

## Findings of the Key Informant Assessments of Syrian Households in Host Communities

### Mafrq Governorate

25<sup>th</sup> March 2013

### BACKGROUND

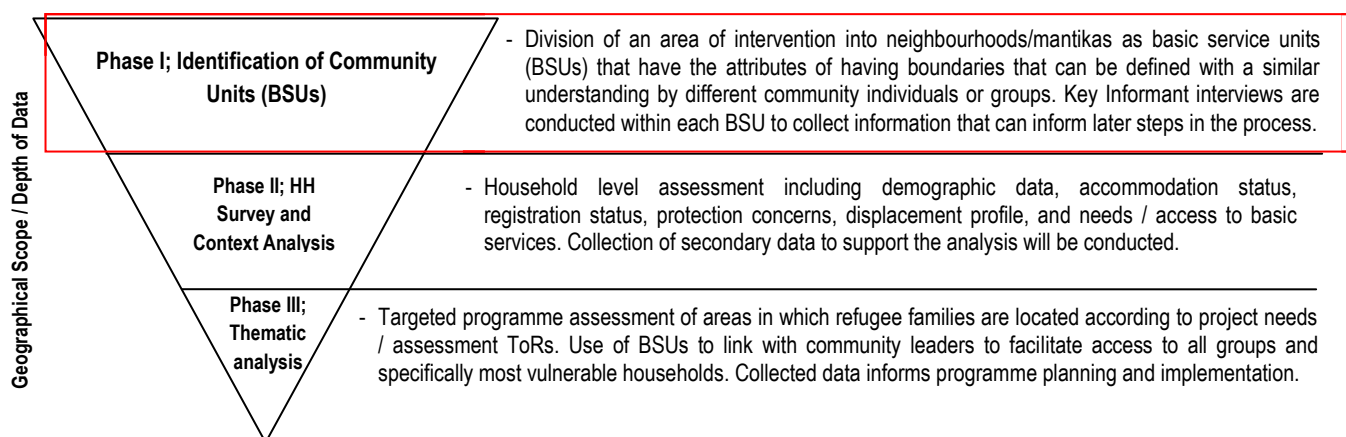
The continued crisis in Syria has caused a large influx of Syrians into Jordan, amounting to more than 306,556 individuals (UNHCR, 21.03.2013). According to UNHCR registration data the large majority of Syrian households settling within host communities, with more than 90% having settled in Northern and Central Jordan.

Information management systems available to humanitarian actors have struggled to keep pace with the rapidly changing refugee context. With this in mind, REACH was deployed to Jordan in October 2012 in order to complement information management efforts undertaken by other humanitarian actors, notably by UN agencies, and to contribute towards addressing information gaps on Syrian households located in camps and host communities. By establishing a baseline dataset that includes key information on the geographical distribution, conditions and priority needs of Syrian refugees, REACH aims to ensure better planning, coordination and traceability of humanitarian aid.

The data presented in this factsheet represents the findings of key informant interviews that were conducted in the host communities of the Mafrq Governorate in February 2013. Key informant interviews were conducted in two stages; first, assessment teams would use the knowledge of key informants to define basic services units (BSUs); secondly, interviews would take place with a set of key informants from each of the defined BSUs to build up a picture of displacement patterns and the refugee profile and context in the target Governorate. During this phase of the project, 192 key informant focus group discussions were conducted, involving 783 key informants.

### Assessment Methodology

REACH's assessment methodology is based on a three step approach to data collection that gradually sharpens the understanding of the context both in terms of geographical focus as well as depth of data, as shown in the figure below. The objective of this process is to provide humanitarian actors with information that allows for more informed decision-making with regards to their targeting of specific geographic locations or beneficiary group based on their programme planning needs; thus enabling better planning, coordination and traceability of aid. As such the REACH methodology (outlined in the figure below) focuses primarily on the geographic identification of refugees living in host communities and collects a core baseline of household specific information that enables the preparation of situational analyses. This Fact Sheet is based on the findings of Step I for the Mafrq Governorate. Step II is currently on-going and a separate fact sheet will be produced accordingly.



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## Key findings

A total of **192** BSUs were identified through the assessment, in which key informant interviews were conducted involving more than **786** key informants. **24** of the BSUs identified were located in Mafraq City, and **168** were located in the rural areas of Mafraq Governorate.

