

KEY FINDINGS REPORT

Multi-sector Needs Assessment in Zaatari Village

Acting for Change International, Zaatari, Mafraq governorate, Jordan



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1. Introduction

The protracted crisis in Syria has resulted in mass displacement of the country's population. Over 11.7 million people¹ have been displaced since the beginning of the conflict, 660,000 of whom are Syrian refugees currently registered by UNHCR in Jordan.²

UNHCR has estimated that 79% of Syrian refugees registered in Jordan live in urban, peri-urban and rural host communities. Many families now face depletion of their savings and personal assets, as the majority of them has been settled in Jordan for years³ with humanitarian assistance on a constant downward trend.

Situated around 2 kilometres from Zaatari Camp, Zaatari Village suffers from a lack of long-term humanitarian assistance, yet has continuously welcomed Syrian refugees since the beginning of the conflict.

Acting For Change International (AFCI) is a Syrian-led initiative founded in October 2016. The nonprofit organisation is currently developing a community-based training centre in Zaatari Village in order to provide remedial education to Syrian refugee children and skills-based training to Syrian and Jordanian adults.

Various attempts at delivering food items (FIs) and non-food items (NFIs) in Zaatari Village have proved to be highly needed, yet not designed and implemented well enough to address basic gaps. Moreover, essential services such as healthcare, shelter and legal support remain inadequate, with multiple humanitarian actors providing only short-term fixes to meet community needs. AFCI has identified information, reporting and coordination as the main weaknesses to an efficient community support plan.

Thanks to this multi-sector needs assessment, AFCI will provide valuable data that will facilitate an evidence-based and well-targeted community resilience strategy, including all active and potential stakeholders (AFCI, Al Zaatari - Al-Manshiah municipality, NGOs, UNHCR, etc.).

This first key findings report presents findings from quantitative data collection. It will be completed by a final evaluation report, detailing key findings from all phases of data collection.

¹ https://reliefweb.int/sites/reliefweb.int/files/resources/2018_syr_hno_english.pdf

² <http://data.unhcr.org/syrianrefugees/country.php?id=107>, accessed on 7th March 2018

³ 70% of registered refugees arrived in 2012 and 2013 (UNHCR)

2. Methodology

This multi-sector needs assessment employs both quantitative and qualitative methods in a two-stage process.

2.1. Population of interest

The assessment covers current populations residing in Zaatari Village, including long-term displaced Syrian refugee households (70%) and the most vulnerable Jordanian households (30%).

Key Informants have actively participated in each stage of the AFCI multi-sector needs assessment, to ensure the accuracy and adequacy of its findings. Key Informants have been selected according to their specific community ties and AFCI program endorsement. They have been involved from December 2017 until the date of writing and have reviewed Syrian and Jordanian household questionnaires, facilitated access to Syrian and Jordanian communities and provided follow-up.

The assessment has reached Syrian households already using the AFCI training centre and facilities. This allows AFCI to ensure it is able to efficiently monitor its future assistance delivery plan.

Some Syrian households presenting high-level vulnerabilities have also been included in data collection, if and when requested by Key Informants. This mechanism allows AFCI enough flexibility to efficiently reach the most vulnerable households.

2.2. Primary data collection

2.2.1. Quantitative data

The first phase of primary data collection consists of a quantitative household survey conducted in Zaatari Village. A household is defined as a set of individuals or families sharing a corresponding set of shelters or a compound⁴. In total, the assessment has covered 78 Syrian households and 15 Jordanian households, equating to 544 individuals.

Syrian and Jordanian head of household questionnaires were designed to develop a baseline dataset on vulnerabilities and needs, identify coping strategies and active stakeholders and facilitate future thematic interventions.

⁴ UNICEF (2013), Informal Tented Settlements in Jordan: A Multi-Sector Baseline Assessment

The indicators included in the data collection are based on those used in the Regional Refugee & Resilience Plan 2018-2019⁵ as well as standardised questions and indicators used by REACH in previous multi-sector and host community assessments. Questions have been adapted to the Zaatari Village context and regularly scrutinized and validated by Key Informants.

Prior to data collection, training sessions and formal guidelines have been provided to translators and assessment officers. During the pilot phase (1st week of February 2018), survey execution was refined and standardised. From 5th of February to 24th of February, interviews have been conducted in Acting for Change International training centre rooms, ensuring a secure and confidential environment for participants.

2.2.2. Qualitative data

The second phase of primary data collection will consist of qualitative focus group discussions conducted among women attending AFCI adult literacy classes. This purposively selected group is based on those women's active participation within Zaatari Village communal life, and as such, they are therefore able to provide an accurate overview of Zaatari Village

The purpose of these focus group discussions is to gain broad thematic insights on specific gendered-issues (access to NFIs, specific healthcare, pregnancy support), key issues and coping strategies and to assess the relevance of potential initiatives. The questionnaire will be influenced by preliminary findings of the household-level surveys included in this report.

⁵ <https://reliefweb.int/sites/reliefweb.int/files/resources/3RP-Regional-Strategic-Overview-2018-19.pdf>

3. Key findings

3.1. Family profile

The assessment has covered 78 Syrian households and 15 Jordanian households, ie 544 individuals. Each household in Zaatari Village is composed of 6 individuals on average (from 4 to 8 members for 77% of households).

Despite the typical head of household's average age being 44 years old, the Zaatari Village population remains strikingly young: 53% of individuals included in the survey are aged less than 15 years old. Important challenges are to be addressed in terms of access to primary goods (food, clothes, heating), to adequate and safe housing, to an appropriate education system, to proper healthcare, follow-up services and to future labour market opportunities.

Female-led households constitute 45% of interviewed Syrian households and 40% of Jordanian households. A head of household's gender can strongly affect household members, especially with regards to legal status and nationality issues. In both Jordanian and Syrian documentation legal systems, only fathers can pass on their nationality to offspring. In certain circumstances, household members were found to not share the same national documentation. This specific feature can especially be noted for Jordanian households, some of whom reported to contain individuals with both Jordanian and Egyptian or Palestinian nationalities within the same household.

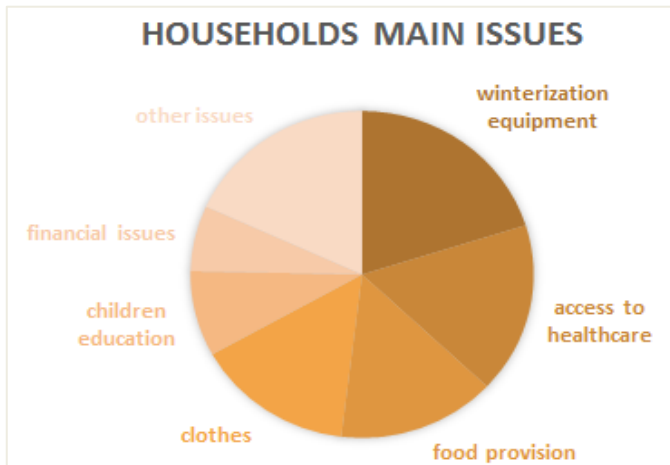
3.1.1. Displacement

70% of interviewed Syrian families have settled in Zaatari Village in 2013. Recent migration has drastically diminished, with only 5 households having arrived from Syria since 2015.

The top 3 reasons for Syrian families' displacement are conflict environment (45%), destruction of home (41%) and general fear for safety (12%). 83% of respondents have moved with their family, though, in some cases, family members' detention or disappearing in Jordan or Syria has been reported.

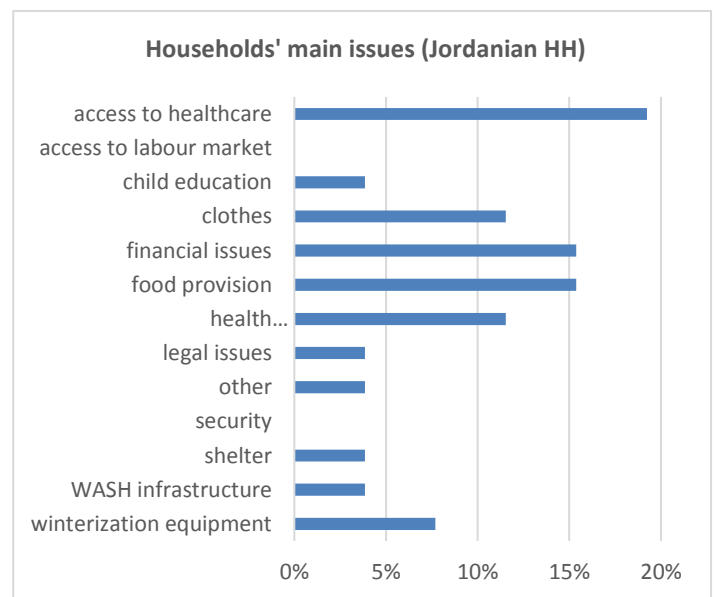
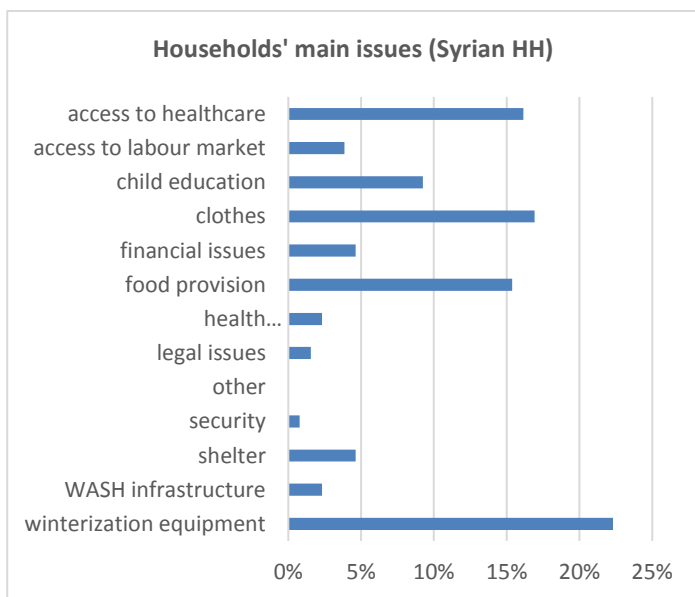
Syrian settlement in Zaatari Village has a specific regional feature: 94% of Syrian families reported communities of origin in Homs governorate and 6% in Deraa. Close tribal linkages to the Zaatari Village host community have been identified as the main pull factor for Syrian household settlement in Zaatari Village: 69% of households consider relatives or friends to be the main reason for choosing their current location of residence.

3.1.2. Households' main concerns and issues



The top three priority needs faced: lack of winterization equipment (17%) access to healthcare (14%), food provision insecurity equal with lack of clothes (13%)

Differences among Syrian households and Jordanian households' main issues mainly concern financial issues (mentioned by 17% of Jordanian households and 6% of Syrian households) and winterization equipment (mentioned by 22% of Syrian households and 8% of Jordanian households).

