



JORDAN MOBILE NEEDS ASSESSMENT FOR NON-SYRIAN REFUGEES 2021 - TECHNICAL NOTE

BACKGROUND

Jordan is currently hosting close to 88,000 non-Syrian refugees from countries including Iraq, Yemen, Sudan and Somalia. Of these refugees, in September 2021, 14,000 individuals received monthly WFP food assistance and 9,717 were assisted by UNHCR with monthly cash assistance. All non-Syrian refugees assisted by UNHCR were also receiving WFP food assistance. In 2021, WFP has experienced gaps in funding for the provision of general food assistance to refugees. In addition, the lack of data sources on non-Syrian refugees highlights the need for up-to-date data at a representative level, to understand the needs and vulnerability of non-Syrians refugees, as well as inform the development of a longer-term needs-based food assistance plan.

In this context, the UNHCR/WFP Joint Programme Excellence and Targeting Hub (the Hub) has provided technical and financial support to the Jordan country teams to conduct the joint mobile needs assessment to collect updated information to inform the targeting strategy development for non-Syrian refugees.

SCOPE AND OBJECTIVES

Due to the COVID-19 pandemic and security protocols, the assessment was designed to be administered via mobile phone instead of face-to-face interviews with respondents. The main objective was to provide an update on the humanitarian needs and livelihoods situation of non-Syrian refugees in Jordan, to inform the development of a joint vulnerability-based targeting strategy and to strengthen the assistance framework to provide longer-term needs-based assistance. Specific objectives were to:

- Collect up-to-date data on an extended sample of non-Syrian refugees;
- Explore and understand refugees' food security, vulnerability, and livelihood opportunities, also in the context of the COVID-19 onset;
- Describe the socio-economic profile of, and identify the most vulnerable non-Syrian refugee households;
- Inform programmatic decisions and targeting approach development for WFP in Quarter 3 of 2021 and contribute to evidence on targeting for UNHCR.

Emphasis was placed on filling information gaps on households' protection risks, food consumption, expenditure patterns and livelihoods (e.g. income/livelihood sources).

KEY STEPS AND PROCESS

The joint technical preparation started in January 2021 and the data collection took place in March 2021.

Methodology: Data collection was administered via remote, mobile-based household surveys, sampling a total of 1,548 non-Syrian households interviewed in 15 working days.

Sample design for the household survey: According to the UNHCR ProGres database as of February 2021, 89,818 non-Syrian individuals are registered in 44,570 cases/ProGres groups in Jordan. To ensure the findings are operationally relevant, the country teams identified three different strata to generate representative findings:

- Geography – Amman vs. Other areas;
- Nationality – Iraqis vs. Non-Iraqis;
- Assistance status – Beneficiaries vs. Non-beneficiaries of both UNHCR and WFP assistance.

Using statistical parameters of 95% confidence level, 4% margin of error, a total of 1,548 household surveys were needed to achieve the desired representativeness. The breakdown of the sample distribution in the eight groups created by strata characteristics is as below:

		Beneficiary	Non-beneficiary
Amman	Iraqi	133	402
	Non-Iraqi	233	231
Other	Iraqi	136	153
	Non-Iraqi	90	170

Factoring in a 30% non-response rate given the nature of mobile-based survey, a total of 2,014 household surveys were budgeted with the distribution as below:

		Beneficiary	Non-beneficiary
Amman	Iraqi	173	523
	Non-Iraqi	303	300
Other	Iraqi	177	199
	Non-Iraqi	117	221

UNHCR ProGres database was used as the sample frame and the number of cases were used as the proxy number of households. The UNHCR team drew a random sample from each group following the breakdown of 1,548 households-sample design. As the survey proceeded, the non-response rate was much lower than the assumed 30% (~10%) and a replacement list ensured the smooth completion of data collection.

Questionnaire design and analysis plan: The assessment questionnaire was co-developed by the Hub and the country teams with inputs from the regional bureau and headquarter experts of WFP. The outline of the questionnaire was built upon the review of previous mobile assessments of a similar kind within the country and adjusted according to the information needs to inform vulnerability analysis and targeting. Due to the nature of mobile-based assessment, two considerations were highlighted during discussions:

1. The length of the questionnaire needed to be compatible with the modality of a phone-based survey. The questionnaire kept core questions that are essential for analysis to avoid respondent fatigue and that could contribute to incomplete or low-quality survey responses.
2. The selected questions needed to be phrased and formatted in a mobile-phone friendly manner.

The questionnaire design followed an Essential Needs approach and included modules on demographics, household protection risks, basic needs, food security, coping strategies, livelihood resilience, household expenditure, income, debt, health access, shelter and water sources. The questionnaire was relatively long for a mobile-based assessment with the average call length of approximately 40 minutes. The Hub and the country teams agreed upon the analysis plan and the distribution of responsibility.



Data quality control: Data quality control is an essential element of any assessment. Administering a relatively lengthy questionnaire and sophisticated sections such as household roster and expenditure module over the phone increase the risk of inaccurate data collection for various reasons: inadequate explanation of the questions, lack of understanding of the question, respondent fatigue and wrong recording during data entry. In collaboration with *Mindset*, the third-party data collection partner, the Hub and the country team worked together to ensure that data quality control protocols were in place across different stages of the assessment, including training, questionnaire coding, data collection and processing.

