USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: AL DLEIL, ZARQA | REGION: MIDDLE | CLASSIFICATION: B[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

52%
of community members perceived municipal governments to be effective

51%
of community members were satisfied or very satisfied with solid waste management services

48%
of community members were satisfied or very satisfied with cleanliness of public spaces

59%
of community members were satisfied or very satisfied with documentation services

44%
of community members were satisfied or very satisfied with maintenance of streets

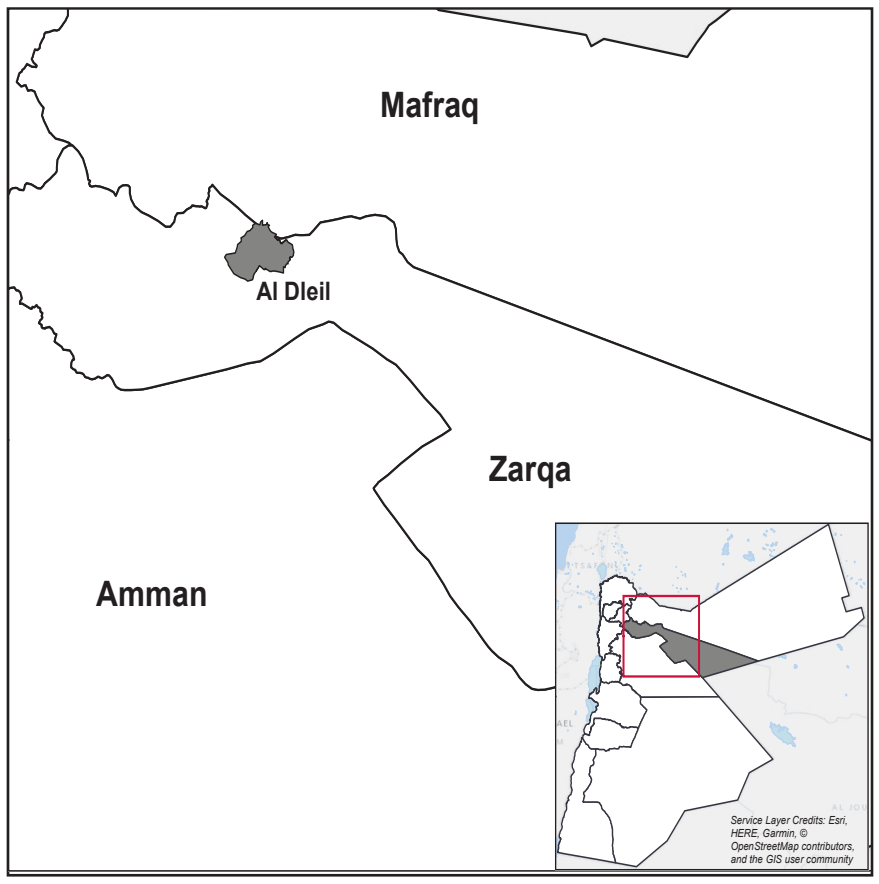
19%
of community members reported communicating with the municipality at least once a month

49%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	50,931
Percent of respondents that have been living in this municipality for more than 5 years	87%
Age groups	18-30 (26%) 31-40 (33%) 41-50 (24%) 51 > (16%)
Percent Jordanian respondents	92%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.



MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 53% Solid waste management
- 51% Cleanliness of public spaces
- 44% Documentation
- 44% Maintenance of streets

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 76% Solid waste management
- 78% Cleanliness of public spaces
- 65% Documentation
- 74% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited physical capacity within the municipality

As perceived by municipality KI:
Not applicable, municipality was able to respond to complaints received over the past year

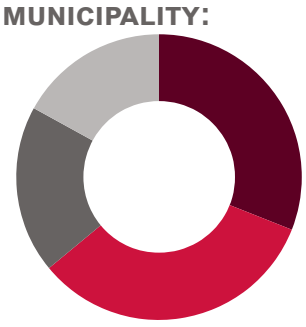
Primary priority sector of need:[2]

As reported by community members:
Maintenance of streets

As reported by municipality KI:
Solid waste management

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:



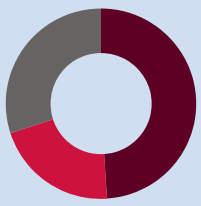
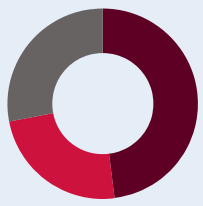
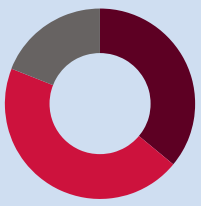
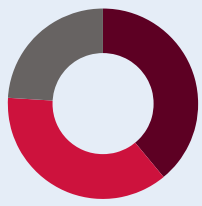
- 31% Never
- 33% Less than once a month
- 19% At least once a month
- 17% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Social media