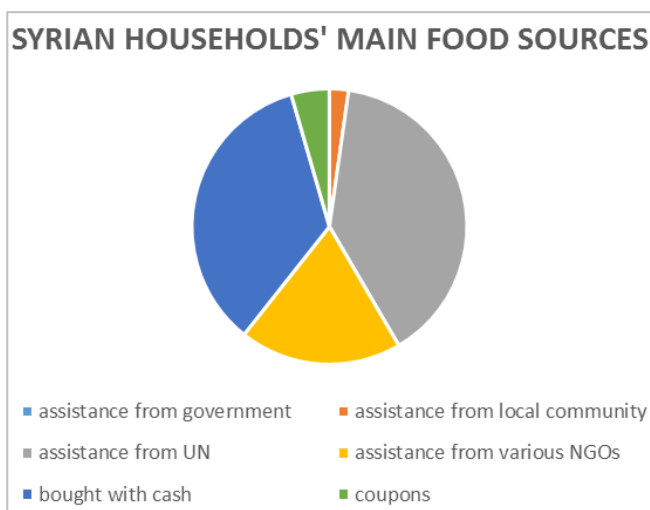


A potential explanation for Syrian and Jordanian households' priority needs differences is that of Jordanian households' permanent settlement situation, in contrast to Syrian households' precarious housing situation. Syrian households typically focus more on primary needs, such as winterization equipment and clothes, rather than income sourcing.

3.2. Food security

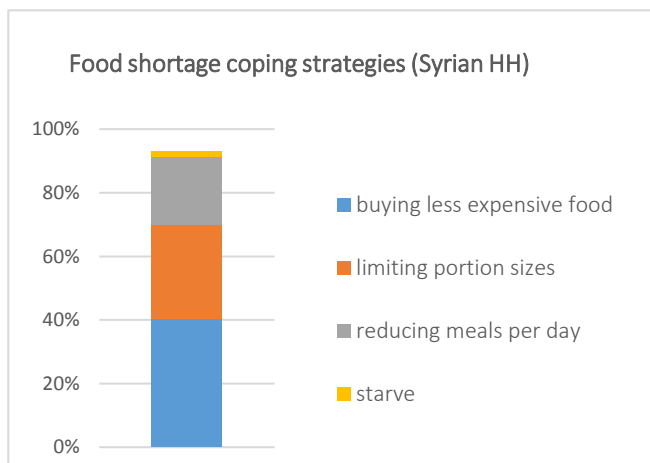
73% of interviewed households have faced a shortage of food in the month prior to survey. This finding indicates a clear and structural inability to access enough food, for both Syrian and the most vulnerable Jordanian households⁶. This high figure should be of significant concern, especially considering the high proportion of total population aged less than or equal to 6 years (21%).

3.2.1. Syrian households' access to food



Syrian households mostly rely on humanitarian assistance to access food (67%). 5% are able to combine NGOs support and own food items (FIs) purchase. Such humanitarian assistance dependency constitutes a major threat to those families' food security.

Humanitarian assistance type and provider could not in always be clearly identified. Of known providers of humanitarian assistance, UNHCR appears as the only FIs provider for at least 39% of Syrian households.

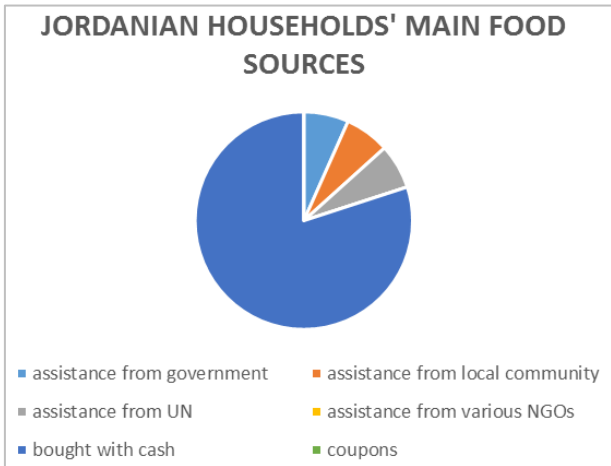


The top 3 Syrian households' food shortage coping strategies reported are buying less expensive food (42%), limiting portion sizes (33%) and reducing the number of meals (17%). Diminishing food quantity appears as a common strategy.

No assessed Syrian household cultivates land nor owns livestock. Legal restrictions placed on Syrian displaced households in Jordan might constitute an important barrier to such activities.

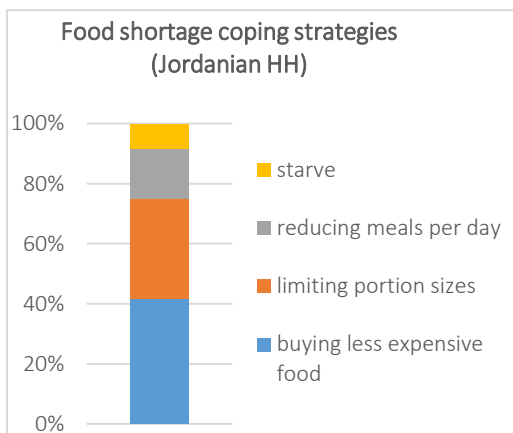
⁶ It is worth noting that 100% of of Jordanian households have reported a food shortage in the month prior to survey. Food provision insecurity could be used as a vulnerability index-defining tool.

3.2.2. Jordanian households' access to food



80% of Jordanian households do not receive any support to purchase food, despite of reported inability to access sufficient FIs.

No NGO providing specific support for host community households could be identified. The most vulnerable Jordanian households' food security is therefore even more uncertain than that for Syrian households.



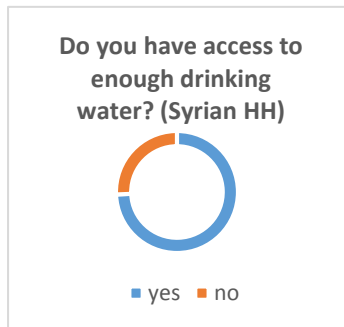
The top 3 food shortage coping strategies reported by Jordanian households are buying less expensive food (42%), limiting portion sizes (33%) and reducing the number of meals (17%). Diminishing food quantity, including starvation, appears as a common strategy.

1 Jordanian household cultivates land, which is its property. None of them own livestock. Land ownership appears a key condition allowing Jordanian households to potentially cultivate land or own livestock and therefore improve food security.

Future qualitative data collection will assess Syrian and Jordanian households' type of diet and active food assistance actors, providing indications for potential programs to address chronic food insecurity.

3.3. Water and sanitation

3.3.1. Water

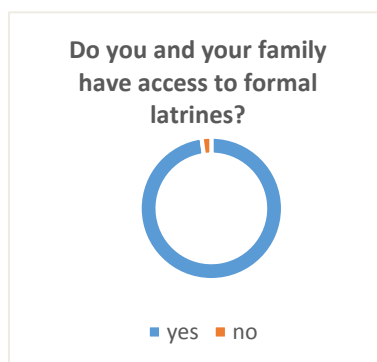


Findings indicate that drinkable water access is under stress in Zaatari Village.

Jordanian households are more exposed to drinkable water shortages. 53% of assessed Jordanian households reported being unable to access sufficient drinking water, compared to 26% of Syrian households. It could be linked to a humanitarian assistance gap between Syrian and Jordanian households in Zaatari Village. Even though half of Jordanian households can access communal tanks, they do not have any external income source to pay for private tanks, water bottles or water canisters.

Various primary sources of drinking water are used: water canisters (46%), private tanks (32%), communal tanks (12%) and filters (11%). Their use slightly varies between Syrian and Jordanian households. 5% of Syrian households can access communal tanks, so they compensate by using water canisters. Access to drinking water can be at risk because of households' high dependency on private sources of water, that may become unaffordable following price fluctuations.

3.3.2. Sanitation



91% of households have access to a formal shower and 98% can access formal latrines. Most facilities are private for each household, either Jordanian or Syrian.

However, only 38% of households have access to safe and appropriate latrines for the elderly, pregnant or disabled.

3.4. Health and access to healthcare

3.4.1. Vulnerable populations

Zaatari Village is home to various vulnerable sub-groups:

- 21% of the interviewed population is aged less than or equal to 6 years old.
- 19 individuals are aged older than or equal to 60 years old (from 60 to 103 years old). Elderly people therefore represent 3% of the interviewed population.
- 17% of households have reported having at least 1 disabled household member.
- 30% of households have reported having at least 1 pregnant and/or lactating female household member.⁷

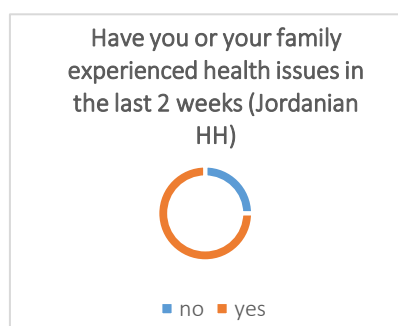
3.4.2. Child health

83% of Syrian children and 82% of Jordanian children have reportedly been vaccinated. However vaccination type could not be assessed during interviews⁸.

40% of Jordanian households have reported requiring child psychological support, against 18% of Syrian households. Psychology and trauma *ignorance* might prevent some households from identifying the symptoms of psychological trouble in their children.

3.4.3. Short-term health issues

The rate of recent health issues reported by households in Zaatari Village is high: 60% of interviewed households have experienced at least one in the two weeks prior to the survey.

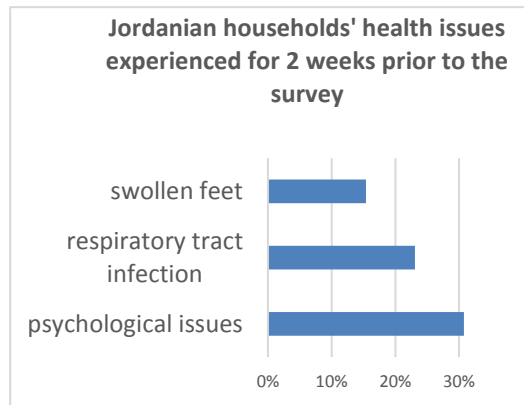
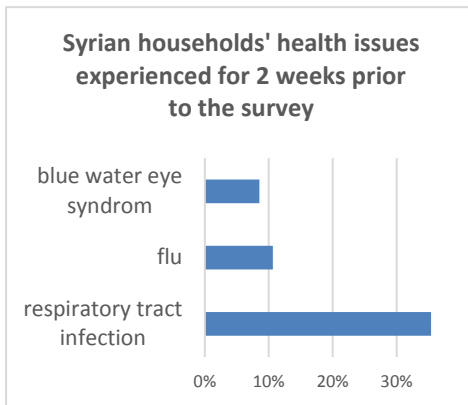


Disaggregated, 57% of Syrian and 75% of Jordanian households have reported to have experienced health issues in the two weeks prior to the survey.⁹

⁷ Specific gender-related issues will be assessed from qualitative data, collected during a women focus group. It will address gynaecology, pregnancy, gender issue and livelihood topics.

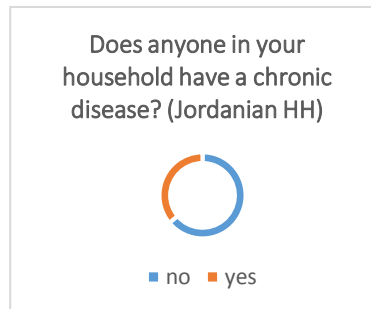
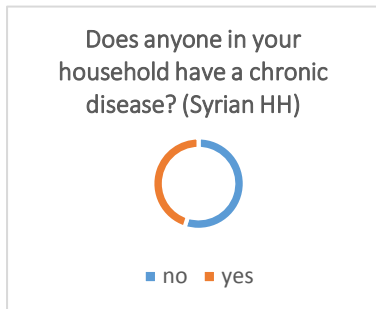
⁸ Vaccination type will be assessed thanks to qualitative data, collected during a women focus group

⁹ No explanation has with enough credibility accounted for such a difference, yet Jordanian households tend to have a broader definition of health issues, by including psychological troubles for example.

