

PERCEPTION OF REFUGEES IN JORDAN



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Survey - Wave IV
July 2022

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Executive Summary

The findings of this Wave (number IV) of UNHCR's Perception Survey found that sympathy levels of Jordanians towards refugees in the country were high as in previous survey waves. Sympathy levels towards people coming to Jordan seeking better economic opportunities were also high, but lower compared to those towards refugees who escaped conflicts. Half of the respondents reported that they have been economically impacted by the refugee crisis in a negative way.



Sympathy Levels and Views Towards Refugees

Sympathy levels of Jordanians towards refugees coming to Jordan escaping conflicts and persecution in their home countries were slightly higher in this survey (96%) compared to the levels in Wave III at 93%. The sympathy levels were higher among female respondents (97%) compared to males (94%); furthermore, adults over 45 years old showed more sympathy than younger age groups, and Mafraq residents showed the lowest sympathy levels at 90% among different governorates.

With regards to the sympathy levels towards people who come to Jordan seeking better economic opportunities, these levels were lower in this Wave IV (81%) when compared with Wave III (85%), with females in Wave IV were more sympathetic than males (84%, 78% respectively). Additionally, no major differences in those sympathy levels were recorded across the different age groups of respondents.

However, sympathy levels varied between residents of Mafraq and other governorates, where 11% of Mafraq residents were unsympathetic towards economic migrants compared to an average of 6% in the rest of the governorates.

In general, Jordanians were more sympathetic towards refugees coming to Jordan escaping conflicts and persecution, than towards people coming to Jordan seeking better economic opportunities (96%, 81% respectively).

Most respondents in this survey - 80% - have a positive view towards refugees with only 6% of respondents showing negative views, and the remaining 14% taking a neutral stance; furthermore, older age groups showed more positive views, and younger age groups have more neutral views towards refugees. However, more respondents in Mafraq (13%) had negative views towards refugees than in the other governorates where an average of 5% has negative views towards refugees. Unemployed respondents had slightly more positive views towards refugees than employed respondents (82%, 79% respectively).

Lastly, 84% of respondents stated that their views towards refugees did not change in the past six months.



Perceptions on Jordanian Government “in response to refugee crisis”

Overall, Jordanians did not change their opinion with regards to the Jordanian Government’s approach towards refugees in Jordan, where 81% of respondents in survey Wave IV reported that the government’s approach was positive against 76% in Wave III, these positive views towards the government approach were higher among respondents who are 45 years of age and above.

With regards to the Jordanian Government’s response towards refugees, 93% of respondents in Wave IV believed that the government response was sufficient, this was an increase by 4% against Wave III.

Males agree more than females that the Government’s response towards refugees was over sufficient (21%, 17% respectively).

Finally, more respondents in Mafrq 31%, compared to other governorates, agreed that the government response towards refugees is over sufficient.



Perceptions & Attitudes Towards Refugees

While 99% of respondents stated that refugees were coming from Syria, 71% stated refugees were coming from Iraq, 45% said they were coming from Palestine, 22% from Yemen, and 14% said refugees were coming from Libya.

92% of Jordanian respondents in this survey agreed that there are too many refugees in Jordan compared to 94% in the previous wave, a higher agreement on this statement was from respondents in Mafrq. The majority - 81% - believed that Jordan has done more than needed to support refugees, this is the same percentage as in Wave III, with male respondents agreeing more on this than females, and more agreement was coming from respondents in Mafrq, while less agreement was among the age group of 18 to 34 years. 62% of respondents in Wave IV believed that refugees were getting more support than Jordanians, with a decrease of 7% since Wave III, furthermore, respondents showed an increase in disagreement with this statement in comparison with the last wave by 11%; the agreement on this statement was lower among respondents of 18 to 24 years, and higher in Mafrq.

A general perception was seen in Wave IV that budgets spent on refugees were high at 60% compared to 62% in Wave III. The agreement was higher among male respondents, residents of Mafrq, and among 65+ year old respondents.

When asked on whether refugees should return to their country of origin or stay in Jordan, more than half the respondents (58%) agreed that refugees should return to their country, showing an increase of 3% since the previous survey. A lower agreement was found among 18 to 24 years old respondents.

45% of Jordanians feel that the international community is doing all they can to support refugees in Jordan, compared to 44% in Wave III. (Higher agreement recorded among males).

Further, Jordanians were almost equally split on the opinions towards keeping Jordan's borders open to accept refugees, with a decrease of agreement on this statement by 4% from Wave III. No major differences across demographics in Wave IV.



Perceptions on the Impact of Refugee Crisis and Support

45% of respondents in this wave (IV) of the survey stated that they were economically impacted by the refugees compared to 59% in wave III, with Jordanians (45 years and older) feeling mostly impacted by the situation, 87% reported that the impact on their economic situation was negative, and 85% felt that refugees had impacted the employment prospects in Jordan (highest among youth).

While almost half of respondents in Wave IV said that they were economically impacted by refugees, 82% supported the inclusion of refugees in national systems such as education and health, with females showing more support than males, with the remaining 12% of respondents who do not support the inclusion of refugees. Justified their position with the view that priority should be given to Jordanians 59%, followed by the concern with the current infrastructure 39%.

Lastly, more Jordanians in Wave IV (71%) have reported that they supported refugees in Jordan – a significant increase from the previous wave at 54%.



Borders Opening & Return Intentions

With 28%, fewer respondents in Wave IV believed that refugees will not return to Syria than in the previous wave of this survey (41%), with more males than females stating the same. Almost 60% of Jordanians in Wave IV believed that refugees should be able to decide whether they should return to their home country or stay. This was higher by 12% than in the previous wave of the survey; however, respondents residing in Mafraq believed more than those living in the other governorates that it is the government's role to send refugees back home. Overall, 68% of respondents in Wave IV believed that the return of refugees will positively impact Jordan's economy compared to 61% in the previous wave.



Perceptions on International support to refugees

41% of Jordanians are not aware of any organizations that support refugees in Jordan, while 30% mentioned UNRWA, 21% UNICEF, and 9% UNHCR as organizations supporting refugees in Jordan. With regards to perceptions on the support needed from the international community towards refugees and Jordanians; financial assistance was highly mentioned at 46%, followed by employment opportunities at 20%.



UNHCR's Perceived Role

37% of respondents in Wave IV stated that the role of UNHCR in Jordan was providing financial assistance to refugees, - the top mentioned answer by respondents, compared to 10% in Wave III, followed by the general support and assistance to refugees (11%) compared to 28% in Wave III.

One third of respondents in Wave IV are not clear about the role of UNHCR, an increase over Wave III by 10%.



Demographics of Respondents

3,288 Jordanians (in the age of 18 years old and above) were interviewed in this Wave IV of the survey by telephone. Respondents were residents of Amman 52%, Irbid 21%, Zarqa 16% (newly included in Wave IV), Mafraq 6%, and Karak 4%.

54% of respondents were males. The sample distribution was in proportion of the national population figures.

61% of respondents were married and 31% were single, with an average household size of 5.3 family members, furthermore, 46% of respondents interviewed were employed in private, public, NGOs, and almost 80% of the respondents completed at least Secondary education.

Background and Methodology

Background

Since the start of the crisis in Syria in 2011, around 6.8 million people have fled Syria seeking safety in Jordan, Lebanon, Turkey, Iraq, Egypt and beyond, with most of the refugees between the ages of 18 and 59 years, whereas an estimate of 6.7 million Syrians are internally displaced.

Syrian refugees have sought asylum in more than 130 countries, but the vast majority live in neighboring countries, such as Turkey, Lebanon, Jordan, Iraq, and Egypt, while most Syrians in the region live in host communities.

As the crisis continues, about 64 percent of Syrian refugees are living on less than 3 Jordanian Dinars (about 4 US\$) a day.

In October 2020, UNHCR, the UN Refugee Agency, launched a survey to gauge Jordanian perceptions towards refugees in Jordan. Three waves were conducted in October 2020, May 2021, and November 2021; and in 2022 UNHCR launched additional three waves of the survey to be conducted in July 2022, November 2022, and May 2023.

This report details the findings of Wave IV of the Perception of Refugees in Jordan survey implemented in July 2022.