Through this process a total of **4,609** Syrian households were identified representing approximately **25,477** individuals. **7,559** of the identified individuals were settled in urban BSUs located in Mafraq City and **17,918** in rural BSUs within the Governorate. *Annex 1* shows the breakdown of households and individuals per BSU identified in Mafraq Governorate.

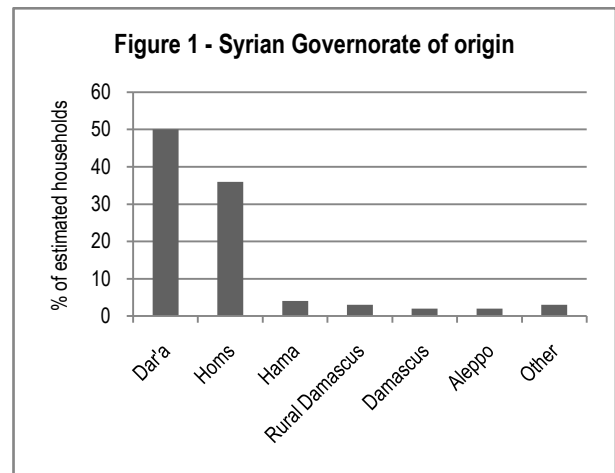
When comparing the number of households identified by key informants through this assessment with the pilot assessment conducted in November 2012, there has been an increase of **2,440** Syrian households in the Governorate. However, it must be noted that the pilot was conducted in the more urban and central areas of the Governorate whereas the key informant interviews covered all areas, up to the eastern border with Iraq. The pilot assessment defined **105** BSUs, in contrast to **192** BSUs during the key interviews, a **45%** increase in BSUs.

**42** unaccompanied minors were identified through key informant interviews with **13** located in urban BSUs and **29** in rural BSUs.

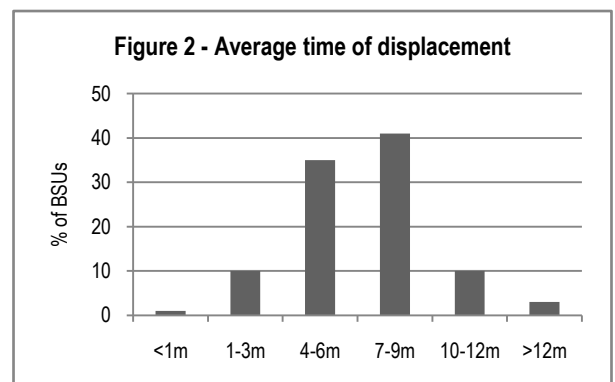
*Note that family and individuals figures presented in this report should be interpreted as indicative figures as these are reported by key informants within each geographic location / basic service unit. A household survey is currently ongoing and will provide confirmation of these figures. It is expected to see an increase in Syrian households residing in Jordan as a result of the household assessment Phase II.*

## Displacement profile

**50%** of the estimated number of households reported by key informants to be resident in Mafraq Governorate was reported to originate from the Syrian Governorate of Dara'a. Additionally, a large number of households, **36%**, were reported to have been originally displaced from Homs Governorate. The remainder, **14%**, were reported by key informants to have originated from Governorates located in central and northern Syria, as shown in the figure below.

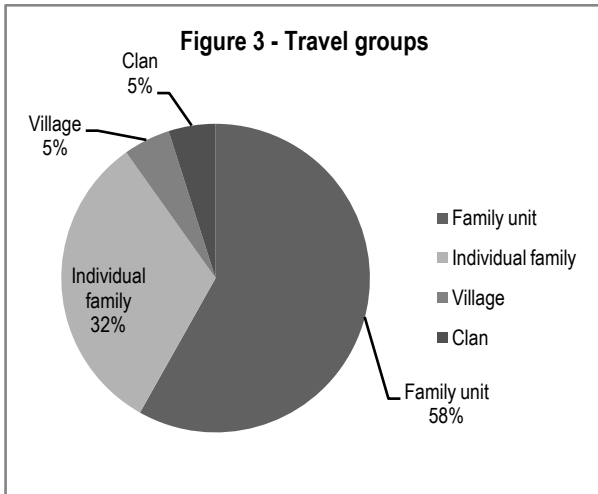


In **41%** of BSUs Syrian households were reported to have arrived in Mafraq Governorate 7 – 9 months prior to the assessment. Additionally, in a considerable proportion of BSUs, **35%** reported that Syrian households had arrived 4 – 6 months prior to the assessment. Only in a very small proportion of BSUs were Syrian households reported to have arrived recently (less than 1 month) or relatively long time ago (over 12 months), **1%** and **4%** respectively.