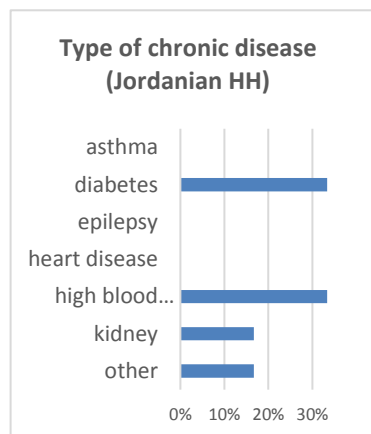
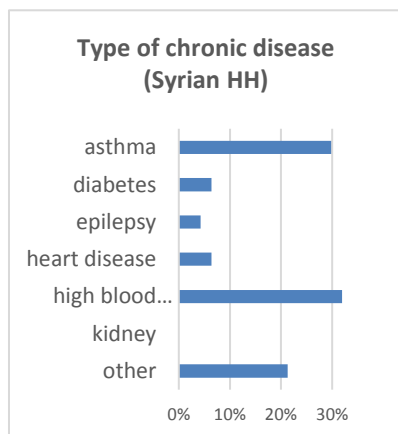


Seasonal rain and cold, combined with a lack of winterization equipment and isolation, can strongly affect health, especially for the most vulnerable people. Seasonal factors - namely that the assessment was conducted during Jordanian winter - can therefore have heightened this rate of incidence.

3.4.4. Chronic diseases



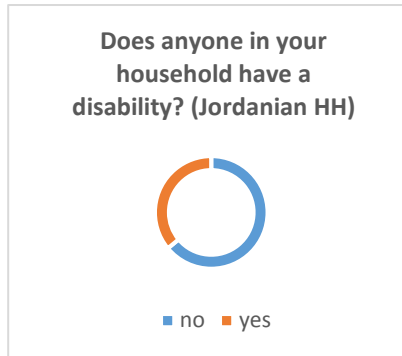
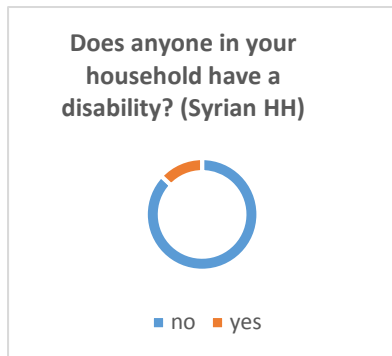
44% of households have at least one household member suffering from a chronic disease. Syrian households (45%) are on average more subject to chronic diseases than Jordanian households (36%).



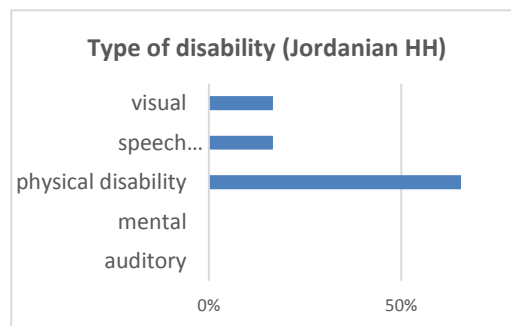
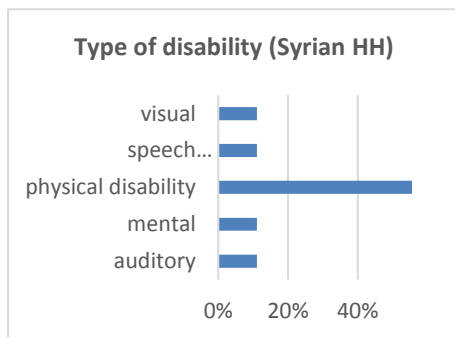
High blood pressure appears as the main type of chronic disease¹⁰. The high asthma rates among Syrian households, and the high diabetes rate in Jordanian households - likely linked to environment and untreated respiratory conditions, and diet, respectively.

¹⁰ Figures should be carefully considered, as only 33% of Jordanian households have specified the type of chronic disease experienced.

3.4.5. Disabilities



17% of households have at least one household member suffering from a disability.¹¹



Physical impediment appears as the main type of disability¹².

3.4.6. Access to healthcare

The top 3 healthcare services typically used by interviewed households are: government healthcare services (44%), private healthcare services (27%) and various NGOs (21%). Current active healthcare stakeholders have been identified, including NGOs (Emarati hospital, Aoun hospital, Ashamal hospital and Thalil hospital).

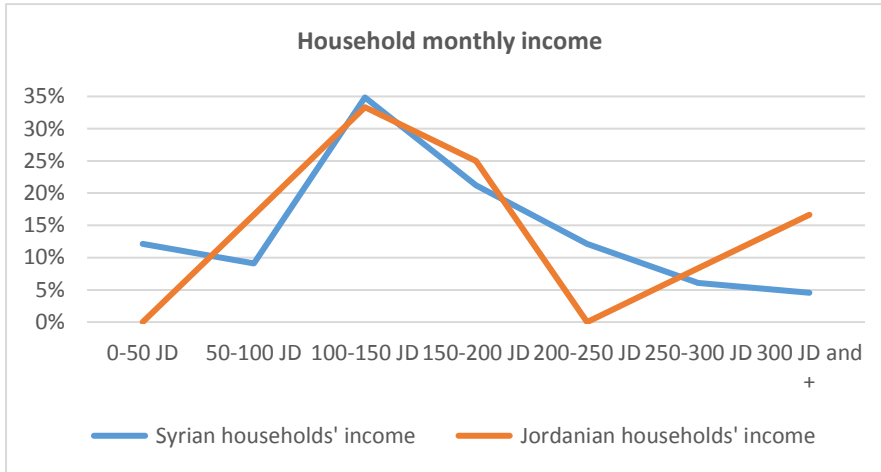
However, 95% of households have reported difficulties accessing healthcare. The top 3 reported obstacles preventing households from accessing adequate healthcare facilities are: financial impediments (60%), lack of transportation (24%)¹³ and need for special medical care (7%). Syrian and Jordanian households typically report the same type of issues.

¹¹ Households were asked to self-identify disabilities, which, typically, is a social taboo, with many households likely to not accurately identify disabilities among them.

¹² Figures should be carefully considered, as only 12% of interviewed households have specified the type of disabilities experienced.

¹³ See 3.5.5. Transportation section

3.5. Livelihoods

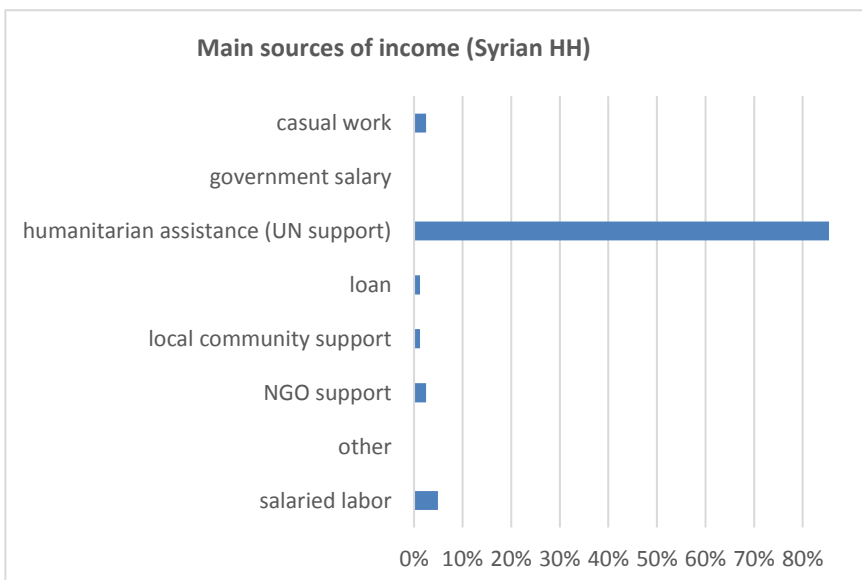


Jordanian households' average monthly income (177 JD/month) is higher than Syrian households' average income (148 JD/month).

However, Jordanian households' median monthly income (133 JD/month) is lower than Syrian households' income (140 JD/month).

The situation is of main concern: Jordanian and Syrian household's income mentioned are per family. The vast majority of interviewed households are therefore living under the absolute poverty line.¹⁴

3.5.1. Syrian households' livelihood features



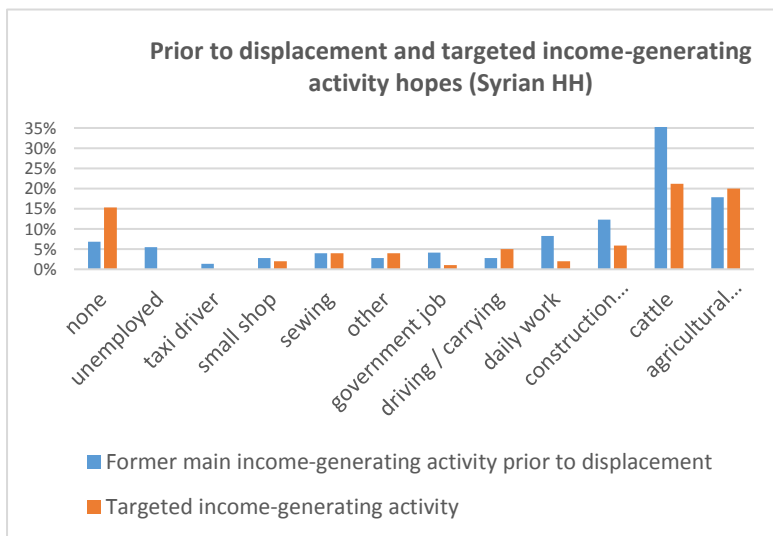
7% of Syrian households rely on labour wages as their main income source.

Syrian households are highly dependent on humanitarian assistance. 90% of them completely depend on either UNHCR (88%) or various NGOs (2%). Aid-dependency increases household vulnerability with aid delivery being on a constant downward trend since 2015.

¹⁴ Poverty indexes should be provided in the final report.

25% of Syrian households have at least one potential income-earner in the household (female income-earner in 51% of cases). Potential child labour is suspected for 14% of Syrian households, who have reported that their children help at work.¹⁵

79% of Syrian respondents have expressed a will to work and access the Jordanian labour market. Desired type of work often mirrors former income-generating activities prior to displacement.

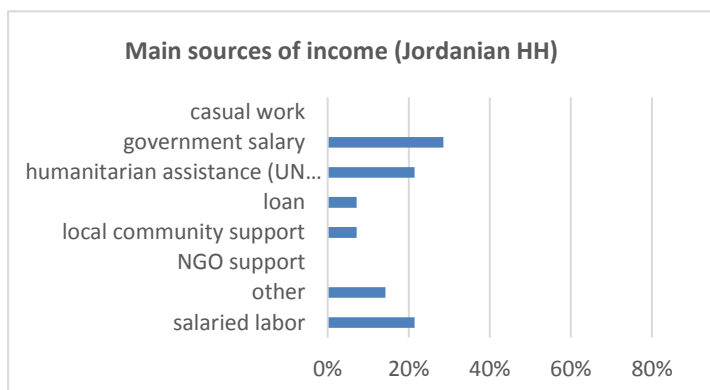


As the vast majority of Syrian households come from rural districts in Homs, cattle and agricultural labour represent 49% of household income-generating activity hopes.

Some respondents would like to shift to more commercial or service-related activities, such as driving (5%), sewing (4%), opening a shop (3%).

Syrian households have developed livelihood coping strategies to face scarce financial resources. The top 3 alternative income-generating strategies adopted are: borrowing (57%), reducing spending (24%), and accessing local charity support (6%).

