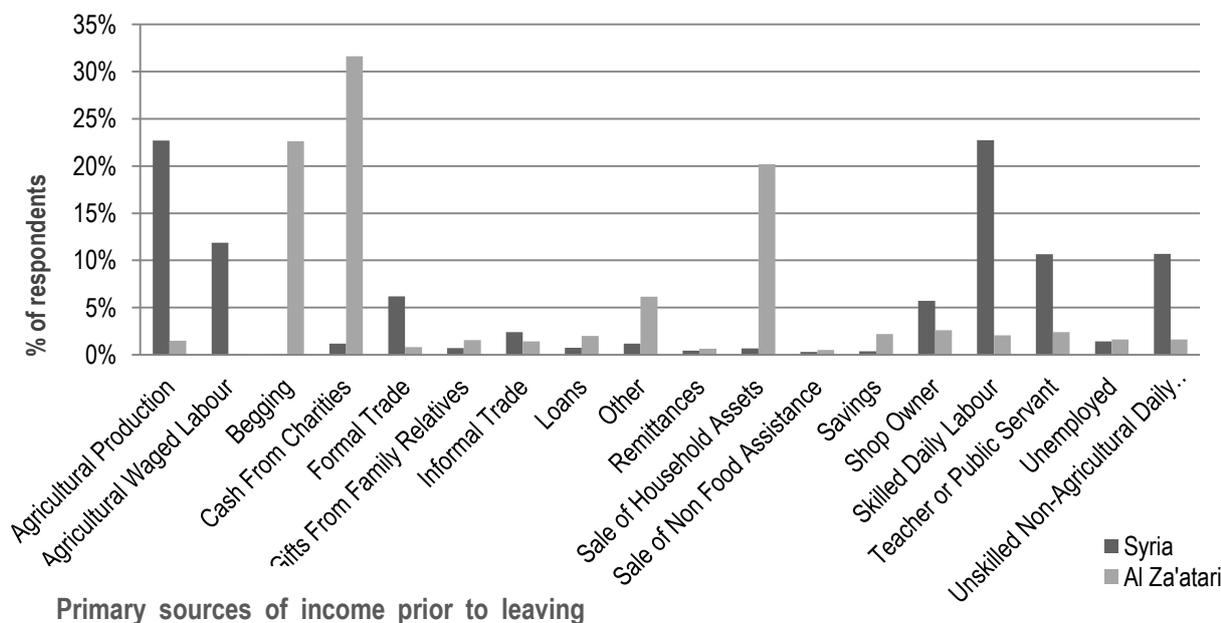
<sup>1</sup> CARE Jordan, "Syrian Refugees in Urban Jordan"(2013).

<sup>2</sup> Available at <http://www.unhcr.org/urban/>

## LIVELIHOODS

This sub-section details households' livelihood strategies over time, highlighting the differences between former livelihoods of households before they left Syria and their current means of livelihood since they have settled in Al Za'atari refugee camp. Overall, there was a significant shift in income sources and it starkly demonstrates the lack of access to reliable sources of income by households residing in the camp.

Figure 1: Percentage of respondents who report each primary income source prior to leaving Syria<sup>3</sup>



Households reported relying on vastly different livelihoods in Syria compared to within Al Za'atari camp, as can be seen in Figure 2 above. Hence, while **23% of households said that agricultural production had been their primary livelihood source within Syria, this dropped to only 1% within Al Za'atari.**<sup>4</sup> If options for refugees to continue practising agriculture could be found within the camp context this could help to provide both a sustainable livelihood and also to help them retain their identity.

Conversely, sale of household assets within Al Za'atari camp was reported by a fifth of households (20%) but was only relied on by 1% in Syria. Similarly, **almost a quarter of households reported relying on begging (23%) in Al Za'atari, compared to 0% in Syria.** Data collectors state that respondents defined 'begging' more broadly than some audiences might, in many cases choosing this option when they were referring to having to rely on friends and family to provide for their needs. **Almost one third (32%) of households reported depending on charities as their primary source of income within Al Za'atari, a figure that dropped to 1% when referring to income earned in Syria.**

The difference from 11% of households relying on income from teaching or other forms of public service in Syria to only 2% within Al Za'atari demonstrates an underutilised resource in terms of work capacity and skills within the refugee population. Education partners in the school currently employ refugees as assistant teachers, and there is potentially the opportunity to expand this, or to look into other skill sets underemployed people in the camp currently have. Rather than only focusing on unskilled cash for work programmes there is the opportunity to offer more skilled jobs to refugees, even though a normal work contract is not permissible under Jordanian law.

<sup>3</sup> Please note the sale of household assets was chosen as an option by many respondents when they were referring to the sale of NFIs distributed to them by NGOs.

<sup>4</sup> Nota bene: as there are no farms within Al Za'atari, this must refer to farming conducted outside of the camp.

