

Perception of Refugees in Jordan Survey (Wave III)

FINAL REPORT

THINK



DO

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UNHCR
The UN Refugee Agency

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1. ABOUT UNHCR

UNHCR, the UN Refugee Agency, is a global organization dedicated to saving lives, protecting rights, and building a better future for refugees, forcibly displaced communities and stateless people.

They work to ensure that everybody has the right to seek asylum and find safe refuge, having fled violence, persecution, war, or disaster at home.

Since 1950, UNHCR has faced multiple crises on multiple continents, and provided vital assistance to refugees, asylum-seekers, internally displaced and stateless people, many of whom have nobody left to turn to.

2. ABOUT NAMA

NAMA is a technology driven strategic intelligence solutions provider to key stakeholders in the public and private sectors. NAMA strives to advance political, social, and economic development in the MENA region, and more specifically in Jordan by utilizing over 100 years of combined collective experience in polling, research, security, business consultancy, investments, monitoring and evaluation, and sustainable socio-economic development.

We retain a highly experienced and agile team of researchers, consultants, experts, economists and analysts that enrich and drive our multi-disciplinary approach to transforming raw and big data into actionable intelligence that enable strategic decision making with our clients who share our mission of enabling an environment that facilitates socio-economic development and policy making.

3. EXECUTIVE SUMMARY

The Perception of Refugees in Jordan Survey (Wave III) was conducted during November 2021. The sample comprised of 3,229 Jordanians from Amman (1754), Irbid (916), Kerak (299), and Mafrq (260). The survey tool itself was designed by UNHCR.

Looking at the results of the survey, the respondents were first asked to indicate whether they were sympathetic towards people who come to Jordan to escape conflict and persecution for reasons of race, religion, ethnicity, nationality, membership of a particular social group or political opinion as well as those who seek better economic opportunities and a better future for themselves and their children. The survey shows that 92.5% of the respondents were sympathetic towards refugees, indicating a slight dip of sympathy towards refugees (1.5% decrease) when compared to the previous second wave of May-2021. However, Respondents showed a significant increase in sympathy levels towards economic migrants in November-2021 at 85.4% (compared to 81% in May-2021). It is worth noting that respondents indicating “very sympathetic” towards economic migrants increased by 9.5% from 32.0% in May-2021 to 41.5% in November-2021.

When asked about the governments approach towards refugees, the respondents seemed to agree that the Jordanian Government’s approach towards refugees was positive (76.3%), with a decrease of approximately 2.7 points in November-2021 comparing with wave II’s findings. 89% of respondents graded the Jordanian Government response towards refugees as “over sufficient”, “very sufficient”, or “somewhat sufficient”. When comparing this result with wave II, we can observe similar responses. However, there is a significant increase in the respondents’ (18.2 points) view that the government’s response is over-sufficient (39.2%). Most respondents still believe that the Jordanian public perception of refugees is positive at 52.8% with an 11% decrease compared to the findings of wave II. However, it is important to mention that a quarter of the respondents had a neutral stance towards this issue (25%) showing a 7% increase from the previous wave.

The respondents were then asked to what extent they agree or disagree with several statements. Overall, the responses were generally similar to previous results. However, the most interesting observation is that more respondents are having neutral stances to the statements. For example, 19.3% of the respondents held a neutral stance towards the statement of “Jordan should focus on helping Jordanians not refugees” (7.3% increase) when compared to wave II, and a quarter of the respondents were neutral regarding refugees returning home (10.4% increase).

On top of that, nearly a third of the respondents remained neutral when asked about forced deportations of refugees (28.5% compared to 19% from wave II). Some significant changes can be seen when given the statement “the international community has not done enough to support refugees in Jordan” in which there is a 12% decrease in people agreeing. However, most of those points shifted to the neutral stance as aforementioned.

Looking at how respondents perceive refugees’ effect on the economy, more than three quarters of the respondents indicated that they have been negatively affected by refugees (78.4%). Moreover, 91.1% of the respondents believe that refugees affected wage levels in Jordan, albeit at different levels of agreement.

When further discussing the potential consequences of the current economic situation on Jordanians’ perception of Refugees, 39.2% of the respondents believe that the pandemic had a negative impact on refugees. Moreover, 83.9% of the respondents did not change their opinion at all towards refugees due to the pandemic; however, 7.5% changed their opinions negatively. Such perceptions could be attributed to the fact that 81% of the respondents believe that they suffered more than the refugees did.

Since Jordan has reopened its borders with Syria, more than half of the respondents believe that Syrians will return to Syria (54.1%) whereas 41.4% of the respondents believe that no one will go back. Moreover, 46.5% of the respondents believe that it is up to the refugees to decide whether or not they want to return. Whereas 34.4% of Jordanians believe that it is the government’s responsibility to send refugees back to their home countries. 18.9% had no opinion. An interesting observation is that when analyzing the data in terms of governorates, the responses were, for the most part, undecided, except for respondents from Mafraq. Finally, 60.6% of the respondents believe that the Jordanian economy will improve if Syrian refugees return to Syria.

Moving on to international organizations, respondents were slightly more satisfied with the level of support the international community provides to refugees in Jordan, as indicated by 66.2%, compared to 64% in the previous wave. Moreover, respondents’ levels of dissatisfaction towards the international organization’s level of support decreased significantly by 6.4 points (20.6%)

When analyzing the respondents’ opinions of the main role of UNHCR, nearly 28% of the respondents confirmed that its role is to provide assistance and support to all refugees in general (13.9% increase from the previous wave), followed by 22.1% for in-kind support (5.9% increase), and 12.9% for “provides financial support” (3% increase). It is worth mentioning that respondents in this wave were significantly more aware of the UNHCR compared to the previous wave, as only 23.9% did not know at all what the UNHCR does, compared to 36.1% in wave II (12.2% Increase).

Conclusion

Overall, even though respondents that are sympathetic and willing to aid refugees are still the majority, there seems to be a fatigue in this matter, since more and more responses are shifting towards the “neutral stance” than a supportive stance. This can also be seen by the respondents’ lack of change of view towards refugees in light of COVID-19.

In this wave, the study has incorporated new sections to reflect impacts of recent developments such as the re-opening of the Jordanian-Syrian borders, COVID-19’s recovery, and economic impact of refugees. As suggested in the previous wave, a new section on the perception of UNHCR was added. Within this section, respondents showed a clearer understanding of UNHCR’s role from their perspective.

The pandemic did change the opinions Jordanians have on refugees. The majority of respondents believe that COVID impacted Jordanians more than refugees. It is worth to mention that there was a significant number of respondents that weren’t aware of COVID-19’s implications on the refugee’s economic situation in Jordan, where 25.5% of respondents didn’t know whether COVID-19 had a positive or a negative impact on refugees. Moreover, most respondents who believe the impact was negative blamed lack of job opportunities as the main implication of COVID-19 on refugees’ economic situation.

It’s also worth noting that many respondents relate their negative opinion and lack of sympathy towards the refugees to the economic situations of Jordanians. This is evident in responses regarding opinions of refugees as many respondents are empathetic with refugees, but wish their return due to their impact on the economy and job opportunities. With the opening of borders between Jordan and Syria, many respondents believe that Syrian refugees won’t go back. It worth mentioning that a significant number of respondents do not know the government’s responsibility when it comes to dealing with sending refugees back to their country. Although many respondents believe that it must be the refugees’ decision to return, 20% of respondents don’t know whether the government should make efforts to send refugees back to Syria after the reopening of the borders.

4. KEY FINDINGS

Introduction

NAMA Strategic Intelligence Solutions (NAMA) conducted the Perception of Refugees in Jordan Survey - Wave III for United Nations High Commissioner for Refugees (UNHCR) in Amman, Irbid, Mafrq, and Kerak governorates in Jordan. The survey was conducted in November 2021, encompassing a sample of 3,229 respondents from the four governorates, interviewed over the phone, using electronic tablets through over-the-phone interviews (CATI). The survey comprised of 6 sections: Sympathy toward Refugees; the Jordanian Government and Refugees; Perceptions toward Refugees; Refugees' Economic Impact in Jordan; COVID-19 Implications; Border Opening Development; Perceptions of UNHCR, Local and International NGOs.

Sympathy toward Refugees

When comparing sympathy patterns as analyzed in Wave I (October 2020), Wave II (May 2021), and Wave III (November 2021), respondents now tend to be more hesitant in their sympathy, as the percentage for those indicating “somewhat sympathetic” became higher than those stating “very sympathetic”.

The respondents were initially asked to indicate the level of sympathy towards refugees, emphasizing the UNHCR’s definition of refugees, which illustrates that a displaced person is one who escapes conflict and persecution for reasons of race, religion, ethnicity, nationality, or membership of a particular social group or political opinion. In terms of general support and acceptance of refugees, the results mirrored previous findings in which 90% indicated that they were very or somewhat sympathetic towards refugees.

Compared to the previous study, sympathy levels towards economic migrants increased from 81% in May-2021 to 85.4% in November-2021, indicating a 4.4% increase.

The findings show positive sympathy levels throughout all the age groups however, only the youngest age bracket reaches 90%. The results also show that sympathy levels decrease as the age of the respondent increases, with around 16-point percentage difference between the youngest and oldest bracket (90.7% and 74.2% respectively).

In terms of Gender, the data shows that sympathy levels towards economic migrants are also high. However, female Respondents demonstrate higher sympathy levels in general (5.49% higher). In addition to that, findings show that female respondents are more “very sympathetic” towards economic migrants than their male counterparts by 10.84%.

The Jordanian Government and Refugees

Comparing the results of the three waves, there is a slight decrease when it comes to rating the government's approach positively. There is also a slight decrease when it comes to negatively rating the government's approach. However, results also showed a substantial increase when it came to rating the government's response.

When it comes to government approach towards refugees, 76.3% of Jordanians affirmed it was positive compared to 11% who believe it as negative, and 10% remained neutral (compared to 79%, 11% and 7% respectively in wave II).

Looking at the government's response towards refugees, there is a near 9% increase among those who believe that the government's response was over sufficient or very sufficient (39.2% and 34.9%, respectively). Around 15% of the respondents consider that the government's response towards refugees is somewhat sufficient, compared to 24% in the previous wave. It is also worth mentioning that there is a significant increase by around 18% from wave II when it comes to rating the government's response as over-sufficient.

Perceptions toward Refugees

Nearly half of the respondents indicated their positive attitude when describing the Jordanian public perception toward refugees, albeit there is a significant decrease of about 10.2% when compared to Wave II. More respondents are being neutral to the statements given.

The survey results show that around 49% of the respondents believe that the refugees come from Syria, while 22% believe they come from Iraq, 16% from Palestine, and around 12% believe that refugees come from other countries. From those 12%, nearly 33% stated that refugees come from Yemen, 20.9% said Libya, and 14.71% mentioned Lebanon. The rest listed countries in Africa, such as Egypt and Sudan, while others mentioned Pakistan.

When asked about refugees, the respondents illustrated significantly lower levels of positivity when it comes to the Jordanian public's perception of refugees. 52.8% (10.2% less than the previous wave) of the respondents stated that Jordanians hold a positive view towards refugees. It is important to note that a quarter of the respondents had a neutral stance towards refugees, amounting to a 7% increase from the previous wave.

When analyzing the data by governorates, 70% of respondents from Kerak described the Jordanian public perception of refugees as positive, which was 20% higher than those from Amman (50%), as 53% and 52% of respondents from Irbid and Mafraq, respectively, indicated that Jordanians have a positive perception towards refugees.

When asked about their opinions of refugees, 58.8% indicated that they were empathetic, 12.8% higher than the previous wave. However, there was a decrease in the positive view of refugees in Jordan from 9% in wave II to 1%, and the overall positive opinion of refugees decreased from 76% in May-2021 to 71.3% in November-2021. It is also worth mentioning that 10.1% of the respondents have a neutral stance towards refugees, 4.1% higher than the previous wave.

Finally, the respondents were asked to indicate the extent to which they agreed or disagreed with several statements. The results show that responses were mostly similar when compared to the previous wave with either small increase or a small decrease. However, the most interesting observation is more respondents held neutral stances to the statements. For example, 19.3% of the respondents had a neutral stance towards the statement “Jordan should focus on helping Jordanians not refugees” (7.3% increase), and a quarter of the respondents were neutral regarding refugees returning home (10.4% increase), on top of that, nearly a third of the respondents remained neutral when asked about forced deportations of refugees (28.5% compared to 19% in the previous wave).

Some significant changes can be seen when given the statement “the international community has not done enough to support refugees in Jordan” in which there is a 12% decrease in people agreeing. However, most of those points shifted to the neutral stance as aforementioned.

Refugees’ Economic Impact Perception-Jordan (Check for the new questions)

More than half of the respondents indicated that their economic situation has been affected by refugees, in which more than three-quarters of the respondents have indicated that they have been affected negatively. Moreover, most of the respondents believe that refugees affected wage levels to a great extent.

When asked whether refugees have affected the respondents’ economic situation or the family of the respondents’ economic situation, 59.4% responded yes. Of those, most of them have been affected negatively (78.4%), with 51.2% of the respondents suffered largely.

When asked whether refugees affected wage levels, 91.1% of the respondents believe that refugees affected wage levels while 7.6% do not. When we look closely, 73.4% of the respondents believe that refugees greatly affected the wage levels, while 15.4% believe the effect was medium and 2.3% believe the effect was small.

COVID-19 Implications

Most respondents indicated that Jordanians suffered more than refugees in Jordan. Moreover, the pandemic did not change the views of most respondents towards refugees.

When analyzing the impact of the ongoing global pandemic on both Jordanians and refugees in Jordan, 9.1.9% of the respondents stated that they have been affected, and 92% of the respondents stated that COVID-19 has had a negative impact on their economic conditions. Around 35% of the respondents indicated that refugees have suffered from the pandemic while 39.2% indicated that the refugees benefited from the pandemic. Of those who indicated that refugees suffered from the pandemic, more than half of the respondents (54.9%) indicated that refugees lost work opportunities while 15.2% indicated that refugees would have lost their jobs due to the pandemic and 8.3% indicating that refugees would have received less support.

Moreover, respondents' view towards refugees in Jordan remained the same considering the pandemic (83.9%). The lack of change in their view towards refugees could be attributed to their belief that they have suffered more from the economic impact of the pandemic than the refugees (81%). Additionally, 7.5% of the respondents changed their opinion negatively towards refugees, and the majority of them reasoned that refugees take their opportunities (62%), followed by the belief that Jordanians do not receive aid unlike refugees (18%).

Border Opening Development

Around half of the respondents believe that Syrian refugees will return to Syria, albeit at varying degrees. However, a significant portion of the Respondents is undecided when it comes to who should make an effort in returning refugees back to Syria (except respondents from Mafraq). Moreover, around two-thirds of the respondents believe that the Jordanian economy will improve if refugees return to Syria.

When asked if the respondents think that the Syrian refugees will return to Syria, around half of the respondents think that that they will go back. Whereas 11.2% indicated that Syrians will return to a great extent, followed by 22.8% returning to a medium extent, and 20.1% to a small extent. However, around 41% of the respondents believe that no one will go back. When analyzing the data by governorates, a minority of the respondents from Kerak believe that refugees will not go back at 23.3% compared to the other governorates of Mafraq, Irbid and Amman scoring at 48.65%, 44.82%, and 41.68% respectively.

When it comes to the question concerning government effort in sending refugees back home, 46.5% of the respondents believe that it is up to the refugee. However, 34.4% of the respondents believe that it is the government's responsibility, while 18.9% are undecided. It is interesting to note that virtually none of the respondents from Mafraq gave an undecided response, (0.39%) when compared to the other governorates such as Amman (22.78%), Irbid (17.39%), and Kerak (17%).

Finally, around two thirds of the respondents believe that Syrian refugees returning to Syria will have a positive effect on the Jordanian economy (60.6%) while 26% of the respondents believe that it will have no effect.

Refugees and International Support – Jordan

A slight increase of satisfaction towards international support (2.2 %), with respondents who are extremely satisfied doubled when compared to the previous wave.

When asked about their satisfaction towards the support provided to Syrian refugees by the international community, most of the respondents are satisfied (66.2%) albeit, at different intensities nevertheless, it shows 2.2% increase. Moreover, respondents that were satisfied to a great extent doubled when compared to the previous wave (14.5% in wave III compared to 7% in wave II). Finally, respondents that were not satisfied at all dropped at 6.4% (20.6%) when compared to the previous wave, which was 27%.

Perceptions of UNHCR.

More than a 10% increase in respondents, that are aware of the UNHCR as a support provider to all refugees. Moreover, a 12.2% decrease in respondents that were not aware at all of the role of UNHCR.

When asked about the main role of UNHCR, 28.4% of the respondents said their role is to support all refugees in general (13.9% increase), followed by in-kind assistance at 22.1% (5.9% increase), followed by financial aid at 9.6% (3% decrease). An important observation is respondents were significantly more aware of the role of the UNHCR when compared to the previous wave (23.9% unaware compared to 36.1% unaware).

5. METHODOLOGY AND WORK PLAN

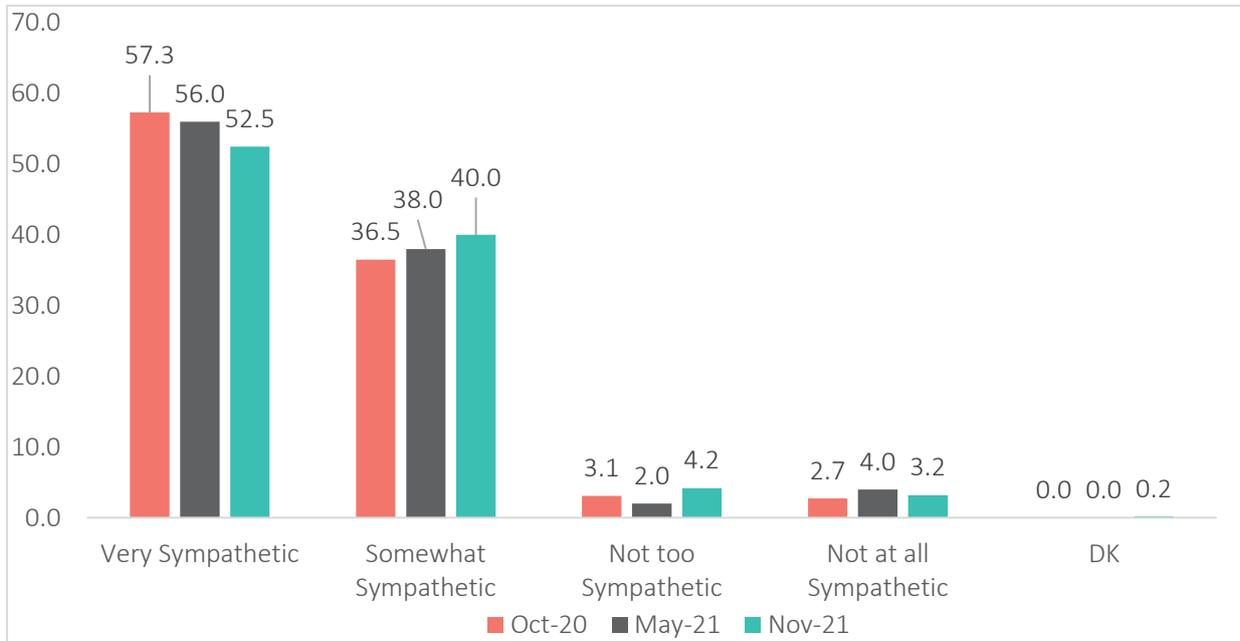
The survey was conducted between Nov 3-24, 2021. It covered a sample comprising of 3,229 Jordanians from Amman (1,754), Irbid (916), Kerak (299), and Mafraq (260) drawn from a probability stratified sample design. The survey tool was designed by UNHCR.