3.5.2. Jordanian households' livelihood features



21% of Jordanian households rely on labour wages as their main income source.

Jordanian households are highly dependent on external assistance. 67% of them completely depend on the government (29%), various NGOs (21%) or local community (7%) for income support.

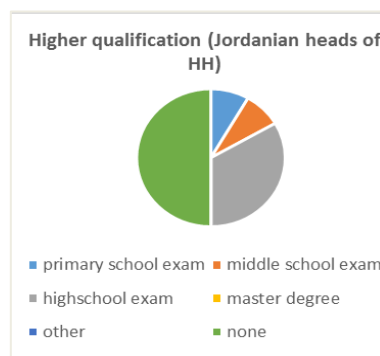
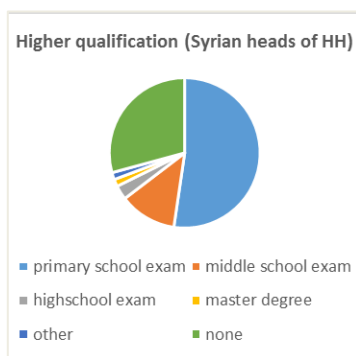
¹⁵ This statement will be completed by qualitative data collection, to understand better family and social norms and structures in Zaatari Village.

67% of Jordanian households have reported to have at least one potential income-earner (female income-earner in 45% of cases). Potential child labour is suspected for 15% of Jordanian households, who have reported that their children help at work.¹⁶

66% of Jordanian respondents would like to access secondary or tertiary sector activities, such as small businesses (38%) or government jobs (14%).

Jordanian households have developed livelihood coping strategies to face scarce financial resources. The top 3 alternative income-generating strategies adopted are: borrowing (47%), reducing spending (21%) and selling assistance (11%), equal with family or friend support (11%) and charity support (11%). In general, it was observed by enumerators and AFCl workers that the Jordanian community in Zaatari Village appears to have strong social ties and a sense of communal solidarity.

3.5.3. Adult literacy and work-skill trainings



19% of Syrian and 17% of Jordanian respondents have a qualification higher than primary school education.¹⁷

45% of Syrian respondents and 57% of Jordanian respondents can write and read in Arabic. More than 84% of total households have at least one adult family member able to read and write in Arabic, in contrast to 25% able to do so in English.

12 Syrian respondents have benefited from literacy classes provided by AFCl. 48% of Syrian respondents would be interested in literacy classes (16%), English classes (16%), digital literacy and internet training (16%) and first aid training (31%). 33% of Jordanian respondents would also be interested in English classes and 44% in first aid training.¹⁸ Among other potential forms of training of interest, business skills, cooking, sewing/knitting training has been reported by respondents.¹⁹

¹⁶ This statement will be completed by qualitative data collection, to understand better family and social norms and structures in Zaatari Village.

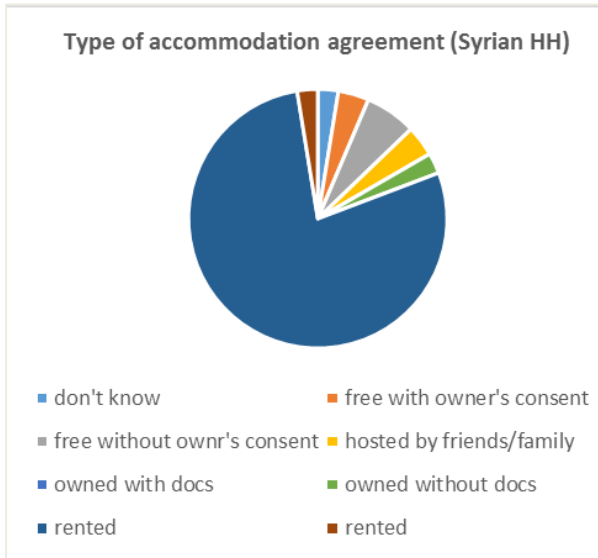
¹⁷ Further analysis will assess gender and higher education level correlation

¹⁸ Figures should be considered carefully, as a non-representative number of respondents answering is not statistically significant

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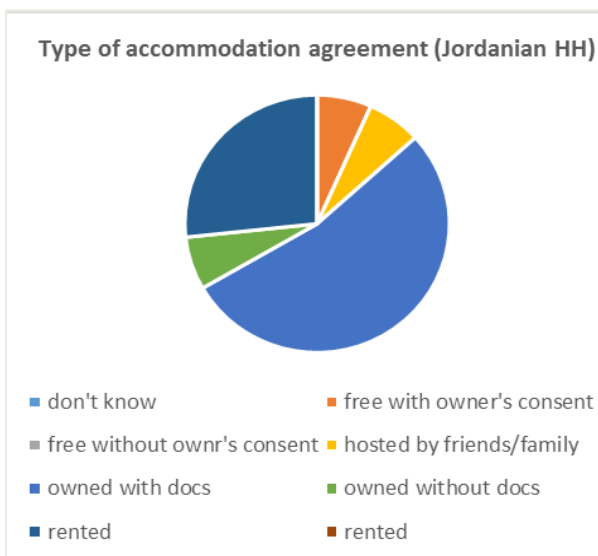
3.6. Shelter

3.6.1. Accommodation and land tenure agreements



The top 3 Syrian households' accommodation and land tenure arrangements are: renting (78%), free tenancy with or without owner's consent (6%) and hosted by relatives (4%).

91% of Syrian households have reported having a contract (63% of renting agreement, 28% of oral permission), though renting agreements tend not to be perceived necessarily as a written paper contract.



The top 3 Jordanian households' shelter arrangements are: owned with documents (53%), renting (27%) and hosted by relatives (7%).

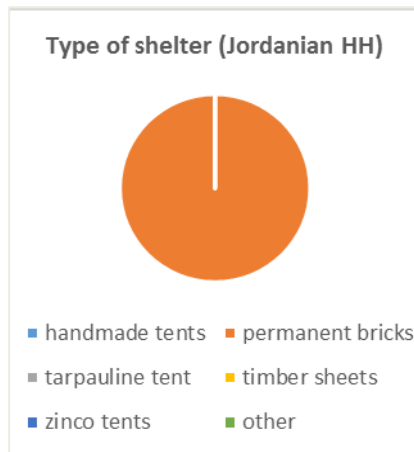
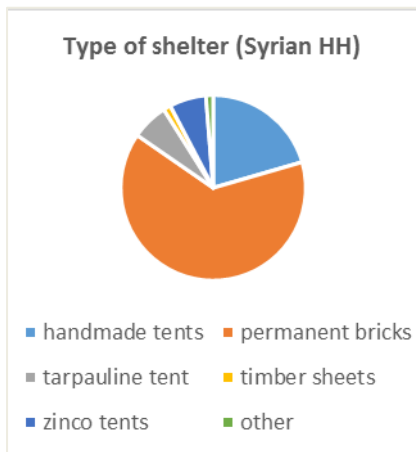
58% of Jordanian households have reported having a contract (33% of having oral permission, 17% of having renting agreement, 8% of having court issue deeds), with the same agreement characteristics as with Syrian households.

42% of Jordanian households reported that they do not know their type of land tenure agreement.

Such findings illustrate households' housing vulnerability. Rent and debt repayment constitute households' main financial pressures. Insecure income sources cannot provide enough financial stability to ensure a housing contract or afford adequate shelter solutions. Moreover, lack of renting or property documentation or of knowledge about type of land tenure agreement can prevent Syrian and Jordanian households from accessing their property/renting rights and adequate legal procedures in case of legal dispute.

3.6.2. Shelter type

Syrian families' shelter situation is often more precarious than that of Jordanian families'. A sudden wave of Syrian arrivals, combined with Syrian refugees' inability to buy land and steadily decreasing income sources can explain why 36% of Syrian households have been settled for the long term in highly precarious shelters in Zaatari Village.

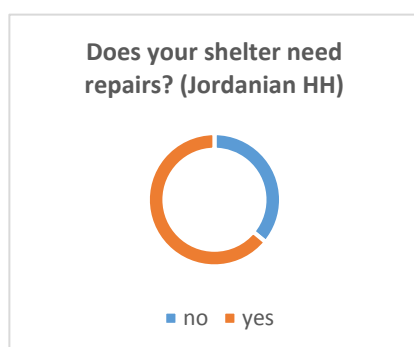
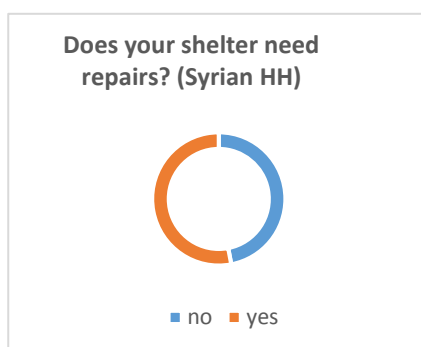


22% of Syrian households live in either shelters made of timber sheets or handmade tents.

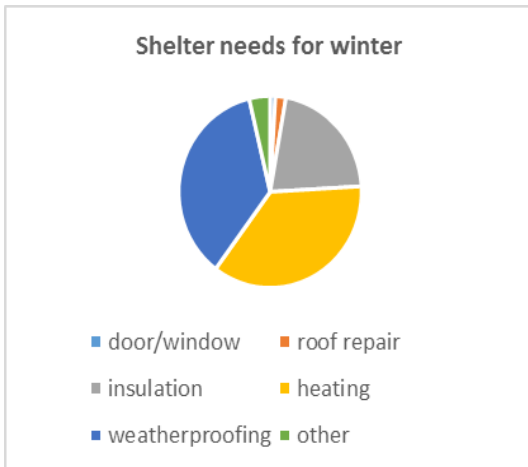
In contrast, 100% of assessed Jordanian households currently reside in permanent brick shelters.

3.6.3. Shelter reparation needs

81% of all households have reported facing important shelter issues. The top 3 main shelter issues are: damp (23%), leaking roofs (21%) and lack of heating (14%). Syrian families living in highly precarious shelters are more commonly subject to such issues.



53% of Syrian households and 64% of Jordanian households have reported that their shelter need repairs.

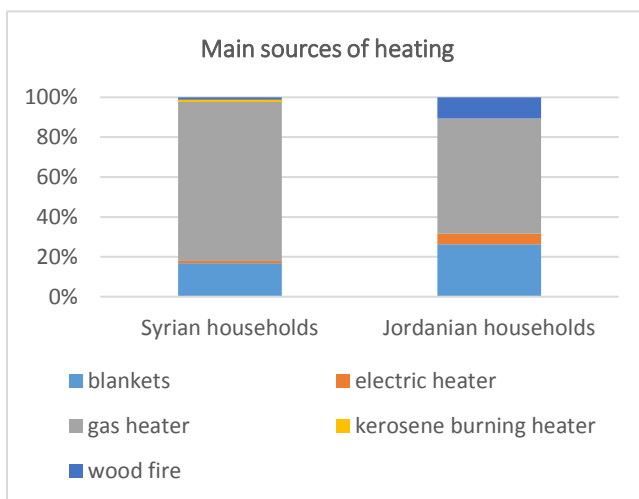


Specific seasonal issues have also been identified with regards to shelter needs in Zaatari Village. Winter is of high concern regarding shelter and NFIs²⁰.

78% of households have reported shelter needs for winter. The top 3 shelter needs for winter are: bold weatherproofing (30%), heating (30%), insulation (18%).

