

Perception of Refugees in Jordan Survey (Wave II)

FINAL REPORT

THINK



DO

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1. ABOUT UNHCR

UNHCR, 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.

They work to ensure that everybody has the right to seek asylum and find safe refuge, having fled violence, persecution, war or disaster at home.

Since 1950, UNHCR has faced multiple crises on multiple continents, and provided vital assistance to refugees, asylum-seekers, internally displaced and stateless people, many of whom have nobody left to turn to.

2. ABOUT NAMA

NAMA is a technology driven strategic intelligence solutions provider to key stakeholders in the public and private sectors. NAMA strives to advance political, social and economic development in the MENA region, and more specifically in Jordan by utilizing over 100 years of combined collective experience in polling, research, security, business consultancy, investments, monitoring and evaluation, and sustainable socio-economic development.

We retain a highly experienced and agile team of researchers, consultants, experts, economists and analysts that enrich and drive our multi-disciplinary approach to transforming raw and big data into actionable intelligence that enable strategic decision making with our clients; who share our mission of enabling an environment that facilitates socio-economic development and policy making.

3. EXECUTIVE SUMMARY

The Perception of Refugees in Jordan Survey (Wave II) took place during the month of May. The sample comprised of 3,216 Jordanians from Amman (1754), Irbid (925), Karak (273), and Mafraq (264). The survey tool itself was designed by UNHCR.

Respondents were first asked to indicate whether they were sympathetic towards people who come to Jordan to escape conflict and persecution for reasons of race, religion, ethnicity, nationality, membership of a particular social group or political opinion as well as those who seek better economic opportunities and a better future for themselves and their children. Respondents maintained the pattern of their tendency towards refugees in Jordan as wave 1's findings illustrated in October-2020, where they indicated in May-2021 that they are more "very sympathetic" towards those who escape conflict and persecution (56%) than those who come to Jordan to seek better economic opportunities (32.4%). But it is worth noting that there is a noticeable decline estimated by more than 6 points, when talking about those who are "Very Sympathetic" towards those who are seeking better economic opportunities and better future in May-2021.

When asked about the governments approach towards refugees, the respondents seemed to agree that the Jordanian Government's approach towards refugees was positive (79%) with decreasing can be observed by almost 4 points in May-2021 comparing with wave 1's findings and 89% of respondents graded the Jordanian Government response towards refugees as "over sufficient", "very sufficient", or "somewhat sufficient", when comparing this result with wave 1 in October-2020 we can observe that there is a considerable increasing for those who graded the Jordanian Government as "over sufficient" or "very sufficient", estimated by 9 points and 7 points, respectively. This goes together and shows a relatively unified opinion on what the government has been and still is offering refugees.

The majority of respondents coinciding with how they described the Jordanian public perception of refugees. As when they were asked how they would describe the Jordanian public perception of refugees, 63% said positive with decline by 1.2 points in May-2021 comparing with October-2020, and when they were then asked what their opinion of refugees in Jordan is, 46% indicated that they were empathetic towards them, 18% said that they forced to leave their home country, 9% had a positive view, and 3% they illustrated that they need help.

The respondents were then asked to what extent they agree or disagree with a number of statements. 95% of respondents agreed with the statement that says "there are too many refugees in Jordan", 86% illustrated that they are agreeing with the statement that says, "Jordan has done more than it needs to support refugees", as well as 74% think Jordan should focus on helping Jordanians not refugees. This gives a negative indicator as to where the opinion of Jordanians might be headed, especially considering the economic circumstances. To further exacerbate the situation, 72% think that refugees get more help than Jordanians. When looking more in-depth to how the different demographics answered to this statement, it becomes clear that respondents from Mafraq agree the most with the statement, followed by Irbid and then Karak, whereas Amman is the most likely to disagree. Looking at income, the

higher the respondents' income the more likely they are to disagree that refugees get more help than Jordanians.

Respondents were also split on whether refugees should be deported back to their home countries with 48% thinking that they shouldn't, and 30% thinking that they should be. However, the large majority (77%) believe that refugees do deserve our support.

Going back to the potential consequences of the current economic situation on Jordanians' perception of Refugees, 19% of respondents said that the impact of Covid-19 has changed their opinion on refugees positively even though 95% of respondents indicated that Covid-19 has had a negative impact on their economic situation.

Moving on to organizations help refugees in Jordan, the top four organizations respondents have mentioned were UNRWA, UNICEF, UNHCR, respectively. The least mentioned were UN and Red Crescent, respectively.

When analyzing the respondents' opinions on the main role of UNHCR, nearly 16% of the respondents confirmed that UNHCR's main role is to provide refugees with In-Kind aids such as clothes and food, followed by those who believe the main role of UNHCR is to Provide assistance and support all refugees in general without mentioning their nationality or the sort of the assistance, almost 13% of the respondents think that UNCHR support the refugees with financial aids, and 5.5% they emphasized that UNHCR's main role is managing and monitoring the refugees affairs. It is worth mentioning here that more than third (36.1%) of the respondents do not know what the main role of UNHCR is.

Conclusion

In general terms, the study finds that there were some components that could be enhanced for future waves. First, the survey should have more defined sections. For example, all questions pertaining to the economy should grouped together, and the same goes for questions addressing sympathy, and so forth.

It is also suggested that the section on sympathy is expanded to include further questions. This is to extrapolate respondents' perceptions, attitudes, and behaviors. Such questions can include, "How sympathetic would you be towards refugees, when the crisis in their home country ends?".

There were a number of responses worth highlighting. For instance, some respondents indicated that Jordanians need help beside the refugees, Palestinians need help, and all those in need of help should be supported.

It is also worth noting that many respondents conflate international organizations together, and notably they do not necessarily distinguish between the roles of USAID, UNHCR, and other UN agencies. There were also many respondents who stated that they did not know when asked "what organizations come to mind when you think about organizations that help refugees?" and "what do you say the main role of UNHCR in Jordan is? Please describe".

4. KEY FINDINGS

Introduction

NAMA Strategic Intelligence Solutions (NAMA) conducted the Perception of Refugees in Jordan Survey - Wave II for United Nations High Commissioner for Refugees (UNHCR) in Amman, Irbid, Mafrq, and Karak governorates in Jordan. The survey was conducted in May 2021, encompassing a sample of 3,216 respondents from the four governorates, interviewed over the phone, using electronic tablets through over-the-phone interviews (CATI). The survey comprised of 6 sections: Sympathy toward Refugees; the Jordanian Government and Refugees; Perceptions toward Refugees; Syrian Refugees in Jordan; COVID-19 Implications; Perceptions of UNHCR, Local and International NGOs.

Sympathy toward Refugees

When comparing between the sympathy patterns in October-20 and in May-21, it is found that respondents now tend to be more tentative, as the percentage for those indicating “somewhat sympathetic” became higher than those stating “very sympathetic”.

As done with the previous study (Wave I), the respondents were initially asked to indicate the level of sympathy towards refugees, emphasizing the UNHCR’s definition of refugees, which illustrates that a displaced person is one who escapes conflict and persecution for reasons of race, religion, ethnicity, nationality, or membership of a particular social group or political opinion. In terms of general support and acceptance of refugees, the results mirrored previous findings in which 94% indicated that they were very or somewhat sympathetic towards the aforementioned group. Respondents of all age groups reflected similar perception of the previous study, ranging from 91% to 95%.

The potency also increased with age, similar to the first wave results with the same 10-percentage point more “very sympathetic” than the youngest age bracket of 18-29. Concerning gender, male and female respondents were both highly sympathetic towards refugees while females this time exhibited greater intensity than males, the opposite of the previous wave.

With respect to governorates in this wave, respondents from Amman and Irbid indicated the same level with 94% (sympathetic and somewhat sympathetic), albeit those from Irbid felt stronger sympathy. Respondents from Mafrq and Karak illustrated 92% and 90%, respectively, which is similar to the previous wave. It is interesting to note that 9% and 8% respondents from Karak and Mafrq illustrated low sympathy response, both showing higher intensities with regards to their apathy. Various justifications can be given that are in fact contradictory, since one governorate is closer to the border than the other, thus, border proximity may not be a major factor. Another explanation could be pertaining to the significant losses in lives during the pandemic.

When analyzing the results according to the household income levels, there has been an increase in sympathy. Concerning income brackets, sympathy levels increased throughout all brackets with the average being 93.4%. Sympathy levels also intensify as the income bracket increases from <300 (54%) to >1500 (75%). This increase could be attributed to the economic decline during the pandemic, which affected Jordanians of all socioeconomic backgrounds.

Outcomes from the previous study led to the importance of differentiating between refugee and economic migration. To that end, in-depth questions regarding economic migrants were designed for this study. Compared to the previous study, slight decrease in sympathy levels were found (2.5 percentage points).

Positive sympathy levels have been found throughout all the age groups however, they do not reach 90%. Sympathy levels also increase as the age increases with a 10-point percentage difference between the youngest and oldest bracket (86 and 76% respectively).

In terms of governorates, findings show that sympathy levels towards economic migrants are high. However, it is less in comparison to refugees. Nevertheless, the average throughout all governorates is 77.25% with Mafraq and Karak having the lowest (71 and 74% respectively) while Amman and Irbid are higher (83 and 81% respectively) which slightly resembles findings from the previous category that Mafraq and Karak have less levels.

The Jordanian Government and Refugees

Comparing the results of October-20 and May-21, results showed a slight downtick when it came to rating the government's approach. However, results showed a substantial uptick when it came to rating the government's response.

When it comes to government approach towards refugees, 79% affirmed it was positive compared to 11% who saw it as negative while 3% remained neutral (compared to 83.8%, 4.3% and 2.8% respectively).

The majority of the governorate rated the response positively with a (79.5% average), most negative responses came from Amman while the least came from Irbid.

Looking at the government's response, about a 10-point increase in perceived over/very sufficient response (21 and 44 percent respectively). 24% of the respondents consider that the response is somewhat sufficient (compared to 42 last year). The rest of the results show similar responses as last year.

As for the different age groups, the results were similar with around 67% skewing towards over sufficient and very sufficient viewpoint. Evaluations throughout governorates have shown a major uptick with Irbid being the highest this year (70% over/very efficient) in comparison to Mafraq's 53% of the previous year, with the average among all governorates showing a 61.25% over/very sufficient viewpoint.

Perceptions toward Refugees

Nearly two-thirds of the respondents indicated their positive attitude when describing the Jordanian public perception toward refugees, but with a dip estimated by 1 point when comparing that with findings in October-20, as well as a 4-point increase in the negativity.

With regards to refugees, around 19% of the respondents believe that the refugees come from Syria, 14.5% From both Syria and Palestine, 11.3% Syria, Iraq and Palestine, 11.2% Syria and Iraq. The rest of this format also included Yemen. When asked to include other refugees from the aforementioned countries, 41.5% of those who answered (872 participants) stated Libya, with 26.7% said Egypt and 13.1% mentioned Lebanon. The rest mentioned countries in Africa, the Caucasus, and the Balkans.

When asked about refugees, the respondents illustrated lower levels of positivity when it comes to the Jordanian public's perception of refugees. 63% (1.2 points lower than the

previous year) of the respondents stated that Jordanians held a positive review towards refugees, 16 points lower than their views towards the government's approach towards refugees, perception also positively moved with age.

Concerning family income, the lowest and highest economic bracket had the highest percentage points in terms of positivity (67% and 75% respectively) while the brackets in-between where at the best case, 7 percentage points less.

When asked about their opinion towards refugees, 46% indicated that they are empathetic which 15 percentage points is less than last year, which might be considered contradictory when compared to their sympathy scores towards refugees in general (94%). Although new opinions emerged in this study showed that 18% understand that refugees are forced to leave their country with 3% stated that they need help. However, 4% preferred that refugees should return to their home country. Small it may seem to be significant however, those are new opinions that emerged when compared to the last study.

When it comes to gender, females are 10 points more empathetic to refugees; however, this should be taken at face value due to the sample size and to avoid preconceived chauvinistic assumptions about female emotionality. An interesting observation is that it comes to Income brackets, empathy levels increase per bracket until the 1000-1500 mark then, it dips 27 points. In addition to that, 20% of the highest income bracket stated that they prefer the refugees returning home where other brackets response percentage of this statement did not reach half of the highest bracket. Opinions throughout governorates are the same with empathy having the highest rate of response (44-51%).

Syrian Refugees in Jordan

When asked about sympathy levels towards only Syrian refugees, there was not much difference compared with the last wave. Further, the sympathy towards Syrian refugees remained coincide with the general trend of the sympathy towards all the refugees.

When asked about Syrian refugees in specific, 88% of respondents were either very or somewhat sympathetic, compared to 94% previously mentioned in general terms. When comparing these results (May-2021) with the previous wave (October-2020), we found that the respondents kept following the same pattern when analyzing the sympathy trends towards Syrian or refugees overall in Jordan, with slightly increase estimated by less than 1 point.

When distributing the responses of sympathy towards Syrian refugees over the demographics, we find that younger respondents are more likely to be "somewhat sympathetic". Whereas the eldest respondents gravitating to be "very sympathetic", as well as not more than 8% of respondents among the different aged groups reported that, they are "Not sympathetic at all", similar to the trend found in the general question.

Between 85 and 91 percent of the respondents from all governorates were very/somewhat sympathetic, with respondents from Irbid showing the highest level and those from Karak scoring the lowest.

Looking at the responses in terms of income levels, we find that 92% of those earning 300 JOD a month or below gripped high sympathy levels, then, such sympathy levels increase with more income for those who confirmed that they are very or somewhat sympathetic, yet it results show significant increase with more income when analyzing those who are very sympathetic

(52% - 75%), along with considerable decline with more income when looking at those who are “somewhat sympathetic” (40% - 19%), respectively, with income groups.

