

Perception of Refugees in Jordan Survey (Wave I)

FINAL REPORT

THINK  DO

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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. SUMMARY REPORT

The Perception of Refugees in Jordan Survey (Wave I) took place during the month of September through over the phone interviews. The sample comprised of 3,188 Jordanians from Amman (1741), Irbid (921), Karak (268), and Mafraq (258). The survey tool itself was designed by UNHCR.

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. Respondents indicated that they are more “very sympathetic” towards those who escape conflict and persecution (57.3%) than those who come to Jordan to seek better economic opportunities (38.4%).

When asked about the governments approach towards refugees, the respondents seemed to agree that the Jordanian Government’s approach towards refugees was positive (83.8%) and 90.8% of respondents graded the Jordanian Government response towards refugees as over sufficient, very sufficient, or somewhat sufficient. This goes together and shows a relatively unified opinion on what the government has been and still is offering refugees.

The respondents’ opinion of refugees seems to coincide with how they described the Jordanian public perception of refugees. As when they were asked how they would describe the Jordanian public perception of refugees, 64.2% said positive and when they were then asked what their opinion of refugees in Jordan is, 61.1% indicated that they were empathetic towards them, and 8.5% had a positive view.

The respondents were then asked to what extent they agree or disagree with a number of statements. 87.4% of respondents said that they think there are too many refugees in Jordan, 83.8% said that Jordan has done more than it needs to support refugees, and 65.3% said that Jordan should focus on helping Jordanians not refugees. This gives a negative indicator as to where the opinion of Jordanians might be headed, especially considering the economic circumstances. To further exacerbate the situation, 60.4% think that refugees get more help than Jordanians. When looking more in-depth to how the different demographics answered to this statement, it becomes clear that respondents from Mafraq agree the most with the statement. And while Irbid and Karak have similar responses, Amman is the most likely to disagree. Looking at income, the higher the respondents’ income the more likely they are to disagree that refugees get more help than Jordanians.

Respondents were also heavily split on whether refugees should be deported back to their home countries with 38.9% thinking that they shouldn’t, and 41.1% thinking that they should be. However, the large majority (80.8%) believe that refugees do deserve our support.

Going back to the potential consequences of the current economic situation on Jordanians’ perception of Refugees, 17.8% if respondents said that the impact of Covid-19 has changed their opinion on refugees even though 92.2% of respondents indicated that Covid-19 has had a direct impact on their economic situation. The majority of respondents that indicated that the impact of Covid-19 has changed their opinion on refugees said that the economy got worse,

there is an increased unemployment, increased attention to refugees, and that they are an increased burden on Jordan.

Moving on to organizations and their familiarity, the top four familiar organizations listed were Red Crescent, UNICEF, UNRWA, UNHCR respectively. The least familiar were Blumont, ARDD, Caritas, and CARE respectively. The respondents that indicated that they were very familiar, somewhat familiar or not too familiar with organizations were then asked to indicate what their impression of each organization is. Their impressions were generally positive with irrelevant negative impressions. A lot of respondents indicated that they “Don’t know”.

When analyzing the respondents’ opinions on the UNHCR, the respondents did not provide much insight. A lot of the respondents (30% to 41%) answered with “Don’t know” to each phase presented that could be used to describe UNHCR. The majority of answers were divided among completely describes, mostly describes, and describes a little. An important answer to note is that 23.5% indicated that “Makes me feel like I am making a difference” does not describe UNHCR at all. This points towards an understanding that disengages Jordanians from what the UNHCR is doing.

Conclusion

In general terms, we found the survey to be comprehensive and applicable. However, we found that there were some things that could be enhanced for future waves. First, the survey should have more defined sections where for example all questions pertaining to the economy are grouped, questions addressing sympathy are grouped etc.

We also thought that it is quite important to be more specific when asking about refugees from specific nationalities, especially when asking about economic migration. In the question “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?” it is unclear whether the question addresses refugees or economic migrants. This might have confused respondents which would lead to inaccurate answers.

When asking about the UNHCR and its familiarity, it is important to note that some respondents would say that they are not too familiar or not at all familiar, but when asked to indicate to what extent they think it is trusted for example, they give a random answer due to their weak level of familiarity or lack thereof.

Finally, we found that some questions could be added to add more value to the survey. First, we could ask how long the respondent believes refugees should remain in Jordan. We could also ask whether the best solution to the refugee problem could be integration, return, or resettlement (with an emphasis on certain nationalities for each question, and a clear distinction that we are not asking about Palestinian refugees).

As for the respondents themselves and the trends of the questionnaire responses themselves. The last few questions, especially the one addressing the different organizations as well as the phrases that describe UNHCR, seemed to annoy respondents to the extent that they would answer the question sometimes even randomly to “get it over with”.

4. ANALYTIC NARRATIVE REPORT

Introduction

NAMA Strategic Intelligence Solutions (NAMA) conducted the Perception of Refugees in Jordan Survey - Wave I for United Nations High Commissioner for Refugees (UNHCR) in Amman, Irbid, Mafrq, and Karak governorates in Jordan. The survey was conducted in September 2020, encompassing a sample of 3,188 respondents from the four governorates, interviewed over the phone, using electronic tablets through over-the-phone interviews (CATI). The survey comprised of 7 sections: Sympathy toward Refugees; the Jordanian Government and Refugees; Perceptions toward Refugees; Syrian Refugees in Jordan; COVID-19 Implications; Local and International NGOs; and Perceptions of UNHCR.

Sympathy toward Refugees

To start the study, the respondents were asked to indicate the level of sympathy towards refugees, emphasizing the UNHCR definition, 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. As a nation with long history of accepting, living, and thriving with refugees, the results mirrored this value, as nearly 94% of the respondents indicated that they were very or somewhat sympathetic towards such the group. While respondents of all age groups reflected similar perceptions, ranging from 93% to 94% of the same view, the potency of this sympathy increased with age, as older respondents were about 10 percentage points more “very sympathetic” than those of the lowest age group of 18-29. Similarly, while females were, on average, more sympathetic, males exhibited greater intensity at the highest level of the scale. Those who held a diploma or higher asserted higher levels of sympathy compared to those with lower education attainment.

Looking at the governorates, respondents from Amman and Karak indicated similar responses with an average of 94% (very and somewhat sympathetic), albeit those from Amman illustrated greater intensity. Respondents from Irbid and Mafrq illustrated 93% and 90%, respectively, in the same categories, as those from Irbid felt stronger sympathy. Irbid and Mafrq are closer to the Syrian border compared to Amman and Karak and tend to have more Syrian refugees. As such, respondents from these two governorates uphold two views. The first is that there is perhaps more intermarriage and other forms of societal integrations, which can explain the high percentages. The second is that opportunities and services are contested among Jordanians and refugees, which could explain the lower percentages, at least when compared to Amman and Karak.

This, perhaps, explains the slighter lower aggregated percentage of respondents who indicated that they were either very sympathetic or somewhat sympathetic toward people who come to Jordan to seek better economic opportunities and a better future for themselves and their children, which stood at 83.5%, about 10 percentage points lower the level of sympathy towards those who escape physical threats due to their personal backgrounds. In other words, it can be argued that respondents feel more sympathy when personal physical security is threatened than when it is their economic livelihoods. This sympathy remained somewhat similar across age groups, but it was slightly lower among the older age group (those who are older than 50). Greater sympathy can be explained by Jordanians facing economic challenges

related to unemployment and price hikes. In fact, both employed and unemployed respondents indicated 84%; however, while employed respondents reported a slightly higher intensity of sympathy, the unemployed stated a greater result on high-middle scale, as competition could play a factor. In terms of income, the results a bell curve with 81% of those earning an income below 300 JOD a month indicated high levels of sympathy coupled with 83% of those earning more than 1,500 JOD a month while income groups in the middle featured between 84% and 87%.

The Jordanian Government and Refugees

When it comes to the government's approach towards refugees, 83.8% affirmed that it was positive, compared to 4.3% who saw it as negative, as 9.1% remained neutral. Respondents from Irbid were most negative whereas respondents from Karak and also Irbid were more positive, as respondents from Amman were the most neutral. Looking at the government's response toward refugees, 12% of the respondents stated that the response was over sufficient, 36.8% indicated that it was very sufficient, 42% stated that it was somewhat sufficient, 4.7% indicated that it was not too sufficient, and 1% stated that it was not at all sufficient. On a scale of 1-5 where 5 equals the highest sufficiency, the responses would translate into a 3.5 score. This evaluation tended to increase with age, as respondents from Mafraq stated the highest level of evaluation with 53% of over sufficient and very sufficient combined.

Perceptions toward Refugees

Moreover, the respondents illustrated lower levels of positivity when it comes to the Jordanian public's perception of refugees. About 64.2% of respondents stated that the Jordanian people held a positive perception towards refugees, about 20 percentage points lower than their views vis-à-vis the government's approach toward refugees. Perception towards refugees at the society level seemed to move in the positive direction with age, increasing an average of 5 percentage points between the age groups. Similarly, males were more positive than females with about 8 percentage points higher than their female peers. Positivity, however, decreased with higher education levels despite the perception that lower skilled jobs are more contested. Further, respondents from Irbid held the highest percentage of positive perceptions, followed by Karak, Amman, and lastly Mafraq. Furthermore, when asked about their opinions towards refugees, 61.1% indicated that they were empathetic towards them, followed by 8.5% who held positive views, 7.6% and 6.4% held negative views, provided that the first specified their impact on the Jordanian economy.

Additionally, about 87.4% strongly agreed or agreed that there were too many refugees in Jordan. 83.8% maintained that Jordan has done more than it needs to support refugees, but 80.8% disagreed or strongly disagreed that refugees do not deserve our support, a view that was held constant across various demographic groups, albeit respondents from Mafraq and Irbid were slightly less accepting than those from Amman and Karak. At the same time, 45.6% believe that the international community has not done enough in that aspect. Further, about 60.4% indicated that they strongly agreed or agreed that refugees get more support than Jordanians, a view that was especially supported in Mafraq with 79%, compared to 55% in Amman. Additionally, 62.1% believe that refugees should go back to their homes, a perception that was more reciprocated among older age groups, unemployed respondents, and those from Karak.

About 58% stated, to varying degrees, that too much money was spent on refugees in Jordan, as more employed respondents agreed compared to unemployed respondents. Moreover, 64.3% believe that Jordan should focus on helping Jordanians not refugees, as 17.1% countered. When asked about whether or not Jordan should keep its borders open for those fleeing persecution, the results yielded the first divided response, with 44.1% agreeing and another 44.1% disagreeing, with similar intensity. A similar pattern was prevalent when asked about deporting refugees, as 38.9% either strongly agreed or agreed, compared to 41.1% who either strongly disagreed or disagreed, as 17% remained neutral.

On a positive note, 73.8% indicated that they would be willing to help refugees in Jordan, and this willingness was more prevalent among young age groups. However, when it comes to having prior experience of helping refugees, 68.7% indicated that they have, and while this remains a very high percentage, those aged 40-49 were the age group who has done so the most in the past, as employed respondents has done so more than unemployed respondents. Donations were the most prevalent form of help with 40.7%, followed by 4.8% for those who have hired a refugee in their business.

Syrian Refugees in Jordan

When asked about Syrian refugees in specific, 88.6% of respondents were either very or somewhat sympathetic, compared to 94% previously mentioned in general terms. Females were slightly more sympathetic with 90% compared to 87% among males, as males reported higher percentages on the “very sympathetic side”, similar to the trend found in the general question. Respondents from Karak illustrated the highest levels of sympathy, albeit held the lowest intensity when compared to the other governorates, as those in Mafraq reported the lowest level of sympathy overall. In terms of age groups, 87% of those aged 18-29 stated high levels of sympathy, followed by 88% of those aged 40-49, 90% of those aged 50 and higher, and 91% of those aged 30-39. Meaning, the older the respondent, the somewhat more sympathy towards Syrian refugees they had, with a slight dip among those aged 40-49. Looking at the responses in terms of income levels, we find that 86% of those earning 300 JOD a month or below held high sympathy levels, then, such sympathy levels increase with more income, yet it takes a slight dip among those who earn between 1,000-1,500 JOD a month.

COVID-19 Implications

Looking at the impact of the ongoing global pandemic, 92.2% stated that COVID-19 has had a negative impact on their economic conditions. About 17.8% stated that the situation has changed their opinions towards Syrian refugees. The somewhat low percentage could be attributed to the fact that as the borders remained open during the governments “best management of the pandemic”, many people believe that this contributed to the re-emergence of the virus in Jordan.

Local and International NGOs

As for organizations helping refugees, UNRWA was mentioned the most with 12.6%, followed by UNICEF with 11.9%, the UN with 3.5%, places of worship and CBOs with 3.5%, the Red Crescent with 2.3%, UNESCO with 2.1%, and CARE International with 2%. While the UNHCR was not mentioned at first, 45.3% and 29.9% were very familiar and somewhat familiar, respectively. Its awareness was most featured among respondents from Mafraq with 54% stating that they were very familiar. As for UNICEF, 59.1% were very familiar and 26% were somewhat familiar. 51% indicated that they had never heard of WFP. 60.3% and 20.3% were

very familiar and somewhat familiar, respectively, with the UNRWA. As for Red Crescent, 59.7% were very familiar and 26.6% were somewhat familiar. Looking at JOHUD, 38% indicated that they were very familiar with it, coupled with 21.9% who were somewhat familiar as 32.4% have never heard of it before. 68.2% have also never heard of CARE International, 87.1% have never heard of Blumont before, 81.5% have never heard of ARDD before, 76% have never heard of Caritas, and 59.5% have never heard of IMC.

Looking at the impressions of the above-mentioned organizations, 76.2% indicated that their impressions were very positive or somewhat positive in the UNHCR, compared to 79.8% for the UNICEF, 68% for the WFP, 80.2% for UNRWA, 78.9% for the Red Crescent, 77.5% for JOHUD, 62.9% for CARE, 49.9% for Blumont, 58.3% for ARDD, 68.4% for Caritas, and 72.4% for IMC. The table below ranks the level of awareness (very and somewhat familiar) along with the level of positive impressions (very positive and somewhat positive) towards these organizations:

Organization	Level of Awareness	Positive Impressions
Red Crescent	86.3	78.9%
UNICEF	85.1	79.8%
UNRWA	80.6	80.2%
UNHCR	75.3	76.2%
JOHUD	59.9	77.5%
WFP	37.6	68%
IMC	31.1	72.4%
CARE	21.4	62.9%
CARITAS	14.6	68.4%
ARDD	8.5	58.3%
Blumont	3.3	49.9%

Perceptions of UNHCR

Focusing on UNHCR in specific, 50.2% of the respondents indicated that they believe its main role is to help refugees in general. As for describing UNHCR using a number of different characteristics, 40.6% stated that UNHCR was completely or mostly trusted; 29.3% thought that it was completely or mostly fair; 23.9% indicated that it was completely or mostly innovative; 37.6% indicated that UNHCR completely or mostly gets things done; 26.9% stated that it was completely or mostly transparent; 39.3% indicated that UNHCR completely or mostly makes a difference in people’s lives; 25.9% stated that it completely or mostly makes them feel that they are making a difference; 27% indicated that it completely or mostly uses donations wisely; and 26.8% stated that it completely or mostly keeps supporters informed about needs and progress. As such, it can be extrapolated that UNHCR is mostly associated with trust, effectiveness, and impact; conversely, innovation, inclusion of local communities, and communication are among the areas in which UNCHR can invest.

