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USAID Youth Power

Community Mapping Analysis Report – Ramtha

ACRONYMS

CM Community Mapping

CBO Community Based Organization

MEL Monitoring, Evaluation and Learning

USAID U.S. Agency for International Development

YP Youth Power

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1. **Introduction**

**Brief Background**

YouthPower is a youth lead program, youth become educators in every element of the program and train other youth. The program empowers youth to become engaged citizens and productive members of society with the agency to advocate for themselves and to shape services designed to activate their role in their community. USAID YouthPower – Jordan partners with youth ages 10-29 from all backgrounds, and with national and local service providers to leave behind sustainable, community-based resources and avenues for civic engagement for youth in targeted partner communities.

The project builds key competencies of at-risk youth to identify assets, increase their confidence to design and manage solutions; connect them to each other and to youth-serving organizations, community and government leaders and resources to support their success; and foster character and caring by encouraging dialogue, and exploration and problem-solving.

YouthPower prepares 10,000 youth to engage in knowledge-based decision making. The USAID YouthPower is composed of three main components:

* Component 1: Transformational Learning and Gender Training, followed by a micro-initiative.
* Component 2: Community Mapping in 60 communities to identify challenges and analyze community resources.
* Component 3: Innovation Fund facilitates collaborative design of youth initiatives ranging from five to ten initiatives in each community.

**Purpose**

The USAID YouthPower team trains and engages at-risk youth by mapping their community. This report is the reflection of the results from component 2. It aims to identify existing resources and challenges, while increasing youth participation in civil society. The process of mapping is guided by youth, designed to enhance their agency, self-efficacy, and initiative programming.

**Methodology**

The community mapping (CM) assessment used a three-fold strategy:

1. An institutional mapping tool, a survey that identified stakeholders/entities, their role in the community, and their service provision. The survey was used on any institution in the area to inquire about the their services, resources, and challenges.
2. A service mapping tool that captured the community’s service needs and barriers. It investigated the challenges, barriers, importance, and quality of services and resources in the community. This survey included anyone from the community irrespective of their age.
3. A focus group discussion with youth that digested the results from the two surveys, and identified unique opportunities and challenges in the community that may have not been fully captured.

The two mapping surveys are designed and developed on tablets, for mobile data collection, by the USAID YouthPower Monitoring, Evaluation and Learning team. The surveys and the report are framed around six main categories which aim to capture a holistic experience of the youth in the community:

1. Youth development
2. Educational environment
3. Health
4. Social environment
5. Inclusion
6. Community services

27 youth from Ramtha were trained on collecting data for community mapping. All the youth were trained how to conduct both mapping surveys. Youth were then split into five groups, with one youth leader functioning as a focal point for each team. Each team was assigned a section of their community to map over the upcoming three days. The training and data collection took place from the 13th – 15th of January, 2019.

The results from the two mapping surveys were preliminary analyzed to guide the focus group discussions with youth from the community, gaining deeper insight on their priority issues. One focus group was conducted on the 22nd of January, 2019 for both males and females.

The CM report is a compilation of all the results and analysis.

1. **Demographic Information**

**Governorate**: Irbid

**District**: Ramtha

**Institutional sample size**: 15 institutions

**Community sample size**: 238 participants

**Number of mappers**: 27 participants

**Focus group size**: 20 participants

1. **Overview**

Below is a general overview of the results:

* The nationalities surveyedfor through the Community Mapping Survey:
	+ 68% Jordanian
	+ 2.5% Palestinian
	+ 27% Syrian
	+ 0.5% Iraqi
	+ 2% Other
* The age group surveyed ranged from 10 – 77 years, 75% of the sample were under than 29 years old.
* 49% males & 51% females.

Below are the sex & age distribution:

Figure 1 Community sample gender & age distribution in Ramtha.

A total of 15 institutions were found by the 27 mappers in Ramtha.

Below is the distribution of institutions based on type:

Figure 2 Types of institutions in Ramtha based on Institutional Questionnaire.

The institutional mapping survey asked what are the needs of youth that did not complete their education. Using cluster analysis the following themes appeared:

Figure 3 Feedback from Institutions stating the top issues school drop-outs need.