Enumerator training and questionnaire coding: After finalizing the question list with the country teams, the Hub transformed the list into a mobile-based assessment-friendly questionnaire format. A detailed review with *Mindset* and the country team was conducted to factor in reflections and questions on the design based on their rich experiences in similar exercises. Thorough discussions on the definition expected directions of the answer, and/or accurate translation from English to Arabic took place which greatly helped to fine-tune and improve the questionnaire.

Based on the common understanding of the survey questions, a Training of Trainer (ToT) session was held by the Hub to the *Mindset* team leader on the objective of the assessment, protocols of questionnaire administration with the support of the country teams.

Following the ToT, *Mindset* coded the questionnaire in their computer-aided systems: KoBo and SurveyCTO. The coding of the questionnaire provided a clear framework for data entry and a solid foundation for data management in the later stage. Internal checks and logics for data entry were well built upon the suggestion of the teams and the finalized link was shared and reviewed.

Pilot survey and data collection: The pilot survey reaching 100 households took place over 2 days. The process helped verify the questionnaire design and to suggest needed improvements. *Mindset* was actively systematically recorded the feedback from surveyed households in their system while the Hub and WFP team performed distributed responsibility of data checks. The questionnaire and coding were finalized on the following day of the pilot survey. During the data collection process, *Mindset* reported on progress and any challenges on a daily basis. The Hub and WFP performed data quality checks including preliminary analysis on key indicators on the household and expenditure modules on a regular basis. A few minor data entry issues were identified during the

beginning of the data collection and corrected in time, based on the team's collaboration. In total, 1,582 complete household surveys were conducted with each strata reaching or slightly exceeding the required number as per the sample design. The data collection lasted from March 30th to April 19th 2021.

Data management and data analysis: Upon the completion of data collection, *Mindset* worked on the data management to generate a clean, accurate, analysis-friendly database with the support of WFP and the Hub. Based on the questionnaire and the analysis plan, the Hub, WFP and UNHCR conducted the data analysis for approximately 3 weeks. Descriptive analysis of corporate and core indicators of both agencies was performed. In addition, based on the expenditure module, the essential needs analysis covering Minimum Expenditure Basket (MEB) and Economic Capacity to Meet Essential Needs (ECMEN) was computed.

To classify the households by different levels of vulnerability, the Hub followed the WFP Essential Needs Assessment (ENA) Guidance¹ to set the vulnerability tiers (highly vulnerable, moderately vulnerable, least vulnerable). Indicators including ECMEN, Livelihood Coping Strategy, and Food Consumption Score were combined and the respondents then separated into the three groups based on this combination to classify households into different tiers (see graph on next page).



¹ WFP Essential Needs Guidelines <https://www.wfp.org/publications/essential-needs-guidelines-july-2018>

WFP ENA Vulnerability Tier Framework

Food consumption	Coping strategies	Economic vulnerability	Vulnerability
Acceptable	Low coping	Less vulnerable	Less vulnerable
		Moderately vulnerable	Moderately vulnerable
Borderline	Low coping	Less/ moderately vulnerable	Highly vulnerable
	Extreme coping	Highly vulnerable	
Poor			

Results dissemination: The assessment analysis on household vulnerability was presented by the Hub team to the country teams for internal validation. Upon endorsement of the results, both UNHCR and WFP produced corporate online dashboards incorporating the key findings with the Hub’s support. In addition, targeting-related analysis has been built on the outcome of the assessment analysis.

GOOD PRACTICES

- The country teams, with the support of the Hub, prioritized only the most essential questions over the inclusion of all proposed areas to ensure that the assessment was mobile friendly.
- It was critical that the whole team fully factored in the impact of the use of a mobile-based modality on the data quality in the data collection phase. The common understanding of the importance of data quality control and shared knowledge of how to deliver it have enabled the team to factor this dimension in when it came to a working plan and distribution of responsibilities.
- The commitment and technical involvement of the country teams were consistent throughout the process, which ensured the uninterrupted flow of the exercise including during the analysis and reporting phases, and discussions on targeting.

[Link to WFP Dashboard](#)



JOINT PROGRAMME EXCELLENCE AND TARGETING HUB

LESSONS LEARNT

When linking the joint assessment analysis to ProGres for targeting purpose, considerations should be made throughout the assessment process:

- The fact the more than 1 refugee case registered in ProGres live in the same household should be fully considered during the questionnaire development and analytical phase.
- The questionnaire should capture sufficient information which will enable to team to understand the prevalence of the households with multiple refugee ProGres case, the demographic characteristics of these households, and the primary reason why.
- When the prevalence of the households with multiple refugee ProGres cases is high (~30% according to Jordan analysis result), the team needs to plan and discuss in-depth in advance on how relevant analysis needs to be done during the assessment design phase for better planning and preparation once the data is collected.

For further information please contact:

WFP.UNHCR.hub@wfp.org

Cinzia Papavero, Senior Targeting Advisor

Yingci Sun, Joint Assessment Officer

WFP Jordan

Benjamin Scholz, Head of VAM/ M&E

Mohammed Mohammad ALJAWAMEES, VAM officer

UNHCR Jordan

Maria Lagourou, Vulnerability Assessment Framework Coordinator

Veena Krishnamoorty, Basic Needs Officer