COVID-19 Implications

Nearly two-thirds of the respondents indicated that Jordanians suffered more than refugees, and almost one-third believing that both suffered at same level (Syrians and Jordanians).

When analyzing the impact of the ongoing global pandemic on both Jordanians and Syrian refugees, 95% of the respondents stated that COVID-19 has had a negative impact on their economic conditions.

Two-thirds of respondents (66%) stated that COVID-19 had a negative impact on Syrian refugees’ situation, while 21% believing that COVID-19 had no impact on Syrian refugees at all, within the similar context, nearly two-thirds of the respondents informed that the Jordanians suffered more than refugees (64%) and almost one-third (30%) believing that both suffered at same level (Syrians and Jordanians) due to the economic COVID impact.

even though 19% of the respondents mentioned that the economic situation of COVID-19 has changed their opinion towards refugees positively there was a slight percentage (4%) constituted negative opinions about Syrian refugees.

Refugees & International Support – Jordan

More than half of the respondents believe that the international community should provide more to support to refugees in Jordan.

When asked about their satisfaction towards the support provided to Syrian refugees by the international community, 7% were satisfied to a great extent followed by 42% satisfied to a medium extent followed by 15% satisfied to a small extent, ending with 27% not satisfied while the rest could not answer (10%). This leads to 64% of the respondents appreciating the level of support, albeit at different intensities.

Within the same context, a large percentage of respondents affirmed in a previous section that “there are too many refugees in Jordan” (95%), “Jordan Has done more than it needs to support refugees” (86%), “the International community should provide more to support refugees in Jordan” (56%). More than one-quarter (27%) of respondents were “not satisfied at all”.

In terms of gender, females showed a higher rate and intensity of satisfaction in which (11 percentage points more). In terms of aged groups and monthly income, we find that younger respondents are more likely to be “satisfied to a medium extent” than older respondents. This line of thought was also similar concerning family income brackets.

Perceptions of UNHCR, Local and International NGOs

The most well-known organizations were UNRWA, UNICEF, UNHCR, and UN, respectively.

Nearly two-thirds of the respondents (63.9%) stated that the main role of UNHCR mostly focus on various services, such as the following: in-kind aids, general assistance, financial aids, and monitoring the refugees’ affairs.

As for organizations helping refugees, UNRWA was mentioned the most with 10.4%, followed by UNICEF with 9.2%, the UNHCR with 5.7%, the UN with 3.3%, and places of worship and CBOs with 2.6%. However, the percentages decrease for the various organizations in Jordan working

to support refugees, as we had a high percentage of those who confirmed that they do not know any organizations helping refugees. This could be attributed to two things: the first is the lack of media coverage and the second is the nature of their work which may not be accessible to Jordanians at the same level as refugees.

When asked about the main role of UNHCR, more than one-third (36.1%) of the completed sample indicated that they were not aware of UNHCR's main role. Around 16% believed support was in the form of in-kind assistance, followed by general assistance (14.5%) and finally through financial aid (12.6%), with the rest of the answers are also refugee related. As such, we can infer that the UNHCR, *among those who know its roles*; is characterized by effectiveness, trust, and Impact. On the other hand, innovation, inclusion of local communities, communication, and local media are areas in which UNCHR can invest.

5. METHODOLOGY AND WORK PLAN

Relying on its rich quantitative research expertise, NAMA conducted the assignment starting on the 4th of May till 27th of May 2021 through a survey of a representative sample comprising of 3,216 Jordanians from Amman (1754), Irbid (925), Karak (273), and Mafraq (264) drawn from a probability stratified sample design. The survey tool was designed by UNHCR.

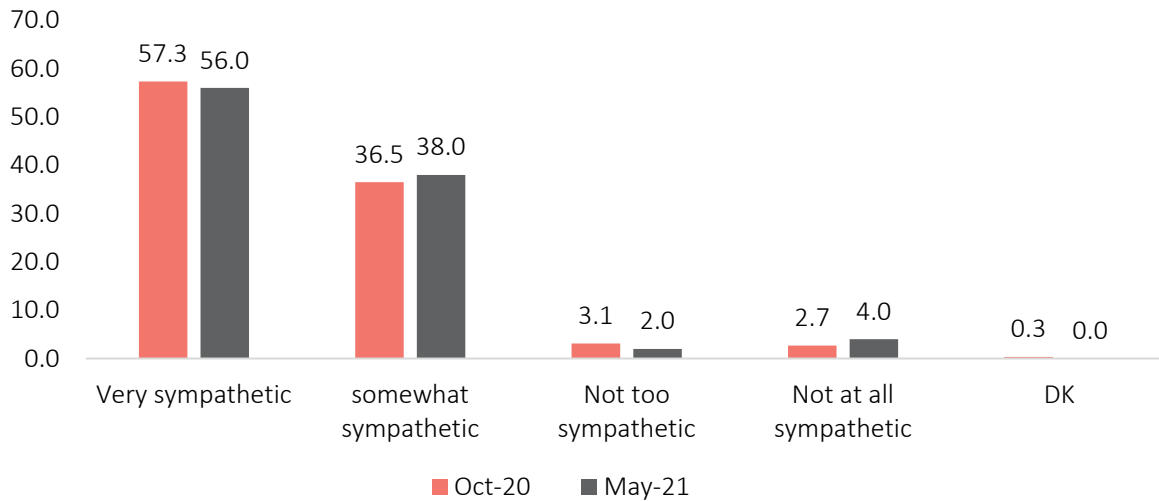
5.1 Data Collection

The data collection phase has been implemented by researchers using electronic tablets through over-the-phone interviews (CATI). At the end of each day, the supervisor receives all the tablets and synchronizes the outcomes directly to the team.

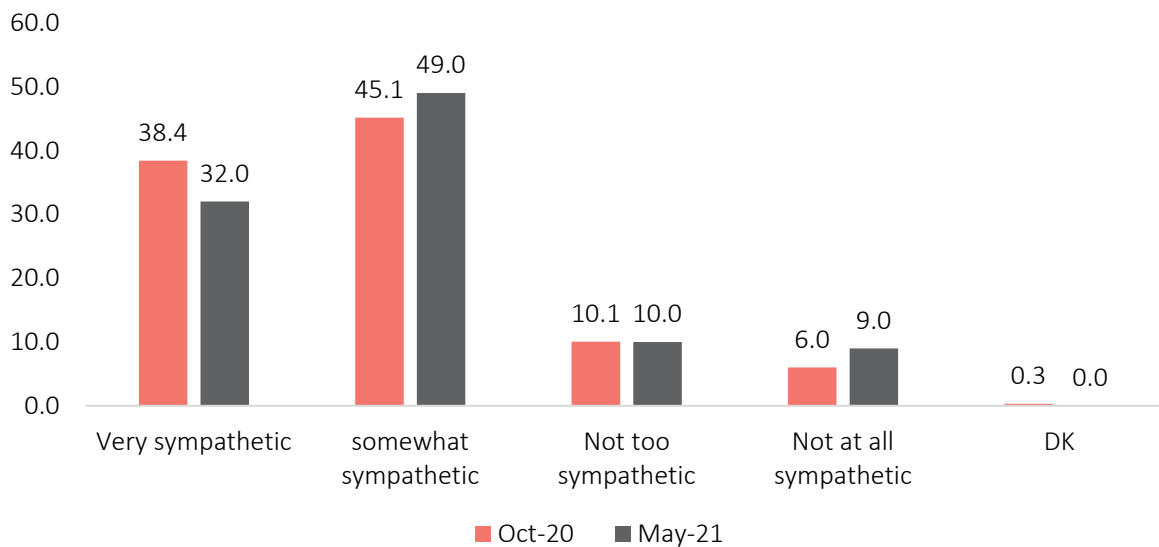
After receiving the completed questionnaires, a data cleaning team goes over each survey to ensure its completion. The team makes sure to review open ended answers and edit them accordingly. There are two functions specifically assigned to the data analysis team. They simultaneously handle the statistical analysis of the close-ended questions in addition to the coding and analysis of the open-ended answers through statistical analysis software such as SPSS & CPro.

6. FULL SURVEY RESULTS

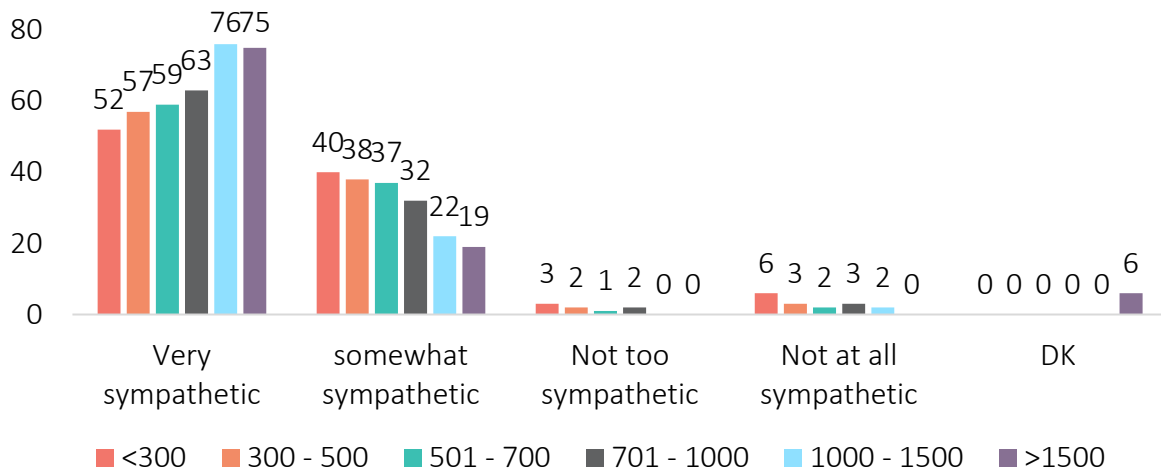
6.1 Generally speaking, how sympathetic are you toward people who come to Jordan to escape conflict and persecution for reasons of race, religion, ethnicity, nationality, membership of a particular social group or political opinion?



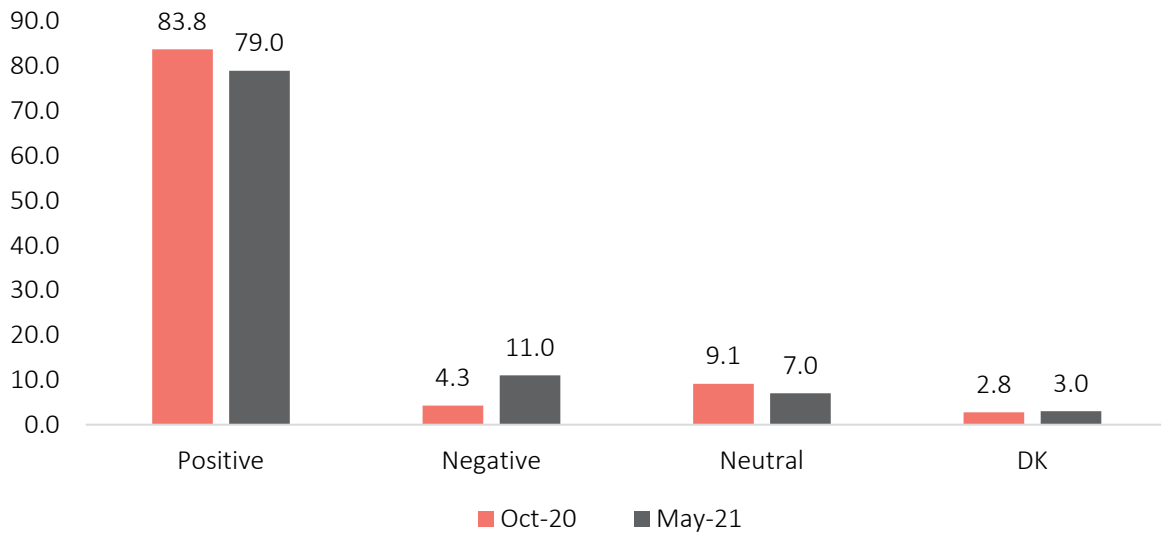
6.2 Generally speaking, how sympathetic are you toward people who come to Jordan to seek better economic opportunities and a better future for themselves and their children?