5. METHODOLOGY AND WORK PLAN

Relying on its rich quantitative research expertise, NAMA conducted the assignment starting on the 9th of September till 28th of September 2020 through a survey of a nationally representative sample comprising of 3,188 Jordanians from Amman (1741), Irbid (921), Karak (268), and Mafraq (258) drawn from a probability stratified sample design. The survey tool was designed by UNHCR.

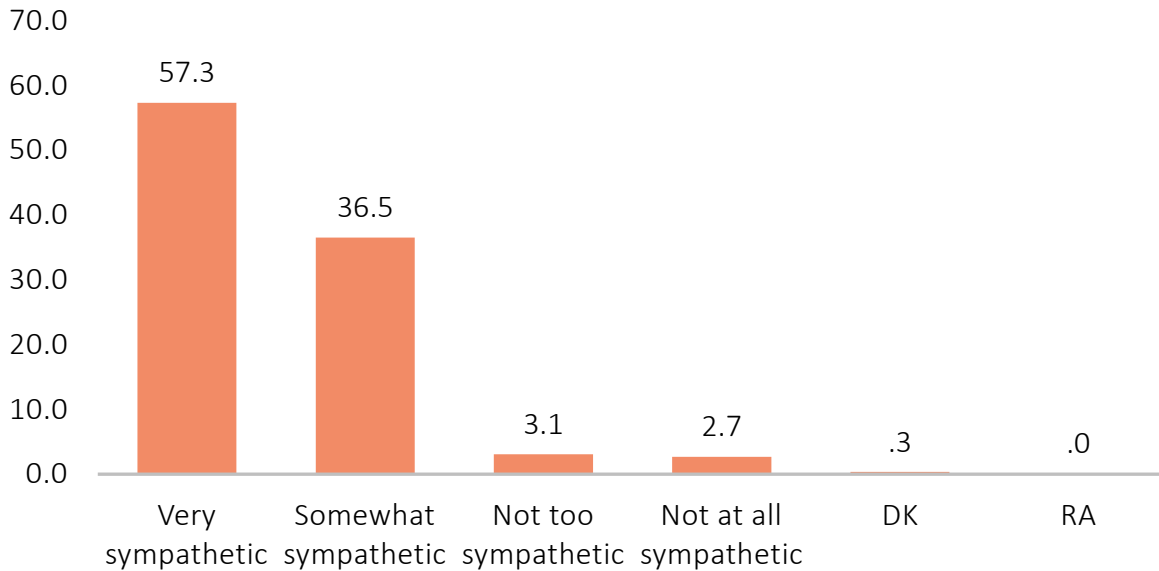
5.1 Data Collection

The data collection phase has been implemented by researchers using electronic tablets through over-the-phone interviews (CATI). At the end of each day, the supervisor receives all the tablets and synchronizes the outcomes directly to the team.

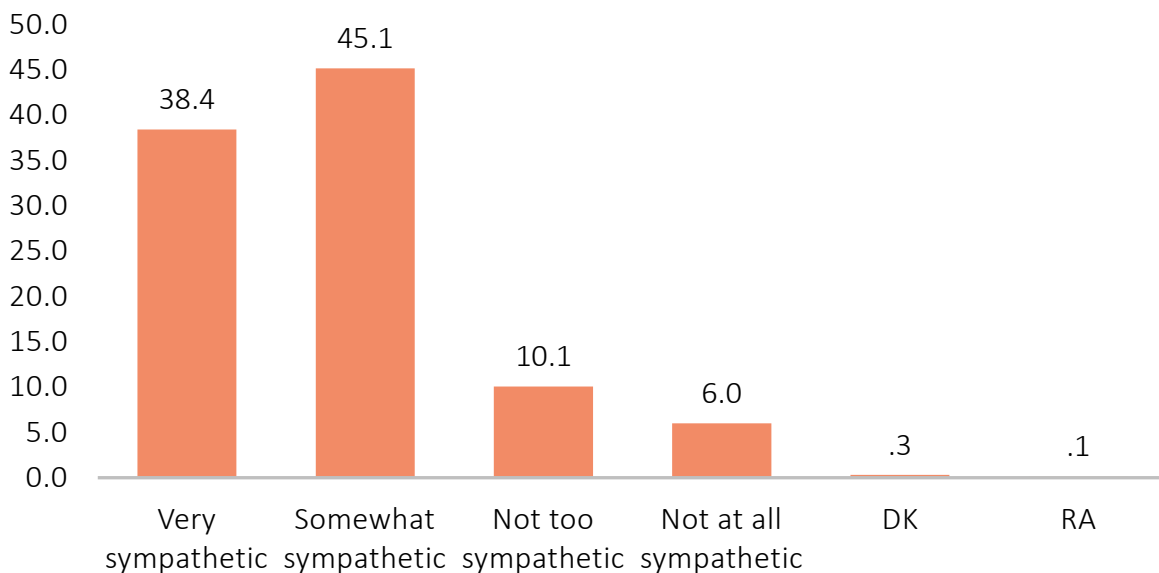
After receiving the completed questionnaires, a data cleaning team goes over each survey to ensure its completion. The team makes sure to review open ended answers and edit them accordingly. There are two functions specifically assigned to the data analysis team. They simultaneously handle the statistical 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. ANNEX

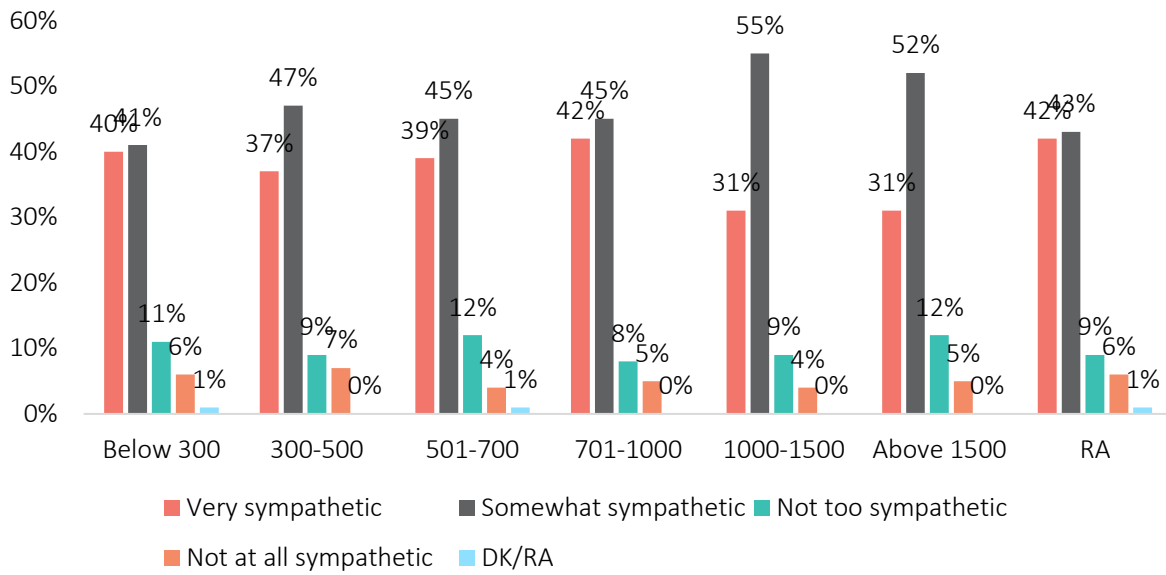
6.1 Generally speaking, how sympathetic are you toward people who come to Jordan to escape conflict and persecution for reasons of race, religion, ethnicity, nationality, membership of a particular social group or political opinion?



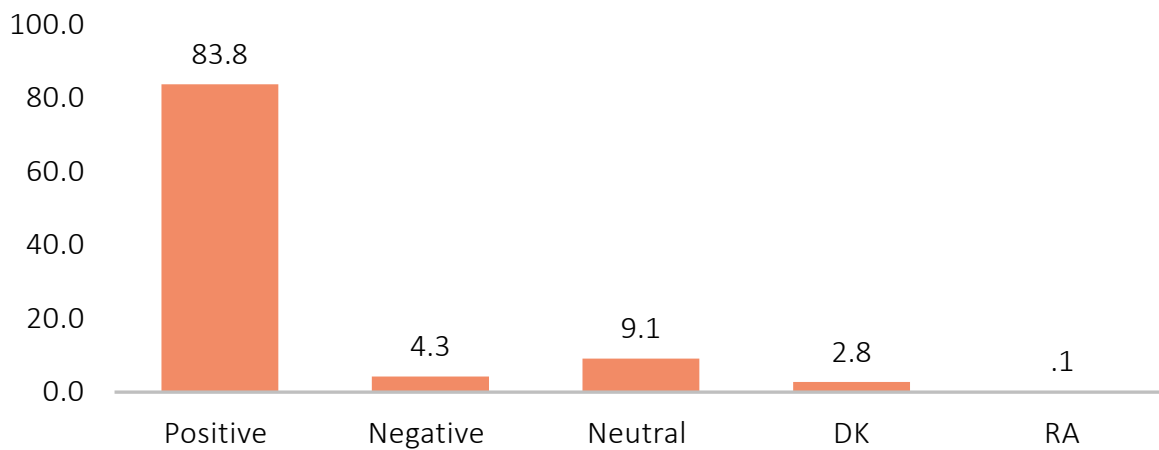
6.2 Generally speaking, how sympathetic are you toward people who come to Jordan to seek better economic opportunities and a better future for themselves and their children?



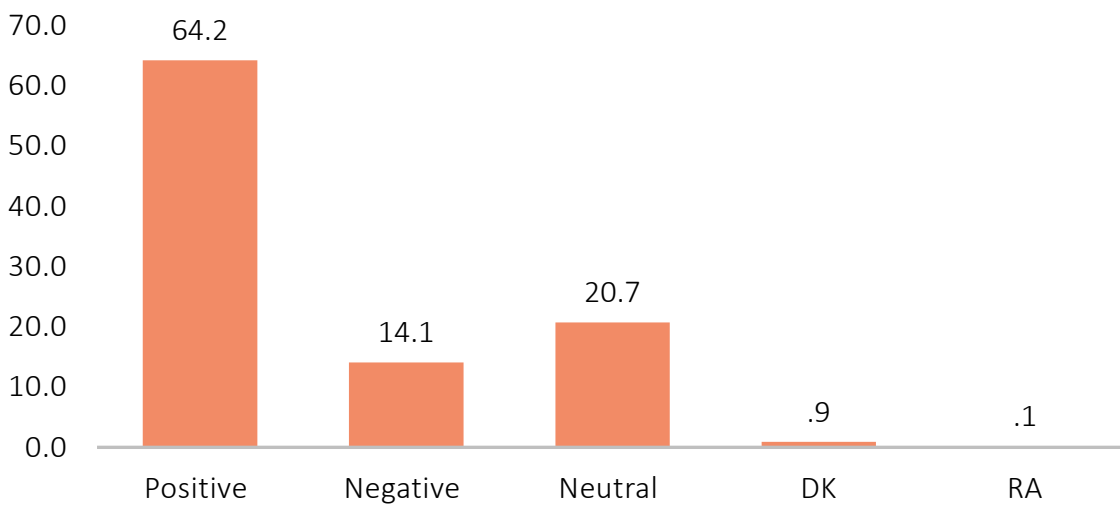
6.2.1 Income



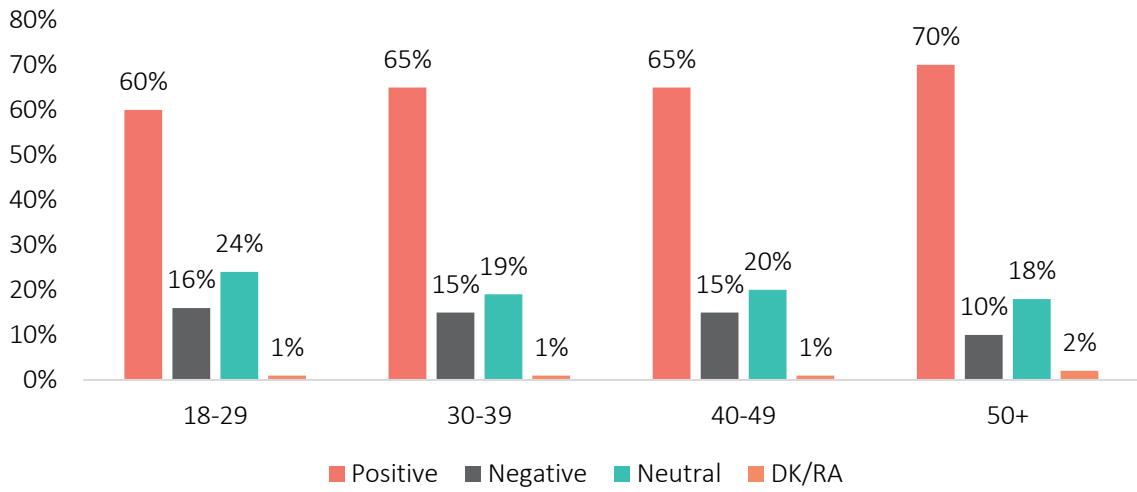
6.3 How would you describe the Jordanian public perception of refugees?