The majority of key informants, **58%**, reported that Syrian households resident in their respective BSUs travelled as part of a family unit upon displacement from their area of origin. A considerable proportion of key informants, **32%**, reported that Syrian households travelled as an individual family upon displacement<sup>1</sup>. The remainder, representing **10%**, reported that households travelled in larger grouping as a village or clan.

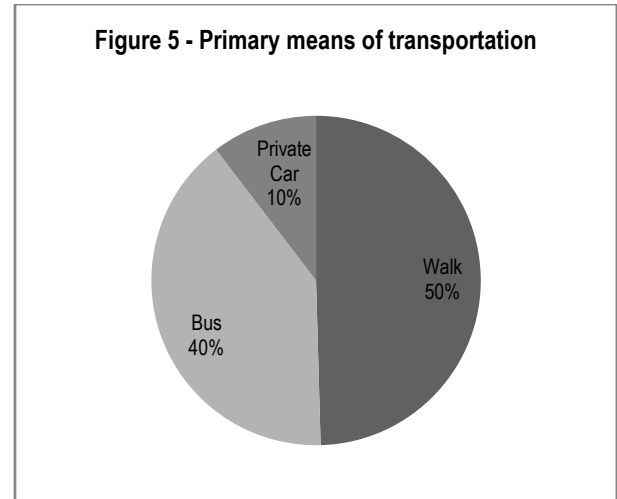
<sup>1</sup> For the purpose of this assessment an 'individual family' represents direct family members only; parents and children. A 'family unit' refers to blood relatives travelling together as a group consisting of multiple individual families.



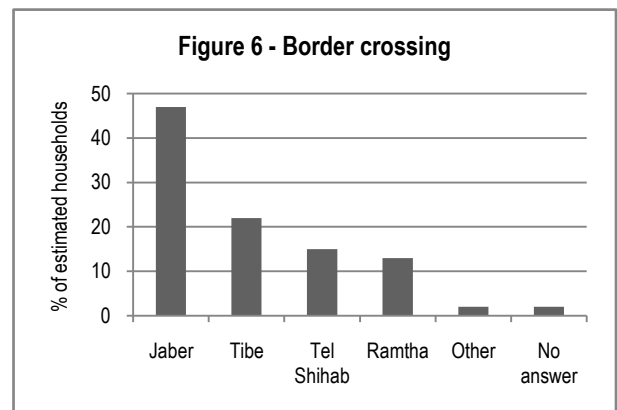
Despite the most common reported travel group being a family unit, key informants estimated that **66%** of households resident in Mafrq Governorate left behind in Syria at least one family member upon displacement. Of this proportion, the most commonly reported family member to have been left behind were males, **26%**, followed by **22%** elderly and **21%** females with child. Interestingly, a slightly higher proportion reported that females with children were left behind compared to males with children, **22%** and **17%** respectively.



The most common reported primary means of transportation for Syrian households was reported by key informants to be walking, **50%**. In addition a considerable proportion of key informants, **40%**, reported that Syrian households were able to utilise busses as their primary means of transportation during displacement. Only small number of key informants reported that households were able to access a private car during displacement, representing **10%** of the total.



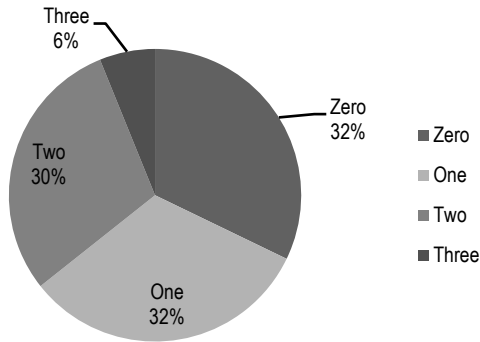
The most commonly border crossing reported to have been used by Syrian households resident in Mafrq Governorate was Jaber, **41%**. Importantly, **38%** of all Syrian households reported by key informants to be resident in Mafrq utilised an unofficial border crossing to enter Jordan, Tibe, **25%**, and Tel Shihab, **13%**.