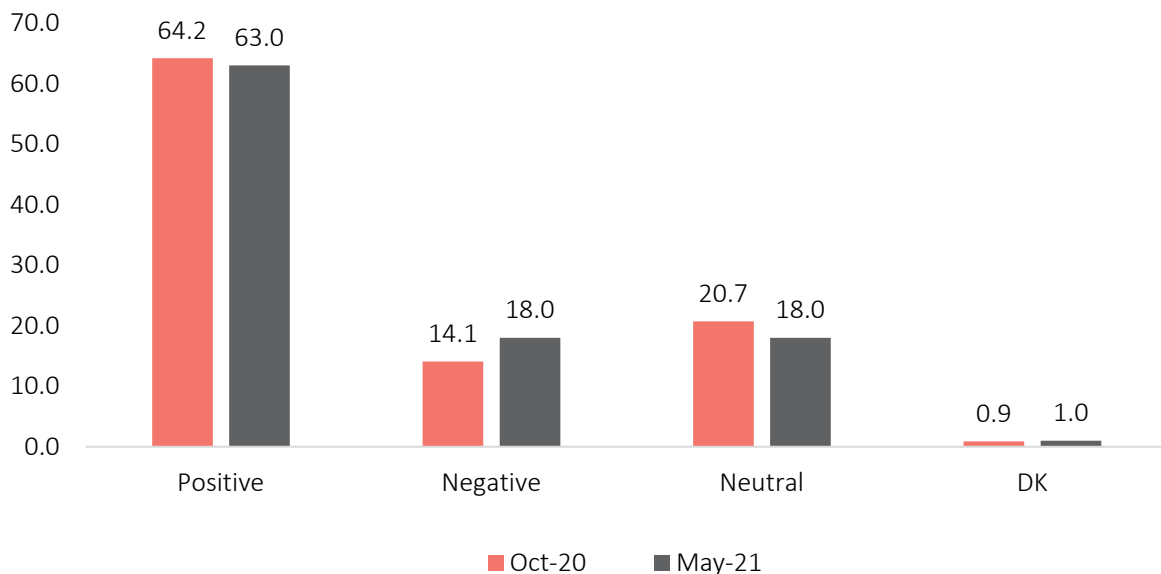
6.2.1 Income



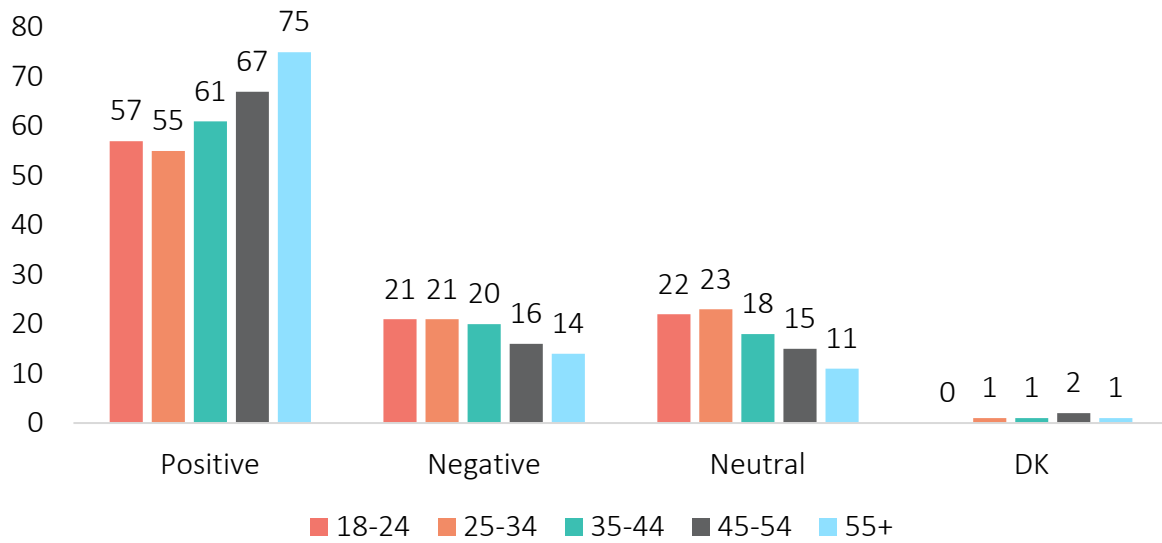
6.3 How would you describe the Jordanian Government’s approach towards refugees?



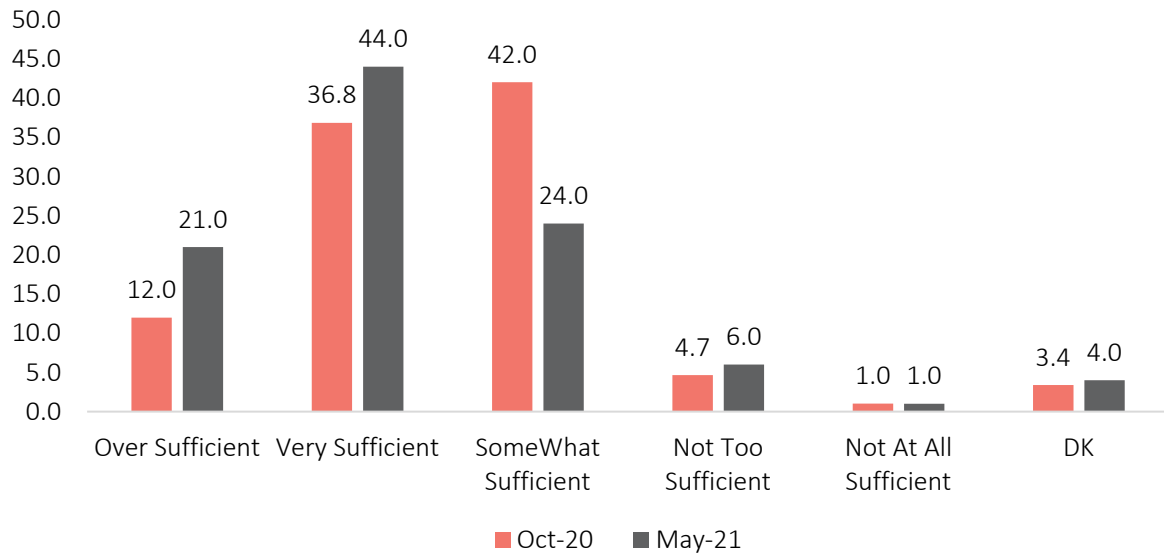
6.4 How would you describe the Jordanian public perception of refugees?



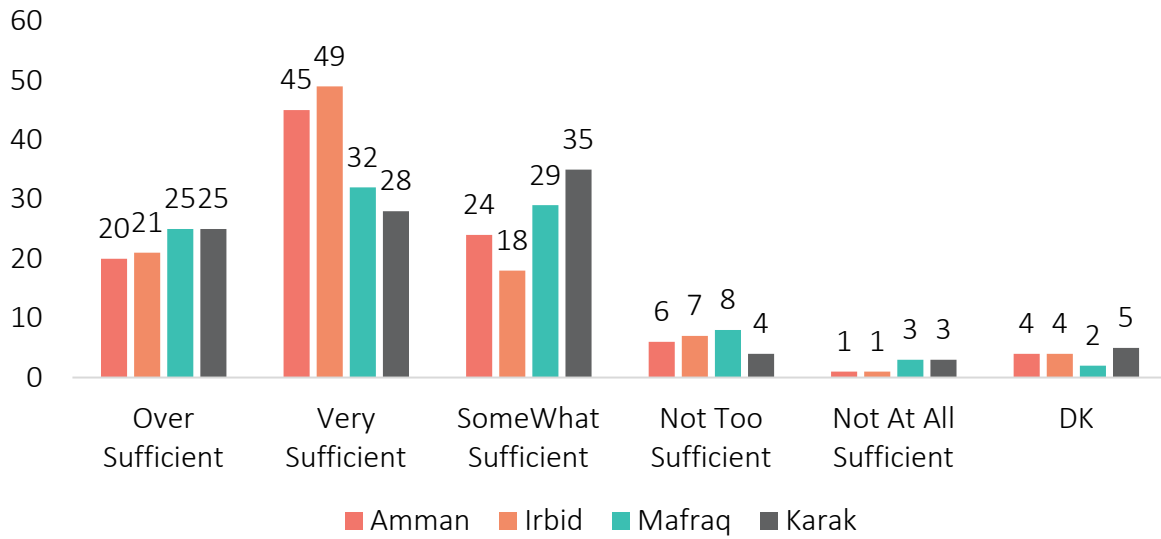
6.4.1 Age



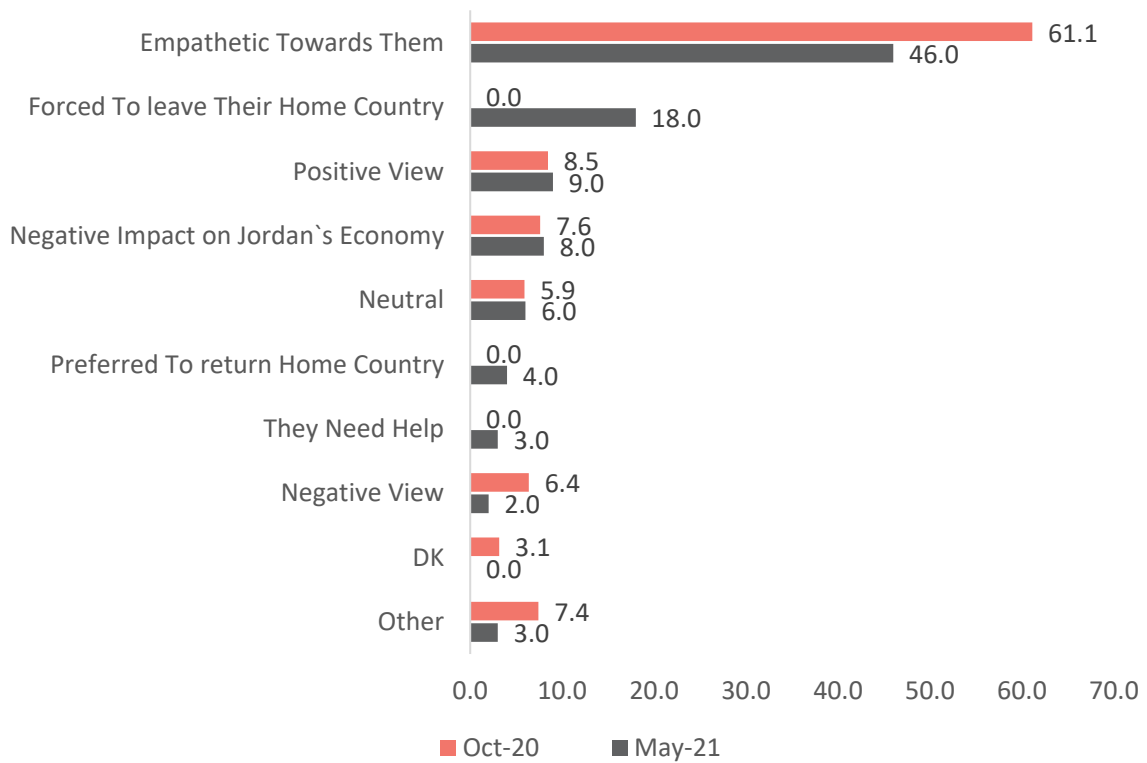
6.5 How would you grade the Jordanian Government response towards refugees?



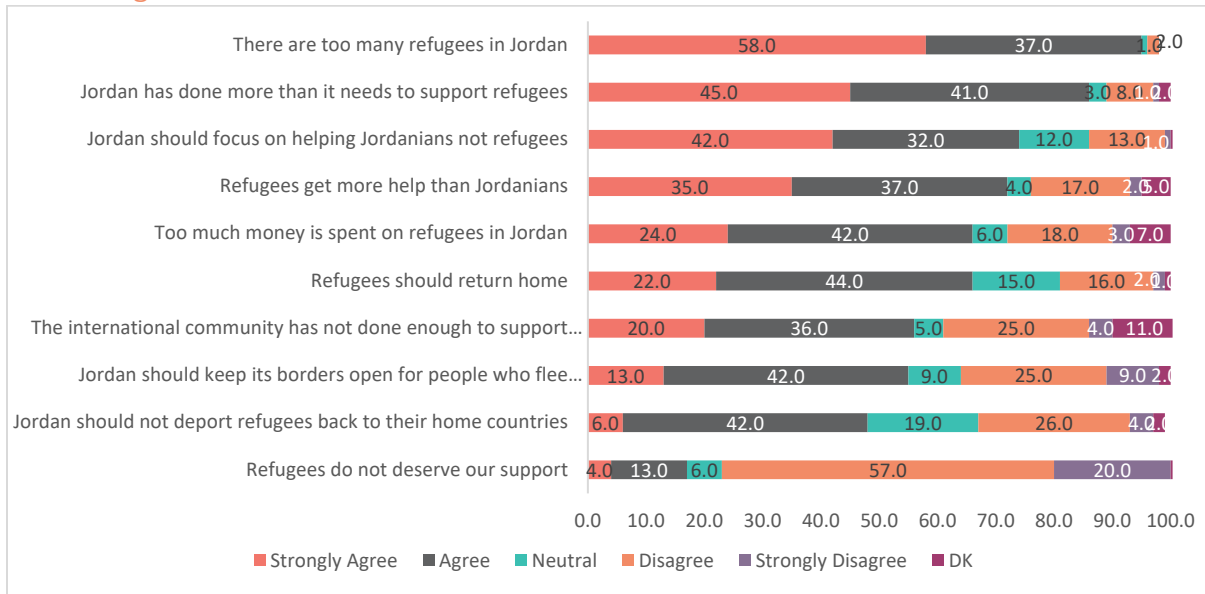
6.5.1 Governorate



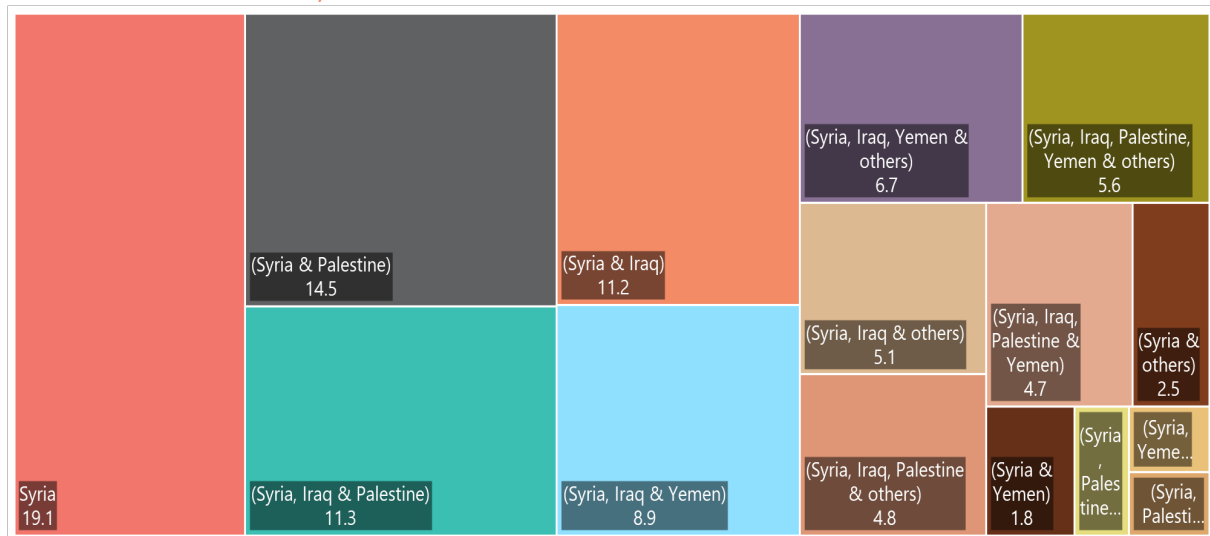
6.6 What is your opinion of refugees in Jordan?



