

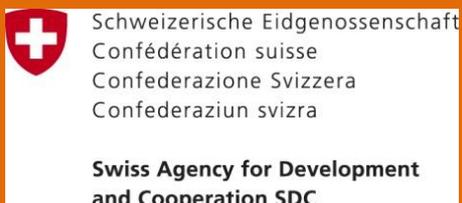


# COMPREHENSIVE ASSESSMENT ON SYRIAN REFUGEES RESIDING IN THE COMMUNITY IN NORTHERN JORDAN August 2012

Conducted in partnership with the Jordanian Women's Union



Supported by the Swiss Agency for Development and Cooperation (SDC)



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## EXECUTIVE SUMMARY

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As part of its humanitarian intervention for Syrian refugees in Jordan, Un ponte per (UPP) NGO conducted a field assessment aimed at better understanding conditions and needs of Syrian refugees in Jordan. The assessment targeted Syrians residing within the host community in the northern governorate of Irbid and was carried out during the months of May, June and July 2012. The instruments used were both questionnaires to be filled by refugees and focus group discussions. 400 refugees, women and men, participated in the paper based survey while 4 focus groups involved a total of 26 refugees.

In order to gain a wider understanding of the Syrian people of concern that UPP and the other humanitarian actors are targeting, this assessment was intended to cut across a broad range of issues, namely:

- demographic features and profile of Syrian refugees in Jordan
- livelihood security and shelter
- access to health and education
- psycho-social conditions
- protection concerns, especially regarding women and children
- co-existence with the host community
- future plans

The results obtained showed in particular unmet needs, assistance and protection gaps, and critical psychosocial conditions of refugees.

Given the very limited job opportunities, most of the refugees showed to rely almost totally for their survival on charity aids. While food and non food items distributions have a good outreach capacity, cash/rent assistance is not sufficient and discontinuous. Rental support is furthermore considered the most urgent need by the great majority of the refugees. Education and health seem to be accessible to the majority of the refugees; however given that most of them came in the last months, many children could not yet enroll in Jordanian public schools and felt behind in classes though.

Many protection concerns were raised by the participants in the assessment. Cases of labour exploitation, discrimination, violence and cheat were witnessed. Children and women refugees are considered to be more at risk than men in terms of psychological and sexual violence, first of all if they belong to female headed households. Child labour and early marriage are acknowledged as existing phenomena among Syrian refugees, although they are not fully perceived as something negative.

The violence experienced in Syria, together with displacement living conditions highly affected refugees in terms psycho-social distress. Especially women and children have few opportunities to access safe spaces and benefit from psycho-social support.

Eventually, relations with the local host community are generally described as positive, although spaces and initiatives that could facilitate dialogue and exchange are lacking. In particular, Syrian refugees feel the necessity of social safe spaces for their community.

Although the results of this assessment derive from a limited sample population and cut across a high variety of issues, this paper aims at contributing to an improved knowledge of the needs and conditions of Syrian refugees in Jordan so as to help humanitarian actors to design and plan their interventions.

## INTRODUCTION

Jordanian governmental authorities declared that between March 2011 and July 2012 more than 140.000 Syrian displaced people entered into Jordan looking for a safe spot. As for the beginning of August 2012, around 15.000 Syrian refugees are hosted in the transit facilities of Ramtha and the tented camp of Za'atari (Mafraq), while all the other refugees are scattered within the local host community. As the security situation in Syria is worsening day by day, the Syrian influx into Jordan is constantly increasing, with thousands of new entrants every week.

Despite the attempts of publishing a Rapid Needs Assessment carried out in March 2012 by a Joint UN task force, no official assessment focused on Syrian refugee needs and conditions in Jordan is available yet. Therefore, in order to better organize the humanitarian response single NGOs initiatives are currently taking place paying particular attention on assessing psycho-social needs of Syrian refugees.

UPP, together with its partner the Jordanian Women's Union (JWU), considered a priority to have a clearer understanding of the profile, the conditions and the needs of the people of concern that the humanitarian actors are targeting in the community. This assessment exercise was therefore included within the activities of a humanitarian intervention in northern Jordan supported by the Swiss Agency for Development and Cooperation (SDC) during the months of May, June and July 2012.

## METHODOLOGY

This assessment was conducted combining survey instruments and focus group discussions with a view to collect both quantitative and qualitative data. It targeted refugees residing in the areas of Irbid and Ramtha districts where UPP works together with JWU providing protection and assistance services such as psycho-social assistance, legal assistance, protection for GBV victims and primary health care. All Syrian participants were refugees approaching JWU/UPP services, both at JWU centers of Irbid and Ramtha and through outreach activities.

400 anonymous questionnaires in Arabic were distributed by JWU operators to Syrian adult women and men (over 18 y. o.) and were filled in between May and July 2012. UPP staff collected and processed all the data entering them in a database system and analyzing them. Through the questionnaires (see English version- ANNEX 1) a mixed set of closed and open questions were organized along the following sections: personal information, arrival and housing in Jordan, assistance received, access to employment, access to education and child labour, health and psycho-social conditions, access to health services, unmet needs, future plans.