Survey Methodology

A quantitative approach was adopted to elicit the required information areas through telephone interviews with Jordanians (18 years of age and above) across five governorates in Jordan (Amman, Irbid, Zarqa, Mafraq, and Karak). The sample was distributed by Governorate, gender, and age in accordance with the published national population figures, and respondents were chosen randomly through “Random Digit Dialing”, with quota control measures on key demographics.

A structured questionnaire was used to collect opinions from respondents, the questionnaire was developed by UNHCR, finetuned and scripted by Headway Jordan, with an average interview length of 12 minutes.

3,288 telephone interviews were conducted by trained 24 enumerators from 6 to 18 June 2022.

Once all data was collected and quality is ensured, the raw data was cleaned and validated for missing values and inconsistencies, coding of close ended questions was done automatically by the data collection system during scripting of the questionnaire, and then the data was tabulated in terms of frequencies, cross tabulation, and weighing for specific questions.



Detailed Findings

Demographics of respondents

Wave IV sample size covered 3,288 interviews with Jordanians – compared to 3,229 in Wave III, and 3,216 in Wave II.

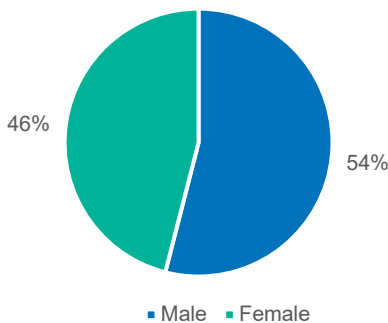
The sample in Wave IV was designed in proportion to the population figures of Jordan in terms of gender, age, and governorate. The sample consisted of 1,767 male respondents and 1,521 females.

In total, 759 respondents were in the age group of 18 to 24 years, 897 aged 25 to 34 years, 702 were 35 to 44 years old, 481 were 45 to 54 years old, 245 were in the group of 55 - 64 years old, and 204 respondents were older than 65 years.

Gender

Figure 1. Gender of Respondents

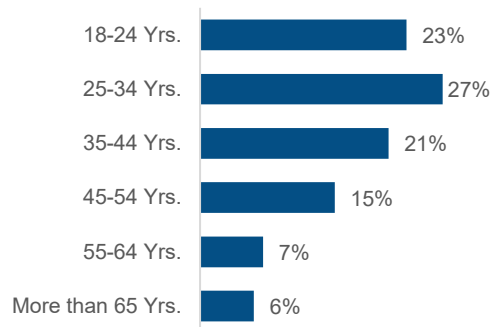
Percentage of respondents



Age

Figure 2. Age of Respondents

Percentage of respondents



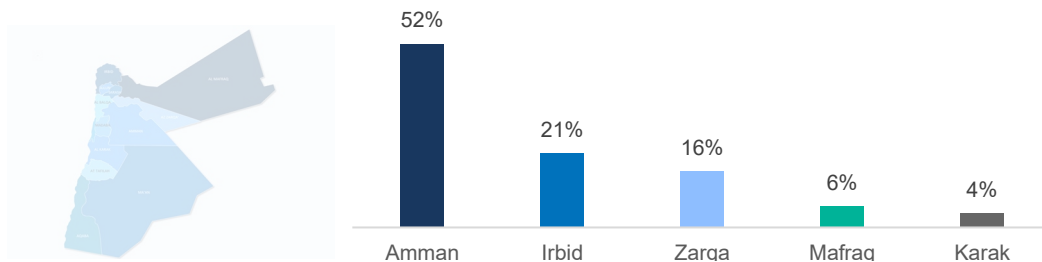
Note: figures do not add up to 100 per cent due to rounding

Region

Respondents were residents of Amman, Irbid, Zarqa, Mafraq, and Karak; and were distributed as such; 1,711 in Amman, 699 in Irbid, 536 in Zarqa, 201 in Mafraq, and 141 were residents of Karak.

Figure 3. Region

Percentage of respondents



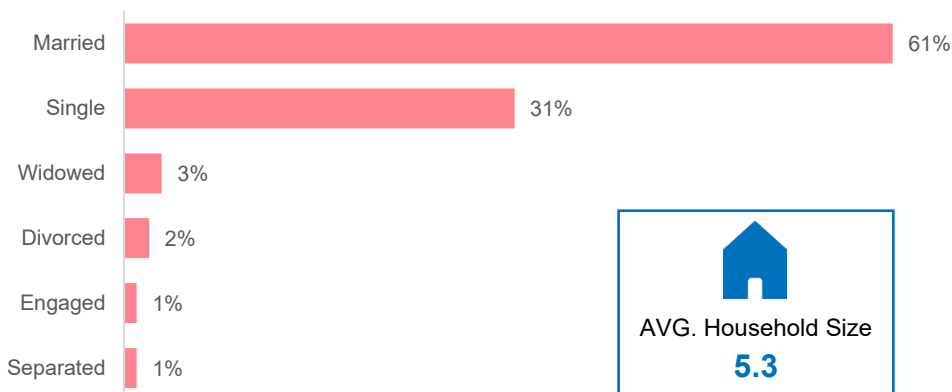
Note: figures do not add up to 100 per cent due to rounding

Marital Status

2,018 of respondents were married, 1,035 were single, while 235 were either widowed, divorced, engaged, or separated.

Figure 4. Marital Status of Respondents

Percentage of respondents



Note: figures do not add up to 100 per cent due to rounding

Employment Status

Employed respondents were 1,513 against 1,775 who were unemployed, and out the employed respondents; 1,107 worked in private sector representing 73%, while public sector represented 314 workers, and the remaining worked in other and NGO's sectors distributed 74 and 18, respectively.

Figure 5. Employment Status

Percentage of respondents

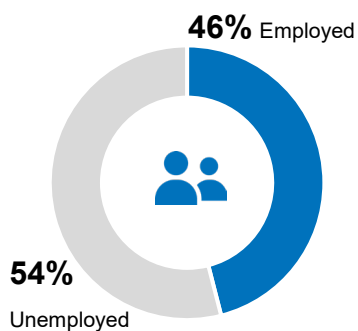
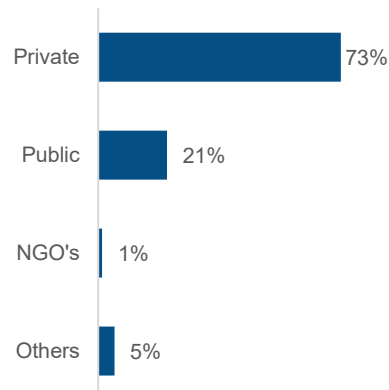


Figure 6. Employment Sector

Percentage of respondents

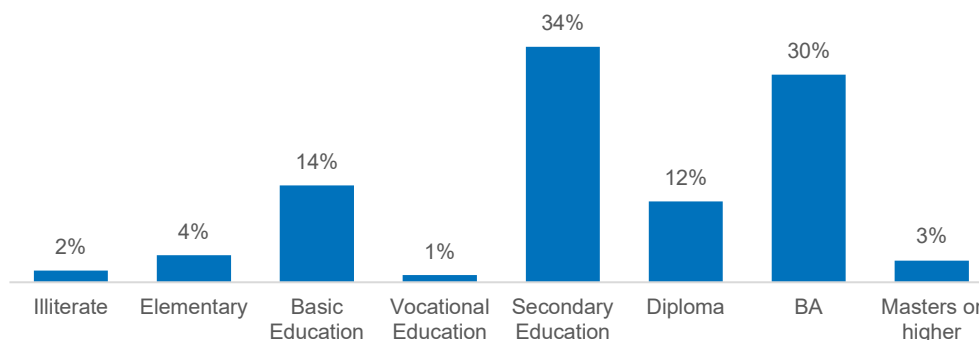


Education Level

Out of all respondents, 2,605 completed at least the secondary education.