5.1 Data Collection

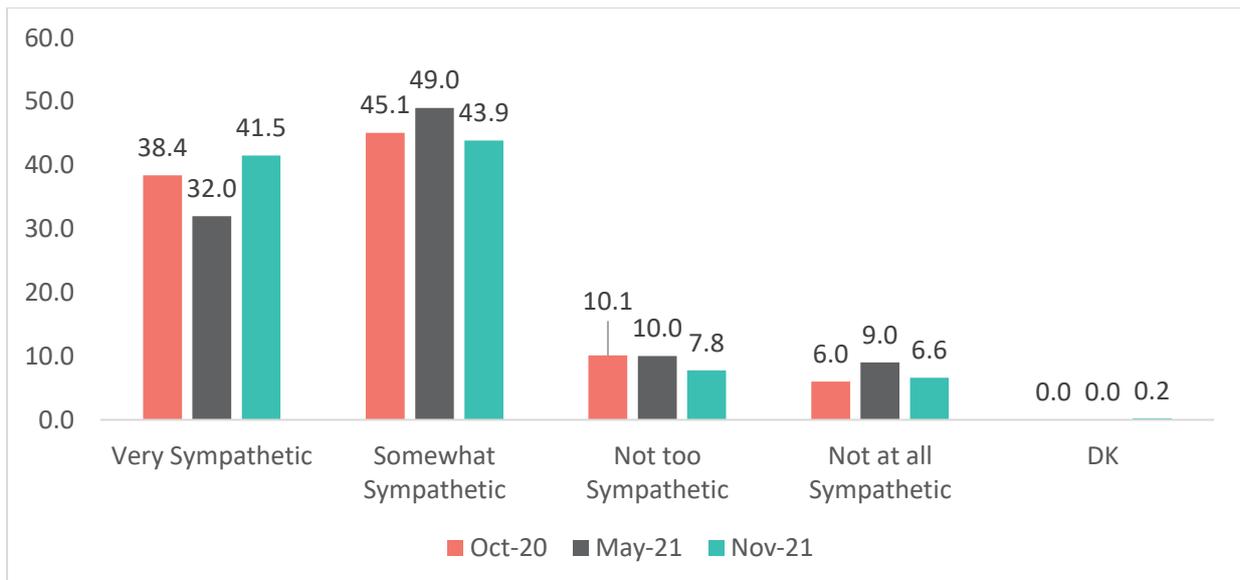
The data collection phase has been implemented by researchers using electronic tablets through face-to-face interviews (CAPI). At the end of each day, the supervisor receives all the tablets and synchronizes the outcomes directly to the team. After receiving the completed questionnaires, a data cleaning team goes over each survey to ensure its completion. The team makes sure to review open ended answers and edit them accordingly. There are two functions specifically assigned to the data analysis team. They simultaneously handle the statistical analysis of the close-ended questions in addition to the coding and analysis of the open-ended answers through statistical analysis software such as SPSS & CPro.

6. FULL SURVEY RESULTS

6.1 Generally speaking, how sympathetic are you toward people who come to Jordan to escape conflict and persecution for reasons of race, religion, ethnicity, nationality, membership of a particular social group or political opinion?

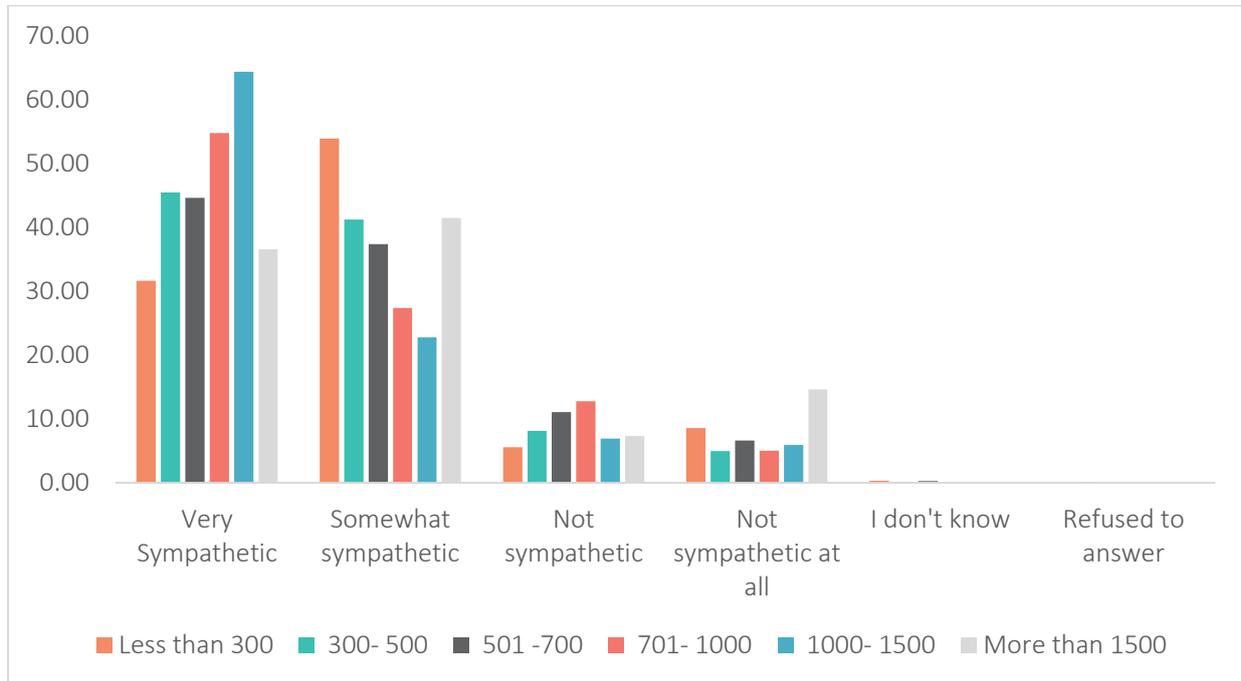


6.2 Generally speaking, how sympathetic are you toward people who come to Jordan to seek better economic opportunities and a better future for themselves and their children?



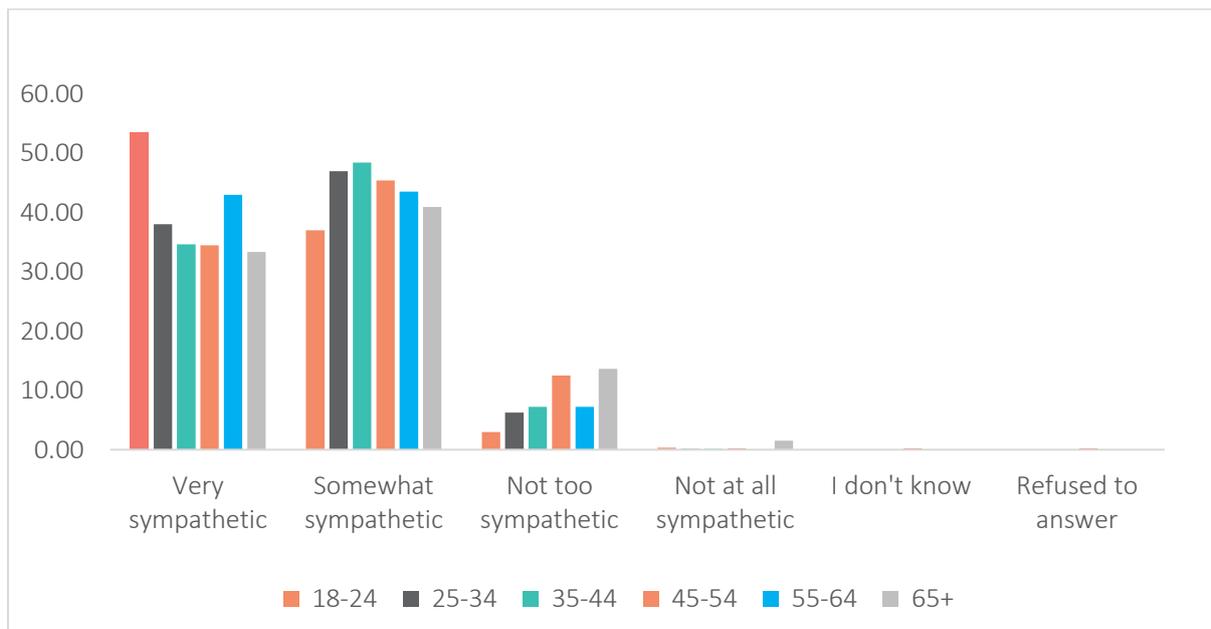
6.2.1 By Income

Generally speaking, how sympathetic are you toward people who come to Jordan to seek better economic opportunities and a better future for themselves and their children?

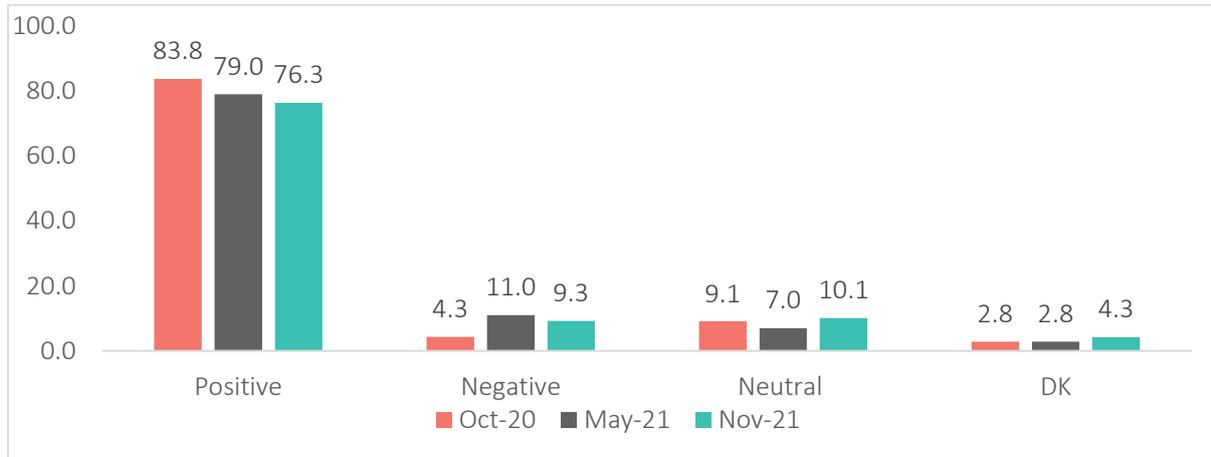


6.2.2 By Age

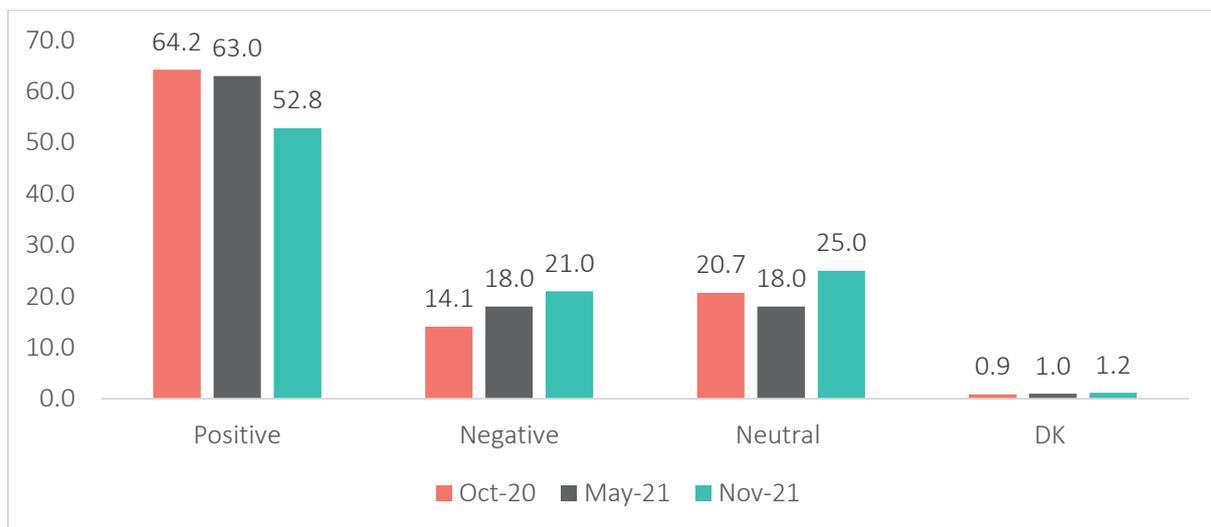
Generally speaking, how sympathetic are you toward people who come to Jordan to seek better economic opportunities and a better future for themselves and their children?



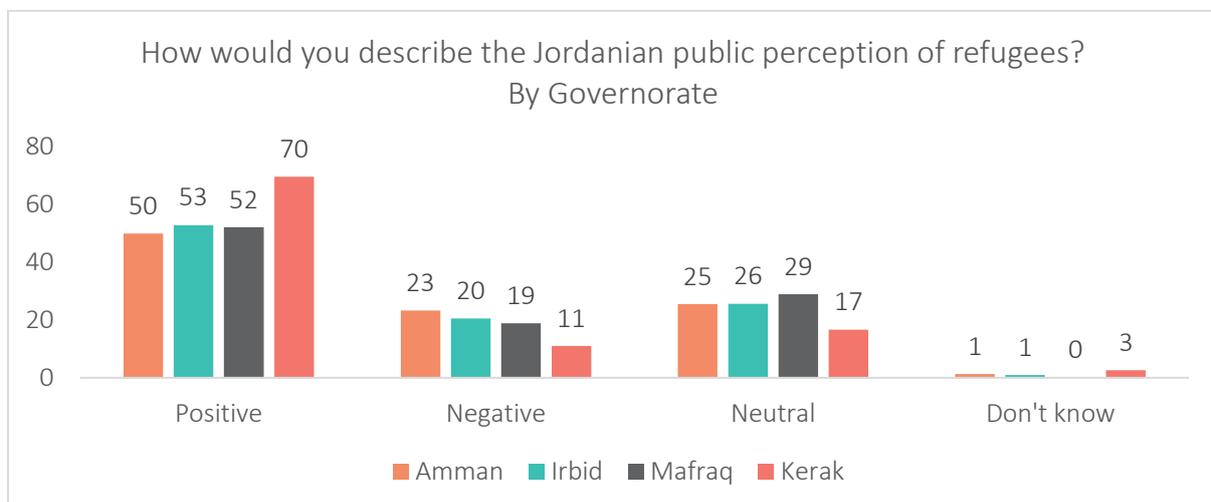
6.3 How would you describe the Jordanian Government's approach towards refugees?



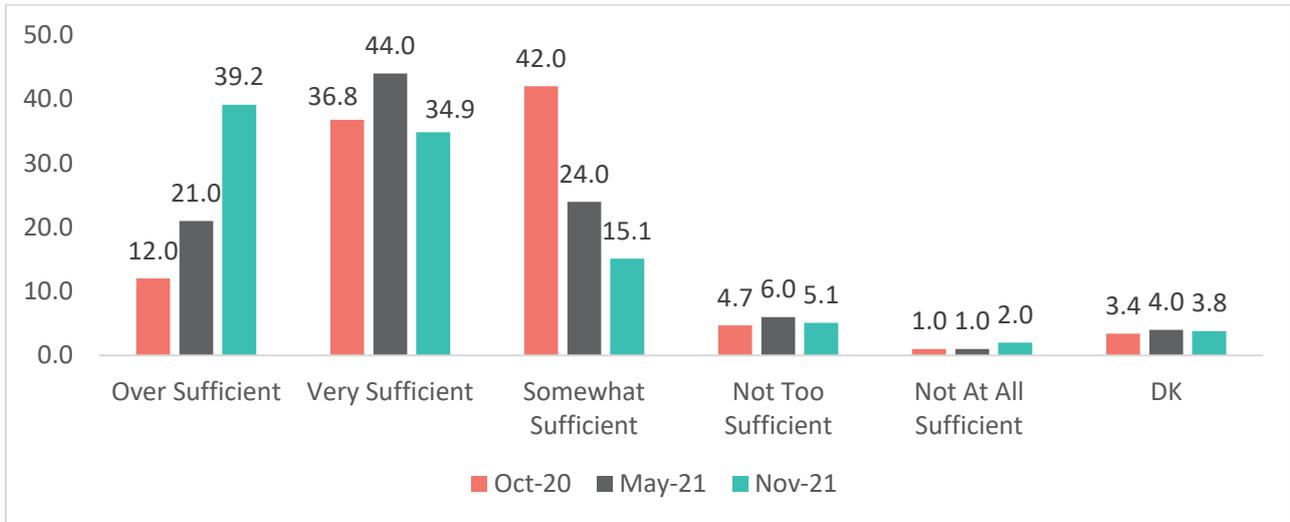
6.4 How would you describe the Jordanian public perception of refugees?