Survey respondents		
Place of Residence	Gender	
	male	female
Irbid city	16	80
Ramtha city	98	132
Other (surroundings of Irbid and Ramtha)	45	29
<b>TOTAL</b>	<b>159</b>	<b>241</b>

The next table shows the data breakdown on gender and place of residence of the survey respondents. As UPP/JWU work is highly women focused, this has been reflected also in the assessment exercise so that the number of women who responded to the

survey is much higher than the number of men.

By enforcing a qualitative analysis approach and going deeper into particularly sensitive issues, 4 additional focus group discussions were conducted during the second week of July 2012 at the JWU centers of Irbid and Ramtha involving a total of 26 Syrian refugees.

One UPP and one JWU operators facilitated each one of the 4 discussions, while UPP staff collected and analyzed the results. As for the focus group discussion guide (see ANNEX II), the Participatory Needs Assessment carried out yearly by UNHCR Jordan was used as a reference.

Focus group discussions participants			
No.	Location	Participants (no. and gender)	Age range
1	Ramtha	6 women	25-45
2	Ramtha	8 men	35-45
3	Irbid	5 women	45-55
4	Irbid	7 men	25-45
	<b>TOTAL</b>	<b>26</b>	

During the focus groups people were asked several questions regarding five main areas, namely: protection (including early marriage and GBV), access to education and health, copying mechanisms and livelihood security, child labour, co-existence with local host community. All participants were able to freely express their views and opinions while the facilitators assumed an absolutely neutral attitude.

## FINDINGS

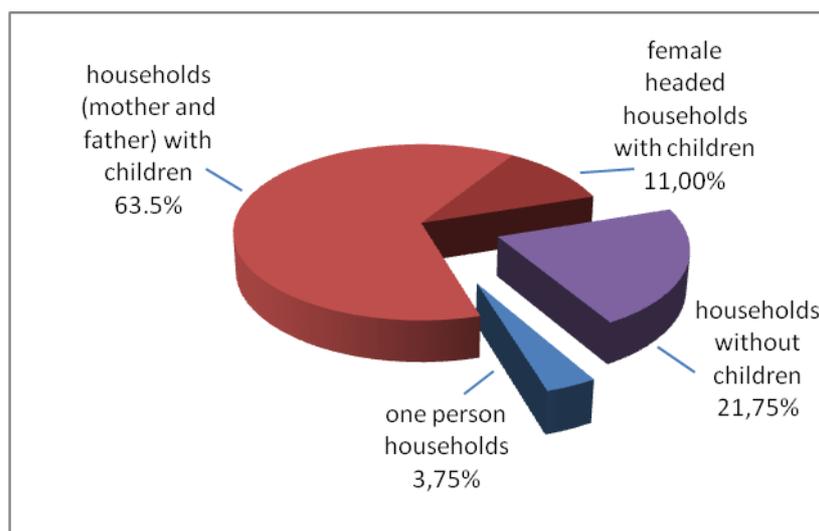
### 1) Demographic features and profile of Syrian refugees

The sample targeted by the survey included 400 Syrian refugees, men and women, of different age groups as this table shows.

18-30 years		31-40 years		41-50 years		51-60 years		61< years	
men	women	men	women	men	women	men	women	men	women
52	95	55	70	30	42	15	22	7	12
<b>147</b>		<b>125</b>		<b>72</b>		<b>37</b>		<b>19</b>	

Except for a small group of 15 people, the other respondents declared that they are in Jordan with their families, whereby the average size of the households represented amounts to 5.65 members. Furthermore, 74.5% of the sample said some of the family members residing with them in Jordan are children or adolescents (under 18 years old), with an average of 3.23 minors per household. Regarding the female headed households, 44 female respondents, that is 11% of the whole sample, said their husbands are absent and that they are in Jordan alone with their children.

The following pie chart reflects the households represented by the survey participants:



The very great majority of the respondents said they left Syria because of the security situation (97.75%) and only 10.25% was able to go back to Syria at least once, mainly before April 2012. Considering the date of the first arrival in Jordan, 80.5% of the sample arrived in 2012 and 48.5% starting from April 2012. Taking into consideration the whole sample, more than the half of the refugees entered the Kingdom legally. However, if we consider only the entrants from April 2012 when the Syrian crisis got worst, this percentage decreases to 27.83%. As for the place of origin, 63% of the respondents come from Syrian border city of Deraa, 28% from Homs and the rest from other cities all around Syria.

When asked if they were registered with UNHCR, 76.75% of the refugees answered positively. As for the remaining 23.25%, the three most common reasons for not registering are the fear of revealing personal information (6.25%), the difficulty to travel to Amman UNHCR office (2.75%) and the fact they don't know how to register (4.75%).