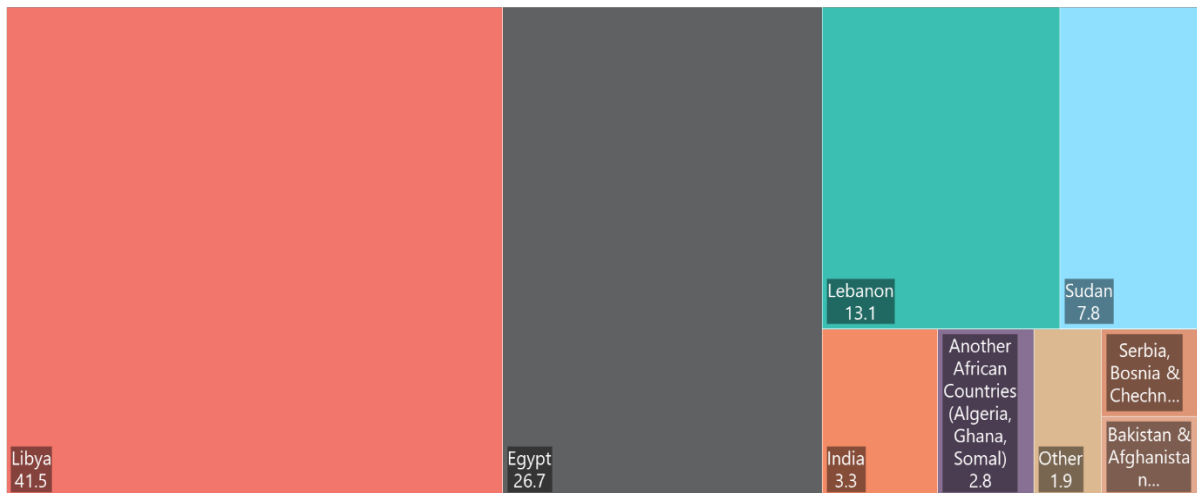
6.7 How much would you agree/disagree with the following statements about refugees in Jordan?



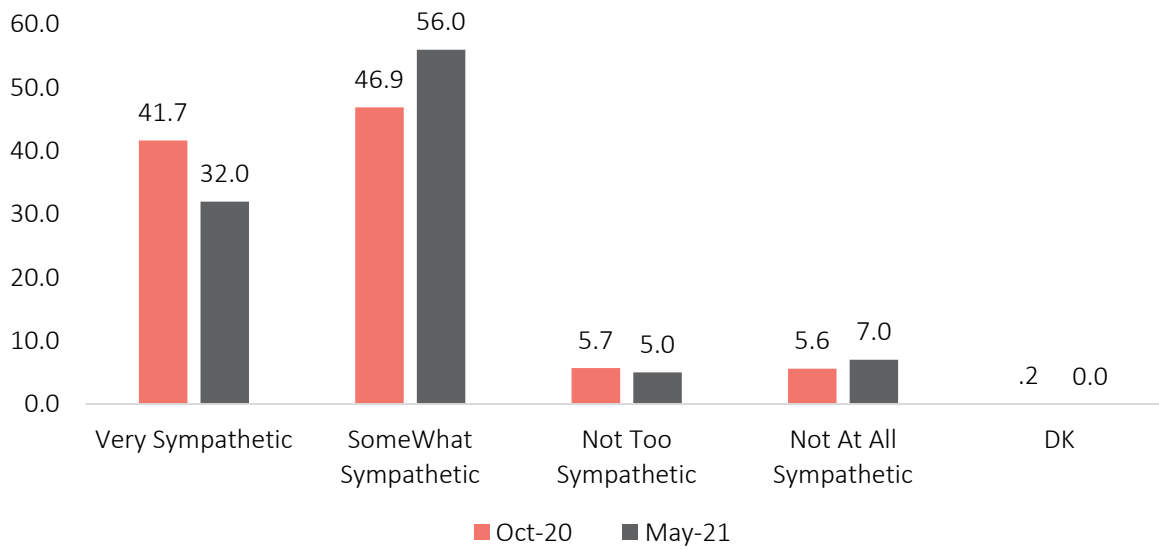
6.8 Where do you think refugees in Jordan come from? Write out all the countries and nationalities you can think of



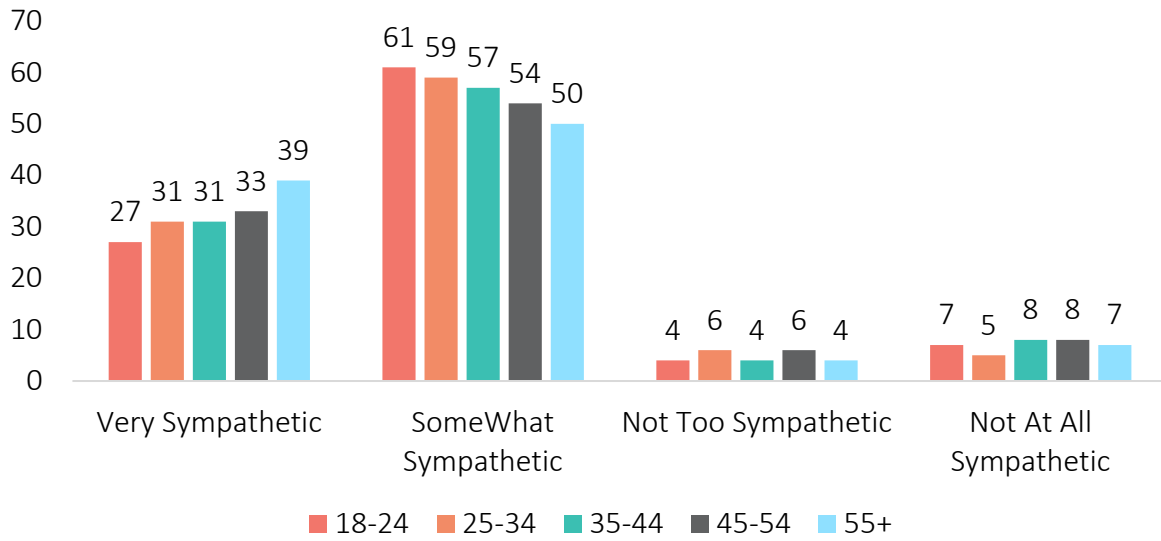
6.8.1 Other



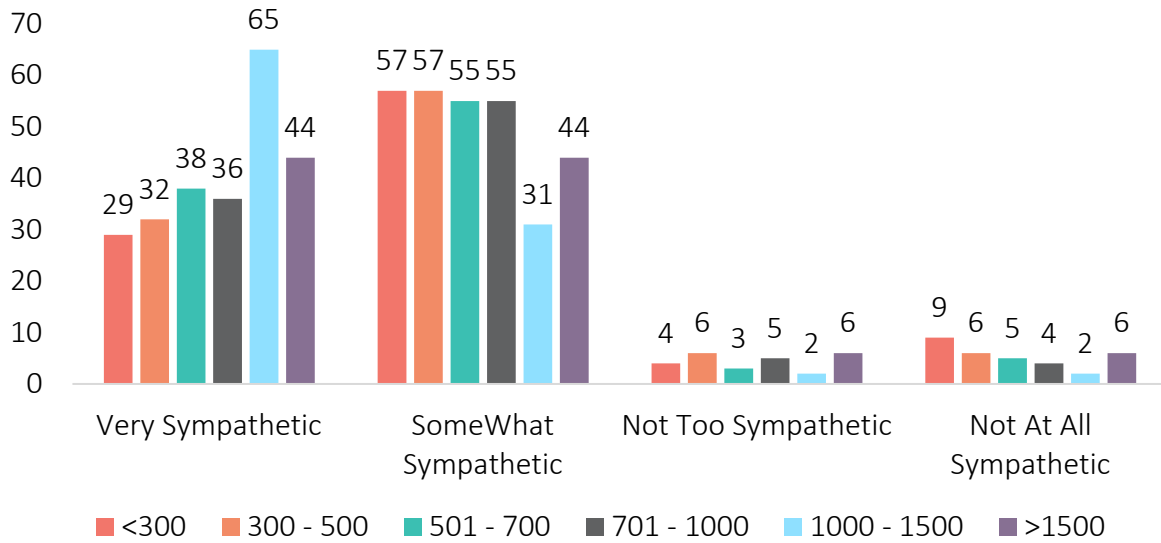
6.9 How sympathetic are you towards Syrian refugees in Jordan?



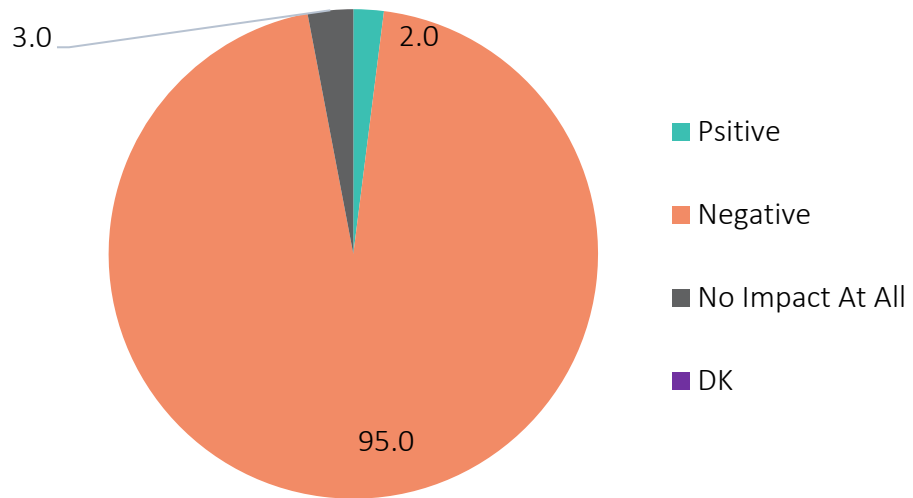
6.9.1 Age



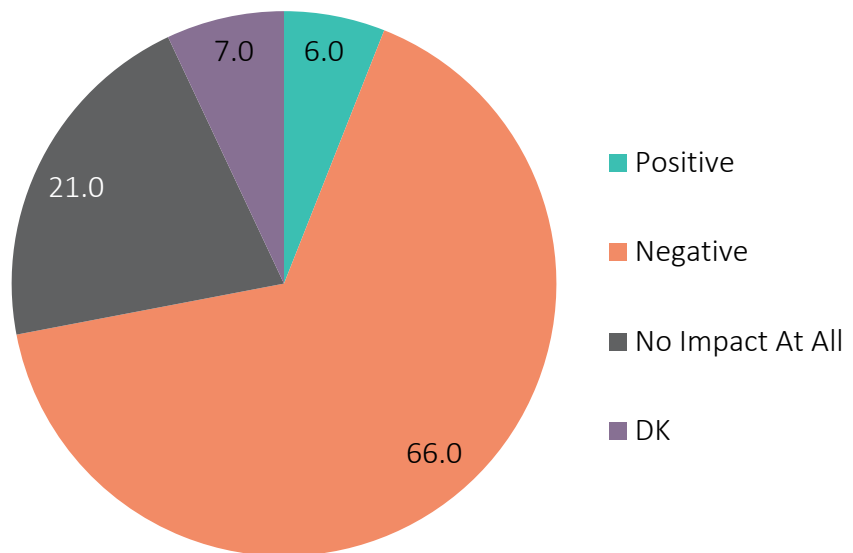
6.9.2 Income



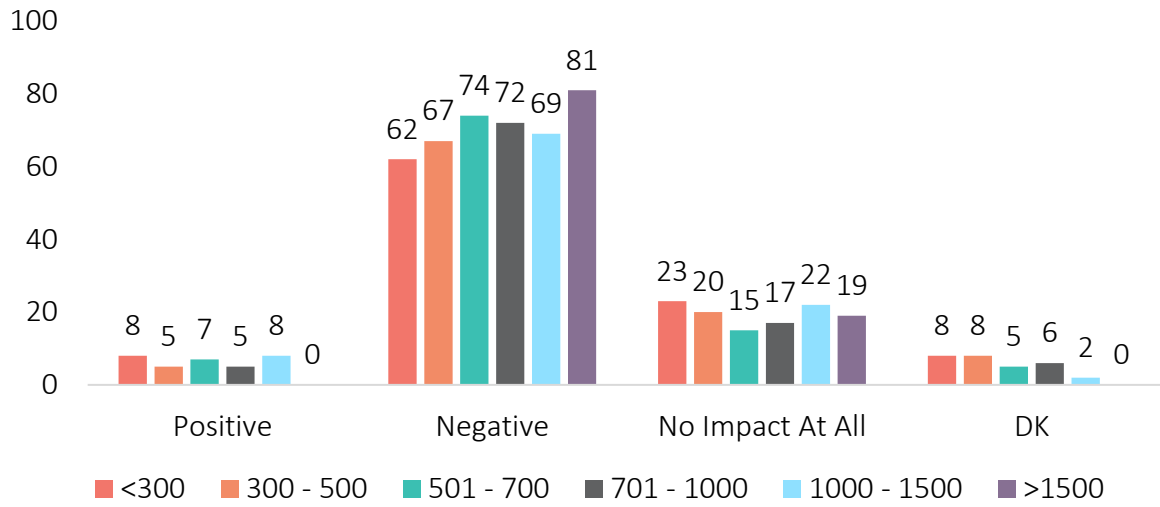
6.10 Has COVID-19 had a negative, positive or no impact at all on your economic situation?



