

COMMUNITY CONSULTATIONS ON HUMANITARIAN AID

Findings From Consultations
within SYRIA and Among
SYRIAN REFUGEES in JORDAN



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INTRODUCTION

In preparation for the World Humanitarian Summit (WHS), the WHS secretariat commissioned Ipsos to conduct community consultations with crisis-affected communities in multiple focus countries. The countries chosen for the consultations were Afghanistan, Guinea, South Sudan, Syria, and Ukraine, representing a diverse range of geographic regions, humanitarian contexts, and actors.

Ipsos conducted semi-structured interviews and community workshops in each country to gain in-depth information on how affected communities respond to crises, the role they see for international humanitarian responders, issues related to service delivery, and ways to improve identified shortcomings within the humanitarian system.

This complements the consultations with crisis-affected communities and stakeholder groups which took place in previous years and which were synthesized in the report, “Restoring Humanity: Global Voices Calling for Action.” This report highlighted the importance of involving marginalized populations in the planning of humanitarian responses, such as women, children, the elderly, the disabled, and displaced persons, and maintained a focus on security, dignity, and economic opportunity, emphasizing that:¹

People’s safety and dignity must be considered the primary aim of humanitarian activity, regardless of the context or actor.

The “Restoring Humanity” report draws on several priority themes that are critical in ensuring that people’s safety and dignity remain the primary aim of the global humanitarian aid system:²

Put People First: Adapt to Context; Build Diverse Partnerships; and Guarantee Reliable Finance.

¹ World Humanitarian Summit, “Restoring Humanity: Synthesis of the Consultation Process for the <https://consultations.worldhumanitarian summit.org/bitcache/32aeda5fe90ceba891060ad51d0bd823da273cf9?vid=555986&disposition=inline&op=view>

² Ibid.

In this report these are reflected in the following chapters:

1. Key needs and priorities;
2. Livelihoods and employment;
3. Security and personal safety;
4. Social cohesion;
5. Gender;
6. The challenges of accessing assistance;
7. The role of organizations; and,
8. Information needs and communication channels.

The community consultations conducted by Ipsos seek to create a greater understanding of these priority themes through amplifying the voices of those who have most at stake in maximizing the effectiveness of humanitarian programs.

This report summarizes the findings of the community consultations among Syrian refugees in Jordan and affected people within Syria. The community consultation for Syria consisted of quantitative surveys conducted remotely with 618 conflict-affected community members within Syria, and qualitative and quantitative research with Syrian refugees in Jordan.

The Syrian Arab Republic, with a total population of around 16,600,000 as of September 2015³(although this number is constantly in flux), has been engulfed in civil conflict since the spring of 2011. Fighting between the forces of President Bashar al-Assad and various armed groups has resulted in more than 250,000 deaths, along with massive internal devastation and a protracted refugee crisis. A UN Human Rights Council commission found that both sides of the conflict have committed war crimes.⁴

Within Syria, more than 7,500,000 people have been internally displaced. A report published by the UN in March of 2015 estimated that four in every five Syrians live in poverty (30% of them in abject poverty) and emphasized that Syria's education, health, and social welfare systems are also in a state of collapse.⁵

The situation is particularly devastating for those 4,500,000 people in besieged and hard-to-reach locations. The delivery of humanitarian and resilience-building programmes have been repeatedly obstructed by all parties to the conflict, impeding relief and stabilisation efforts and triggering further displacement.

As a result of the conflict, more than 4,700,000 Syrians have fled into neighboring countries⁶ as refugees, primarily in Turkey (approximately 2,500,000)⁷, Lebanon (approximately 1,100,000)⁸, and Jordan (approximately 635,000)⁹.

³ The Economist, "Syria's drained population", September 2015.

<http://www.economist.com/blogs/graphicdetail/2015/09/daily-chart-18>

⁴ UN HRC, "Independent International Commission of Inquiry on the Syrian Arab Republic," 2015.

<http://www.ohchr.org/en/hrbodies/hrc/iicisyrria/pages/independentinternationalcommission.aspx>

⁵ UNRWA, "Alienation and Violence: Impact of Syria Crisis Report 2014," March 2015.

http://www.unrwa.org/sites/default/files/alienation_and_violence_impact_of_the_syria_crisis_in_2014_eng.pdf

⁶ UNHCR, Syria Regional Refugee Response, January 2016.

<http://data.unhcr.org/syrianrefugees/regional.php>

⁷ UNCHR, Syria Regional Refugee Response — Turkey.

<http://data.unhcr.org/syrianrefugees/country.php?id=224>

⁸ UNCHR, Syria Regional Refugee Response — Lebanon.

<http://data.unhcr.org/syrianrefugees/country.php?id=122>

⁹ UNCHR, Syria Regional Refugee Response — Jordan.

<http://data.unhcr.org/syrianrefugees/country.php?id=107>

2. Summary of Findings

Among Syrian refugees in Jordan, shelter, medical care, and food remain the priorities for assistance. A key concern is the ability to pay for these items — many cannot afford increasingly high rents and many do not have health insurance to pay for medical treatment. Among Syrians in Syria, the most pressing needs are food and medical treatment.

In addition to basic necessities, people want to be able to start their lives anew in Jordan, particularly as they are uncertain as to when, if ever, they can return to Syria. This is reflected in the need for financial assistance, as the vast majority of refugees are in low-income households and their relocation to Jordan depleted what resources they had. The issue of employment is an even greater factor in allowing Syrian refugees in Jordan to restart their lives — as they do not have access to work permits in Jordan and face the threat of deportation if caught working illegally, many work informally, typically at odd or temporary jobs that do not pay enough to cover basic necessities. Among Syrians in Syria, about half felt that access to employment is an utmost priority, the same percentage which reported a loss of income as a result of the crisis in their country.

While security was not a major priority for Syrian refugees in Jordan, it is of course central to Syrians in Syria. About one third reported that “physical insecurity, the inability to protect myself and my family” is amongst their greatest fears, and almost half reported that security/protection is a most-needed resource.

In Jordan, social cohesion has increasingly become an issue as a result of the influx of Syrian refugees. While refugees report receiving initial assistance from host communities in the form of food, housing, household items, financial help, and medical care, particularly in the early days of the crisis, the economic and social strain on the host community gradually resulted in a diminished ability and willingness to provide assistance. Increased hostility toward refugees has, in turn, created widespread tensions, particularly in the form of discrimination in housing, resentment toward refugees working for lower wages, and segregation in the school system. Thus, supporting communities in increasing their capacity to host refugees and improving resilience has emerged as an important priority.



There has been a shift in gender roles resulting from more women working outside the home and contributing economically to their households. While these shifts could potentially advance women's empowerment and gender equality, they currently appear to be creating tensions in the home, as many men feel frustrated and angry at their inability to fulfill their traditional role of providing for their families themselves. While women are now earning income, many Syrian refugees still maintain traditional ideas about gender roles and decision-making power and women are generally expected to do the household work in addition to their work outside the home, placing a greater burden on them.

Even when humanitarian aid was available, numerous barriers hindered access. Many reported corruption as a key barrier, while others — particularly outside East Amman — found location to be a barrier. Participants emphasized that aid was inconsistent and arbitrary, and this lack of uniformity constituted a type of barrier in itself. Among Syrians within Syria, corruption and location were also identified as the greatest reported barriers.

Among Syrian refugees in Jordan, almost all reported that they received support from the UN. Although only one-third found this assistance helpful, practically all feel that the UN should take responsibility for aid provision to their community. In general, people believe that international organizations are better resourced, funded, and organized than their local counterparts and are thus more reliable in providing the assistance they need, while local organizations are perceived to have better knowledge of local needs and contexts. International organizations are also seen as less corrupt and more respectful than their local counterparts. Among Syrians in Syria, nearly half have received aid from the Red Crescent, and nearly two-thirds feel that it should be responsible for providing aid in the future.

The most common source of information about receiving assistance is television, followed by social media or messaging. Two-thirds of Syrian refugees in Jordan find that they get the most useful information from word-of-mouth, with similar numbers finding information from international NGOs and UN agencies useful. The study findings highlight the need for accurate, timely information about assistance, with clarity on who meets the criteria to receive aid, which organizations offer which types of assistance, and how to get it.



Photo: Berna Cetin/OCHA



Photo: Berna Cetin/OCHA

3. Detailed Findings: Syrian Refugees in Jordan

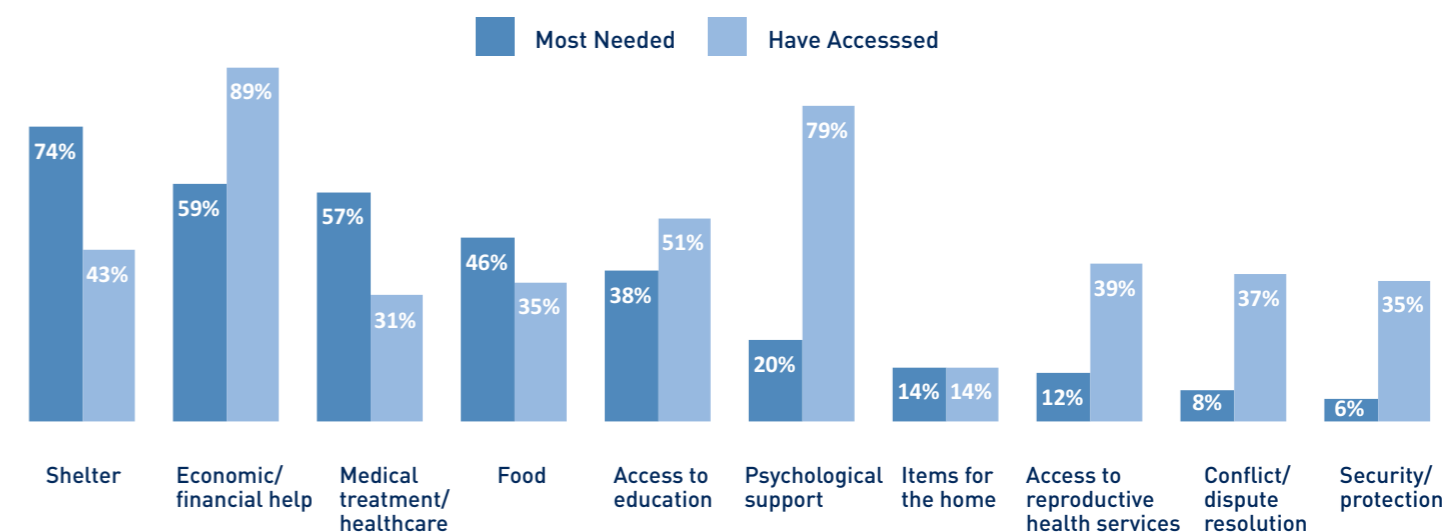
3.1 People’s key needs and priorities

Humanitarian aid should primarily address the key needs and priorities of people that have been affected by crises.

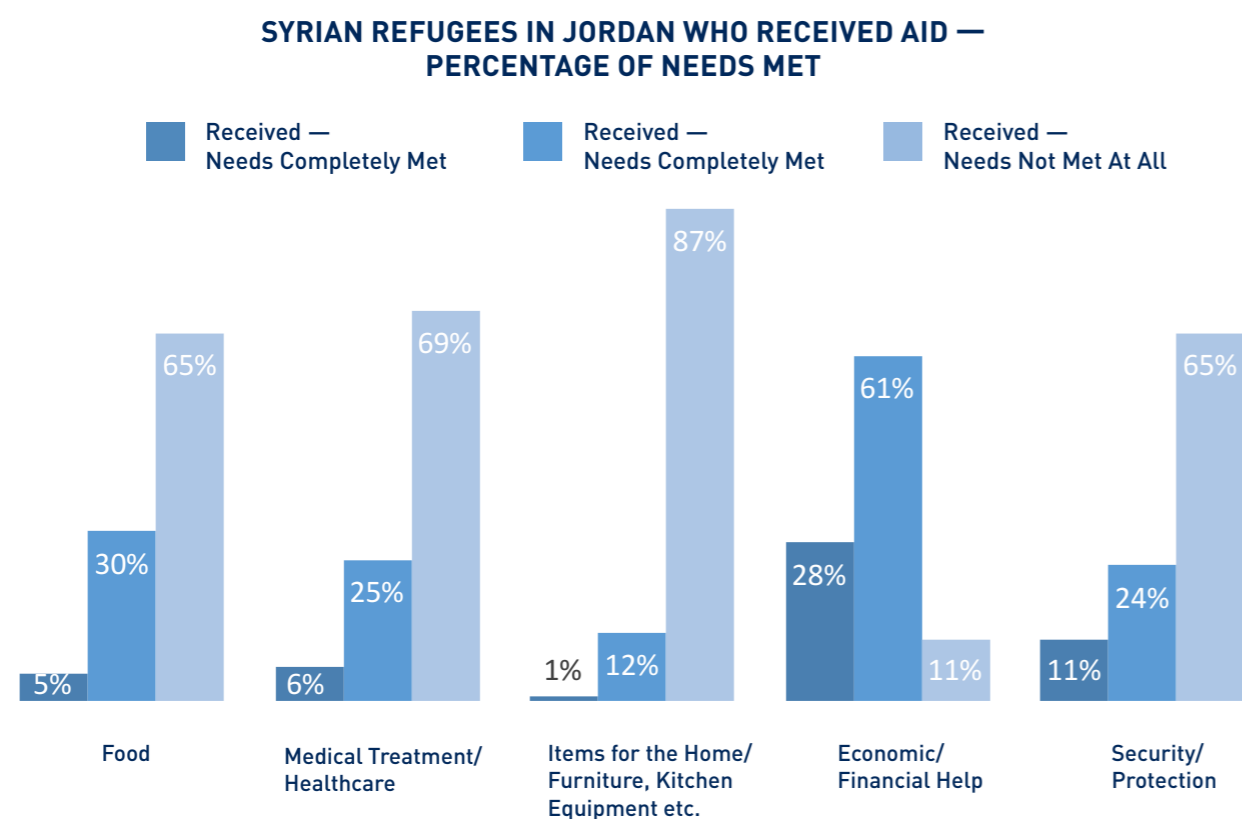
For Syrian refugees in Jordan, key needs are access to employment and financial support, shelter, medical treatment (including psychological services) and access to healthcare, food, education, and the protection of the most vulnerable members of society such as the disabled, injured, orphaned, widowed, elderly, and children.

While Syrian refugees in Jordan have reported receiving assistance in the form of food, medical and psychological services, and items for the household, they are much less likely to have received access to employment, financial support, and shelter. This indicates that some of Syrian refugees’ most pressing needs were not addressed with the aid that they have received.

SYRIAN REFUGEES IN JORDAN — ASSISTANCE NEEDED VS. ACCESSED



Additionally, when people did receive assistance, it has predominantly not met their needs.



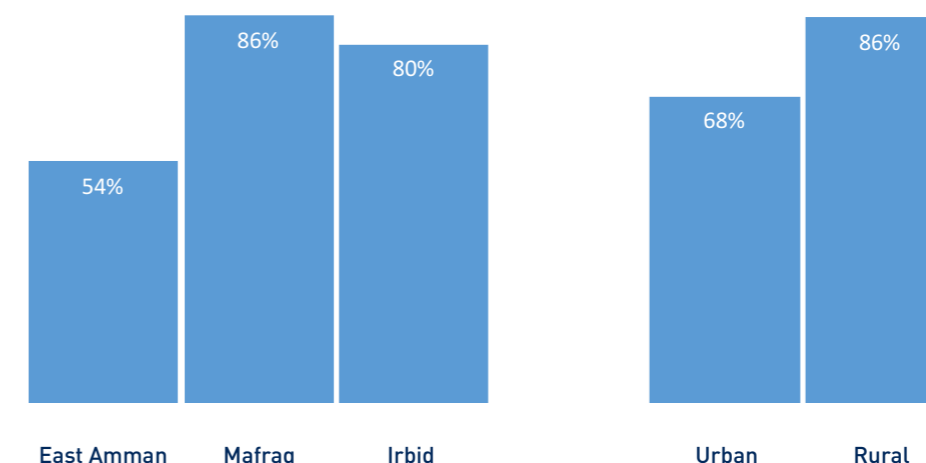
The prevalence of access to employment/jobs and economic/financial help as a key and long-term need and priority is covered separately in the next section.

HOUSING

After access to employment/jobs and economic/financial help, housing (shelter) is the most critical requirement for Syrian refugees in Jordan, with three-quarters (74%) reporting it as a priority need. In Mafraq, Irbid, and rural areas, the need for housing is more urgent than in East Amman and urban areas.¹⁰

¹⁰ Unless explicitly stated in the analysis, it can be assumed that there are no significant differences between subgroups such as men and women, age groups, and location

PERCENTAGE OF SYRIAN REFUGEES IN JORDAN THAT REPORTED SHELTER AS PRIORITY NEED — BY LOCATION



In the qualitative workshops it was reported that aid is critical in paying for housing but that the available aid is insufficient to cover costs. Syrian refugees in Jordan feel that the price of housing is very high and that it has steadily increased since their arrival. To maximize long-term impact, organizations should go beyond simply helping to provide the housing itself and consider making changes or exceptions to legal policies to ensure that the housing is adequate and beneficiaries are not exploited by landlords.

Rent was 50 dinars and then it was raised to 100 dinars.
It does not even have a bathroom in it.
— Interviewee, East Amman

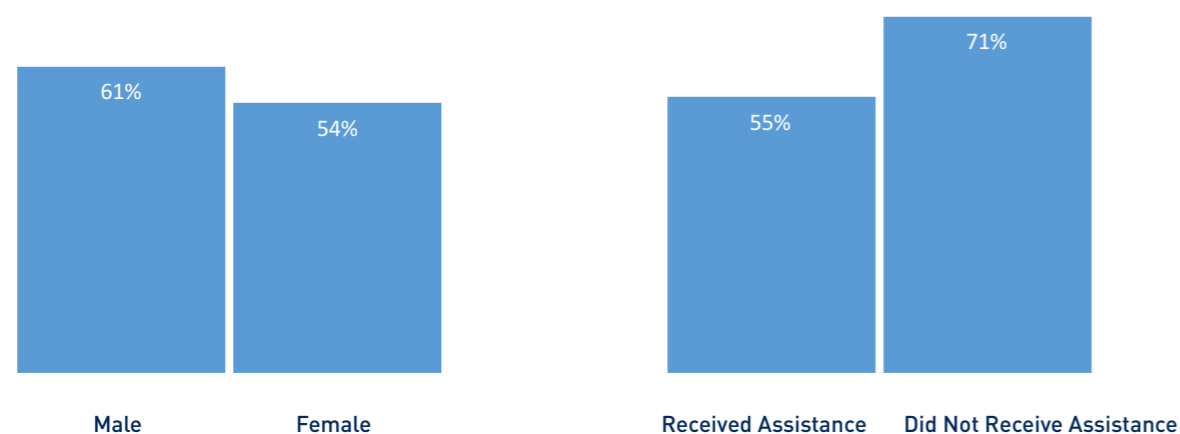
In addition, almost two thirds (58%) reported that they do not have regular access to electricity. This appears to be a more serious problem in Mafraq (64%) and Irbid (58%), as well as in rural areas (71%), than in East Amman (51%) and urban areas (52%).