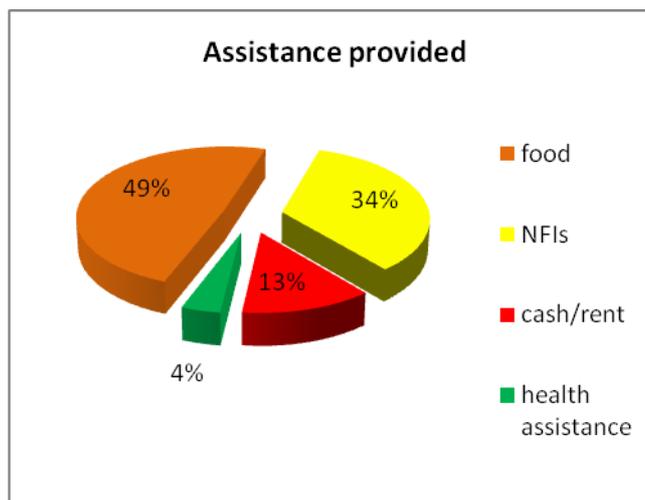
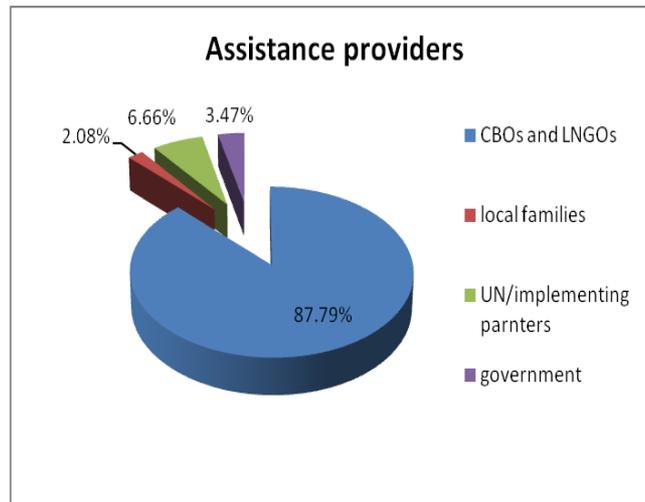
With a view to outline the profile of the Syrian refugees in Jordan, the survey provided us with critical information regarding educational and financial background. As a matter of fact, only slightly more than 30% of the respondents hold a secondary school or a university degree, while the big majority attended just the primary school (61%) or is illiterate (9%). Moreover, 31.5% of the respondents said their financial status in Syria was low, which could confirm the fact that many of the Syrian refugees in Jordan come from poor rural areas of Syria.

## 2) Livelihood security and shelter

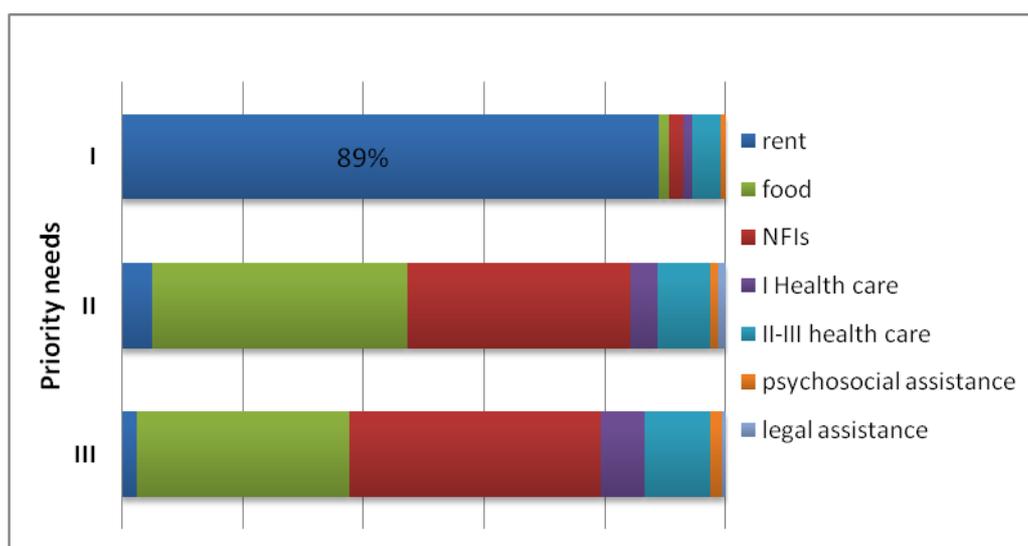
After months of displacement, Syrian refugees rely almost totally on **charity aids** for their survival, focus groups participants declared. The ones who came to Jordan with some savings already spent them and the very few refugees who found a job have no work permit and are usually underpaid and exploited.

79.5% of questionnaire respondents said they received some humanitarian assistance in Jordan, mainly consisting in food and non food items distributions which amount respectively to 48.8% and 34.1% of the total assistance services received. Only 13% of the assistance was cash or rental support targeting only 18% of the total number of survey respondents. Furthermore, cash/rent assistances were only occasional and this created some tensions among refugees who do not understand the criteria of distributing the money contributions. In general, around two third of the people who received assistance declared they are not satisfied mainly because it was not enough to cover their needs.

As regards to the **assistance providers**, it is particularly worth to notice that 87.79% of the assistance was offered by local charity organizations. Especially in terms of food and NFIs assistance, Islamic charities have widely reached Syrian refugees in the community. During the focus group discussions refugees referred to UNHCR as the main actor in charge of helping them and have high expectations, while they feel they are not receiving enough UN system aids especially in terms of food, non food items and rent assistance.