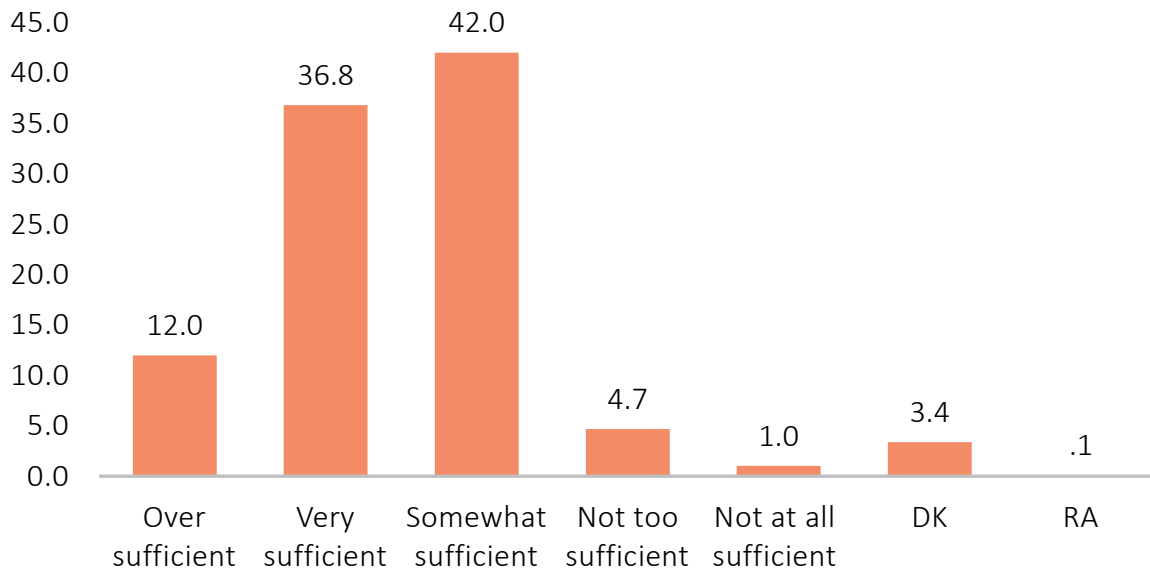
6.4 How would you describe the Jordanian public perception of refugees?



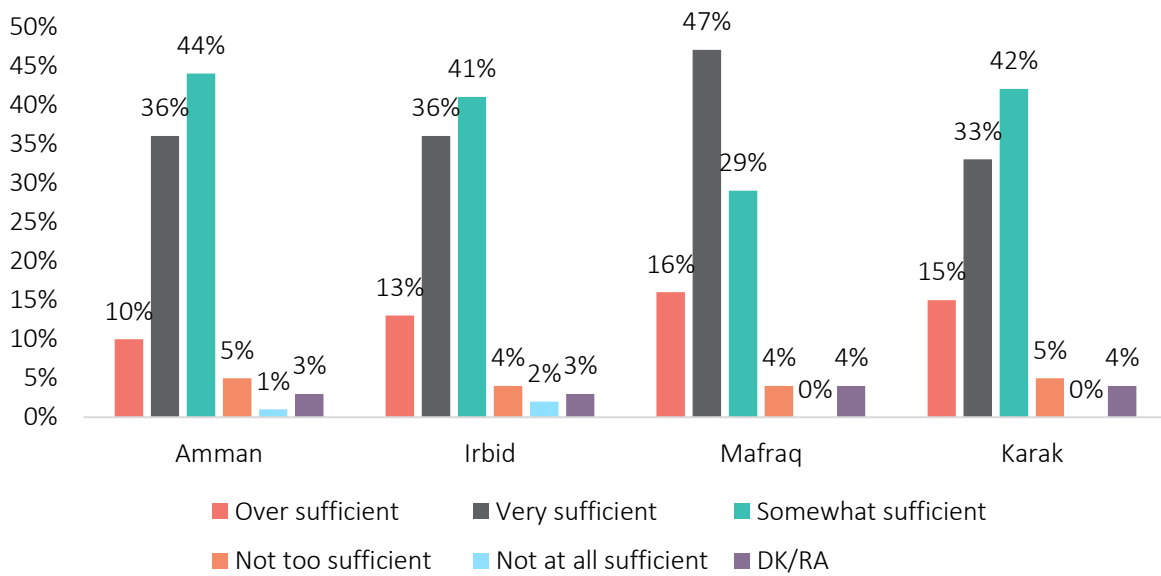
6.4.1 Age



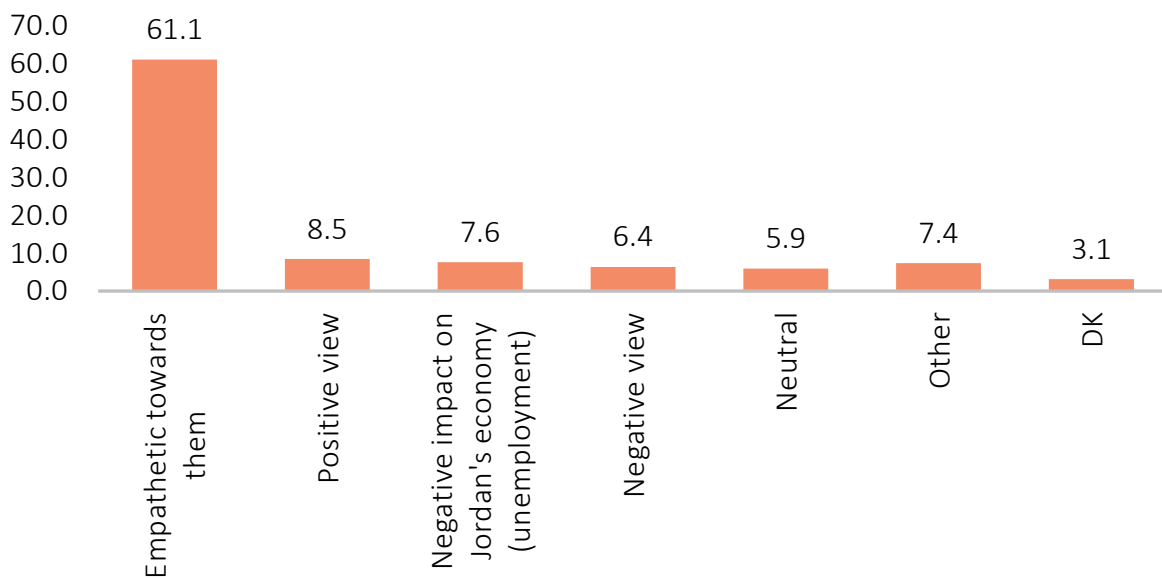
6.5 How would you grade the Jordanian Government response towards refugees?



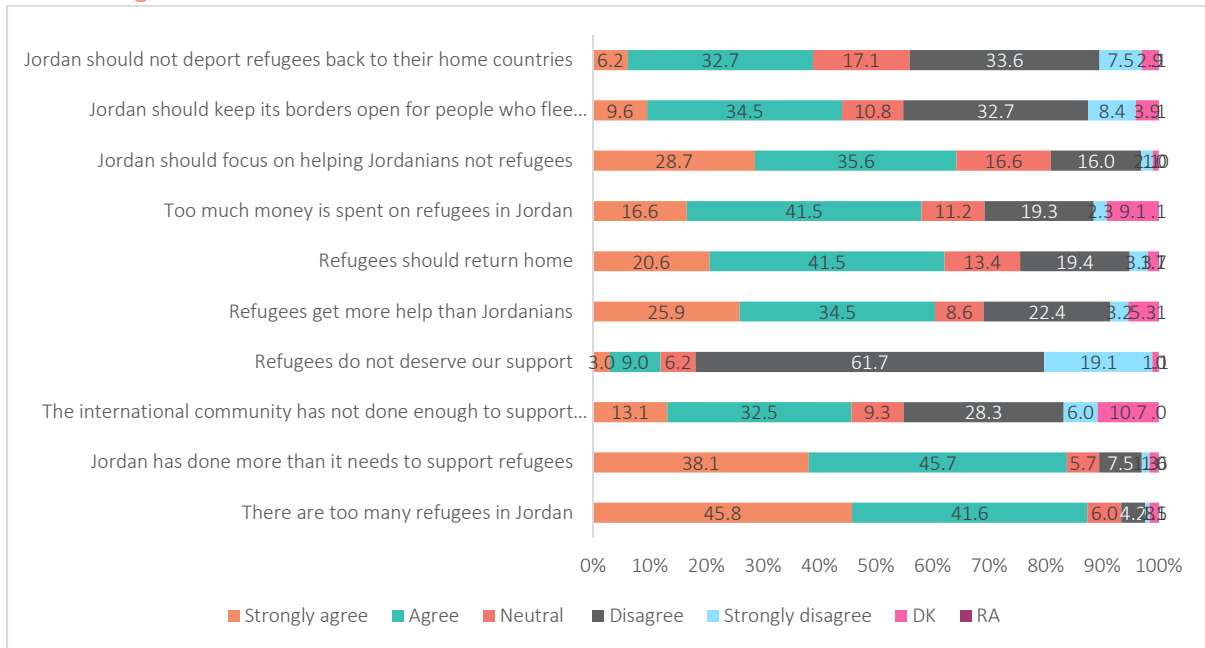
6.5.1 Governorate



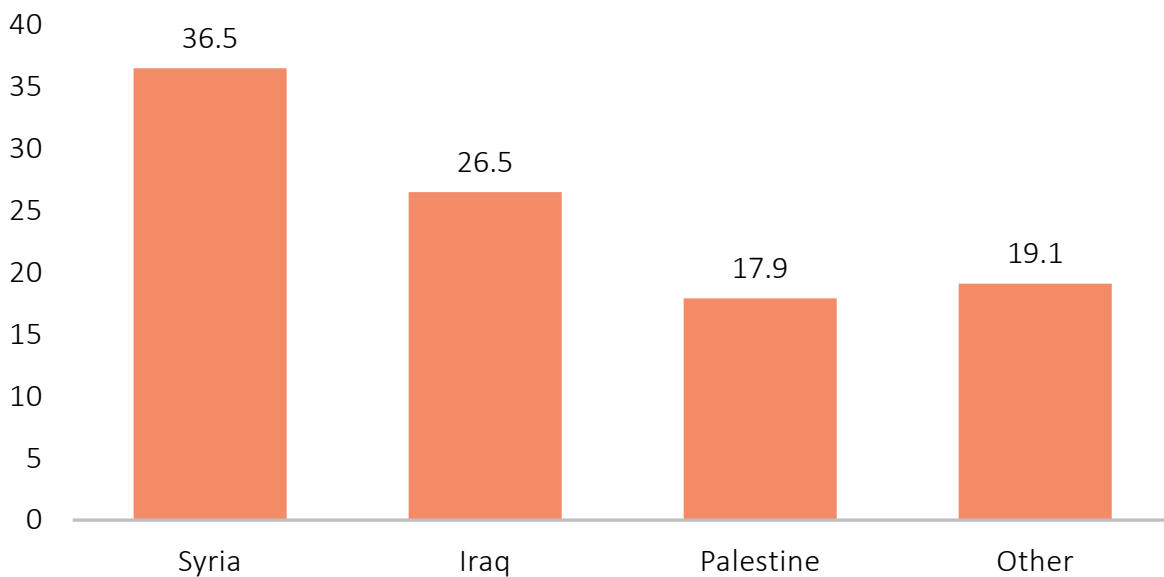
6.6 What is your opinion of refugees in Jordan?