We need human basic life needs — houses to live in, education for our children, health services.
— Female, Irbid

MEDICAL TREATMENT AND HEALTHCARE

Almost two thirds (57%) reported that medical care is a priority need. This perception is slightly greater for men (61%) than for women (54%) and for those who have not received any assistance (71%, compared with 55% who have received assistance).

TWO-THIRDS OF ALL SYRIAN REFUGEES IN JORDAN REPORTED MEDICAL CARE IS A PRIORITY NEED



Although almost two thirds (58%) reported that they had received assistance in the form of medical treatment, only one third of these (31%) reported that the medical assistance completely or partially met their needs. In East Amman people were less likely to have received medical assistance (27%) than in Mafraq (33%) and Irbid (31%).

Those in rural locations were significantly more likely to receive medical assistance (76%) than those in urban locations (50%) and slightly more women reported receiving medical assistance (61%) than men (54%). However, those in urban locations more often reported that their needs were met by healthcare services (46% compared with 31% in rural locations) and men were more likely to report that their medical needs had been met (35% compared with 29% for women).

Receipt of medical services was higher among those 55 and over (71%) than those under 55 (55%). However, those over 55 were less likely to have their needs met by services received (24% compared with 33% of those under 55).

About one tenth (12%) considered access to reproductive health care to be a priority need, with slightly more men (14%) than women (11%) citing this as a most-needed service. Health and medical services for pregnant women were highlighted in the qualitative workshops, where participants noted the scarcity of such services and the high cost of the services available.

We need a specialized hospital for pregnant women, just for pregnant women to deliver and have care.
— Female, Irbid

Nearly one-fifth of both male (18%) and female (19%) Syrian refugees in Jordan reported that they received reproductive health services, and just one third (39%) of those who received these services had their needs met by the services provided. Women (50%) were more likely to have their needs met than men (26%).

Although less critical than general medical care, psychological support was cited by one fifth (20%) of Syrian refugees as a most needed service. One quarter of the Syrian refugees in Jordan reported receiving psychological support. Those in Mafraq (28%) and Irbid (37%) reported receiving psychological support more often than those in East Amman (14%). Those under the age of 35 were more likely to have received psychological services (32%). Of those who had received psychological support, three quarters (79%) felt that their needs had been met.

Syrian refugees in Jordan feel that a major obstacle to accessing healthcare is cost. While there appears to be some confusion about what they are entitled to as refugees, many reported that they don't have health insurance and have to pay out-of-pocket for treatment, which they often can't afford. Even though there are some free hospitals available, traveling to those hospitals is expensive and time-consuming. Conducting outreach campaigns on the different types of medical assistance available, as well as providing regular access to medical treatment facilities, would alleviate the constraints individuals feel in receiving the assistance they need.

If someone gets sick or ill, and he should go to see the doctor, he should pay. Here it is expensive and we can't afford it.
— Female, Irbid

FOOD

Food is also much needed by the Syrian refugee community in Jordan, with 46% of respondents indicating that is a priority. The need for food is higher in East Amman (69%) than in Mafraq or Irbid, and higher in urban locations (49%) than in rural (40%). It is also much higher among those that have not received any assistance (78%) compared with those that have (41%).

The provision of food assistance has a drastic impact on those who need food, but it does not go far enough in fulfilling the basic needs of Syrian refugees in Jordan. Most Syrian refugees in Jordan (85%) reported that they received food assistance, yet only 35% of these found that their needs were completely or partially met. Those in East Amman received less food assistance (74%) and were less likely to be satisfied with the assistance they received (17%), than those in Mafraq (43%) and Irbid (40%).

Women also more frequently received food assistance in rural areas, although men were more likely to report that the assistance met their needs. Improving the logistics around the provision and allocation of food assistance, perhaps by analyzing data on distribution points and areas most in need, may help ensure that it gets to those who need it, and improve the perception that it is being done in a fair manner.

There are some of us, who are helped from many organizations and they took food and financial help, which others didn't receive anything yet.
— Female, Irbid

In addition, half (52%) reported that they do not have access to cooking fuel and one third (36%) reported that they do not have regular access to water.

EDUCATION

Finally, 38% report that access to education is an important need. This was slightly higher among women (40% compared with 35% of men), and much higher among parents (46%, compared with 12% of non-parents) and those that have not received assistance (53%, compared with 35% who have).

The qualitative workshops revealed the importance of education to Syrian refugees in Jordan, who believe it to be essential to their future, providing hope for the next generation of their community and their country.

Education is the most important thing. We left the war zone to complete the education of our children.
— Interviewee, East Amman

THE MOST VULNERABLE GROUPS

In the qualitative workshops, Syrian refugees considered groups such as the disabled, injured, orphans, widows, children, elderly, and large families to be most vulnerable and in need, and therefore the priority populations for assistance.

The increase in the number of orphans is almost always a direct result of conflict. It is difficult to gather reliable data on the needs of orphans that are not living with family members. But, for those that are able to live with family members, these families report being overburdened in trying to provide food and care for a larger family unit.

There was a family with 5 children whose eldest child is 10. Both parents died and they are living now with the uncle who doesn't have enough to feed himself. These people who are in need for aid.
— Male, Irbid

A devastating impact of the conflict is the high number of people who are now disabled and unable to work, and who therefore require assistance and regular medical care. This places new economic and social burdens on the family unit.

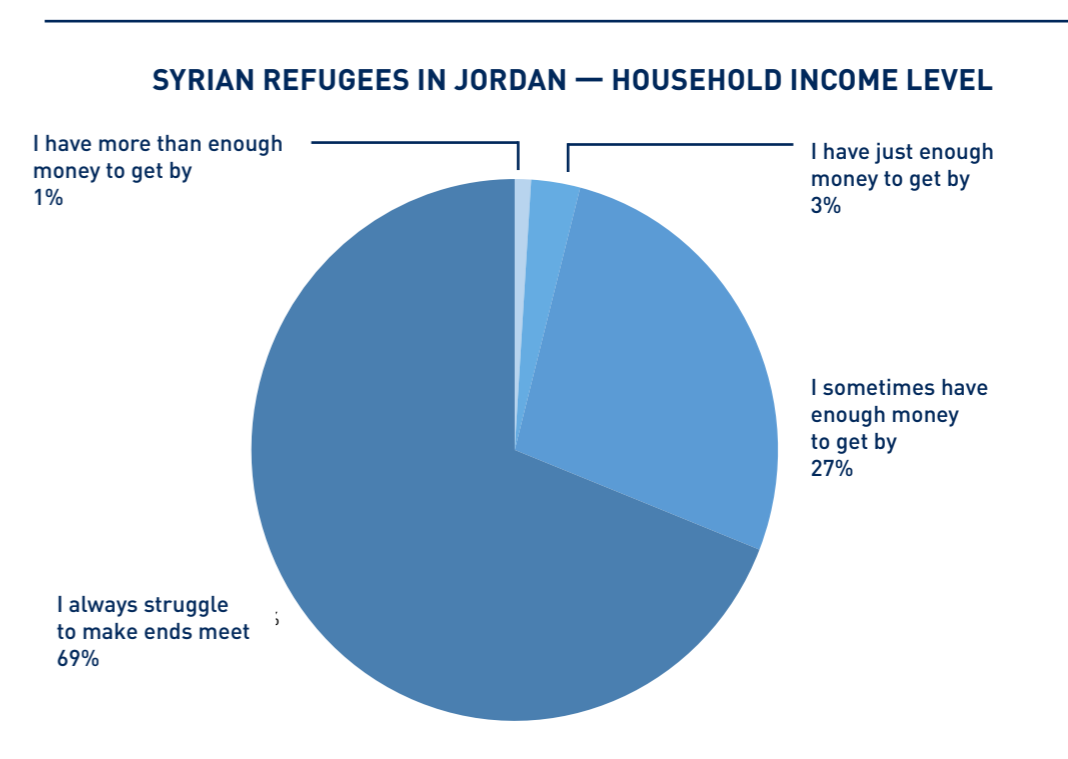
Families with disabled children or old people who cannot work and need treatment [are the priority].
— Female, Mafraq

Given the scope of this current research, more should be done to gain a better understanding of the impact of sexual violence. While the experience of sexual violence, or the fear of it, is reported to be less than 1% among female and male Syrian refugees surveyed in Jordan, reporting such occurrences and related fears are certainly low due to the cultural sensitivities surrounding the topic.

3.2 Livelihoods and employment

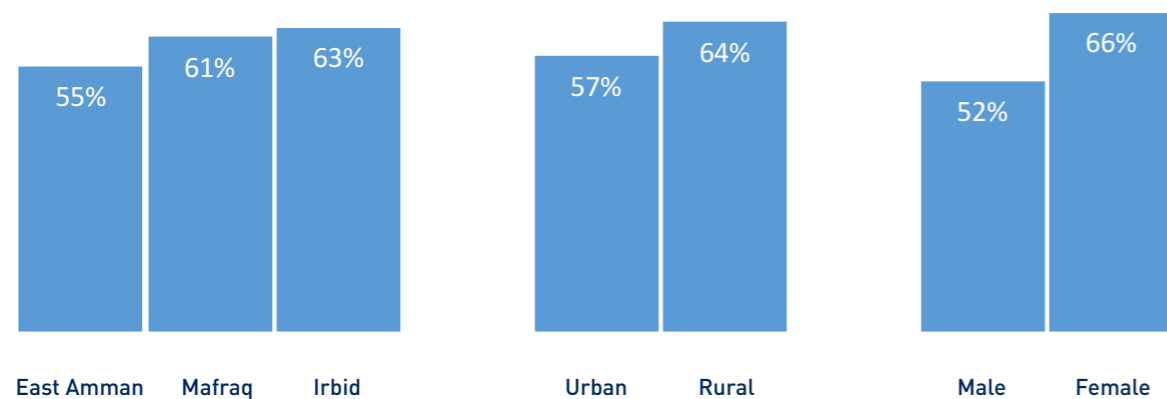
FINANCIAL ASSISTANCE CONSTITUTES THE MOST CRITICAL NEED

Poverty compounds the challenge of accessing basic necessities. Almost all (93%) surveyed Syrian refugees in Jordan are considered to be in the lowest income category, and more than two thirds (69%) report that they always struggle to make ends meet. This is more common in East Amman (88%) than in Mafraq (75%), Irbid (42%), rural locations (78%), and amongst those who had not received any assistance (93%).



Many Syrian refugees in Jordan report that they require financial assistance, with 59% of survey respondents reporting that it is a priority need. The need for financial assistance is somewhat higher in Mafraq (61%), Irbid (63%) and in rural areas (64%) than in East Amman (54%) and urban areas (57%), and it is also higher among women (62%) than men (56%).

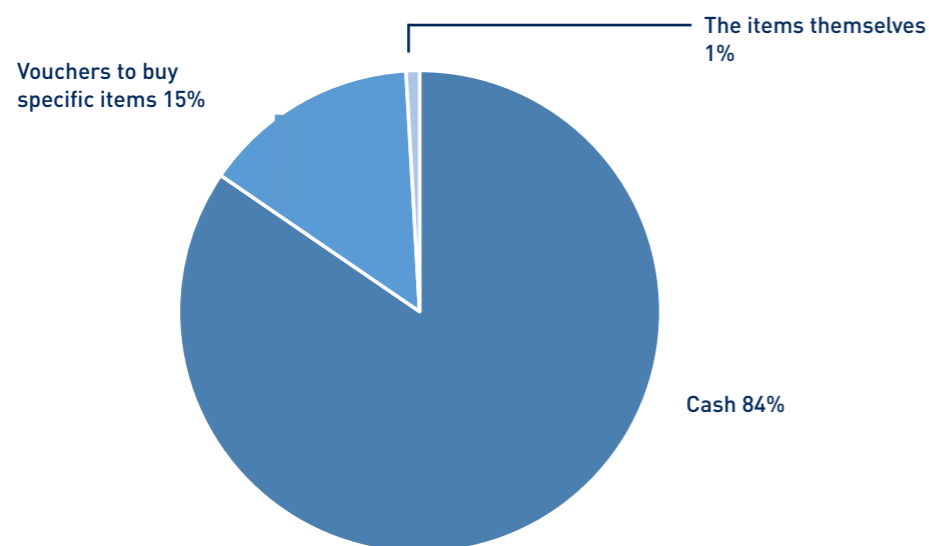
PERCENTAGE OF SYRIAN REFUGEES IN JORDAN THAT REQUIRE FINANCIAL ASSISTANCE — BY LOCATION AND GENDER



In cases when economic or financial help was received (27%), respondents mostly reported that their basic needs were completely or partially met (89%). This indicates how financial support may often serve as the best means of assistance in fulfilling basic needs.

More than half (53%) received vouchers to buy specific goods, a third (36%) received a combination of cash and vouchers, and less than one tenth (7%) received only cash. There is a strong preference for cash (84%) over vouchers (15%), and very few prefer to be provided with items (1%) instead of cash or vouchers.

SYRIAN REFUGEES IN JORDAN FINANCIAL ASSISTANCE PREFERENCE



The qualitative data support this preference for cash as it provides Syrian refugees in Jordan with greater options and autonomy to fulfill their needs and enables them to purchase items as their needs evolve, at fair market prices.

When they give me my ATM card each month, which is worth 75JD, they only allow you to use it in certain grocery stores that are about 75 cents more expensive per item than other stores. I would rather that they give me this money in cash so that I can go buy from less expensive stores like Araba and Irbid malls.
— Female, Mafraq

The coupons are better so that we can choose, but in case of the aid cartons, they are already fixed. Sometimes, frankly, we sell the coupons for the sake of filling other needs.
— Interviewee, East Amman

LACK OF EMPLOYMENT CAUSES SIGNIFICANT FRUSTRATION

There is significant frustration amongst Syrian refugees in Jordan regarding their inability to work. A large majority (93%) fear that they will not be able to provide for their families' needs in the long-term.

What can I do with 50 dinars salary with my 5 children?
It isn't enough, we need to get jobs. I haven't had a job for over a year.
— Male, Irbid

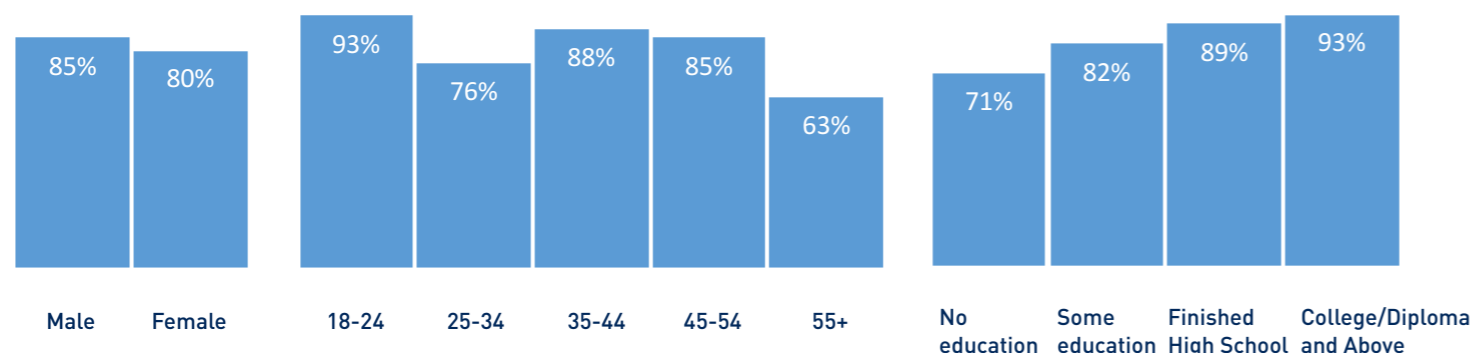
This frustration is compounded by the fact that many were professionals, working as accountants, doctors, and teachers in Syria. When asked an open-ended question about how to improve the situation for Syrian refugees in Jordan, 85% of respondents stated that the solution was to provide job opportunities.

None of us are working in jobs that are related to our profession, degree or experience. There are doctors who are now working as porters or any job they can find because they aren't allowed to work.
— Interviewee, East Amman

Almost all (93%) Syrian refugees in Jordan are in the lowest income category, earning 200 Jordanian dinars a month or less. Just 11% reported being employed part-time, and no one reported being employed full-time. These figures may be higher in reality since many may not have reported to interviewers that they were working if they were doing so illegally. Part-time work drops to just 1% for Syrian refugee women.

It is therefore not surprising that two thirds (59%) reported that they need financial assistance and more than three quarters (83%) cited access to employment as a most important need. Women were slightly more likely to report that they need financial assistance and access to employment than men.

PERCENTAGE OF SYRIAN REFUGEES IN JORDAN THAT REPORTED ACCESS TO EMPLOYMENT AS A PRIORITY SERVICE — BY GENDER, AGE, AND EDUCATION



The desire for access to employment decreases with age, with 93% of those in the 18-24 age group reporting that access to employment is a priority compared with 63% in the over 55 age group. It also increases with education level, with 71% of those with no education, 82% of those with some education, and 91% of those that have obtained a high school degree or above reporting that access to employment is a priority.

Syrian refugees do not have access to work permits and there is the threat of deportation if caught working illegally. Nevertheless, some Syrian refugees in Jordan work informally, typically at odd or temporary jobs that are low paid and not sufficient to cover basic necessities. Some feel exploited by employers who know that they can pay them less than they pay citizens.

If I get caught working without work papers I'll be deported.
— Interviewee, East Amman

There is a lot of exploitation, especially of time and salaries.
— Interviewee, East Amman

In addition to providing financial assistance and supporting the creation of job opportunities for Syrian refugees in Jordan, aid organizations should continue to place emphasis on building innovative and entrepreneurial solutions that allow refugees greater opportunity to work legally, in a related field of expertise, while ensuring the Jordanian workforce that their jobs are protected as well.

3.3 Social cohesion

HOST COMMUNITIES HAVE BEEN WILLING TO HELP, PARTICULARLY IN THE EARLY DAYS

Syrian refugees in Jordan emphasise the willingness of host communities to help them with food, housing, household items, financial help, and medical care, particularly in the early days of the crisis. One fifth (20%) say that they have received support from the local community.

When we first came to the country we started to receive all kinds of donations from neighbors — rents, heaters, blankets... In just one day my neighbors provided with everything the house needs, they made me feel like I was at home.
— Interviewee, East Amman

May God help Jordanians, it is a poor country here with scarce resources and it has housed another country.
— Female, Mafraq

However, as the crisis has continued, this has placed economic and social strain on host communities, which has diminished their ability and willingness to provide assistance. These pressures have begun to affect community tensions in host communities, creating new divisions and negatively impacting social cohesion.