1. **Main Findings**

This report uses the outline of the community mapping survey and inserting the relevant information from the institutional mapping results and the focus group discussion. It is broken down into six categories:

1. Youth Development
2. Educational Environment
3. Health
4. Social Environment
5. Inclusion
6. Community Services

**YOUTH DEVELOPMENT**

Youth development considers opportunities in the community for young people.

1. **Youth outlets**. The four youth outlets which received the lowest ratings for quality or availability are listed below.
* Library
	+ There is a small library in this community surrounded by a park, located near the Ministry of Education. Although it is in good condition many people do not know about it because it does not have any activities or awareness sessions.
	+ There is another library, in the Shayaah park. There are various limitations to this library, it only allows families, the books are outdated, it is difficult to reach via public transportation or walking, and its opening hours are irregular.
* Entertainment (movie theater, public parks, café, internet café)
	+ There are few entertainment options.
	+ The public parks are need to be renovated. It is poorly equip for the community to visit. They require chairs, maintenance of toilets, to become accessible through public transportation as they are very far away, and to have better safety, such as signs, fencing, and first aid kits.
* Spaces for women to gather (houses, mosques, café, clubs)
	+ The female youth centers need to become more active. Creating a space for females to have discussions, receive funding for computers, providing trainings in the center, and having awareness sessions related to female health.
	+ There are no public spaces that are designated for females. Many females therefore can only gather at their friends’ homes.
	+ There is the Ramtha hall, across the Ministry of Education this space could be a potential space used during the day for youth activities.
* Spaces for youth to gather (CBOs, parks, municipality space, schools)
	+ There is only one sport space that can be used free of charge. The Prince Hashem court, however it is small and needs to be expanded. In addition females are not welcome.
	+ There is no space for education purposes were youth can go to study, such as a library or a space in an organization for them to sit and learn.
	+ There is no cultural center, however the Ramtha Chamber of Commerce is a space that can be used for activities.
	+ There are spaces that youth can utilize in the municipality however they currently are not being used.

Figure 4 Youth outlets that were rated as least available or most in need of improvement by the community sample.

1. Youth development opportunities that are the **youth services outside schools**. The four least available youth services are listed below.
* Knowledge station
	+ The location of the knowledge station is not known to the majority of the community. It is located in the municipality building, and provides trainings that many youth need at a symbolic price, such as computer training, however it is never marketed.
* Other educational resources (scholarship & application information & online learning)
	+ Youth are not aware of the online resources that can be benefited from. Such as For9a.com, Edraak.com, Abwab.com, Darsak.com and many more.
	+ Internet access and devices that allow the use of such resources is very limited.
* Art, music, theatre activities
	+ There is a Arab folk dancing group that teaches free of charge.
	+ There is no active theater, there is one in a school, however not used for plays, only for announcements.
1. Youth receiving mentorship assists in improving mental-wellbeing. Generally none of the youth mentorship and guidance mechanisms are active. The below consider which types of youth consultation are least reported to be available.
* Community radio
	+ There is no community radio, however it is considered an irrelevant source of awareness.
* NGO-CBO guidance/counselling activities
	+ There are few NGOs and CBOs, none of which provide trainings.
* Boy scouts
	+ There used to be an active group however this ended several years ago. It however did not have a primary focus on mentorship.
* Mentorship (psychological)
	+ Family awareness on psychological topics is needed as well as methods of confidence building.
1. This section considers the preparedness of services that assist in youth employment. Below are the least utilized services.
* Job fairs
	+ There are recruitment centers however, few youth have found any benefit in their services.
* Career counselling
	+ There are no career related resources. They do have any form of career counselling or persons that can perform any mentorship. not educate on how to become more successful candidates.
* Entrepreneurial support & business resources (grants, business plan, financial guidance)
	+ There is no support for the entrepreneurial projects. Such as support in planning, financing, selecting the target group, and marketing.

**SCHOOL/EDUCATIONAL** **ENVIRONMENT**

School/educational environment gives an indication of the social situation and the challenges the community faced in schools.

Figure 5 This graph indicates issues mentioned by the community, when asked about the ‘most important issues in schools’, without giving them topics to select from. 238 participants took part and could state a maximum of three issues.

The figure above gives a general indication of the issues the community thinks of the most and is concerned about in schools. Attendance, violence/bullying, and overcrowding are the most mentioned school related issues.