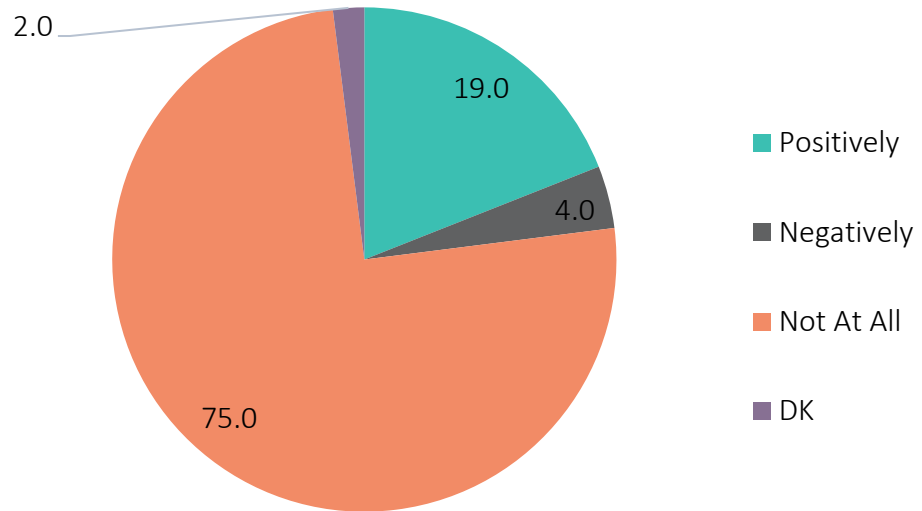
6.11 Do you think COVID-19 had a negative, positive or no impact at all on the refugee's economic situation in Jordan?



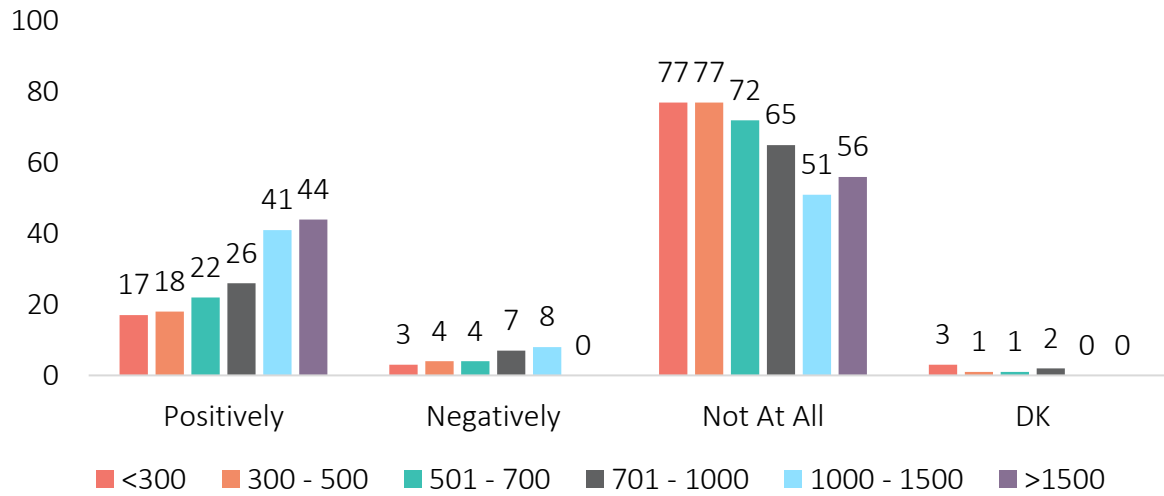
6.11.1 Income



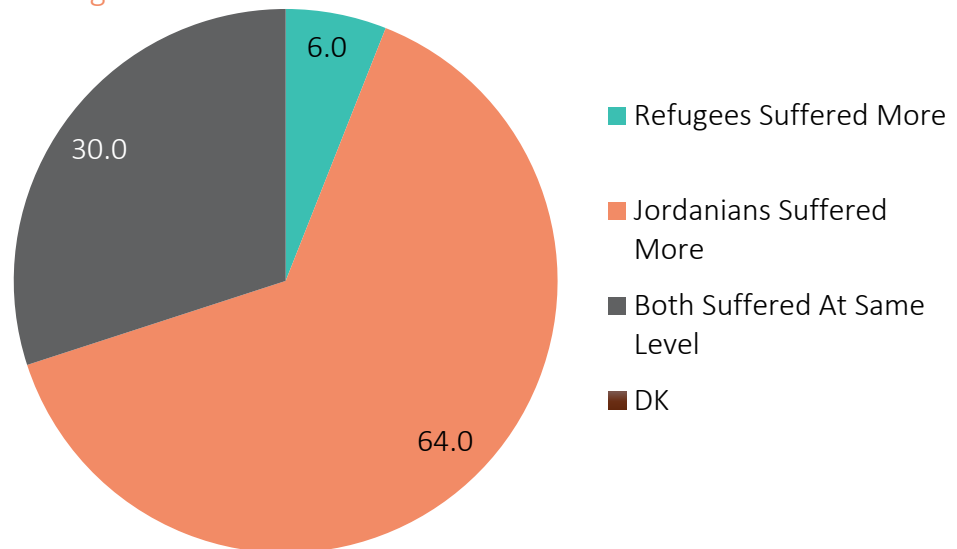
6.12 Has the economic impact of COVID-19 changed your opinion of refugees in Jordan negatively, positively, or not at all?



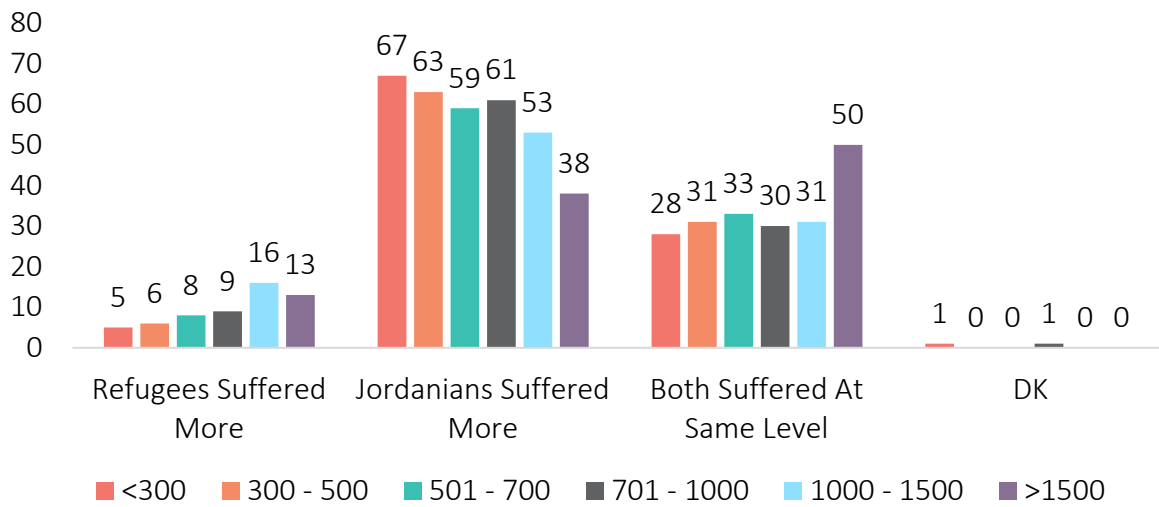
6.12.1 Income



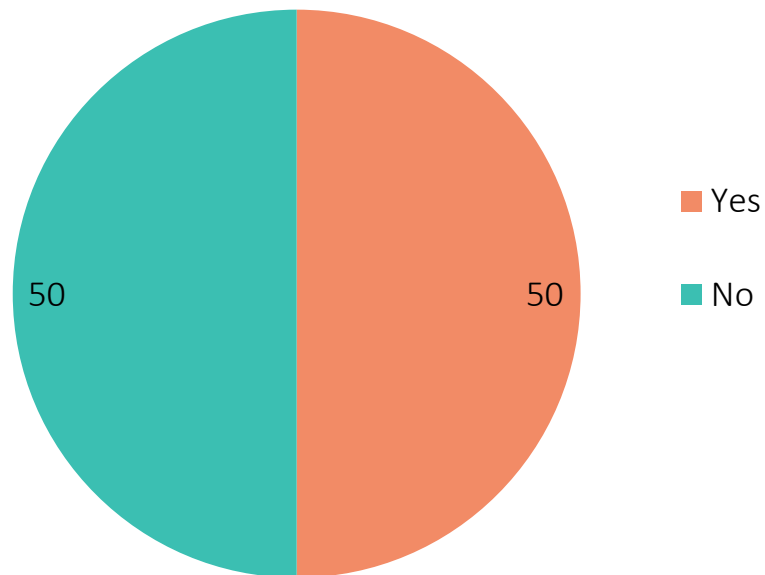
6.13 In your opinion, who has suffered more from the economic impact of Covid-19, Jordanians, or refugees?



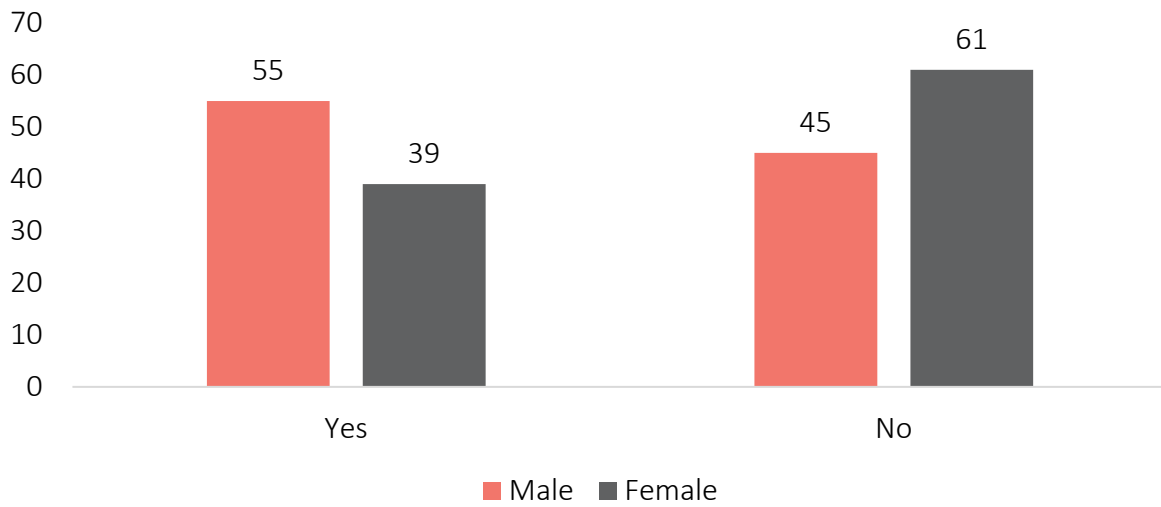
6.13.1 Income



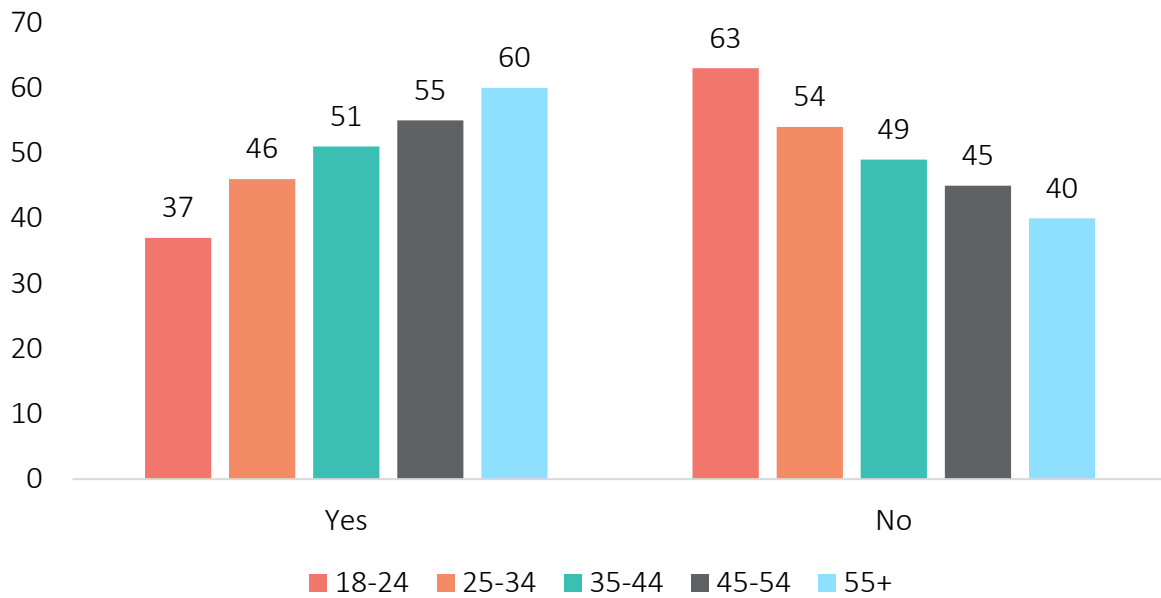
6.14 Have you registered for the COVID-19 vaccine?