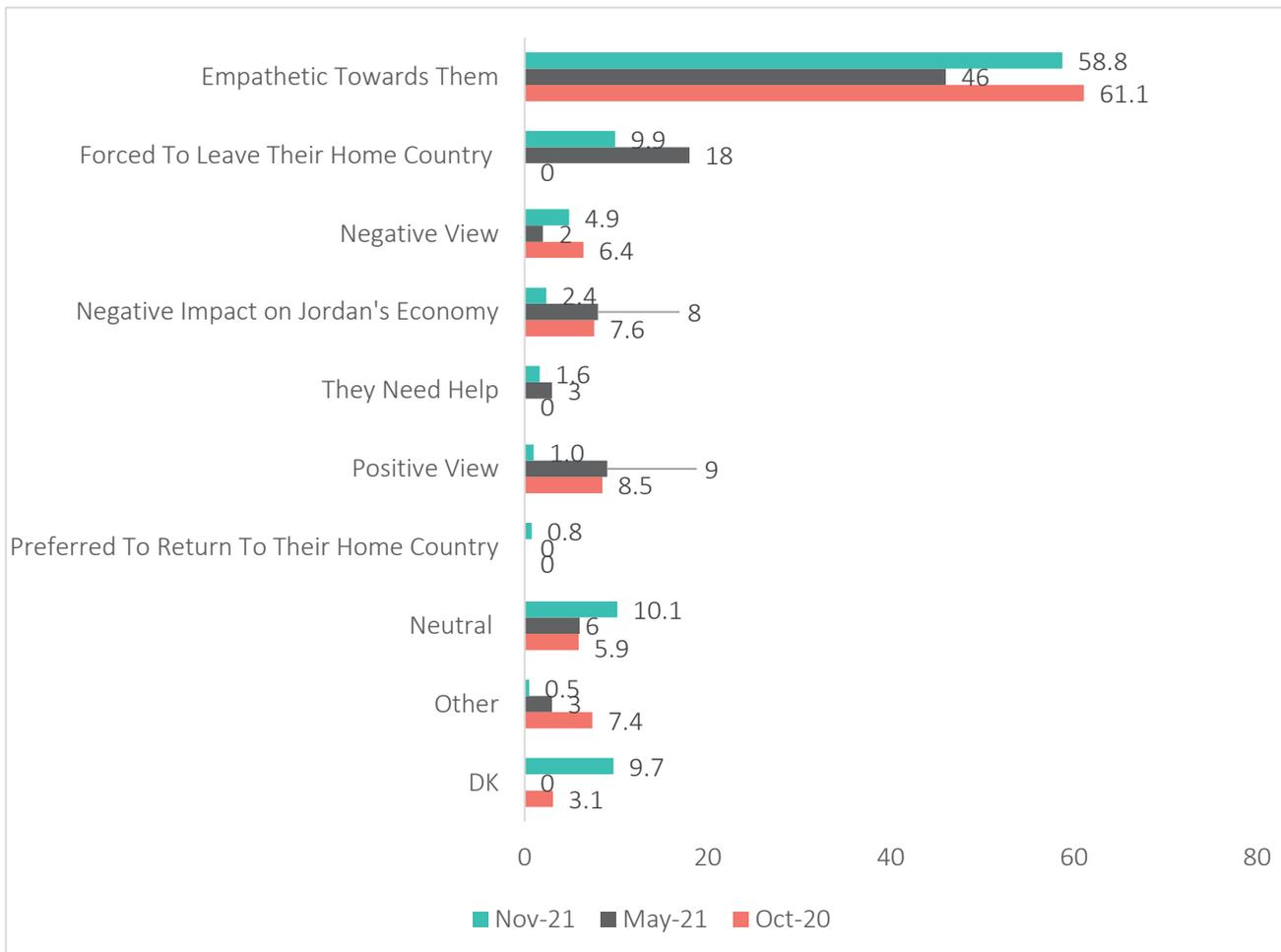
6.4.1 By Governorate



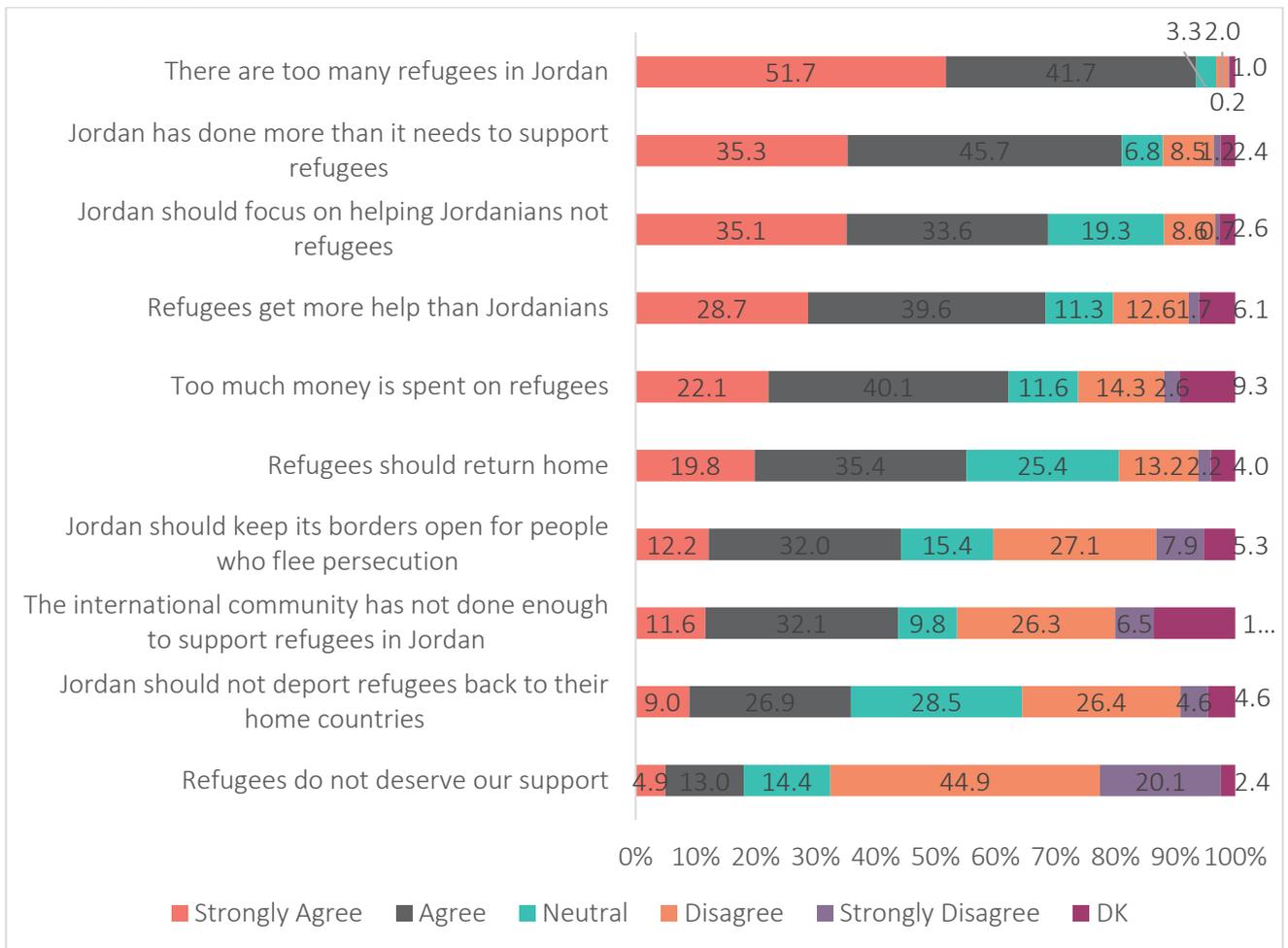
6.5 How would you grade the Jordanian Government response towards refugees?



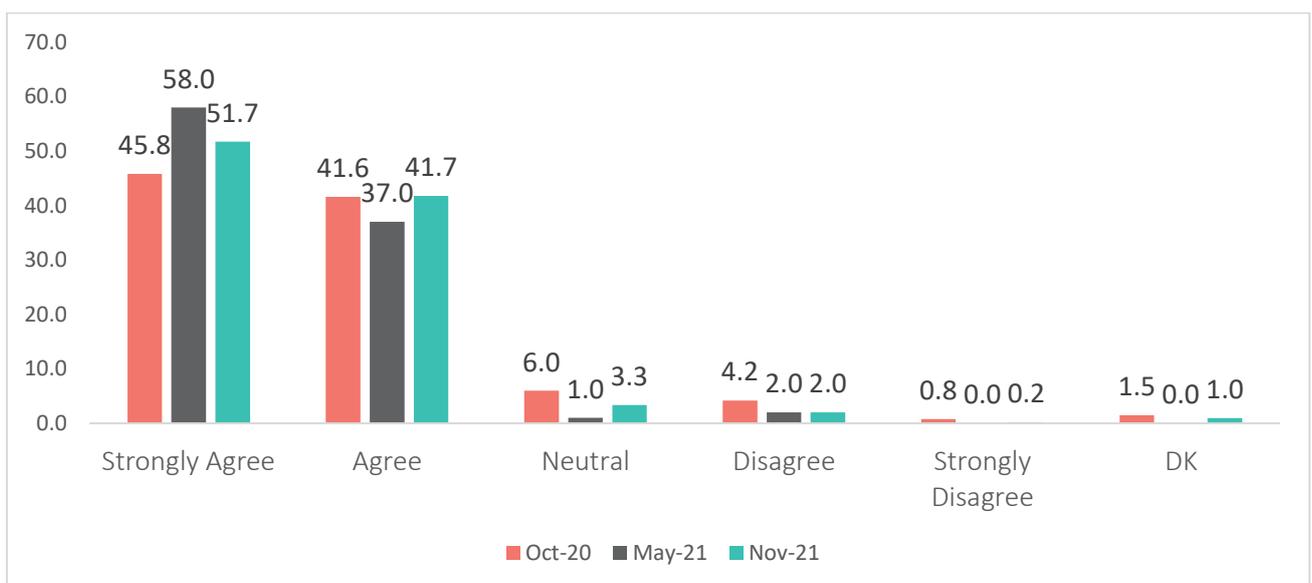
6.6 What is your opinion of refugees in Jordan?



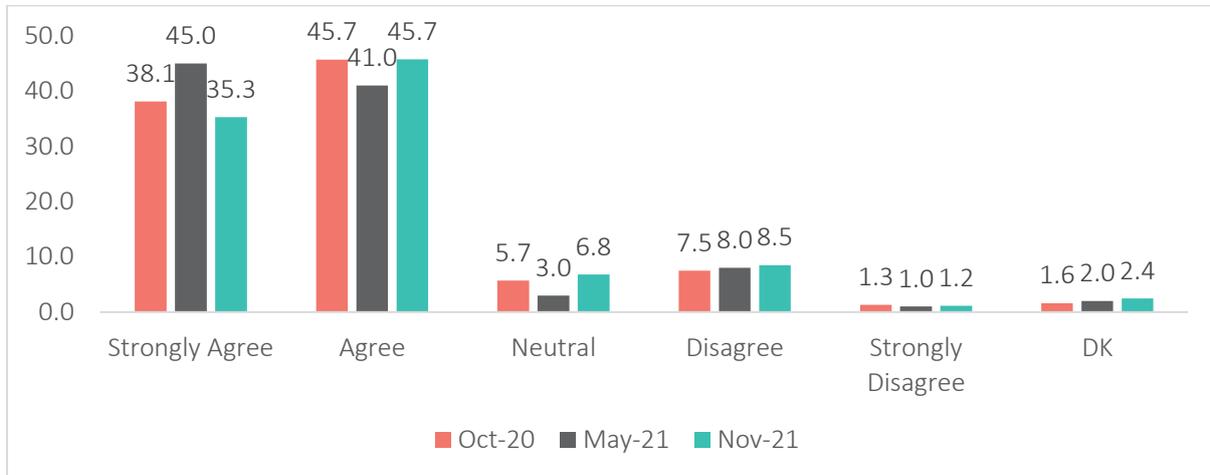
6.7 How much would you agree/disagree with the following statements about refugees in Jordan?



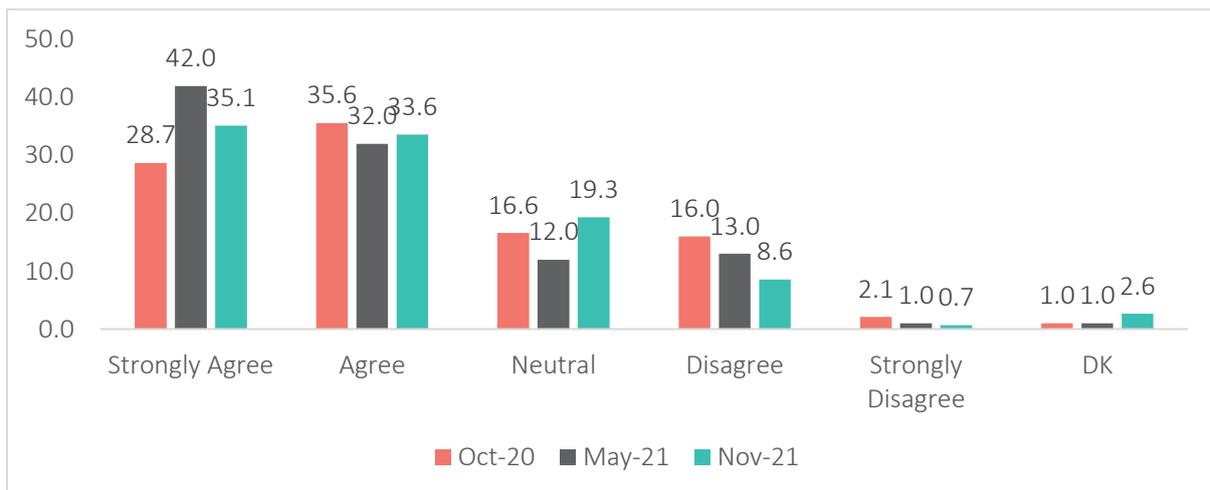
There are too many refugees in Jordan



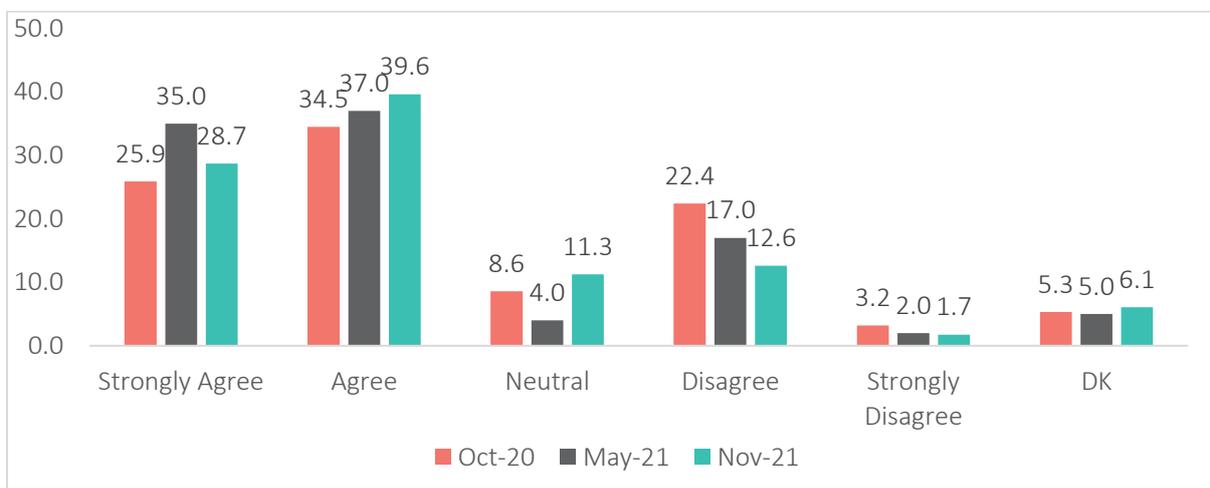
Jordan has done more than it needs to support refugees



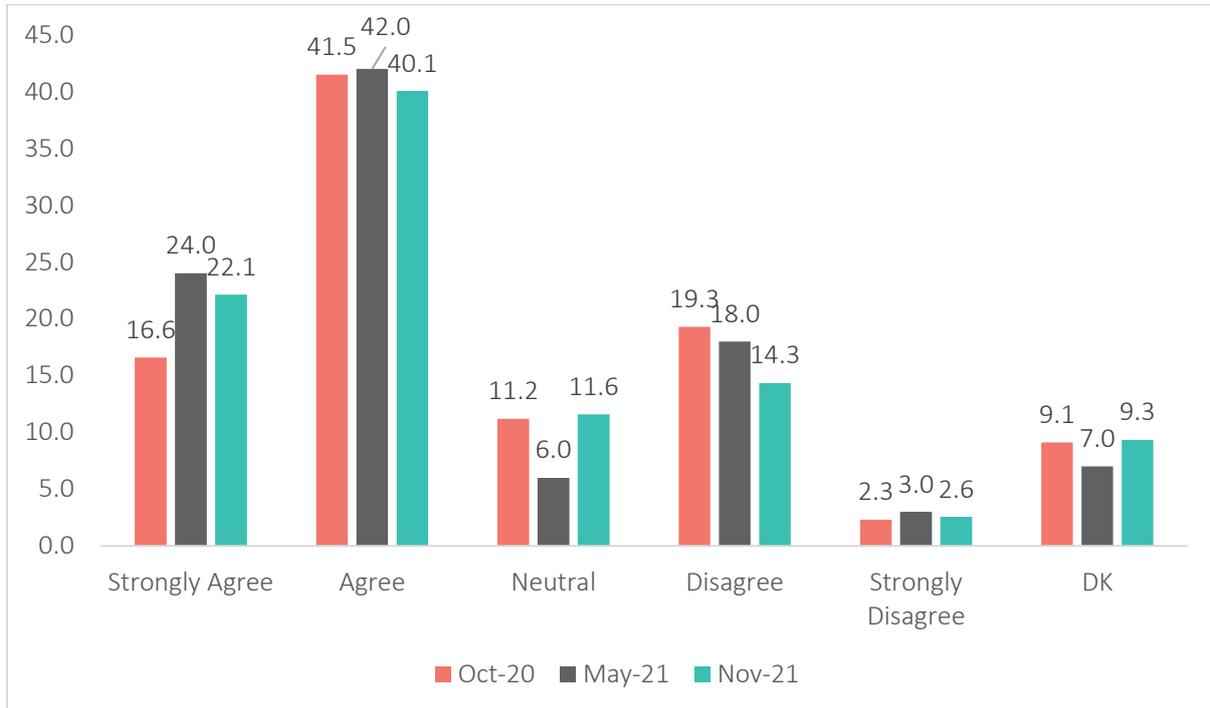
Jordan should focus on helping Jordanians not refugees