### Context analysis within Jordan

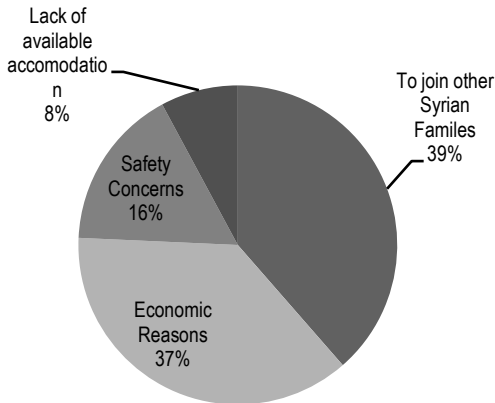
Most commonly, key informants reported that Syrian households had either settled directly in their respective BSUs or settled after being displaced once within Jordan, **32%**. Despite this, in a considerable number of cases key informants reported that Syrian households had been displaced within Jordan twice before settling in Mafrq Governorate, **30%**. Only in a minority of cases was it reported that Syrian households had been displaced three times, representing **6%** of the total.

**Figure 7 - Number of times displaced within JOR**



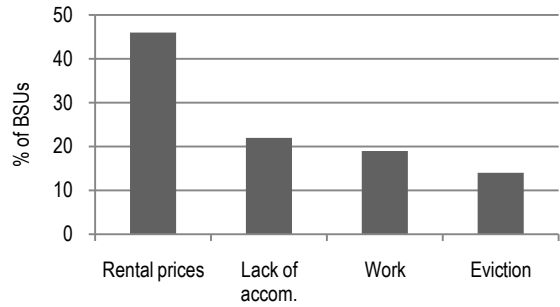
When asked to provide a reason for Syrian households being displaced multiple times upon arrival in Jordan, the most common factor reported by key informants was the presence of other Syrian families, **39%**. A similar proportion of key informants reported that economic reasons were the primary factor influencing displacement within Jordan, **37%**. Concerns about the availability of accommodation in host communities in Jordan were only identified as a factor influencing displacement by a minority of key informants, **9%**.

**Figure 8 - Reason for displacement within JOR**



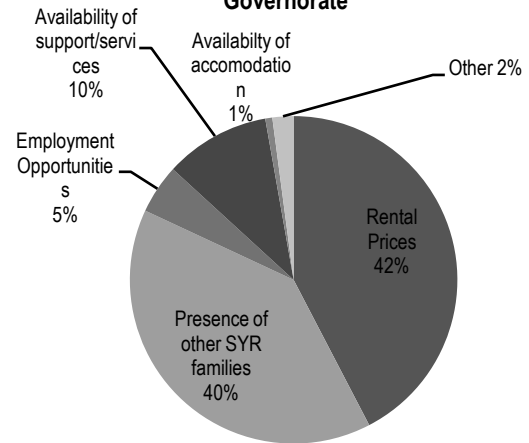
**20%** of key informants reported that further displacement of Syrian households from their respective BSUs was likely. Of this proportion the most common factor given was the increase in rental prices, **46%**. As well as increasing rent prices, a lack of suitable accommodation to meet the shelter needs of Syrian households was identified as a factor for further displacement by a considerable proportion of key informants, **22%**.

**Figure 9 - Factors influencing future displacement**



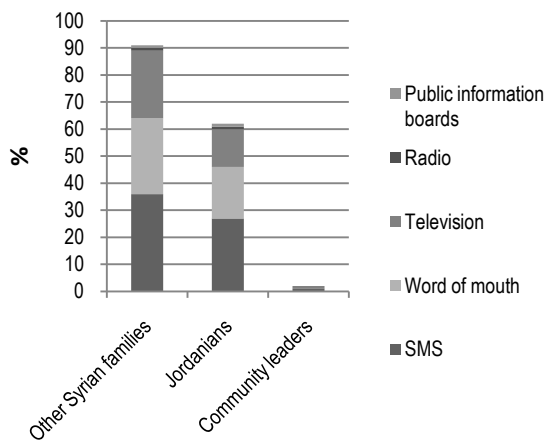
The reported factors that influenced the decision of Syrian households to settle in Mafraq Governorate mirror the reasons given for multiple times of displacement within Jordan (see figure 8). Economic reasons was identified by **47%** of key informants as the most important factors influencing the decision of Syrian households to settle in Mafraq Governorate, rental prices, **42%**, and employment opportunities, **5%**. Additionally, as was the case with regards to the reason for multiple displacements within Jordan, a considerable proportion of key informants, **40%**, reported the presence of other Syrian families as a pull factor towards Mafraq Governorate.