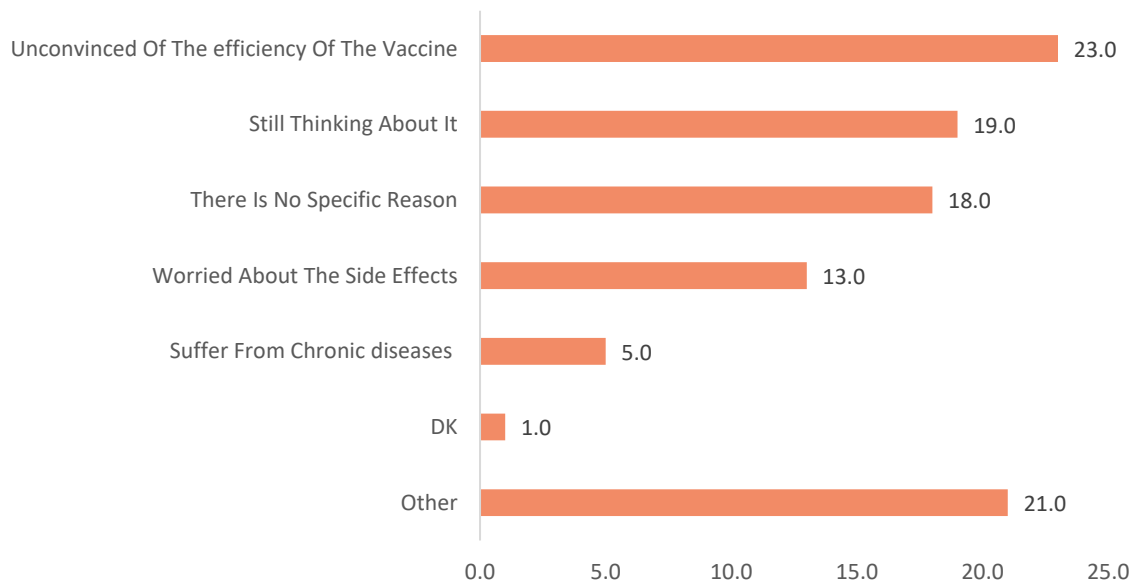
6.14.1 Gender



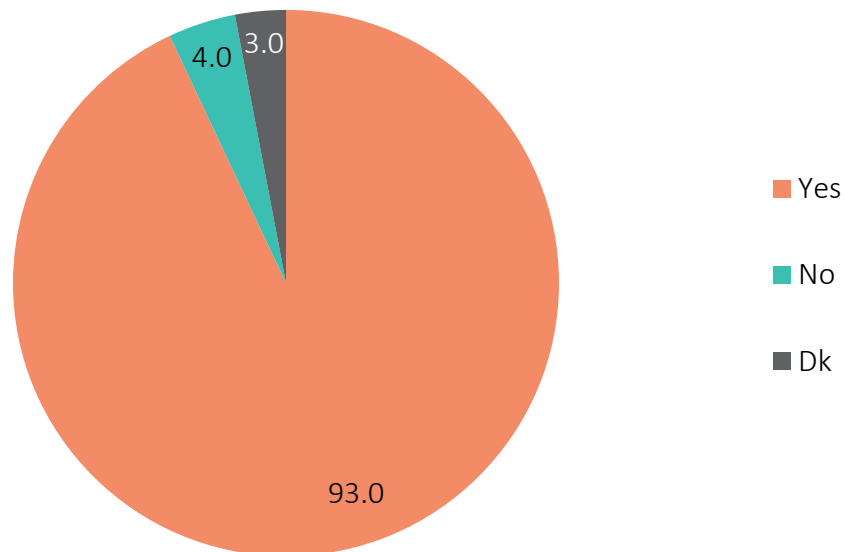
6.14.2 Age



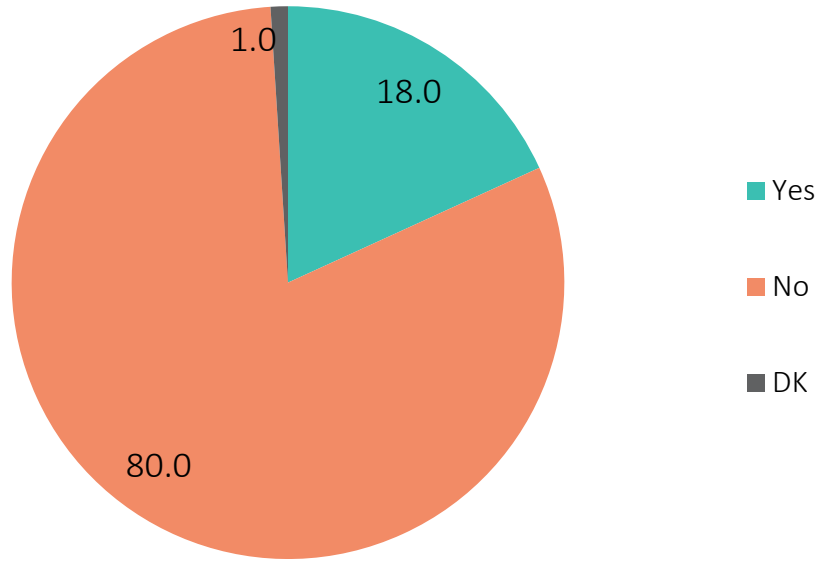
6.15 If No, Why? (n=1609)



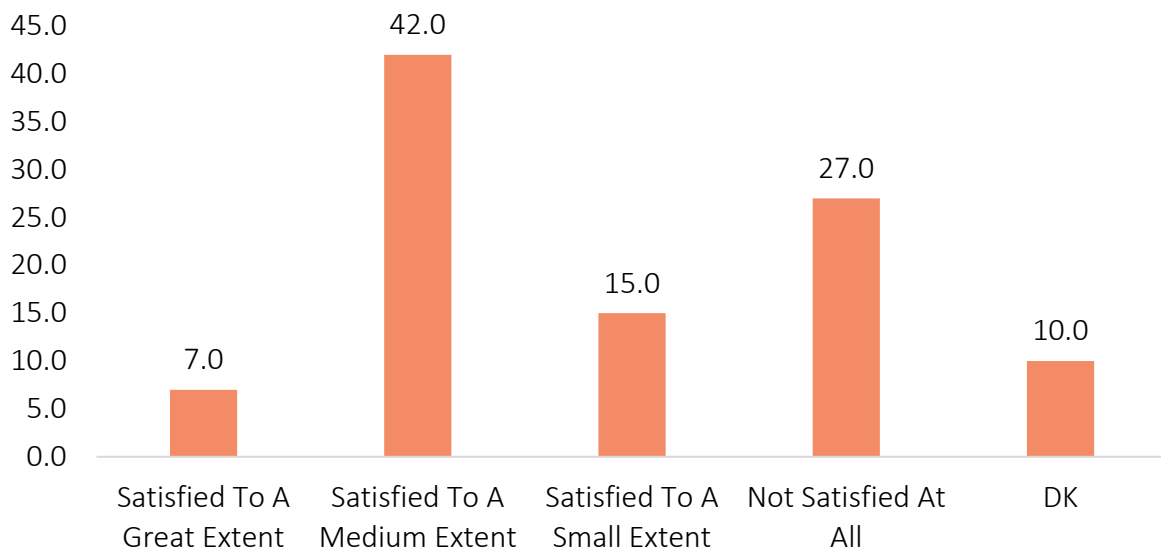
6.16 Do you think non-Jordanians such as refugees should be included in the national vaccine efforts?



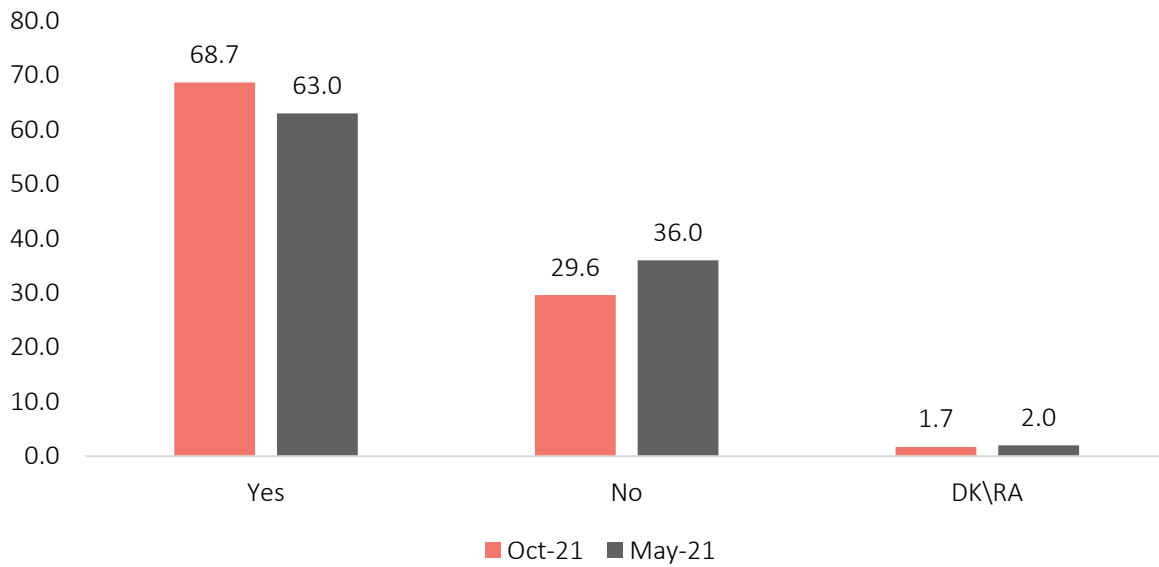
6.17 Has the fact that refugees have been included in the national vaccination campaign changed your opinion of refugees?



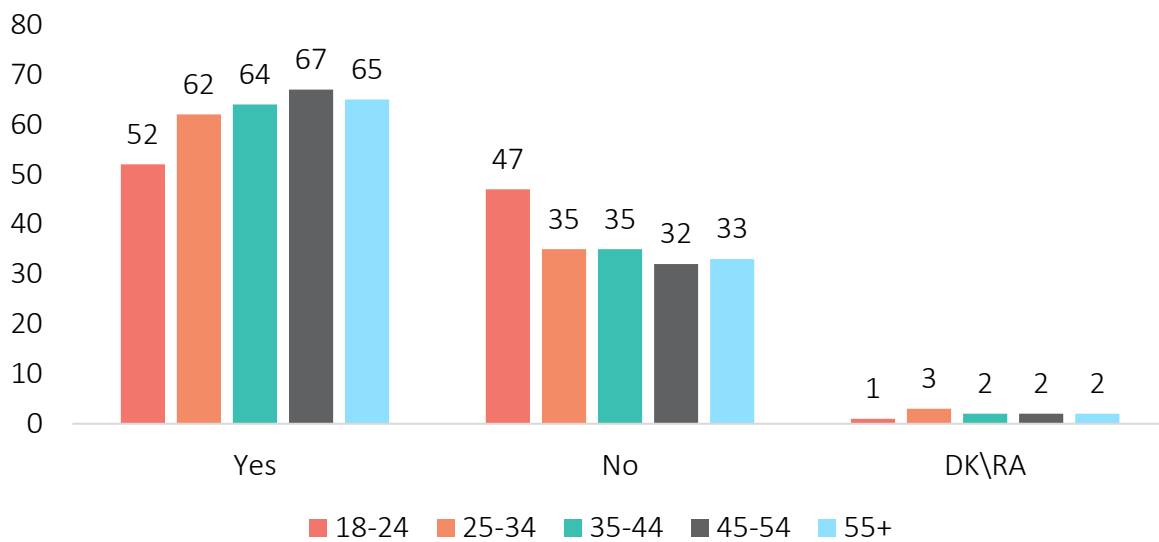
6.18 How satisfied are you with the level of support the international community is currently providing for refugees in Jordan?



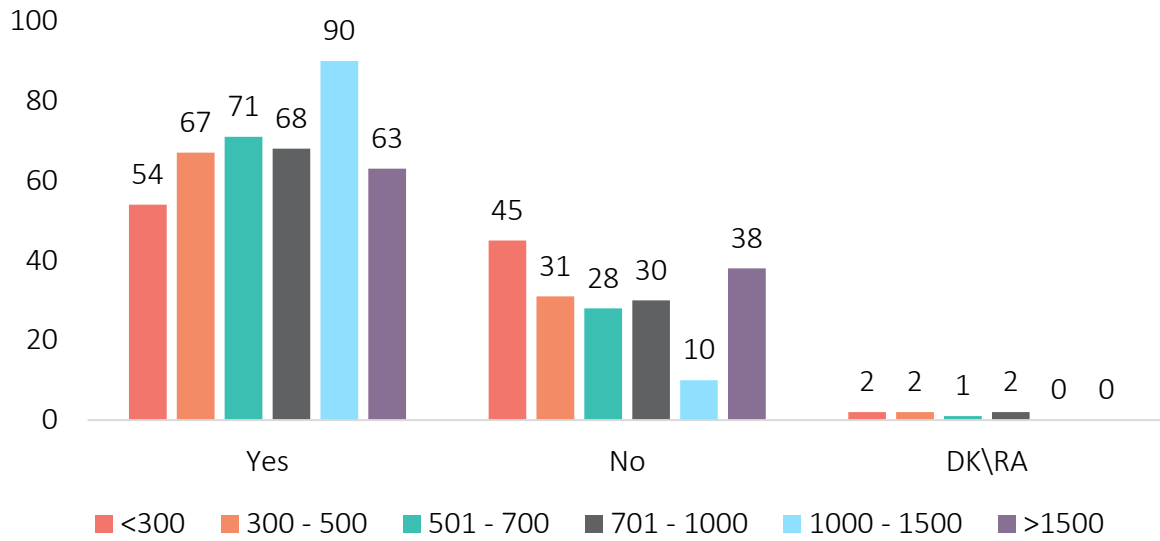
6.19 Have you previously helped refugees in Jordan?