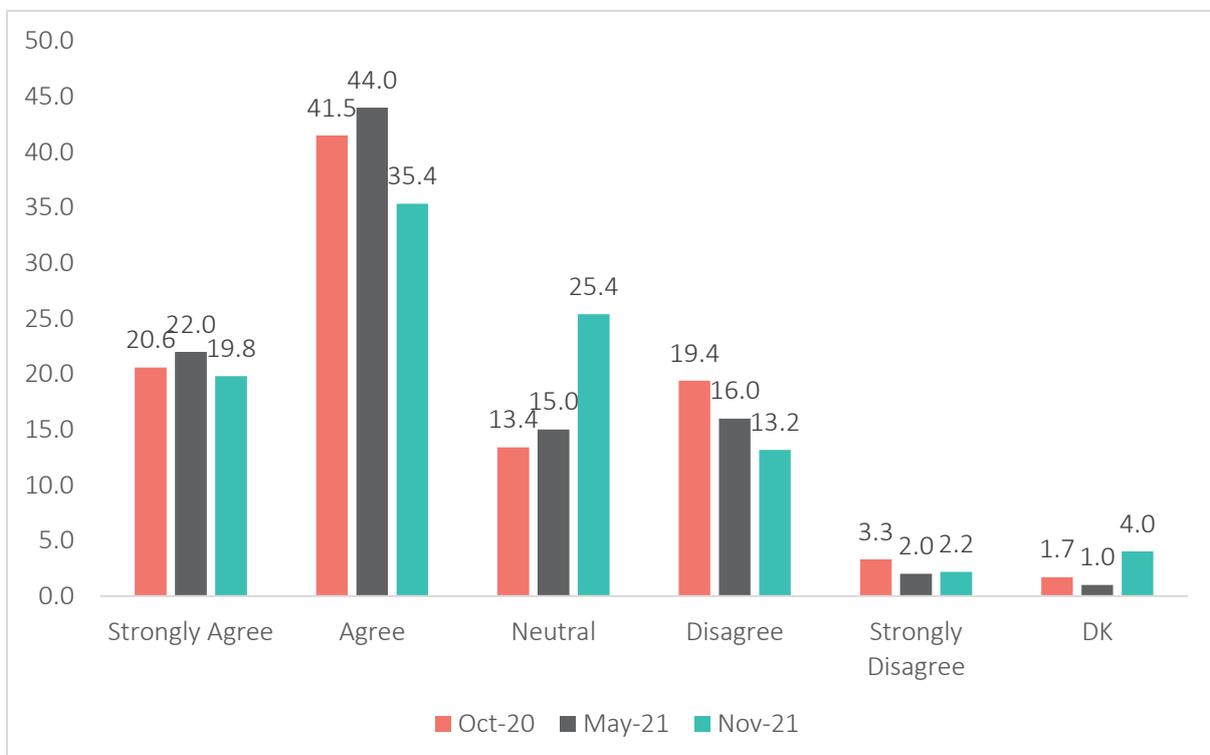
Refugees get more help than Jordanians



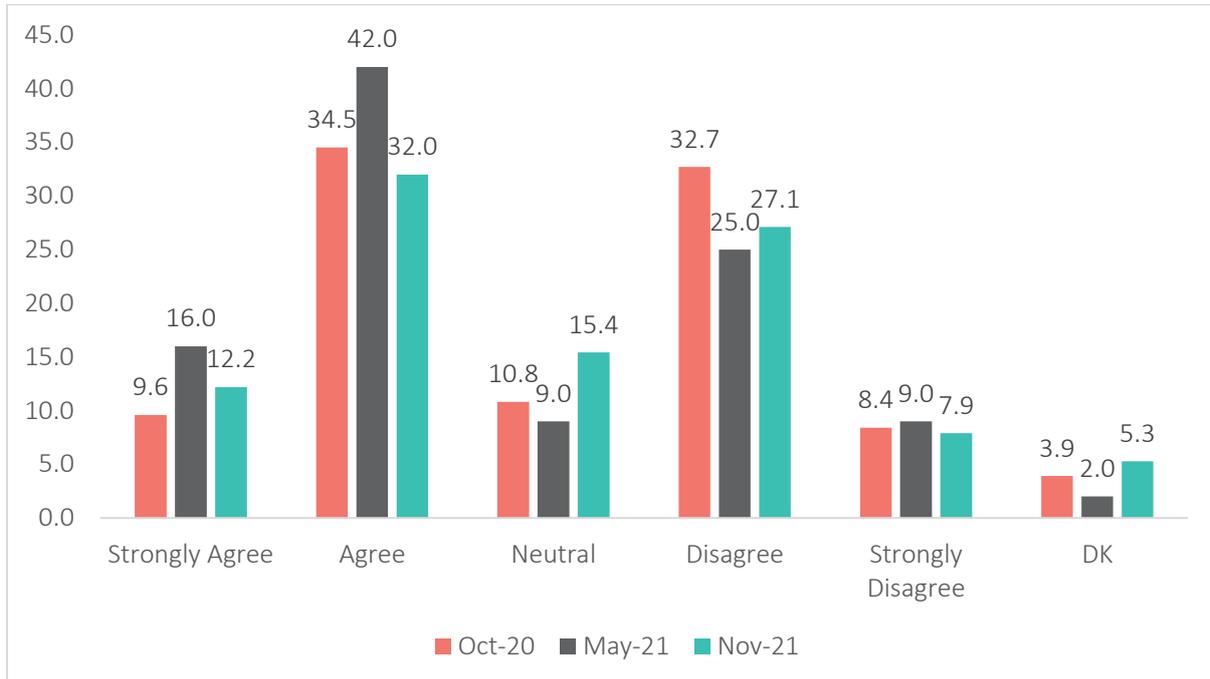
Too much money is spent on refugees



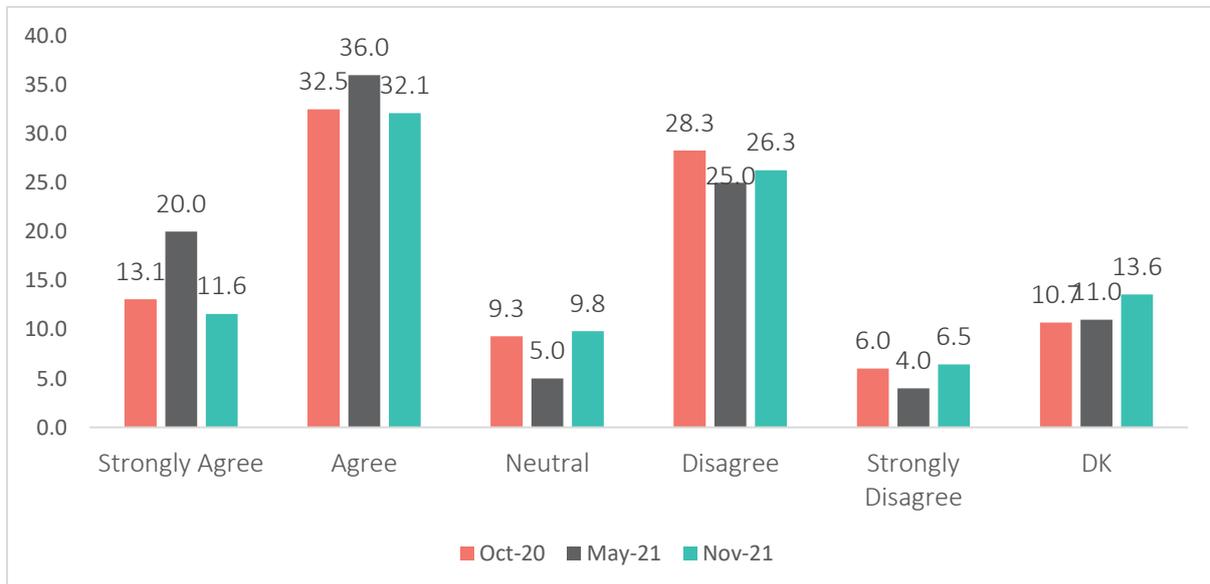
Refugees should return home



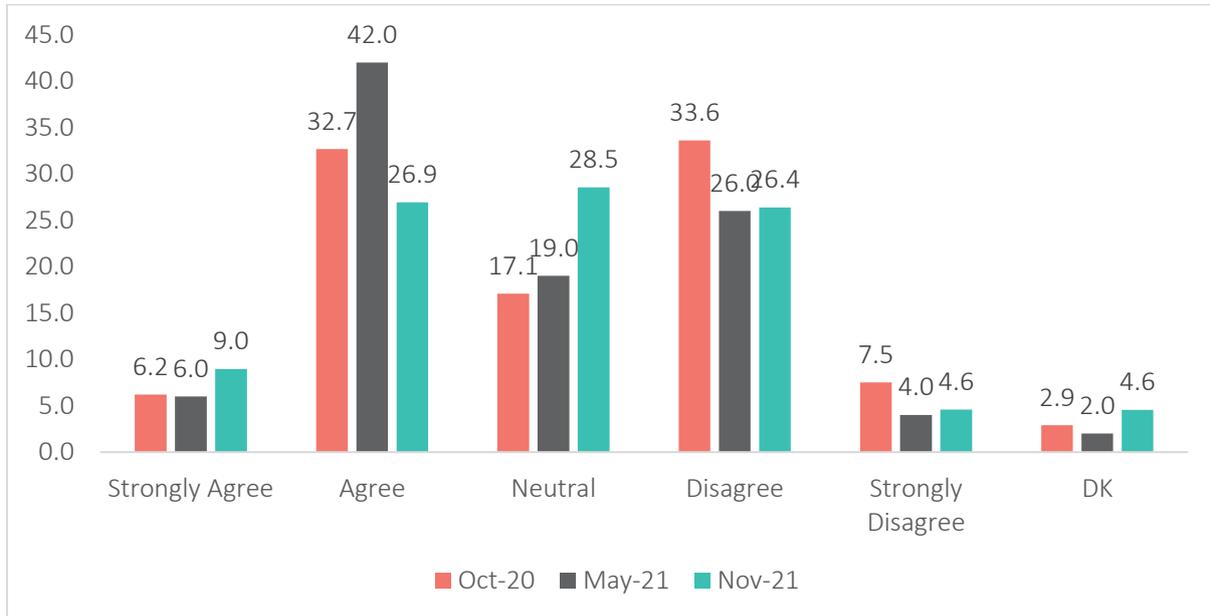
Jordan should keep its borders open for people who flee persecution



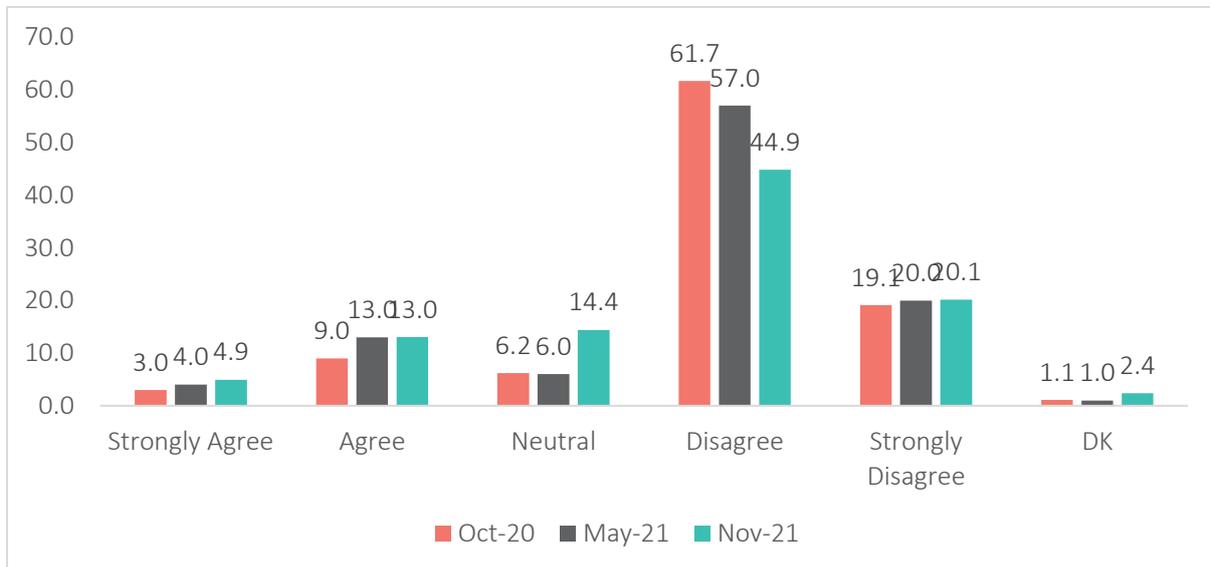
The international community has not done enough to support refugees in Jordan



Jordan should not deport refugees back to their home countries

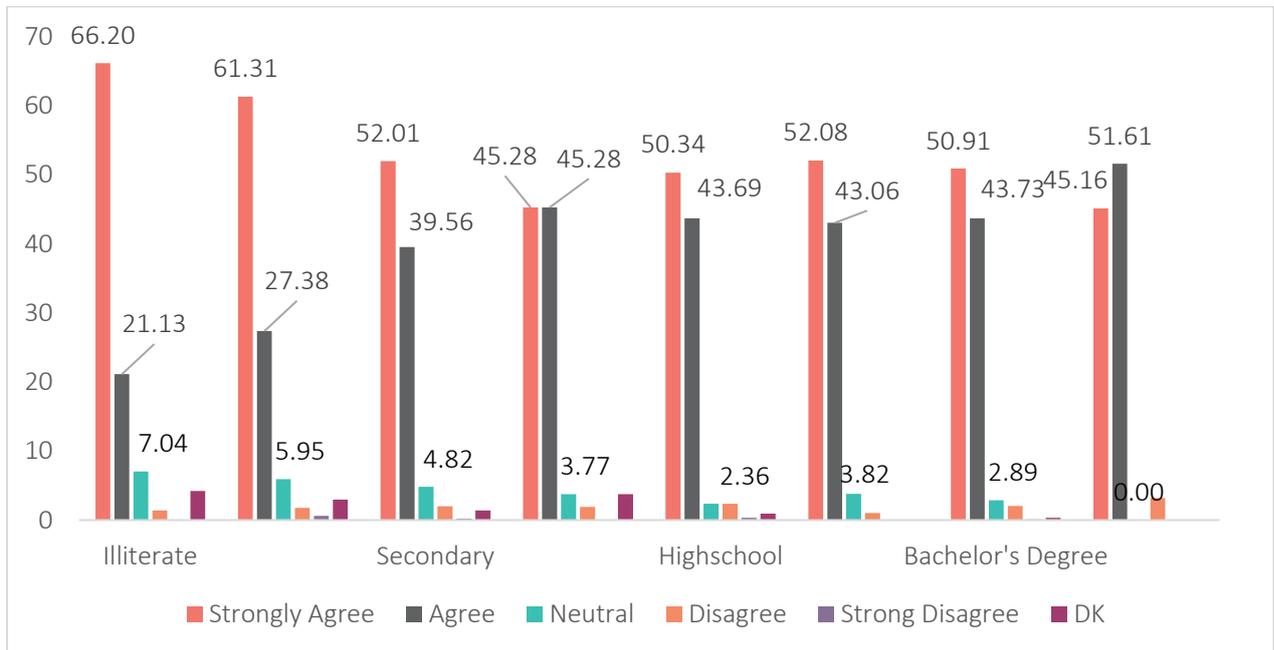


Refugees do not deserve our support



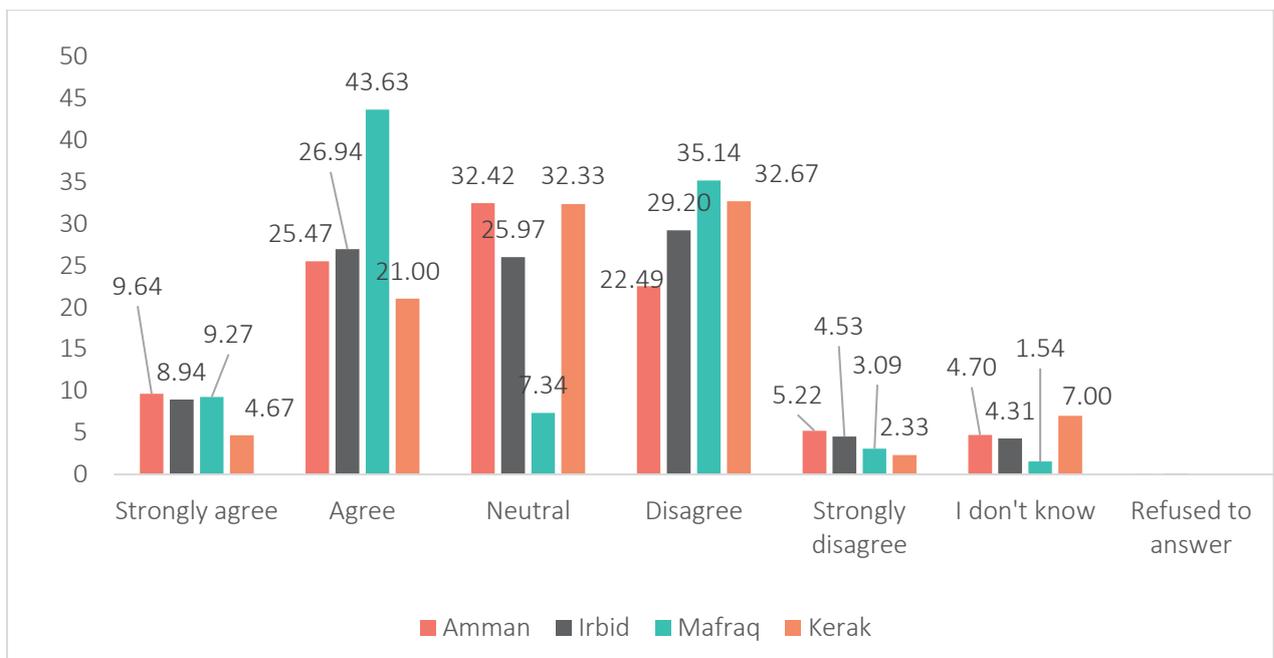
6.7.1 By Educational Level:

Jordan should not deport refugees back to their home countries



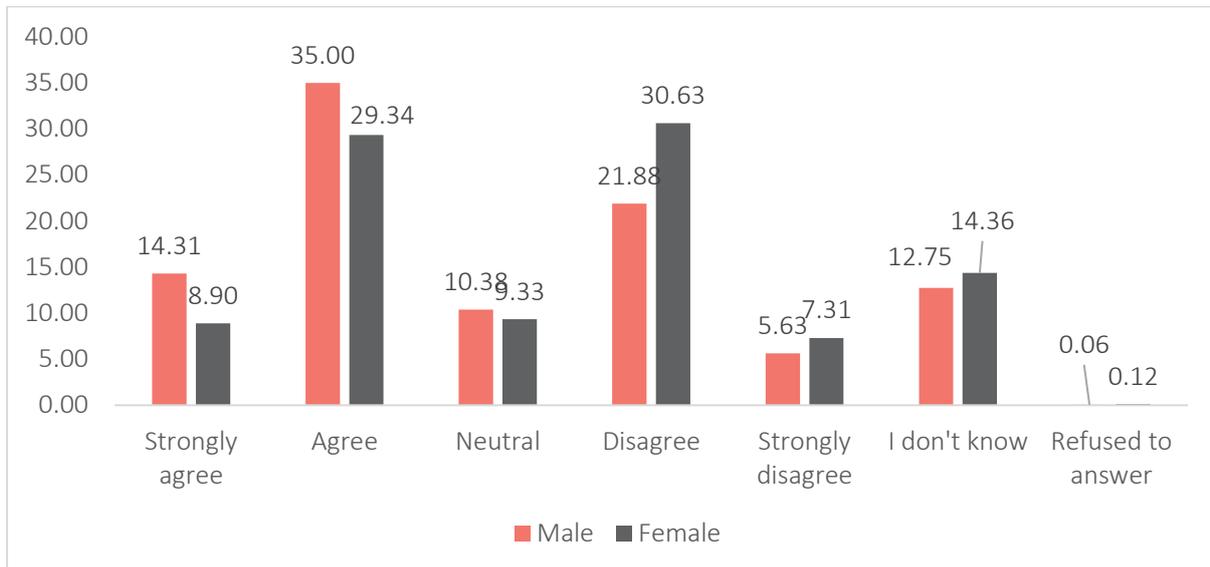
6.7.2 By Governorate:

Jordan should not deport refugees back to their home countries

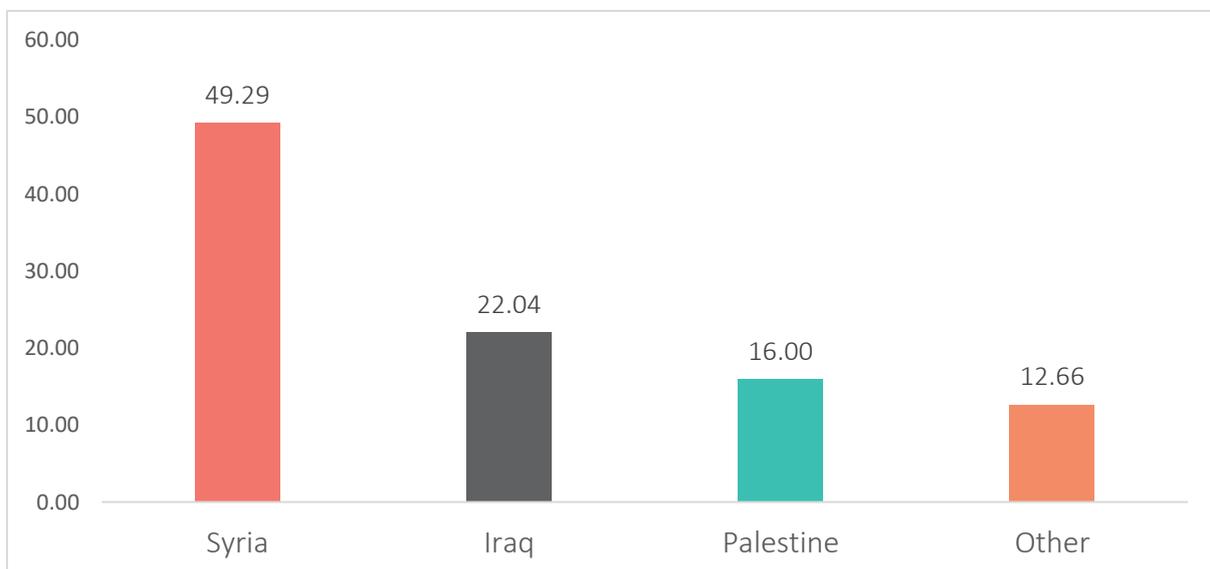


6.7.3 By sex:

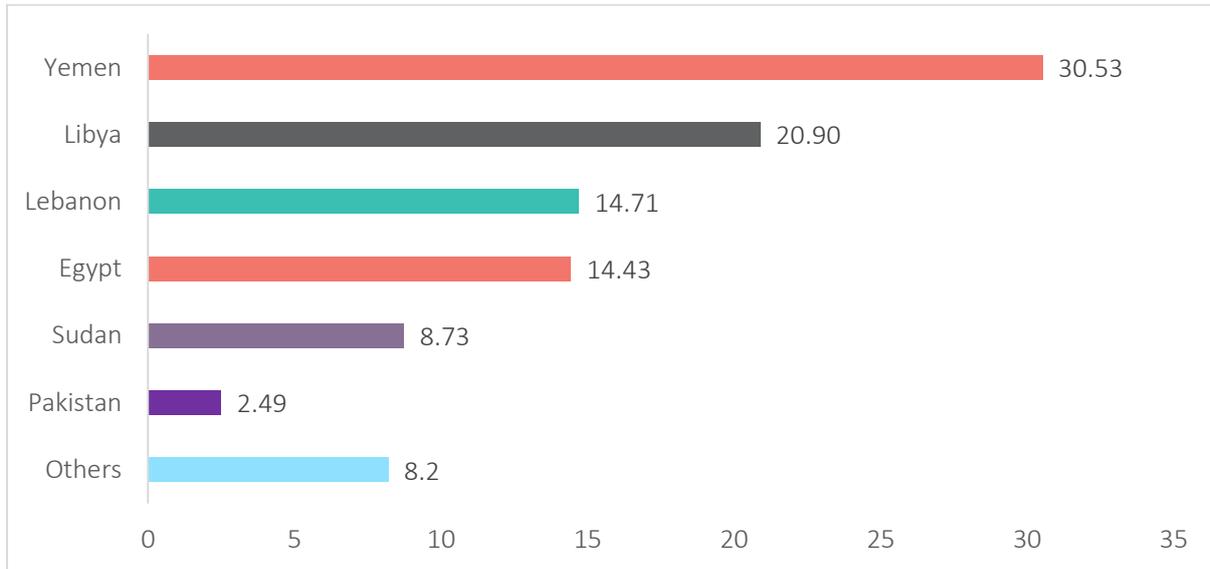
The international community has not done enough to support refugees in Jordan