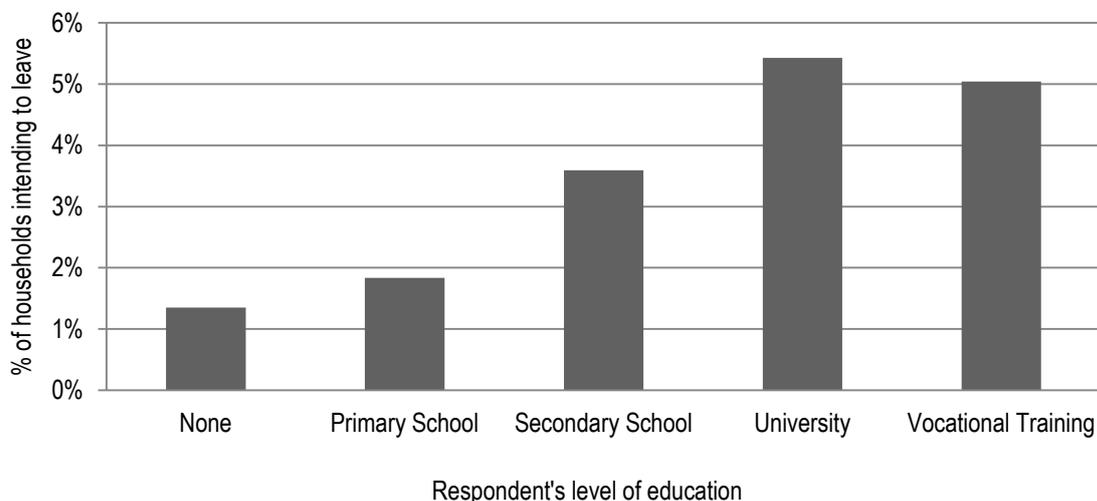
## INTENTIONS TO LEAVE AL ZA'ATARI

This sub-section gives details on household's intentions to leave Al Za'atari within the six-month period following the assessment, as well as exploring whether population characteristics such as level of education are associated with intentions to leave.

The overwhelming **majority of households, (97.7%) reported that they intended to stay within Al Za'atari over the coming six months.** In order to leave the camp, residents of Al Za'atari follow the official bail out system, whereby someone already residing in the host community signs an official document confirming that they are able to support the resident of Al Za'atari if they were to leave, whereby the resident of the camp is given a permit allowed them to live in the host communities. This high proportion of respondents who report that they intend to stay in Al Za'atari suggests that those who follow the bail out system may do so immediately upon arrival, therefore not forming a part of the sample group for this survey. Although a preliminary hypothesis held that the more established, long-term households residing in what is colloquially referred to as the "Old Camp" would be most inclined to stay<sup>5</sup>, while the 'new arrivals' of districts 7 and 8<sup>6</sup> would be most inclined to leave, reported levels of intentions to leave were similar across the entire camp, regardless of length and location of residency. This ranged from a high of 5.8% of households in District 2 wishing to leave, to a low of only 0.7% of households in District 12.

It was also expected that there would be a positive correlation between the level of education of households and the households' intention to leave Al Za'atari. The better educated households were expected to be more inclined to leave the camp in search of livelihood opportunities. As seen above, the majority of household respondents (66%) had completed primary schooling. Amongst these, only 2% expressed an intention to leave Al Za'atari.

Figure 2: Percentage of households reporting an intention to leave Al Za'atari by level of education of respondent



When comparing respondents with primary schooling and those with other levels, or no education, **a weak but positive correlation was found between the reported level of education of the respondent and the intention to leave the camp.** Whilst 1.4% of households where the respondent had no education intended to leave Al Za'atari within six months, 5.7% of university-educated respondents expressed an intention to leave, as illustrated by Figure 3. Respondents who had benefitted from vocational training were second most likely to reside in households that intended to leave (5.3%).

<sup>5</sup> This could be due to a variety of reasons all of which are intricately connected to length of residency in these districts, including: long reunified families, established livelihoods and/or geographically fixed households and stable household demographic composition, all of which act to limit household mobility.

<sup>6</sup> New arrivals in these districts are less likely to have established sources of income or fixed household boundaries and structures.

No statistically significant difference in intention to leave the camp was found depending on whether households contained a member with a disability.

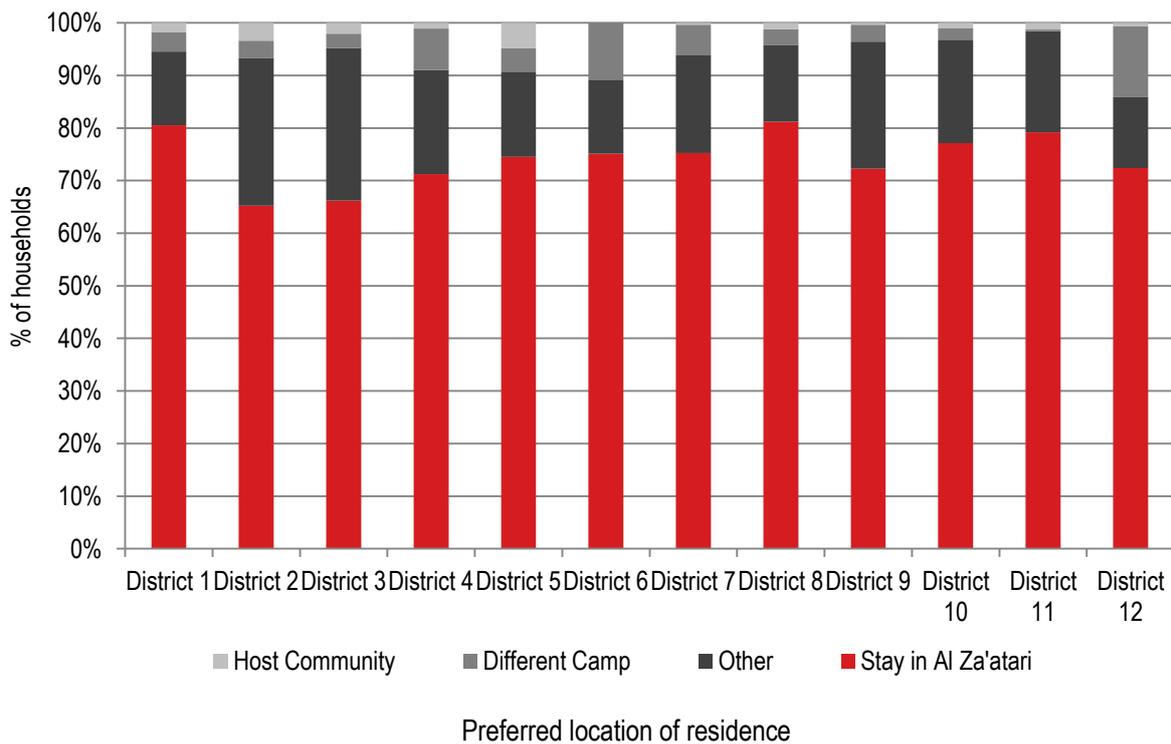
When looking at household preferences in terms of movement over the next six months following the time of the assessment, there are important differences between their current plans as outlined above, and their ultimate preferences.