1. A more specific breakdown of the **specific issues** that may be targeted are listed below:
* Poor learning conditions
	+ The total environment from the poor maintenance to the lack of heating and cooling options in classrooms as well as overcrowding makes public schools difficult places to be educated.
* Lack of tutoring
* Lack of mentoring/counseling (feeling connected to the school environment)
* Lack of after school activities
	+ Youth suggested having tutoring options afterschool. Or perhaps having story time.
	+ Youth suggested having monthly talks by successful people in their community and relating their topics to issues that could serve a healthier school culture.
* Unclean and inadequate bathrooms
	+ Schools are not kept clean, creating an unhygienic environment.
	+ It is important to create an initiative that includes school and personal hygiene, perhaps giving students who cannot afford having their personal items cleaned regularly a form of support.
* Poor maintenance
	+ Youth are very talented in many ways, there could be an intuitive to maintain different parts of the school and have students support in the process.
1. **Safety issues** in schools were also highlighted.
* Bullying (physical/verbal)
	+ There are no awareness campaigns on bullying. Youth may be bullying other youth and have no idea.
* Safety issues to/from school
	+ There are stray animals on the way to school which pose a major problem for the students.
	+ Persons with disabilities are unable to easily reach schools and no support is provided by organizations or by the school.
* Unsafe conditions (infrastructural)
* Physical abuse (by students and/or teachers)
* Harassment (from students &/or teachers)
	+ There needs to be greater supervision inside the school to avoid harassment.
	+ The reporting mechanism needs to be reviewed to ensure that it is private. The schools currently do not have a method of reporting, and do not know what would happen if they do report. There is a concern that it will simply be dismissed, or the student will be prosecuted.
	+ Outside the girls school there needs to be police supervision at the start and end of the day so boys do not bother the girls.
	+ There needs to be a clear punishment system and a clear announcement and application of it.
1. When investigating the specific **barriers to education**, the below were the most stated:
* Financial reasons (uniform, books, tuition)
* Transportation/ location of the school
* No assistance for people with learning difficulties
* Need to work to support family
1. The active role of students in their school supports **youth agency**. Below are the activities that students currently do not have available in many schools in Ramtha.
* Student led extracurricular activities
* School improvement activities

**HEALTH**

Healthcare services and equipment as well as health related topics are all require attention to understand the challenges a community faces, and their health priorities.

1. The most important **youth health topics** according to the community are:
* Drugs
	+ Drugs and alcohol are community challenges. The predominant reason for the use of drugs is the lack of stimulation and outlets for youth. Combating methods do not provide the youth of alternative ways to keep busy.
	+ Youth stated that drug dealers are not being actively stopped by the government, and there is a lack of deterrent penalties.
* Nutrition
	+ There is a need for an interesting way to educate the community about better nutrition. Something that makes it easy to identify what is needed and what should be avoided for a healthier living.
* Smoking
1. Health care providers often have various issues which need to be addressed. Below are the most highly rated **problems within health care centers.**
* Low quality services
* Availability of equipment
	+ Lack of antibiotic, insulin, heart equipment, and dentistry kits.
* High number of patients
1. Many people also struggle to receive the healthcare needed, below are the **top barriers** **to healthcare** faced in Ramtha.
* Financial barriers
	+ There needs to be a donation box and organization that can support persons who cannot afford the financial expenses needed for healthcare.
* Unable to reach the health facility
* Services needed yet unavailable
	+ There is a lack of critical services, equipment, and medication.

**Other** **comments**

There are no health care services that address the issues related to water that exist across the community, nor the health consequences due to nuclear reactors being located near the residential area.

**SOCIAL ENVIRONMENT**

The social environment section looks briefly at the possible challenges in the social environment.

This question highlights the challenges that the society faces.

* Bullying in the neighborhood or at work
* Verbal/emotional/ psychological abuse (partner/family)
* Gender bias
* Physical abuse (partner/family)
	+ These points were covered together, underscoring that the general social environment needs attention.
	+ Tribalism contributes greatly for the way the community interacts from a social perspective. Therefore receiving support for initiatives from tribes is very important for success.
	+ There are no institutions that are responsible for raising awareness on these topics, nor providing support for the victims. People are often left alone. Having a hotline and a method to receive support with a clear understanding of what will happen allows people the security and privacy they need to be properly assisted.