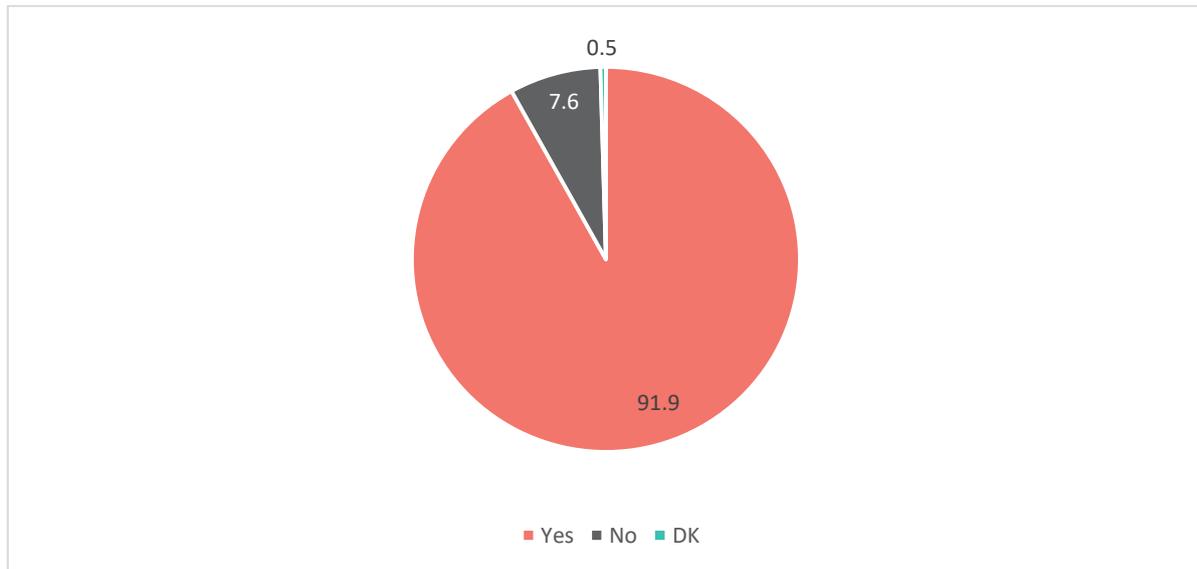
6.8 Where do you think refugees in Jordan come from? Write out all the countries and nationalities you can think of



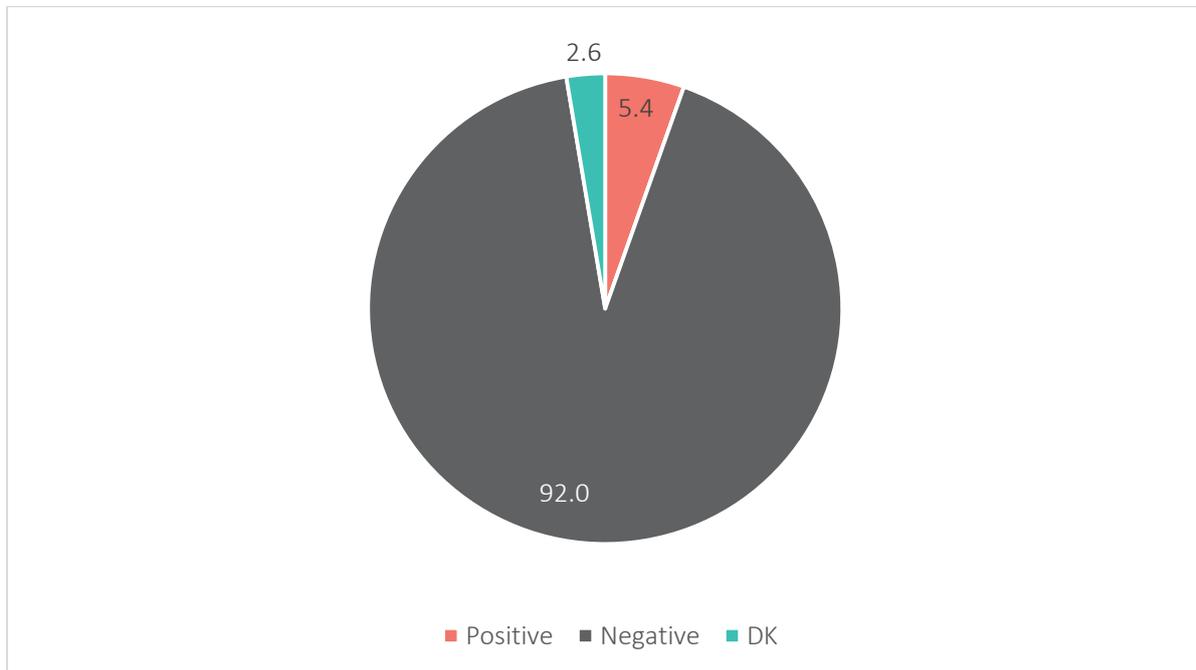
6.8.1 Other



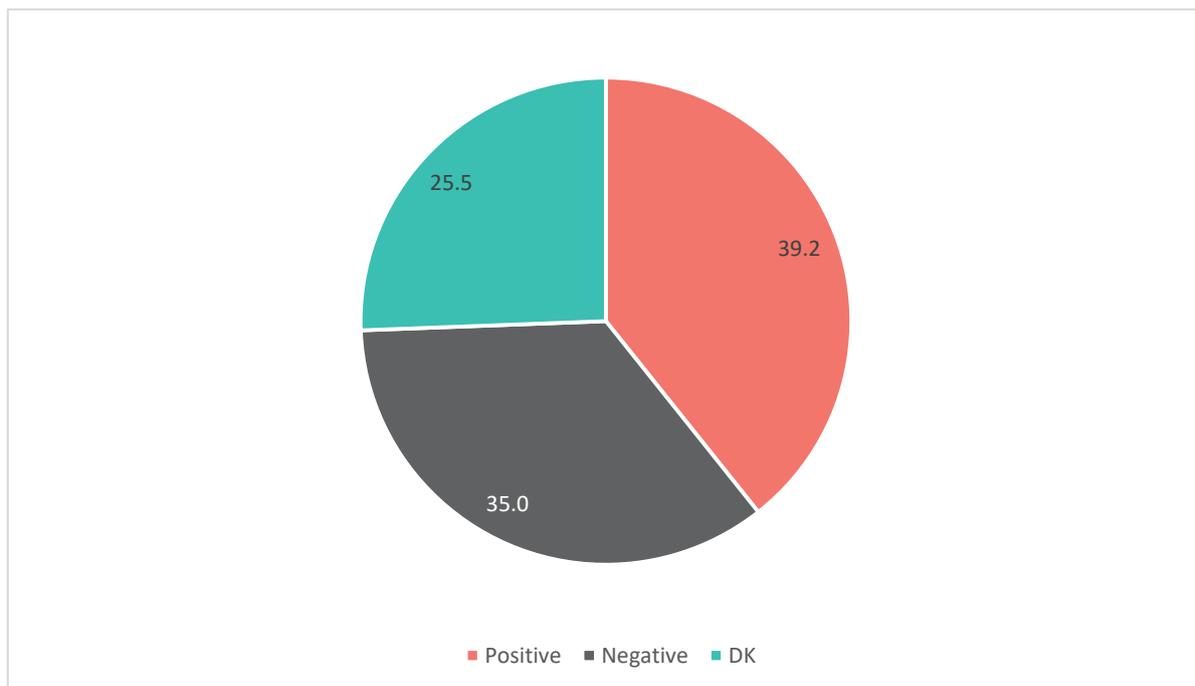
6.9 Has COVID-19 had a direct impact on your economic situation?



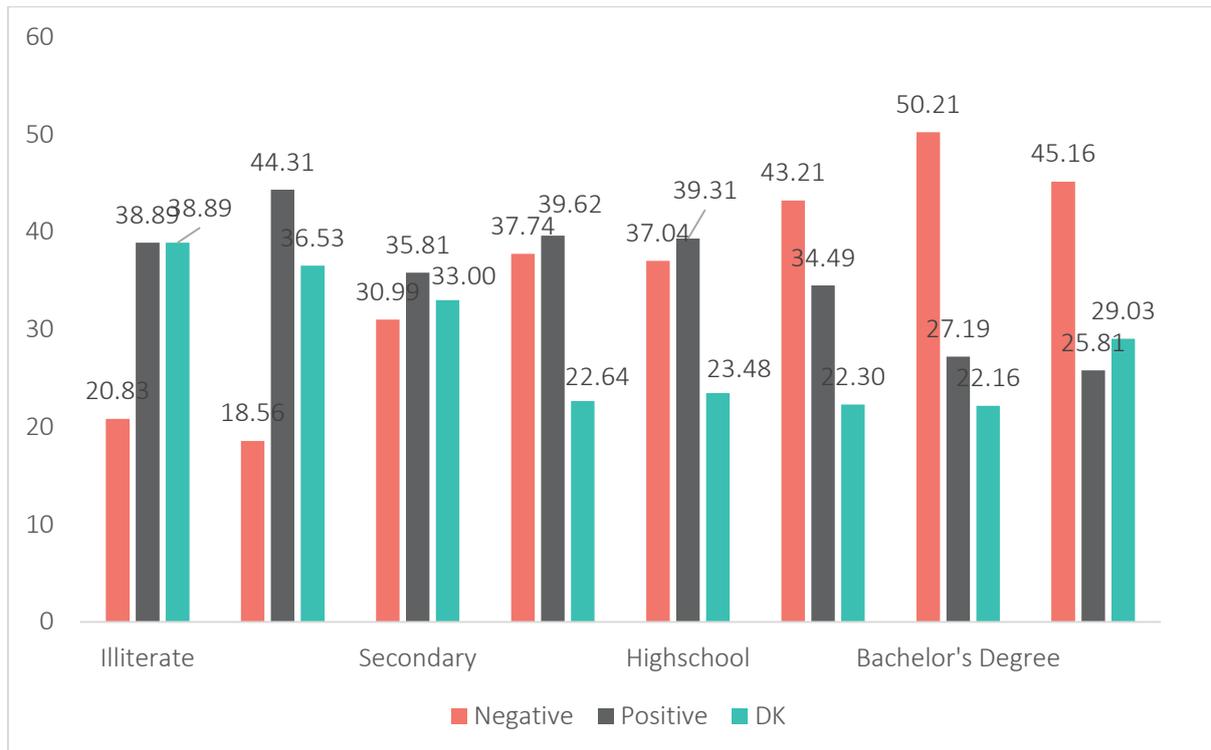
6.10 Was the impact on your economic situation positive or negative?
(n=2968)



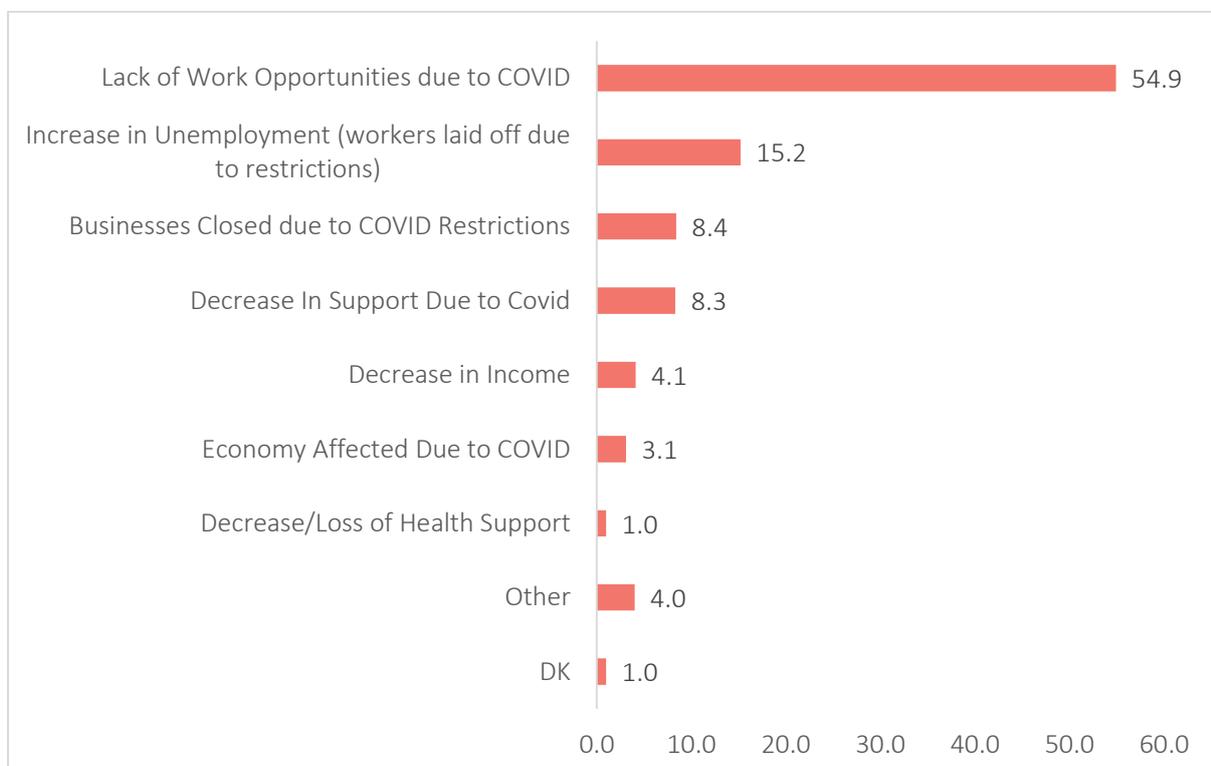
6.11 Do you think COVID-19 had a negative, positive or no impact at all on the refugee's economic situation in Jordan?



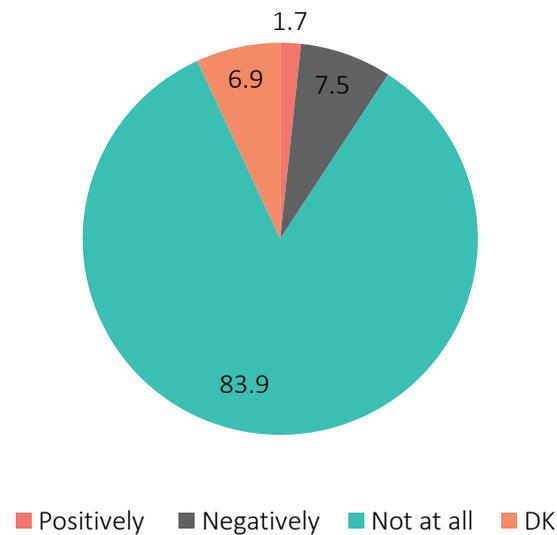
6.11.1 By Educational level:



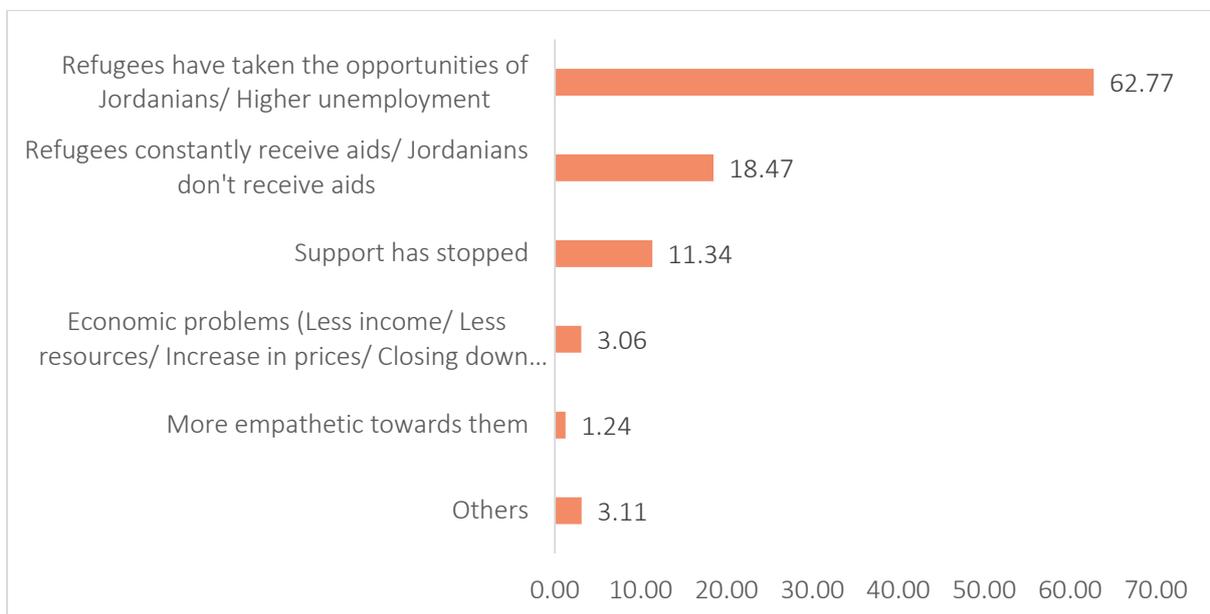
6.11.2 If the impact was negative, please describe how?



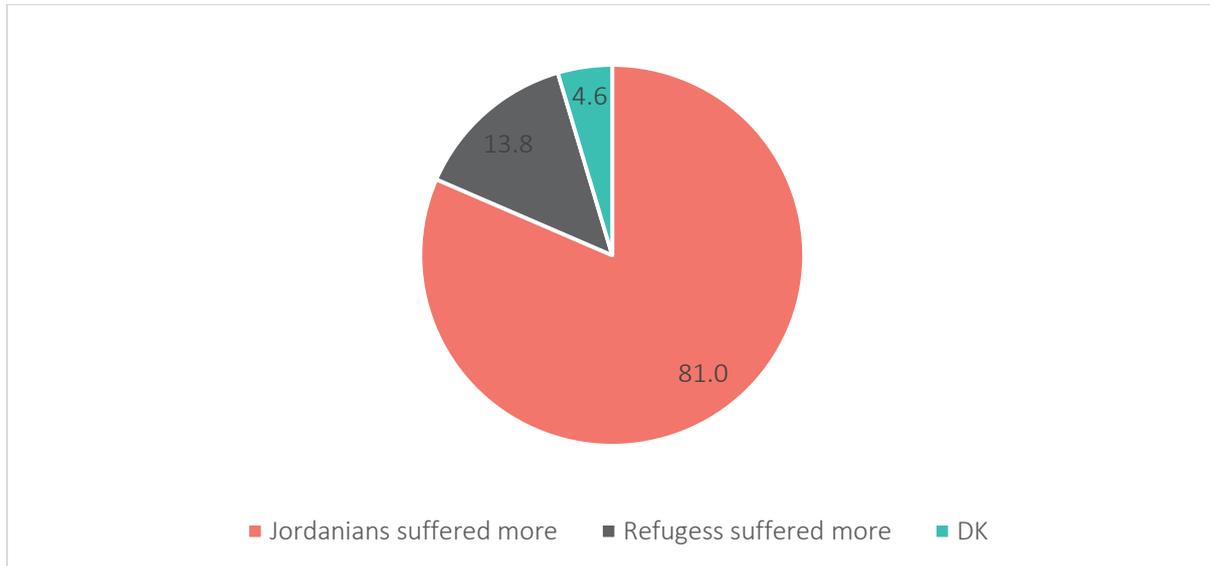
6. 12 Has the economic impact of COVID-19 changed your opinion of refugees in Jordan negatively, positively, or not at all?