**Figure 10 - Reasons for settling in Mafraq Governorate**



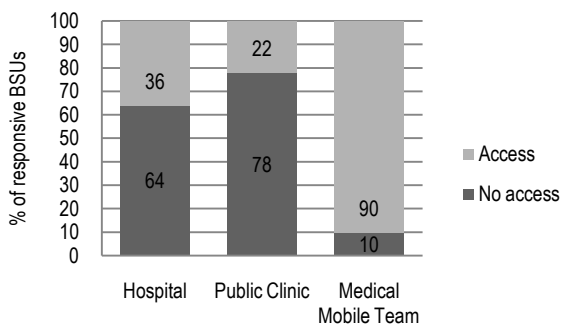
The majority of responsive BSUs, **85%**, reported that Syrian households received information from other Syrian families upon arrival in Jordan. Of this proportion, SMS and word of mouth were reported to be the most common means of information dissemination, **40%** and **31%** respectively. **57** of responsive BSUs reported that Syrian households received information from local Jordanians, and also **1** BSU reported that information was received from community leaders.

**Figure 11 - Source of information**



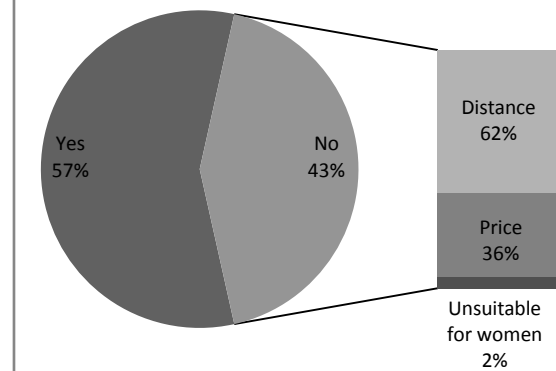
Key informants from **77%** of BSUs reported that Syrian households had access to some kind of medical facility. Public clinics were the most commonly reported healthcare facility to which Syrian households had access, **77%**. Additionally in a considerable proportion of BSUs, **63%**, it was reported that Syrian households had access to hospitals.

**Figure 12 - Provision of health care facilities per type**



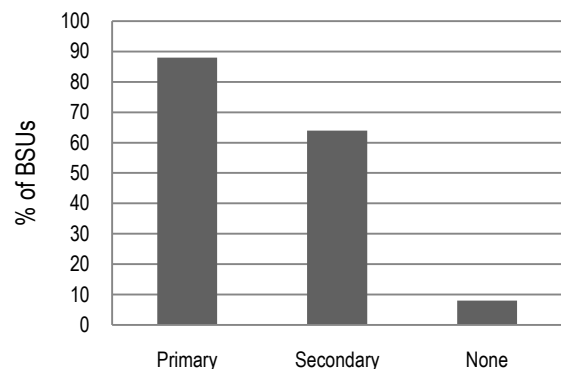
A slight majority of key informants, **57%**, reported that available healthcare was sufficient to meet the needs of Syrian households resident in their respective BSUs. Of the **43%** of BSUs in which healthcare was reported to not be adequate, the most common reason given was that the distance to the nearest healthcare facility was a barrier to access, **62%**. Additionally a considerable proportion of key informants, **36%**, reported that the price of healthcare in or near their BSU prevented Syrian households from accessing adequate healthcare.

**Figure 13 - Access to adequate healthcare**



In **8%** of BSUs it was reported by key informants that there were no educational institutions in, or within, walking distance of the BSU. The presence of a primary school in or near the BSU was reported in the vast majority of cases, **88%**. In a slightly lower, yet still significant, proportion of BSUs the presence of a secondary school was reported, **64%**.