The most frequently cited preferred location for Syrian refugees over the coming six months is Al Za'atari camp itself, reported across 75.3% of households. Given that 97.7% of respondents said they intended to remain in Al Za'atari, this indicates that **22.4% of households are intending to remain in Al Za'atari, although they would prefer to leave.**

The most commonly cited reason for preferring to remain in Al Za'atari, reported by 69.1% of households, can be referred to as the "comfort factor": the relative ease of access to health and education services, shelter and food and non food item (NFI) assistance that render Al Za'atari a reasonably comfortable living space, while awaiting cessation of hostilities in Syria.

The second most frequently cited preference was recorded as "Other", cited by 19.2% of households. Consultation with enumerators indicate that households citing 'other' may wish to return to Syria, however due to the sensitive nature of this question, respondents were not prompted to specify further.

Figure 3: Reported preferred location of residence in the next six months

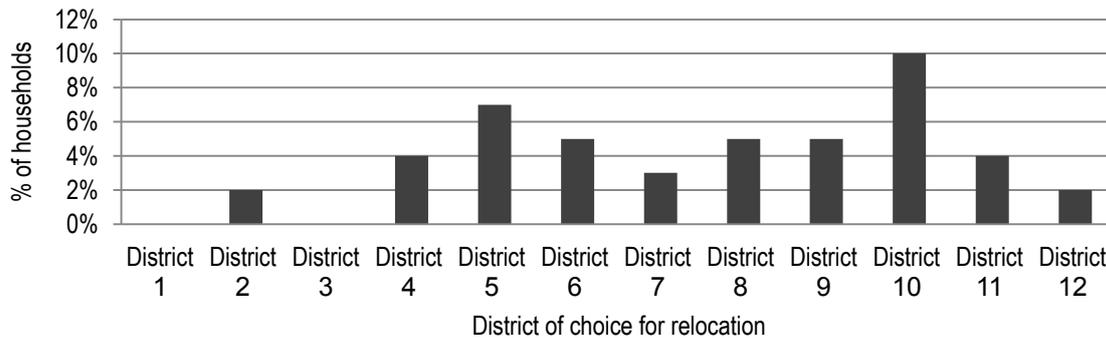


The third most often cited preferred location of residence was "Different Camp (Azraq)", reported by 4% of households. Host communities were only cited as a primary preference amongst 1.4% of households, indicating that the movement of camp residents into neighbouring host communities is unlikely to occur over the next six months. In turn, this may suggest that refugee households with the level of resources and connections needed to enable a move to host communities, have in the majority of cases, left Al Za'atari.

## INTENTIONS TO MOVE WITHIN AL ZA'ATARI

This sub-section outlines intentions reported by refugee households to move within Al Za'atari, including preferred destinations within the camp. In line with the overwhelming majority that reported an intention to remain in Al Za'atari, the **majority of households (98.6%) also expressed an intention to remain in their current district within the camp**. Out of the 47 sampled respondents that reported an intention to move internally over the course of the next 6 months, 21.3% (10 households) indicated that they wished to move to District 10, while no household reported a desire to move to District 1 or 3.

Figure 4: Desired district of destination for households intending to move within Al Za'atari

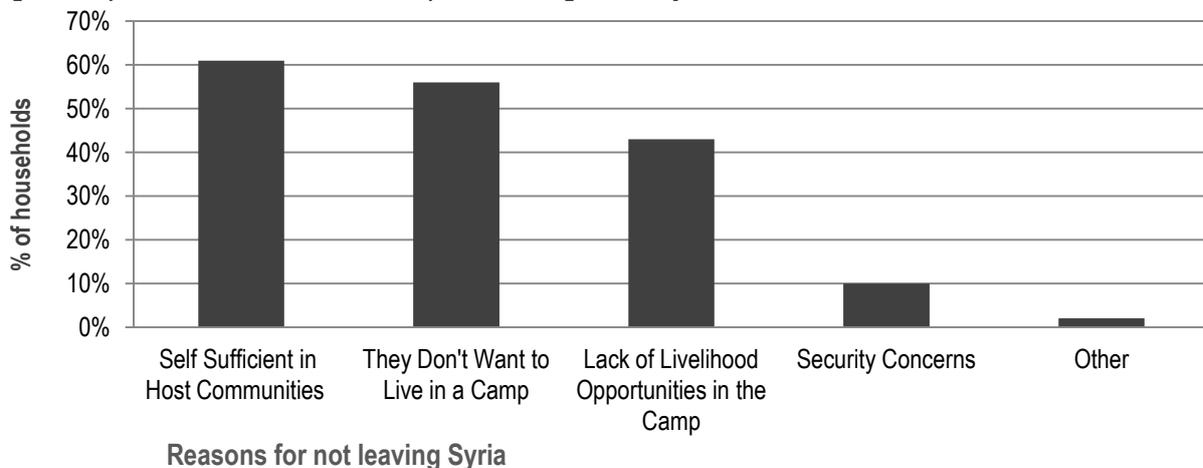


Of the households reportedly intending to move to District 10, a total of 6 households were residing in districts 1, 2, 3 and 4. A previous REACH census of Al Za'atari<sup>7</sup> found a significant resettlement trend away from the older districts, perhaps to avoid congestion in these districts.

## RELATIVES RESIDING IN HOST COMMUNITIES AND PERCEIVED INTENTIONS

Only **4% of households in Al Za'atari reported having family members residing in other parts of Jordan** at the time of the assessment. This, combined with the relatively large average household size of 5.7 people, suggests that most people have been able to remain in their family units and have not been separated from other members of their family. Of these, 26.5% (36 households) reported that these relatives intend to join them in Al Za'atari within six months. The majority of households with relatives in host communities (73.5%) hence reported that relatives had no intention of resettling in Al Za'atari within the coming six months. A range of reasons were found to underlie intentions of these relatives to remain in host communities. The three main areas where family members were said to be living were the governorates of Irbid (42%), Amman (17%) and Al Mafraq (15%).