The absolute majority of the Syrian refugees residing within the host community live in a **rented house**. This has been confirmed by the survey results, whereby only 12.5% of the respondents declared to live with relatives (mainly in Ramtha) or in common public facilities. The massive influx of Syrian refugees into northern Jordan, and in particular in the small city of Ramtha, brought about a dramatic increase of rental prices which represent an additional burden on the already very limited financial resources of the refugees. Rental costs increased quickly in the last months, all focus group participants agreed. Both in Ramtha and Irbid an empty apartment (not furnished) can cost between 150 and 200 JOD per month without bills, while before the Syrian crisis costs could vary between 100 and 120 JOD. Covering the rental costs represents the biggest challenge for the great majority of the refugees targeted within this assessment. In fact, 89% of the survey participants said rental assistance in their most urgent need (see table below).



Syrians from Ramtha who participated in the focus groups said that due to the massive influx of refugees it became very difficult to find a place to stay. This does not seem to be a problem for the refugees in Irbid because the city is bigger and offers more housing opportunities. However, in both cities it happens that landlords impose strict contractual conditions to the Syrian lessees, such as limiting the number of people living in the house, or raise the rent because they fear that more refugee family members will join and that their houses will be damaged. Refugees claimed they are not aware about Jordanian law and are afraid to be easily cheated. Indeed, they don't know where to go and who to ask when they need legal assistance.

Both through the paper survey and the focus groups, particular attention was paid to the access to **labour market**. The data collected reflect that it is very difficult for the Syrian refugees to find a job. Only 6.75% of the survey respondents declared to have a job, while another 8% said one or more members of their households are working in Jordan. Looking at the most common jobs among refugees, they fall first of all within the construction/maintenance sector, followed by the food service and sales/retails sectors.

If finding a job is very difficult, obtaining a work permit is almost impossible. The few Syrian refugees who work they do it illegally and are underpaid comparing to Jordanians. They can earn 5 JOD per day, if not less. A Syrian man declared he was working 12 hours per day, 7 days per week, earning 120 JOD a month. All focus group participants agreed that many Jordanian employers exploit Syrian workers because they know they have nothing to lose. Sometimes they promise to pay them at the end of the month but then they retract it given the fact that refugees cannot defend themselves or appeal to justice. Furthermore, in case of labour exploitation Syrian refugees declared they would not appeal to the police because they are in any case illegal workers.

### 3) Access to education and health

Thanks to the decision of the Jordanian Government to allow Syrian children to go to **public schools** for free and to Unicef activism, most of the Syrian refugees who arrived in Jordan at least at the beginning of last school semester could have access to education. As a matter of fact, 40.65% of the households with school age children represented in the survey could send their children to school and another 39% could not because of the end of the school year. This data is even more understandable considering that 48.5% of all households represented arrived from April 2012 onwards.

During the focus group discussions, all refugees express their gratitude for having the possibility to send their children to school, both boys and girls. Moreover, schools are considered by parents the only safe space for them. Owing to a high level of fear, insecurity and vulnerability, parents perceive the Jordanian social environment as possibly risky for their children. Thus they are reticent of sending them out and letting them play with Jordanian children (see section 5 on psycho-social conditions).

Concerning access to **health care**, although all focus group participants were aware of the opportunity for refugees registered with UNHCR to access Jordanian public health system for free, they would prefer to go first to private clinics of charity organizations/UNHCR to ask for health assistance. Only at a second stage they would go to public health care centers or governmental hospitals, which they consider in general slow in providing services. However, considering the data of the questionnaires a good 41.75% of the respondents benefited from public health care centers or governmental hospitals in Jordan and 76% of them were satisfied with the service received.

#### **4) Protection concerns, especially regarding women and children**

A relevant part of the focus group discussions was dedicated to issues related to protection concern for Syrian refugees. Participants were asked if they feel safe and secure in Jordan, what are they worried about with regards to their families and especially women and children, what would they do if they face a security problem. Specific focus was made on GBV, child labour and early/forced marriage.

In general, refugees said to feel safe in Jordan. Most of all, and especially men, they fear that **Syrian secret police** could be infiltrated among refugees and do reprisals or kidnap some members of their families and demand a ransom. They sometimes are not willing to give their names and reveal their identity even to humanitarian actors because they fear security repercussions for their families.

Participants said they are not worried in general about their **legal status in Jordan**. The bail-out certificate<sup>1</sup> more than the UNHCR certificate makes them feeling safe<sup>2</sup>. They claimed not to be fully aware about the rights they are entitled to by owning a UNHCR asylum seeker certificate, such as the right to work. Some of them revealed the fear of being deported from the country if the Syrian regime will fall down.

All participants to the focus group discussions stated that some incidents of verbal assault happened to them or to refugees they know. The assault came from Jordanians in the street and sometimes from the neighbors. No physical assault has been witnessed and refugees are not afraid for their physical safety. However, looking at the survey results, 44 respondents out of 400 (11% of the sample) acknowledged to have received **violence** in Jordan, including physical violence (5 cases), psychological violence (17 cases), economical violence (17 cases) and other kind of violence (5 cases).

During the focus groups **labour exploitation** was actually considered by refugees as a frequent violation against Syrian refugees who work in Jordan, adults or children. Extremely low wages, long working hours and sometimes no day off, are conditions imposed to refugees who have no choice but to accept in order to meet the basic food and shelter needs of their families (see section 2 on livelihood security). Furthermore, cases of salary non-payment at the end of the month have also happened.

