Communication with Communities
UNHCR Jordan
June 2025

Digital communication with communities

Facebook

Number of posts
11

Followers
268,959
▼ 29.5%

Engagement
10,483
▼ 13,3%

Page Reach
229,663
▲ 3.1%

Posts Reach
663,400
▼ 5.3%

Comments
919

WhatsApp Channel

Number of messages
8

Followers
80,171

Help site

9,000
Visitors
▼ 30.7%

78% / 22%
New vs. Returning Users

22,587
Pageviews
▼ 20.5%

SMS

209,402
SMS texts sent to 26,195 refugees

In-person counselling

286
Refugees counselled in UNHCR - supported community centres

865
Refugees counselled in UNHCR premises

Helpline

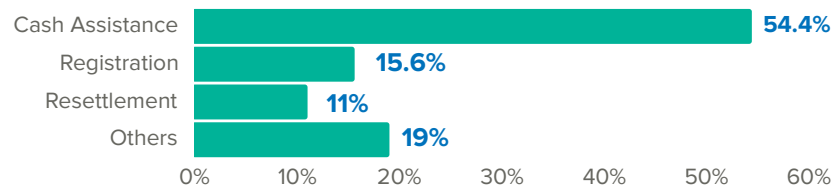
73,713
Responded Calls

98%
Resolved Calls

85.6%
Calls responded by IVR

14.4
Calls responded by UNHCR staff

Reasons of calls



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