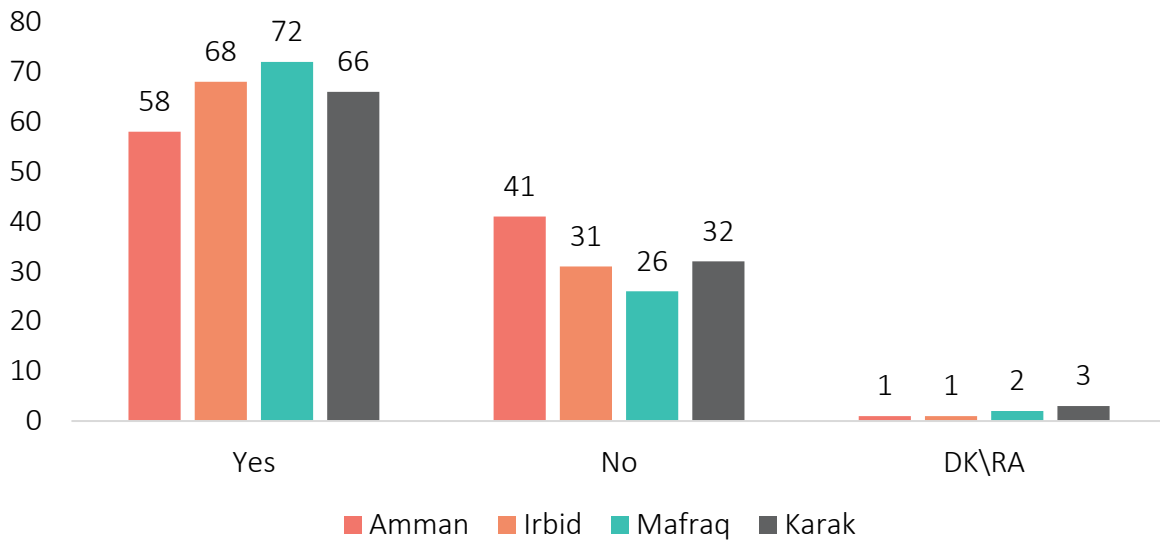
6.19.1 Age



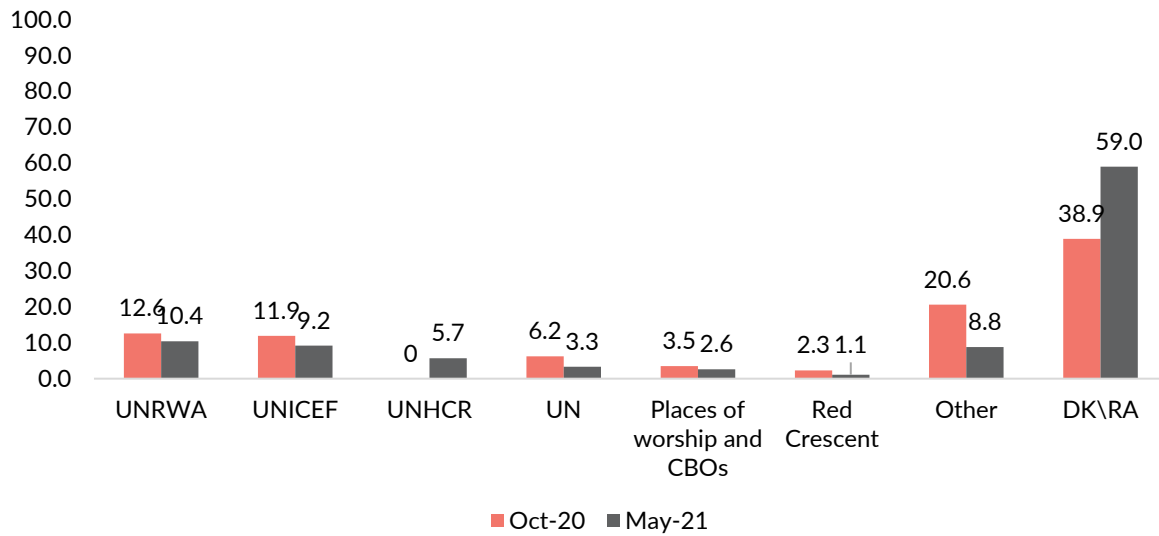
6.19.2 Income



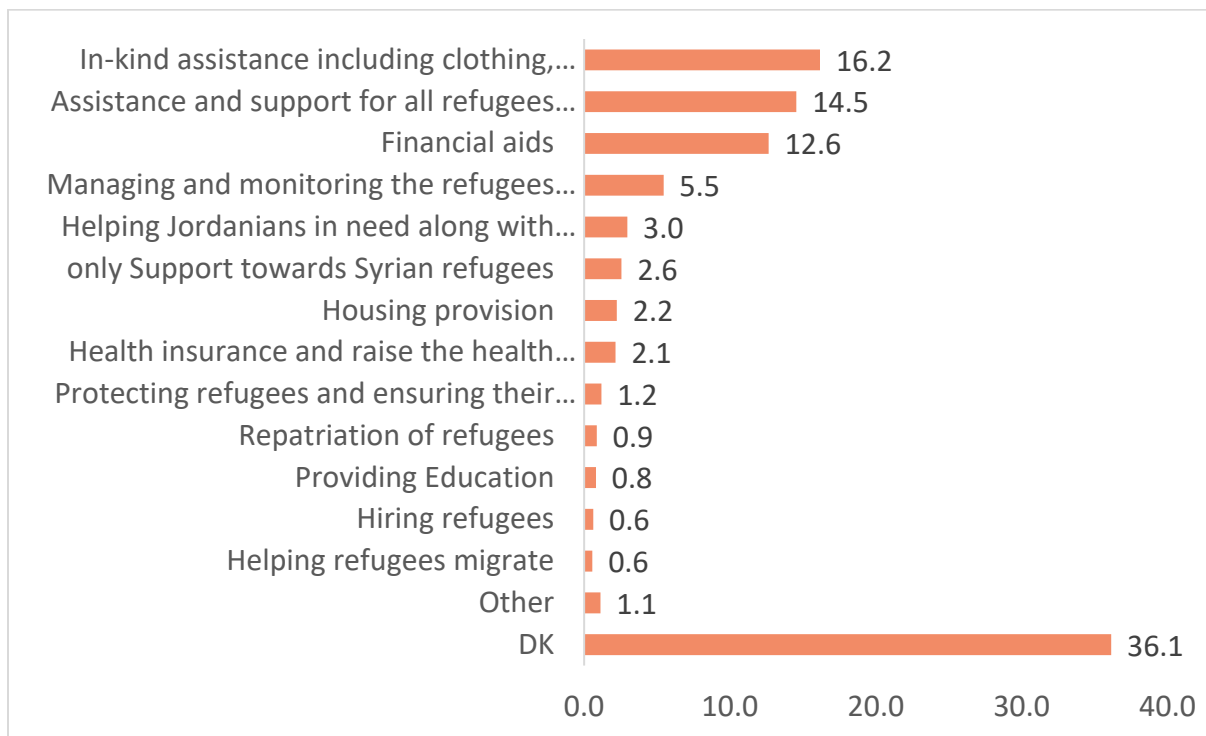
6.19.3 Governorate



6.20 What organizations come to mind when you think about organizations that help refugees? Write out the names of all organizations you can think of that help refugees.