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<sup>1</sup> Until the end of July 2012, Syrian illegal entrants could be sponsored by a Jordanian citizen and be bailed out from the refugee transit facilities of Ramtha so as to "turn into legal".

<sup>2</sup> Only one participant in the focus group discussions was not registered with UNHCR, while three of them had no bail-out certificate because they entered the country legally.

Eventually, another common problem claimed by refugees was the possibility of being easily **cheated** by house landlords. A case of an illegal sublease of an apartment was mentioned where a Syrian family signed a fake contract paying a very high rent.

In case of security problems, violence, exploitation or cheat, refugees seem to be disoriented about where to go and distrustful towards official protection mechanisms. Most of the participants said that they don't want to go in these cases to Jordanian police, because they would not be treated fairly. Some of them declared they would rather ask the neighbors they trust to help them in case of troubles.

During the discussions the participants agreed that Syrian women and children refugees are more exposed to risks in Jordan comparing to men. Safe and reliable spaces are not enough so that it is better for them to stay home.

Parents don't allow or try to avoid their **children** from going out in the streets and to play with other Jordanian children. They fear they may fight with other Jordanian children thus involving the families in the disputes. They are afraid from the neighbors to verbally attack them. If they let them going out they have to keep playing very close to the house.

It was acknowledged that some Syrian children, usually over the age of 14, are working in Jordan to financially help their families. In fact, it is easier for **teenagers** to be **employed**, mainly because they can be paid even less than adult refugees, such as 2 JOD per working day. 22 respondents to the questionnaires, that is 8% of the total number of households with children represented by the survey, declared that their children (under 16 years old<sup>3</sup>) are working. They are mainly employed in the maintenance/construction (10 cases) and food service sectors (7 cases), followed by sales/retails (3) and manufacturing (2) sectors. 17 cases out of 22 are working 6 or 7 days per week and 13 cases more than 8 hours per day.

Given that the main concern of refugees is covering the rent/food expenses in the short-term and that child labour in Syria is a widespread phenomenon, the participants to the focus groups did not seem to have any concern in general about child labour. Notwithstanding this, they admitted to be worried about the safety of their children working in Jordan fearing labour exploitation, physical or verbal assault and even sexual harassment. Regarding the survey results, 10 out of 22 respondents said children might face risks at work. While at the first beginning **women** refugees who took part in the focus group discussions declared that they were generally feeling safe in Jordan, after having focused more on their psychosocial conditions it came up that they are particularly afraid of being harassed or sexual abused by Jordanian men and that they consider this risk possible. Even men refugees who were asked the same questions revealed the same fear for their wives/daughters. In particular, everybody agreed that women who have no husband with them in Jordan are the most at risk of violence, abuse or exploitation together with their children. Female headed households are commonly perceived as particularly vulnerable.

Regarding Syrian women and young girls married to Jordanian men, focus group respondents were not personally aware of any case but they generally acknowledged that the phenomenon exists and is expanding. Furthermore, they declared this would be an effective way of granting Syrian unmarried women or women without their husband in Jordan (female headed households) with a better protection. **Early marriage** was confirmed as an accepted practice in Syria and it will not be seen as scandalous if it happens in Jordan. Refugees themselves heard rumors about Syrian girls under the age of 18 married to Jordanian men for little money ("cheap brides"). Two women respondents said they have been approached in the street or at some charity centers by local or Saudi rich men asking to marry them even for a fixed term marriage (the Islamic *zawwaj al-mut'a*).

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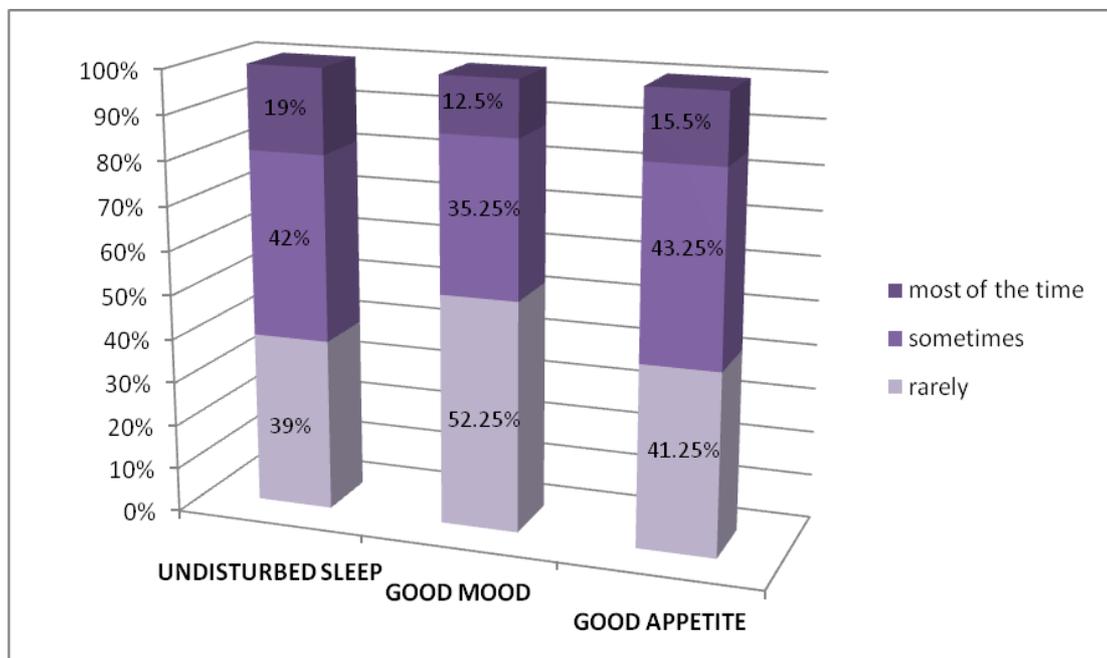
<sup>3</sup> Minimum legal age for working in Jordan.