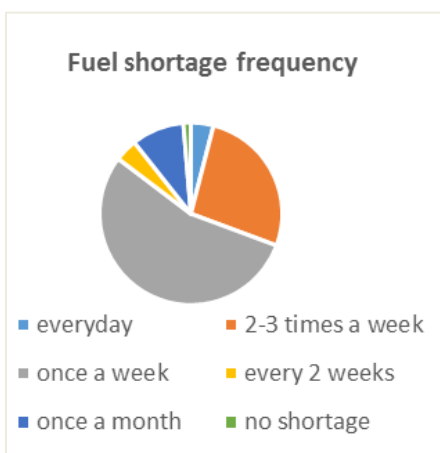
Highly precarious shelters are completely inadequate for harsh season conditions. Combined with frequent fuel shortages, winter often increases households' vulnerability, and can directly affect individuals' health.

3.6.4. Access to energy



94% of households have access to electricity all day. 3 Syrian households have reported having a limited access to electricity (from 2 to 10 hours a day) and 2 not having access to electricity at all.

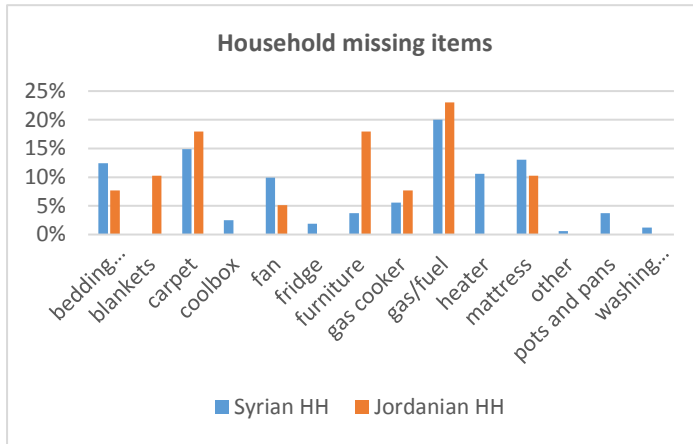
Jordanian households' main sources of heating tend to be more precarious than Syrian households'. 42% do not have access to gas heater, 37% use blankets (26%) or wood fire (11%). However, all Jordanian households have access to electricity all day.



All Syrian and Jordanian households have faced frequent fuel shortages. Such shortages prevent households from cooking, and in turn threaten food security, and limit access to enough heating.

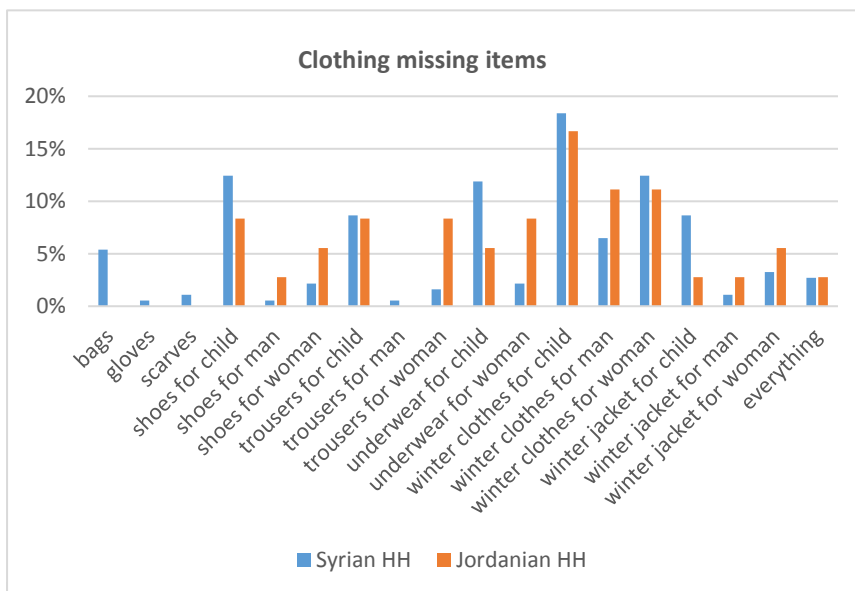
²⁰ See 3.6.5. Non Food Items (NFIs) section

3.6.5. Non-food items (NFIs)



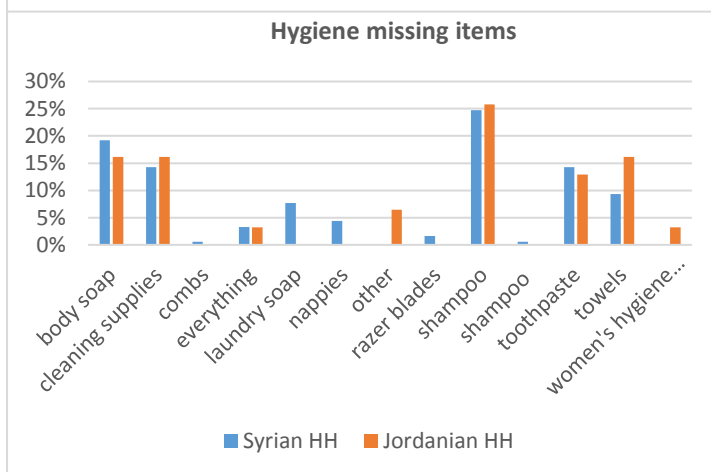
16% of Syrian households and 13% of Jordanian households do not miss any of the set of important NFIs selected by AFCI for the survey.

The most commonly reported missing NFIs are: gas/fuel (19%), carpets (16%), mattresses (13%) and bedding material (12%).



71% of Syrian households and 78% of Jordanian households miss clothing items.

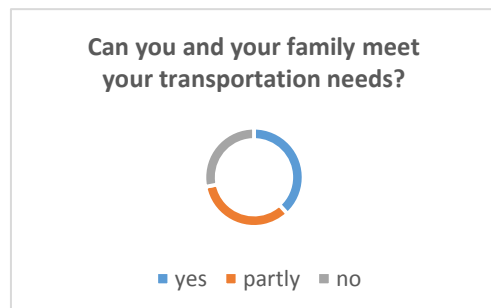
The most commonly reported missing clothing items are: winter clothing items, child clothing items and women clothing items.



14% of Syrian households and 21% of Jordanian households do not miss any hygiene items.

The most commonly reported missing hygiene items are: shampoo (25%), body soap (19%), cleaning supplies (15%) and toothpaste (14%).

3.6.6. Transportation



62% of households cannot partially or completely meet their transportation needs.

The top 3 main difficulties faced regarding transportation are: lack of public transportation (47%), cost of public transportation (43%) and lack of private transportation (7%). 24% of households consider lack of transportation as a main factor affecting access to healthcare.

3.7. Legal aid

3.7.1. Documentation

97% of Syrian households in Zaatari Village are registered under UNHCR as asylum-seekers²¹.

49% of Syrian households lack Syrian documentation (birth certificate, passport, ID card, family record book): missing documents can make accessing basic social service access more difficult, diminish freedom of movement and create personal feelings of insecurity.

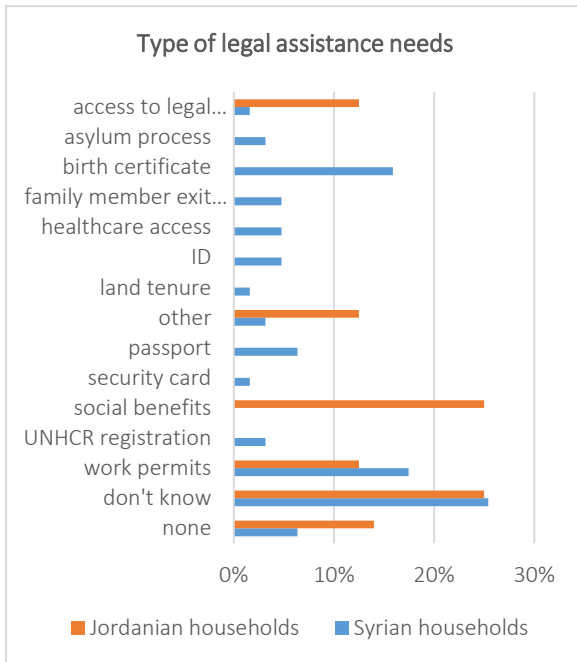
General Syrian documentation assessments are difficult to provide, because of the number and the diversity of individual situations. Cases of high concerns (e.g. head of household's detention, undocumented child...) have been reported and will be addressed urgently, either directly or indirectly by AFCI.

No Jordanian household has reported having documentation issues, except for one Syrian head of household, whose children are Jordanian. She has reported being registered under UNHCR as an asylum-seeker and missing her passport.

3.7.2. Legal needs

51% of households report that they need legal assistance, a requirement shared equally among Syrian and Jordanian households.

²¹ UNHCR registration and documentation renewal will be assessed through qualitative data (focus group, partner meeting).



Typically, Syrian households are more concerned about documentation (48%). Documentation is required to access most basic services, such as education, healthcare or allocations. Undocumented individuals, especially children under 7, should be of primary concern.

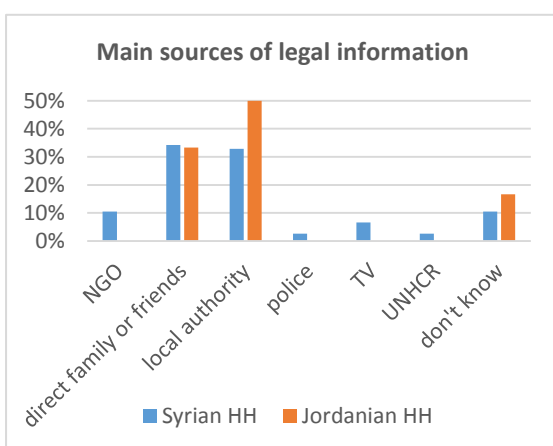
Jordanian households are on average more concerned about accessing social rights (25%) and legal information (14%).²²

Both Syrian and Jordanian households are concerned about work permit access. Syrian refugees can officially be provided with Jordanian work permits. However, prior conditions are often too difficult to meet, for various reasons, such as document non-availability and the high complexity

of the process. Jordanian households concerned with work permit access are often households whose male head of household is not Jordanian (either Egyptian, Syrian or Palestinian), preventing them from accessing freely the Jordanian labour market.

3.7.3. Access to legal information

Legal information sources have been assessed to address such needs adequately. These findings could be used to design an adequate and efficient legal aid delivery program.



A third of households rely on direct family and friends and on local authorities, for legal information.

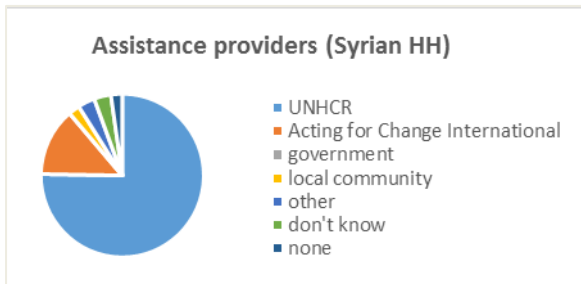
Jordanian households tend to turn more to local authorities (50%) than Syrian households (33%): this could be linked to local authority accessibility or level of trust for Syrian households.

27% of households do not know how to access legal information at all.

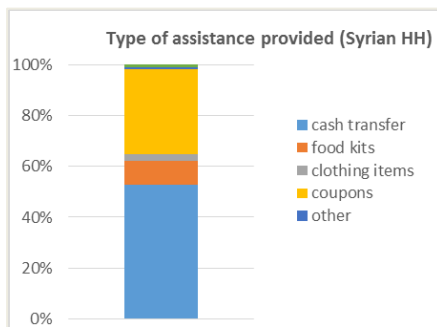
²² Figures should be considered carefully, as only 47% of Jordanian households have answered this question.