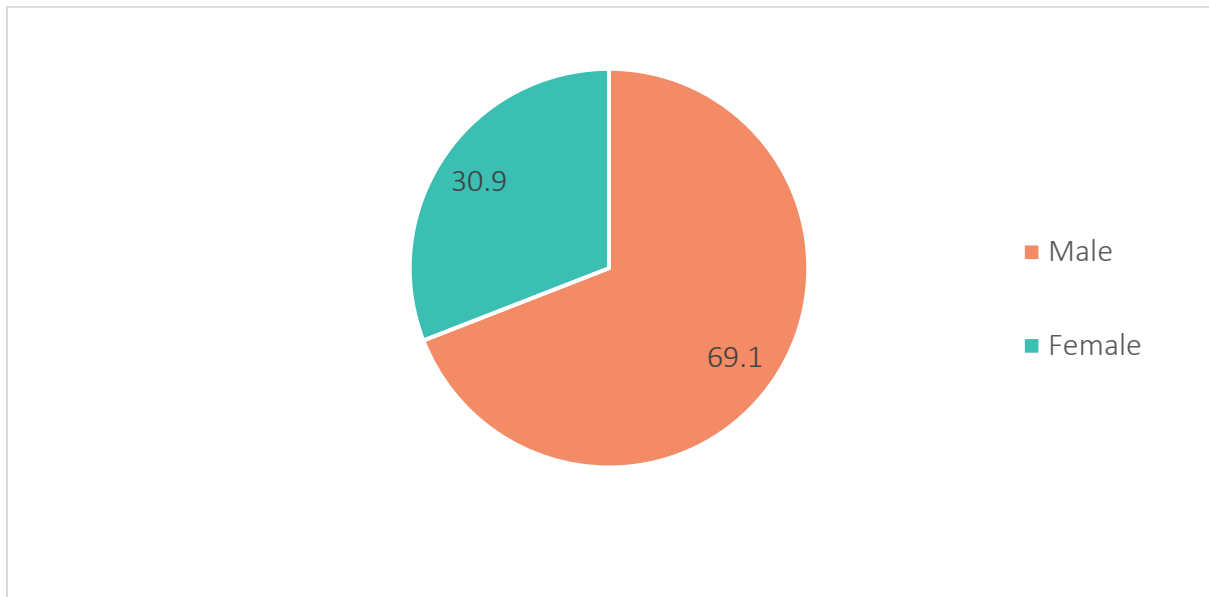


6.21 What do you say the main role of UNHCR in Jordan is? Please describe

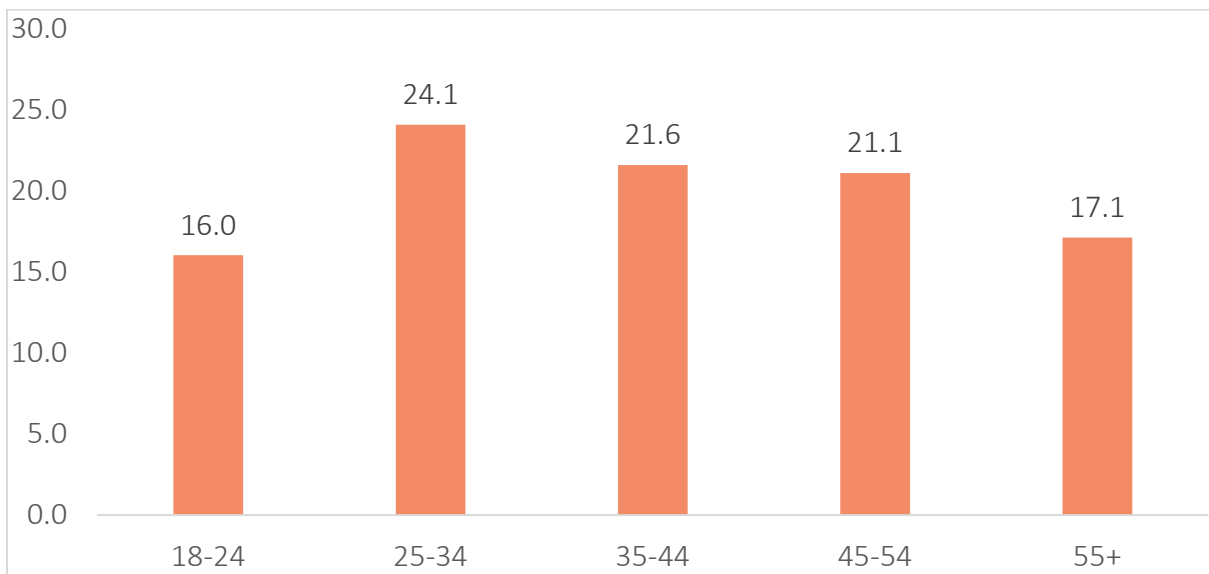


6.22 Demographics

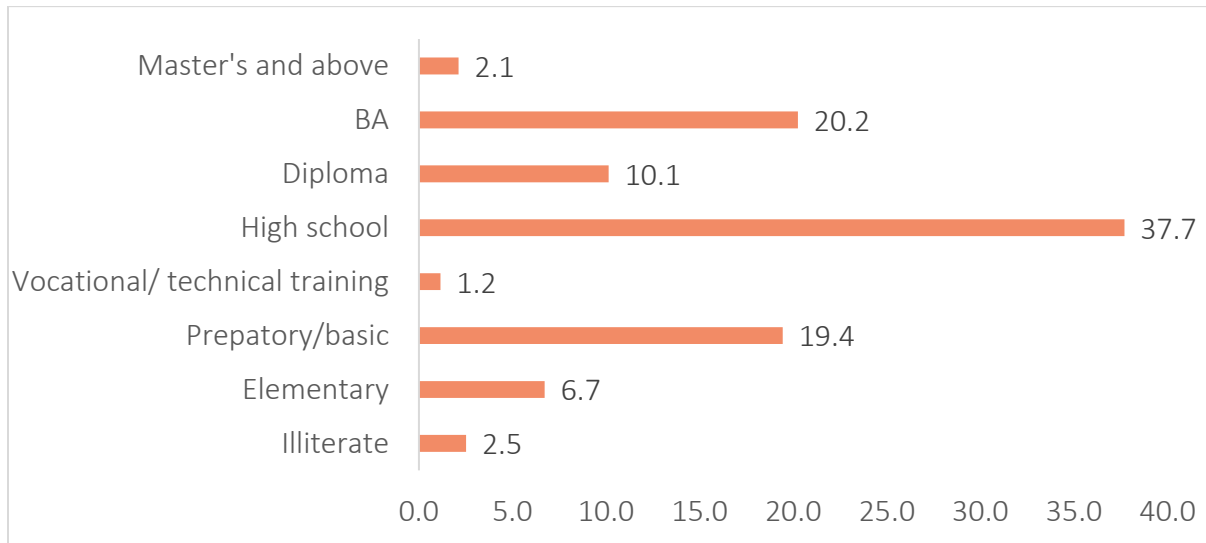
6.22.1 Gender



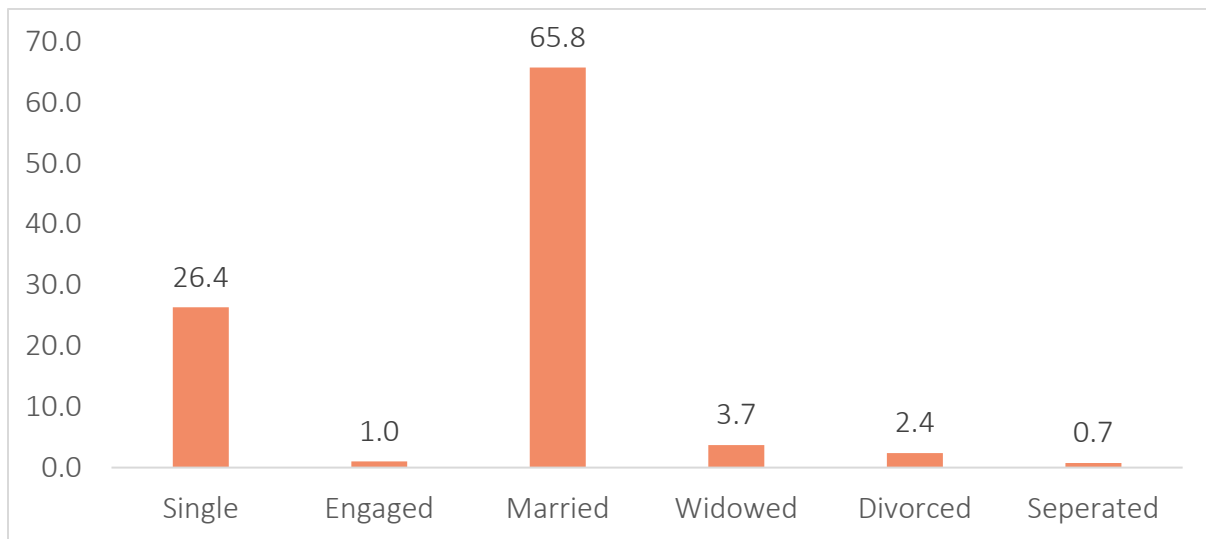
6.22.2 Age



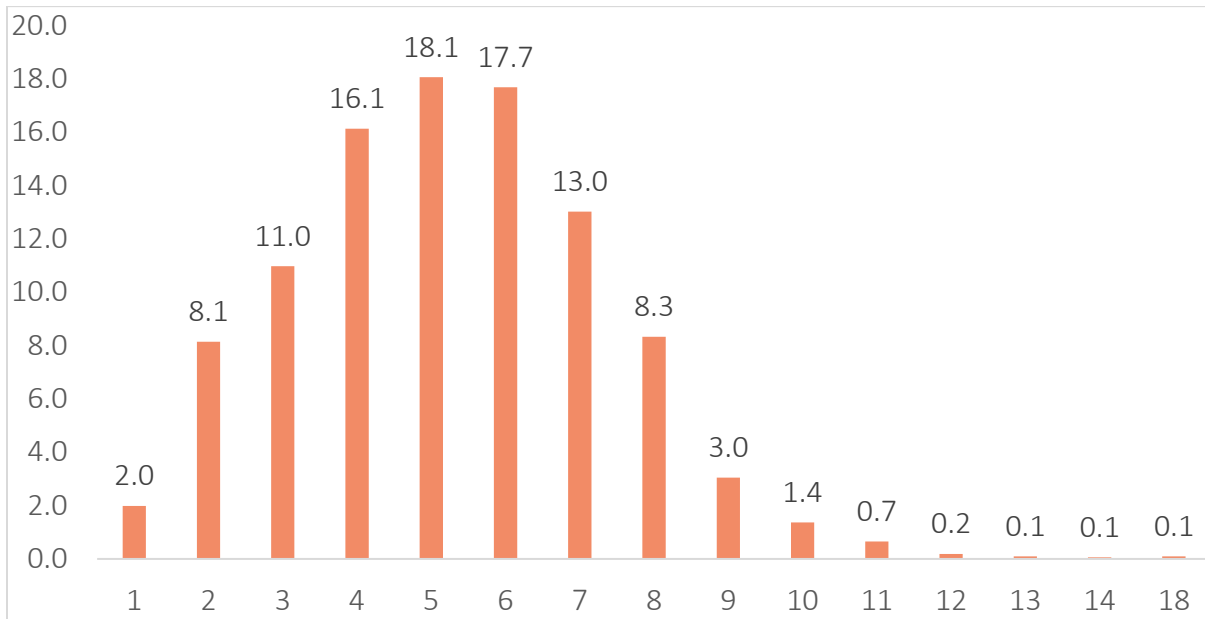
6.22.3 Education



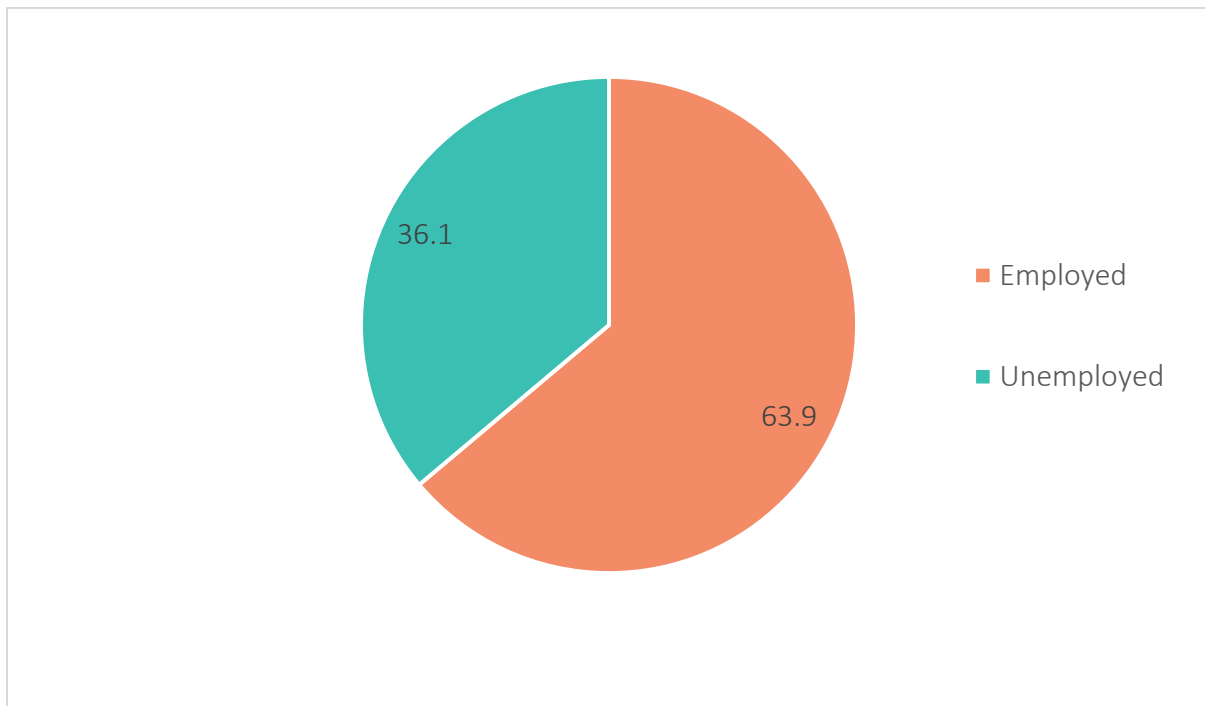
6.22.4 Social Status



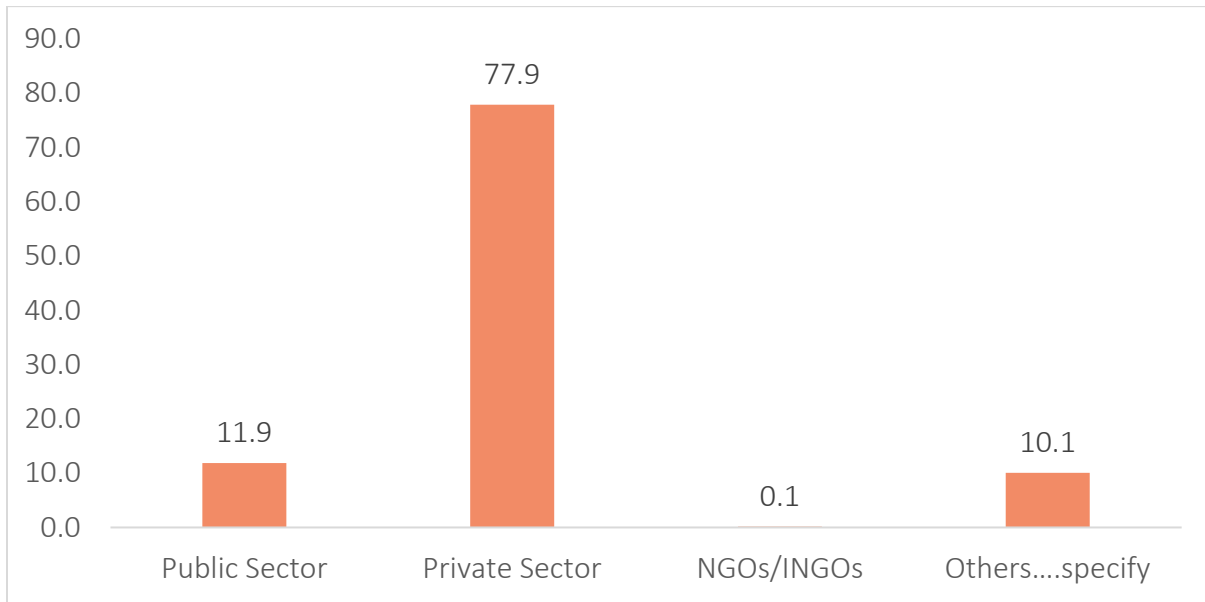
6.22.5 Family members



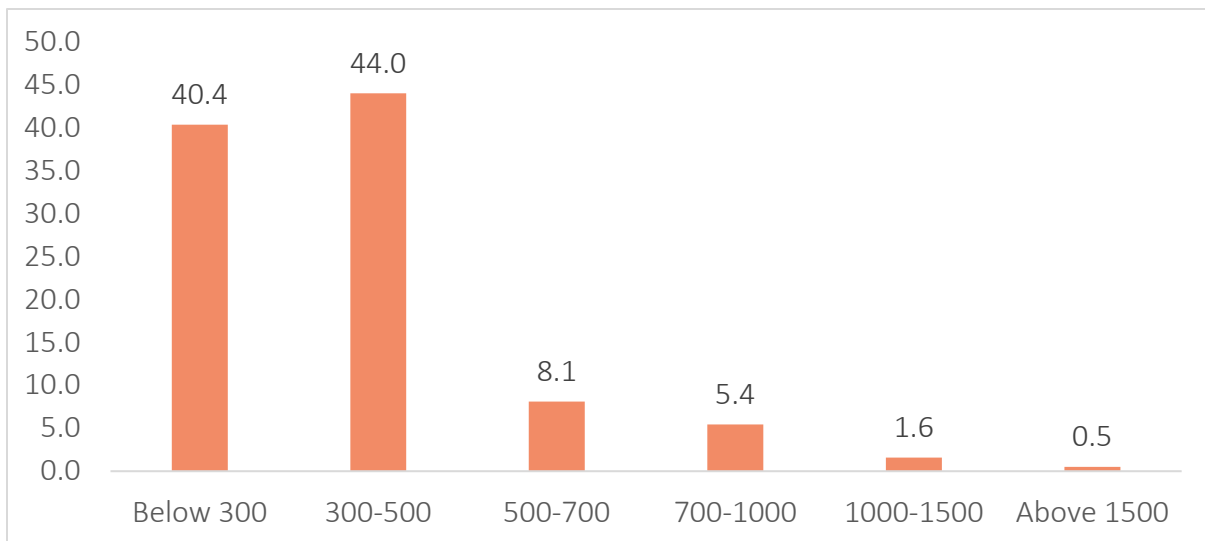
6.22.6 Employment Status



6.22.7 Work Sector



6.22.8 Monthly income



6.22.9 Governorate