**INCLUSION**

All the communities have at least one form of diversity. Insuring inclusion for all the people who belong to that community is critical.

1. Opportunities for greater inclusion is important for the social fabric of the community. Below are the **groups which require greater social inclusion**.
* Divorcees
	+ Divorce stigmatizes the wife and her children.
* Other tribes
	+ As a tribal community, other tribes that are less powerful do not receive the same support.
* Children of divorced parents
1. There were various barriers to inclusion that were selected by the community that require attention.
* Social norms
* Local policies
* Infrastructure (disabilities/elderly)
	+ Healthcare centers do not consider persons with physical disabilities or elderly in their design. Corrodors need railing and need ramps when there are stairs, or elevators.
	+ Other institutions similarly do not have infrastructural considerations for persons with disabilities or those who are elderly.
	+ There are two centers that provide basic needs of people with disabilities (Al-Anam Association and the Amal Center) however have no activities that better integrate them.

**COMMUNITY SERVICES**

Community services provide an overview of the services that are managed by the municipality or the government.

1. The **governmental/municipality services in greatest need of attention** are listed below:
* Roads & Sidewalks
* Cleanliness
	+ There needs to be greater awareness on the topics related to cleanliness.
* Transportation
	+ No internal public transportation after 1pm, this makes youth ability to benefit from neighbouring community’s activities are limited.
* Water
	+ Water is very polluted. Filteration systems are limited.
	+ Water scarcity is another problem.
* Garbage collection
* Sustainable energy
	+ The current energy source that is near by is a nuclear reactor.
1. Infrastructure reliability & safety was also assessed:
* Sewage/plumping
* Buildings
* Streetlights
1. The services that improve the environment were considered, below are the top three issues.
* Water scarcity
* Desertification (lack of green spaces)
* Litter
* Waste Management (sewage, chemicals, contaminants)
	+ The nuclear reactor is a major health problem.
1. **Analysis Tables:**

**Community Survey Analysis**

|  |  |
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| **% 29 & under** | **% 30 & over** |
| 75% | 25% |
| **%Males** | **%Females** |
| 49% | 51% |

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| --- | --- | --- | --- | --- |
| Jordanian  | Palestinian | Syrian | Iraqi | Other |
| 162 | 6 | 64 | 1 | 5 |

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| **Q1: How would you rate the following youth outlets in your community?** |
| **Options** | Good | Average | Bad | I don’t know | Doesn’t exist |
| Disability-friendly public spaces | 53 | 54 | 39 | 38 | 47 |
|  Library | 76 | 42 | 29 | 27 | 53 |
|  Entertainment (movie theater, public parks, café, internet café) | 65 | 68 | 34 | 31 | 37 |
|  Spaces for women to gather (houses, mosques, café, clubs) | 88 | 54 | 31 | 22 | 37 |
| Spaces for youth to gather (CBOs, parks, municipality space, schools) | 66 | 60 | 26 | 37 | 39 |
|  Learning opportunities in the community (outside school) | 81 | 56 | 29 | 29 | 28 |
| Youth clubs and associations | 80 | 60 | 28 | 33 | 30 |
| Sport teams/competitions (football team/basketball/swimming) | 82 | 59 | 23 | 38 | 31 |
| Organized activities (@CBOs, @NGOs, youth leaders) | 73 | 71 | 25 | 38 | 28 |
| Sports (basketball/football /swimming) | 113 | 49 | 20 | 22 | 32 |
| Spaces for men to gather (streets, houses, café, mosques, clubs) | 102 | 62 | 14 | 28 | 26 |

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| **Q2: How accessible are these following out of school services in your community?** |
| Options | Always accessible | Sometimes | Never accessible | Doesn’t exist |
| Internet knowledge station  | 32 | 75 | 50 | 79 |
| Business resources (grants, business plan, financial guidance) | 51 | 68 | 41 | 72 |
| Other educational resources (scholarship & application info) | 45 | 79 | 38 | 71 |
| Art, music, theatre activities | 45 | 79 | 40 | 69 |
| Debates/ Structured Youth Conversations | 56 | 84 | 29 | 60 |
| Access to computers at computer center  | 61 | 82 | 34 | 53 |
| Life skills/activities (communication, teamwork) | 61 | 90 | 30 | 51 |
| Computer center  | 47 | 106 | 28 | 49 |
| Employment skills training  | 61 | 94 | 24 | 49 |
| Computer courses | 59 | 104 | 23 | 46 |
| English language courses | 70 | 95 | 25 | 40 |