Figure 5: Reported reasons for relatives of respondents being unable to join them in Al Za'atari<sup>8</sup>



<sup>7</sup> REACH, *Al Za'atari Camp Sweep Report: A Shelter and NFIs Assessment to Inform Winterisation Programming* (October 2013)

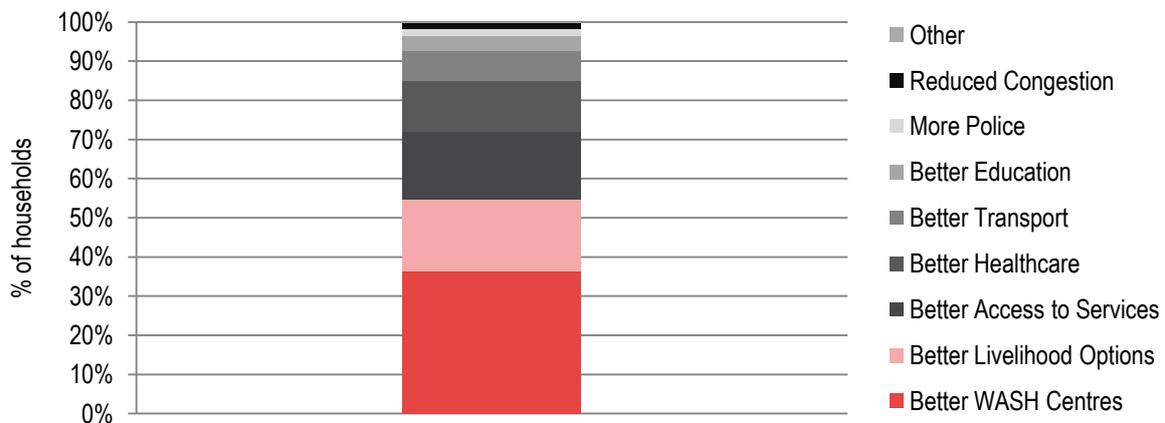
<sup>8</sup> Nota bene: total number of households responding to this question = 100. This question was multiple choice, hence why % > 100.

The most commonly cited reason for **relatives opting not to return to/resettle in Al Za'atari camp was self-sufficiency in host communities (cited by 61% of respondents)**, as seen in Figure 6 above. This was followed by people not wanting to live in a camp (56%), and a lack of livelihood opportunities within the camp (43%). Security and safety concerns associated with camp conditions were cited by only 10% of households with relatives who did not want to move to Al Za'atari. This finding contradicts the common perception that the camp is a relatively as dangerous living space compared to other parts of Jordan.

## PERCEIVED QUALITY OF SERVICES IN AL ZA'ATARI

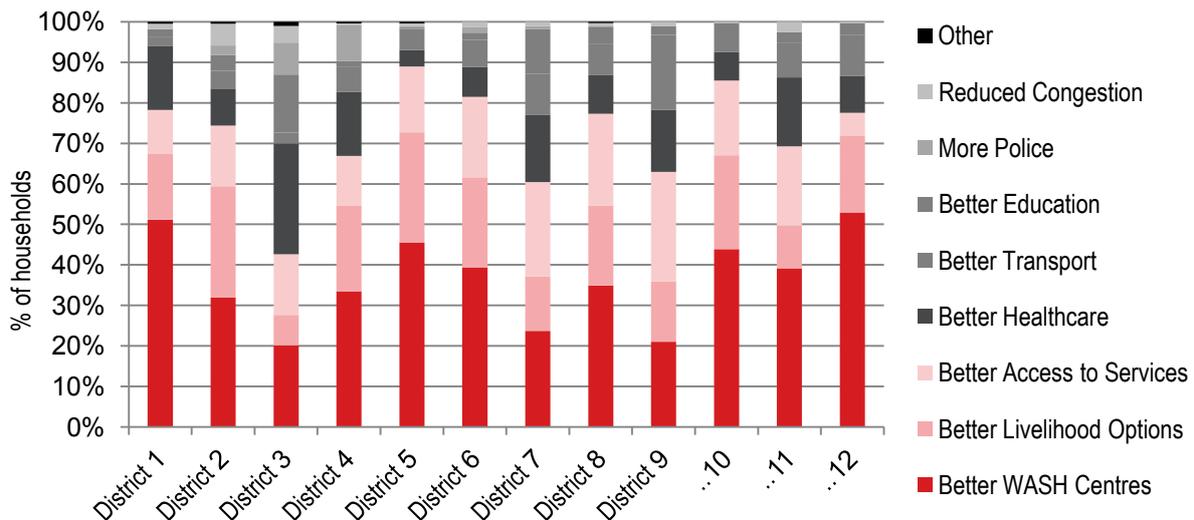
This sub-section of the report outlines respondent's satisfaction with service delivery in Al Za'atari camp, and their suggested priority for improvements.

Figure 6: Suggested improvement to service delivery



Across the entire camp, **36% of respondents indicated that amongst services, WASH centres were most need of improvement**, followed by livelihood options (18%) and general access to services (18%).<sup>9</sup> Very few households (3.9%) cited education to be most in need of improvement.

Figure 7: Suggested ways to improve services by district<sup>10</sup>



<sup>9</sup> Nota bene better access to services was defined as a desire for services to be more accessible, either by reducing distance or improving transport options/reducing physical barriers/reducing safety concerns. The other given options refer to a desire to improve the quality of service provided.

Primary suggestions for improving service delivery within the camp differed by district, as seen in Figure 8 above and in Infographic 1 below. In a majority of districts, improvement of WASH centres was seen as priority, with roughly one-third to half of households citing this in every district except districts 3, 7 and 9.