THE INFLUX OF REFUGEES HAS INCREASED HOUSING COSTS

Issues with housing seem to have a particularly negative impact on social cohesion due to the sharp increase in demand and the cost of housing (not necessarily the availability) has frustrated many in host communities. Some Syrian refugees perceive that some landlords have also taken advantage of this situation.

There is someone that passes by the car when the Syrians are gathered for taking the iris print, he down rolls his window, he shouts: God curse you, you destroyed our houses, go away.
— Interviewee, East Amman

Jordanians are being kicked out of their houses so that landlords could rent it more expensively to Syrians.
— Female, Mafraq

RESENTMENT IN EMPLOYMENT AND SEPARATION IN EDUCATION IS ON THE RISE

Related to employment, Syrian refugees feel host communities have grown more resentful, as they are seen to be taking jobs that Jordanians previously held for lower wages.

They will ask, 'Why are you working for low wages?
Do not go out for low wages!' We work for 100 dinars.
I am forced to work for this value because I have a family!
Allow us to work, so we will not be forced to work like this.
— Interviewee, East Amman

The tension between the communities is further exacerbated in schools. Syrian refugees reported that their children have been assigned to lower grades and separated from Jordanian students through the implementation of shifts, both undermining their education and reinforcing the separation of communities.

The two shifts clash - the Jordanian school shift ends and the Syrian school shift starts. The teenagers clash and young children are in the middle between them.
— Interviewee, East Amman

THERE IS A FEELING OF HELPLESSNESS WITHIN THEIR OWN COMMUNITIES

Syrian refugees in Jordan feel less able to help members of their community than when they were in Syria. Only one tenth (11%) reported that they have provided assistance to others since they arrived in Jordan. For those who have provided assistance, the most common kinds are food (54%), clothing (16%), shelter (14%) and financial assistance (11%).

When I came here I had a good amount of money with me, so I helped a family financially by giving them 100 dinars per month and paid for their children's milk.
— Male, Irbid

These limited levels of within-community help may be because Syrian refugees in Jordan are relying on aid themselves and have little to give. However, in the qualitative workshops Syrian refugees discussed ways in which the community had come together to assist each other, such as by collecting donations online for medical treatment.

When someone has a medical condition, we will post about it on Facebook and donations start to pile in which will cover the operation expenses. Most of these donations are from Syrians.
— Interviewee, East Amman

3.4 Gender

THE SHIFT IN GENDER ROLES IS A SOURCE OF FRUSTRATION AND ANGER

For refugees, gender roles and responsibilities have begun to shift given new opportunities for women to work outside the home and contribute economically to the household. While these shifts may potentially advance women's empowerment and gender equality, they also can create tensions in the home, as many men feel frustrated and angry at their inability to fulfill their traditional role of providing for their families themselves.

You start to try helping your wife in the house duties, the man will do anything to work, in addition to the stress that comes from lack of work and money and plenty of free time, you start yelling at your children and getting angry fast
— Male, Mafraq

Although the quantitative survey reported that only 1% of Syrian refugee women were working compared with 24% of men, that figure is likely to be higher in reality. The qualitative workshops revealed that it is frequently easier for women to work in Jordan than men, as women seem less suspicious to authorities when working under the radar.

Syrian men can't get jobs and now wives are helping the family financially... It's just that they turn a blind eye to women.
— Female, Mafraq

However, despite the fact that some women are now earning income, many Syrian refugees still maintain traditional ideas about gender roles and decision-making power. In half (52%) of households, the husband is the main decision-maker about household finances, with women as the main decision-maker in less than one third (28%) of households.

The role of women became bigger and she is responsible for her family, she works and her husband sits in home without job.
— Female, Irbid

The qualitative workshops revealed that women are expected to do the household work in addition to their work outside the home, which places a greater burden on them. This situation is compounded by the fact that some Syrian refugees had higher standards of living in Syria prior to the crisis due to access to employment and transportation, as well as to household items like washing machines and electricity. The lack of such amenities for Syrian refugees in Jordan makes women's household work harder and more time-consuming.

Women have lost a lot since coming here, she is working overtime, she doesn't have automatic washing machine and now she washes clothes with her hands.
— Male, Irbid

SOME WOMEN FEEL LESS SAFE GOING OUT IN JORDAN THAN DURING THE CONFLICT IN SYRIA DUE TO THE LACK OF FAMILIARITY

In addition, some women have greater concerns about their safety as refugees in Jordan than they did at home in Syria, mainly due to their lack of familiarity with their surroundings and not having close social and familial networks nearby. In some cases this leads to greater pressure on their husbands to take on more traditional responsibilities or errands of women, thus further challenging traditional gender dynamics.

Before we used to live in one area where everyone knows everyone, and women used to go out freely. Here we can't do that maybe because of not being familiar with the areas, or being afraid, this placed extra responsibilities on men because now they'll have to do extra things.

— Male, Irbid



Photo: Abeer Etefa/OCHA

3.5 The challenges of accessing assistance

ASSISTANCE IS PERCEIVED TO BE INSUFFICIENT AND INCONSISTENT

In the qualitative workshops, the inconsistency of financial aid was frequently raised as an issue. Sometimes this is because the aid is a one-off. Sometimes this is because the distribution mechanism is unreliable – for example, a payment might be cancelled one month and renewed the next month at a lower rate, with no explanation.

They gave them to me only for a short period and then they were stopped, because they told me that I do not deserve them.

— Interviewee, East Amman

The qualitative discussion revealed a perception that aid has diminished over time, and that some aid has been reduced or cut off altogether. In addition, workshop participants reported that aid frequently comes with restrictions and limitations which are not fully understood. This leads to families living in a constant state of insecurity and the inability to plan, particularly with regards to providing for their families.

Initially they cut assistance off from any one that has education such as a diploma or a university degree. Then, they cut it off from the rest. Some people regained assistance and some people still do not have any at all.

— Interviewee, East Amman

There are some people who got their coupons reduced, and others don't receive them anymore.

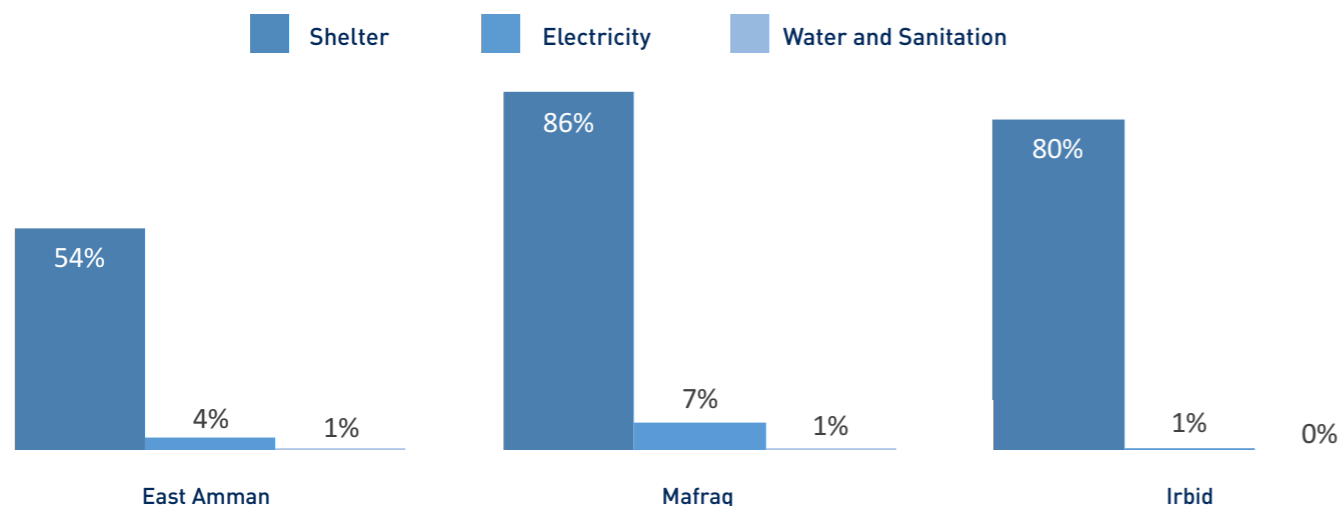
— Interviewee, East Amman

LOCATION IS A KEY DETERMINANT IN ACCESSING ASSISTANCE

Location appears to be a major determinant for Syrian refugees in Jordan in terms of access to aid to meet their basic needs.

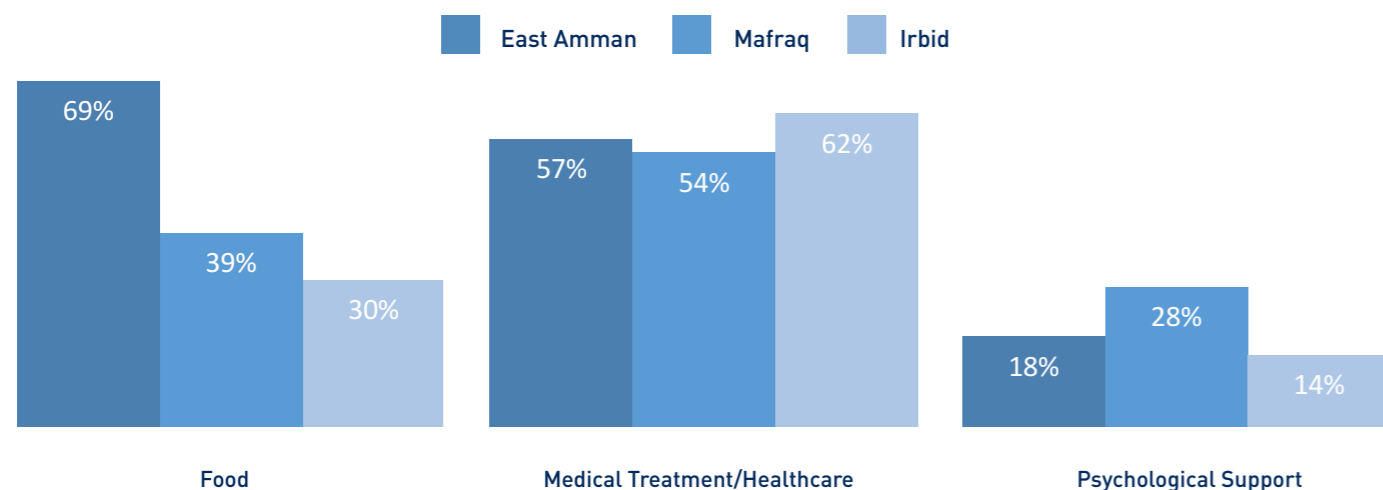
As we have seen in previous chapters of this report, in East Amman refugees report better infrastructure, such as access to housing, electricity and water, than refugees who are based in Mafraq and Irbid.

PERCENTAGE OF SYRIAN REFUGEES THAT REPORTED SHELTER, ELECTRICITY, AND WATER AND SANITATION AS A PRIORITY NEED — BY LOCATION



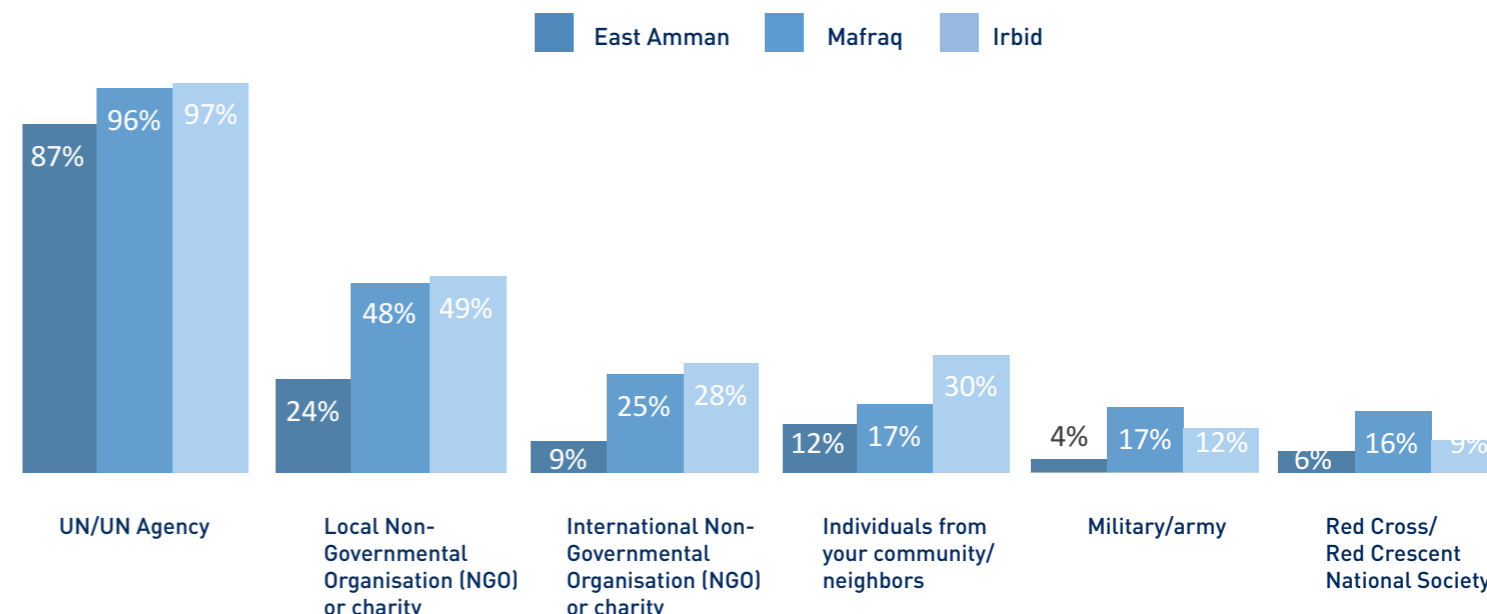
However, access to basic necessities is reported as more limited for refugees living in East Amman than for those living in Mafraq or Irbid. For example, fewer refugees report regular access to food, medical treatment, and psychological support in East Amman than in Mafraq and Irbid. Connectivity (mobile and internet access), on the other hand, is low across all locations.

PERCENTAGE OF SYRIAN REFUGEES IN JORDAN WHO REPORTED FOOD, MEDICAL TREATMENT, AND PSYCHOLOGICAL SUPPORT AS PRIORITY NEEDS



Access to humanitarian aid organizations like the UN seems to be more challenging for those in East Amman. While 97% of those in Irbid and 96% of those in Mafraq report receiving support from the UN, only 87% in East Amman report receiving support from the UN. The receipt of support from other international organizations is significantly lower in East Amman than in other areas.

ORGANIZATIONS SYRIAN REFUGEES IN JORDAN RECEIVED HELP FROM — BY LOCATION



Three quarters (77%) of those in East Amman reported receiving some type of assistance over the past two years compared with four fifths (84%) in Mafraq and almost all (98%) in Irbid. Those in East Amman were also less likely to have been asked about their experience receiving assistance, and less likely to feel that they have any influence over the assistance received. Just 1% of those in East Amman reported that they felt they had a lot of influence over the assistance offered compared with 12% in Mafraq and 8% in Irbid. Regardless, these figures are low across the board and more should be done to understand the assistance required to meet basic needs.

One possible reason for the impact of location on assistance in this way could be proximity to the refugee camps for Syrian refugees in Mafraq and Irbid. Another could be proximity to the major urban metro area of Amman. For Syrian refugees in East Amman there may be a perception that less assistance is required for those who live nearer to urban metro areas or that another organization is providing assistance in those areas.

In camps we can find baby milk available, but not outside. Maybe someone will come and donate to certain people but they cannot donate to everyone.
— Male, Irbid

Whether Syrian refugees in Jordan are based in urban or rural areas also seems to make a difference to their access to resources and services. With the exception of food, which is harder to access in urban areas (34%) than in rural areas (26%), it is much more challenging to meet needs in rural areas. For example, 86% of Syrian refugees in rural areas of Jordan cite housing as a much needed resource (compared to 68% in urban areas), 71% lack access to electricity (compared to 52% in urban areas), and 44% lack access to water (compared to 33% in urban areas).

TYPE OF AID RECEIVED — BY URBAN AND RURAL

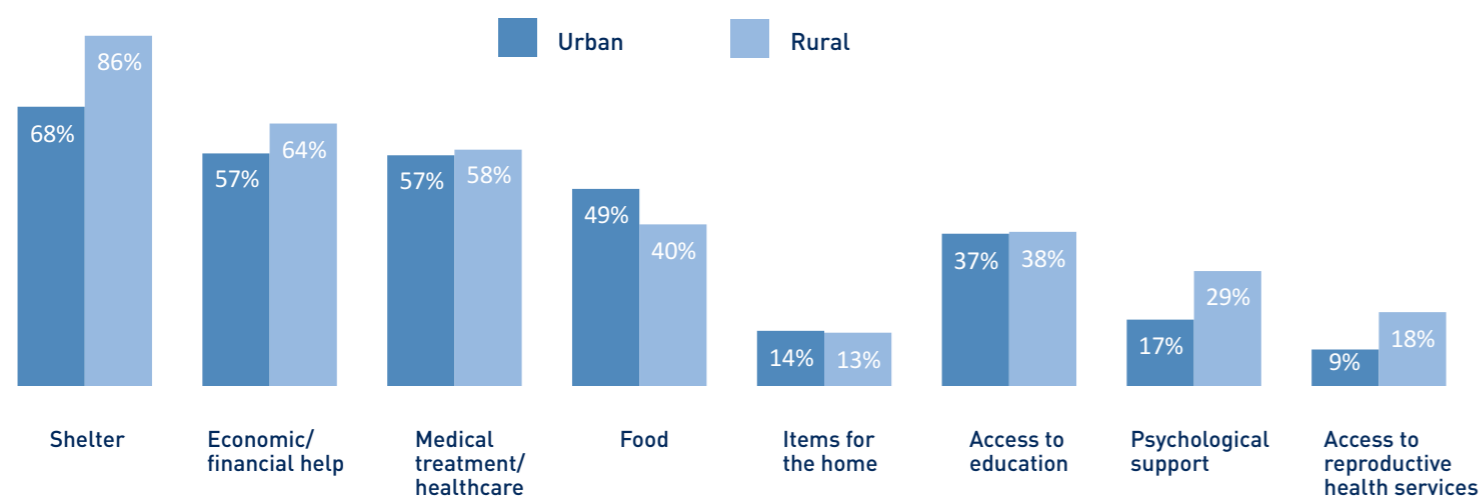


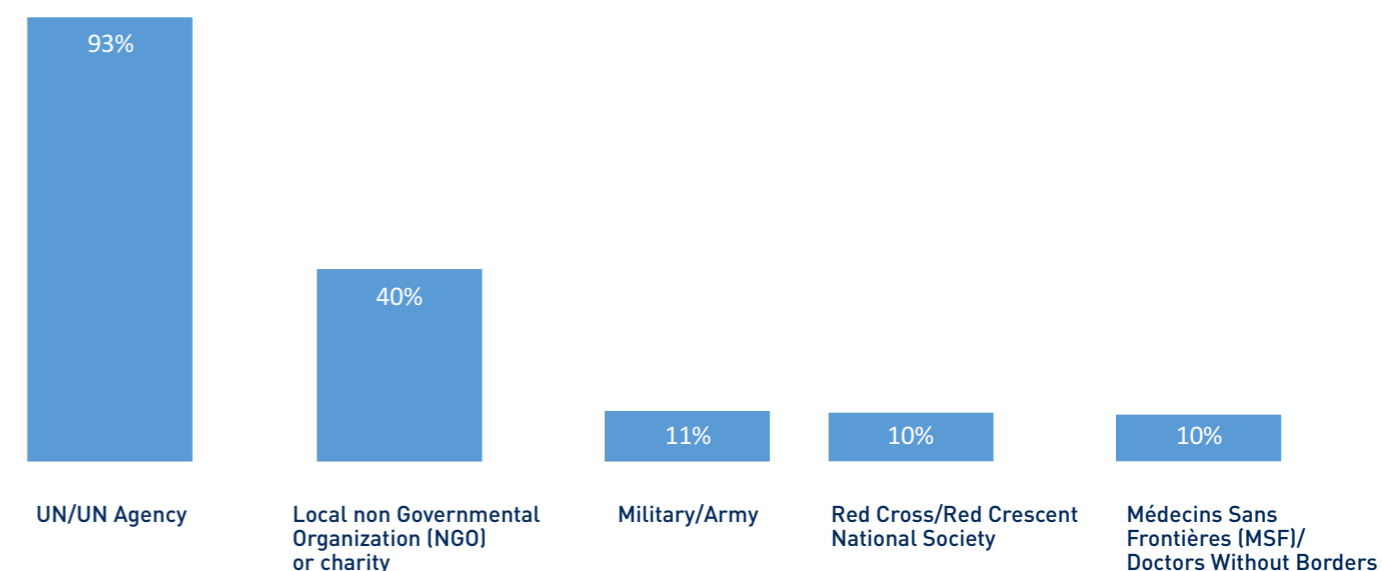
Photo: Leslie Pableo/OCHA

3.6 The role of organizations

MANY SYRIAN REFUGEES FIND THAT INTERNATIONAL ORGANIZATIONS SHOULD BE RESPONSIBLE FOR PROVIDING ASSISTANCE

Syrian refugees in Jordan believe that international organizations are better resourced, funded, and organized than their local counterparts and are thus more reliable in providing the assistance that they need. Local organizations are perceived to have better knowledge of local needs and contexts.

