

# Jordan Refugee Response

## Sector Performance Survey, October 2017

### INTRODUCTION

In September - October 2017, the Jordan Refugee Response sectors conducted an anonymous on-line survey for the sector members. The purpose of this survey was to get feedback on the current performance of sector coordination. This follows a similar format to sector surveys conducted in August 2016, September 2015, June 2014, and August 2013. The results for the 2016, 2015, 2014, and 2013 surveys are available on the refugee response portal at:

[http://data.unhcr.org/syrianrefugees/working\\_group.php?Page=Country&LocationId=107&Id=60](http://data.unhcr.org/syrianrefugees/working_group.php?Page=Country&LocationId=107&Id=60)

More specifically, the objectives of the 2017 survey were:

- To assess current sector leadership and representation, with a focus on the effectiveness of sector delivery;
- To collect suggestions on how to strengthen coordination and participation across sectors;
- To analyze feedback on the level of improvement in sector coordination performance and to guide discussion at the sectors' level on the ways to improve sector coordination

The survey was structured into 4 comprehensive question groups with 12 mandatory quantitative questions. For each question, the space was given to the respondents to optionally provide narrative comments.

The question groups covered:

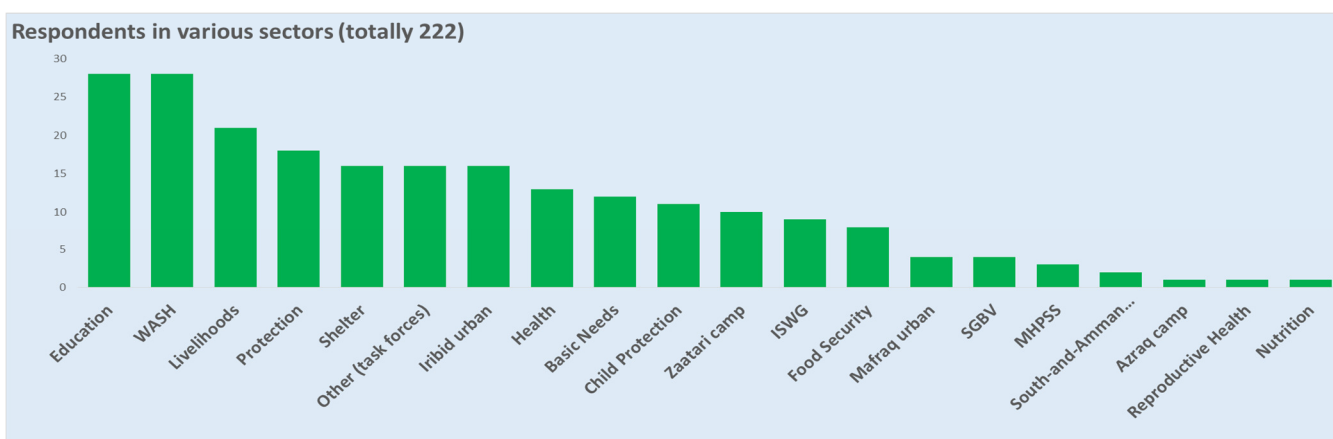
1. Management and Content of the Sector Meetings
2. Sector Leadership and Participation
3. Information Management
4. Inter-Sector Linkages

The target respondents for this survey were regular participants in each sector and area-based coordination mechanisms at Jordan country and field levels. All answers were linked to particular sectors at national, urban or camp levels. Responses on each sector have been shared with the relevant chairs to inform their own efforts to improve their performance as coordinators.

This paper illustrates overall results of coordination mechanisms in Jordan Refugee Response. For the detailed information and more documents on the inter-sector refugee response mechanism please consult the Inter-Agency Information sharing portal here: <http://data.unhcr.org/syrianrefugees/country.php?id=107>

### SUMMARY OF KEY SURVEY RESULTS

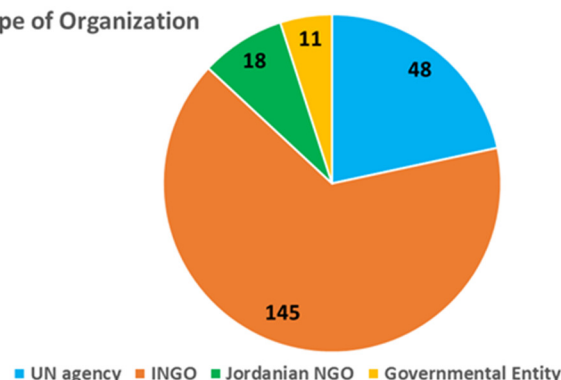
#### General Information



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Type of Organization



39 more responses to the Survey were received in 2017 than in 2016, creating more accurate representation of sector performances to date.

The highest percentage of respondents came from INGOs (65%).

This year survey is also remarkable for participation of representatives of the governmental entities (5%).