**The primary suggestions for improvement of the WASH centres were the improvement of maintenance,** which should be forthcoming given new programmes starting in the camp, and the provision of WASH centres near to the 'extension' areas previously mentioned, where these services are not currently provided. Livelihoods, health, and improved access to existing services were the second most commonly cited suggestions for improvements, with variation depending on district. In District 3 only 7.5% of households cited livelihoods, which rose to 27.5% in District 2 and 27.2% in District 5. Healthcare was cited by 27.3% of households in District 3, but only 7% in District 10 and 7.4% in District 6.

Infographic 1: Need for increase of services quality as perceived by respondents

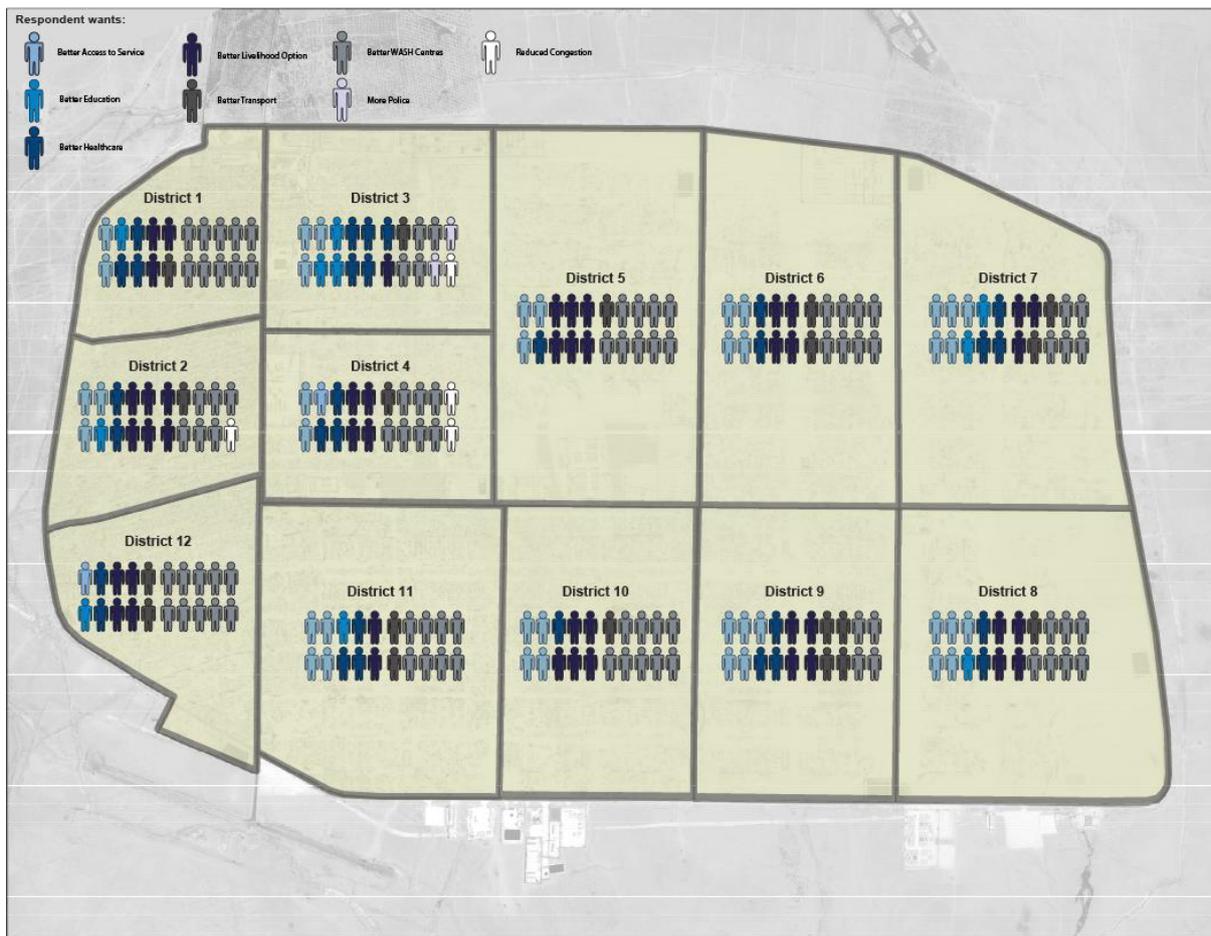
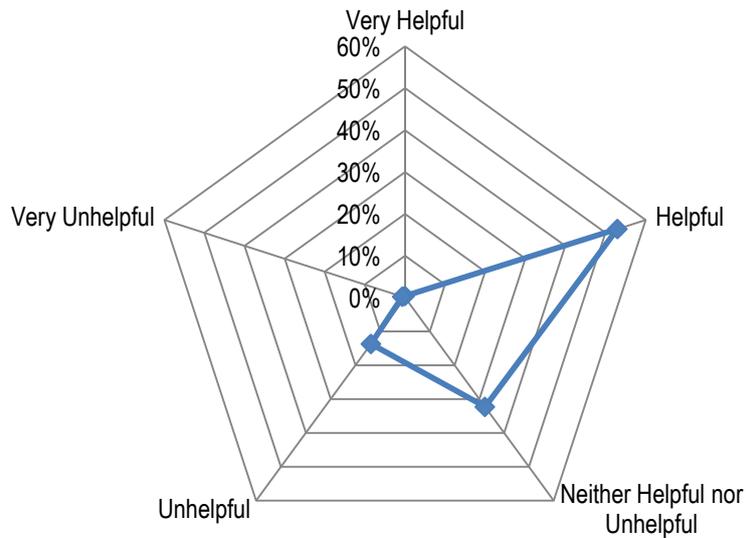
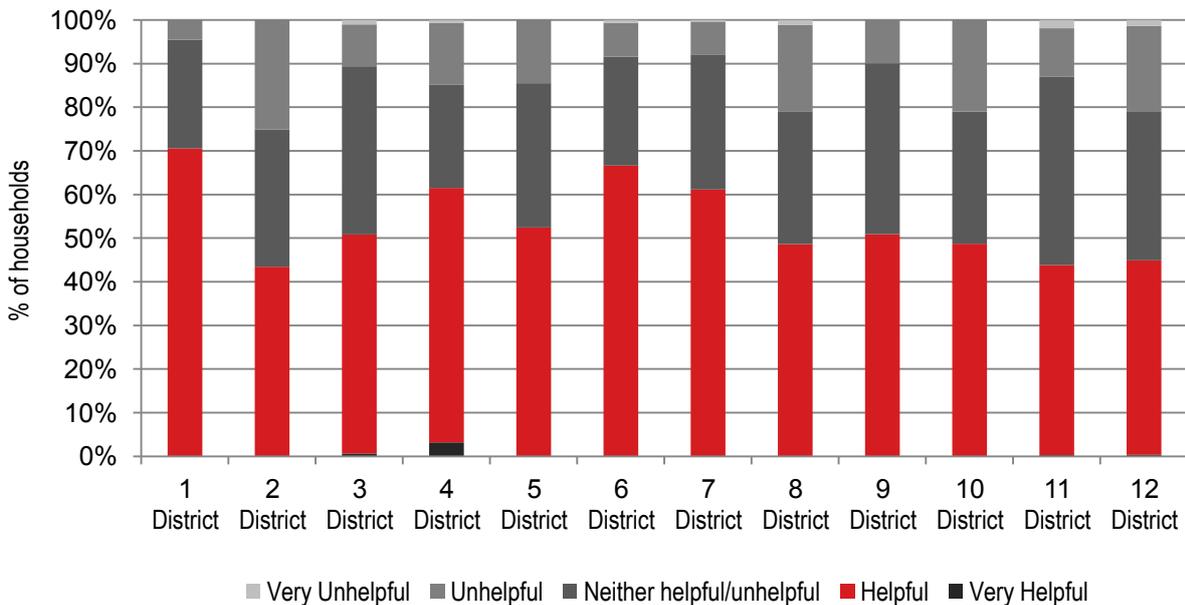