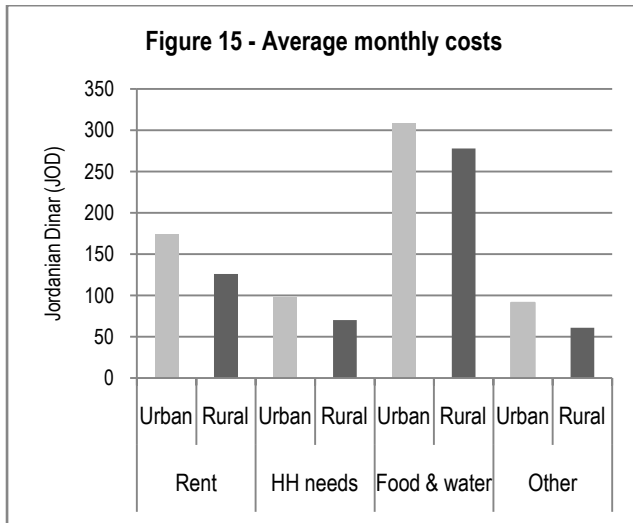
**Figure 14 - Educational institutions, in or within walking distance, of the BSU**



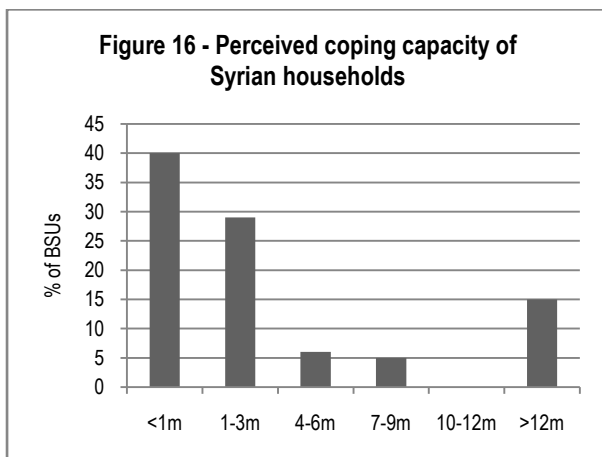
The overwhelming majority of key informants, **81%**, reported that their primary shelter context in their respective BSUs was rental accommodation. For those households living in rental accommodation the average monthly price was reported by key informants to be **134 JOD**. Monthly rental prices were reported to be considerably higher in urban than rural areas, **174 JOD** and **126 JOD** respectively. According to key informants, since the November 2012 pilot there has been an average rental increase of **14 JOD** per month.

The total average monthly cost of living for Syrian households resident in Mafraq Governorate was reported by key informants to be **556 JOD**. The average monthly cost of living was reported to be most expensive in urban than in rural areas, **671 JOD** compared to **535 JOD**. The costs of purchasing enough food and water to meet needs were

reported to account for the majority, **51%**, of monthly outgoings.

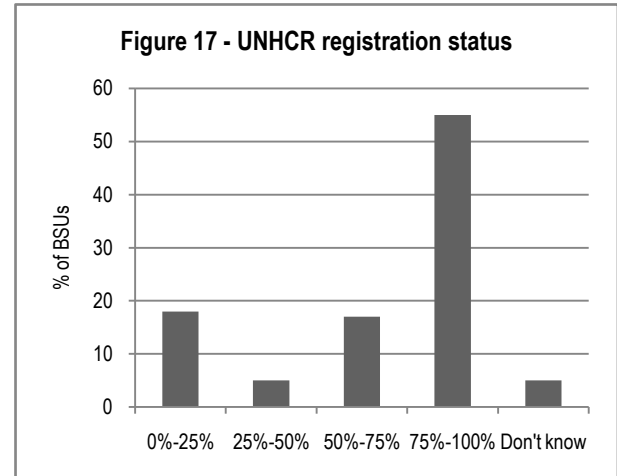


In the majority of cases, **40%**, key informants reported that Syrian households resident in their respective BSUs would be unable to cope independently for any longer than 1 month. Despite this, and unlike other Governorates targeted through this assessment, a considerable proportion of key informants, **15%**, reported that Syrian households would be able to cope independently for over 12 months. As to be expected, the number of BSUs in which a long term coping capacity was reported, more than **75%** reported above average monthly expenditure for Syrian households.