PERCENTAGE OF SYRIAN REFUGEES IN JORDAN THAT RECEIVED AID — BY ORGANIZATION



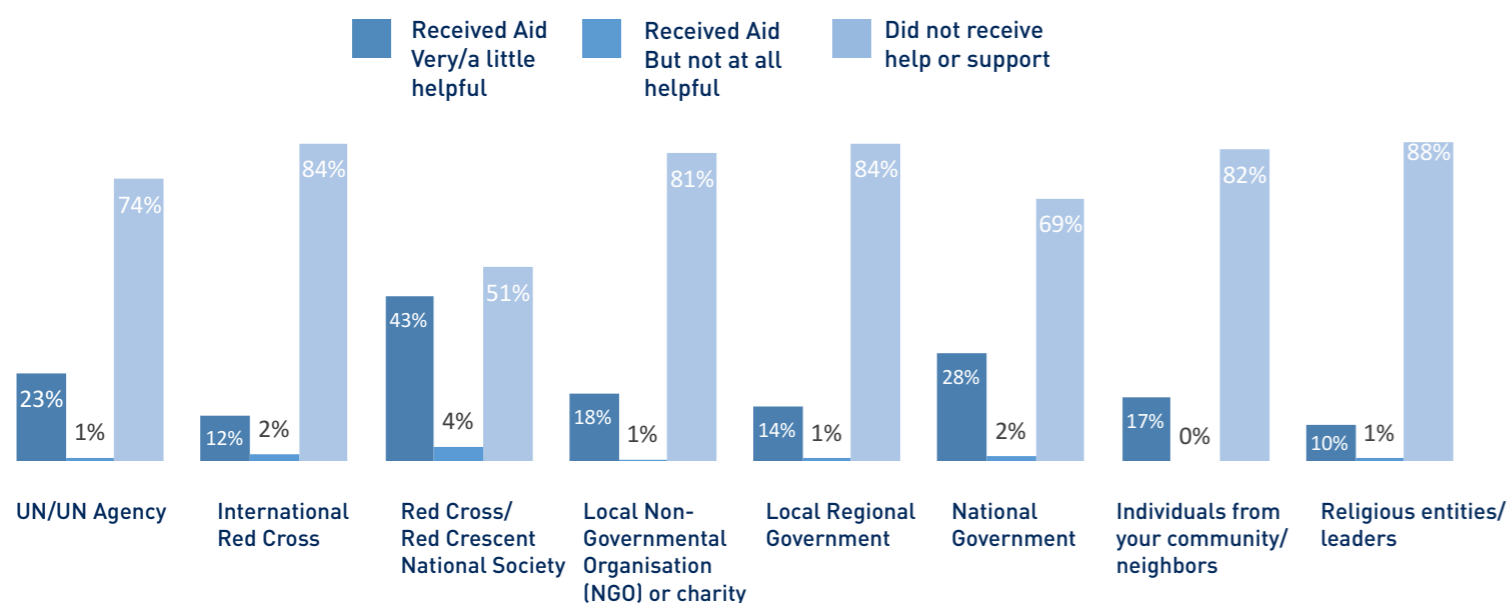
Almost all (93%) Syrian refugees in Jordan report that they received support from the UN, perhaps due to the UNHCR registration process on arrival, time spent in camps, or the iris recognition program¹¹ for the transfer of funds. However, only 33% found this assistance helpful. Other sources of international support include: international NGOs (21% of refugees received, 10% of those found the assistance helpful), the Red Crescent (10% of refugees received, 18% of those found assistance helpful), and MSF (10% of refugees received, 69% of those found assistance helpful).

When we enter Jordan to al Zaatari, the UN told us to register and we heard from people about other organizations.
— Female, Irbid

Local Jordanian organizations seem to be the organizations people interact with most, following the UN, with 40% of Syrian refugees in Jordan reporting that they received aid from these sources. However, only 22% report that assistance from local Jordanian organizations was helpful.

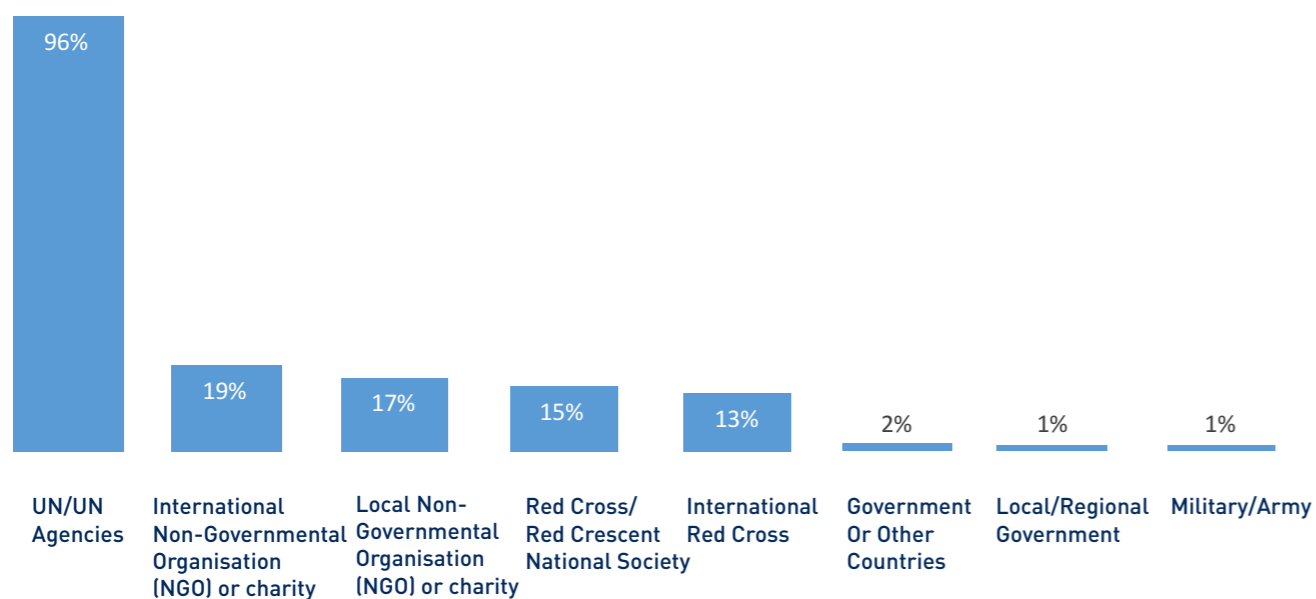
¹¹ The iris recognition program uses iris scan technology to help Syrian refugees in Jordan access aid funds without requiring a bank account or PIN code.

**HUMANITARIAN AID FOR SYRIAN REFUGEES IN SYRIA
— RECEIVED AID AND PROVIDE HELP/SUPPORT**



Almost all (96%) of Syrian refugees in Jordan feel that the UN should take responsibility for aid provision to their community, almost to the exclusion of other international (19%) or local (17%) organizations, including the Red Crescent (15%), and the International Red Cross (13%). International actors are seen to have more resources and broader reach than local actors, due to better internal organization and greater funding.

WHICH ORGANIZATIONS SHOULD TAKE RESPONSIBILITY AND PROVIDE THE MOST ASSISTANCE



International organizations are being backed up by other countries so they have more resources, and they are more organized in terms of coordination and everything else.
— Interviewee, East Amman

The international organizations they provide constant support and aid. With local organizations, the support they provide could last for few months then they'll stop.
— Male, Irbid

THERE IS AN OPPORTUNITY FOR INTERNATIONAL ORGANIZATIONS TO WORK CLOSELY WITH LOCAL AID PROVIDERS TO BETTER UNDERSTAND THE LOCAL CONTEXT

Only one fifth (17%) of Syrian refugees in Jordan feel that local NGOs should have responsibility for aid provision, and this drops to almost none (2%) amongst respondents from East Amman. Local organizations in Jordan, while being significant providers of aid, have more limited resources and reach than international organizations.

Local organizations are being supported by the local government with very limited resources to be divided between too many people.
— Interviewee, East Amman

Local aid providers are also more likely to be perceived as corrupt, either from taking aid for themselves, or distributing it unfairly. International organizations, despite being perceived as bureaucratic and difficult to engage with, are believed to treat people more fairly, to be more respectful and sympathetic, and to be more trustworthy than their local counterparts.

International organizations are more human, they sympathize with Syrian refugees and show their care for us as humans. They make sure our voices reach the world.
— Female, Irbid

However, local organizations are perceived to have the best information about what assistance is most needed within the local area than international organizations do. This is an opportunity for international organizations to work closely with local aid providers to gain a better understanding of the local context and provide aid that is more in line with refugee needs.

The local organization can provide more accurate information because they can mix with people, they can sort out those who provides false information, whereas the international depend only on what they get.
— Interviewee, East Amman

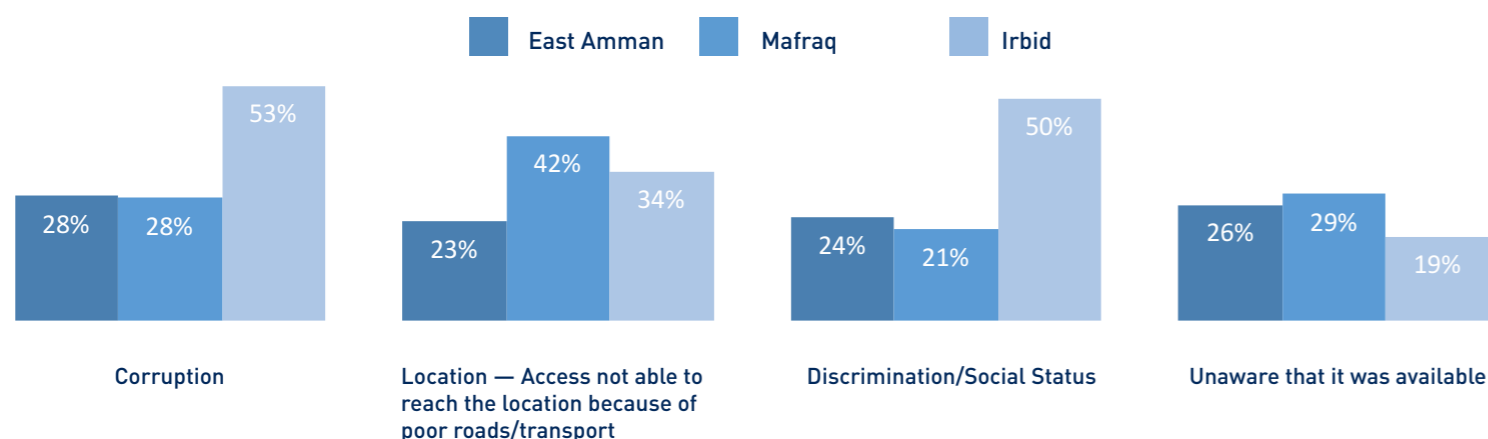
3.7 Information needs and communication channels

AID ORGANIZATIONS NEED TO IMPROVE COMMUNICATION WITH COMMUNITIES

There is confusion amongst Syrian refugees in Jordan with regards to who meets the criteria to receive aid, which organizations offer which types of assistance, and how to get it. This confusion drives the perception that, at worst, the aid system is corrupt and aid is accessible depending on “who you know”, and at best, the aid system is bureaucratic and arbitrary.

One-third of Syrian refugees in Jordan reported that corruption is the main barrier to aid being helpful (36%). This was substantially higher in Mafrq (53%) than in East Amman and Irbid (both 28%). A similar number (33%) feel that aid can be too difficult to reach due to infrastructure, and again this is higher in Mafrq (42%) than Irbid (34%) or East Amman (23%). The qualitative data support this, with refugees reporting that it can often be very expensive and time consuming to travel to receive aid.

BARRIERS TO AID — SYRIAN REFUGEES IN JORDAN



You should follow them always in order to help you, otherwise they will not help or give you aid.
— Female, Irbid

A similar number support the idea that it is “who you know” that determines access to aid, with 31% reporting that discrimination and social status are key barriers, particularly when dealing with local organizations. Syrian refugees in Irbid are significantly more likely to believe this than those in East Amman and Mafrq (50%, compared with 24% and 21% respectively).

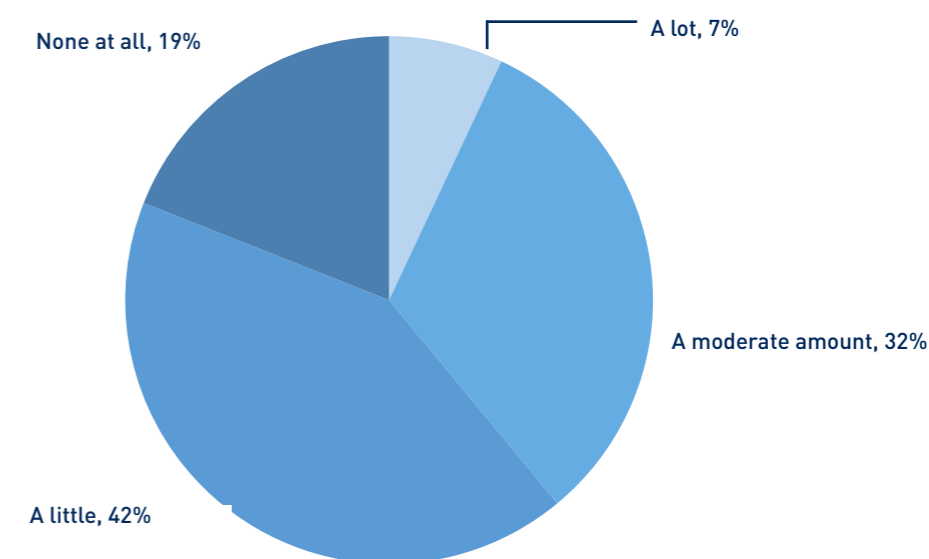
If you don't have medium inside the organization then they don't give you. This doesn't happen with the international organizations.
— Male, Irbid

One-quarter (25%) of Syrian refugees in Jordan report that being unaware that aid is available is a critical barrier to them accessing it.

Even the coupons that they were giving out, if people didn't tell us about them then we wouldn't know they existed.
— Interviewee, East Amman

Just over one-third (39%) of Syrian refugees in Jordan feel that they have had influence over the assistance they have received, with the rest (61%) feeling that they have had little or no influence. In addition, only one-quarter (23%) report that they have ever been asked their opinion about the assistance they have received.

HAD INFLUENCE OVER ASSISTANCE RECEIVED



VARIOUS COMMUNICATION CHANNELS EXIST FOR ORGANIZATIONS TO GET INFORMATION ABOUT AID OUT

Two-thirds (66%) of Syrian refugees in Jordan find that they get the most useful information from word-of-mouth, with similar numbers finding information from international NGOs (61%) and UN agencies (59%) useful. This finding demonstrates that trust is a major factor in ensuring appropriate communication with Syrian refugees in Jordan.

The qualitative data suggest that Syrian refugees in Jordan believe that they will get the best information if they approach an organization face-to-face, although they have a strong preference for communication by phone, which is supported by the survey data: 93% reported that text messaging is their preferred mode of communication.

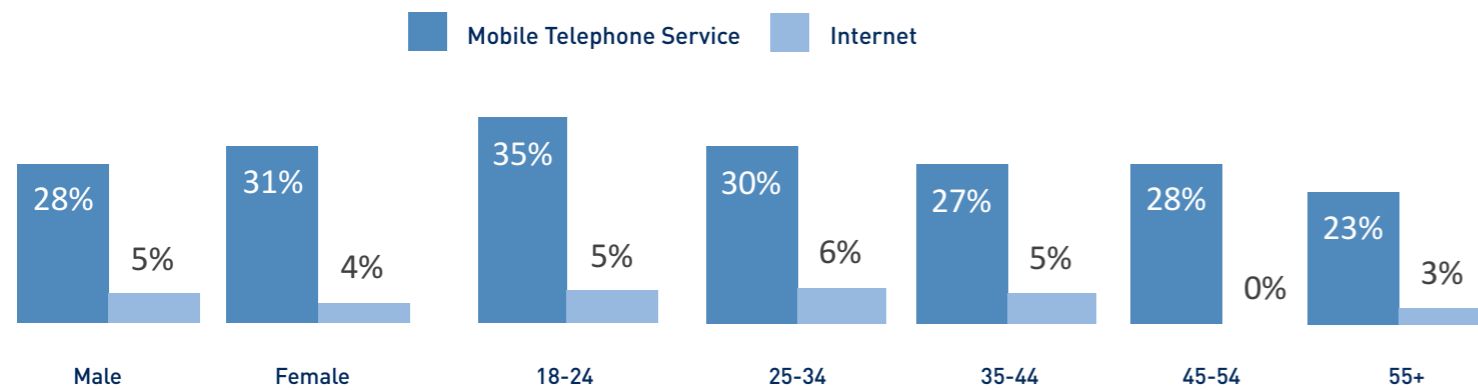
When I left the camp and came here, I didn't know what the UN card was until someone told me about it and explained that I needed to take my family to register. The same for other organizations which we know about them from other people, they should provide an easier way, like contacting us to see what they can help us with.