3.8. Assistance

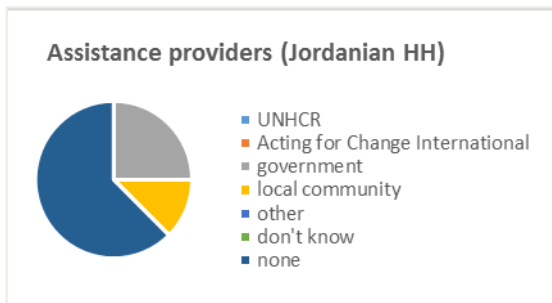
3.8.1. Humanitarian assistance providers, type and delivery frequency²³



UNHCR²⁴ is the main humanitarian assistance provider for Syrian households. It is worth noting though that most Syrian households do not consider UNHCR as a humanitarian assistance provider when asked. Faith-led NGOs are active mainly as free healthcare providers.



Most Syrian families tend to receive mainly monthly cash transfers (51%) and/or coupons (32%) from humanitarian assistance providers.



Jordanian household humanitarian assistance is drastically different. The vast majority of them consider government (67%) and local community (33%) as their main humanitarian assistance provider, excluding any other type or form of organisation.

3.8.2. Acting for Change International impact and visibility

14% of Syrian households have identified AICI as a humanitarian assistance provider. However, type of assistance provided could not be assessed with collected data.

No Jordanian household has quoted Acting for Change International, pointing at a difficulty for the non-profit organisation to effectively reach the most vulnerable Jordanian households.

²³ Collected data is not statistically significant enough so far to assess precisely humanitarian assistance providers, type and frequency. Future qualitative data analysis will complete this quantitative data primary analysis.

²⁴ Future qualitative data collection will include meeting Zaatari Village main stakeholders, ie UNHCR and Emarati hospital

Annex 1: Data Management

1. Preparation

1.1. Developing EXCEL database, running Assessment Officers encoding trainings

1.2. Encoding collected data, monitoring data quality

2. Data cleaning

2.1. All observations added as 'Other' are encoded²⁵ – either by adding the entry to the applicable existing category, or by creating a new category.

2.2. All missing values are replaced by 'not answered' in the database.

2.3. Data misspelling and data inconsistencies are corrected.

3. Data confidentiality

3.1. All database entries should be anonymised prior to any information dissemination.

3.2. No reported individual-need should be communicated without prior formal consent from the head of the household.

²⁵ Except for specific individual legal and health observations

Multi-sector needs assessment in Zaatari Village
Acting for Change International, Jordan, 2018



Annex 2 : Syrian head of household paper questionnaire

ZA'ATARI VILLAGE MULTI-CLUSTER NEEDS ASSESSMENT											
ASSESSMENT INFORMATION											
1	Name of respondent										
2	Start Time										
3	Date of Survey										
4	Enumerator Phone Number										
5	Name of enumerator										
FAMILY PROFILE											
If respondent gives you more than one UNHCR document, please ask if they all live in the same house											
If they don't all live in the same house, please take information only for the respondent's household											
6	What is your marital status?	single	married	widowed	divorced						
7	How many people are living in your household?										
To be asked to Syrian only											
8	What is your governorate of origin?	Al-Hasakah	Raqqah	Aleppo	Idlib	Hama	Latakia	Deir ez-Zor	Homs	Tartus	Damascus
DISPLACEMENT											
9	What were the main reasons for displacement?	destruction of home	due to conflict	freedom of movement	general fear for safety	government pressure	injury, medical conditions	natural disaster	other		
10	How many months ago did you come to Jordan?										
11	When did you come to Zaatari village?										
12	Have you moved to this location with your family?	yes	no								
13	When did your family join you at this location?										
14	What was the main reason for choosing your current location of residence?	access to services	affordability	better security	employment opportunities	relatives or friends here	temporary stay before moving on	other			
15	What are the main problems that you and your family are currently facing?	access to healthcare / medications	clothes	food provision	children education	adult training	health problems / psychological issues	hygiene items	legal issues	shelter	security
LEGAL AID											
16	What type of entry permit do you have?	asylum seeker status with UNHCR	refugee	jordanian citizenship	residency permit	none	don't know	don't want to answer	other		
17	What type of legal documentation do children below 7 have?	asylum seeker status with UNHCR	expired	jordan birth certificate	jordanian citizenship	refugee	syrian birth certificate	syrian citizenship	other		
18	None: please specify why children below 7 don't have legal documentation										
19	Which documents are you missing?	passport	ID card	security card	UNHCR registration	no document missing	don't know	don't want to answer	other		
20	Why have you not applied for new legal documentation?	No need	not familiar with process	no functioning civil registry nearby	process too complicated and time consuming	UNHCR registration	don't know	other			
21	What are your main sources of legal information?	community leaders	embassy	direct family and friends	internet	local authority	NGO	police	religious chiefs	social network	don't know
22	Do you feel you need legal assistance?	very much	yes	why not	no	don't know					
23	What would you like legal assistance for?	access to legal information	asylum process	birth certificate	certificates	adequate complaint mechanism	healthcare access	land tenure	social benefits	work permits	don't know
SHELTER											
24	What kind of shelter do you live in?	handmade tents	permanent bricks	tarpauline tent	timber sheets	transitional bricks	abandoned buildings	other			
25	What kind of accommodation agreement do you have?	free with owner's consent	free without owner's consent	hosted by friends or family	owned with documentation	owned without documentation	rented	don't know	other		
26	What kind of land tenure agreement do you have?	court issue deeds	customary tenure	government letter of permission	renting agreement	oral permission	without permission	don't know			

Multi-sector needs assessment in Zaatari Village
Acting for Change International, Jordan, 2018



59	Are your children vaccinated for Polio? هل تم إعطاء أطفالك لقاح نكالا الأجداز؟	yes نعم	no لا																			
60	Are your children vaccinated for DTP3? هل تم إعطاء أطفالك لقاح النكالا 3 في العمر؟	yes نعم	no لا																			
<p>please read each answer to respondent and tick the box if respondent says 'yes' الرجاء قراءة كل جواب للمجيب و وضع إشارة على الصندوق إن أجاب بنعم</p>																						
61	Are your children affected by the following troubles? هل أطفالك يعانون من المشاكل التالية؟	increased anxiety قلق زائد	trouble sleeping اضطرابات في النوم	nightmares كوابيس	bed wetting تبلل في السرير	concentration issues مشاكل في التركيز	aggressive behaviors سلوكيات عدوانية	cease playing التوقف عن اللعب	loss of appetite فقدان الشهية	feeling depressed شعور بالكآبة	feeling depressed شعور بالكآبة	feeling depressed شعور بالكآبة	feeling depressed شعور بالكآبة	feeling depressed شعور بالكآبة	feeling depressed شعور بالكآبة	feeling depressed شعور بالكآبة	feeling depressed شعور بالكآبة	feeling depressed شعور بالكآبة	feeling depressed شعور بالكآبة	feeling depressed شعور بالكآبة	feeling depressed شعور بالكآبة	
62	Have you or your family experienced health issues in the last two weeks? هل عانيت أنت أو عائلتك من مشاكل صحية خلال الأسبوعين الماضيين؟	yes نعم	no لا																			
63	What kind of health issues? ما نوع المشاكل الصحية؟	diarrhoea إسهال	respiratory tract infection إصابة في الجهاز التنفسي	malnutrition نقص تغذية	minor injuries إصابات خفيفة	skin disease مرض جلدي	serious injuries إصابات خطيرة	flu الإنفلونزا	swollen feet انتفاخ في القدم	psychological issues مشاكل نفسية	psychological issues مشاكل نفسية	psychological issues مشاكل نفسية	psychological issues مشاكل نفسية	psychological issues مشاكل نفسية	psychological issues مشاكل نفسية	psychological issues مشاكل نفسية	psychological issues مشاكل نفسية	psychological issues مشاكل نفسية	psychological issues مشاكل نفسية	psychological issues مشاكل نفسية	psychological issues مشاكل نفسية	
64	Where are you going if you or your family are facing health problems? أين تذهب أنت أو عائلتك في حال التعرض لمشاكل صحية؟	elderly كبار السن	family العائلة	government healthcare services خدمات الرعاية الصحية الحكومية	private healthcare services خدمات الرعاية الصحية الخاصة	camp clinic عيادة العيّن	city hospital مستشفى المدينة	Mafraq hospital مستشفى المفرق	military healthcare services خدمات الرعاية الصحية العسكرية													
65	Does anyone in your household have a disability? هل يعاني أي شخص في منزلك من عجز؟	yes نعم	no لا																			
66	What kind of disability? ما نوع العجز؟	physical disability إعاقه جسدية	mental disability إعاقه عقلية	visual disability إعاقه بصرية	auditory disability إعاقه سمعية	speech impediment إعاقه في التلّك	other غير ذلك															
67	Does anyone in your household have a chronic disease? هل هناك أحد من أهل بيتك مُصاب بمرض مزمن؟	yes نعم	no لا																			
68	What kind of chronic disease? ما نوع المرض المزمن؟	diabetes سكري	asthma ربو	heart disease مرض قلبي	high blood pressure ارتفاع ضغط الدم	other غير ذلك																
69	What are the main issues you face regarding healthcare? (Please read each answer to respondent and tick the box if respondent says 'yes') ما هي مشاكل الرعاية الصحية التي تواجهونها؟ (الرجاء قراءة كل جواب للمجيب و وضع إشارة على الصندوق إن أجاب بنعم)	special medical care need الحاجة لعناية طبية خاصة	don't know where to go لا أعلم أين أذهب	no transportation available لا يوجد وسيلة نقل	no money to purchase medicine لا يوجد المال لشراء الدواء	no medicine available in the village لا يوجد دواء في القرية	no treatment available at hospital لا يوجد علاج في المستشفى	can't afford special medical care need عدم القدرة على تحمل أعباء احتياجات														
<p>LIVELIHOODS</p>																						
70	What are your main sources of income? ما هو مصدر بيتك الرئيسي؟	business and trade الأعمال والتجارة	casual work العمل العرضي	government salary الراتب الحكومي	public benefits المنافع العامة	salaried labor العمل بأجر	humanitarian assistance (UN support) مساعدات إنسانية (دعم الأمم المتحدة)	other غير ذلك														
71	What is your average household income per month in Jordanian dinars? ما متوسط دخل أهل بيتك في الشهر بالدينار الأردني؟	<p>please write the amount in JD per month الرجاء كتابة المبلغ (بالدينار الأردني) خلال الشهر الواحد</p>																				
72	Is the main income-earner in your family male or female? هل المسؤول الرئيسي عن كسب الدخل في عائلتك ذكر أو أنثى؟	male ذكر	female أنثى																			
73	How many people in your household help to earn money? كم عدد الأفراد الذين يساعدونك على جلب الدخل؟	<p>please write the amount in JD per month الرجاء كتابة المبلغ (بالدينار الأردني) خلال الشهر الواحد</p>																				
74	Do your children help you when you are working? هل يساعدونك أطفالك في العمل الذي يعمل لك الدخل؟	yes نعم	no لا																			
75	How are income-earners paid? كيف يُدفع للمسؤول عن الدخل؟	per hour بالساعة	per day باليوم	bi-weekly بالتابع	monthly شهرية	depends on the nature of the work هذا الأمر يعتمد على أمور أخرى	own business أعمال خاصة															
76	What was your household's former main income-generating activity? ما هو النشاط المنتج للدخل لأهل بيتك قبل الذوب؟	agricultural labour العمل الزراعي	cattle قطيع	construction worker عامل بناء	daily workers عامل يومي	driving / carrying سائق/ناقل	government job عمل حكومي	other غير ذلك														
77	What is the highest qualification of the main income-earner? ما هي أعلى المؤهلات التي يتمتع بها المسؤول الرئيسي عن كسب الدخل؟	primary school exam امتحان المدرسة الابتدائية	middle school exam امتحان المدرسة الإعدادية	high school exam امتحان المدرسة الثانوية	university degree درجة الجامعة	bachelor degree درجة البكالوريوس	master degree درجة الماجستير	other غير ذلك	لا شيء													
78	What kind of alternative income generating strategies do you use? ما هي هذه الاستراتيجيات البديلة؟	spending savings الإنفاق من المدخرات	charity مجموعات خيرية	support from friends or relatives دعم من الأصدقاء أو الأقارب	borrowing استئصال للقروض	selling assets بيع ممتلكات	reducing spending تقليل الإنفاق	selling assistance تقديم مساعدات	other غير ذلك	لا شيء												
79	What kind of work would you like to do? ما نوع العمل الذي تفضل أن تقوم به؟	agricultural labour العمل الزراعي	cattle قطيع	construction worker عامل بناء	daily workers عامل يومي	driving / carrying سائق/ناقل	government job عمل حكومي	other غير ذلك														
80	Have you been provided with any form of training in Za'atari village? هل تم منحك أي تدريب في قرية الزا'اتري؟	yes نعم	no لا																			
81	What kind of training have you received? ما هو نوع التدريب؟	access to internet الوصول للإنترنت	business skills training تدريب مهارات الأعمال	digital literacy محو الأمية الرقمية	english training تدريب مهارات اللغة الإنجليزية	job application training تدريب في التقديم على الوظائف	literacy classes محور محو أمية	sewing/knitting training/kits خياطة/ميكانيكا/معدات	other غير ذلك	لا شيء												
82	When was it? متى كان ذلك؟	1-3 month prior to survey من 1-3 أشهر قبل الاستبيان	3-6 months prior to survey من 3-6 أشهر قبل الاستبيان	6-12 months prior to survey من 6-12 أشهر قبل الاستبيان	1-2 years prior to survey من 1-2 سنة قبل الاستبيان	don't know لا أعلم																
<p>ADULT LITERACY</p>																						
83	Can you write and read in Arabic? هل تستطيع الكتابة والقراءة باللغة العربية؟	yes نعم	no لا	parity جزئياً																		
84	Can you write and read in English? هل تستطيع الكتابة والقراءة باللغة الانكليزية؟	yes نعم	no لا	parity جزئياً																		
85	How many adult members of your family can write and read Arabic? كم فرد بالغ في عائلتك يستطيع الكتابة والقراءة باللغة العربية؟	<p>PLEASE ASK IF RELEVANT هل أنت مهتم بتدريب الإسماعيات الأولية؟ الرجاء طرح هذا السؤال فقط إذا كان ذو صلة بالموضوع</p>																				
86	How many adult members of your family can write and read English? كم فرد بالغ في عائلتك يستطيع الكتابة والقراءة باللغة الانكليزية؟	<p>PLEASE ASK IF RELEVANT هل أنت مهتم بتدريب محو الأمية الرقمي؟ الرجاء طرح هذا السؤال فقط إذا كان ذو صلة بالموضوع</p>																				
87	Would you be interested in first aid training? (PLEASE ASK IF RELEVANT) هل أنت مهتم بتدريب الإسعافات الأولية؟ الرجاء طرح هذا السؤال فقط إذا كان ذو صلة بالموضوع	yes نعم	no لا	don't know لا أعلم																		
88	Would you be interested in digital literacy training? (PLEASE ASK IF RELEVANT) هل أنت مهتم بتدريب محو الأمية الرقمي؟ الرجاء طرح هذا السؤال فقط إذا كان ذو صلة بالموضوع	yes نعم	no لا	don't know لا أعلم																		
89	What would you like to get training for? (PLEASE ASK IF RELEVANT) ما هي التدريب التي تهتم؟ (الرجاء طرح هذا السؤال فقط إذا كان ذو صلة بالموضوع)	access to internet الوصول للإنترنت	business skills training تدريب مهارات الأعمال	digital literacy محو الأمية الرقمية	english training تدريب مهارات اللغة الإنجليزية	job application training تدريب في التقديم على الوظائف	literacy classes محور محو أمية	sewing/knitting training/kits خياطة/ميكانيكا/معدات	other غير ذلك	لا شيء												
<p>ASSISTANCE</p>																						
90	Have you or any family member been provided with assistance in the year prior to survey? (Please remember respondent that UNHCR is also providing cash assistance) هل تم تقديم مساعدة لك أو لأحد أفراد عائلتك في السنة التي سبقت الدراسة (الاستبيان)؟	yes نعم	no لا																			
91	How many times have you or any family member been provided with assistance in the last year (2017)? كم مرّة قدمت لك مساعدة أو لأحد أفراد عائلتك هذه السنة؟	<p>PLEASE ASK IF RELEVANT الرجاء الاطلاع على الإجابة عن ال UNHCR بما يخص ذلك الدعم</p>																				
92	What kind of assistance have you or any family member received? ما هو نوع المساعدة التي تم استلامها؟	cash transfer حوالة نقدية	food kits مستلزمات غذائية	hygiene kits مواظ نظافة	water ماء	medical assistance مساعدة طبية	clothing items ملابس	household items أغراض المنزلي	schooling items لوازم مدرسية	winterization goods بضائع شتاء	shelter repairment إصلاحات للمساكن											
93	Who has provided you or any family member with assistance? من هو جهة المساعدة؟	government الحكومة	UNHCR UNHCR	Medair medair	Acting for Change International منظمة العمل من أجل التغيير الدولية	local community المجتمع المحلي	don't know لا أعلم	other غير ذلك	لا شيء													
94	End Time وقت الانتهاء																					