**5) Psycho-social conditions**

A general sense of insecurity and distress was perceived among refugees taking part in the focus groups . Images and sounds of the war in Syria are still alive in their minds they said, affecting their psychological status.

Psycho-social conditions seem to be more critical with regards to women and children. By staying at home most of the time and having very few contacts with both the Syrian and the Jordanian communities, **women and children** have less opportunity than men to share their burdens and elaborate their traumas. Except for schools child friendly spaces are lacking, refugees claimed, and parents are afraid of letting their children going out. As a consequence, children play almost exclusively at home during their free time. One of their favorite plays is simulating to fight a war with shooting, bombing and dying. Indeed, sounds and images of the war in Syria are still alive memories and this may be reflected by the drawings they do. As for women, they feel disoriented and stressed. They don't have spaces to relax and don't know where to go to receive psychological support.

The impact of the crisis in Syria and of the displacement in Jordan on the physical and mental health status of refugees can be considered particularly hard if we look at the survey results. Through the questionnaires refugees were asked how they perceive their **general health status** now in Jordan comparing to the one they had in Syria. While 57.25% of the respondents did not find any change after the displacement, a good 30.5% considered his/her health condition in Jordan worst than before. Furthermore, the respondents had to answer how frequently they can sleep well, have good appetite and good mood. Given that **sleep, appetite and mood** are three crucial symptoms for detecting psychological distress, the survey results can be considered alarming. As a matter of fact, for each one of the three factors more than 80% of the sample admitted to have problems (see table below).



### 6) Co-existence with local community

Despite some verbal attack from the local community, especially from neighbors, refugees describe their relations with the local host community as generally positive. Jordanians are aware of the Syrian refugee crisis in their country, and some of them decided to actively help the displaced community. Refugees suggested a further involvement of the local community in helping them, although at the same time they are grateful for what is being done for them.

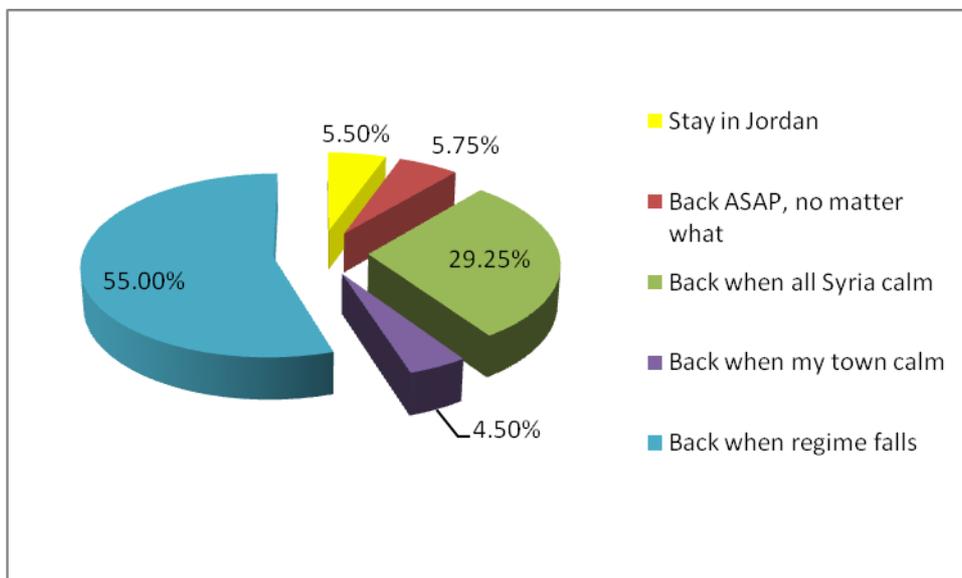
In particular, it was complained about the lack of social/recreational spaces and initiatives where Syrians can meet and establish a better communication exchange with the local community. The only places where Syrian refugees usually meet are the charity organizations that distribute weekly food and non food items.

When asked if it would be better for the refugees to live all together in the same areas or scattered within the city, the participants answered that living among Jordanians facilitates their relations with them, although they would much welcome to possibility to live closer to other Syrian families.

### 7) Future plans

During the focus group discussion, all refugees express their wish to go back home as soon as possible. However, they were aware that the crisis in Syria is unpredictable and that it could last more than they expected. Indeed, some of them revealed to be afraid that even if the regime falls the security situation will not stabilize in the very short term.

