Communication with Communities
UNHCR Jordan
May 2025

Digital communication with communities

Facebook

Number of posts
16

Followers
268,959
▲ 0.7%

Engagement
12,572
▼ 55.2%

Page Reach
225,320
▼5.2%

Posts Reach
700,200
▲9.29%

Comments
666

WhatsApp Channel

Number of messages
12

Followers
80,171

Help site

13,00
Visitors

77% / 23%
New vs. Returning Users

28,392Page views
▼ 11%

SMS

225,912
SMS texts sent to 32,259 refugees

In-person counselling

427
Refugees counselled in UNHCR - supported community centres

1,127
Refugees counselled in UNHCR premises

Helpline

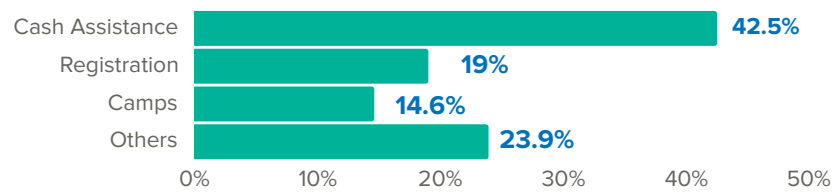
72,479
Responded Calls

96%
Resolved Calls

87.1%
Calls responded by IVR

12.9%
Calls responded by UNHCR staff

Reasons of calls



Source: UNHCR | www.unhcr.org/jo | help.unhcr.org/jordan | Facebook, Twitter & Instagram: @UNHCRJordan