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Annex 3 : Jordanian head o household paper questionnaire

ZA'ATARI VILLAGE MULTI CLUSTER NEEDS ASSESSMENT											
ASSESSMENT INFORMATION											
1	Name of respondent										
2	Start Time										
3	Date of Survey										
4	Enumerator Phone Number										
5	Name of enumerator										
FAMILY PROFILE											
please write down the name of all family members and their birthdates, genders / start with the person that you interview											
6	What is your marital status?	single	married	widowed	divorced						
7	How many people are living in your household?	أحدهم	متروج	أرمل	مطلق						
8	What is your governorate of origin?	Irbid	Ajloun	Jerash	Mafraq	Balqa	Amman	Zarqa	Madaba	Karak	
		أربد	عجلون	جرش	المفرق	البلقاء	عمان	الزرقاء	مدبا	الكرك	
		Ma'an	Aqaba	العقبة						Tafiah	
		معان								التفلة	
11	When did you come to Zaatari village?										
15	What are the main problems that you and your family are currently facing?	access to healthcare / medications توفر الرعاية الصحية الطبية	clothes الملابس	food provision توفر الطعام	children education تعليم الأطفال	adult training تدريب البالغين	health problems / psychological issues المشاكل الصحية/الاشكال النفسية	hygiene items مستلزمات النظافة	legal issues القضايا القانونية	shelter الملاجئ	security الامن
		water and sanitation infrastructures الماء و القنية الصحية الصرف الصحي	winterization equipment (heaters, blankets) تجهيزات الشتاء(التدفئة، البطانيات)	other غير ذلك							
	ما هي المشاكل الرئيسية التي تواجهها أنت و عائلتك حالياً؟ Other: please specify أخرى: يرجى التحديد										
LEGAL AID											
16	What type of entry permit do you have?	asylum seeker status with UNHCHR حالة طالب اللجوء مع ال UNHCHR	refugee لاجئ	jordanian citizenship الجنسية الأردنية	residency permit تصريح إقامة	none لا شيء	don't know لا أعلم	don't want to answer لا أريد الإجابة	other غير ذلك		
	ما نوع تصريح الدخول الذي لديك؟ Other: please specify أخرى: يرجى التحديد										
17	What type of legal documentation do children below 7 have?	asylum seeker status with UNHCHR حالة طالب اللجوء مع ال UNHCHR	expired منتهية الصلاحية	jordan birth certificate شهادة ميلاد أردنية	jordanian citizenship الجنسية الأردنية	refugee لاجئ	syrian birth certificate شهادة ميلاد سورية	syrian citizenship الجنسية الأردنية	other غير ذلك		
	ما نوع الوثائق القانونية التي يمتلكها الأطفال تحت سن السبعين؟ Other: please specify أخرى: يرجى التحديد										
18	None: please specify why children below 7 don't have legal documentation إن كان لا يوجد الزجاء تحديد سبب عدم امتلاك الأطفال تحت السابعة وثائق قانونية										
19	Which documents are you missing?	passport جواز السفر	ID card بطاقة الهوية	security card البطاقة الأمنية	UNHCHR registration تسجيل ال UNHCHR	no document missing لا يوجد وثائق ناقصة	don't know لا أعلم	don't want to answer لا أريد الإجابة	other غير ذلك		
	ما هي الوثائق التي تفتقد؟ Other: please specify أخرى: يرجى التحديد										
21	What are your main sources of legal information?	community leaders قادة المجتمع	embassy السفارة	direct family and friends العائلة المباشرة و الأصدقاء	internet الانترنت	local authority السلطة المحلية	NGO المنظمات غير الحكومية	police الشرطة	religious chiefs الزعماء الدينيين	social network شبكة التواصل الاجتماعي	don't know لا أعلم
	ما هي مصادرك الرئيسية للمعلومات القانونية؟ Other: please specify أخرى: يرجى التحديد										
22	Do you feel you need legal assistance?	very much جدا	yes نعم	why not لم لا	no لا	don't know لا أعلم					
	هل تشعر أنك بحاجة إلى مساعدة قانونية؟										
23	What would you like legal assistance for?	access to legal information الوصول للمعلومات القانونية	asylum process إجراءات اللجوء	birth certificate شهادة الميلاد	certificates الشهادات	adequate complaint mechanism آلية الشكاوى المناسبة	healthcare access توفر الرعاية الصحية	land tenure حيازة الأراضي	social benefits المزايا الاجتماعية	work permits تصريح العمل	don't know لا أعلم
	من أجل ماذا تريد بمساعدة قانونية؟ Other: please specify أخرى: يرجى التحديد										
SHELTER											
24	What kind of shelter do you live in?	handmade tents خيام يدوية الصنع	permanent bricks طوب دائم	tarpauline tent خيام قماشية	timber sheets صفائح خشبية	transitional bricks طوب متنتقل	abandoned buildings أبنية مهجورة	other غير ذلك			
	ما هو نوع الملاجئ الذي تسكن فيه؟ Other: please specify أخرى: يرجى التحديد										
25	What kind of accommodation agreement do you have?	free with owner's consent مجاناً مع موافقة المالك	free without owner's consent مجاناً بدون موافقة المالك	hosted by friends or family استضافة من أصدقاء أو عائلة	owned with documentation ملك مع وثائق	owned without documentation ملك بدون وثائق	rented أجر	don't know لا أعلم	other أخرى		
	ما هو نوع اتفاق الإقامة الذي لديك؟ Other: please specify أخرى: يرجى التحديد										
26	What kind of land tenure agreement do you have?	court issue deeds أحوال قضائية محكمة	customary tenure الحيازة العرفية	government letter of permission خطاب إذن من الحكومة	renting agreement اتفاق اجرة	oral permission إذن شفهي	without permission بدون إذن	don't know لا أعلم			
	ما هو نوع اتفاق حيازة الأراضي الذي لديك؟ Other: please specify أخرى: يرجى التحديد										
27	Do you feel secure in this land tenure arrangement?	very much جدا	yes نعم	why not لم لا	no لا	don't know لا أعلم					
	هل تشعر بأمان في هذا النوع من اتفاق حيازة الأراضي؟										
28	Are you paying rent?	yes نعم	no لا								
	هل تدفع الأجر؟										
29	What kind of practical issues do you have in your shelter?	broken window(s) نوافذ محطمة	leaking roof تسرب السقف	damp رطوبة	lack of heating عدم وجود تدفئة	unhygienic عدم نظافة	lack of electricity قلة إضاءة	lack of privacy قلة خصوصية	unsafe غير آمنة	not enough space مساحة غير كافية	other غير ذلك
	ما هي القضايا العملية لديك في الملاجئ؟ Other: please specify أخرى: يرجى التحديد										
30	Can you and your family meet your transportation needs?	yes نعم	no لا	partly جزئياً							
	هل تستطيع أنت و عائلتك تأمين احتياجاتك؟										
31	What are the main difficulties for you regarding transportation?	lack of public transportation قلة المواصلات العامة	lack of private transportation قلة المواصلات الخاصة	cost of public transportation تكلفة المواصلات العامة	cost of private transportation تكلفة المواصلات الخاصة	gender-based violence العنف على أساس الجنس	documents issues قضايا الوثائق	other غير ذلك	none لا شيء		
	ما هي الصعوبات الرئيسية لديك بخصوص المواصلات؟ Other: please specify أخرى: يرجى التحديد										
NON FOOD ITEMS											
32	What is your main source of heating?	blankets بطانيات	electric heater مدفأة كهربائية	gas heater مدفأة غاز	kerosene burning heater مدفأة تعمل بواسطة حرق الكاز	airconditioning unit وحدة التكييف	wood fire حرق خشب	other غير ذلك			
	ما هو مصدرك الرئيسي للتدفئة؟ Other: please specify أخرى: يرجى التحديد										
33	What does your shelter need for winter?	weatherproofing موانع لتسرب الأمطار	isolation عوازل	heating تدفئة	other غير ذلك	none لا شيء					
	ماذا الذي يحتاجه ملجئك في الشتاء؟ Other: please specify أخرى: يرجى التحديد										
34	Does your shelter need special reparation?	yes نعم	no لا								
	هل ملجئك بحاجة إلى إصلاحات خاصة؟										