Figure 7. Education Level of Respondents

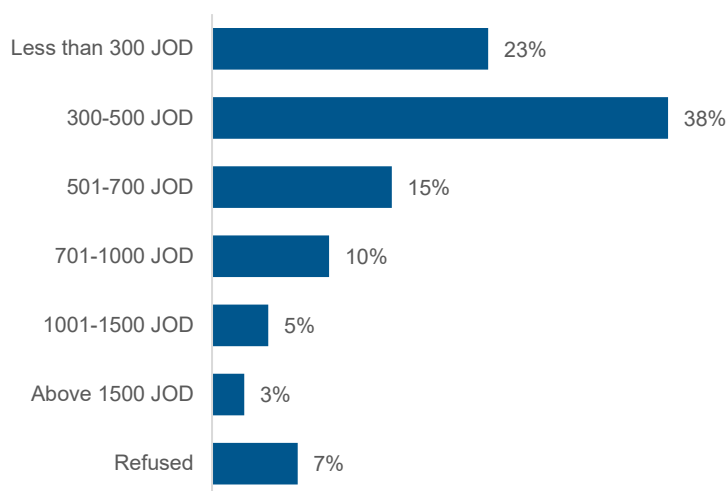
Percentage of respondents



Monthly Household Income

Figure 8. Monthly household income

Percentage of respondents



Note: figures do not add up to 100 per cent due to rounding

Sympathy levels and views towards refugees

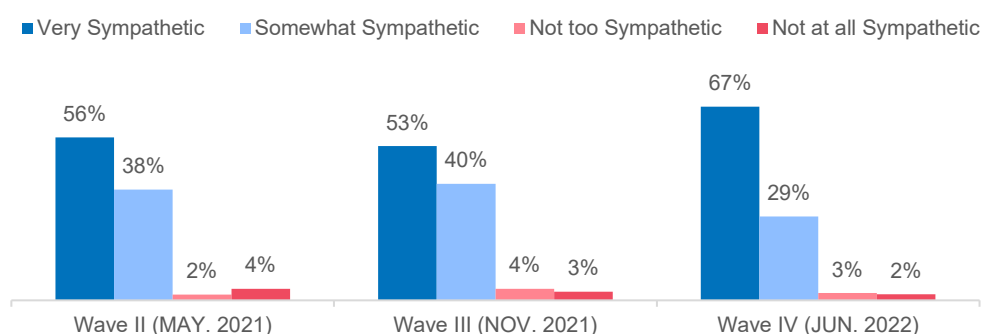
Sympathy levels towards people who come to Jordan to escape conflict and persecution

Data showed an increase in Jordanian sympathy levels towards people fleeing to Jordan because of conflict and persecution; 96% in Wave IV compared to 93% in Wave III. Two thirds of respondents reported they were very sympathetic towards refugees, a significant increase from the previous two surveys.

In addition, the proportion of Jordanians who said they were not sympathetic towards refugees decreased, from 7% in Wave III to 5% in Wave IV. Differences in sympathy levels could be seen because of gender, age, and geographic location, but data showed that differences in employment status did not.

Figure 9. Sympathy levels towards refugees coming to escape conflicts

Percentage of respondents



Note: figures do not add up to 100 per cent due to rounding

Sympathy levels towards refugees were seen to be higher among females at 97% compared to males at 94%, while 45 years old represents shown higher sympathy levels than the lower age groups.

In terms of geographical location, lower sympathy levels were reported in Mafraq in comparison to other governorates, where 9% were not sympathetic with refugees, while marginally higher skew on the “highest sympathy level” were seen in Zarqa and Karak.

Table 1. Sympathy levels towards refugees coming to escape conflicts – Governorate

Percentage of respondents

	Amman	Irbid	Zarqa	Mafraq	Karak
Very Sympathetic	66%	64%	70%	63%	70%
Somewhat Sympathetic	29%	32%	24%	27%	26%
Not too Sympathetic	2%	2%	3%	5%	4%
Not At All Sympathetic	2%	2%	3%	4%	1%

Sympathy levels towards people who come to Jordan to seek better economic opportunities

In comparison to the rise in sympathy towards people escaping conflict, sympathy towards those coming in search of economic opportunities declined in Wave IV from 85% to 81%. It is also interesting to note that female respondents tended to have higher empathy levels towards economic migrants at 84% compared to males at 78%. Responses showed that age nor employment had an impact on Jordanian views towards people coming to seek better economic opportunities.

Furthermore, lower sympathetic levels were recorded in Mafraq (23% were not sympathetic with people coming to Jordan seeking better economic opportunities compared to other governorates in the study).

Figure 10. Sympathy levels towards people coming to seek better economic opportunities

Percentage of respondents

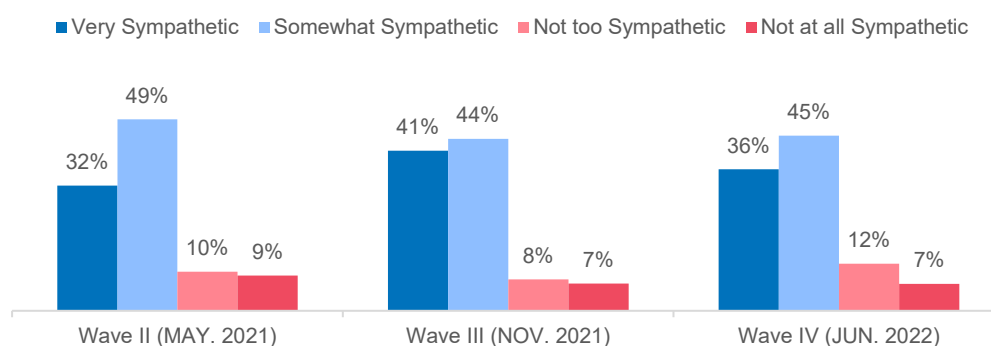


Table 2. Sympathy levels towards people coming to seek better economic opportunities – Gender

Percentage of respondents

	MALE	FEMALE
Very Sympathetic	36%	36%
Somewhat Sympathetic	42%	48%
Not too Sympathetic	13%	11%
Not at all Sympathetic	9%	5%

Table 3. Sympathy levels towards people coming to seek better economic opportunities – Governorate

Percentage of respondents

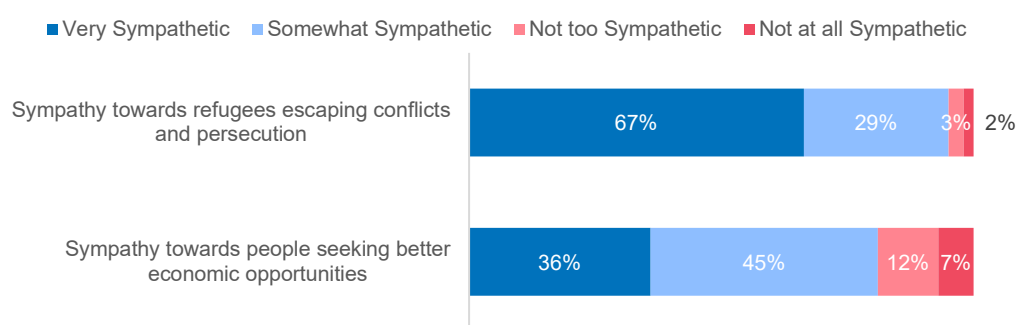
	Amman	Irbid	Zarqa	Mafraq	Karak
Very Sympathetic	37%	34%	38%	34%	33%
Somewhat Sympathetic	44%	46%	44%	43%	49%
Not too Sympathetic	12%	13%	12%	12%	14%
Not at all Sympathetic	7%	7%	6%	11%	4%

Sympathy levels towards refugees – Summary of Wave IV

Respondents showed more sympathy levels towards refugees escaping conflicts than towards economic migrants at the total sympathy levels (96% and 81%, respectively). When comparing the percentages of respondents on the highest sympathy level “Very Sympathetic”, this level is shown to be at close to double towards refugees escaping conflicts compared to sympathy towards economic migrants.

Figure 11. Sympathy levels comparison – Wave IV Summary

Percentage of respondents



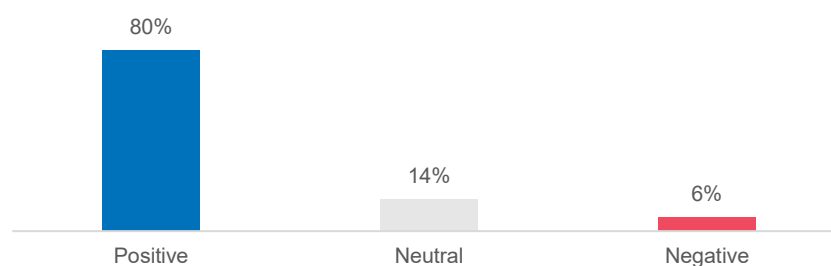
Note: figures do not add up to 100 per cent due to rounding

Opinions about refugees (positive, neutral, negative)

In addition to looking at sympathy levels, the survey examined whether Jordanians had an overall positive, neutral, or negative view of refugees and how this had changed over time. Echoing the high rate of sympathy shown towards refugees, most Jordanians showcased a positive view towards Syrian refugees, with only 6% having negative views. Older age groups had more positive views, and younger groups more neutral views. No major differences were apparent when comparing opinions about refugees between genders.