— Male, Irbid

The coupons they provided us allow us to buy from malls, these malls contact us about their offers and promotions, so I think the organizations can use the same methods of communicating with us via phones.

— Male, Irbid

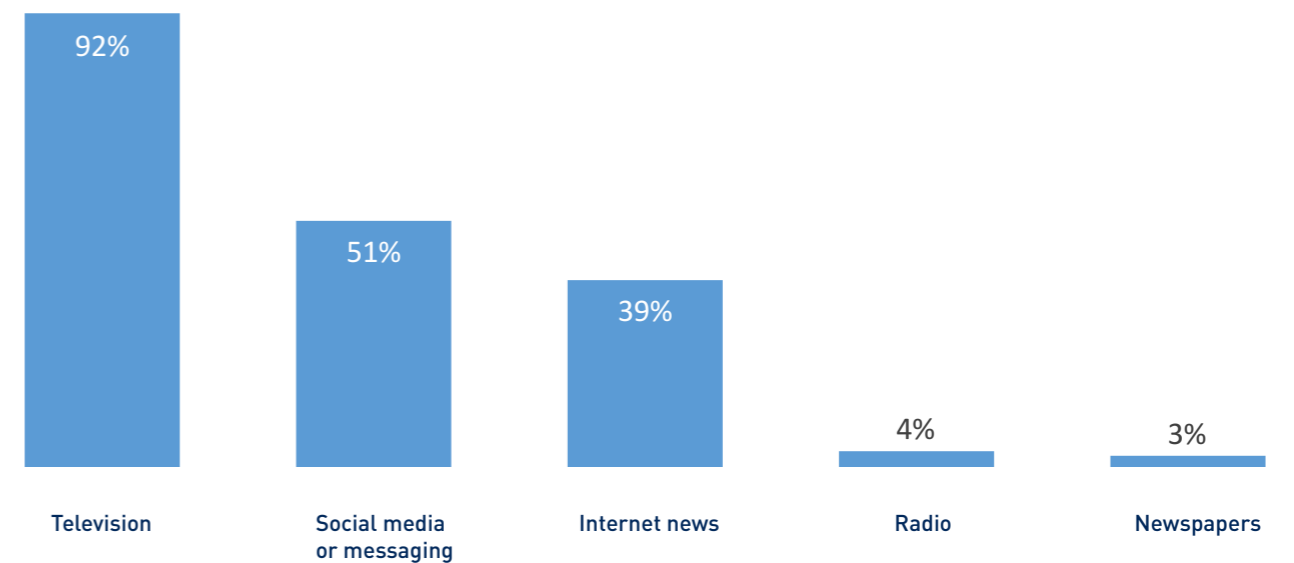
SYRIAN REFUGEES IN JORDAN — ACCESS TO INTERNET/PHONE BY AGE



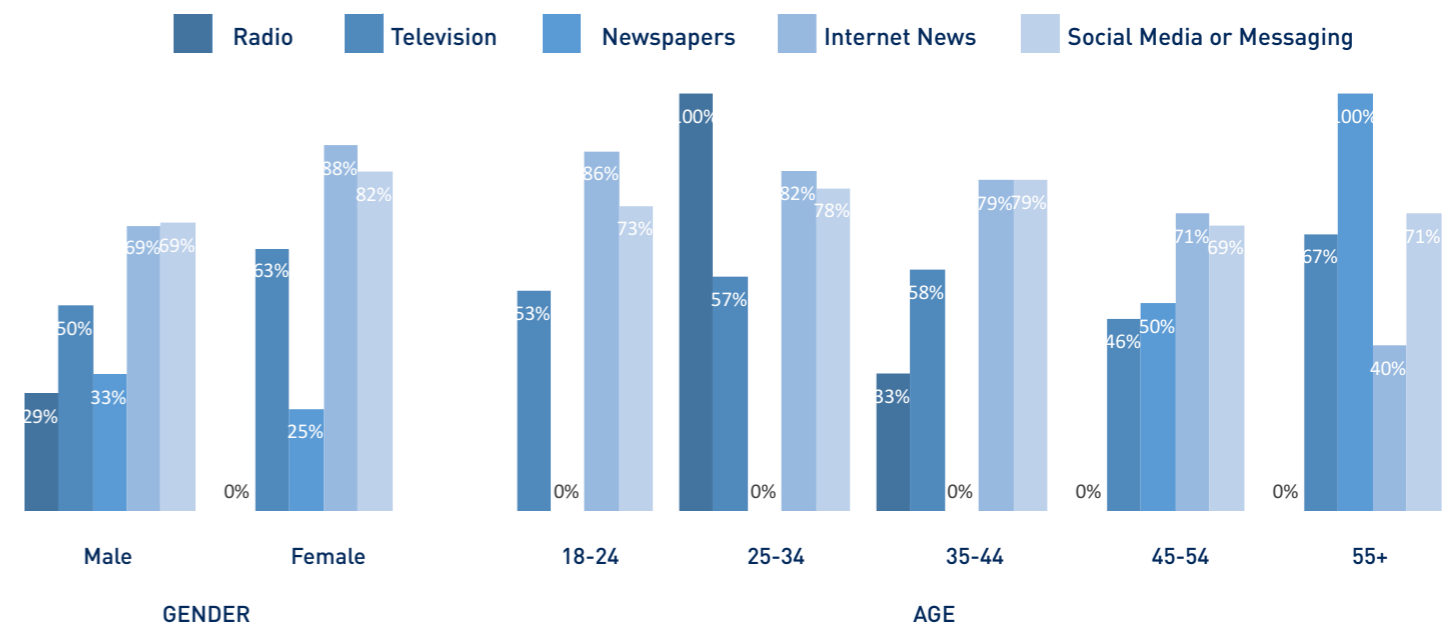
Most Syrian refugees in Jordan have access to cellphones — half (53%) have access to smartphones and one third (37%) have access to feature phones. As we would expect, those with access to a smartphone tend to be younger than those with access to a feature phone. However, they are not all able to get regular access to networks – only 30% report that they have regular service and only 5% report that they have regular access to the Internet.

After television (92%), social media or messaging (51%) was the most common ways to learn about receiving aid and assistance. Particularly outside of refugee camps where refugees have direct access to service providers to get information, more than one third (39%) of Syrian refugees use social media or messaging to find out about support and assistance, either citing Jordanian sources of information (29%), Syrian sources (48%), or sources from other countries (31%) as the most useful.

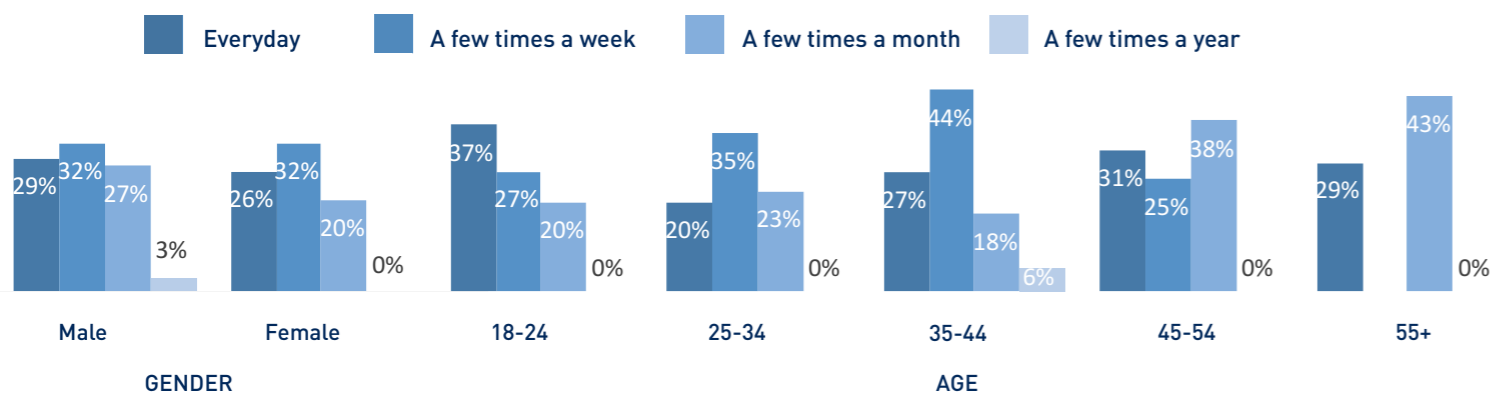
SYRIAN REFUGEES IN JORDAN — USE OF MEDIA



NEWS SOURCES SYRIAN REFUGEES IN JORDAN FIND MOST USEFUL TO FIND OUT ABOUT RECEIVING AND ACCESSING AID, BY AGE AND GENDER



FREQUENCY OF SOCIAL MEDIA USE (FACEBOOK) BY SYRIAN REFUGEES IN JORDAN TO FIND OUT ABOUT RECEIVING SUPPORT & ASSISTANCE



Facebook was the most commonly used form of social media or messaging (85%), with almost two thirds (60%) of respondents logging on a few times a week or more. Facebook usage in general is more common in urban locations (89%) than rural (76%), and more common among men (92%) than women (79%).

WhatsApp seems to be the predominant messaging service used by Syrian refugees in Jordan: two-thirds (64%) use WhatsApp every day, and one-fifth (20%) use it a few times a week. WhatsApp usage in general is more common in urban locations (88%) than rural (79%), and slightly more common among men (89%) than women (82%). WhatsApp is considered to be a low cost communication channel that is effective and widespread.

Virtually no other platforms — Twitter, YouTube, Instagram, Skype, Tango, IMO — were reported to be used by Syrian refugees in Jordan.



Photo: Dina El-Kassaby/OCHA

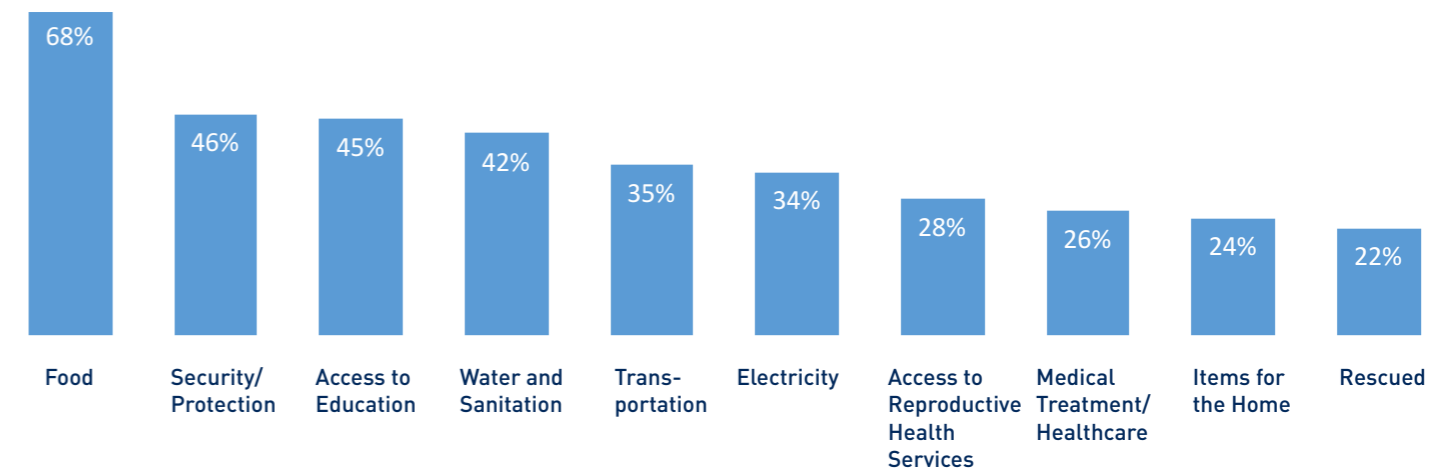


4. Detailed Findings: Within Syria

4.1 People's key needs and priorities

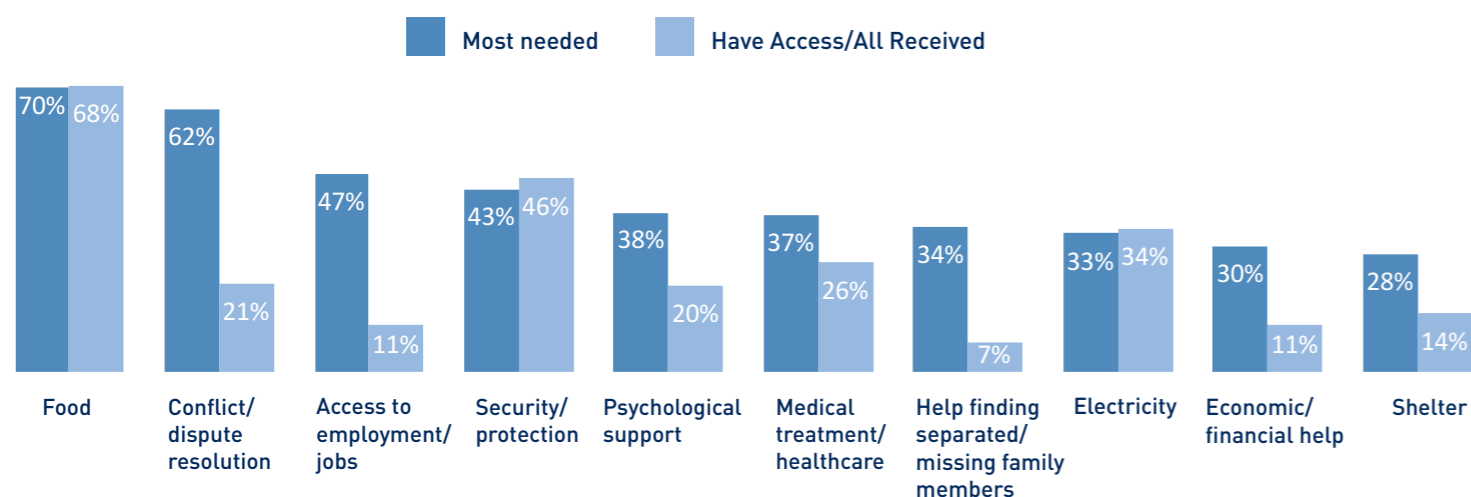
Within Syria, people reported receiving more basic forms of assistance than Syrian refugees living in Jordan. The assistance Syrians reported receiving are primarily in the form of food, security and protection, and medical services.

SYRIANS IN SYRIA — TYPES OF ASSISTANCE RECEIVED



Aid organizations are in line with some of Syrians' basic needs when it comes to the priority needs of food, security/protection, medical treatment, and electricity. However, gaps remain in other assistance areas such as conflict/dispute resolution and access to employment (covered in Section 4.2). Understandably, though beyond the scope of this report, after food, Syrians identified the need for conflict and dispute resolution as a critical priority.

SYRIANS IN SYRIA — ASSISTANCE NEEDED VS. ACCESSED



MEDICAL TREATMENT AND HEALTHCARE

When asked about the nature of the crisis they had experienced, along with the 95% of Syrians who reported that they have personally experienced the armed conflict, 15% reported that they have personally experienced a public health crisis. Thus, medical treatment is also a priority need, with 37% citing this as a priority. In addition, a similar number (38%) report that psychological support is a most needed service. This is significantly higher amongst IDPs (43%), women (43%) and among those who report that they have not received any assistance (44%).

More than one third of Syrians reported that they do not have regular access to healthcare (39%). This appears to be more of a concern in rural areas, with almost half (44%) reporting that they have limited or no access compared with one third (32%) in urban areas, and for those who have not received any assistance (42%).

One-quarter (26%) received medical assistance. One third (33%) of these felt that their needs had been partially met, and almost two thirds (60%) said that their need had been met completely. One fifth (20%) reported that they received psychological support. This is higher amongst urban populations (21%) and men (30%). It also increases with income, with one quarter (25%) of the highest income category reporting that they have received psychological support. Of those who received psychological support, more than half (56%) say that it met their needs completely and more than one third (39%) say it met their needs somewhat.

OTHER BASIC NECESSITIES

Just less than half (43%) believe that security and protection is a resource that Syrians need most (see Section 4.3). And, just over a third (36%) report that they need assistance with helping find separated or missing family members.

One third (33%) say that electricity is a priority need, a need that was much higher among women (41%). One quarter (25%) reported that water and sanitation are also much needed, also much higher among women (31%). Travel is also challenging for Syrians, with only half (46%) reporting that they are unable to access safe roads. This rises to two thirds (62%) in urban areas.

Forty-two percent of people said that they had benefitted from water or sanitation programs. This was more common in rural locations (49%) than in urban locations (38%) and more common for men (45%) than women (39%). The majority of people who received water/sanitation said that what they received met their need to some extent (88%), and half (56%) said their need was met completely.

One third (35%) of Syrians reported that they have received assistance with travel. This is higher for those in rural areas (40%) and for men (40%). Of those who received travel assistance, two thirds (62%) reported that their need was completely met and one third (31%) reported that their need was partially met.

EDUCATION

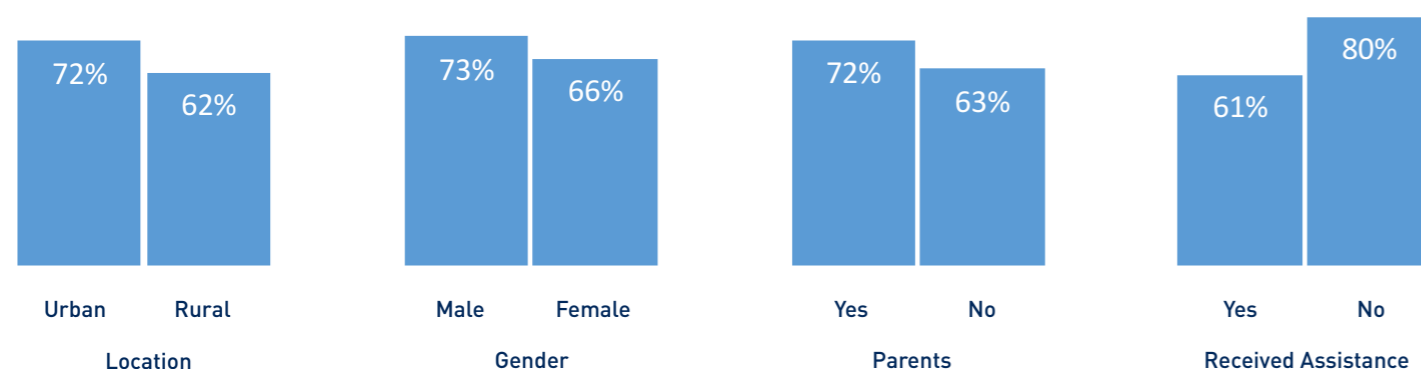
One quarter (25%) reported that access to education is a particularly important need. This was higher amongst those in the youngest age group (38%), women (30%), and among parents (30%).