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Other: please specify أخرى: يرجى التحديد											
64	Where are you going if you or your family are facing health problems? أين تذهب أنت أو عائلتك في حال التعرض لمشاكل صحية؟	elderly كبار السن	family العائلة	government healthcare services خدمات الرعاية الصحية الحكومية	private healthcare services خدمات الرعاية الصحية الخاصة	camp clinic عيادة المخيم	city hospital مستشفى المدينة	Mafraq hospital مستشفى المفرق	military healthcare services خدمات الرعاية الصحية العسكرية		
Other: please specify أخرى: يرجى التحديد											
65	Does anyone in your household have a disability? هل يعاني أي شخص في منزلك من عجز؟	yes نعم	no لا								
Other: please specify أخرى: يرجى التحديد											
66	What kind of disability? ما هو نوع العجز؟	physical disability إعاقة جسدية	mental disability إعاقة عقلية	visual disability إعاقة بصرية	auditory disability إعاقة سمعية	speech impediment إعاقة في النطق	other غير ذلك				
Other: please specify أخرى: يرجى التحديد											
67	Does anyone in your household have a chronic disease? هل هناك أحد من أهل بيتك مصاب بمرض مزمن؟	yes نعم	no لا								
Other: please specify أخرى: يرجى التحديد											
68	What kind of chronic disease? ما هو نوع المرض المزمن؟	diabetes سكري	asthma ربو	heart disease مرض قلبي	high blood pressure ارتفاع ضغط الدم	other غير ذلك					
Other: please specify أخرى: يرجى التحديد											
69	What are the main issues you face regarding healthcare? (Please read each answer to respondent and tick the box if respondent says yes) ما هي المشاكل الرئيسية التي تواجهونها في الرعاية الصحية التي تواجبهون؟ (الرجاء قراءة كل جواب للمجيب و وضع علامة على الصواب إن أمكنه نعم)	special medical care need الحاجة لعناية طبية خاصة	don't know where to go لا أعلم أين أذهب	need to go to the hospital بحاجة إلى الذهاب للمستشفى	no transportation available المواصلات غير متاحة	no money to purchase medicine المال غير متوفر لشراء الدواء	no medicine available in the village الدواء غير متوفر في القرية	no treatment available at hospital علاج غير متوفر في المستشفى	can't afford special medical care need عدم القدرة على تحمل أعباء احتياجات		
Other: please specify أخرى: يرجى التحديد											
LIVELIHOODS											
70	What are your main sources of income? ما هو مصدر دخلك الأساسي؟	business and trade الأعمال والتجارة	casual work المعمل العرضي	government salary الراتب الحكومي	public benefits المنافع العامة	salaried labor المعمل بأجر	humanitarian assistance (UN support) مساعدات إنسانية (دعم الأمم المتحدة)	other غير ذلك			
Other: please specify أخرى: يرجى التحديد											
please write the amount in JD per month الرجاء كتابة المبلغ (الجنيه الأردني) خلال الشهر الواحد											
71	What is your average household income per month in jordanian dinars? ما متوسط دخل أهل بيتك في الشهر بالدينار الأردني؟										
72	Is the main income-earner in your family male or female? هل المسؤل الرئيسي عن كسب الدخل في عائلتك ذكر أم أنثى؟	male ذكر	female أنثى								
73	How many people in your household help to earn money? كم فرد في عائلتك يساهم في كسب المال؟										
74	Do your children help you when you are working? هل يساعدونك أطفالك في العمل الذي يجب لك التحق؟	yes نعم	no لا								
75	How are income-earners paid? كيف يُدفع للمسؤل عن الدخل؟	per hour بالساعة	per day باليوم	bi-weekly بالأسبوع	monthly شهري	depends هذا الأمر يعتمد على أمور أخرى	own business أعمال خاصة				
77	What is the highest qualification of the main income-earner? ما هي أعلى المؤهلات التي يتمتع بها المسؤل الرئيسي عن كسب الدخل؟	primary school exam امتحان المدرسة الابتدائية	middle school exam امتحان المدرسة الإعدادية	high school exam امتحان المدرسة الثانوية	university degree درجة الجامعة	bachelor degree درجة البكالوريوس	master degree درجة الماجستير	other غير ذلك	none لا شيء		
78	What kind of work would you like to do? ما نوع العمل الذي تحب أن تقوم به؟	agricultural labour العمل الزراعي	cattle قطيع	construction worker عامل بناء	daily workers عامل يومي	driving / carrying مناقل/محامل	government job عمل حكومي	other غير ذلك			
Other: please specify أخرى: يرجى التحديد											
79	What kind of alternative income generating strategies do you use? ما هي هذه الاستراتيجيات البديلة؟	spending savings الإنفاق من المدخرات	charity جمعيات خيرية	support from friends or relatives دعم من الأصدقاء أو الأقارب	borrowing استدانة/اقتراض	selling assets بيع ممتلكات	reducing spending تقليل الإنفاق	selling assistance تقديم مساعدات	other غير ذلك		
Other: please specify أخرى: يرجى التحديد											
80	Have you been provided with any form of training in Za'atari village? هل تم منحك أي تدريب في قرية الزعتري؟	yes نعم	no لا								
81	What kind of training have you received? ما هو نوع التدريب؟	access to internet الوصول للإنترنت	business skills training تدريب مهارات الأعمال	digital literacy محو الأمية الرقمية	english training تدريب مهارات اللغة الإنجليزية	job application training تدريب في التقديم على الوظائف	literacy classes محاضرات محو أمية	sewing/knitting training/kits خياطة/كياكة/معدات	other غير ذلك	don't know لا أعلم	none لا شيء
Other: please specify أخرى: يرجى التحديد											
82	When was it? متى كان ذلك؟	1-3 month prior to survey من 1-3 أشهر قبل الاستبيان	3-6 months prior to survey من 3-6 أشهر قبل الاستبيان	6-12 months prior to survey من 6-12 شهر قبل الاستبيان	1-2 years prior to survey من 1-2 سنة قبل الاستبيان	don't know لا أعلم					
ADULT LITERACY											
83	Can you write and read in Arabic? هل تستطيع الكتابة والقراءة باللغة العربية؟	yes نعم	no لا	partly جزئياً							
84	Can you write and read in English? هل تستطيع الكتابة والقراءة باللغة الانكليزية؟	yes نعم	no لا	partly جزئياً							
85	How many adult members of your family can write and read Arabic? كم فرد بالغ في عائلتك يستطيع الكتابة والقراءة باللغة العربية؟										
86	How many adult members of your family can write and read English? كم فرد بالغ في عائلتك يستطيع الكتابة والقراءة باللغة الانكليزية؟										
87	Would you be interested in first aid training? (PLEASE ASK IF RELEVANT) هل أنت مهتم بتدريب الإسعافات الأولية؟ (الرجاء طرح هذا السؤال فقط إذا كان ذو صلة بالموضوع)	yes نعم	no لا	don't know لا أعلم							
88	Would you be interested in digital literacy training? (PLEASE ASK IF RELEVANT) هل أنت مهتم بتدريب محو الأمية الرقمي؟ (الرجاء طرح هذا السؤال فقط إذا كان ذو صلة بالموضوع)	yes نعم	no لا	don't know لا أعلم							
89	What would you like to get training for? (PLEASE ASK IF RELEVANT) ما هي التدريبات التي تهتمك؟ (الرجاء طرح هذا السؤال فقط إذا كان ذو صلة بالموضوع)	access to internet الوصول للإنترنت	business skills training تدريب مهارات الأعمال	digital literacy محو الأمية الرقمية	english training تدريب مهارات اللغة الإنجليزية	job application training تدريب في التقديم على الوظائف	literacy classes محاضرات محو أمية	sewing/knitting training/kits خياطة/كياكة/معدات	other غير ذلك	don't know لا أعلم	none لا شيء
Other: please specify أخرى: يرجى التحديد											
ASSISTANCE											
90	Have you or any family member been provided with assistance in the year prior to survey? (Please remember respondent that UNHCR is also providing cash assistance) هل تم تقديم مساعدة لك أو لأحد أفراد عائلتك في السنة التي سبقت الدراسة الاستقصائية (الاستبيان)؟	yes نعم	no لا								
91	How many times have you or any family member been provided with assistance in the last year (2017)? كم مرة قدمت لك مساعدة أو لأحد أفراد عائلتك هذه السنة؟										
92	What kind of assistance have you or any family member received? ما هو نوع المواد التي تم استلامها؟	cash transfer حوالة نقدية	food kits مستلزمات غذائية	hygiene kits مواد نظافة	water ماء	medical assistance مساعدة طبية	clothing items ملابس	household items أغراض للمنزل	schooling items لوازم مدرسية	winterization goods بضائع للشتاء	shelter reparation إصلاحات للملجأ
Other: please specify أخرى: يرجى التحديد											
93	Who has provided you or any family member with assistance? من هي جهة المساعدة؟	government الحكومة	UNHCR UNHCR	Medair medair	Acting for Change International مظنمة العمل من أجل التغيير الدولية	local community المجتمع المحلي	don't know لا أعلم	other غير ذلك	none لا شيء		
Other: please specify أخرى: يرجى التحديد											
94	End Time وقت الانتهاء										