Figure 8: Ranking of service provision by percentage of households



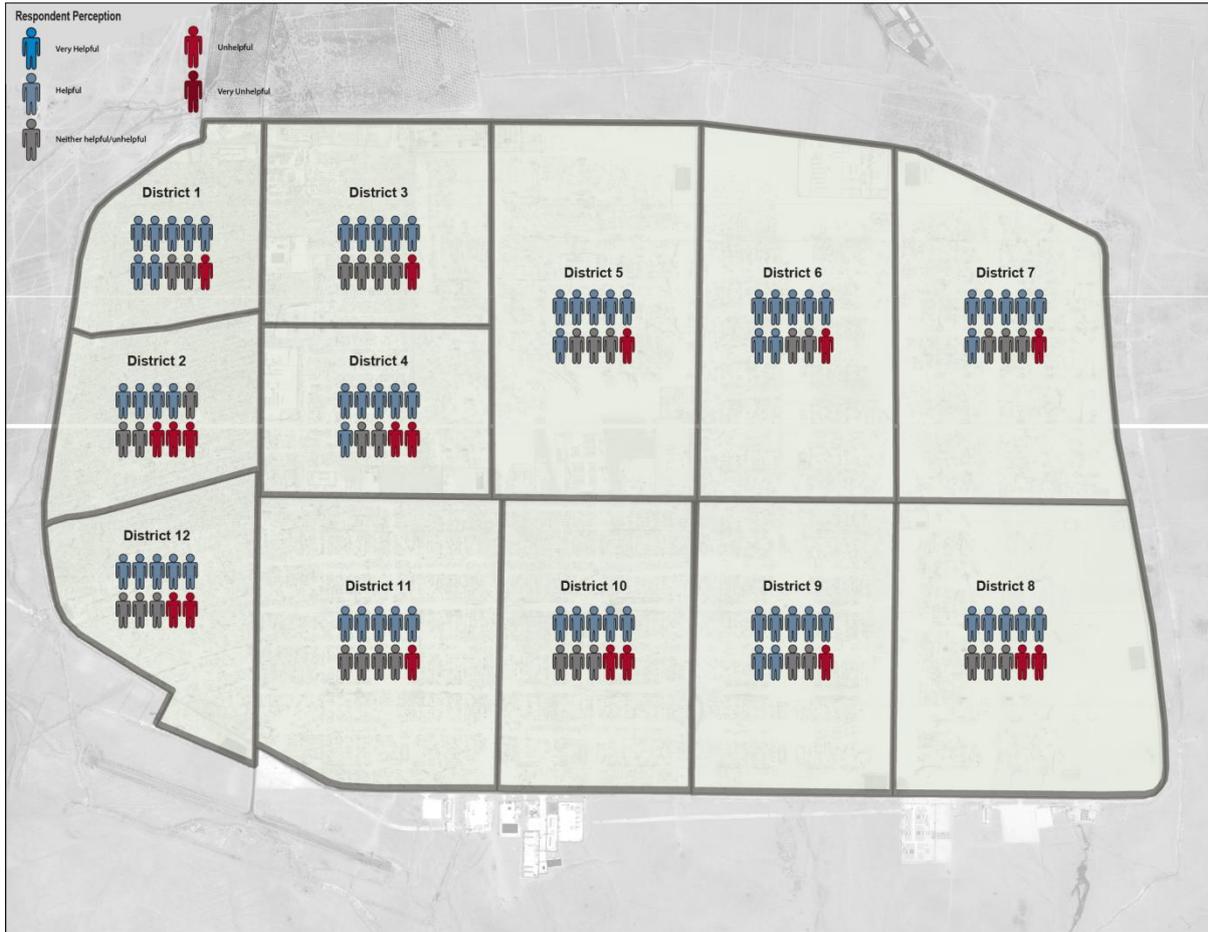
The majority of households (53.0%) felt that the quality of service provision in Al Za'atari was "helpful". This is followed by almost a third (32.3%) of households that rated services provided as "neither helpful/unhelpful."