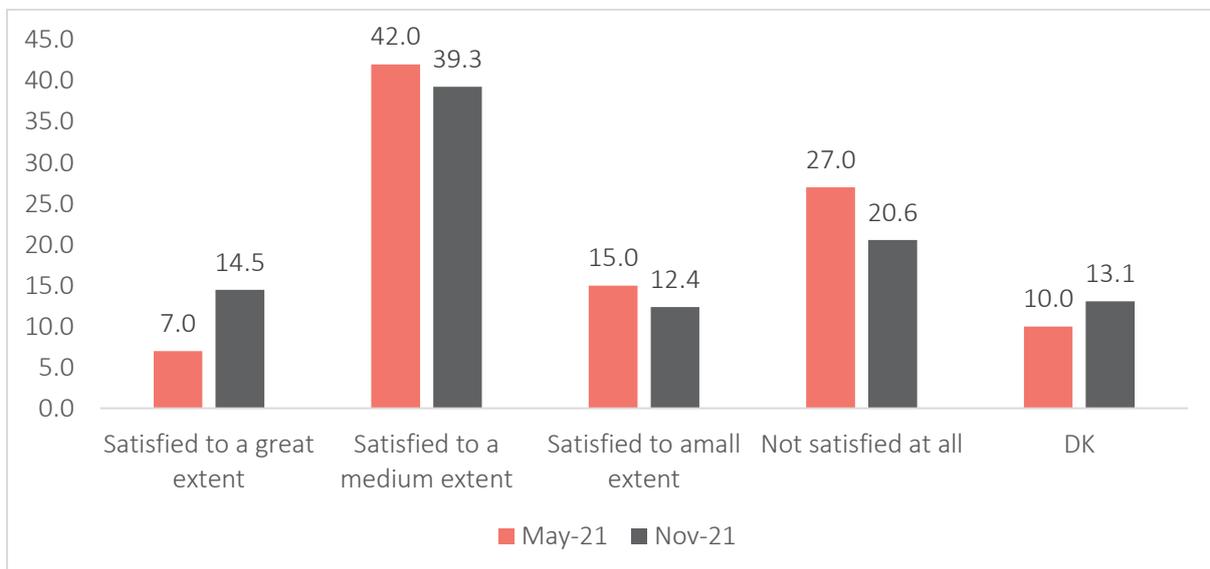
If negatively, please describe how



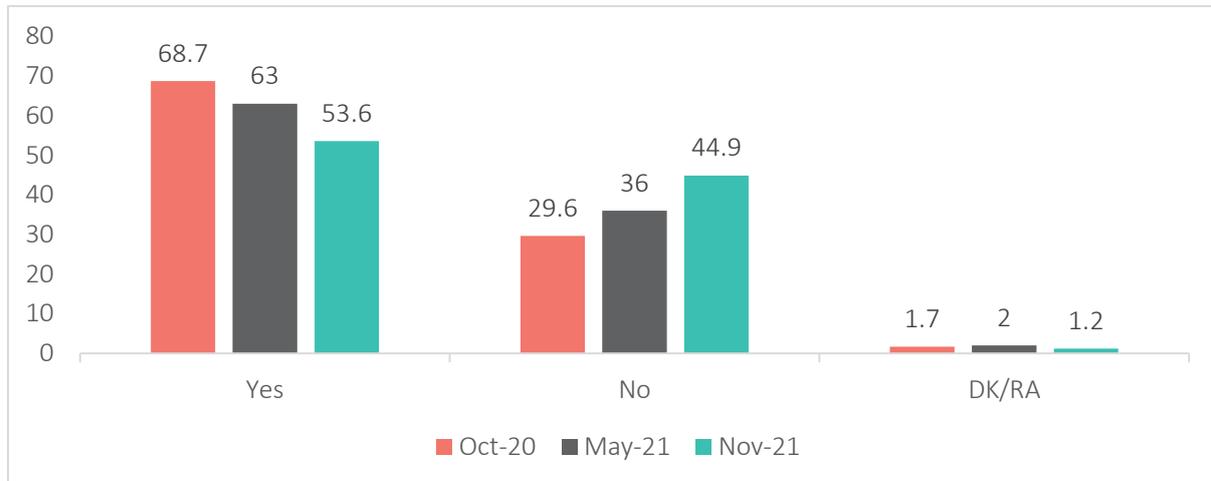
6.13 In your opinion, who has suffered more from the economic impact of Covid-19, Jordanians, or refugees?



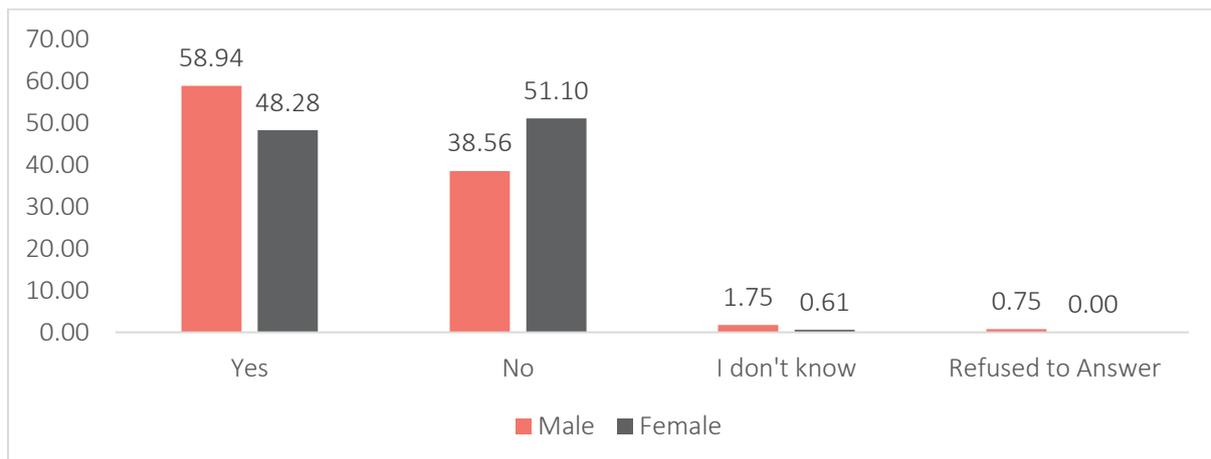
6.14 How satisfied are you with the level of support the international community is currently providing for refugees in Jordan?



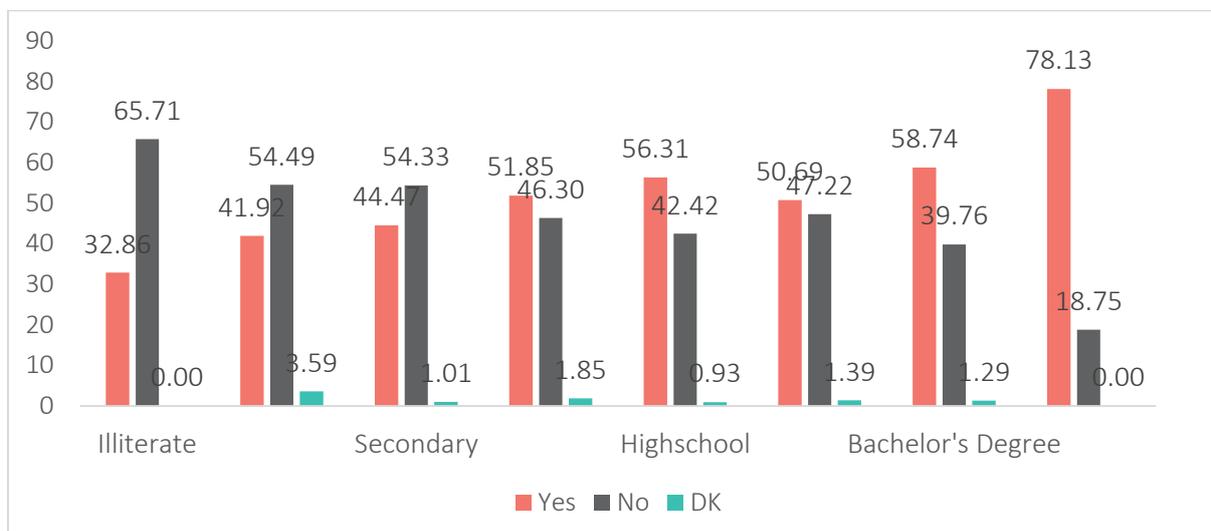
6.15 Have you previously helped refugees in Jordan?



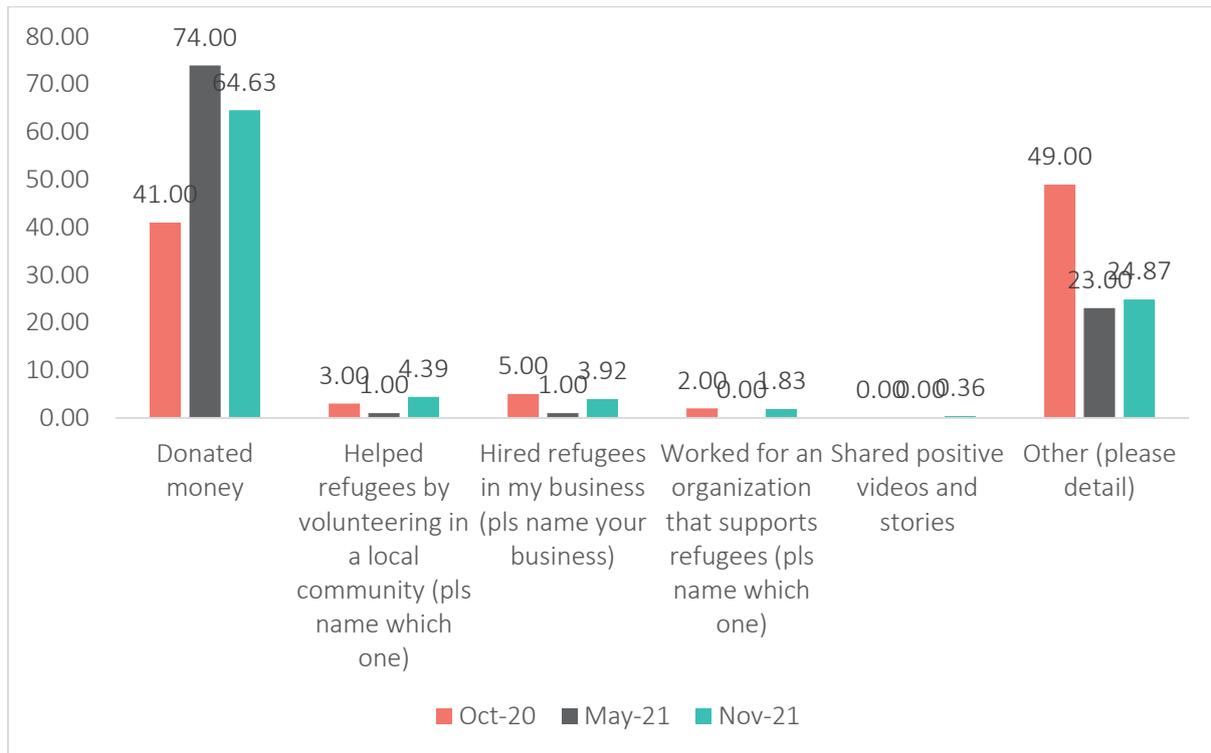
6.15.1 Gender



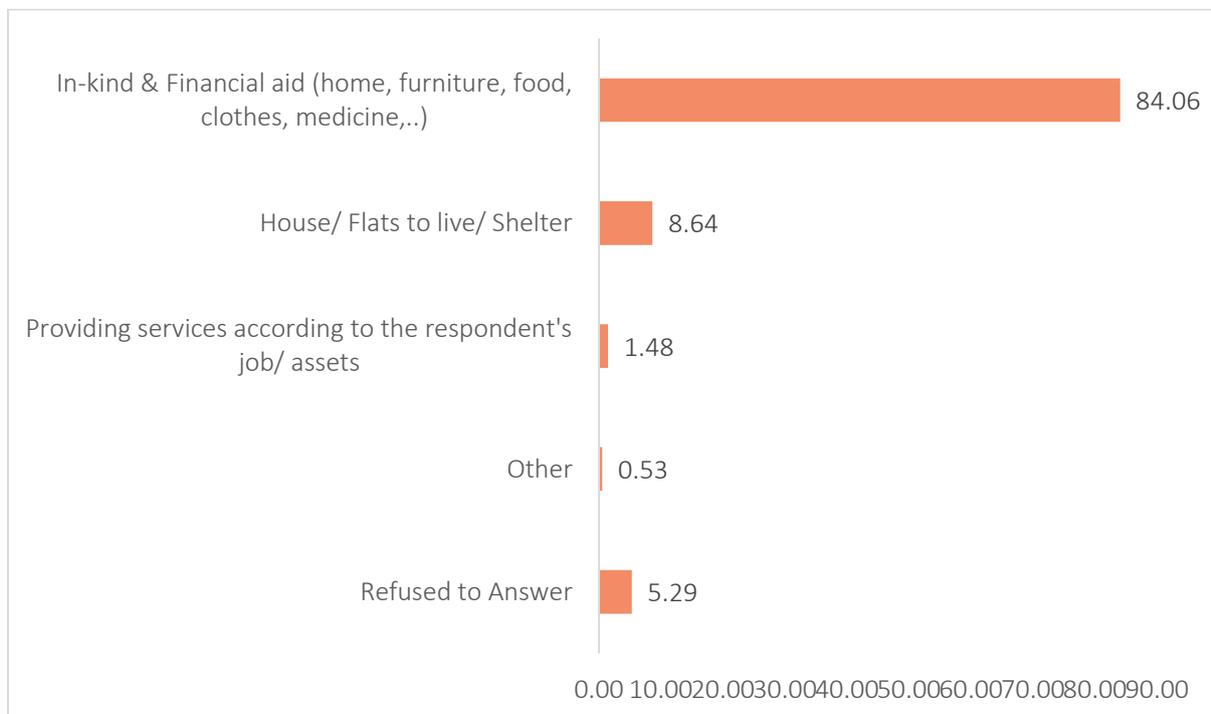
6.15.2 By Educational Level



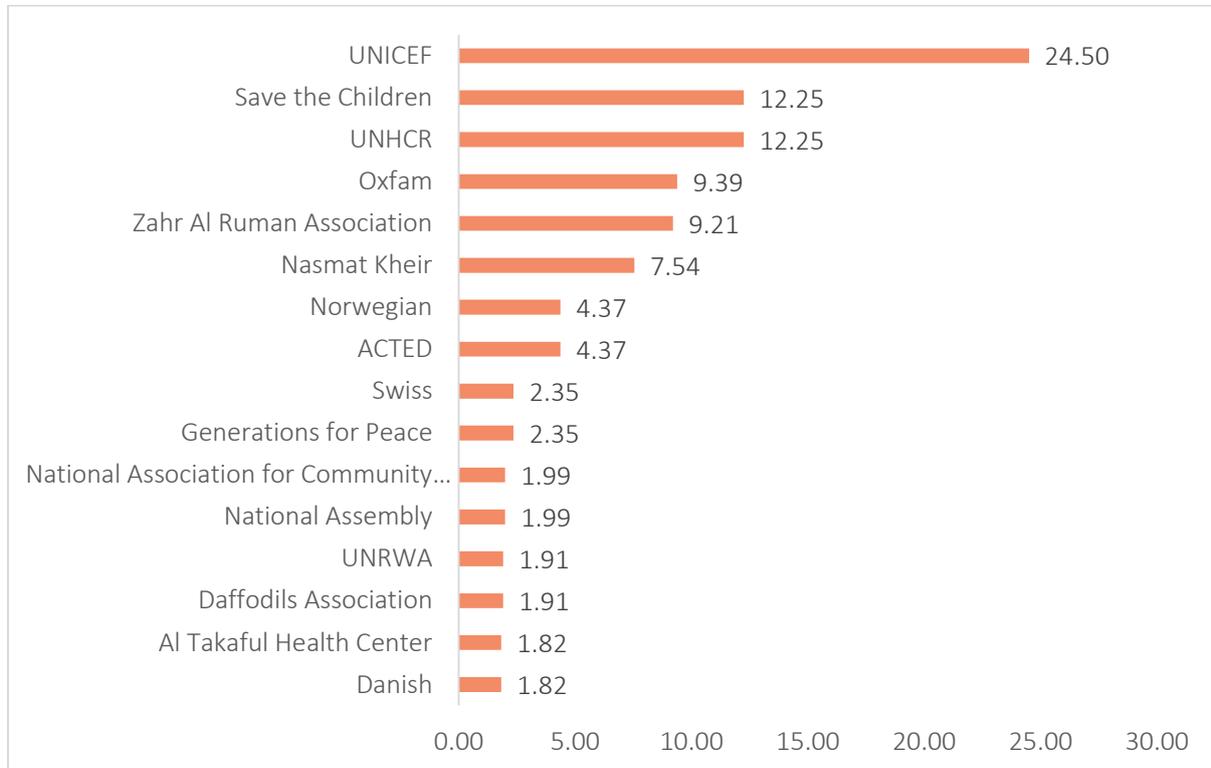
6.15.3 How have you helped previously helped refugees in Jordan?



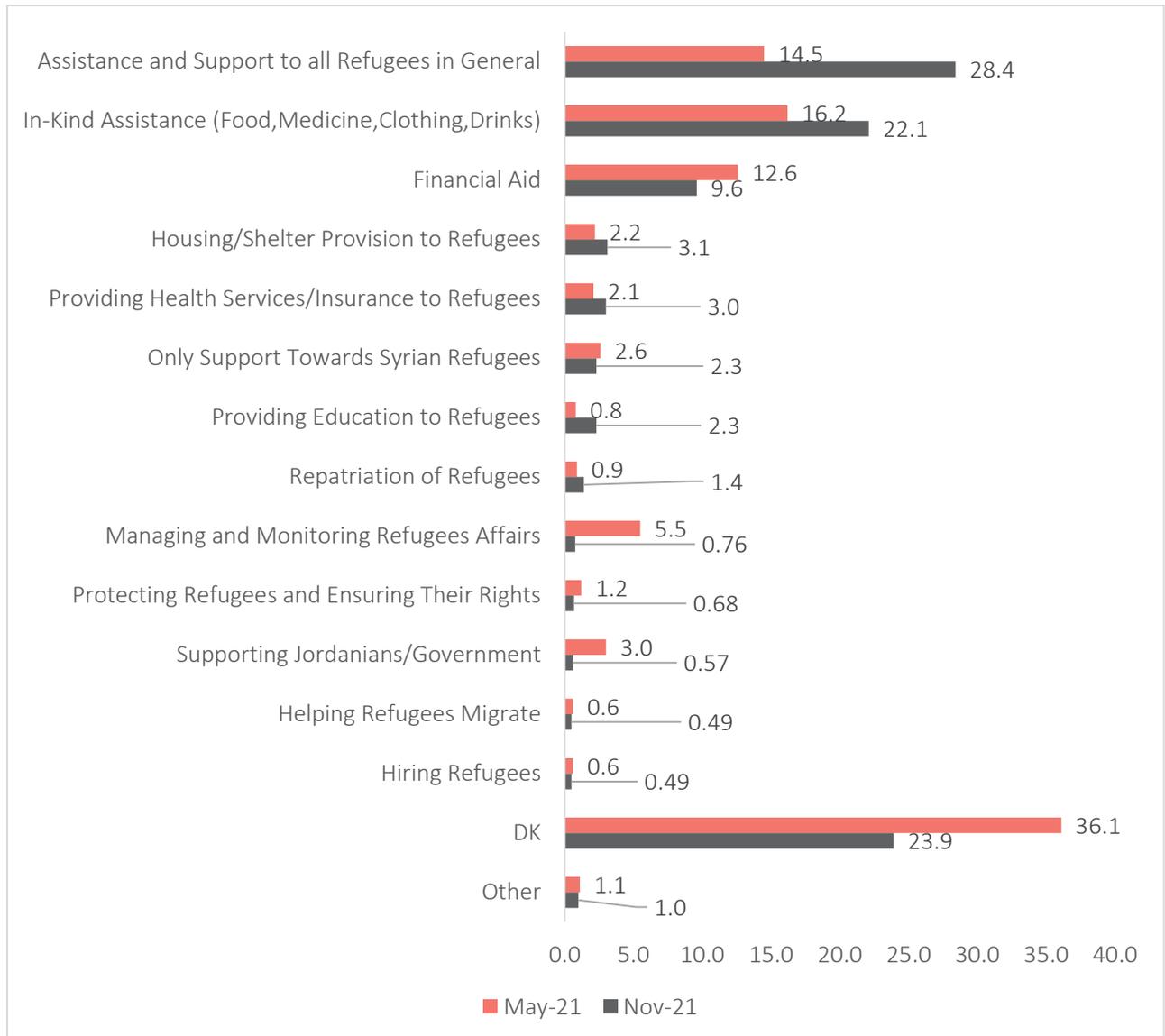
6.15.4 How have you helped previously helped refugees in Jordan? (other)



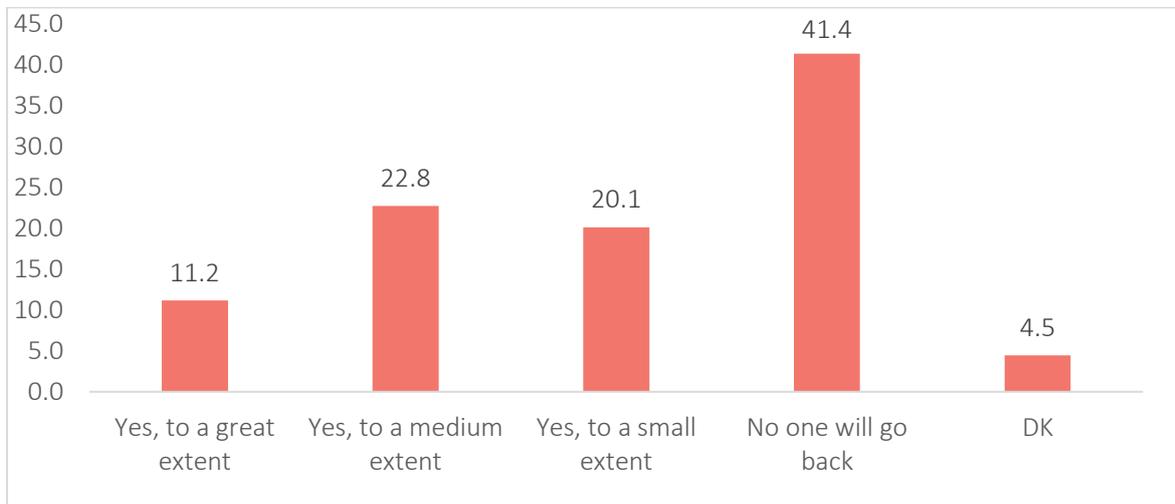
6.16 What organizations come to mind when you think about organizations that help refugees? Write out the names of all organizations you can think of that help refugees.