Having a look at the paper survey, this fear seems to be confirmed. Only 55% of the sample is willing to go back to Syria as soon as the regime changes, while almost 35% of the respondents said they will leave Jordan once the security situation will be stable and their lives would not be at risk in their homeland/hometown.



## RECOMMENDATIONS

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The assessment findings illustrated can lead us to make the following recommendations.

- As most of the Syrian refugees in the community live in a rented house and have no source of income, **rent assistance** is a priority. Nevertheless, charities and humanitarian actors concentrated so far in providing food and non food items instead of cash. Increasing cash assistance programs would furthermore partially mitigate the phenomenon of **child labour or labour exploitation** and support at the same time the local economy.
- **Livelihood projects** are most needed to promote refugee financial independence. Besides, workers sponsorship by Jordanian employers should be supported and monitored in order for the refugees to obtain a legal work permit and prevent labour exploitation. Given the massive Syrian influx in poor cities of the north such as Ramtha, refugees might be encouraged to move to other Jordanian districts where there are more job opportunities.
- **Information flow between humanitarian actors and Syrian beneficiaries** should be fostered. Refugees are not fully aware of the existing assistance and protection services in the community or don't know how to access them. In particular, they are disoriented in case they need legal assistance. A better communication system would eventually build the trust of refugees towards service providers.
- **Combating child labour** needs a double approach including awareness raising with parents on the one hand and promotion of livelihood opportunities on the other hand. Until children contribute significantly to the survival of their families child labour will not be stopped. The same could apply to **early marriage**; parents need to be aware of children fundamental rights but at the same time family financial support and women protection mechanisms should be in place so as to offer possible alternatives for young girls.
- Special care and protection programs should be activated for **female headed households**. These may include psycho-social support for women and children, financial support and economic empowerment of women, set up of special protection mechanisms, follow up and monitoring of most vulnerable cases.
- Refugees in the community, especially women and children, need to have **access to safe spaces** where they can relax and benefit from adequate **psycho-social support**. Recreational initiatives and spaces should be promoted involving the local host community with a view to encourage dialogue and exchange; moreover through social activities Syrian refugees could have a chance to share their burdens and mitigate their psychological stress. Given that a considerable group of the Syrian adults have a very low educational level and that many Syrian children fell behind in classes, assistance should be holistic including psycho-social support and **informal and non-formal education** (i.e. the ongoing Unicef led programs).

## ANNEXES

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- 1) Questionnaire for Syrian refugees (English version)
- 2) Focus group discussion guide

## ANNEX I

### QUESTIONNAIRE FOR SYRIAN REFUGEES (ENGLISH VERSION)

Dear friend,

the Jordanian Women's Union and the Italian organization Un Ponte per... would like to welcome you to our services. In order to better help you now and in the future, we would like to understand more the situation of Syrians displaced in Jordan and in particular your main needs. Therefore, we kindly ask you to answer to the following questions, whereby this questionnaire is totally anonymous. We thank you for your cooperation.

#### a) Personal information:

- 1) Age \_\_\_\_\_
- 2) Sex: male / female
- 3) Where do you come from? Homs / Dera'a / Damascus / Hama / Aleppo / Idlib / Other \_\_\_\_\_
- 4) What is your educational background? Illiterate / Elementary school / Secondary school / University
- 5) What was your financial situation in Syria? Low / Medium / High

#### b) Arrival and housing in Jordan

- 6) When did you arrive in Jordan for the first time? Year \_\_\_\_\_ Month \_\_\_\_\_
- 7) Why did you leave Syria? security reasons / political opinion / draft evasion / other \_\_\_\_\_
- 8) Did you cross the border legally or illegally? legally / illegally
- 9) Did you come back to Syria in the meanwhile? yes / no
- 10) How many family members are with you in Jordan? number \_\_\_\_\_
- 11) Are there family members under the age of 18? yes / no - If yes, how many are they? number \_\_\_\_\_
- 12) Is your husband/wife with you in Jordan? yes / no
- 13) In which town do you live in Jordan? Irbid city / Ramtha city / Other \_\_\_\_\_
- 14) Where do you live in Jordan? hosted by relatives / rented house / other \_\_\_\_\_

#### c) Assistance received in Jordan

- 15) Are you registered with UNHCR? yes / no  
- If no, why? I don't know how to register / I am afraid to reveal my personal information  
I can't go to Amman UNHCR office / I don't think it will be useful for me / I don't think I am a refugee / other \_\_\_\_\_
- 16) Did you receive some help since you arrived in Jordan? yes / no  
- If yes, which kind of help did you receive? from who? when?

who (specify if local people/families, Islamic associations, other local associations, UNHCR, JHAS, Caritas, governmental services)	what (food, non food items, cash, rent, health assistance, psychosocial assistance, and others)	when	
		month	year

17) Are you satisfied with the assistance received? yes / no -If no, why? \_\_\_\_\_

**d) Access to employment**

18) Are you working in Jordan? yes / no - If yes, what is your job? \_\_\_\_\_

19) Is anybody in your family (over 16 years old) working in Jordan? yes / no

- If yes, how many family members are working? Number \_\_\_\_\_ What is their job?