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| **Q3: Have you heard or been part of (participated in) the following programs in your community?** |
| Options | Yes |
| Community radio | 45 |
| NGO-CBO guidance/counselling activities | 84 |
| Boy scouts | 99 |
| Mentorship (psychological, career) | 120 |
| Girl scouts  | 123 |
| Religious guidance/counselling | 133 |

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| **Q4: Does your community provide the following to assist the process of entering the workforce?** |
| Options | Yes | Somewhat | No | I don’t know |
| Job fairs | 23 | 46 | 88 | 77 |
| Career counseling  | 43 | 54 | 70 | 66 |
| Entrepreneurial support | 53 | 57 | 52 | 73 |
| Vocational training | 85 | 65 | 36 | 50 |
| Internships | 93 | 55 | 32 | 50 |
| Training for job placement | 87 | 68 | 28 | 50 |
| Volunteering in the workforce | 84 | 65 | 27 | 59 |

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| **Q5: Which places do youth gather when in your community? Select all that apply.** |
| **Options** | **Count** |
| Coffee shops or cafes | 175 |
| Football playgrounds | 141 |
| Community centers / Youth center | 122 |
| Parks | 102 |
| University | 97 |
| On the street | 84 |
| Sports facilities | 77 |
| CBOs | 72 |
| Private homes | 72 |
| Clubs | 70 |
| Municipal spaces/halls | 45 |
| Other | 4 |
| None | 1 |

SCHOOL EDUCATION ENVIRONMENT

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| **Q6: In your opinion what are the three most important issues in schools Ramtha?** |
| **Options** | **Count** |
| Attendance | 182 |
| Overcrowded | 113 |
| Violence/ bullying | 104 |
| Teacher student relationship | 76 |
| Teacher parent relationship | 61 |
| Poor quality education | 56 |
| Student to student relationship | 52 |
| Bad curriculum | 42 |
| No additional subject support | 41 |
| Too many school related expenses | 35 |
| Drop outs | 31 |
| Late school shift for students  | 27 |
| Infrastructural issues | 26 |
| Distance from my home or community | 22 |
| No support for people with learning difficulties | 20 |
| Limited or restricted transportation | 15 |
| Limited or no access to school facilities (locked) | 13 |
| Other | 5 |

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| **Q7: What do you consider the top three issues with school services in your community?** |
|  | **Count** |
| Poor learning conditions | 167 |
| Lack of tutoring | 108 |
| Lack of mentoring/counseling (feeling connected to the school environment) | 104 |
| After school activities | 100 |
| Lack of subject matter choices (Vocational training, computer, English) | 87 |
| Lack of sports | 62 |
| Lack of private student to teacher time | 59 |
| Other | 3 |

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| **Q8: Have you or has someone you know experienced these safety related issues in school in your community?** |
|  | **Yes** |
| Bullying (physical/verbal) | 169 |
| Physical abuse (by students and/or teachers) | 115 |
| Unsafe conditions (infrastructural ) | 131 |
| Safety issues to/from school | 136 |
| Harassment (from students &/or teachers) | 111 |

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| **Q9: Have you or someone you know experience the following school issues in your community?** |
|  | Frequently | Sometimes | Rarely | I don’t know |
| Unhygienic | 85 | 78 | 29 | 34 |
| Inadequate bathrooms | 80 | 75 | 40 | 33 |
| Violence, bullying, harassment | 74 | 77 | 38 | 42 |
| Poor maintenance | 69 | 83 | 43 | 33 |
| Not enough space in classroom | 64 | 72 | 49 | 39 |
| Unsafe conditions (bad wiring, infrastructure) | 56 | 80 | 55 | 38 |
| Disconnectedness to school environment | 55 | 80 | 50 | 45 |
| Low quality education | 53 | 73 | 56 | 43 |
| Lack of equipment (books, recreational equipment, computers) | 53 | 82 | 47 | 48 |
| Teachers lacking experience | 47 | 74 | 65 | 45 |
| Understaffed | 42 | 78 | 54 | 56 |