Slightly fewer than half reported that they had received access to education, indicating that there is a need for additional support in this area. This was higher amongst IDPs (50%), men (50%) and amongst those over the age of 25 (49%). Among parents, 42% received access to education, of which 65% felt their needs were completely met and 29% felt their needs were partially met. Of those who have received educational assistance, more than two thirds (69%) reported that their needs had been completely met and one quarter (26%) reported that their needs had been partially met.

FOOD

Access to food is difficult for most within Syria, with more than half (58%) saying that they do not have regular access to food and almost three-quarters (70%) citing food as the priority need. This need was particularly acute in urban and suburban locations and amongst men, for parents, and for those who report that they have received no assistance.

PERCENTAGE OF SYRIANS IN SYRIA THAT REPORTED FOOD AS A PRIORITY NEED — BY SUBGROUP

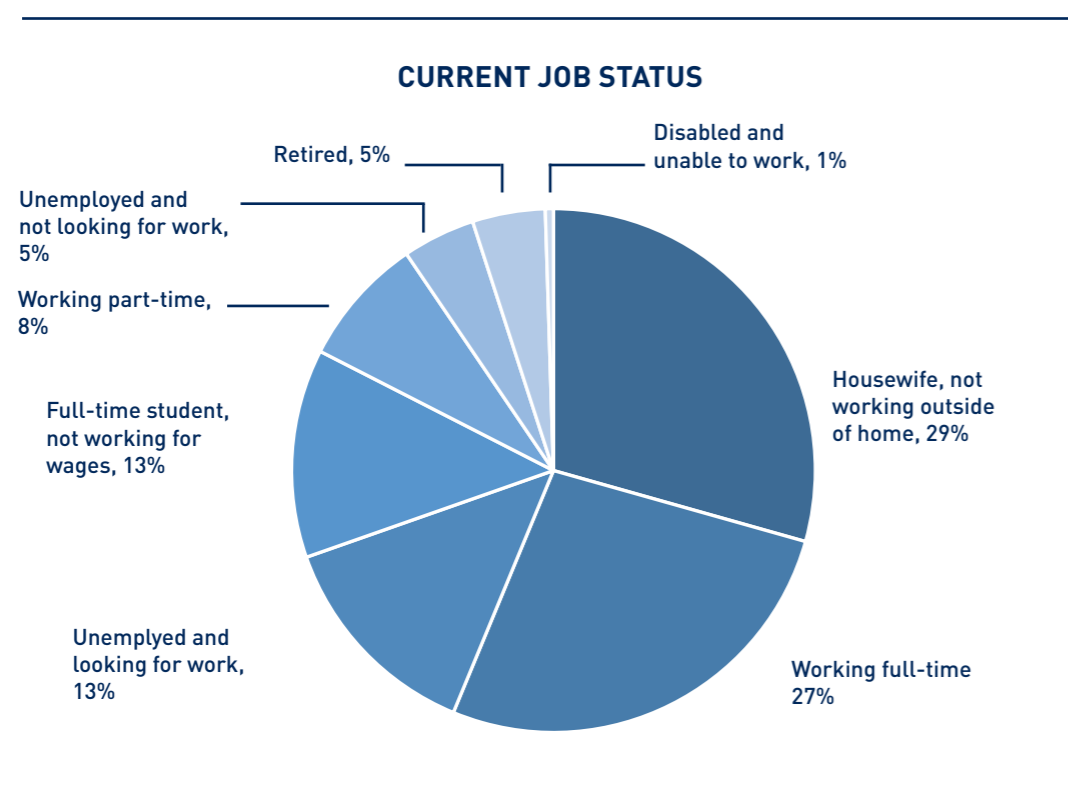


Food assistance is the most common kind of assistance received, with two-thirds (68%) of Syrians reporting that they have received food assistance. This was higher among IDPs (73%), those living in rural locations (76%), parents (70%), the unemployed (73%), and those aged 25-34 (81%). Almost all (99%) who received food assistance reported that it had met their needs to some extent.

4.2 Livelihoods and employment

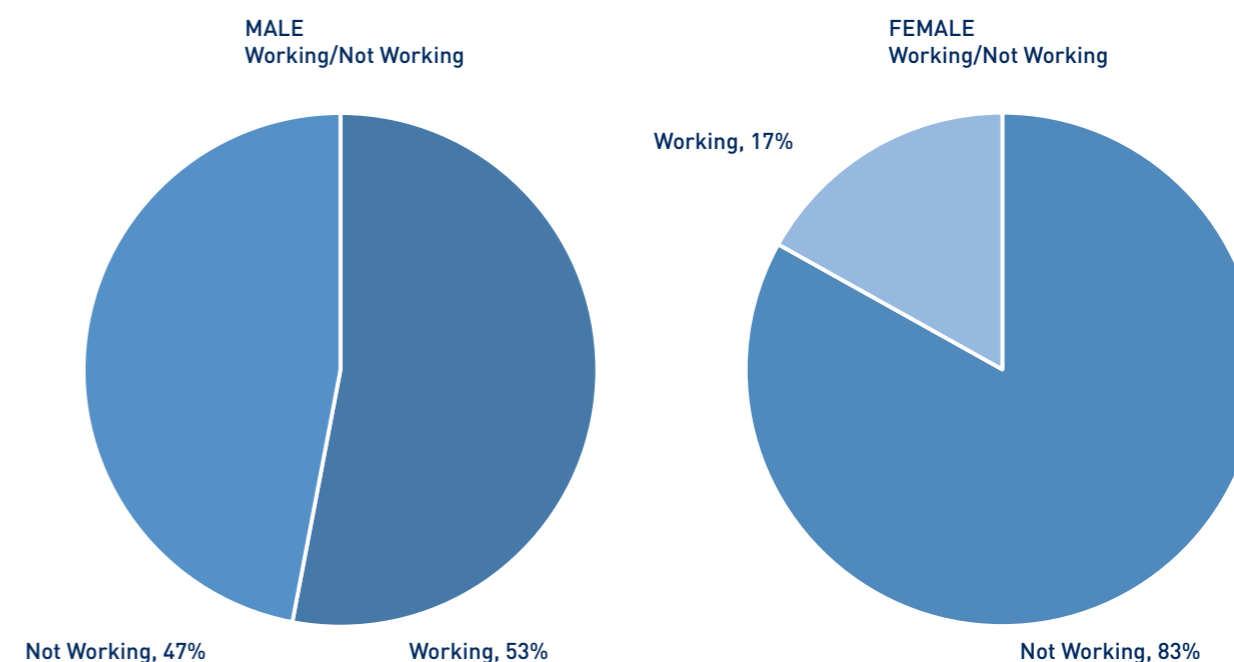
EMPLOYMENT AND FINANCIAL SUPPORT IS A KEY PRIORITY NEED IN SYRIA, JUST AFTER MEDICAL TREATMENT

Just one third (35%) of Syrians reported earning any income, with one quarter (27%) of respondents working full-time and less than one tenth (8%) working part-time. Men were more likely to report that they are working, with 41% working full-time and 12% working part-time, compared with 13% of women working full-time and 4% working part-time.



Thus, nearly half (47%) of Syrians feel that access to employment or jobs is a most needed service, and this is higher for women (52%) than for men (42%), for those in the 25-34 and the 35-44 age groups (56% and 51%), and for those who report that they have not received any assistance (51%).

CURRENT JOB STATUS BY GENDER

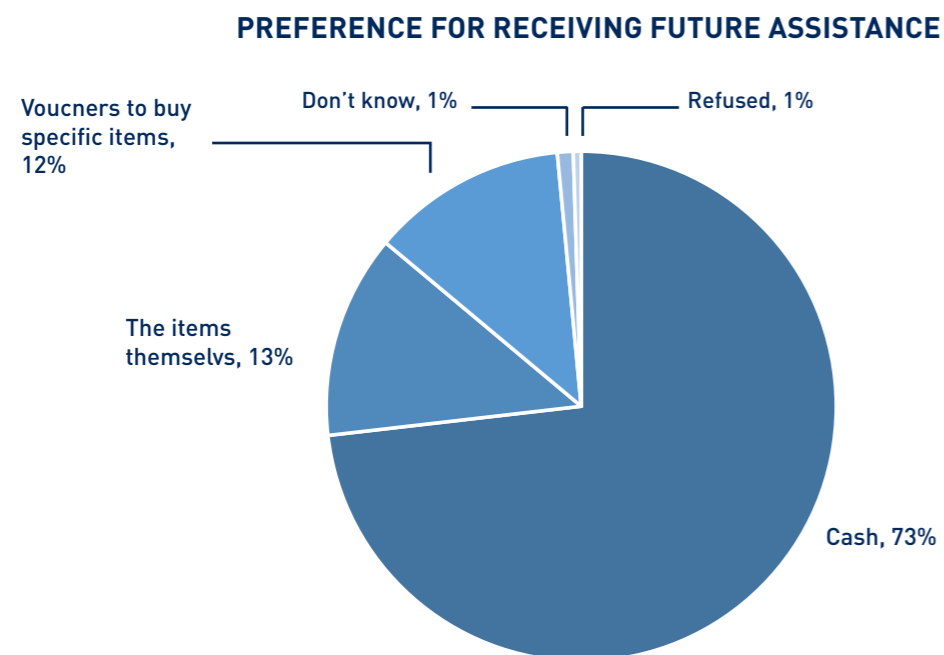


Almost half (47%) of Syrians reported that they have lost their means of income as a result of the conflict, with men more likely to report this (51%) than women (43%) and those falling into the low social grade category more likely to report this (67%) than those in the middle (43%) or high (33%) social categories.

More than one third (36%) of Syrians responded that the inability to earn a living is among their greatest fears. Almost one third (30%) reported that financial assistance is much needed, and this is higher amongst those living in rural areas (38%), women (34%) and those in the lowest socio-economic category (44%).

SYRIANS ARE LOOKING FOR CASH, BUT ALSO NEEDED ITEMS

Only one tenth (11%) of Syrians report that they have received economic or financial help of any kind, with 6% reporting that they have received cash, 4% that they have received vouchers, and 2% having received both cash and vouchers. In addition, just one tenth (11%) reported that they have received assistance in accessing employment.



When asked about preferences for future assistance, nearly three-quarters (73%) said that they needed cash, with 13% stating a preference for receiving needed items and 12% stating a preference for vouchers. Syrians living within Syria were more likely than refugees in Jordan to report that they wanted the items themselves rather than cash or vouchers (13%, vs 1% in Jordan), perhaps because of their more limited access to markets.



Photo: Dina El-Kassaby/OCHA

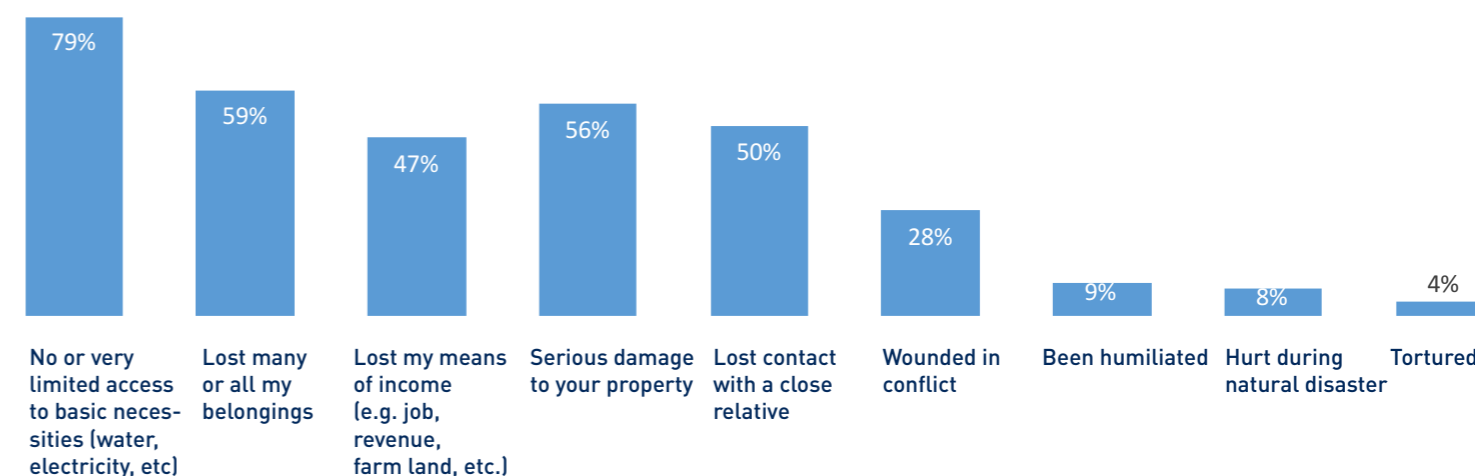
4.3 Security and personal safety

PHYSICAL SECURITY AND PROTECTION IS A KEY PRIORITY NEED AND THE LACK OF IT IS A SOURCE OF FEAR

One third (33%) of Syrians reported that “physical insecurity, the inability to protect myself and my family” is amongst their greatest fears, and almost half (43%) of Syrians report that greater security is needed within Syria. Security is more of a concern for people in urban areas (46%) than in rural areas (40%) and it is more of a concern for men (46%) than women (41%).

Related to physical insecurity, over half have suffered serious damage to their property (56%) or lost many or all of their belongings (59%). More than one third (39%) have been forced to leave their home, one third (30%) have experienced a member of their immediate family being killed, and one third (28%) have been wounded in the conflict.

EXPERIENCES OF SYRIANS IN SYRIA



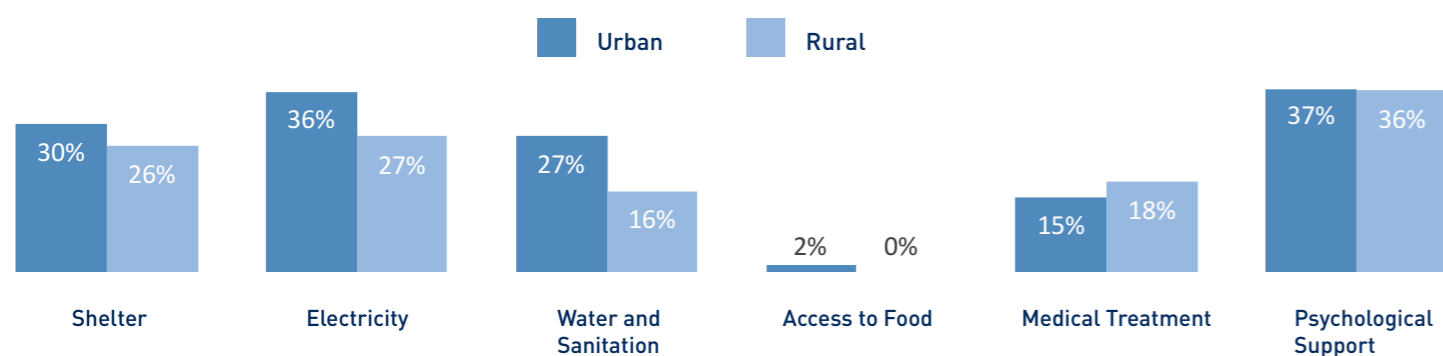
Damage to property and loss of belongings were more commonly reported in urban areas (61% each, compared with 42% and 55% respectively in rural locations), while loss of family members and wounded in conflict were more prevalent in rural areas (38% and 35% compared with in 25% and 27% in urban areas, respectively). Those that were forced to leave their home and live elsewhere were more likely to be men (43%) than women (35%).

4.4 The challenges of accessing assistance

INDIVIDUALS IN SYRIA RELY SIGNIFICANTLY ON EACH OTHER

The analysis shows that urban and rural populations have varying experience with the crisis. Having no or limited access to basic necessities, experiencing damage to property and loss of belongings are all more common in urban areas than in rural areas. Urban populations are also less likely to access education and employment. Syrians living in rural areas also have limited access to many resources such as food, water and sanitation, electricity, and medical treatment.

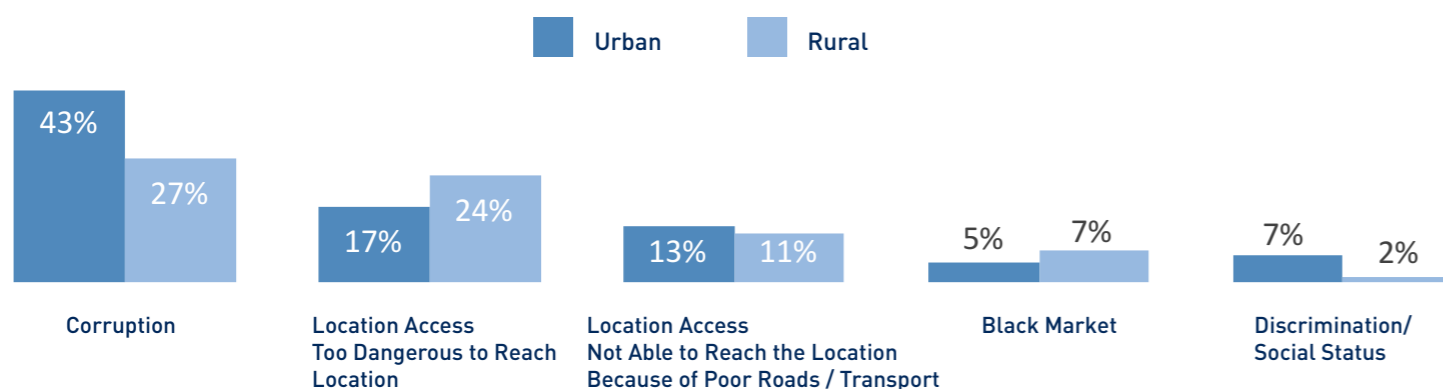
RESOURCES SYRIANS NEED MOST — BY URBAN/RURAL



CORRUPTION AND ACCESS ARE PERCEIVED TO BE MAJOR BARRIERS

One third (37%) of Syrians feel that the greatest barrier preventing them from receiving assistance is corruption. This perception is more common in urban areas (43%) than in rural (27%), with younger Syrians (43%), among those that have not received assistance (41%), and those in the lowest socioeconomic group (44%).

