

2016 - Refugee Response in Jordan

Sector Performance Survey

Welcome to the Jordan Refugee Response Sector Performance Survey - 2016

The purpose of this survey is to get feedback on the current performance of sector and area-based coordination and also on whether there has been sufficient improvement since the last review. In 2013, 2014 and 2015 similar surveys were conducted annually. This is a follow-up survey to the last one completed in October 2015. More specifically, the objectives of this survey are:

1. To assess current performance of sector and area-based coordination and participation;
2. To collect suggestions on how coordination and participation could be improved, to inform a work plan for the inter-sector working group;
3. To gather feedback on the level of improvement in the performance of sector and area-based coordination since the last review.

The target respondents for this survey are regular participants in each sector group and area-based coordination mechanisms at Jordan country and field levels.

Your responses will be anonymous.

This survey aims to give sector participants a chance to express their views about sector and area-based coordination in Jordan for the refugee response. Survey results will be used by sector and area-based coordinators to assess current performance of coordination and as suggestions on how coordination and participation could be improved. This survey will be used as a baseline against which progress on improvements to coordination can be measured over time.

Sector and area-based coordinators ensure broad involvement of their members in the survey. They are also encouraged to use the results of the survey to improve coordination, by discussing the survey results at their relevant group meetings and come up with the follow-up actions.

The multi-choice questions are mandatory. You cannot move on through the survey before you answer the mandatory questions. You are also encouraged to fill in the comments boxes, although these are all optional.

During data analysis, your answers to most of the subsequent questions in the survey will then be related to this sector/meeting. If you participate in several sectors and want to comment on each, please complete a corresponding number of questionnaires.

Should you notice any technical problems with the survey or have any questions, please inform koyama@unhcr.org or dioufg@unhcr.org

There are 30 questions in this survey.

Thank you for participating!

Introduction

1. **Please select the sector working group or area-based meeting in which you participate / attend regularly.**

Please choose **only one** of the following:

- Inter Sector Working Group
- Camp coordination (Azraq)
- Camp coordination (Zaatari)
- Irbid coordination (urban)
- Mafraq coordination (urban)
- Amman and South (urban)
- Basic Needs Working Group
- Education Working Group
- Food Security Working Group
- Health Working Group
- Mental Health and Psychosocial Support Sub Working Group
- Nutrition Sub Working Group
- Reproductive Health Sub Working Group
- Protection Working Group
- Child Protection Sub Working Group
- SGBV Sub Working Group
- Shelter Working Group
- Water and Sanitation Working Group
- Livelihoods Working Group
- Sector Gender Focal Points Network
- Other

2. Type of organization

Please choose **only one** of the following:

- a Community Based Organization (CBO)
- an International NGO
- Jordanian NGO
- a UN agency
- Other

Meeting Organization

3. How often is your sector or area-based meeting held?

Please choose **only one** of the following:

- Once a week
- Once every two weeks
- Once every three weeks
- Once every month
- Less frequently than once a month

4. What would be your preferred regularity for meetings?

Please choose **only one** of the following:

- Once a week
- Once every two weeks
- Once every three weeks
- Once every month
- Less frequently than once a month

5. Are you given an opportunity to contribute to setting of agenda items?

Please choose **only one** of the following:

- Yes

- No

6. How often do you receive timely minutes of meetings?

Please choose **only one** of the following:

- Never
- Rarely
- Sometimes
- Most of the time
- Always

7. How often do you receive accurate minutes of meetings?

Please choose **only one** of the following:

- Never
- Rarely
- Sometimes
- Most of the time
- Always

8. Are action points followed up by members and coordinators between meetings?

Please choose **only one** of the following:

- Never
- Rarely
- Sometimes
- Most of the time
- Always

Meeting Management and Content

9. Does your sector or area-based coordination mechanism have Terms of Reference (TOR)?

Please choose **only one** of the following:

- Yes
- No
- I do not know

10. Does your sector or area-based coordination mechanism have a work-plan or strategy?

Please choose **only one** of the following:

- Yes
- No
- I do not know

11. Do the TOR reflect the sector adequately?

Please choose only one of the following:

- Yes

- No

12. How satisfied are you with overall management of the sector or area-based coordination meetings (length, structure of meetings)?