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| **10. Have you or has someone you know experienced these barriers to schools in your community?** |
|  | Frequently | Sometimes | Rarely | I don’t know |
| Financial reasons (uniform, books, tuition) | 52 | 98 | 35 | 37 |
| Transportation/ location of the school | 73 | 70 | 50 | 39 |
| Stray animals | 62 | 71 | 65 | 34 |
| No assistance for people with learning difficulties | 56 | 75 | 50 | 48 |
| Need to work to support family | 50 | 82 | 56 | 43 |
| Lacks accessibility for persons with disabilities | 59 | 71 | 55 | 48 |
| Parents/family situation (not allowed by family/spouse) | 38 | 88 | 65 | 35 |
| Need to take care of siblings/children/ elderly | 36 | 82 | 60 | 48 |

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| **11. Do the following exist in schools in your community?** |
|  | Yes |
| School leadership (student council) | 156 |
| Student-led extra -curricular activities | 97 |
| Volunteering activities  | 148 |
| School improvement activities | 131 |

HEALTH

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| **12. Please select three of the following that you consider the most important for youth**  |
|  | **Frequency** |
| Drugs | 173 |
| Alcohol | 159 |
| Smoking | 148 |
| Nutrition | 121 |
| Health-education | 64 |
| Environmental-problems | 63 |
| Physical-activity | 40 |
| Obesity | 24 |
| Other | 3 |

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| **13. Do you consider the following to be problems in your local health facilities?** |
|  | Majorly problematic | Not problematic | Do not know |
| Low quality of service | 147 | 33 | 53 |
| Availability of specialized physicians  | 113 | 73 | 44 |
| Availability of mental health services (psychologist, institute) | 101 | 59 | 61 |
| Limited operating hours | 93 | 90 | 49 |
| Lack of staff capacities | 103 | 73 | 48 |
| Availability of equipment | 118 | 67 | 44 |
| Availability of Pharmacy/medication  | 114 | 75 | 41 |
| Lack of hygiene | 106 | 79 | 42 |
| High number of patients | 119 | 65 | 48 |

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| **14. Which of the following do you consider barriers to health care in (choose 2-3)** |
|  | **Frequency** |
| Financial barriers | 143 |
| Unable to reach the health facility | 126 |
| Services needed yet unavailable | 102 |
| Delays in receiving care | 96 |
| Capacity of the center | 82 |
| Discrimination (gender, tribe, origin) | 64 |
| Female related health challenges | 53 |
| Unsure what services are available | 2 |
| Other | 0 |

SOCIAL ENVIRONMENT

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| **15. Have you or has someone you know experience the following issues in your community?**  |
|  | Yes | Sometimes | No |
| Bullying (Neighborhood/work) | 113 | 70 | 47 |
| Verbal/emotional/ psychological abuse (partner/family) | 96 | 85 | 57 |
| Gender bias (towards females) | 82 | 95 | 56 |
| Physical abuse (partner/family) | 61 | 98 | 68 |
| Sexual harassment (workplace/community) | 58 | 92 | 83 |
| Physical harassment (workplace/community) | 53 | 94 | 84 |

INCLUSION

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| **16. Do you feel that in your community there equal access to activities/facilities for males & females?**  |
| **Yes %** |
| 108 |

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| **17. Which of the following have you considered barriers to inclusion (persons with disabilities, refugees, women) in Ramtha?**  |
|  | **Count** |
| Social norms | 141 |
| Local policies | 136 |
| Infrastructure (disabilities) | 108 |
| Racism/sexism | 101 |
| Laws & legal framework | 88 |
| Lack of community awareness | 88 |
| Individual perceptions and biases | 66 |
| None of the above | 2 |

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| **18. To what degree do you think the following groups are accepted in Ramtha?** |
|  | Frequently | Sometimes | Rarely | I don’t know  |
| Divorcees | 68 | 83 | 49 | 34 |
| Other tribes | 78 | 73 | 43 | 40 |
| Children of divorced parents | 65 | 86 | 37 | 39 |
| Refugees | 78 | 84 | 36 | 28 |
| Other nationalities | 85 | 84 | 30 | 29 |
| People with disabilities | 86 | 83 | 24 | 34 |
| Persons of other social classes  | 97 | 78 | 21 | 31 |
| Other Religions  | 75 | 90 | 20 | 38 |
| Persons of other educational backgrounds | 90 | 80 | 20 | 43 |
| Orphans | 127 | 54 | 18 | 31 |