Figure 12. Perceived views towards refugees

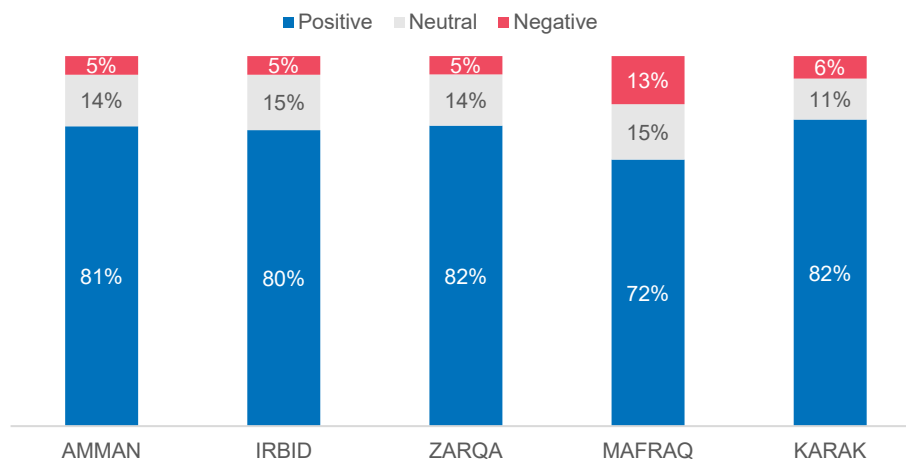
Percentage of respondents – Wave IV



Although similar levels of positive views towards refugees were seen in Amman, Irbid, Zarqa and Karak Governorates, there was a significant difference in Mafraq Governorate where 13% of respondents said that they had a negative view towards refugees compared to an average of 5% across the other governorates.

Figure 12. Perceived views towards refugees – Governorate

Percentage of respondents – Wave IV

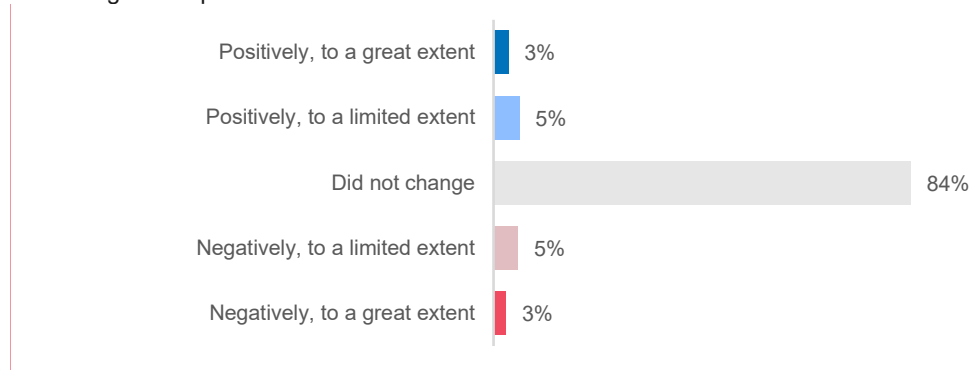


Note: figures do not add up to 100 per cent due to rounding

If views have changed in the past 6 months

Figure 13. Changes in views towards refugees in the past 6 months

Percentage of respondents – Wave IV



Fewer respondents who are older than 65 years stated that their views on refugees have changed negatively (to a limited extent) in the past 6 months, no major differences on respondents' gender status analysis level.

Perceptions on Jordanian Government “in response to refugee crisis”

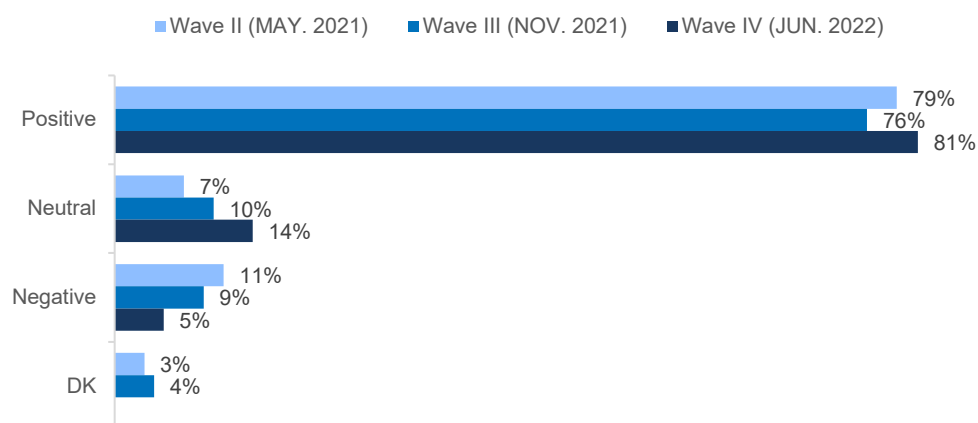
Perception on Jordanian Government’s approach towards refugees

Generally, Jordanians did not change their opinions with regards to the government's approach towards refugees in Jordan; 81% reported a positive response against 76% in Wave III.

Older age groups had a more positive perception, no major differences were seen between both genders.

Figure 14. Perceptions of Government approach towards refugees

Percentage of respondents



Note: figures do not add up to 100 per cent due to rounding

Perception of Jordanian Government’s response towards refugees

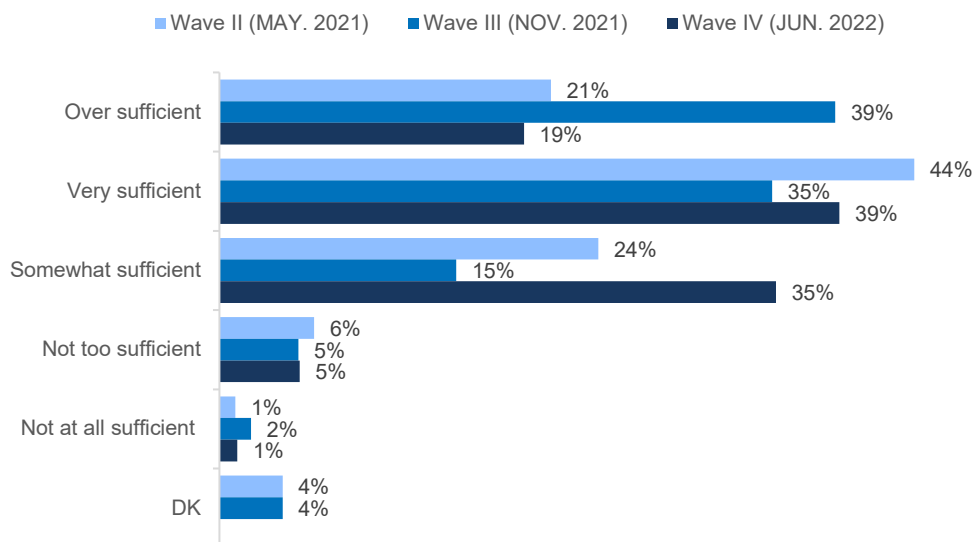
93 % of Jordanians believed that the government’s response towards refugees is sufficient in Wave IV, with an increase over Wave III by 4%

Males stated – marginally - higher than females that the government response towards refugees was sufficient. While respondents in the age group of 18 to 24 years believed less that the government response was sufficient.

More respondents in Mafraq (compared to other governorates) at 31% agreed that the government response towards refugees was “over sufficient” compared to an average of 19% in the rest of governorates.

Figure 15. Perceptions of Government response towards refugees

Percentage of respondents



Note: figures do not add up to 100 per cent due to rounding

Table 4. Perception of Government response towards refugees by Governorate

Percentage of respondents

	AMMAN	IRBID	ZARQA	MAFRAQ	KARAK
Over Sufficient	19%	20%	16%	31%	21%
Very Sufficient	37%	41%	42%	40%	43%
Somewhat Sufficient	38%	33%	36%	24%	30%
Not too Sufficient	5%	5%	5%	3%	5%
Not at all Sufficient	1%	2%	1%	2%	1%

Perceptions & attitudes towards refugees

General perceptions & attitudes on refugees

92% of Jordanians in Wave IV agreed that there were too many refugees in Jordan compared to 94% in the previous wave. And the majority (81%) believed that Jordan has done more than needed to support refugees, this is the same percentage as in Wave III.

A perception was seen by over half of the sample (62%) in Wave IV that refugees are getting more support than Jordanians, - a decrease by 7% since Wave III, and further, more disagreement with this statement was recorded in comparison with the last wave by 11%.

The general perception is that budgets spent on refugees are high. People disagreeing with this statement, was lower in Wave IV by 3% in comparison with Wave III.

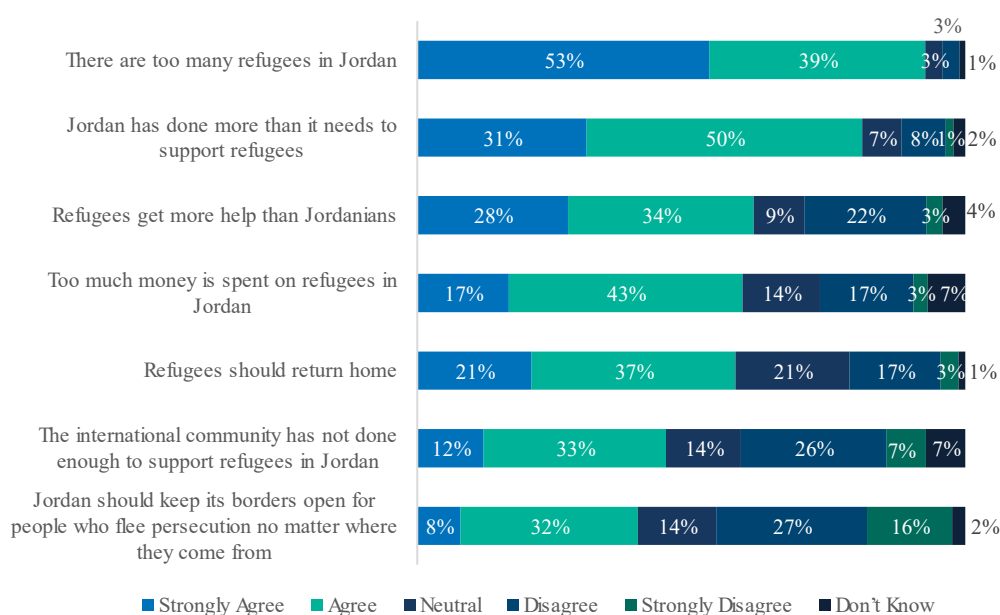
When asked whether refugees should return to their country of origin or stay in Jordan, more than half of the respondents agreed that refugees should return to their country, with an increase of 3% since Wave III.

Close to half of Jordanians (45%) feel that the international community is doing all they can to support refugees in Jordan, compared to 44% during Wave III.

Jordanians were almost equally split on the opinions towards keeping Jordan's borders open to accept refugees, with a decrease of 4% from Wave III.

Figure 16. Perceptions & attitudes towards refugees

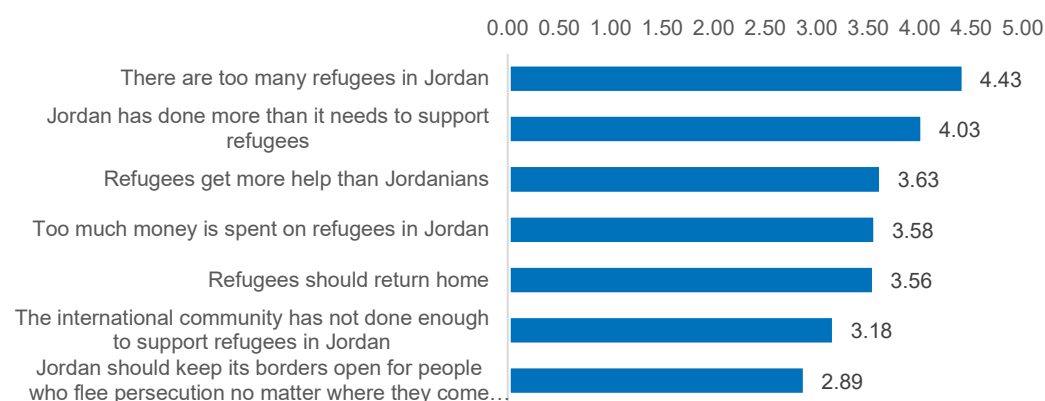
Percentage of respondents



Note: figures do not add up to 100 per cent due to rounding

Figure 17. Perceptions & attitudes towards refugees – Wave IV

Mean scores (out of 5)



Mafrq residents had marginally different perceptions and attitudes towards refugees and the assistance given to them, these perceptions were related to their belief that the number of refugees in Jordan was high, and to the perceptions of Jordan's expanded role in supporting refugees.

Furthermore, residents of Mafrq agreed more than any other governorate that the level of help given to refugees is more than what is given to Jordanians, and budgets spent on refugees were high.

Apart from the difference between Mafrq and other governorates, differences -on an overall level- were seen between males and females, where males agreed more on Jordan's extended efforts in supporting refugees, the high budgets spent on refugees, and that the international community needed to do more to support the refugees in Jordan.

General perceptions of & attitudes towards refugees – Summary Comparison with Wave III

Table 5. Perceptions of & attitudes towards refugees – Comparison with Wave III

Percentage of respondents

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	DK
There are too many refugees in Jordan	Wave IV	53%	39%	3%	3%		1%
	Wave III	52%	42%	3%	2%		1%
Jordan has done more than it needs to support refugees	Wave IV	31%	50%	7%	8%	1%	2%
	Wave III	35%	46%	7%	9%	1%	2%
Refugees get more help than Jordanians	Wave IV	28%	34%	9%	22%	3%	4%
	Wave III	29%	40%	11%	13%	1%	6%
Too much money is spent on refugees in Jordan	Wave IV	17%	43%	14%	17%	3%	7%
	Wave III	22%	40%	12%	14%	3%	9%
Refugees should return home	Wave IV	21%	37%	21%	17%	3%	1%
	Wave III	20%	35%	26%	13%	2%	4%
The international community has not done enough to support refugees in Jordan	Wave IV	12%	33%	14%	26%	7%	7%
	Wave III	12%	32%	10%	26%	7%	13%
Jordan should keep its borders open for people	Wave IV	8%	32%	14%	27%	16%	2%

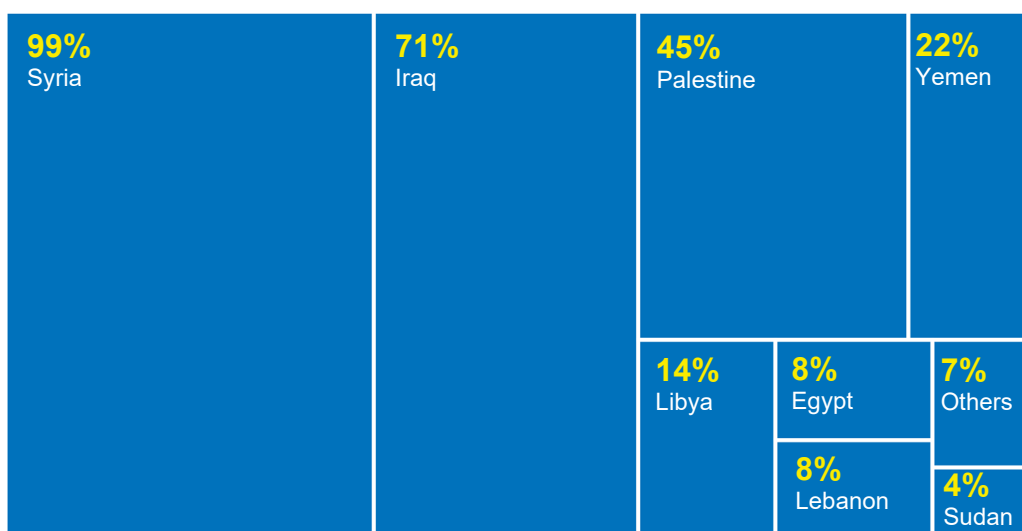
who flee persecution no matter where they come from	Wave III	12%	32%	16%	27%	8%	5%
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Refugees' Country of Origin

Almost all respondents reported that refugees came from Syria, followed by Iraq, Palestine, and Yemen; where 99% of respondents answered that refugees were coming from Syria, 71% of respondents said that refugees were coming from Iraq, and 45% said refugees were coming from Palestine.

Figure 18. Perceptions on where refugees are coming from

Percentage of respondents stating the refugees' country of origin



Perceptions on the impact of refugee crisis and support

Respondents' view on economic impact due to refugees

In Wave IV, 45% of respondents stated that they / their family member(s)' economic situation was impacted by refugees, compared to 59% in the previous wave.

Fewer females said that their personal / household economic situation was impacted due to refugee crisis, a similar pattern was seen among the younger age groups where respondents below 45 years reported they were less economically impacted due to refugees.

More respondents in Mafraq stated that their personal/household's economic situation was impacted by the refugee crisis - compared to other locations of the survey.

Figure 19. Personal/Household's economic impact due to refugees

Percentage of respondents

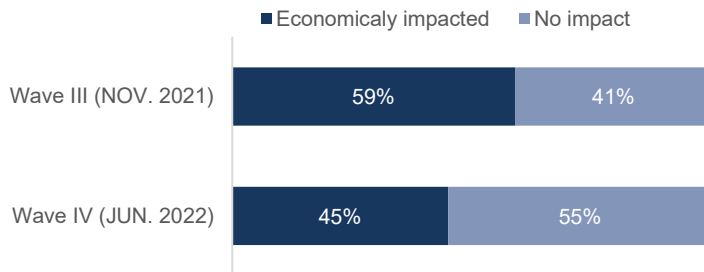
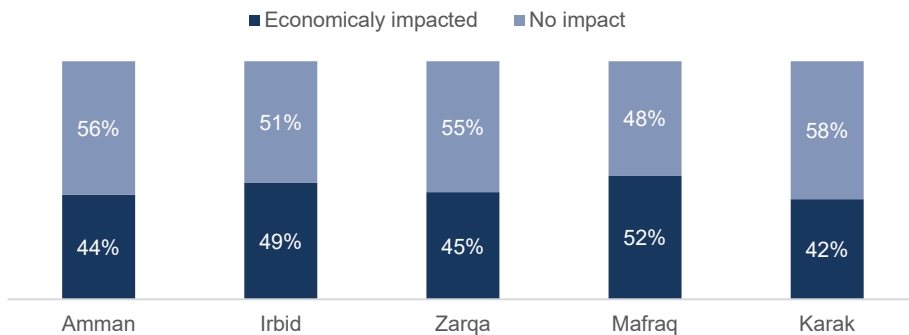


Figure 19. Personal/Household economic impact due to refugees – Governorate

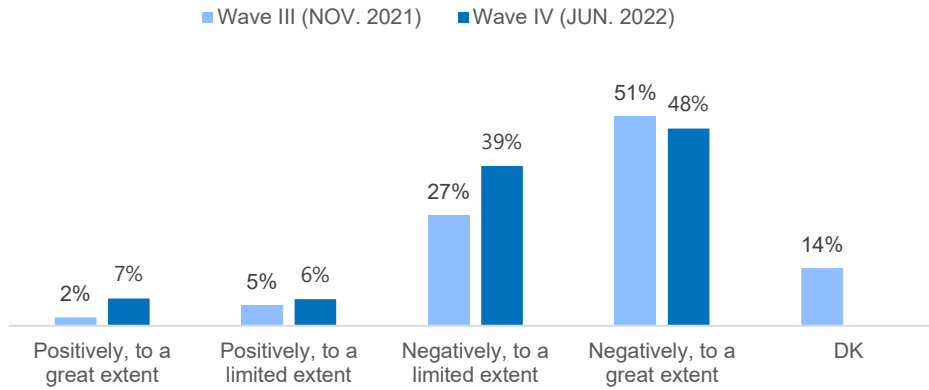


How they were affected...

In Wave IV, more respondents (13%) reported that they were positively impacted by Syrian refugees compared to (7%) in Wave III.

Figure 20. Economic impact levels

Respondents who were economically impacted



Note: figures do not add up to 100 per cent due to rounding

Perception on the impact of refugees on employment prospects

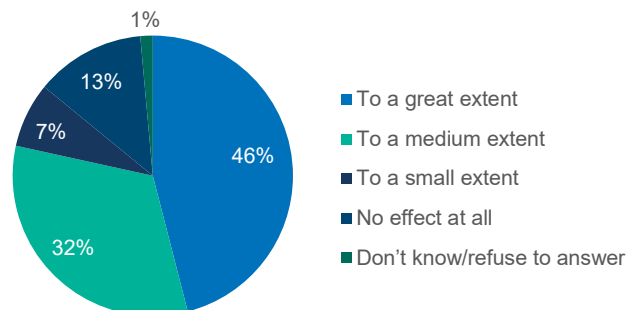
13% of Jordanian stated that refugees didn't affect the employment of Jordanians.

While 85% of Jordanians believed that employment prospects in Jordan were impacted by refugees.

Respondents in the age groups of 18 to 24 years believed more that the employment prospects were impacted by refugees, while gender having no impact on respondents' perceptions.

Figure 21. Perceived impact on employment prospects

Percentage of respondents



Note: figures do not add up to 100 per cent due to rounding

Inclusion & support

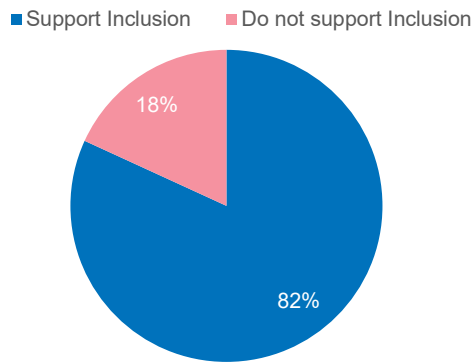
Perceptions on refugee inclusion

Jordanians were open towards the inclusion of refugees in national systems (i.e., education and health), as the majority (82%) supported this inclusion.

However, females were showing more support than males at (84% and 80%, respectively), similarly, more respondents in the age group (18-24 yrs.) support the inclusion of refugees in national systems.

Figure 22. Perceptions on the inclusion of refugees

Percentage of respondents

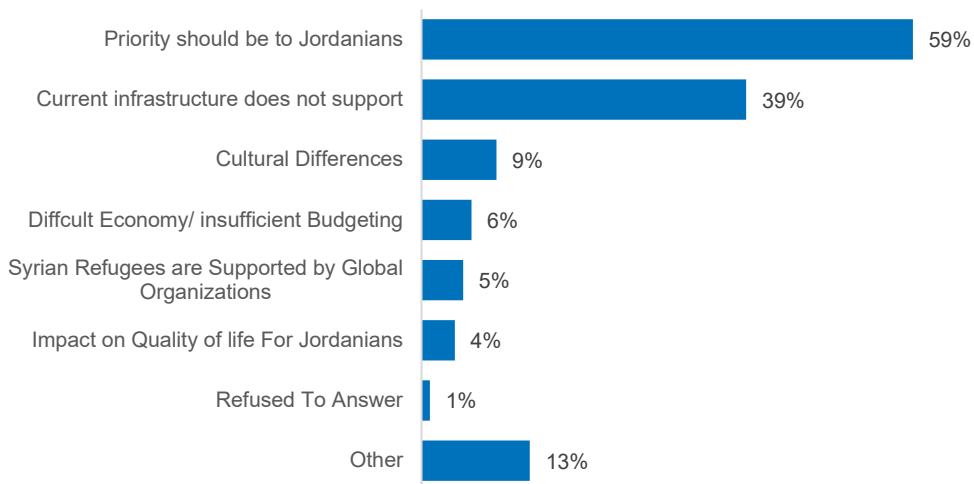


Reasons for not supporting refugee inclusion

The reasons for Jordanians who do not support refugee inclusion in national systems were justified by the fact that priority should be given to Jordanians, followed by the concerns with current infrastructure.

Figure 23: Reasons of not supporting inclusion of refugees

Percentage of respondents who do not support inclusion of refugees



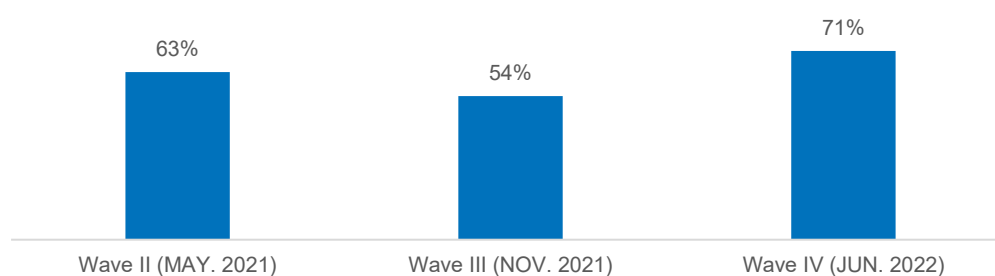
Jordanians supporting refugees

In Wave IV, more Jordanians reported that they supported refugees in Jordan with significant increase from previous waves.

While no major differences are seen across the governorates, gender, or age; some differences were seen on employment levels, where employed respondents (77%) more than unemployed respondents reported they had supported refugees (65%).

Figure 24. Jordanians supporting refugees

Percentage of respondents reported to have supported refugees



Border opening & return intentions

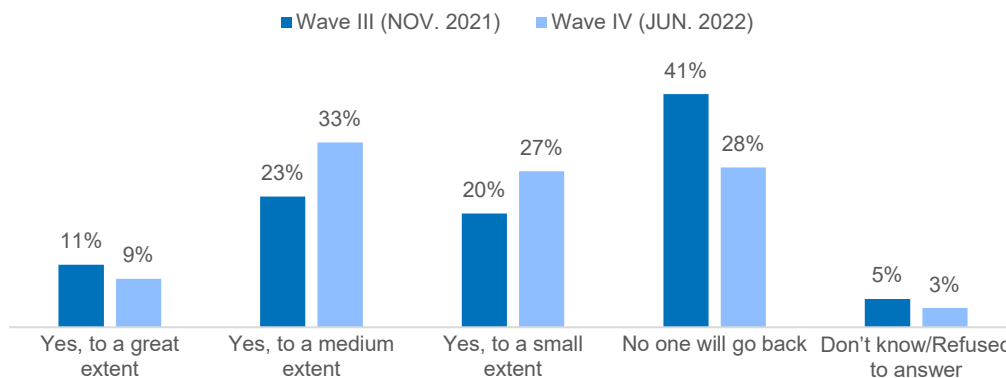
Perceptions of Syrian refugees' return intentions

Fewer Jordanians (28%) in Wave IV believed that Syrian refugees will return to Syria compared to 41% in Wave III.

While no major differences were seen across governorates and different age groups, it was observed that males believed slightly more than females that refugees will not return even after the opening of the border.

Figure 25. Borders opening effect on refugees return intentions

Percentage of respondents

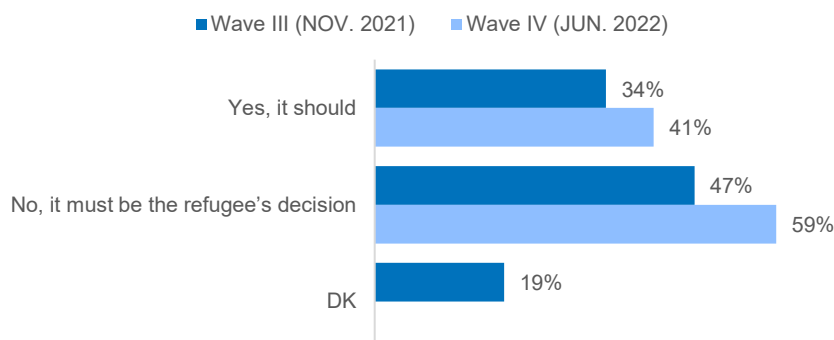


Perceptions on Government role in sending refugees back home

More than half of the sample stated that refugees should be able to decide on whether they should return to their country or stay in Jordan, which is higher by 12% since November 2021. More males than females stated that sending refugees back home is the government role, with no major differences between the age groups of respondents.

Figure 26. Perceptions on Government role in sending refugees back home

Percentage of respondents

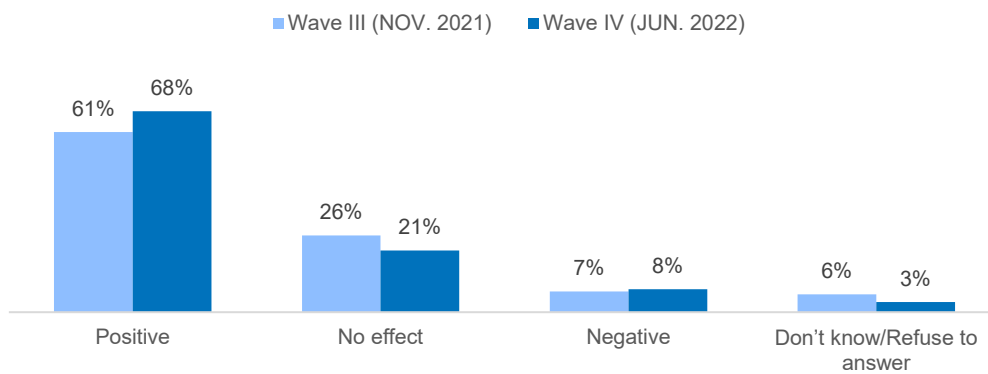


Perceptions on the impact of refugees returning home

Jordanians believed -whether refugees decide or are forced to return to their country of origin - that it will have a positive impact on Jordanian economy, a view supported by 7% more respondents than in November 2021. Slightly more respondents in older age groups agreed that the return of refugees will have a more positive impact on the economy.

Figure 27. Perceptions on economic impact due to refugee return

Percentage of respondents



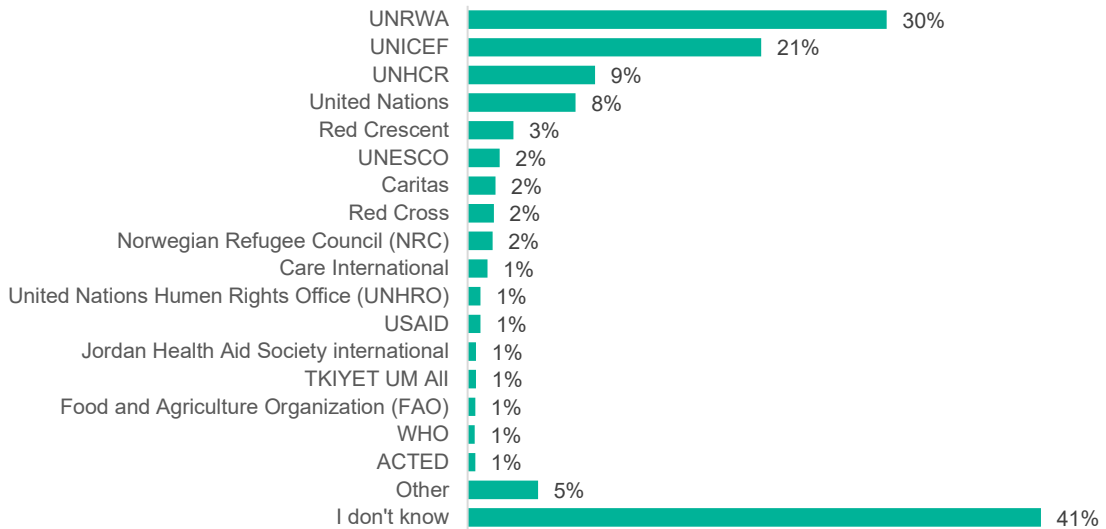
Perceptions on international community's support to refugees

Organizations supporting refugees in Jordan

When respondents were asked about organizations supporting refugees in Jordan, 30% mentioned UNRWA, followed by UNICEF (21%) and UNHCR (9%)