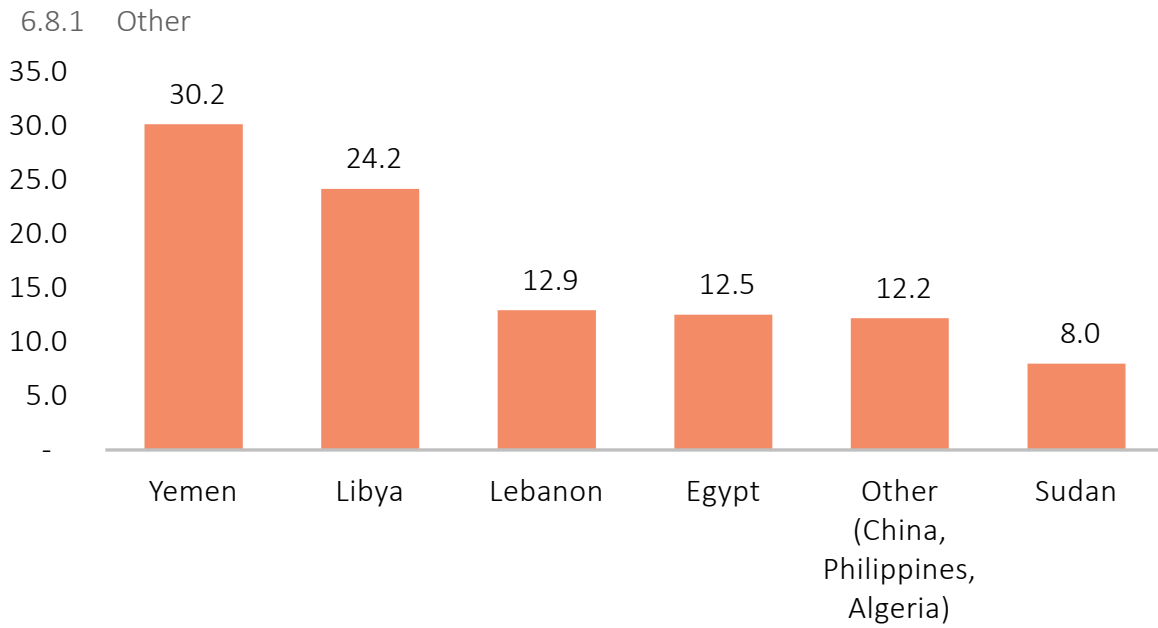


6.7 How much would you agree/disagree with the following statements about refugees in Jordan?

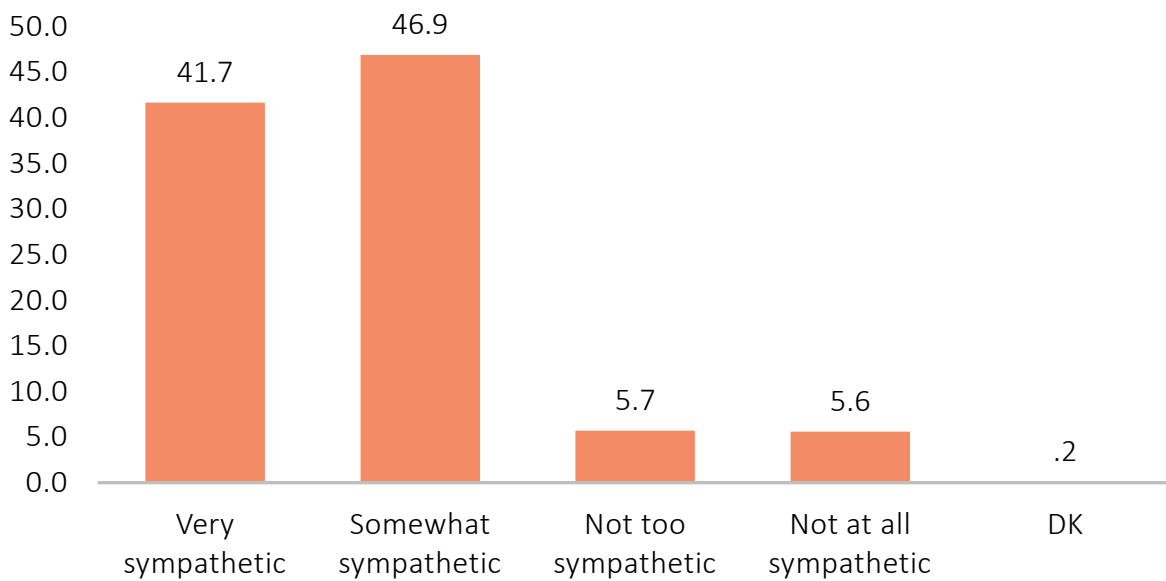


6.8 Where do you think refugees in Jordan come from? Write out all the countries and nationalities you can think of

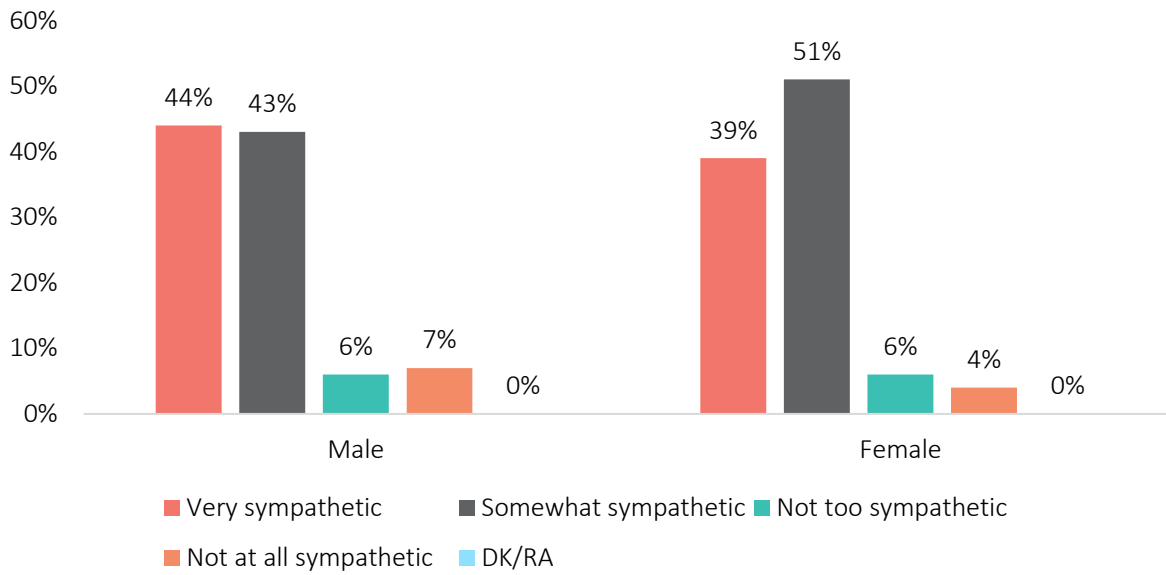




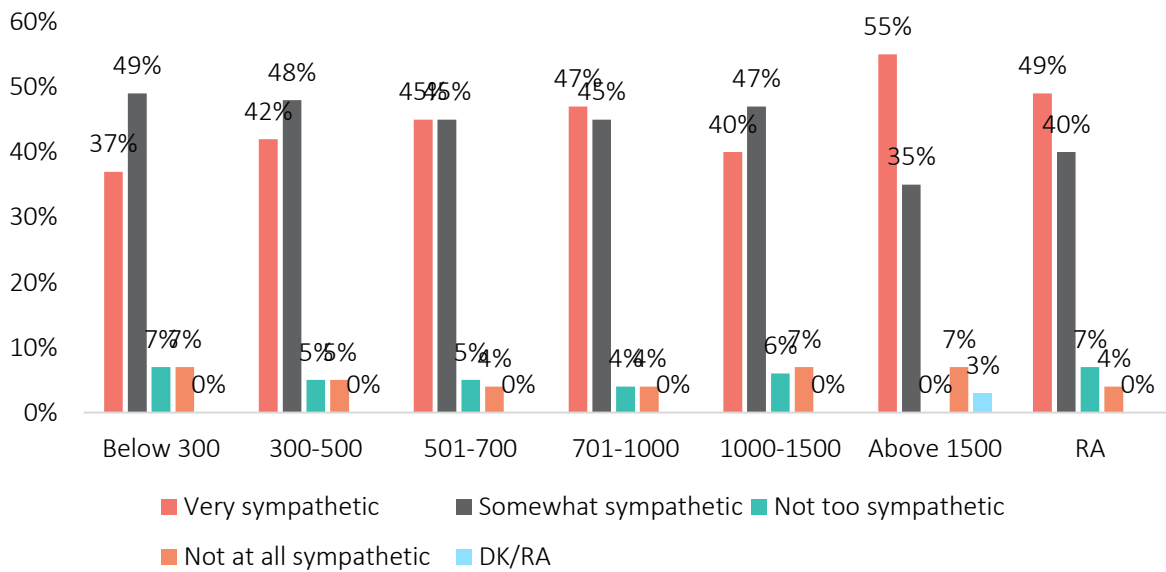
6.9 How sympathetic are you towards Syrian refugees in Jordan?



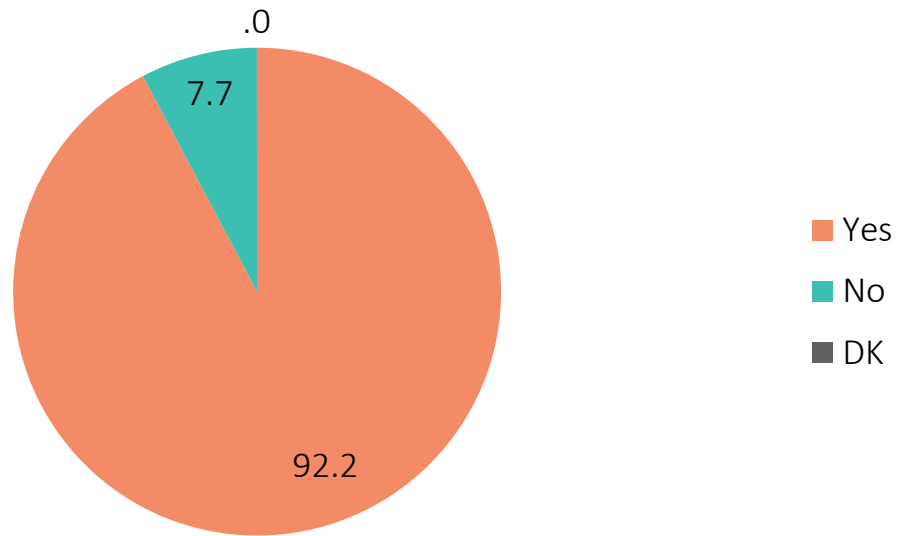
6.9.1 Gender



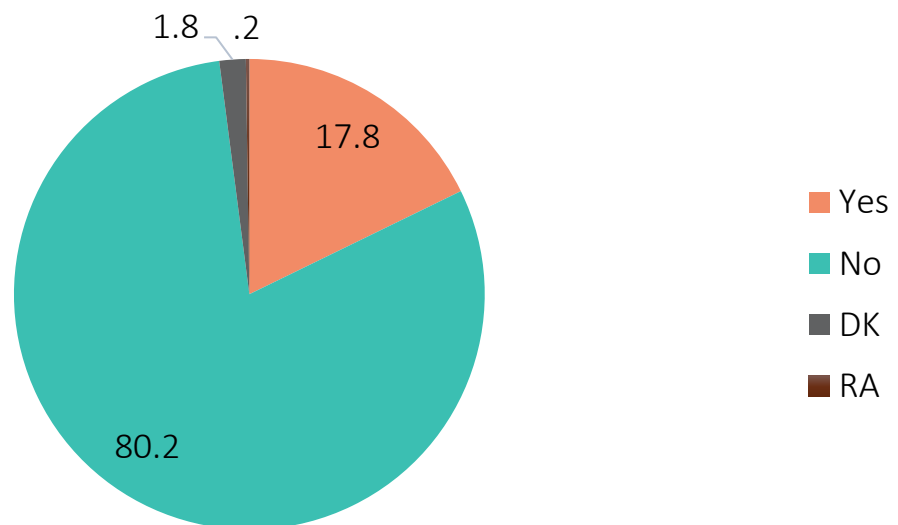
6.9.2 Income



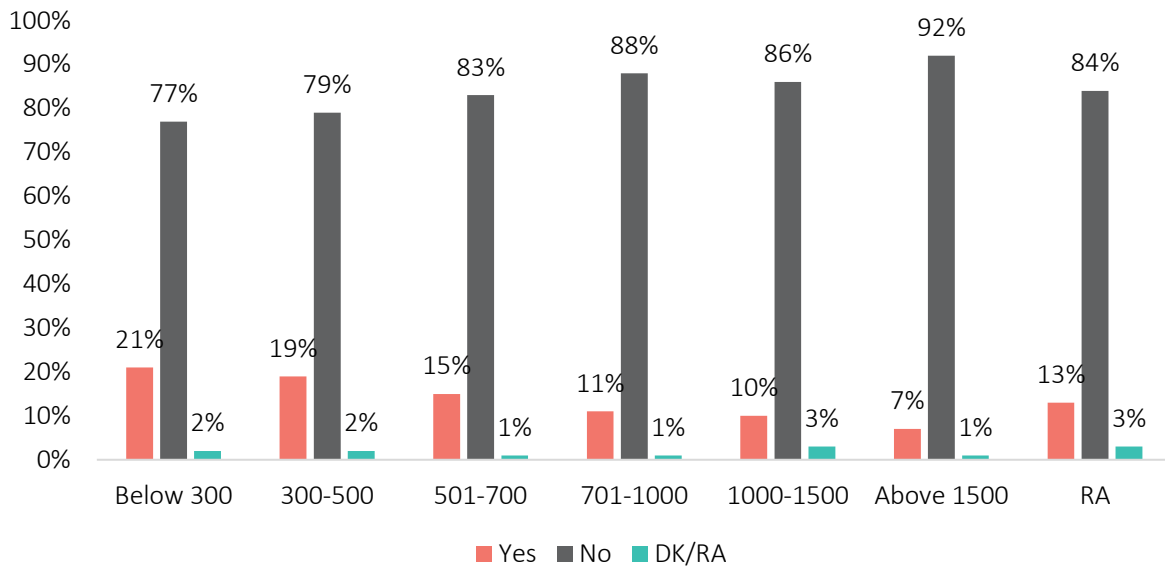
6.10 Has COVID-19 had a direct impact on your economic situation?



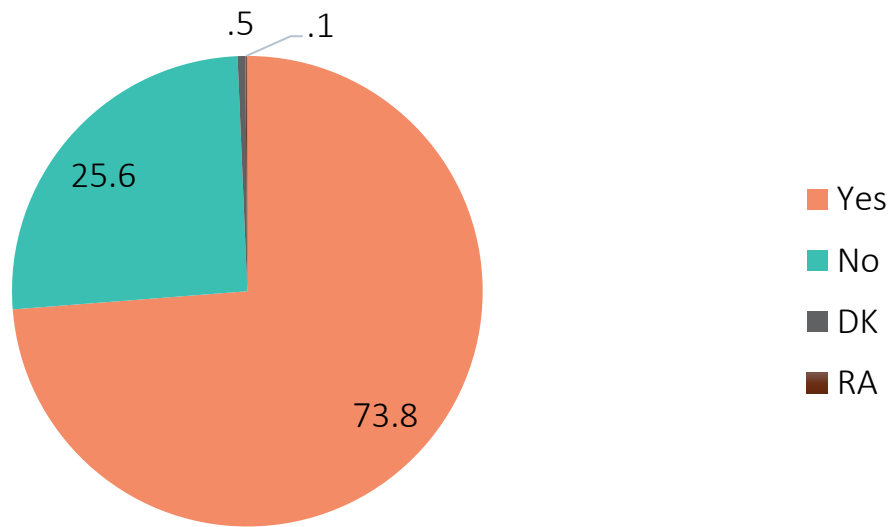
6.11 Has the impact of COVID-19 changed your opinion of refugees in Jordan?



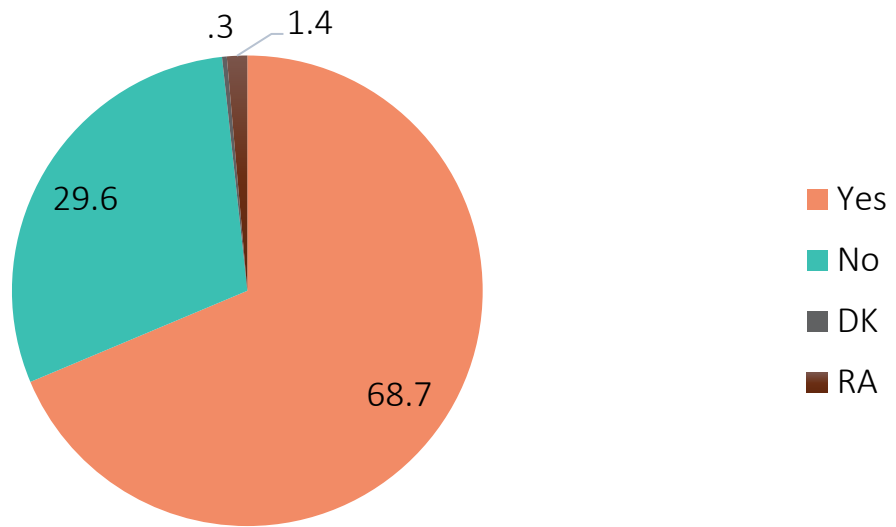
6.11.1 Income



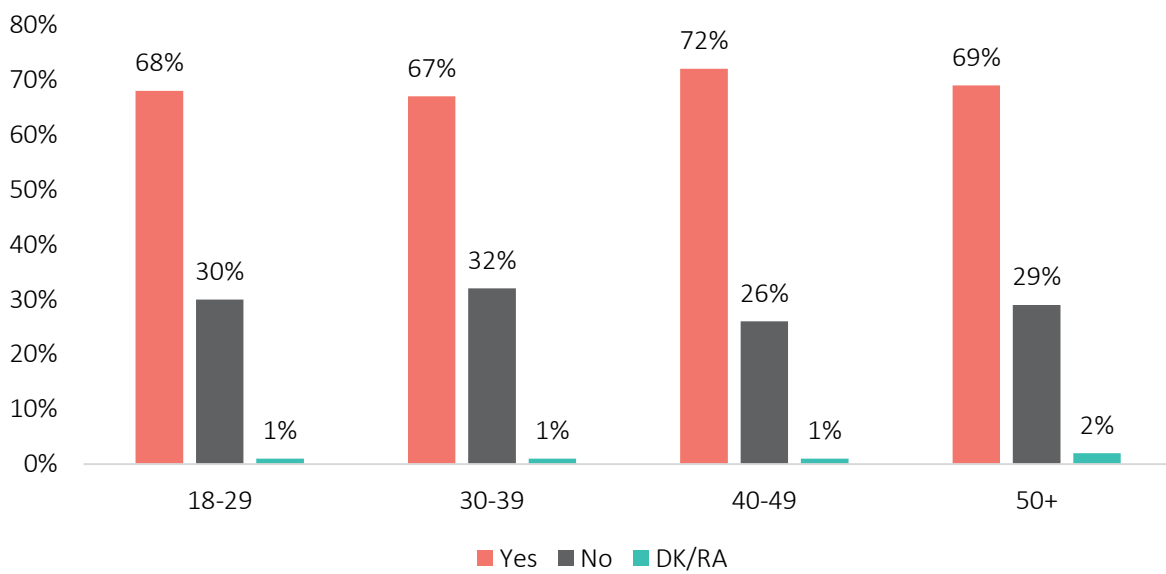
6.12 Would you be willing to help refugees in Jordan?



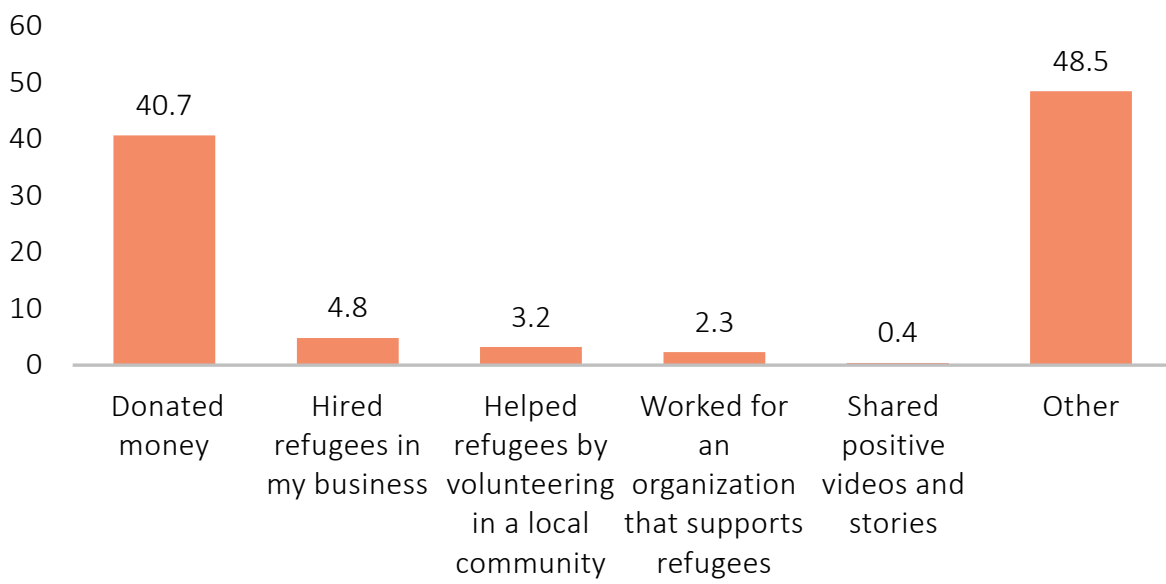
6.13 Have you previously helped refugees in Jordan?



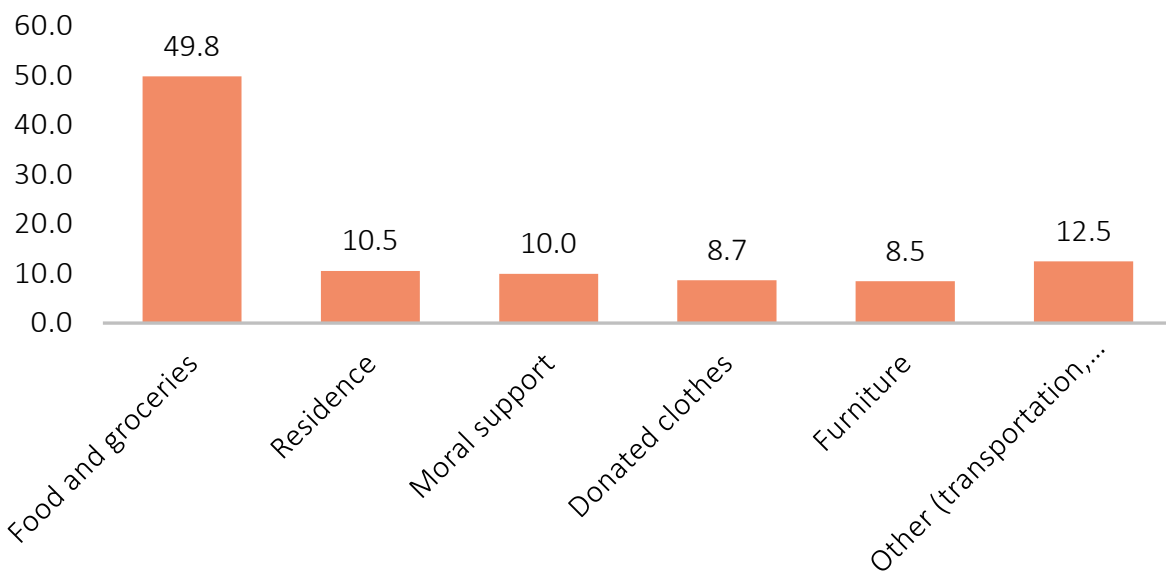
6.13.1 Age



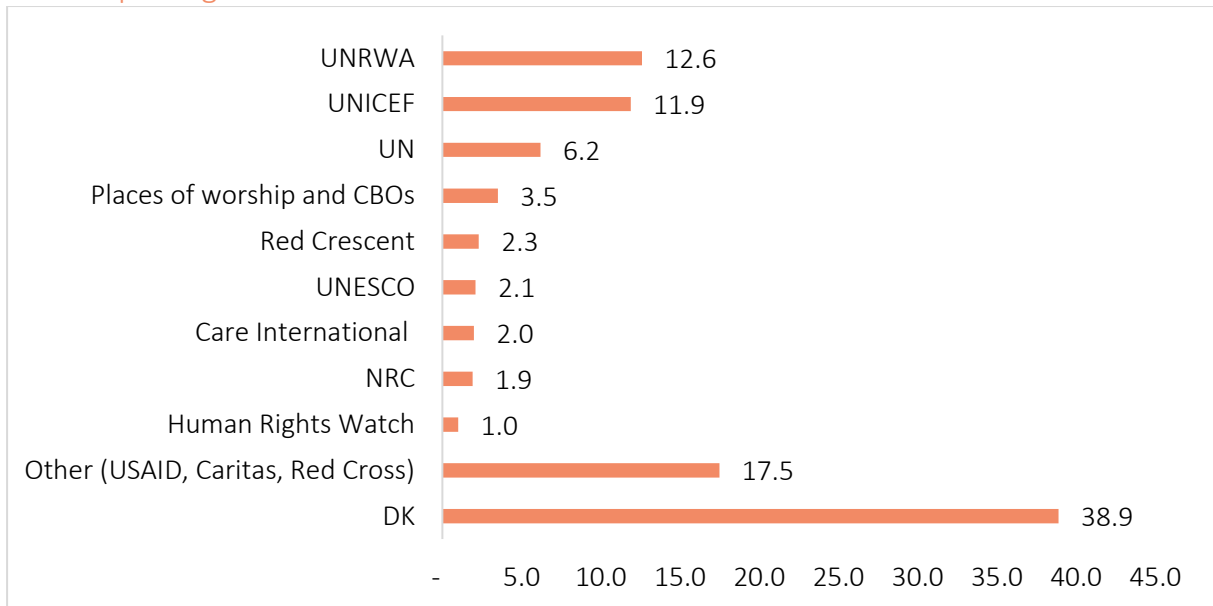
6.14 If yes, how?



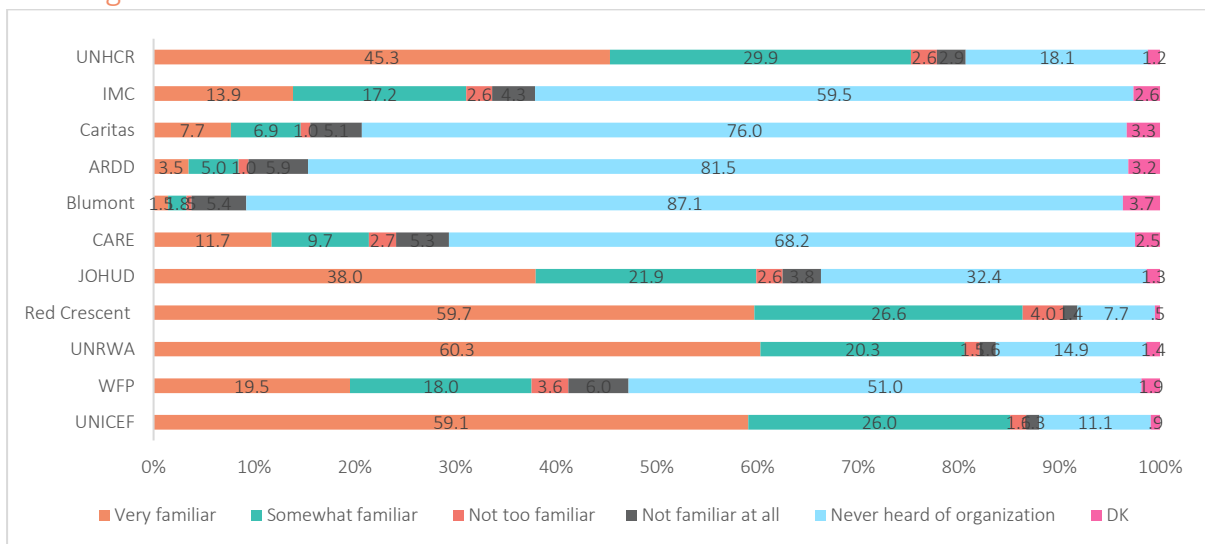
6.15 Other



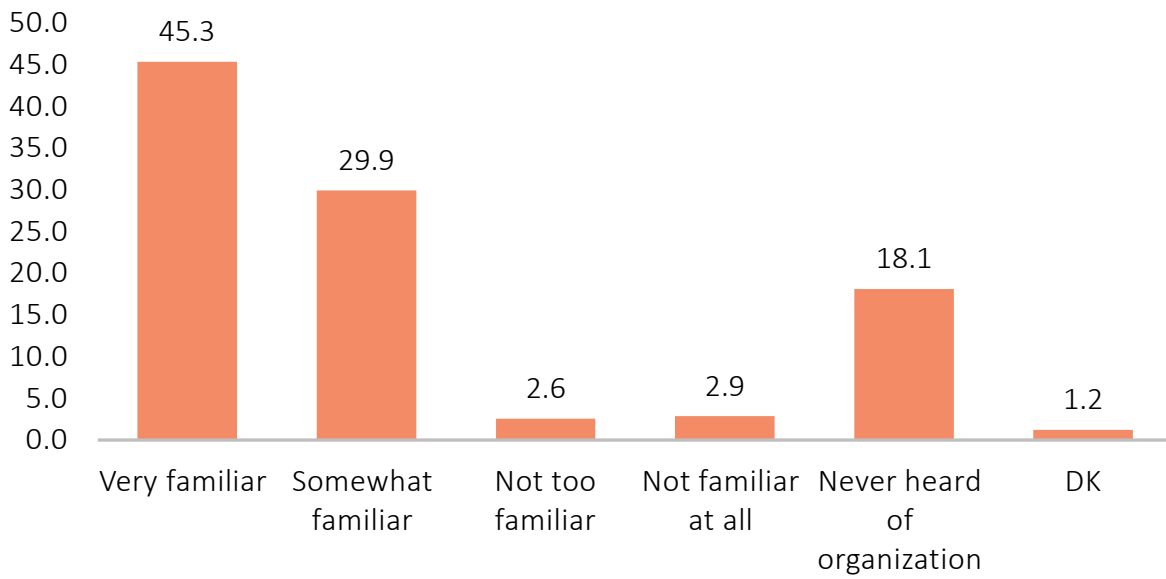
6.16 What organizations come to mind when you think about organizations that help refugees? Write out the names of all organizations you can think of that help refugees.



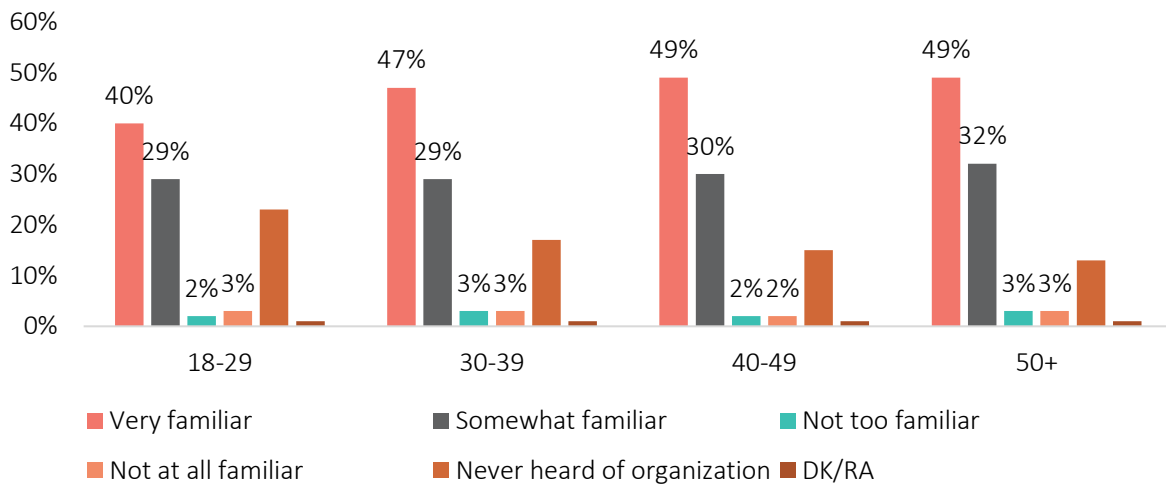
6.17 Below is a list of organizations. Please indicate how familiar you are with each organization.



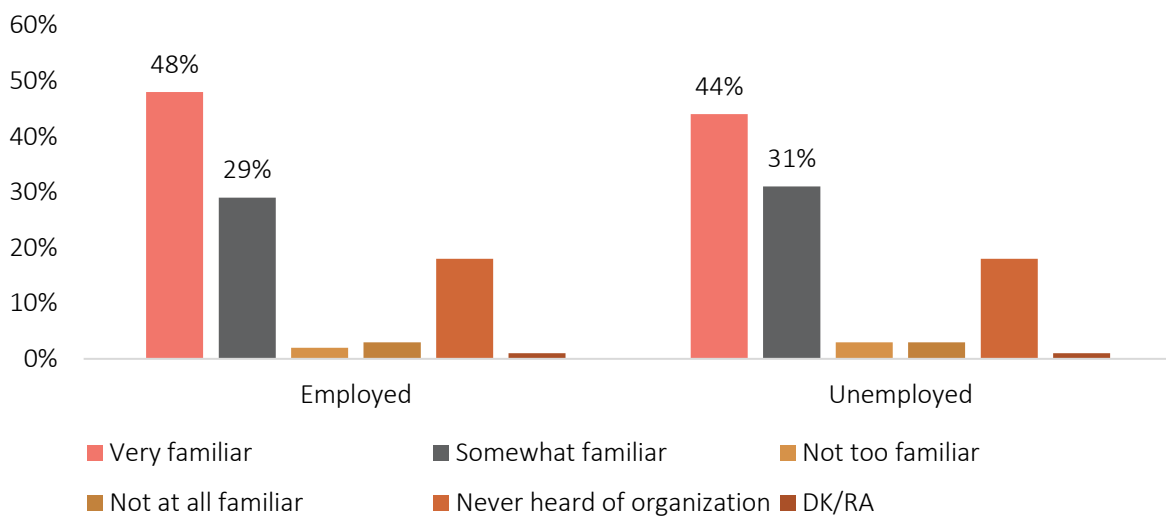
6.17.1 UNHCR



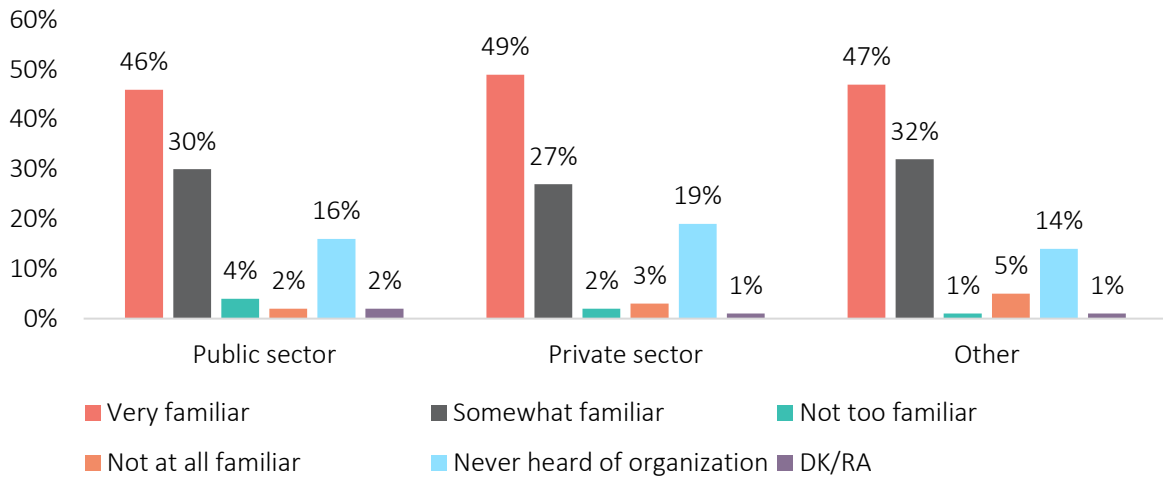
6.17.1.1 Age



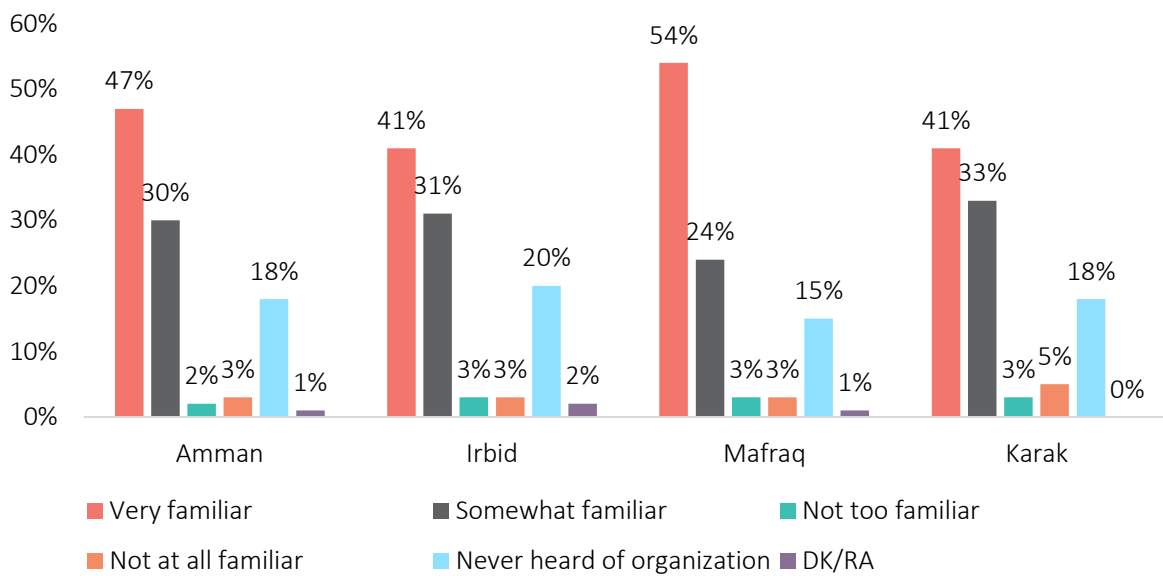
6.17.1.2 Employment



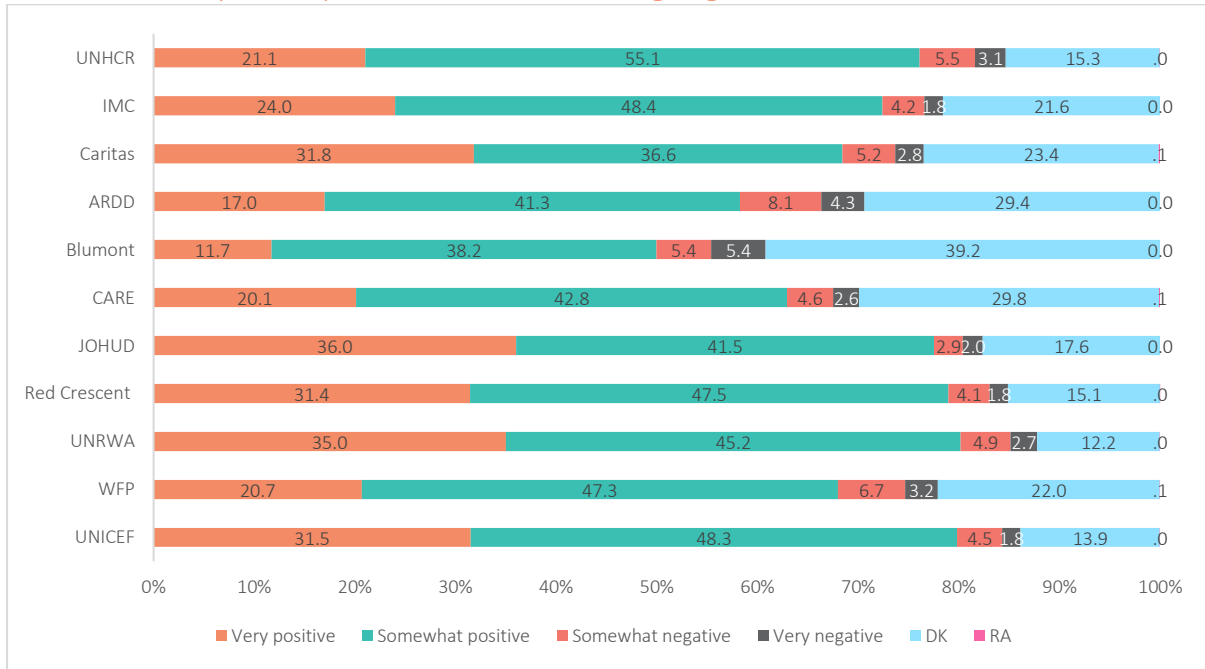
6.17.1.3 Sector



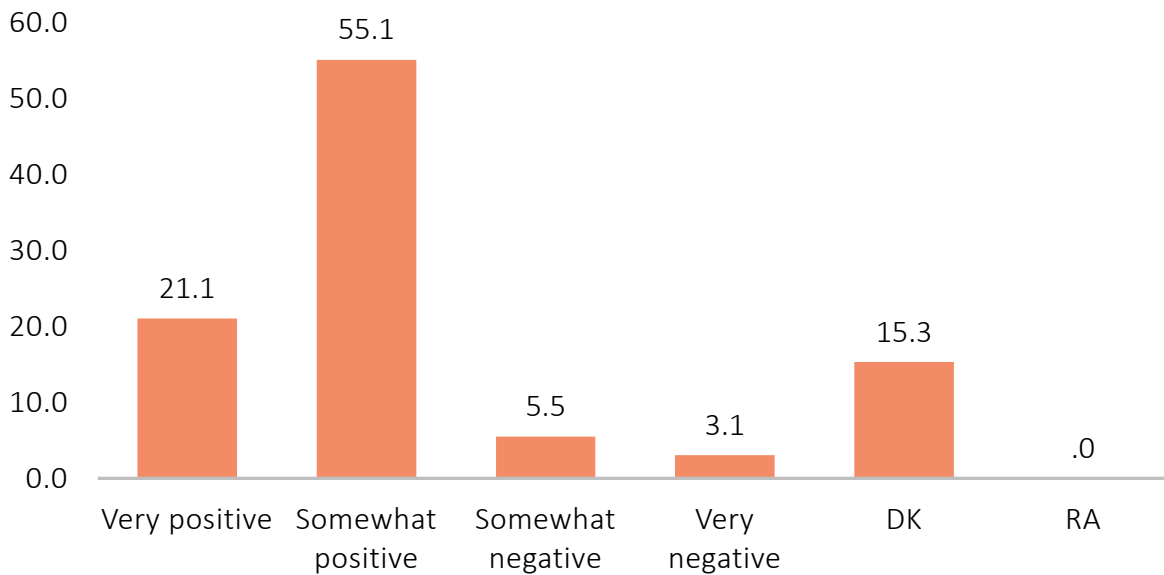
6.17.1.4 Governorate



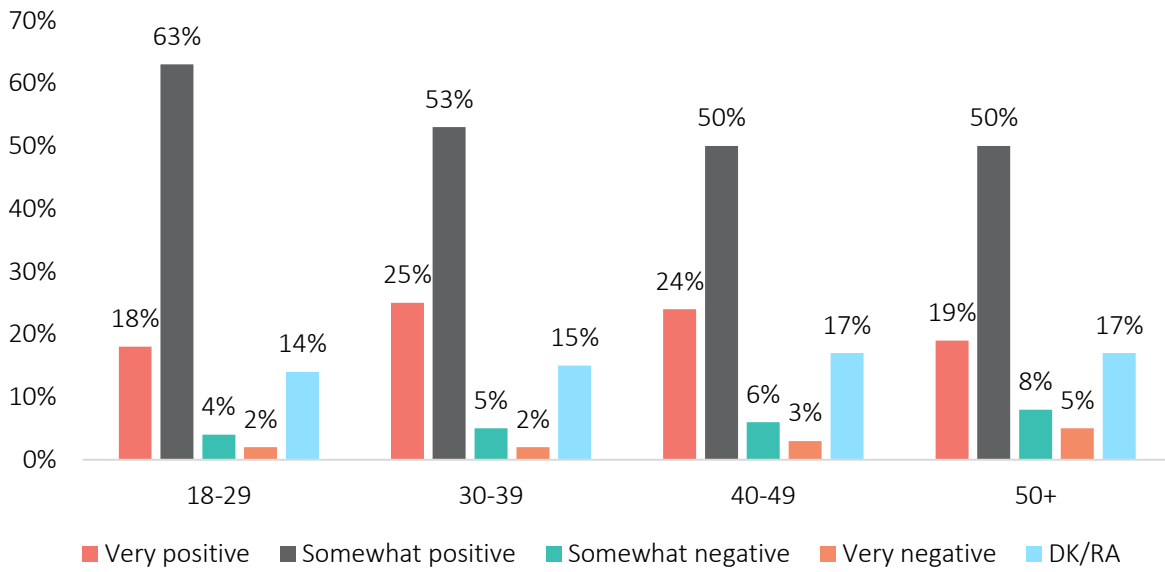
6.18 What is your impression of the following organizations?



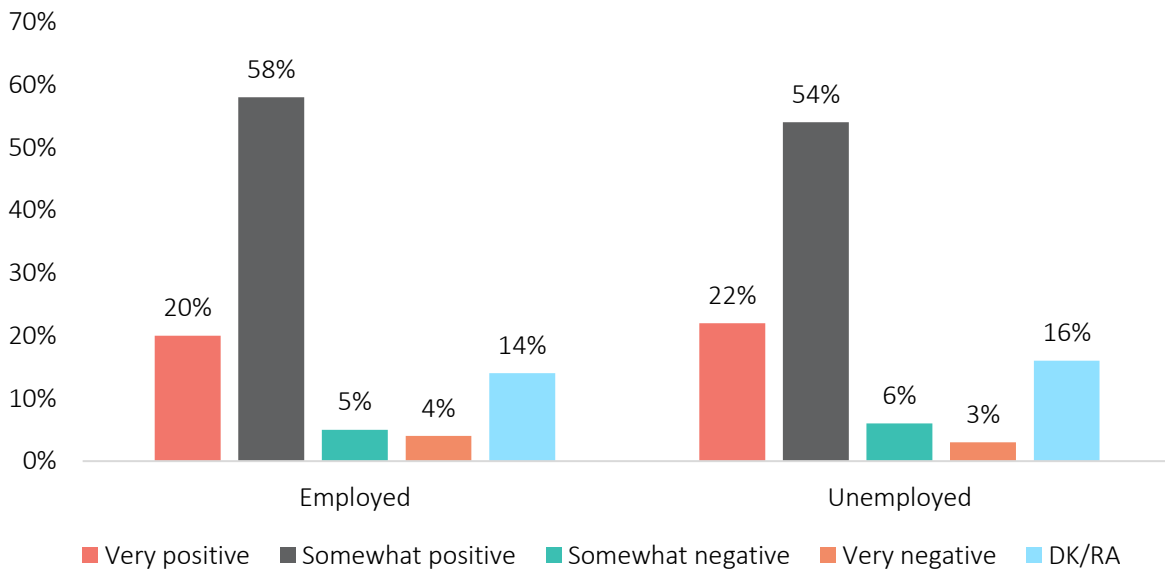
6.18.1 UNHCR



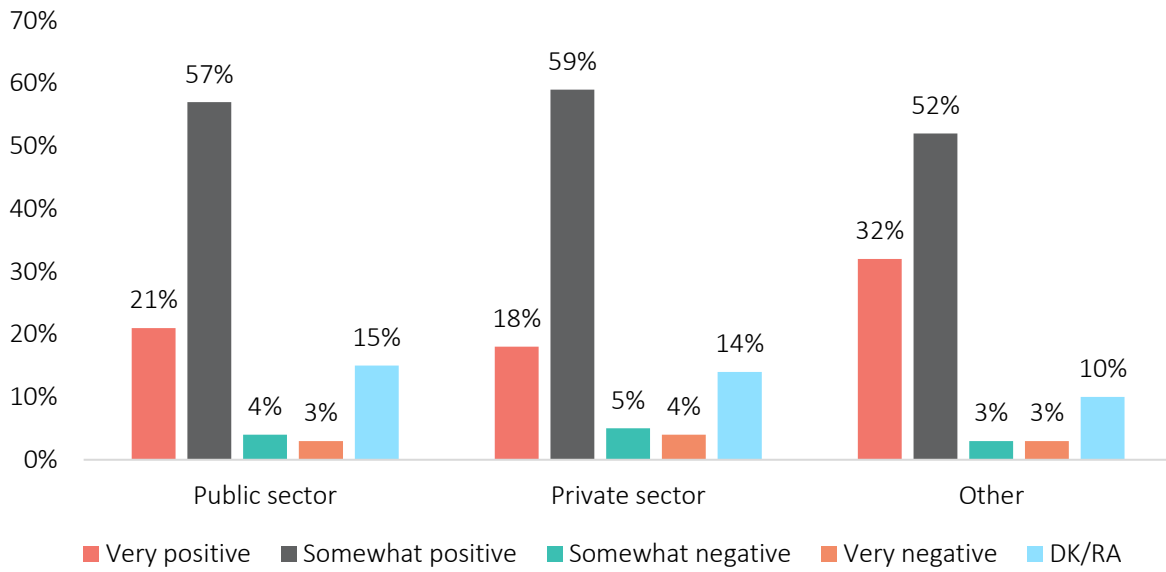
6.18.1.1 Age



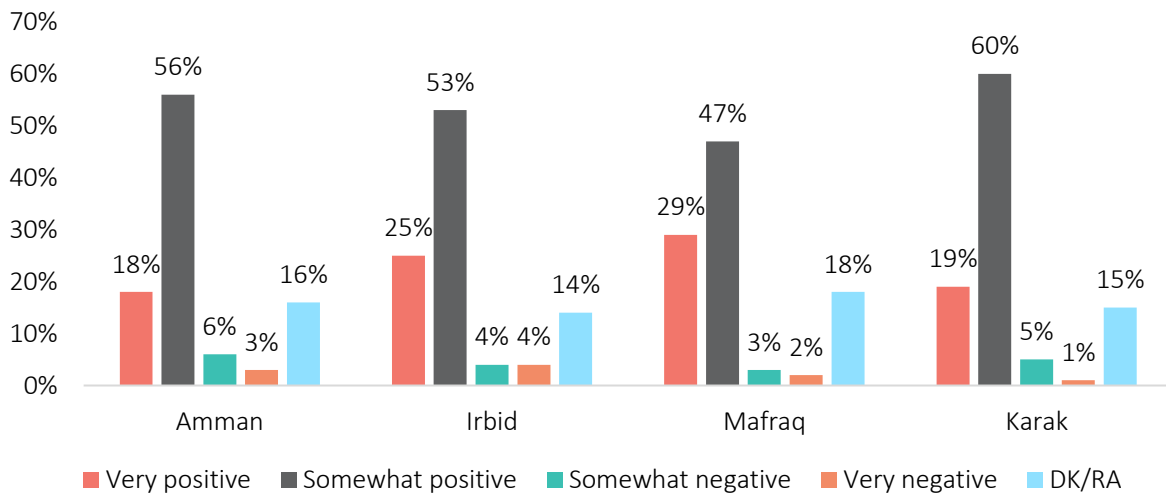
6.18.1.2 Employment



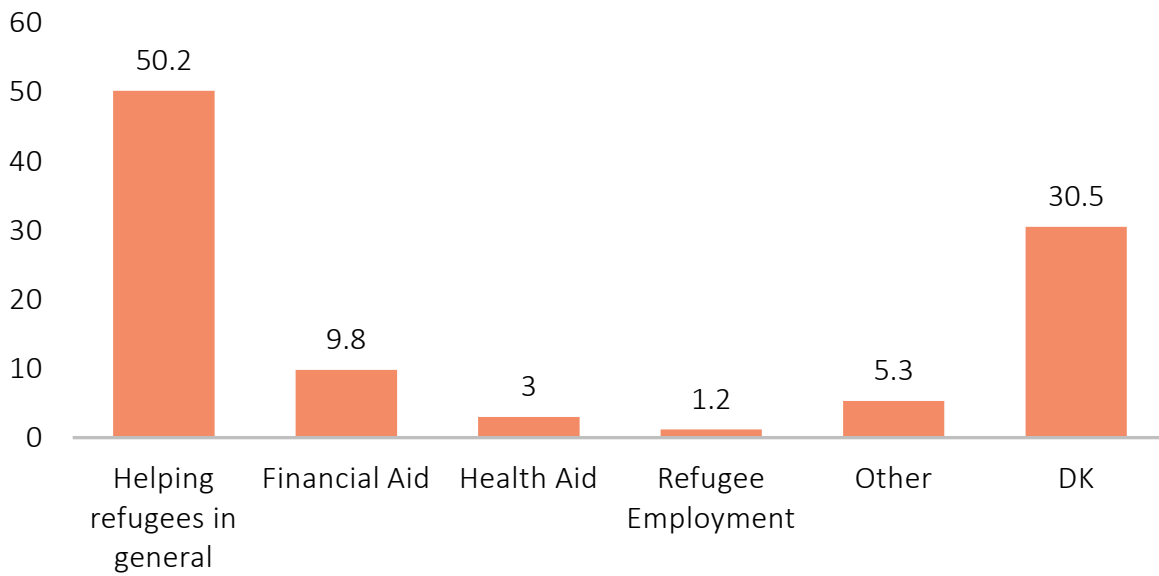
6.18.1.3 Sector



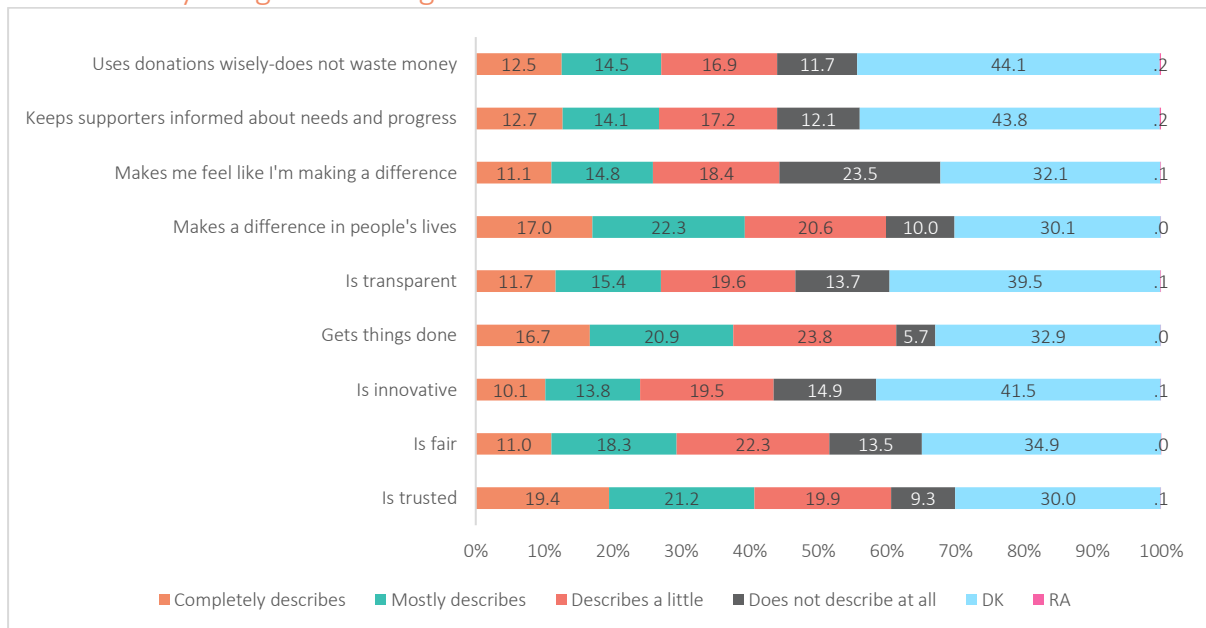
6.18.1.4 Governorate



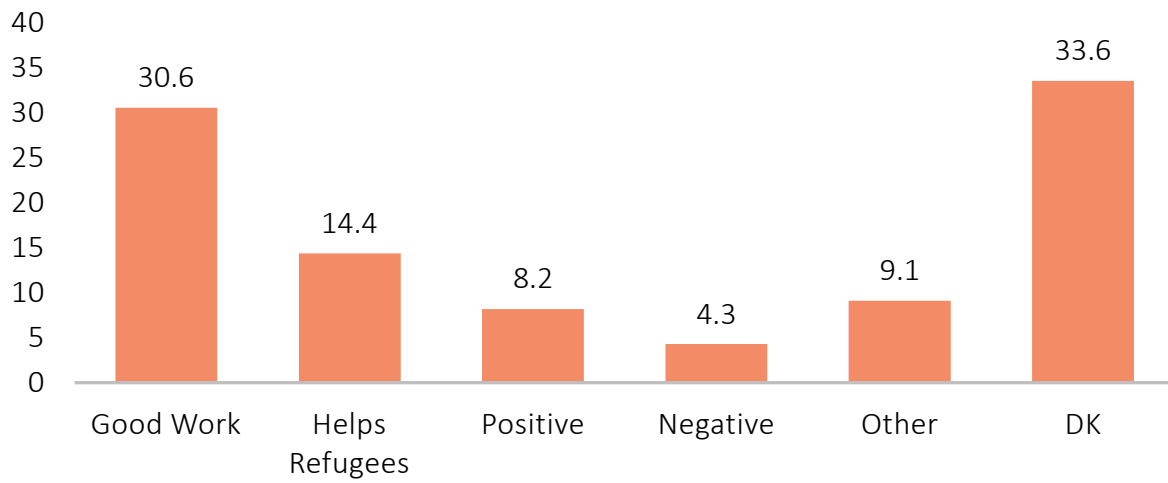
6.19 What would you say is the main role of UNHCR in Jordan? Please describe