COMMUNITY SERVICES

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| **19. How would you rate these municipal related services?** |
|  | Good | Neutral | Bad | I don't know |
| General municipal services | 41 | 75 | 73 | 45 |
| Providing municipal licenses (building, business, sidewalks) | 49 | 77 | 51 | 57 |
| Providing official documents | 52 | 69 | 48 | 66 |

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| **20. Are there issues with the following services in your community?** |
|  | Yes | No | Doesn't exist | I don’t know |
| Roads & Sidewalks | 136 | 45 | 18 | 28 |
| Cleanliness | 127 | 47 | 23 | 29 |
| Transportation | 138 | 48 | 17 | 31 |
| Water | 126 | 49 | 27 | 29 |
| Garbage collection | 124 | 54 | 22 | 28 |
| Government Services | 104 | 62 | 34 | 29 |
| Sustainable energy | 82 | 50 | 50 | 45 |
| Elderly Services | 97 | 50 | 36 | 49 |
| Children Daycare | 91 | 49 | 37 | 53 |
| Electricity | 108 | 74 | 20 | 28 |
| Promotion of tourist places | 86 | 52 | 39 | 51 |
| Access to Internet | 83 | 69 | 31 | 44 |

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| **21. How reliable and safe is the infrastructure in Ramtha?** |
|  | Excellent | Average | Very poor | Doesn't exist |
| Roads | 27 | 96 | 81 | 29 |
| Sewage/ Plumbing | 34 | 92 | 73 | 42 |
| Buildings | 31 | 107 | 61 | 27 |
| Street lights | 53 | 87 | 60 | 29 |
| Safe/reliable water | 41 | 103 | 54 | 29 |
| Bridges | 35 | 94 | 45 | 28 |
| Electricity | 56 | 105 | 42 | 46 |

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| **22. Are these issues in your community?**  |
|  | Yes | No | I don’t know |
| Water scarcity | 169 | 30 | 33 |
| Desertification | 149 | 50 | 33 |
| Litter | 146 | 46 | 39 |
| Air pollution | 107 | 67 | 57 |
| Waste Management(sewage, chemicals, contaminants) | 130 | 46 | 58 |

**Institutional Survey Analysis**

Number of Institutions in Ramtha: 15

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| **Types of Organizations** |
| Governmental | 2 |
| Private | 0 |
| For-Profit | 3 |
| CBO | 1 |
| Religious  | 0 |
| Non-Profit | 9 |

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| **Closest type of transportation** |
| Walking | 5 |
| Taxi | 2 |
| Bus | 0 |
| Walking & taxi | 3 |
| Walking & bus | 2 |
| Walking & Taxi & Bus | 3 |

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| **Fees for services** |
| Yes  | 5 |
| For some services | 2 |
| No | 8 |

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| **Youth Development** |
| Art & Music Activities | 3 |
| Cultural Activities | 4 |
| Theatre | 0 |
| Summer Camps | 1 |
| Edu.Support- Tutoring  | 4 |
| Edu.Support- Financial Aid | 0 |
| Edu.Support- Scholarship | 0 |
| Religious Services & Education | 2 |
| Life Skills Training | 5 |
| Computer | 6 |
| On Job Training | 3 |
| Vocational | 1 |
| Internship | 4 |
| Employment Skills | 6 |
| Business Development | 2 |
| Debates | 0 |
| Volunteering Opportunities | 1 |
| Football Training | 1 |
| Football Teams | 1 |
| Swimming Training | 0 |
| Competitions | 2 |
| Athletes Support | 1 |
| Leadership- Boy Guides | 0 |
| Leadership- Girl Guides | 0 |
| Youth Mentorship | 2 |

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| **Spaces for Youth Development** |
| Community/Youth Centers | 6 |
| Club | 1 |
| Football Field | 2 |
| Playground | 1 |
| Parks | 1 |
| Pool | 1 |
| Sports Facilities | 2 |
| Library  | 4 |
| Movie Theater | 1 |
| Museum/Cultural Centers  | 1 |
| Amusement Park | 1 |
| Restaurants | 1 |
| Coffee Shops/Café's | 1 |
| Municipal Spaces/Halls | 0 |
| Meeting Space | 0 |