BARRIERS TO RECEIVING ASSISTANCE IN SYRIA — BY URBAN/RURAL



When asked a non-prompted question about what could be done to improve assistance to Syrians, one tenth (11%) reported that humanitarian aid should be given personally to people rather than through organizations, a similar number (10%) said stopping the corruption and misappropriation of aid, and 7% said greater control over the distribution of aid.

One fifth (19%) reported that access is a major barrier to receiving assistance. This was more often the case in rural areas (24%) than in urban areas (17%), and among the lowest socio-economic class (23%). This is likely linked to a lack of reliable infrastructure, with one tenth (13%) of Syrians reporting that a barrier to receiving assistance is not being able to reach locations because of poor roads or transport.



Photo: Josephine Guerrero/OCHA

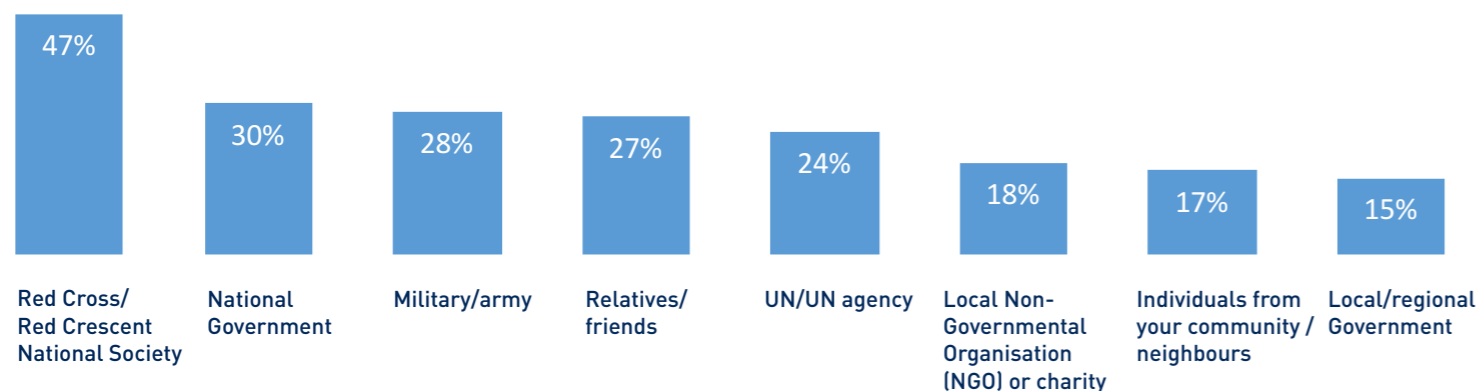
4.5 The role of organizations

BARRIERS TO PROVIDING ASSISTANCE ARE HIGH, BUT, STILL EXPECTED FROM INTERNATIONAL ORGANIZATIONS

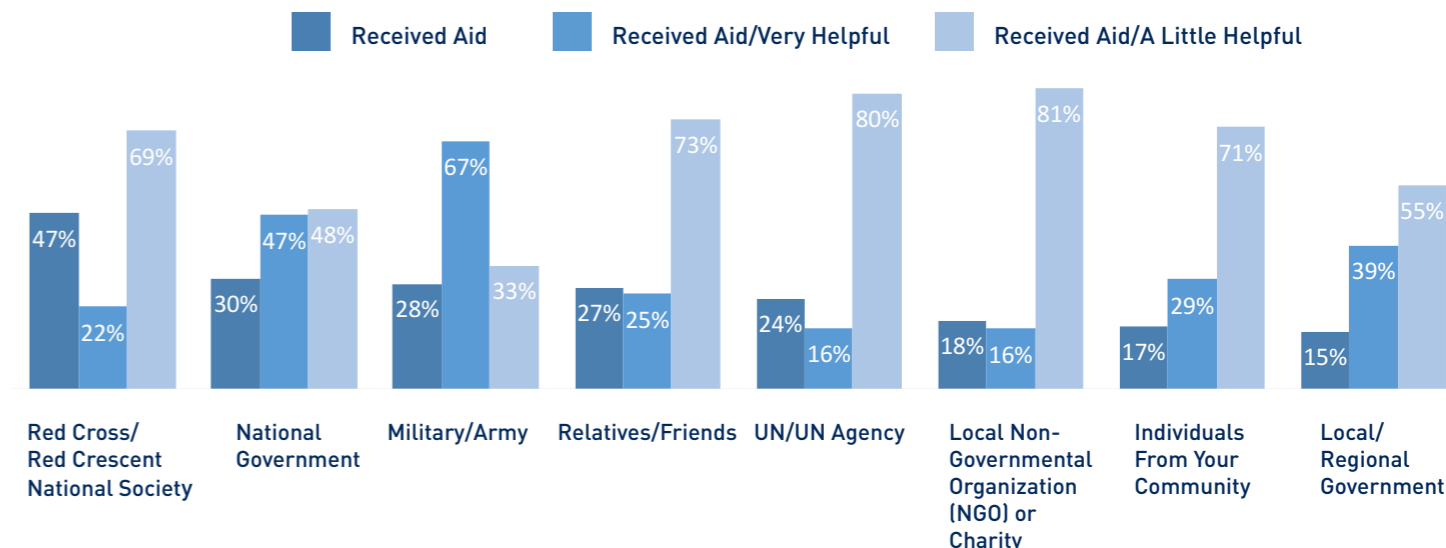
More than half (54%) of Syrians surveyed report receiving some kind of assistance. Looking at the largest two locations (for which there are a sufficient number of respondents for analysis), Syrians in Aleppo are more likely to have received assistance than those in Damascus (61% compared with 53%). IDPs (60%), the unemployed (59%) and women (57%), and older Syrians (70% of over 55s) are more likely to have received assistance than other groups.

Almost half (47%) of Syrians have received aid from the Red Crescent, also known as Al Helal Al Ahmar, one of the few international aid organizations currently able to operate in Syria.¹² Assistance was felt to be helpful by the vast majority of those who used it (92%). The only other international organizations noted to be providing any assistance inside Syria were the UN (24%) and the ICRC (14%). Other assistance providers were the Syrian Government (30%), the military (28%), relatives and friends (27%), local NGOs (18%), and individuals from the community (17%).

SYRIANS IN SYRIA WHO RECEIVED HUMANITARIAN AID — BY ORGANIZATION

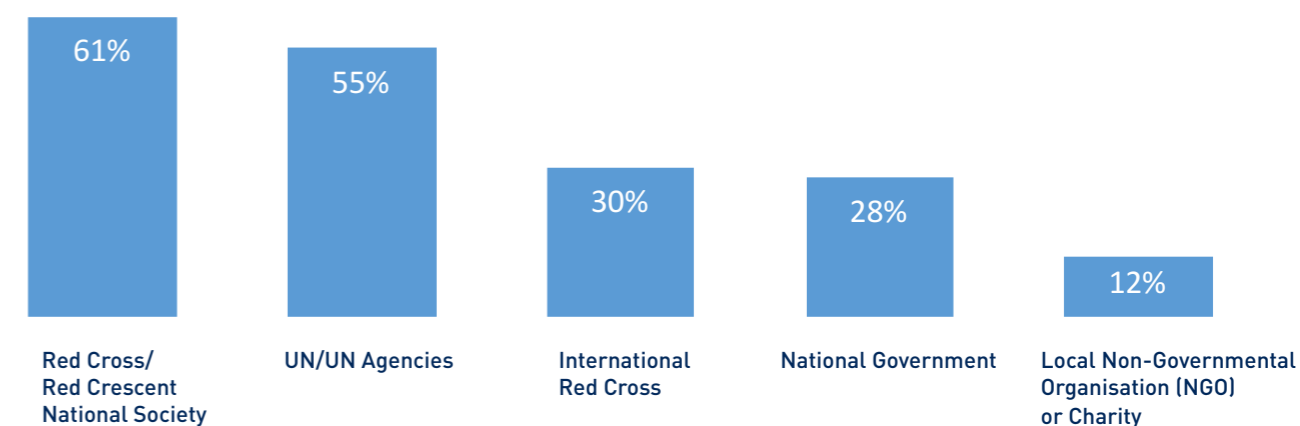


HELPFULNESS OF HUMANITARIAN AID RECEIVED BY SYRIANS IN SYRIA — BY ORGANIZATION



While aid to Syria is limited due to barriers such as security and corruption, Syrians feel that international organizations have a significant role to play. Two-thirds (61%) feel that the Red Crescent should be responsible for providing aid, while more than half (55%) cite the UN, and one third (30%) cite the ICRC. Less than one third (28%) felt that the national government of Syria has a key role in providing assistance and only one tenth (12%) felt that local NGOs have a significant role to play.

SYRIANS FEEL INTERNATIONAL ORGANIZATIONS HAVE A SIGNIFICANT ROLE TO PLAY

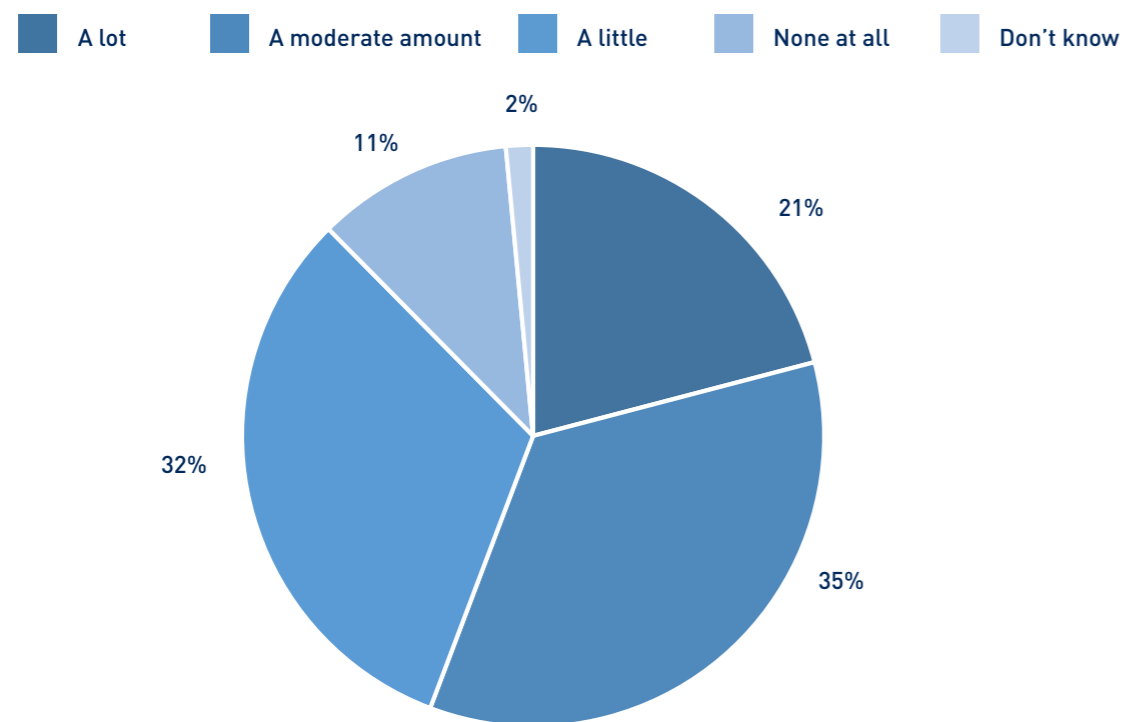


¹² The survey instrument utilized for the collection of this data refers to the Red Crescent which, to the majority of survey participants, would be equal to the Syrian Arab Red Crescent (SARC). The SARC is not an international organization, but is supported by the International Federation of the Red Cross and Red Crescent Societies (IFRC) and the International Committee of the Red Cross (ICRC). Thus, it has the resources associated with an international network.

INDIVIDUALS IN SYRIA SIGNIFICANTLY RELY ON EACH OTHER

Many rely on assistance provided by organizations and, more significantly, by individuals within communities. Two-thirds (59%) of respondents reported that they provided assistance to others, and 17% said that they had received assistance from individuals in their local community. This assistance focused mainly on providing for immediate needs, such as financial assistance (51%), food (48%), clothing (29%), shelter (25%), items for the home (22%), medical care (17%) and psychological support.

SYRIANS FEEL THEY HAVE SOME INFLUENCE OVER ASSISTANCE

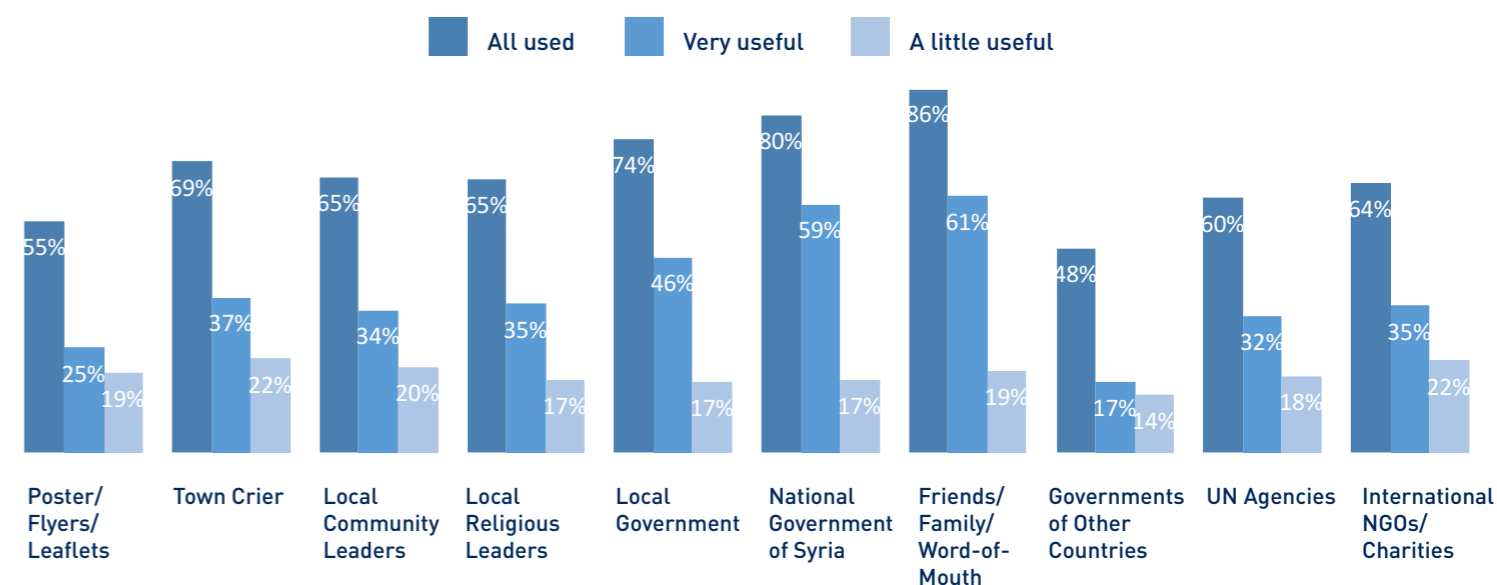


4.6 Communications and information

WORD-OF-MOUTH IS THE MOST USEFUL SOURCE OF INFORMATION

Syrians receive information about aid through numerous channels — TV, radio, social media, leaflets, etc. — all of which they perceive to be useful. However, the most useful sources of information are friends/family/word-of-mouth (80%) and the national government of Syria (80%). It is important to keep in mind that people within Syria were surveyed at random through remote telephone calls, and thus responses may have been influenced by the fear of government surveillance.

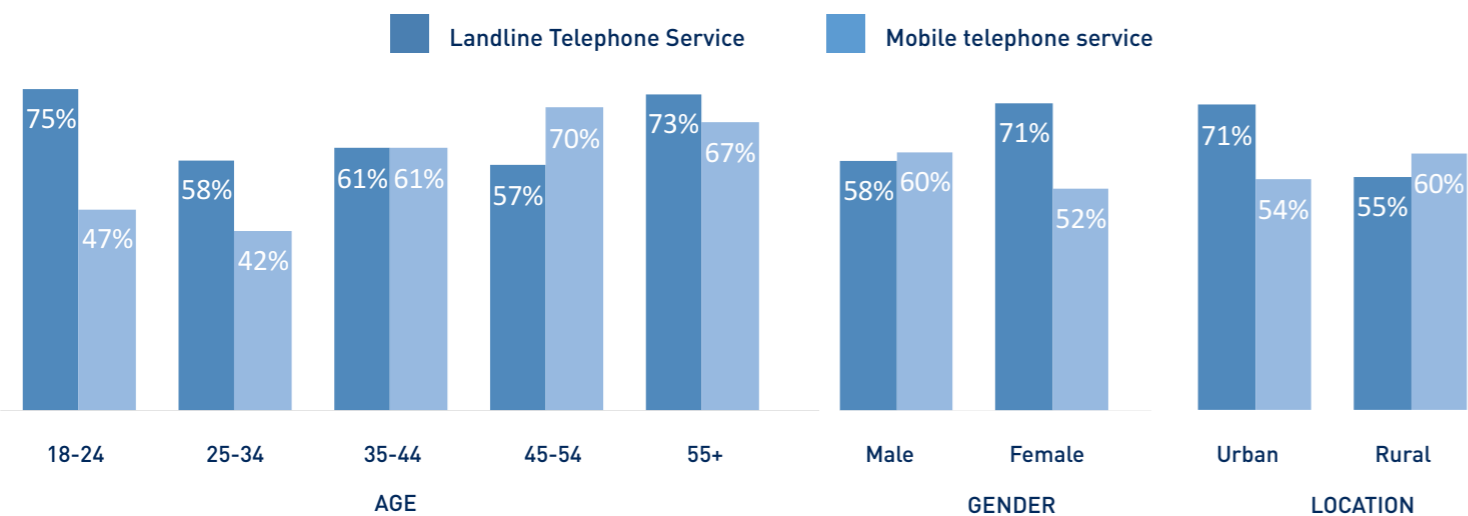
SYRIANS IN SYRIA: MOST USEFUL SOURCES OF RECEIVING INFORMATION ABOUT AID



When Syrians have information about aid, two-thirds (67%) share it with friends/family and by word-of-mouth and one fifth (20%) share information online through social media. One-fifth (18%) have also shared information with large groups of people — this is more likely to occur in rural areas (24%) than in urban areas (14%). Slightly more than one tenth (15%) of Syrians said they have not shared any information at all.

Since this study was carried out by telephone it is not surprising that two-thirds (65%) of participants reported having access to a landline phone, and more than half (56%) have access to a cellphone. Access to landlines is most common in urban areas, amongst women, and amongst the youngest and oldest Syrians, while mobile phones are more common in the rural population, amongst men, and amongst older Syrians.