Figure 9: Reported ranking of service provision by district



Level of satisfaction with service delivery differed between districts, as seen in Figure 11 above and Infographic 2 below. District 1 had the highest level of satisfaction, with 70.6% of households saying that service delivery was 'helpful' and only 4.5% reporting it to be 'unhelpful'. Conversely, District 11 had the smallest share of households saying service delivery was helpful, at only 43.4%.

Infographic 2: The usefulness of service delivery in Al Za'atari as perceived by respondents



## CONCLUSION

This social assessment was conducted to inform programming in Al Za'atari refugee camp by providing an estimate of how many refugees currently residing in the camp intended to move either outside or within the camp. It also sought to provide a better understanding of the social background and living situation of refugees, sites of residence prior to Al Za'atari. Finally, it aimed to identify key priorities to improve service delivery perceived by refugees, in addition to general satisfaction with services, to increase accountability of service providers. There are not currently any standards or indicators for these within the camp, but they nevertheless provide actors with useful information to target service delivery. Given the differences in response between different districts, especially with regards to satisfaction with service delivery, **this assessment points to the need for a better feedback mechanism and monitoring of refugee's satisfaction with service delivery between different districts**. The monthly satisfaction surveys planned to be part of the framework for Azraq camp could be an efficient method of doing this in Al Za'atari as well, in addition to regular follow up at the district level under the new governance plans.

Households highlighted changes in livelihood options and coping strategies since moving to Al Za'atari from Syria and expressed a desire for better livelihoods opportunities within the camp. A majority of households found service delivery in Al Za'atari helpful, although they indicated room for improvement. **Improving the quality of WASH centres was the most commonly cited priority**, demonstrating that although many households in Al Za'atari have their own private WASH facilities<sup>11</sup>, **the need for good quality communal services remains**. Education and police services were less commonly mentioned, which may suggest that households were either satisfied with the current service provision or alternatively, did not consider them as priority. A joint education needs assessment is currently being developed amongst education partners in Al Za'atari and it is recommended that perceived importance versus the quality of education is further explored in this assessment.

Reported intentions to leave Al Za'atari are largely uniform across the camp. **The vast majority of households reported no intention to leave the camp within the next six months, indicating that secondary displacement towards host communities and other destinations has slowed**. This may suggest that families and individuals with adequate resources to leave Al Za'atari have, by-in-large, already done so, leaving behind those who are more dependent on assistance and services which are only provided in the camp. Very few households had relatives residing in the host community, or had previously lived in the host community themselves, suggesting that there are few links between the refugee populations in host communities and Al Za'atari. Agencies can thus plan for the population of Al Za'atari to be affected only by new arrivals in the coming months, rather than people leaving the camp.

This assessment has highlighted some key issues relating to the population of Al Za'atari which have significant implications for actors working in the camp, notably:

- a **drastic change in livelihood strategies since leaving Syria**, manifested by a desire for better livelihoods opportunities;
- the **importance placed on some types of service delivery** over others;
- **satisfaction levels with services across the camp**; and
- the overall **intention of residents to remain in the camp** over the coming 6 months.

It is hoped that relevant agencies and stakeholders will be able to use this information to plan for the coming months and improve service delivery for the refugee population. Primarily, given that soon new arrivals will be diverted to Azraq rather than Al Za'atari, to assume that the population of the camp will remain relatively stable, thus informing water delivery and planning for services such as education and health. Secondly, to emphasise the need for appropriate livelihoods strategies to be implemented, whilst respecting the difficult nature of doing this within a refugee camp context. Lastly, to give actors a better idea of which services they need to concentrate on in specific districts, and to identify which districts are most dissatisfied with service delivery.

<sup>11</sup> For example, 38.6% of households during a recent census reported having their own private toilet (*Al Za'atari Address System Creation and Comprehensive Camp Survey*, March 2014, forthcoming).