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| **Educational Environment** |
| After School Programs | 5 |
| Education- Secondary/Middle School | 5 |
| Alternative High Schools | 2 |
| Colleges/Universities | 1 |
| Computer Training | 5 |
| Learning Difficulties in Early Childhood | 2 |
| Learning Difficulties | 3 |
| Person with Disability | 1 |
| Tutoring | 2 |
| Student Exchange | 1 |
| Other | 3 |

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| **Health** |
|  Family Planning | 7 |
| Health Awareness Campaigns | 8 |
|  Dental Clinic | 2 |
|  Family Health Clinic | 2 |
|  Specialized Health Clinic | 2 |
|  Public Hospital | 2 |
|  Mental Health Services | 2 |
|  Pediatric Care | 2 |
|  Pre Natal Care | 3 |
|  Health Insurance | 2 |
|  Drugs Rehabilitation Centers | 1 |
|  Other | 1 |

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| **Social Environment** |
|  Women support | 5 |
|  Anti-Corruption Association | 0 |
|  Family Support Services | 4 |
|  Family Concern's Centers | 3 |
|  Charity | 7 |
|  Other | 1 |

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| **Inclusion** |
|  Sr. Citizens Services | 5 |
|  Orphan Shelters | 5 |
|  Refugee Services | 7 |
|  Persons with Disability Services | 9 |
|  Learning Support Person w/Disability | 5 |
|  Learning Support Learning Difficulties Services | 5 |
|  Other | 0 |

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| **Community Services** |
| Water Safety | 3 |
| Pollution Control | 2 |
| Street Maintenance | 2 |
| Sewage Control | 1 |
| Farming | 5 |
| Sustainable Agriculture | 3 |
| Renewable energy | 4 |
| Internet Access | 2 |
| Public Officials and Offices | 2 |
| Community Development | 6 |
| Services Related to Tourism | 1 |
| Other | 0 |

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| **Other Programs Services** |
|  Daily Nurseries | 1 |
|  Day Care Kindergarten | 0 |
|  Day Care School Age | 2 |
|  Parenting Assistance | 0 |
|  Sponsor Special Events/Activities | 1 |
|  Event Organizing | 5 |
|  Other | 0 |

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| **Services for Education Incompleters** |
| Reading, writing and math skills | 6 |
| Developing practical and vocational skills | 6 |
| Providing job opportunities | 8 |
| Youth Counseling | 6 |
| Life Skills | 7 |
| We don't offer any services for youths who didn't complete their education | 1 |

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| **Needs of youth that did not complete their education** |
| **Need 1** | **Need 2** | **Need 3** |
| Vocational training | Networking opportunities | Awareness |
| Guidance/counselling | Trainings | Basic material |
| Education | Trainings | Craftsmanship |
| Training | Trainings | Employment support & research |
| Personality development | Employment support | Employment support & research |
| Training | English course | Farming |
| Parental care | Employment support | recreational places |
| Employment support | Trainings | social security |
| Training | parental care | Spaces for females  |
| Cultural center | Trainings | Support associations |
| Employment support | Financial support |  |
| Recreational places |  |  |
| Networking opportunities |  |  |
| Guidance/counselling |  |  |
| English course |  |  |

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| **No. of beneficiaries/month** |
| 1 to 25 | 1 |
| 26 to 50 | 1 |
| 51 to 100 | 4 |
| 101 to 200 | 2 |
| 201 to 500 | 3 |
| 501 to 1000 | 3 |
| 1001 & more | 1 |
| Do not provide services to youth | 0 |

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| **Do you have adequate facilities and resources to meet the demands of all youth who seek services from your organization?** |
| Yes | 12 |
| No | 3 |
| Does not offer any youth services | 0 |

**Focus group questions**

1. Which of these are a priority for your community?

2. Why does this happen/exist?

3. Why is this important?

4. What are the other things happening (issues by this) because of this?

5. Who else is responsible for this?

6. What has been done in the past to resolve/address this?

Probe:

* Are the activities/initiatives that addressed this issue? Why did they not work?
* If yes, what parts were effective, and what parts were not effective?
* Are there reasons why this service/resource does not exist that you are aware of?
* What are more specific barriers?
* Are there any other ideas?