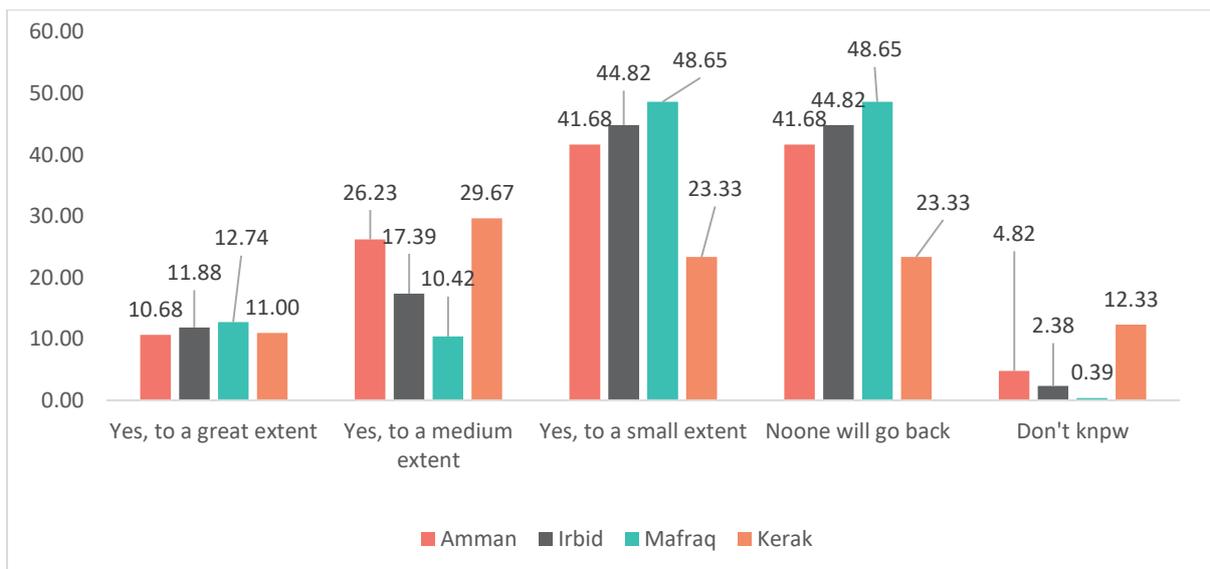
6.17 What do you say the main role of UNHCR in Jordan is? Please describe



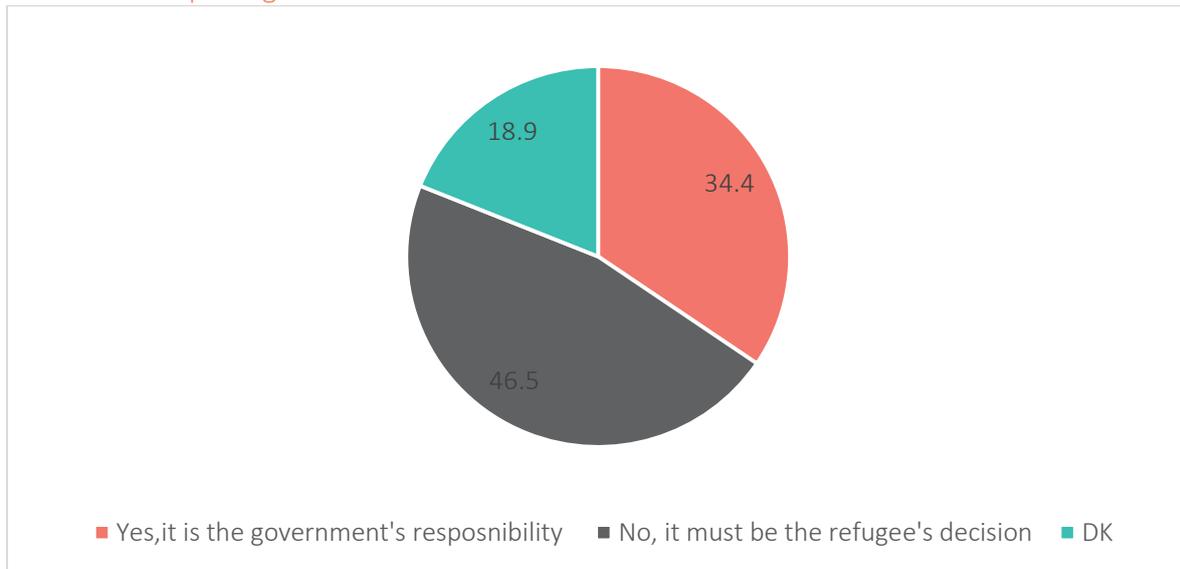
6.18 Jordan has recently reopened its land and air borders with Syria, do you think that refugees will go back?



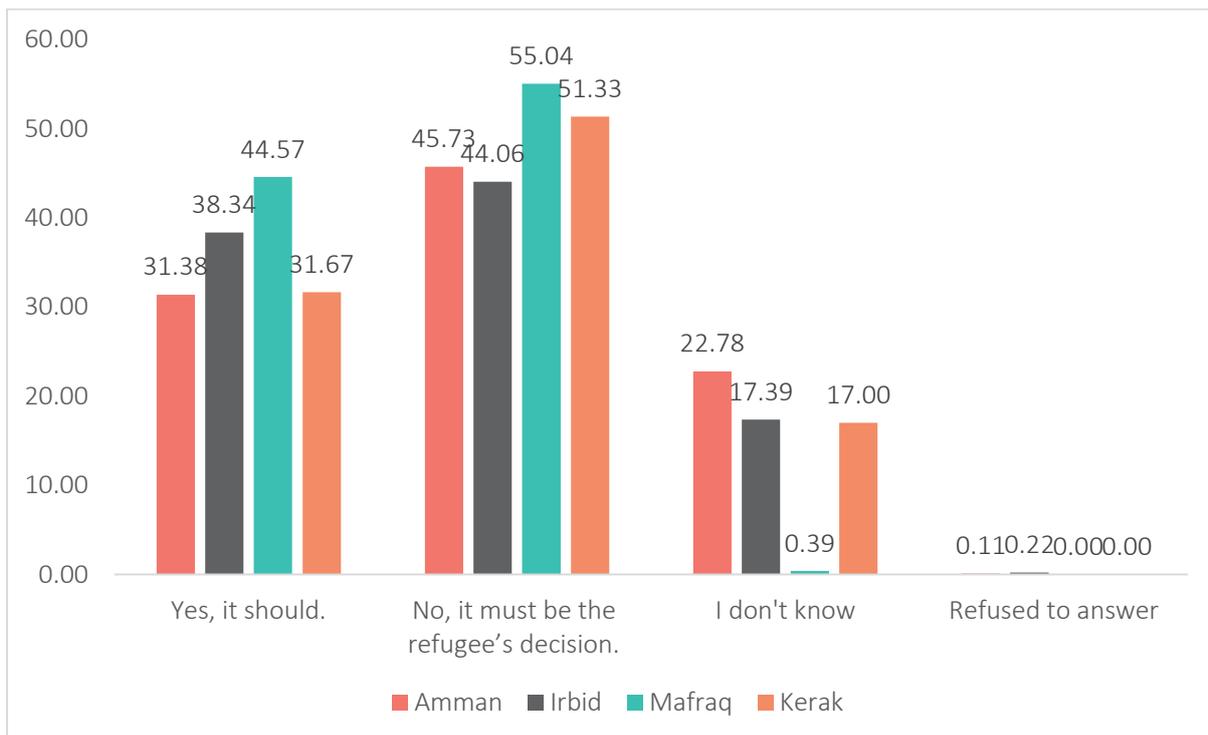
6.18.1 By Governorate



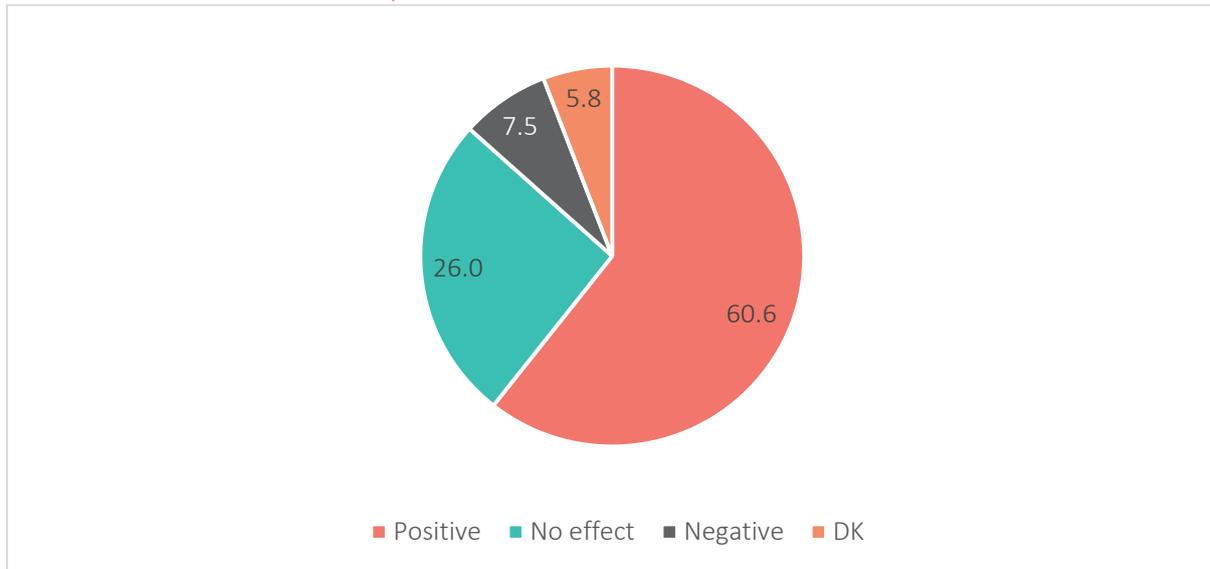
6.19 Do you think that the government should make efforts to send refugees back to Syria after reopening the borders?



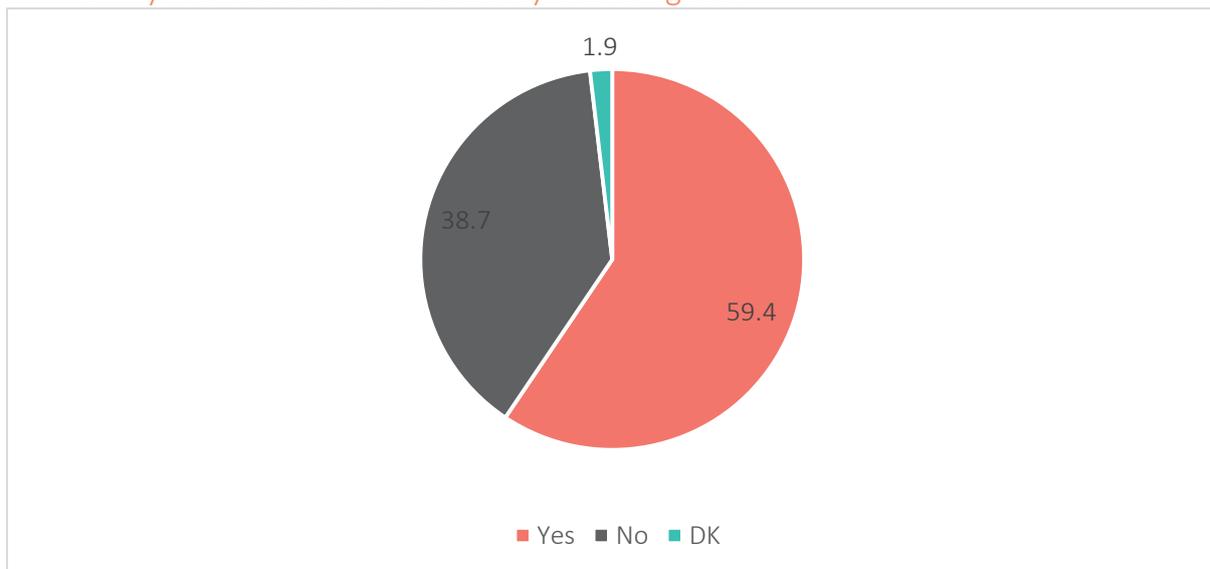
6.19.1 By Governorate



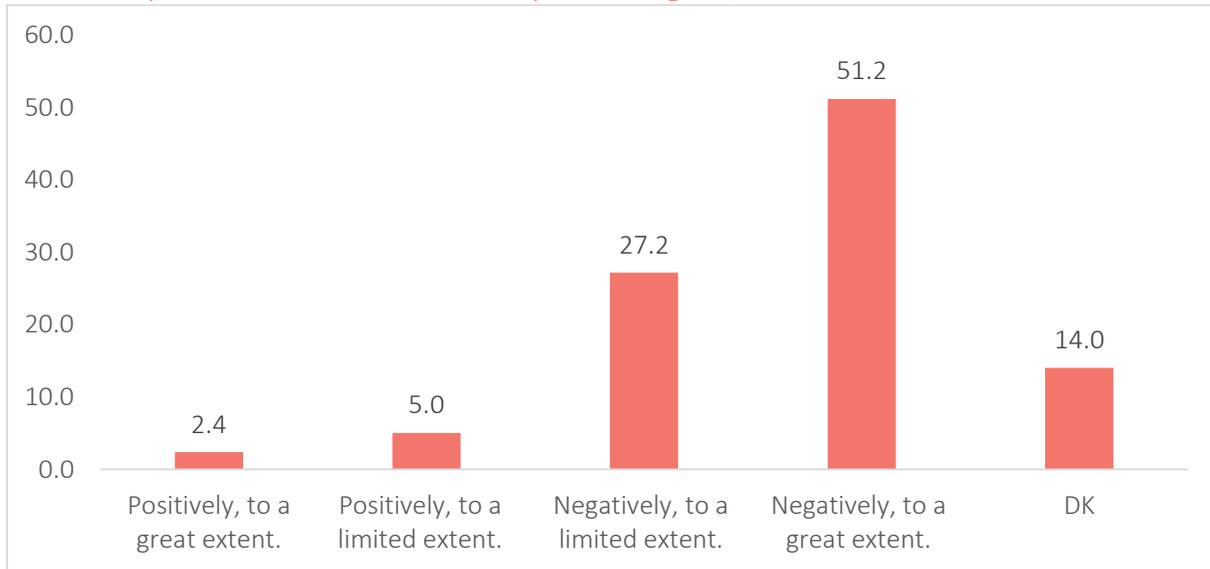
6.20 If Syrian refugees go back to Syria, what effect do you think this will have on the Jordanian economy?



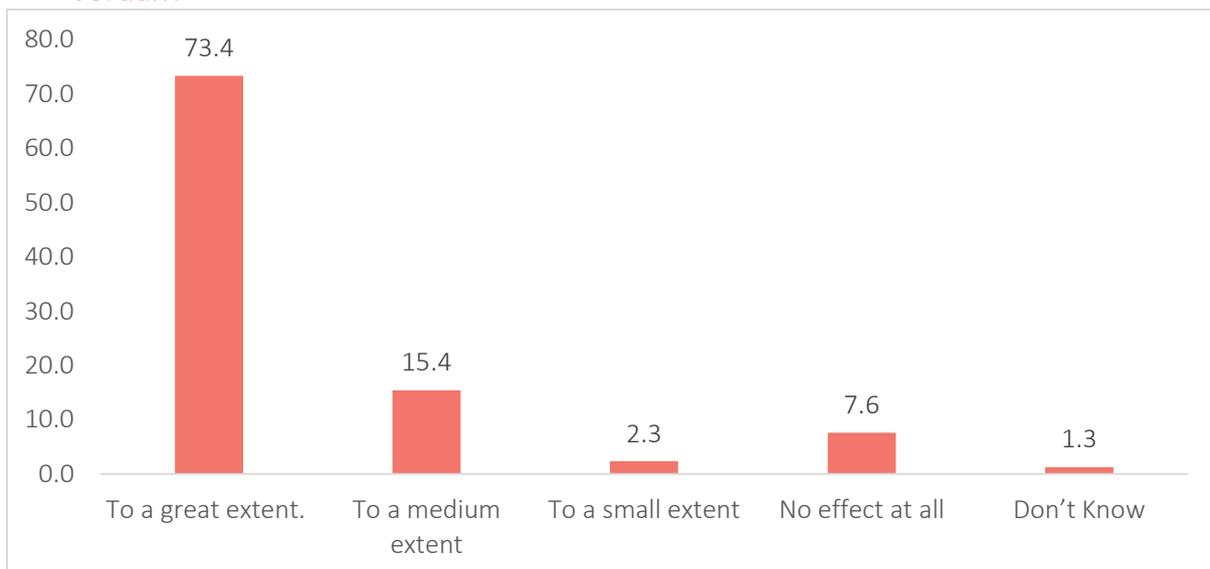
6.21 Has your personal economic situation or the economic situation of one of your family members been affected by the refugees?



6.22 If your personal economic situation or the economic situation of one of your family members been affected by the refugees, how so?