6.20 Here are some words or phrases that could be used to describe UNHCR. Please state if you agree or disagree:

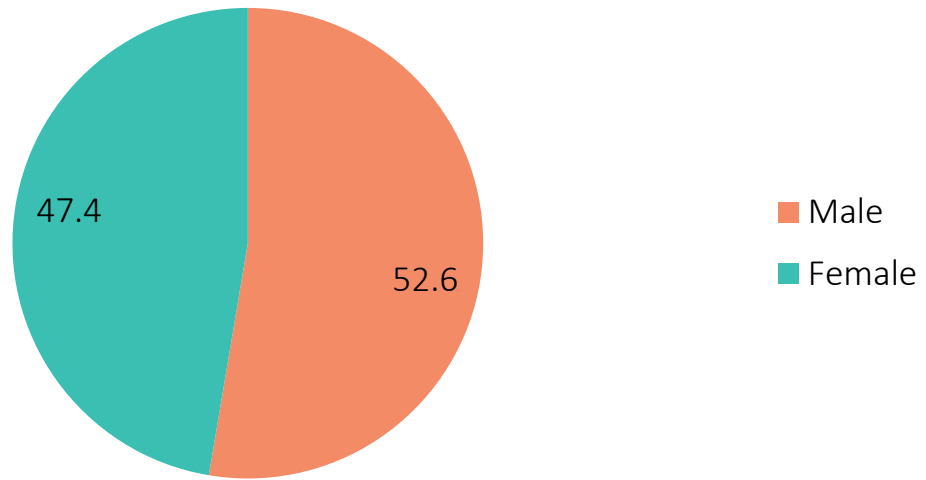


6.21 Please detail any other impressions you have of UNHCR

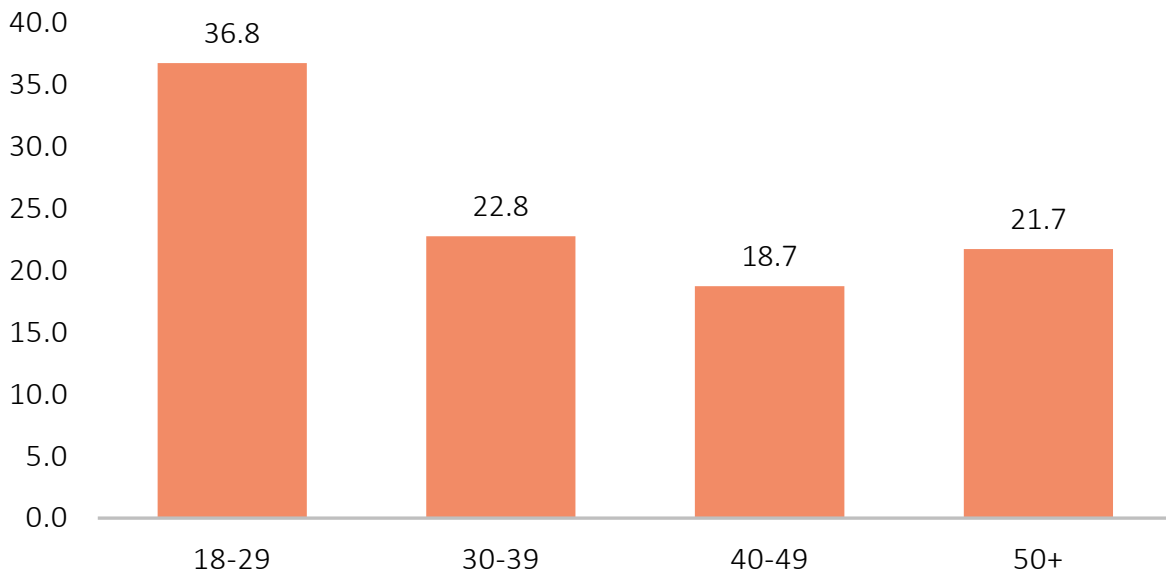


6.22 Demographics

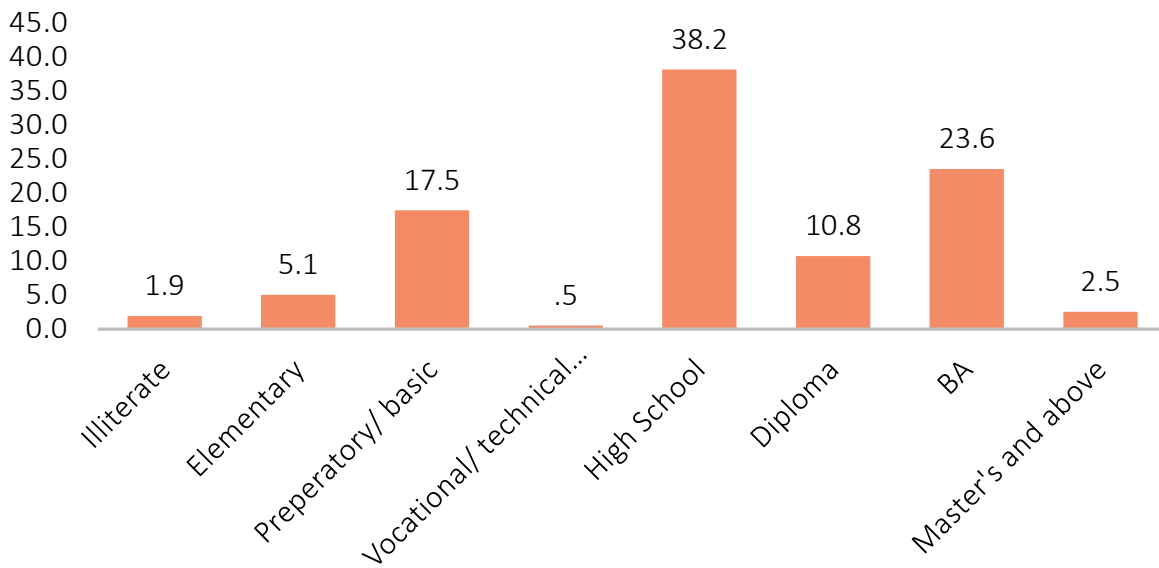
6.22.1 Gender



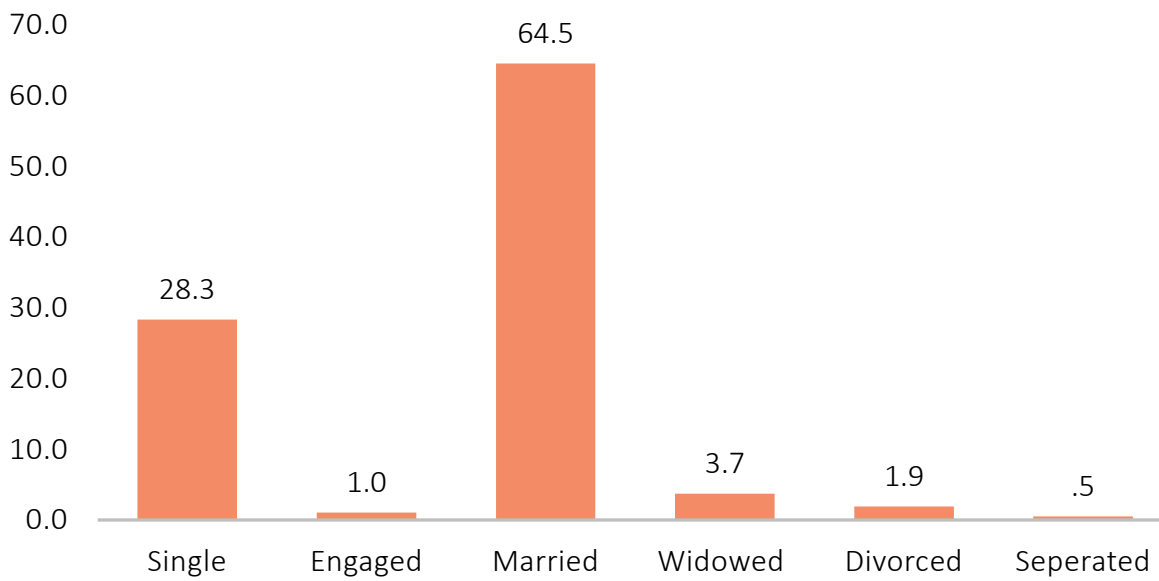
6.22.2 Age



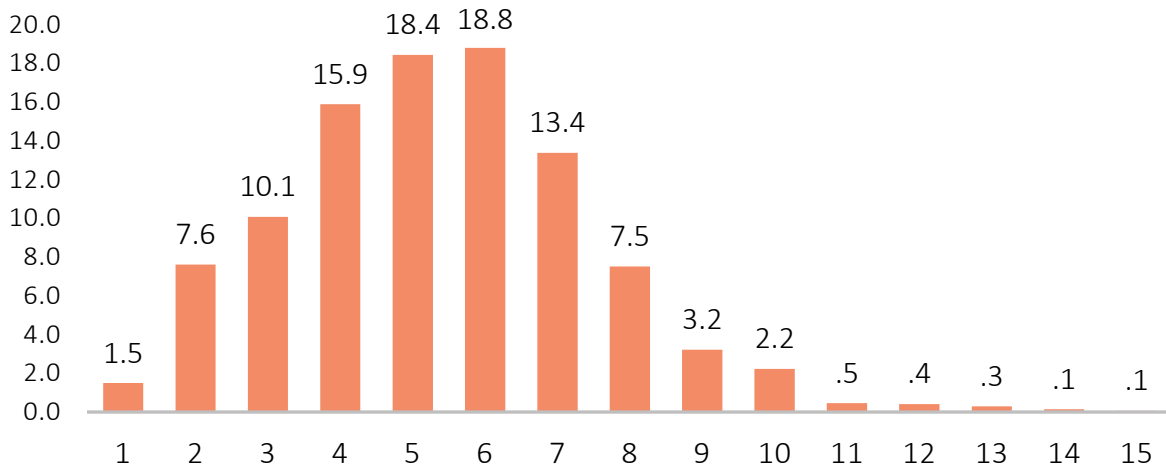
6.22.3 Education



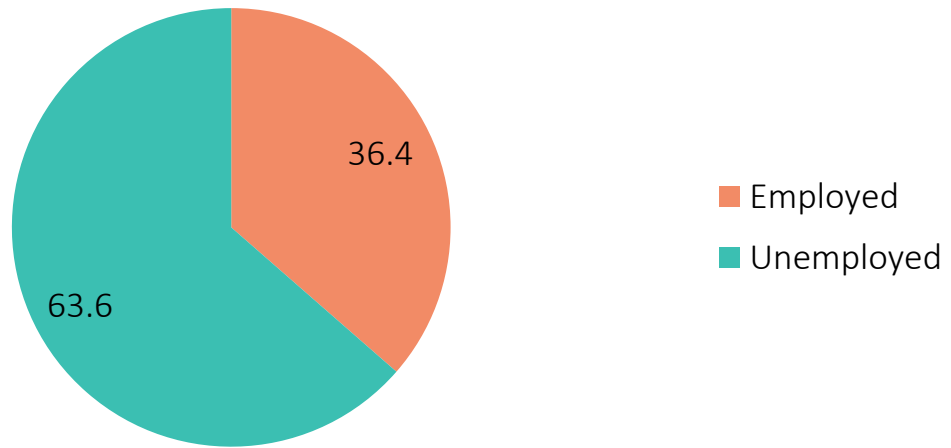
6.22.4 Social Status



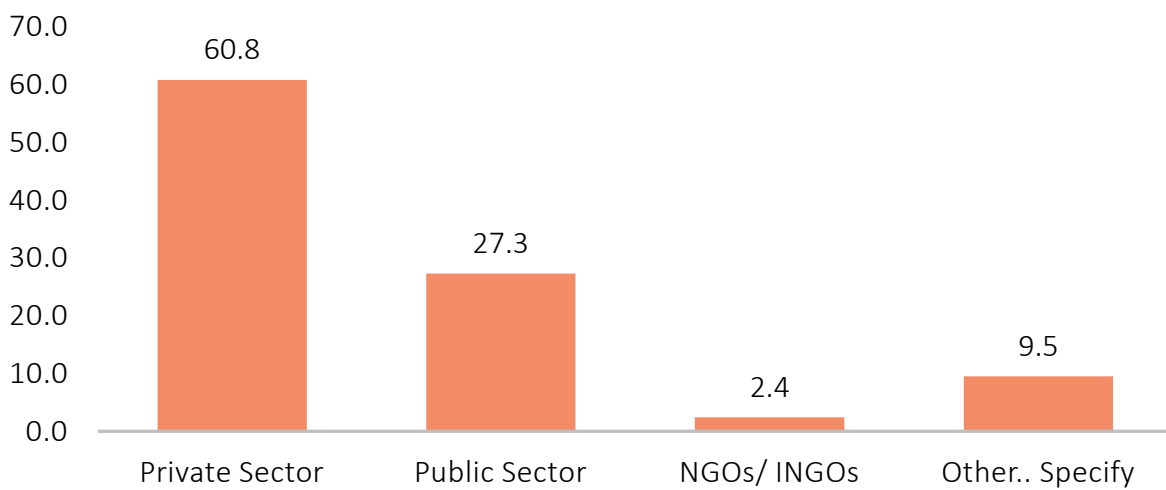
6.22.5 Family members



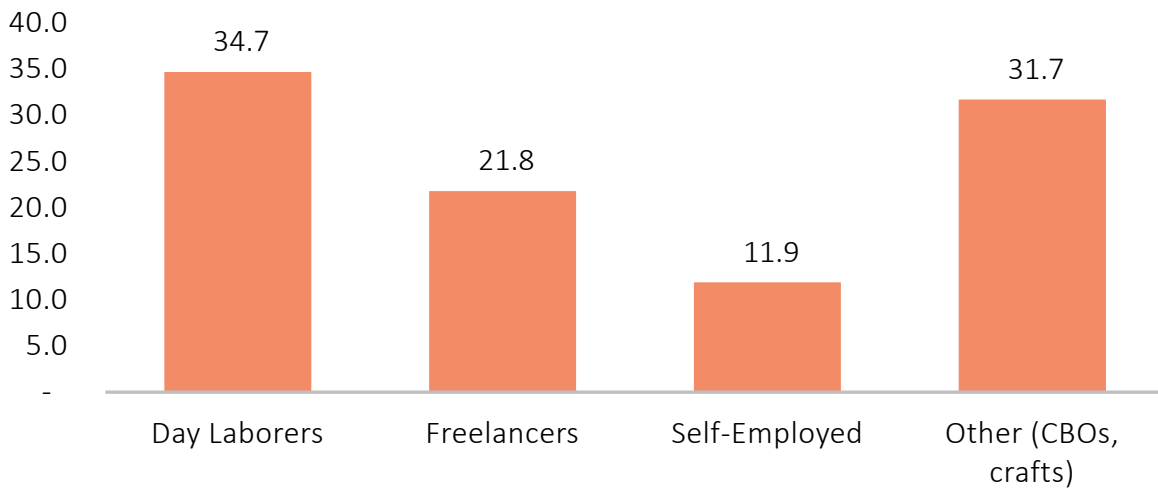
6.22.6 Employment Status



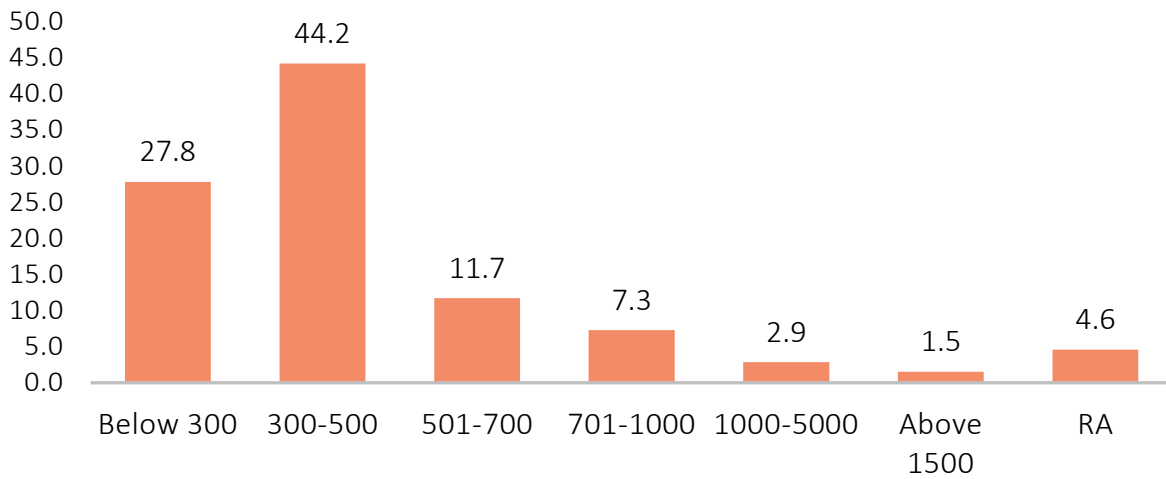
6.22.7 Work Sector



6.22.7.1 Other



6.22.8 Monthly income



6.22.9 Governorate