Please choose **only one** of the following:

- Very dissatisfied
- Dissatisfied
- Neither dissatisfied nor satisfied
- Satisfied
- Very satisfied

You may want to elaborate

13. What focus do you prefer in your sector or area-based co-ordination meeting?

Please choose **all** that apply:

- Information sharing on operational context or agency activities
- Presentation of guidelines relevant to that sector
- Discussion of common operational themes, leading to joint strategy development.
- Development of common/joint assessments
- Division of responsibilities between agencies, and avoiding duplication/overlap.
- Regional Response Planning and fundraising
- Other: you may want to indicate

14. Have meeting management, organization and content improved in your sector or area-based coordination mechanism in the past year?

Please choose **only one** of the following:

- No change
- Improved to small extent
- Improved to a moderate extent
- Improved to a large extent
- Has become worse

Your participation in meetings

15. What are the advantages of being a member of the sector or area-based coordination mechanism?

Please choose **all** that apply:

- Provides an opportunity for fundraising
- Allows the development of mechanisms to reduce duplication of service delivery
- Provides access to needs assessments and gap analyses which inform prioritisation
- Supports the application of and adherence to standards and guidelines
- Promotes individual agency's visibility and mandate

- Other

16. Are you given sufficient opportunity to participate in sector or area-based meetings?

Please choose **only one** of the following:

- Yes
- No
- If No, please explain

17. To what extent does the focal point of your sector or area-based coordination mechanism have sufficient authority to represent your organization, in case decisions are required?

Please choose **only one** of the following:

- Not at all
- A little
- To a moderate extent
- To a large extent
- Fully

18. Do you regularly share information collected by your organisation with your sector or area-based coordination body?

Please choose **only one** of the following:

- Never Why not?
- Rarely Why not?
- Sometimes
- Often
- Always

Sector Leadership, Representation

19. How satisfied are you with the leadership by the agency in charge of your sector or area-based coordination (in general, not just in relation to meeting management)?

Please choose **only one** of the following:

- Very dissatisfied
- Dissatisfied
- Neither dissatisfied nor satisfied
- Satisfied
- Very satisfied

20. Is there a co-chair with a clearly defined role in your sector or area-based coordination?

Please choose **only one** of the following:

- Co-chair but without a clearly defined role
- Co-chair with a clearly defined role
- No Co-chair

21. What changes in sector leadership or representation could improve the effectiveness of sector delivery?

Please write your answer here:

Overall Sector Performance

22. What has been the main success / positive area for your sector or area-based coordination, and how should we build on this?

Please write your answer here:

23. What has been the main failure / negative area for your sector or area-based coordination, and how could this be resolved?

Please write your answer here:

24. Is your sector or area-based coordination effective overall? Please consider leadership, management, representation, participation, and delivery of concrete results for refugees?

Please choose **only one** of the following:

- Poor
- Below average
- Average
- Above average
- Excellent

25. Were results of the 2015 survey used to improve your sector or area-based coordination?

Please choose **only one** of the following:

- Yes
- No
- I don't know

Information Management

26. Sector coordination is facilitated by a number of Information Management platforms and products. Which of the below do use usually use?

Please choose all that apply or None. You can comment on several:

- Inter-agency information sharing portal
- Sector dashboard
- ActivityInfo
- Needs Assessment Registry
- Services Advisor

- None of the above

27. What information do you consult on the Inter-agency information sharing portal? (Share specific comments if any)

Please choose **all** that apply and provide a comment:

- Refugee statistics
- Meeting calendar
- Sector information and minutes
- Funding information
- Thematic reports
- Map
- Other:
- I do not consult a portal

Inter-Sector Coordination

28. Has Inter-Sector coordination improved this year?

Please choose **only one** of the following:

- No change
- Improved to a small extent
- Improved to a moderate extent
- Improved to a large extent
- Has become worse

29. How can inter-sector co-ordination be improved?

Please write your answer here:

30. How can overall coordination of the refugee response in Jordan be improved?

Please write your answer here: