Introduction

Restrictions imposed to reduce the spread of the COVID-19, while protecting health have had unintended but significant economic and social repercussions for those living in Jordan, particularly pronounced for the most vulnerable. To be able to respond to emerging needs, World Vision (WV) undertook a multi-sector Rapid Needs Assessment.

RNA Objectives

• Determine refugees’ and host community’s most important and urgent needs related to livelihoods, education and child protection;
• Determine level of knowledge and awareness of specific behaviours that will prevent the spread of COVID-19 and better understand the health and WASH resources available to the population;
• Have an evidence-based approach to inform World Vision International’s (WVI) programming response to the COVID-19 emergency.

Methodology

Data was collected through phone surveys with refugees and host community members in Amman, Irbid, Mafraq and Zarqa governorates. World Vision relied on its existing beneficiary database for this exercise as remote data collection required an established beneficiary list with active phone numbers. The total sample was calculated using 95% confidence level, 5% margin of error across the database. An additional sample was added to ensure results from WV’s JPF project were statistically significant at the project level.

A total of 470 surveys were completed with efforts made to ensure an equal number of males and females were sampled and a 65:35 quota for Syrians and Jordanians respectively.
The **top 3 most urgent needs** reported by the respondents were:

- Cash for basic needs **63%**
- In-kind food assistance **56%**
- Educational services **30%**

Respondents living in camps expressed a much greater need for cash and in-kind assistance.

98% of the respondents felt they had enough information about COVID-19 but less than half are able to cite all 3 major signs of infection.

46% of respondents reported relying on humanitarian aid to meet their needs during the curfew. This percentage increased to 74% for camp residents.

Only 42% of the respondents have jobs, and out of those, only 20% were able to continue their work during the lockdown.

78% of the respondents reported feeling stressed during the curfew mainly because of:

- Household income
- Strained family relations
- Their children’s education

Syrian refugees living outside of camps report the highest levels of stress, with 95% reporting feeling stressed compared to 54% inside camps.

78% of the respondents reported feeling stressed during the curfew mainly because of:

- Household income
- Strained family relations
- Their children’s education

Livelihoods

- Half or respondents reported they are **feeling stressed because of their family economic situation.** Levels of stress related to income were more strongly felt among Syrians living outside of camps (86%) compared to refugees living in camps (28%).
- 63% reported a **decrease in household income** since the beginning of the curfew, by the following percentages: Of those, 82% reported that their income decreased by at least half, 41% lost their entire income, (increasing to 58% for respondents who have a disability).
- **Cash for addressing basic needs** was identified by respondents as the priority need, followed by in-kind food support.

COVID-19 Awareness and Resources (Health)

- Only 49% of respondents know, reduced to 25% for camp residents. There is need to increase awareness to enhance identification and isolation of cases.
- **Soap** is affordable for only 53% of refugees living in camps.
- Knowledge on facemasks and gloves for personal protection against COVID-19 is low, especially in camps.

Maintaining social distance remains challenging, therefore adequate knowledge and use of such protective personal equipment is essential.

Education

- Education came in as the **3rd most urgent need** following cash and food.
- 87% of respondents have **access to internet connection** at home. 57% of respondents with internet said it is not reliable enough for online learning.
- Around 72% of children are **attending public classes through Darsak platform** (learning platform by government). 72% of children access this platform through TV, 6% through internet, and 22% use both channels.
- **Most popular platforms for accessing online education** are TV (62%), WhatsApp (51%) and Facebook (10%).

Child Protection

- 61% of caregivers report that their **children have shown signs of frustration** during COVID-19 lockdown.
- 48% of caregivers are unable to control their frustrations of the current situation in front of children (increasing to 67% for Jordanians).
- **More than half** of parents have found difficulties to positively discipline their children at times during lockdown.