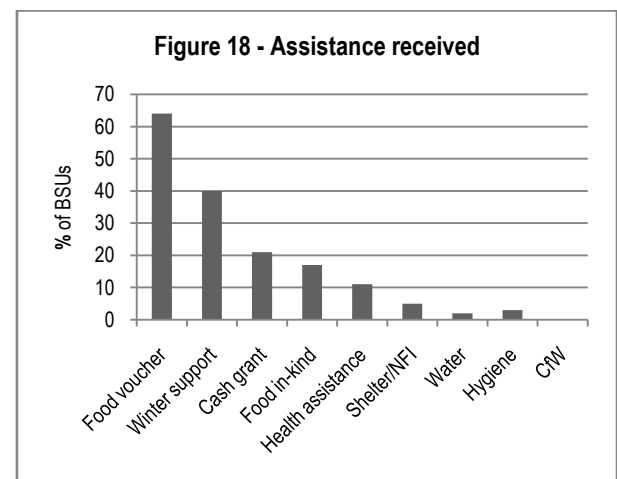


When compared to other governorates targeted through the assessment, key informants reported relatively high UNHCR registration rates, with **55%** estimating that between 75% and 100% of Syrian households in their respective BSUs were registered with UNHCR at the time of the assessment. Despite this, a considerable proportion of key informants, **18%**, reported that only between 0% and 25% of households

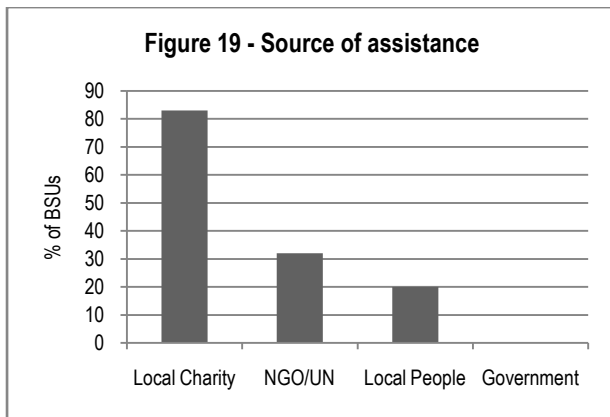
in their respective BSUs were registered with UNHCR.



Key informants representing **58%** of BUSs reported that some kind of assistance had been received by Syrian households prior to the time of assessment. Of the BSU having received assistance, the most commonly reported assistance types were food vouchers, **64%**, and winter support, **40%**.



As with the other Governorates targeted through the assessment, the overwhelming majority of key informants, **83%**, perceive that assistance received by Syrian households in their respective BSUs was provided by local charities such as Al Kitab Al Sunna and the Red Crescent. However, unlike other Governorates, a considerable proportion of key informants, **32%**, reported that assistance had been received from NGOs or the United Nations.



As with other Governorates targeted through the assessment cash, both specifically for rent and more generally, was identified by key informants as being the highest priority need for Syrian households resident in Mafraq Governorate. The most commonly reported primary and secondary needs were cash for rent, **65%** and **22%** respectively. Additionally cash was identified as a primary, secondary, and tertiary need by a considerable proportion of key informants, **26%**, **21%**, and **14%** respectively.

Looking at non-financial needs, food assistance and winter support were identified by key informants as being secondary and tertiary priorities in a large number of BSUs.

	Priority 1	Priority 2	Priority 3
Cash for rent	65%	22%	5%
Cash	26%	21%	14%
Shelter	2%	3%	1%
Winter support	2%	11%	18%
Food assistance	2%	21%	23%
CfW / Job placement	1%	8%	17%
Water	2%	1%	3%
Sanitation	0%	5%	2%
Household Items	0%	0%	2%
Other	0%	1%	4%
Health assistance	0%	7%	11%

## REACH

REACH was formed in 2010 as a joint initiative of two INGOs (ACTED and IMPACT Initiatives) and a UN program (UNOSAT). The purpose of REACH is to promote and facilitate the development of information products that enhance the humanitarian community's capacity to make decisions and plan in emergency, reconstruction and development contexts.

At country level, REACH teams are deployed to countries experiencing emergencies or at-risk-of-crisis in order to facilitate interagency collection, organisation and dissemination of key humanitarian related information. Country-level deployments are conducted within the framework of partnerships with individual actors as well as aid coordination bodies, including UN agencies, clusters, inter-cluster initiatives, and other interagency initiatives.