## ANNEX: ASSESSMENT QUESTIONNAIRE

Household Intentions Questionnaire												
<b>A SYRIAN CRISIS CAMP MONITORING TOOL</b>												
<b>ALL NAMES OF PLACES SHOULD BE WRITTEN IN ARABIC - AND IN ENGLISH IF ABLE TO DO SO</b>												
A1	Date of assessment:						Camp name					
	District Number:						Street Number					
<b>INTENTIONS</b>												
<b>B HOUSEHOLD PROFILE/BACKGROUND</b>												
B1	How many people live in your household?											
B2	How many families live in your household?											
B3	How many of the following shelters do you have?											
	Tent		Caravan									
B4	How many people in your household are:											
	Male	0-2y	3-4y	5-11y	12-17y	18-30y	31-59y	over 60y				
	Female	0-2y	3-4y	5-11y	12-17y	18-30y	31-59y	over 60y				
B5	How many of the residents have the following disabilities?											
					Auditory Impairments	Physical	Visual	Mental				
B6	Have you undergone UNHCR Registration? Yes No											
B7	If yes, where? Za'atari Urban/Host Community District (Cascading)											
B8	When did you first arrive in Za'atari? Date											
B9	Did you come to Za'atari from another part of Jordan? Yes No											
B10	If yes, then why did you move here?											
	Costs of rent	Security concerns/Safety	Joining friends/relatives	Lack of access to health								
	Costs of food	Lack of livelihoods opportunities	Lack of access to education	Other								
B11	If yes, where did you come from? Jordanian Districts (Cascading)											
B12	How do you define the area in which you live? District Street Community Boundary											
	By Family	By Area of Origin	Other									
<b>C SKILLS PROFILE/LIVELIHOODS</b>												
C1	To what level have you been educated?											
	Primary School	Secondary School	Vocational Training	University	None							
C2	How did your family earn a living in your place of origin? (rank top 3 options)											
	Agricultural production (crop/livestock)	Agricultural waged labour	Formal trade									
	Unskilled non agricultural daily labour	Skilled daily labour	Remittances									
	Informal trade	Sale of household assets	Shop owner									
	Savings	Loans	Sale of non-food assistance									
	Gifts from family/relatives	Teacher/public servant	Unemployed/inactive									
	Begging	Cash from charities	Other (specify)									
C3	What is your primary source of income in the camp? (rank top 3 options)											
	Cash for Work (NGO)	Agricultural waged labour	Formal trade									
	Unskilled non agricultural daily labour	Skilled daily labour	Remittances									
	Informal trade	Sale of household assets	Shop owner/employee									
	Savings	Informal Loans	Sale of non-food assistance									
	Gifts from family/relatives/neighbours/friends	Sale of food assistance	Other (specify)									
	Begging	Cash from charities										
<b>D AREA OF ORIGIN</b>												
D1	What is your area/district/sub-district of origin within Syria? (Cascading)											
D2	Do you have immediate family left behind in Syria? Yes No											
D3	If yes, how many members?											
D4	Do they intend to join you in the camp in the next 1-6 months? Yes No											
D5	If no, what is preventing them from joining you? (tick all applicable options)											
	Security concerns/Safety en route	Not enough resources for the trip	They don't want to live in a camp	They don't know where we are								
	Elderly (unable to make the trip)	Children <18 unable to make the trip	They want to stay in Syria	Other								
D6	What factors would cause the remainder of your family to join you?											
	Escalation of Conflict district level	Loss of Income	Improved internal mobility									
	Escalation of Conflict governorate level	Loss of assets	Other (Specify)									
	Escalation of Conflict national level	Less access to basic services										
D7	Do you have family in other parts of Jordan? Yes No											
D8	If yes, where do they currently live? District											
D9	If yes, how many family members?											
D10	Do they intend to join you in the next 1-6 months? Yes No											
D11	If they cannot join you, then why not? (select primary reason)											
	Security concerns/Safety in the camp	Self-sufficient in Host Communities	Lack of livelihood opportunities in the camp	They don't want to live in a camp								
	Other											

Al Za'atari Refugee Camp Population Profiling - Al Mafraq Governorate, Jordan - April 2014

E INTENTIONS									
E1	Does your household intend to move within the camp? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not sure								
	If no, then why do you wish to stay in your current location?								
E2	Security concerns/Safety	Better access to health	Economic activity/opportunity	Better shelter/accomodation					
	Stay close to friends and relatives	Better access to transport	Better access to schools	Better access to electricity					
	Better access to WASH facilities	Better access to drinking water	Other						
E3	If yes, where do you intend to move within the camp? District Number								
	If yes, why do you intend to move within the camp? (rank top 3 options)								
E4	Security concerns/Safety	Better access to health	Economic activity/opportunity	Better shelter/accomodation					
	Stay close to friends and relatives	Better access to transport	Better access to schools	Better access to electricity					
	Better access to WASH facilities	Better access to water	Other (specify)						
E5	Does your household intend to leave the camp? <input type="checkbox"/> Yes <input type="checkbox"/> No								
	If yes, where do you intend to go?								
E6	Host community (Cascading - specify)	Another camp (Azraq)	Other						
E7	If host community, then which one? District (Cascading)								
	If other, then why do you choose not to move to a host community? (rank top 3 options)								
E8	Security concerns/Safety	Lack of access to health in host comr	Lack of access to livelihoods in host communities	Lack of access to adequate shelter in host communities					
	Stay close to friends and relatives	Lack of access to transport	Lack of access to schools in host communities	Lack of access to electricity in host					
	Lack of access to adequate WASH services in host communities	Lack of access to water	Costs of rent in host communities	Other					
	Comfort in Za'atari								
	If you intend to leave the camp, then why do you intend to leave?								
E9	Security concerns/Safety	Lack of access to health	Economic activity/opportunity	Better shelter/accomodation					
	Stay close to friends and relatives	Lack of access to transport	Lack of access to schools	Lack of electricity					
	Lack of WASH services in camp	Lack of access to water	Other (specify)						
E10	If yes, when does your household intend to leave?								
	Less than 2 weeks	less than 1 month	1-3 months	3-6 months					
	Longer than 6 months								
	How do you intend to support yourself once you leave the camp? (tick 3 options)								
E11	Agricultural production (crop/livestock)	Agricultural waged labour	Remittances						
	Unskilled non agricultural daily labour	Skilled daily labour	Informal loans (shops, friends)						
	Informal trade	Sale of household assets	Sale of non-food assistance						
	Savings	Loans	Sale of food assistance						
	Gifts from family/relatives	Cash from charities	Other (specify)						
	Begging	Formal Trade							
E12	What is your preferred choice of move within the next 6 months?								
	Different camp (specify)	Host Community (specify)	Stay in Za'atari	Other					
E13	What is your most realistic choice of move?								
	Different camp (specify)	Host Community (specify)	Stay in Za'atari	Other					
E14	Does the Area of Origin of your neighbours influence your decision to relocate? <input type="checkbox"/> Yes <input type="checkbox"/> No								
	What would improve the neighbourhood/District you are living in now? (rank top 3 options)								
E15	Better Transport	Better Access to services	Reduced Congestion	Better Livelihood Options					
	More Police	Better WASH Centres	Better Access to healthcare	Better Access to Edcation					
	Other (Specify)								
E16	How would you rate the quality of services available in your district?								
	Very helpful	Helpful	Neutral	Unhelpful	Very unhelpful				
E17	How would you rate the quality of services available as a whole in the camp?								
	Very helpful	Helpful	Neutral	Unhelpful	Very unhelpful				