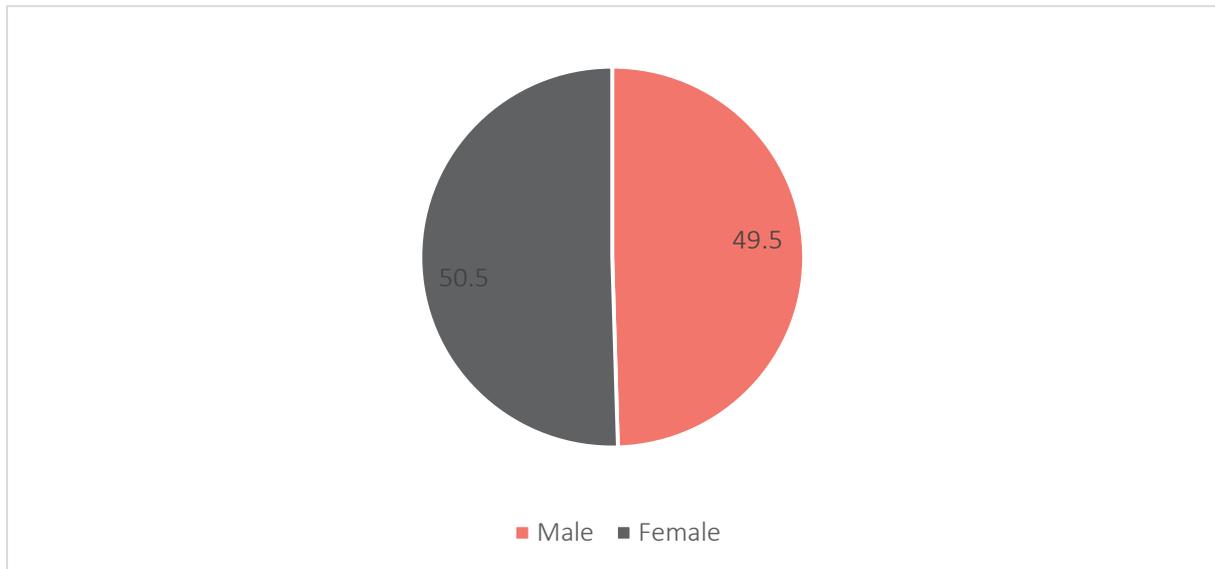


6.23 To what extent do you think that refugees affected the level of wages in Jordan?

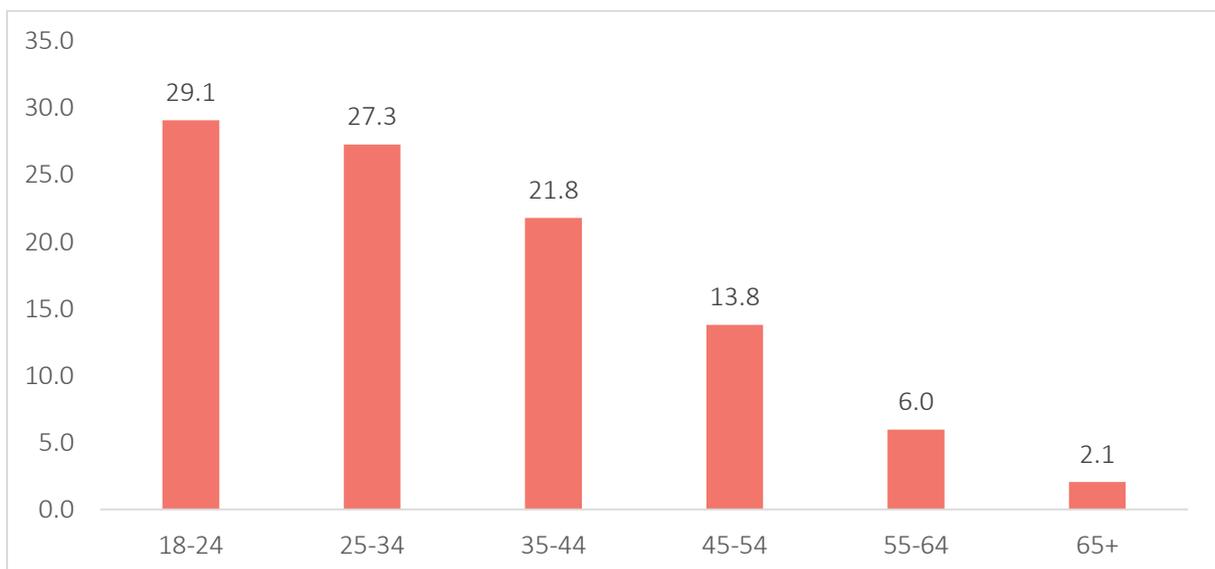


6.24 Demographics

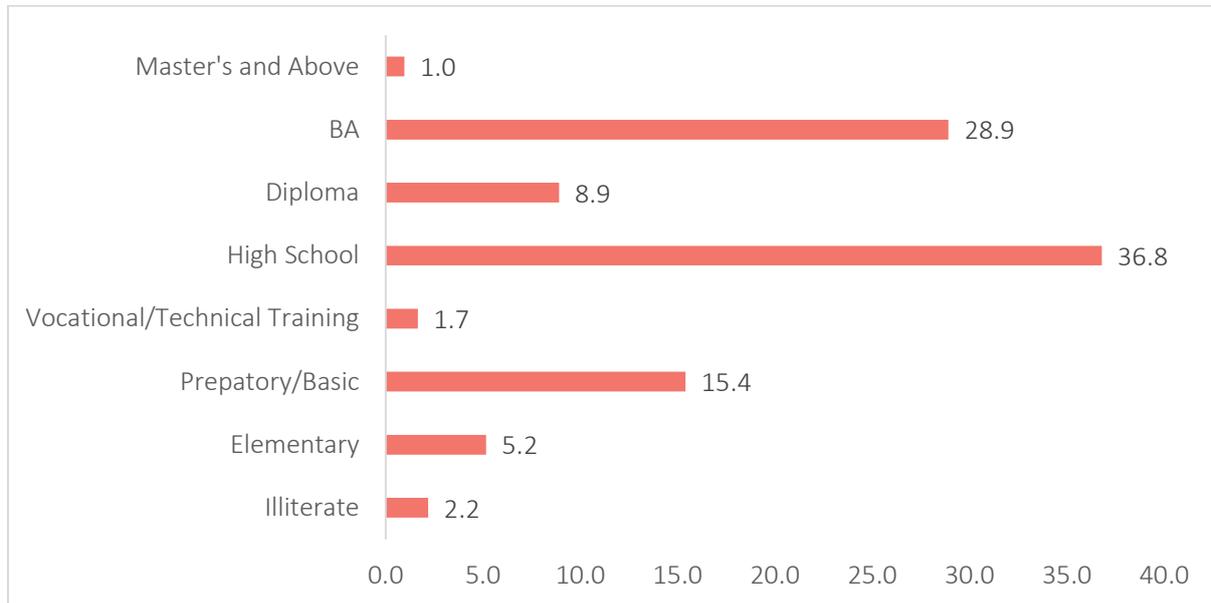
6.24.1 Gender



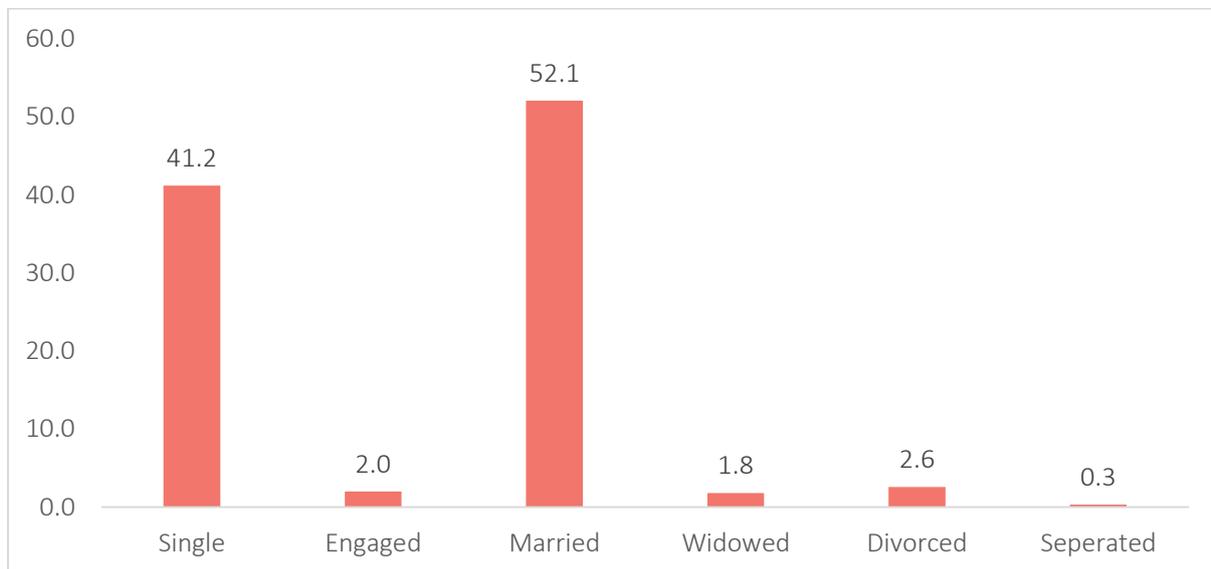
6.24.2 Age



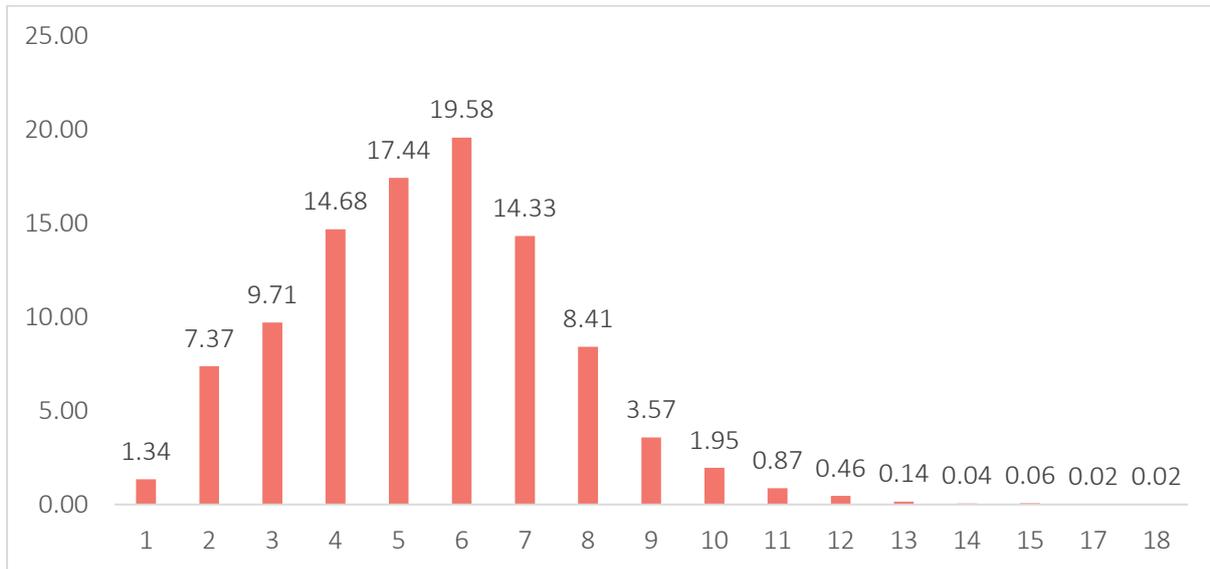
6.24.3 Education



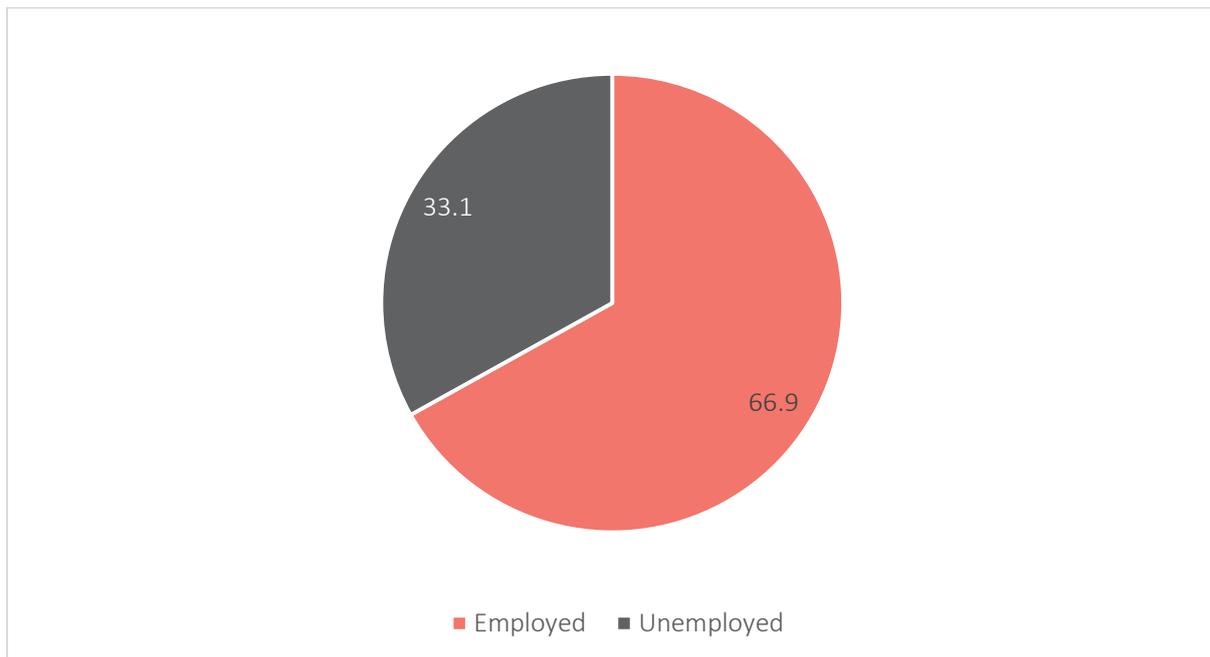
6.24.4 Social Status



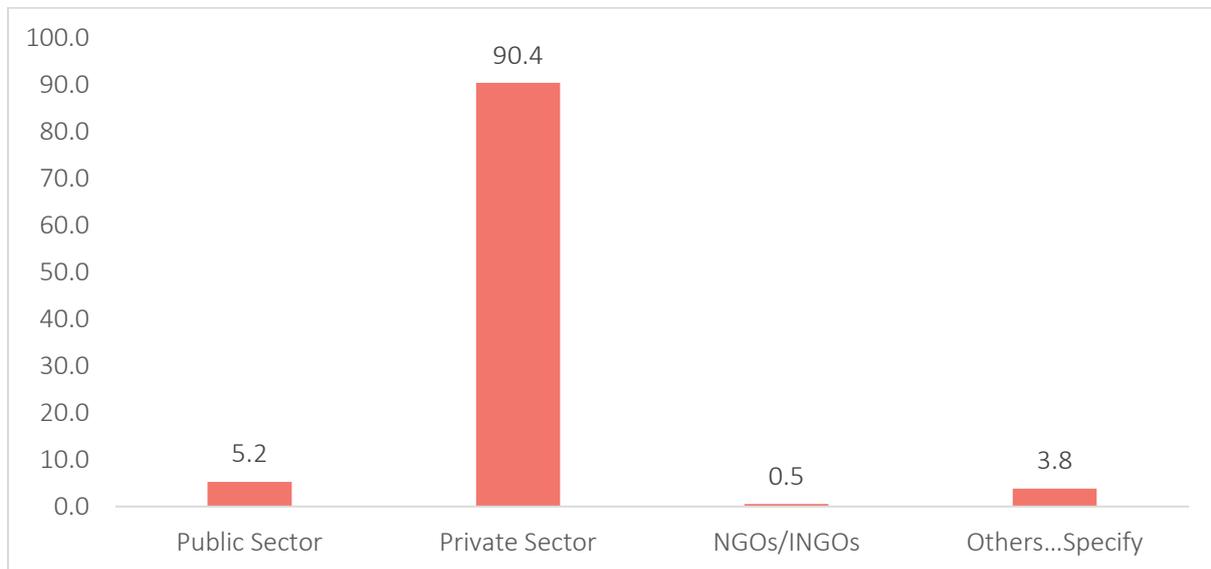
6.24.5 Family members



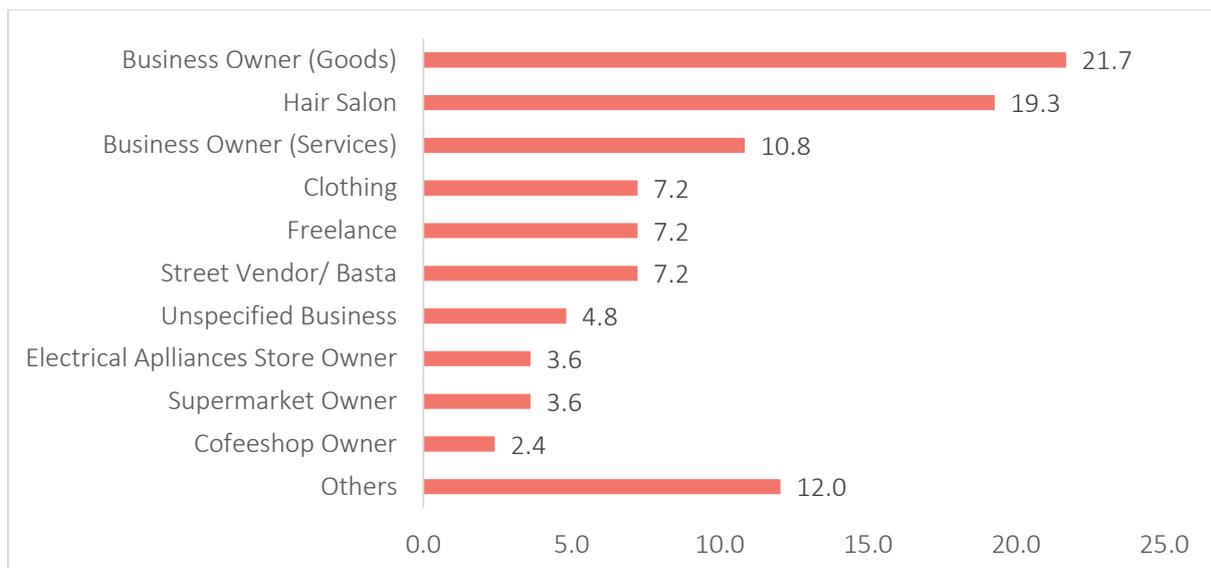
6.24.6 Employment Status



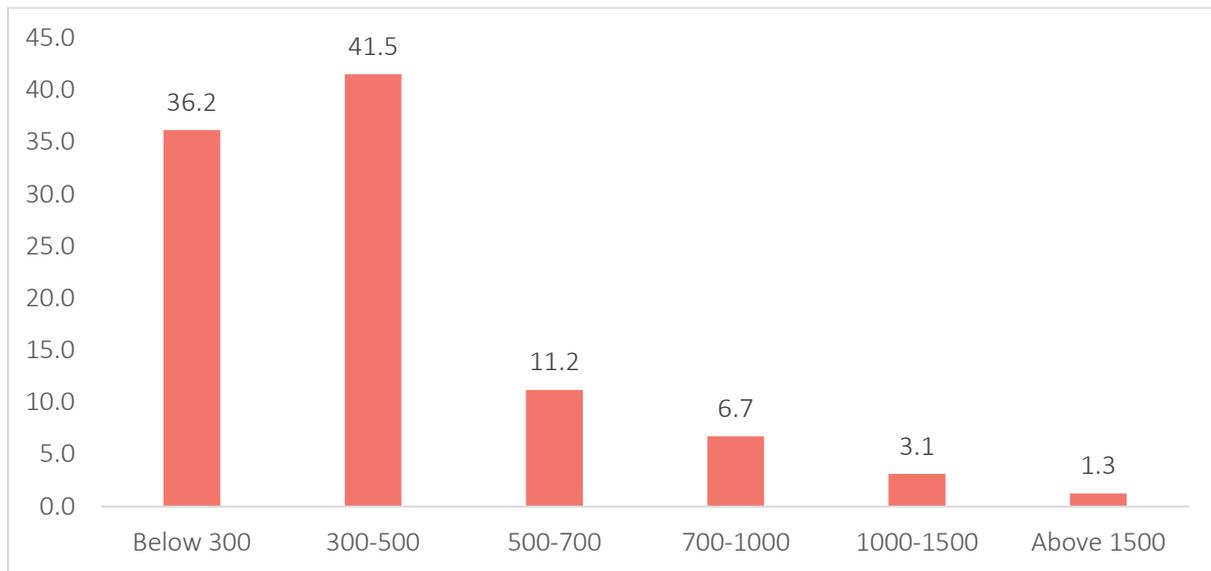
6.24.7 Work Sector



Other



6.24.8 Monthly income



6.24.9 Governorates