Figure 28: Awareness of other organizations supporting refugees in Jordan

Percentage of respondents

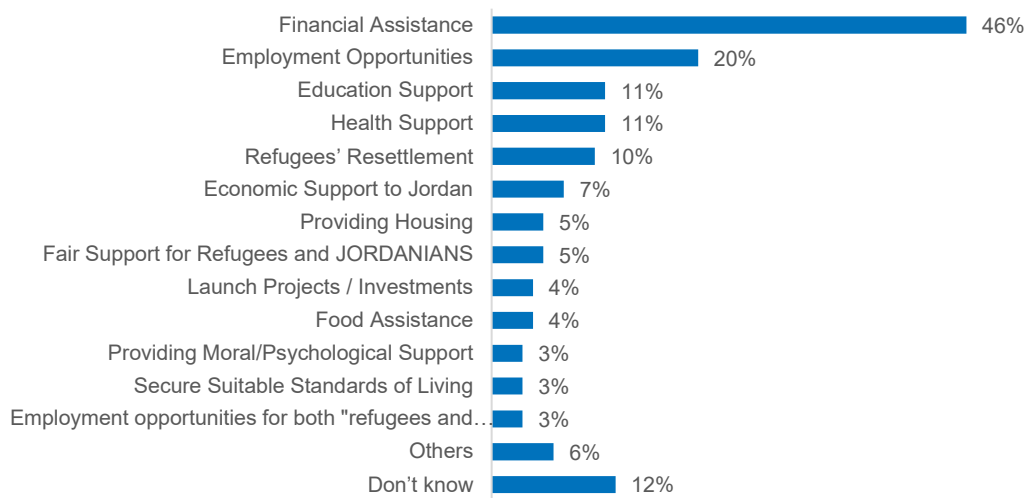


Perceptions on the support needed from international community towards refugees and Jordanians

Financial assistance came as the most perceived support needed from the international community to refugees as well as Jordanians.

Figure 29: What is needed from the international community to better support refugees and Jordanians alike

Percentage of respondents

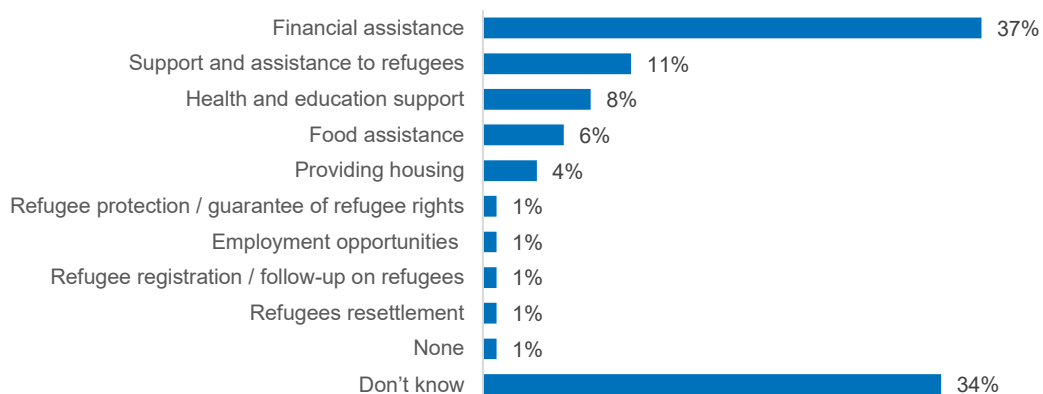


UNHCR's perceived role

37% of respondents stated that the role of UNHCR in Jordan is to support refugees financially, while 34% of respondents do not have any knowledge about UNHCR's role.

Figure 30: Knowledge on the main role of UNHCR in Jordan

Percentage of respondents



Conclusions

The findings of Wave IV related to the perception of Jordanians towards refugees in the country concluded, that sympathy levels towards refugees escaping conflicts and persecution in their home countries were high in Wave IV as well as in previous waves. Sympathy levels towards people coming to Jordan seeking better economic opportunities were also high, but they were lower - compared to the sympathy levels towards refugees who escaped conflicts.

Jordanians have positive views towards refugees and these views did not change much over the last 6 months.

The perception of the Jordanian Government's approach and response towards refugees remained positive as in previous waves.

Many Jordanians believe that Jordan is hosting many refugees, and that the country has gone the extra mile to support refugees, and furthermore; many Jordanians believe that major support and high budgets are provided to refugees in Jordan.

Half of the respondents in Wave IV reported that they have been economically impacted by the refugee crisis in a negative way, a similar finding as in previous surveys. Also, most respondents believed that refugees are impacting employment prospects in Jordan.

As borders are open now, two thirds of Jordanians in waves III & IV believe that the economic impact due to refugees' return will be positive, and more than half of respondents in Wave IV stated that any return should be the refugee's own decision.

A high agreement was seen on the fact that financial assistance and providing employment opportunities are required from the international community to support both Jordanians and refugees.

Lastly, slightly over a third of the sample in Wave IV had no knowledge on the main role of UNHCR in Jordan, while more than a third of respondents stated that the financial assistance is one of the key roles of UNHCR, with the remaining respondents mentioning various roles of UNHCR related to improving the standard of living of refugees.

About UNHCR

UNHCR, the United Nations High Commissioner for Refugees (or the UN Refugee Agency), is a global organization dedicated to saving lives, protecting rights, and building a better future for refugees, forcibly displaced communities, and stateless people.

UNHCR Jordan is now present in three main offices across the Kingdom (Amman, Irbid and Mafraq) and is co-managing Jordan's two main refugee camps, Azraq and Zaatari.

UNHCR works closely with the Government of Jordan and numerous other national and international partners and agencies in providing protection and assistance to refugees and asylum-seekers, as well as to Jordanian communities affected by the refugee influx.

About Headway

With a vision to be a leading insights' provider in Jordan and the region, Headway was established to capitalize on over 2 decades of market research experience by professionals who are passionate about market research to support the success of organizations by translating data into valuable and actionable insights. Our mission is to provide you with the most scientific and accurate insights to support our clients to lead the way.

ANNEX “A”: Main Indicators

	Indicator / Wave	Wave II	Wave III	Wave IV
1	% Of Jordanians who are Sympathetic towards people who come to Jordan to ESCAPE CONFLICT AND PERSECUTION	94%	93%	96%
2	% Of Jordanians who are Sympathetic towards people who come to Jordan to SEEK BETTER ECONOMIC OPPORTUNITIES	81%	85%	81%
3	% Of Jordanians who have POSTIVE perceptions towards refugees	NA*	NA*	80%
4	% Of Jordanians whom their views did not change towards refugees in the past 6 months	NA*	NA*	84%
5	% Of Jordanians who have Positive Perceptions on Jordanian Government’s APPROACH Towards Refugees	79%	76%	81%
6	% Of Jordanians who believe that Jordanian Government’s RESPONSE Towards Refugees is sufficient	89%	89%	93%
7	% Of Jordanians who agree that there are too many refugees in Jordan	95%	94%	92%
8	% Of Jordanians who agree that Jordan has done more than it needs to support refugees	86%	81%	81%
9	% Of Jordanians who agree that Refugees get more help than Jordanians	72%	69%	62%
10	% Of Jordanians who agree that too much money is spent on refugees in Jordan	66%	62%	60%
11	% Of Jordanians who agree that refugees should return home	66%	55%	58%
12	% Of Jordanians who agree that the international community has not done enough to support refugees in Jordan	56%	44%	45%
13	% Of Jordanians who agree that Jordan should keep its borders open for people who flee persecution no matter where they come from	58%	44%	40%
14	% Of Jordanians who believe that their Personal / Household economic was impacted due to refugees	NA*	59%	45%
15	% Of Jordanians who agree that refugees have an impact on Employment Prospects of Jordanians	NA*	NA*	86%
16	% Of Jordanians who support the inclusion of refugees	NA*	NA*	82%
17	% Of Jordanians who have ever supported refugees	63%	54%	71%
18	% Of Jordanians who believe that Syrian refugees will return home	NA*	54%	69%
19	% Of Jordanians who believe that refugees’ going back home is the refugee’s decision	NA*	47%	59%
20	% Of Jordanians who Perceive a positive economic impact if refugees return home	NA*	61%	68%

*Indicator was not included in this wave

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PERCEPTION OF REFUGEES IN JORDAN

Wave IV Survey

July 2022



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