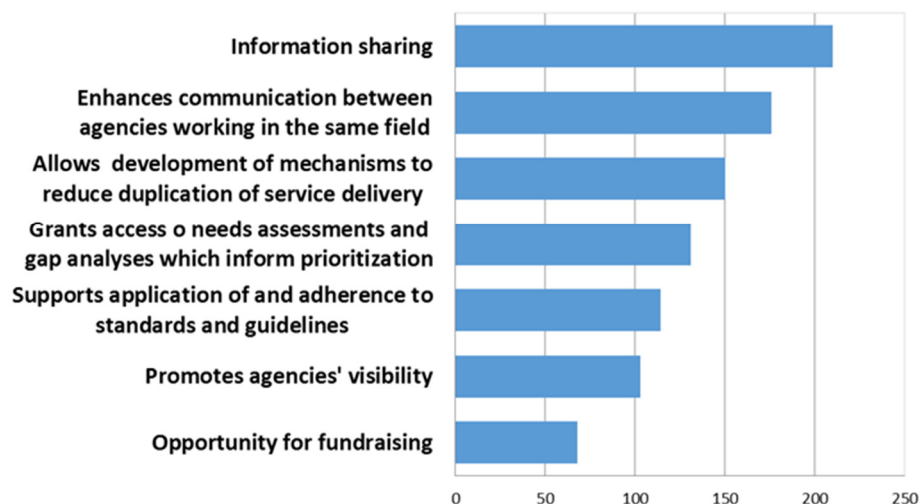
## Management and Content of Sector Coordination meetings

58 respondents (71%) confirmed that Terms of Reference and Work Plan of the working group / coordination mechanism they attend are **appropriate, clear and widely available**.

44 (20%) responded negatively on the appropriateness, clarity and availability of group ToR and Work Plan.

20 (9%) responded that they are not aware of the group ToR.

### Advantages of being a member of a coordination mechanism



### Preferable focus for coordination meetings



174 (78%) responded that they are generally satisfied with overall management of the sector or area-based coordination meetings (including agenda setting; length, frequency, timing and structure of meetings; minutes received, etc.); 9 (4%) expressed their dissatisfaction, and 39 (18%) said they are neither satisfied nor dissatisfied.

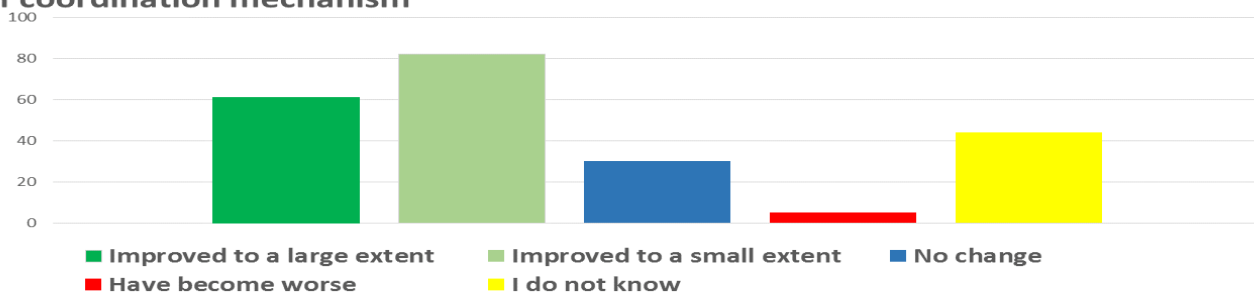
The respondents requested timely dissemination of the minutes of the meetings, some suggested reviewing format of the meetings to ensure that the attendees' interests and expectations are addressed, also to balance between information sharing and agencies' updates, and strategic discussions.

They also conveyed a need to consider reasonably limited number of attendees to provide their meaningful participation and discussion during the meetings.

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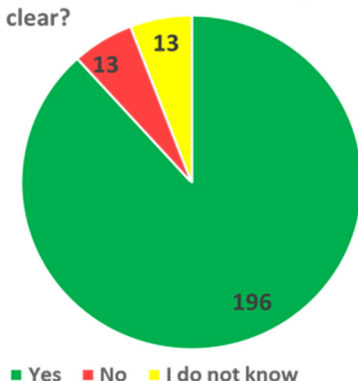
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### Improvement of organization and content of coordination mechanism