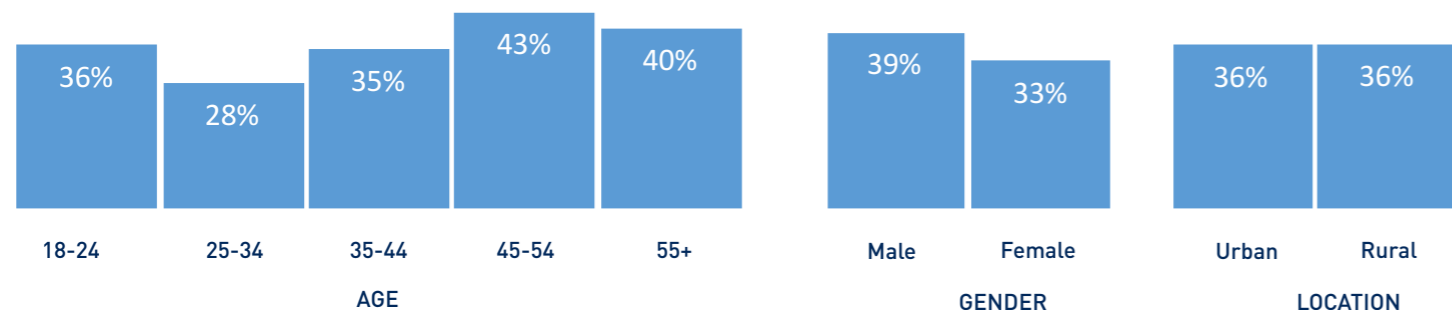
SYRIANS IN SYRIA: ACCESS TO PHONES, BY AGE, GENDER, AND URBAN/RURAL



More than a third (40%) have smartphones or regular access to one. Those with access to a smartphone tend to live in urban areas and be younger. A similar number (38%) of Syrians have their own feature phone or regular access to one. Those with access to a feature phone tend to live in rural areas and are older.

Women have less access to both types of phones, with almost one third (28%) having no access at all, compared with only 15% of men who have no access at all.

SYRIANS IN SYRIA: ACCESS TO THE INTERNET, BY AGE, GENDER, AND URBAN/RURAL



One-third of (36%) of Syrians report having access to the internet, but only one-fifth report using social media to share information (20%). One-third (34%) of those aged 18-25 use social media for sharing information while only 7% of those 55 do so.

Most (88%) Syrians feel that they have had some influence over the assistance that they had received, perhaps since the lion's share of the assistance they received was generated locally within their respective communities. However, only one-fifth (21%) reported that they felt they had had a lot of influence over the assistance they had received and one tenth (10%) of Syrians reported that they had been asked about their experience receiving assistance. As before, it is important to keep in mind the fact that survey respondents were called at random and may have been influenced by the fear of surveillance.



Photo: Hussam Al Saleh/OCHA



Photo: Rein Skullerud/OCHA

5. Conclusions and Recommendations

5.1 Syrian Refugees in Jordan

PEOPLE'S KEY NEEDS AND PRIORITIES

For Syrian refugees in Jordan, poverty is compounding the challenge of accessing basic necessities such as housing, medical care and food. Housing is a particular challenge due to high costs. To maximize long-term impact, organizations could consider to go beyond simply helping to provide the housing itself and suggest to authorities that they seek to ensure that housing is adequate and beneficiaries and locals alike are not exploited by landlords.

Many have received food and medical assistance, but it has only partially met the needs of Syrian refugees in Jordan. The provision of food assistance has had a drastic impact on those who need it, but it does not go far enough in fulfilling the basic need of Syrian refugees in Jordan. Improving the logistics around the provision and allocation of food assistance, perhaps by looking at and analyzing data on distribution points and areas most in need, may help ensure that it gets to those who need it, as well as the perception that it is being done in a fair manner.

In the case of medical assistance, there is a general confusion as to what assistance Syrians in Jordan are entitled to. Conducting outreach campaigns on the type of medical assistance, and providing regular access to medical treatment facilities (i.e. through transportation) would alleviate the constraints individuals feel in receiving the assistance they need.

For those that are in the most vulnerable groups, such as widows, orphans and children, the number of respondents reporting occurrences of sexual violence is insignificant, leading one to conclude that more needs to be done to gain a better understanding of the reality in this area. Reporting such occurrences and related fears may be low due to the cultural sensitivities around the topic in this region of the world.

LIVELIHOODS AND EMPLOYMENT

Syrian refugees in Jordan most desire the ability to rely on themselves and be permitted to work. This is particularly frustrating for those who were professionals in their home country. In addition, this inability to work has impacted family dynamics, as women seem to be more able to find work than men, increasing the workloads of women who are also primarily responsible for looking after the home.

In addition to providing financial assistance and supporting the creation of job opportunities for Syrian refugees in Jordan, aid organizations should continue to place emphasis on building innovative and entrepreneurial solutions that allows refugees greater opportunity to work legally, in a related field of expertise, while ensuring the Jordanian workforce that their jobs are protected as well. This will require extensive collaboration with the Jordanian government.

Very few report that they have received financial assistance. For those who have received financial assistance, most of it comes in the form of vouchers. Vouchers are felt to limit autonomy and do not enable people to meet their families' needs.

SOCIAL COHESION

Syrian refugees in Jordan recognize the significant contribution of the Jordanian government and Jordanians themselves in supporting them. However, relations with the Jordanian community have become strained as a result of Syrians working informally for lower wages, the increase in housing prices, and schools operating on a shift system to accommodate more children.

Frustration with how schools are handling the crisis is felt to be particularly significant as Syrian refugees in Jordan emphasize the importance of being able to educate their children if they are to be hopeful about the future. For this reason, aid distribution should be done in line with the humanitarian principle of “Do No Harm” to ensure conflict prevention in host communities and the fostering of cohesion within the society.

GENDER

While women have greater opportunities for employment outside the home, this creates a source of anger and frustration among men who are unable to find employment legally. Additionally, and perhaps surprisingly, some women feel less safe going out in Jordan than when they lived in conflict areas in Syria, due to the lack of familiarity. This puts additional stress on men who are expected to take on additional responsibilities that women traditionally undertook. Working with government organizations to create the legal means for temporary employment among women as well as men would alleviate this issue.

THE CHALLENGES OF ACCESSING ASSISTANCE

Location of service points impacts the aid that Syrian refugees in Jordan are able to access. While infrastructure such as housing and electricity appears to be better in East Amman (perhaps due to proximity to the capital), access to other basic necessities such as food, as well as humanitarian aid, seems to be more challenging in East Amman than in Mafraq or Irbid (perhaps since the latter are closer to the refugee camps on the border).

While 97% of those in Irbid and 96% of those in Mafraq report receiving support from the UN, only 87% in East Amman report receiving support from the UN. There may be the perception that less assistance is required for those living nearer to urban metro areas or that another organization is providing assistance in those areas. Coordination across all aid stakeholders would improve the provision of aid in all areas.

THE ROLE OF ORGANIZATIONS

Syrian refugees in Jordan believe that international organizations have the most responsibility for handling the refugee crisis. However, there is significant confusion about the aid people are entitled to. Distribution is perceived to be unfair, and accessing aid is often felt to be about “who you know” within the aid system.

Almost all Syrian refugees in Jordan report that they received support from the UN, perhaps due to the UNHCR registration process on arrival, time spent in camps, or the iris recognition program for the transfer of funds. However, only a third found this assistance helpful.

More robust general communication campaigns via various communication methods would allow aid organizations to educate recipients on the type of assistance available and how to access it, as well as improve their perceptions of the aid organization in the hopes that the message would continue to be transferred to others via word-of-mouth.

Improving communications requires a more specific understanding of the needs of those receiving assistance to ensure it is aligned with their situation and cultural requirements.

COMMUNICATIONS AND INFORMATION

Syrian refugees in Jordan feel that to get the best aid they must engage with organizations face-to-face. However, most own cellphones and prefer to be contacted via calls or texts (93% reported that text messaging is their preferred mode of communication). In addition, Facebook and WhatsApp are widely used, making it easier to communicate via these channels due to the low cost associated with them.

Regardless of the method of communication, Syrian refugees in Jordan seem to have a culture that is based on trust. This is why word-of-mouth is considered the most reliable means of communication. Two-way communication initiatives that are based on building trust will be the most successful and most likely to grow through word-of-mouth.



Photo: B. Sokol/UNHCR

5.2 Syrians within Syria

PEOPLE'S KEY NEEDS AND PRIORITIES

Within Syria, people reported receiving more basic forms of assistance than Syrian refugees living in Jordan. The assistance Syrian respondents reported receiving are primarily in the form of food, security and protection, and medical services, which is fairly aligned to their basic needs, though their strongest need is, understandably, conflict and dispute resolution.

Food assistance is the most common kind of assistance received, and for those who have received it, it has met their needs. Other types of basic assistance that are much needed — medical care, and safe travel — have not been received by most Syrians surveyed, and seem to be particularly challenging for Syrians in rural areas to access. Slightly fewer than half reported that they had received access to education indicating that there is a need for additional support in this area.

LIVELIHOODS AND EMPLOYMENT

More needs to be done around livelihood and employment. Just one third of Syrian respondents reported earning any income, but nearly half of Syrians indicated that access to employment or jobs is a most needed service. Additionally, almost half of Syrians reported that they have lost their means of income as a result of the conflict and more than a third responded that the inability to earn a living is among their greatest fears.

Syrians living within Syria were more likely than refugees in Jordan to report that they wanted the items themselves rather than cash or vouchers (13%, vs 1% in Jordan). This is most likely because of the volatility of the local economy and the lack of items in markets. There is an opportunity to put additional focus on vouchers for the most basic necessities.

SECURITY AND PERSONAL SAFETY

Not surprisingly, protection and safety is a critical concern for Syrians within Syria, with many fearing for the safety of their family, losing their homes or belongings, suffering injury as a result of the conflict, and having lost a member of their immediate family.

THE CHALLENGES OF ACCESSING ASSISTANCE

Access and lack of reliable infrastructure was reported to be a critical barrier to receiving assistance, although one third of Syrian respondents feel that corruption is the main barrier they face. There is an opportunity for humanitarian aid to be provided through their personal networks rather than through organizations, granting greater control over the distribution of aid.

THE ROLE OF ORGANIZATIONS

International organizations are felt to play a critical role in providing assistance within Syria, with more than half reporting having received assistance from the Red Crescent and one quarter reporting having received assistance from the UN. However, Syrian respondents report that dialogue with aid providers has been minimal. While barriers to providing assistance are high, they are nevertheless still expected from international organizations.

Very few feel that the national government or local organizations have a key role to play in providing assistance, although they recognize the importance of helping each other, with most reporting that they have provided assistance to others in the form of things like money, food, clothing, and shelter.

COMMUNICATIONS AND INFORMATION

Respondents reported receiving information via numerous channels, though the most useful sources of information for them are the Government of Syria and family and friends (it should be noted that responses were collected via phone at random, and that respondents may have been wary of providing such other information). Many respondents reported having access to landline and cellphones, although smartphones are less widespread and connectivity (particularly access to the internet) can be challenging.

Similarly to Syrian refugees in Jordan, Syrians in Syria have a culture based on trust. Information received through friends, family and word-of-mouth is considered the most trustworthy. Two-way communication initiatives that rely on word-of-mouth will be most effective in building trust and ultimately getting the right aid to the right people.



Photo: David Gough/OCHA



Photo: David Gough/OCHA

Appendix: Detailed Methodology

Overview

Including all of the constituents affected by the crisis in Syria was a particular challenge for the community consultation. Conditions inside Syria did not permit any consultation work to take place face-to-face, so the consultation team used telephone interviewing using a call center in Turkey staffed by Syrian nationals. Some areas of Syria, at the time of data collection, had limited connectivity, and could not be included in the consultation. In addition, gaining the trust of participants and their agreement to participate in the consultation was challenging.

Refugees are a critical group to consider when considering the humanitarian response to the crisis in Syria. Refugees face a diversity of circumstances depending on their journey and the country that they settle in. After assessing a number of potential locations for the consultation (including Turkey and Lebanon), Jordan was selected as the site for the consultation, due to its large Syrian refugee population, its secure environment for fieldwork, and the cost-effectiveness of conducting research in Jordan vis-à-vis other markets.

The final consultation approach included 618 Syrians, via:

- 201 quantitative interviews inside Syria by telephone.
- 325 quantitative interviews with Syrian refugees in Jordan, face-to-face.
- 6 qualitative workshops, with a total of 92 participants with Syrian refugees in Jordan.

Quantitative Survey

The quantitative survey was approximately 30 minutes long and conducted with a total of 526 Syrians. The security situation in Syria at the time of fieldwork meant that quantitative interviews inside Syria were best carried out by telephone from call centers in Turkey, ensuring coverage of connected locations within Syria. Face-to-face interviews were also conducted with Syrian refugees in Jordan in three areas with large refugee populations — East Amman, Mafraq, and Irbid. No interviews were carried out in refugee camps.

The final profile of the survey participants is shown in the table below:

	SYRIA Total Sample n=201	JORDAN Total Sample n=325
LOCATION	Damascus 25%, Aleppo 28% Hamah 10%, Homs 10% Al Hasakah 8%, Dar'a 6% Al Ladhqiyyah 6%, Tartus 5%, As Suwayda 4%, Al Qunaytirah 1%	East Amman 33%, Mafraq 35%, Irbid 32%
URBAN/RURAL	Urban 62% Suburban 11% Rural 27%	Urban 70% Rural 30%
STATUS (IDP/REFUGEE)	IDPs 31%	Living in host communities 100% Previously lived in refugee camp 67%
AGE	18-24 23% 25-34 21% 35-44 25% 45-54 15% 55+ 15%	18-24 23% 25-34 30% 35-44 24% 45-54 12% 55+ 11%
GENDER	Male, 50% Female 50%	Male 45% Female 55%
EDUCATION	No education 4% Some education 20% Finished high school 17% Post high school 59%	No education 15% Some education 62% Finished high school 14% Post high school 9%
INCOME/EMPLOYMENT	Employed 35% Unemployed looking for work 13% Not employed not looking for work 52% Low income 19% Middle income 60% High income 18%	Employed 11% Unemployed looking for work 22% Not employed not looking for work 67% Low income 93% Middle income 2%
PARENTS	Parents 75% Non-parents 25%	Parents 74% Non-parents 24%

TELEPHONE INTERVIEWS INSIDE SYRIA

The telephone interviews inside Syria used a 50/50 dual-frame design with sample drawn using random digit dialing (RDD), assisted by area codes and exchanges geographically linked to provinces in the landline frame, and to mobile provider codes linked to mobile providers in the mobile frame. Landline telephones were stratified by area codes and exchanges associated with provinces, while mobile telephones were selected randomly and not stratified by mobile provider codes.

Targets were set for 13 provinces, gender, and age to control for the allocation of the final sample by these key variables. These targets were used to ensure the resulting sample matched the national population data from the 2004 census. Throughout fieldwork, there was no mobile nor landline connectivity in Idlib, Dayr az Zawr, and Ar Raqqa, which led to their exclusion from the sample, with data eventually collected in 10 provinces: Halab (Aleppo) (28%), Damashq (Damascus) (25%), Hamah (10%), Hims (9%), Al Ladhqiyyah (6%), Al Hasakah (8%), Tartus (4%), Dar'a (6%), As Suwayda'/Al Qunaytirah (5%).

Computerized dialers randomly selected numbers to call. The next birthday method applied at the household to find the study participant. If that person was not available, the interviewer would ask when they would be available and call back at that time. Six attempts were made before replacing the household with a new one.

This survey was fielded during the following developments in Syria that could have potentially affected fieldwork:

January 12: Assad's pro-government troops regained control of Salma, a town located in north-east Ladhqiyyah province, with air strike support.

January 14: Humanitarian aid was delivered to three besieged towns, Madaya, Kefraya, and al-Foua in Idlib province.

January 16: According to a recent U.N. report, 15-20 people perished due to starvation in Dayr az Zawr province, which has been under siege by Islamic State militants since March 2015. The occupation of this region has resulted in a lack of running water or electricity, which was a major contributing factor to the connectivity issues experienced during fieldwork.

FACE-TO-FACE INTERVIEWS IN JORDAN

The consultation team worked from a proprietary sample frame developed by Ipsos on previous studies with Syrian refugees in Jordan to develop a sample design for the face-to-face interviews. The three regions with the largest number of Syrian refugees in Jordan were selected — East Amman (33%), Mafraq (35%), and Irbid (32%). In each area we covered a number of districts and sub-districts:

	Number of Districts	Number of Sub Districts
EAST AMMAN	15	34
IRBID	6	20
MARFAQ	2	8

In each region, the following approach to participant recruitment was taken:

For each sub-district the interviewing team started at the south-western corner and split their direction of travel by north, center, or east.

As interviewers travelled in the direction specified, they choose blocks based on a random interval depending on the size of the district.

After selecting a block, to select the household, interviewers selected every fifth household in urban areas, and every third household in rural areas.

The “next birthday” method, adapted to achieve age and gender quotas for the study, was applied at the household to select the study participant. If that person was not available, the interviewer would ask when they would be available and return at that time. A maximum of 2 call-backs were made in an attempt to complete an interview.

In total, 4534 households were selected to find 300 Syrian refugees willing to participate in the study.

All of the data collection was carried out with Syrian refugees in host communities, since we were unable to gain the necessary permissions to carry out work in the camps. The sample did, however, contain 216 (67% of the sample) Syrian refugees who had lived in a refugee camp at some time during their time in Jordan.

DATA QUALITY

All quantitative interviews were conducted by Ipsos interviewers in Syrian Arabic using CAPI and CATI technology. Telephone interviews were recorded and back-checked against data entered for quality assurance. Face-to-face interviews were supervised, and call-backs were made to 10% of the sample to verify responses.

4.2 Qualitative Community Workshops

The security situation at the time of fieldwork meant that qualitative data collection inside Syria was not possible. Six qualitative workshops were carried out with Syrian refugees in Jordan in three areas with large refugee populations — East Amman, Mafraq, and Irbid. In East Amman, each workshop was attended by 20-25 crisis-affected community members. In Mafraq and Irbid, workshops were gender segregated and attended by 8-12 participants each. In total, 92 Syrian refugees participated. Workshops lasted an average of 90 minutes and consisted of full and break-out group discussions of the themes of the consultation.

The final profile of the qualitative participants is shown in the table below:

	EAST AMMAN Total=47	MAFRAQ Total=24	IRBID Total=21
No. of Discussion Groups	2 workshops, n=23 and n=24	2 groups, n=12	2 groups, n=10 and 11
Gender	24 men, 23 women	12 men, 12 women	10 men, 11 women
Age	Aged under 35 – 24 Ages 35+ – 23	Aged under 35 – 24 Ages 35+ – 23	Aged under 35 – 11 Ages 35+ – 10
Education	Primary – 17 Secondary – 18 Diploma – 8 University – 13	Primary – 6 Secondary – 8 Diploma – 5 University – 5	Primary – 5 Secondary – 10 Diploma – 2 University – 4
Income/Employment	Employed - 16 Unemployed - 9 Housewife -22	Employed - 8 Unemployed - 5 Housewife -11	Employed - 5 Unemployed - 6 Housewife -10



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