\_\_\_\_\_

**e) Access to education and child labour**

20) Do children in your family (under 16 years old) go to school in Jordan? yes / no / no children with me

- If yes, which school do they attend? public / private - If no, why? \_\_\_\_\_

21) Do children in your family (under 16 years old) work in Jordan? yes / no / no children with me

-If yes, what is their job? \_\_\_\_\_ How many days per week do they work?

Number \_\_\_\_\_

How many hours per day? Average number \_\_\_\_\_

Do you think they can incur in some risks at work? no / yes. (please specify) \_\_\_\_\_

**f) Health and psychosocial conditions**

22) How do you evaluate your health conditions before arriving in Jordan? very good / good / medium / bad / very bad

23) How do you evaluate your health conditions after arriving in Jordan? very good / good / medium / bad / very bad

24) Can you sleep well after arriving in Jordan? most of the time / sometimes / rarely

25) Are you in a good mood after arriving in Jordan? most of the time / sometimes / rarely

26) Do you have a good appetite after arriving in Jordan? most of the time / sometimes/ rarely

27) Have you been targeted by any violence after arriving in Jordan? yes / no

- If yes, which kind of violence?

physical / psychological / sexual / economical / other (specify) -

\_\_\_\_\_

**g) Access to health services**

28) Did you go to public health care centers/ governmental hospitals? yes / no

- If yes, were you satisfied with the services received? yes / no, because \_\_\_\_\_

**h) Unmet needs**

29) Which are your most urgent needs that still need to be addressed? Give a number to the following items from the most urgent (1) to the less urgent (7):

primary health assistance  secondary health assistance  psychosocial assistance  legal assistance

food items  non food items (including clothes, blankets, mats, hygiene kits)  rent

**i) Future plans**

30) Would you go back to Syria?

no, I will prefer to stay in Jordan / yes, as soon as the security situation in all Syria gets better / yes, as soon as the security situation in my village/town gets better / yes, as soon as the government in Syria changes

yes, I will go back soon regardless of the security/political situation

## ANNEX II FOCUS GROUP DISCUSSION GUIDE

### • Protection

Do you feel safe in Jordan?

What are the dangers that you experience in Jordan? What is the source of the danger?

Do you feel that your physical safety and security are at risk?

Are you aware of any incidents that have threatened refugees?

If you face a protection or security problem, where do you go? Who do you call?

Do you worry about security problems related to your legal status in Jordan?

What do you worry about with regards to your family?

Do you think that women refugees are more exposed to danger than men? Which are the possible dangers?

Do you think that women refugees are scared more than men?

Do you think that getting married to a local man is an effective way of protecting Syrian refugee girls?

Do you know young Syrian girls under 18 years old who were married to Jordanian/Syrian men in Jordan?

### • Access to health / education:

What are the reasons for some Syrian refugee children not to go to school?

What do children who not go to school do with their time?

Are you afraid of sending your children to school?

What types of health problems are most widespread in the community?

If you have a health problem, where do you go?

Are you aware of the possibility for all Syrian refugees registered with UNHCR to access public health care centers and governmental hospitals free of charge?

### • Copying mechanisms and livelihood

What are the main sources of income for refugees?

What are the main jobs that refugees have access to?

Are there some groups that can better have access to labour market?

Is it easy for a Syrian refugee to rent a house? What are the main difficulties that Syrian refugees find in having access to housing?

### • Child labour

Do your children work? Do you know Syrian refugee children who work here in Jordan?

What type of work do children carry out?

Why in your opinion children are sent to work?

Are these children in your opinion subjected to exploitation or danger?

### • Co-existence with the local host community

Do Syrian refugees in general have relations with the host community? How are in your opinion these relations?

Do you think refugees live in the same areas? Do you think that living in the same area would facilitate the relations with the host community?

How is, in your opinion, the awareness of the local community regarding Syrian refugees?

What do you think the local community could do to help the refugees more?

Are there social/recreational spaces where the Syrian community meets?

## COMPREHENSIVE ASSESSMENT ON SYRIAN REFUGEES RESIDING IN THE COMMUNITY IN NORTHERN JORDAN

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**Un ponte per... (UPP)** is an Ngo established in 1991. It started its activities as Un Ponte per Baghdad, right after the end of the war in Iraq, with the aim of organizing solidarity initiatives in favour of the Iraqi civil society that was undergoing the effects of the war. Later on the intervention of Un ponte per... started including Serbia and other Middle East and Mediterranean countries.

The social aim of the Ngo is to prevent new conflicts, protect human rights and support civil society, especially in the Middle East, through awareness raising campaigns, cultural exchanges, international co-operation projects and humanitarian interventions. Un ponte per... carried on relief activities in Iraq, Serbia and Kosovo, Lebanon and Jordan in the past 20 years with the support of ECHO, UNHCR, ERF, Italian Cooperation and Unicef.

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**Jordanian Women's Union (JWU)** is a Jordanian non-governmental association well trusted at the grass roots level and with a proven experience in legal and psychosocial assistance especially for women victims of violence and abuse. For more than 15 years the JWU has been offering to individuals and families its services of counseling, protection, health and awareness raising in its 14 branches all around the country. JWU is funded, among others, by the European Commission, Norwegian Government, Dutch Government, UNWomen.

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