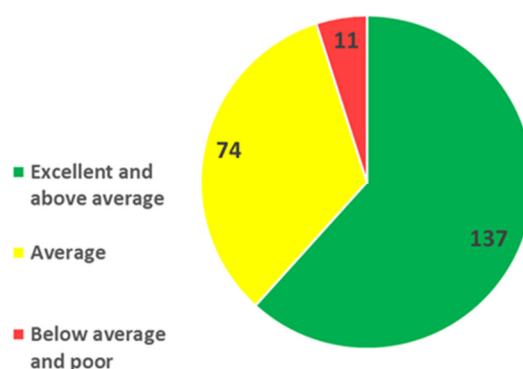


### Sector Leadership and Participation

#### Are roles/responsibilities of sector leadership and participation clear?



#### Effectiveness of sector / area-based coordination

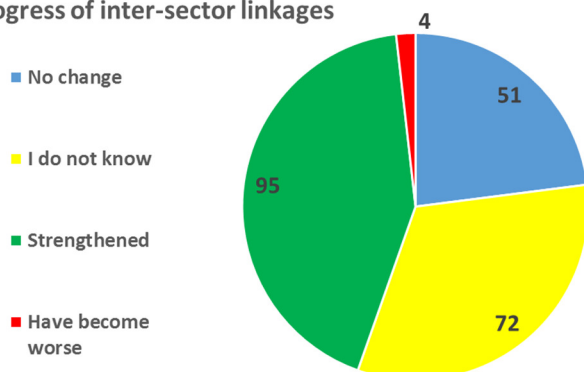


The sector members expressed improvement, while also conveying a need to further take advantage of sector structure to advocate with donors and local authorities, to strengthen coordination between agencies at the area-based coordination level and with the national coordination and include ministries in the sector work and discussions.

The respondents also advised reinforcing professionalism and leadership of (co)coordinators, along with setting roles to them. According to the respondents, development of clear Terms of Reference for all coordination structures, work plans and strategies and the continuous follow up on implementation of the actions agreed by the sectors will support enhancement of the sectors' performance. As shared, ensuring that coordination mechanisms are clear for all sectors and at all the levels of coordination and participation will contribute to effectiveness of the sector at all times.

### Inter-Sector Linkages

#### Progress of inter-sector linkages



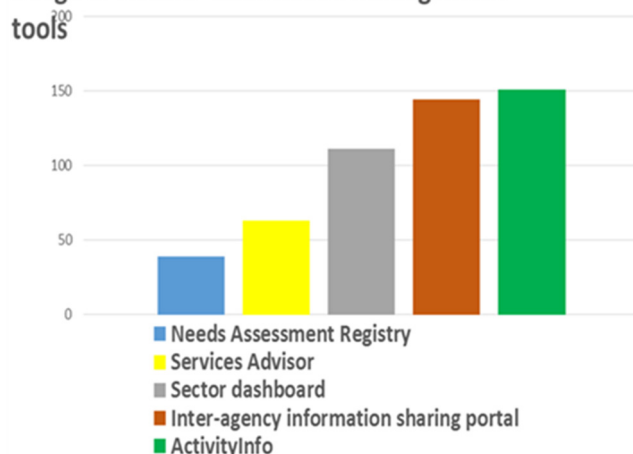
Though enhancement of inter-sector linkages was acknowledged by the respondents, the need to further strengthen cooperation between sectors was admitted, particularly in implementation of the projects that engage multi-sectorial cooperation.

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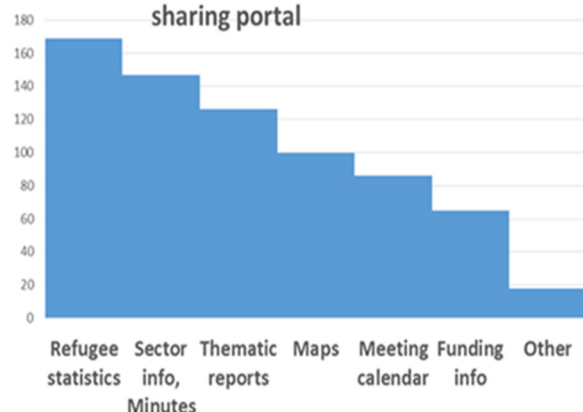
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### Information Management

Usage of various Information Management tools



Information consulted at the information sharing portal



Are information management systems on place and effective?



The overall expression of respondents on accessibility and effectiveness of information management tools was overwhelmingly positive. The comments included recognition of accurate data updates at the portal.

Meanwhile some respondents requested to enhance quality of tools in terms of data upload and search, and clarification on the purpose of some data resources.

### WAY FORWARD

Based on the results of the Survey reflected above and the sector-specific survey data shared with the respective Sector Coordinators, it is encouraged that the Sector Coordinators and the Partners discuss further development and improvement of coordination mechanisms, consider conclusions of the discussions for the sector work plans and then implement accordingly.

Acknowledgment for technical support to the online survey to Murad Alsamhour, Associate Information Management Officer, [alsamhou@unhcr.org](mailto:alsamhou@unhcr.org)  
 Jordan Refugee Response portal page at <http://data.unhcr.org/syrianrefugees/country.php?id=107>;  
 ISWG page [http://data.unhcr.org/syrianrefugees/working\\_group.php?Page=Country&LocationId=107&Id=60](http://data.unhcr.org/syrianrefugees/working_group.php?Page=Country&LocationId=107&Id=60)