Percentage of community members who perceived existing channels to be effective for engagement: **91%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **58%**

Formal engagement channels available according to municipality KI:
Social media, local council meetings, town hall meeting

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 49% Ineffective 21% Unaware 30% Quite effective or very effective	 48% Ineffective 24% Unaware 28% Quite effective or very effective	 36% Ineffective 45% Unaware 19% Quite effective or very effective	 39% Ineffective 37% Unaware 24% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✓	✓	✓	✓
Most commonly used communication channels[3]	Direct visits to the municipality building & Social media	Direct visits to the municipality building & Through women committees	Social media & Personal relations with municipal staff/ representatives	Direct visits to the municipality building, social media & Through community leaders or local council members
Most commonly perceived barrier to engagement	Lack of initiative, interest, motivation among demographic group	Customs and traditions limit public participation of women	Opinions of this group are not solicited/ valued	No barriers perceived specifically for this demographic group
Most preferred communication method to increase public participation[6]	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group	Assign focal points within local council trained to engage with this demographic group	Establish a committee of community members from this demographic group

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- There is a lack of public leisure spaces (PLS) in the area. PLS is a need for the community as a whole, but a priority need especially for people with disabilities (PWDs), for whom PLS are particularly difficult to access.
- There is a need for more oversight over solid waste management issues, as well as to raise awareness around the importance of public cleanliness in the community. For example, participants complained that factories and butchers do not properly dispose of their waste.
- There is general satisfaction with municipal-community engagement. When the municipality announced a community gathering, 4,000 people reportedly showed up.
- There is a lack of female employees in the municipality. This is a barrier for women to engage with the municipality as it is easier for them to communicate with a female employee. Syrian participants also stated the need for more communication channels for refugees.
- The municipality is perceived to be unresponsive to the needs of PWDs because mechanisms for interaction with the municipality are not accessible or tailored to the needs of people with such health concerns, and because there is an overall lack of interest and initiative within the municipality to engage with this demographic group.

Endnotes

[1]Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).

[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.

[3] Two most commonly reported channels.

[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).

[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.

[6] Most commonly reported by this demographic group.

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: AL HALLABAT, ZARQA | REGION: MIDDLE | CLASSIFICATION: C[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

63%
of community members perceived municipal governments to be effective

54%
of community members were satisfied or very satisfied with solid waste management services

62%
of community members were satisfied or very satisfied with cleanliness of public spaces

66%
of community members were satisfied or very satisfied with documentation services

66%
of community members were satisfied or very satisfied with maintenance of streets

22%
of community members reported communicating with the municipality at least once a month

48%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	28,700
Percent of respondents that have been living in this municipality for more than 5 years	88%
Age groups	18-30 (26%) 31-40 (28%) 41-50 (24%) 51 > (23%)
Percent Jordanian respondents	91%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.

MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 55% Solid waste management
- 55% Cleanliness of public spaces
- 58% Documentation
- 56% Maintenance of streets

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 69% Solid waste management
- 69% Cleanliness of public spaces
- 67% Documentation
- 71% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited physical capacity within the municipality

As perceived by municipality KI:
Not applicable, municipality was able to respond to complaints received over the past year

Primary priority sector of need:[2]

As reported by community members:
Maintenance of streets

As reported by municipality KI:
Issuing of permits, licenses and other official documentation

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:

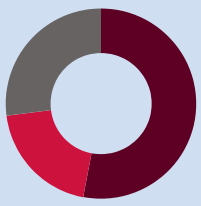
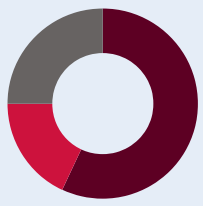
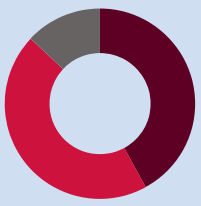
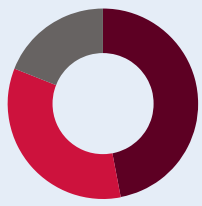
- 37% Never
- 32% Less than once a month
- 22% At least once a month
- 9% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Personal relations with municipal staff or representatives

Percentage of community members who perceived existing channels to be effective for engagement: **80%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **56%**

Formal engagement channels available according to municipality KI:
Social media, local council meetings, complaint boxes & hotline services

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 53% Ineffective 20% Unaware 27% Quite effective or very effective	 57% Ineffective 18% Unaware 25% Quite effective or very effective	 42% Ineffective 45% Unaware 13% Quite effective or very effective	 47% Ineffective 34% Unaware 19% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✓	✓	✓	✗
Most commonly used communication channels[3]	Direct visits to the municipality building & Social media	Direct visits to the municipality building	Direct visits to the municipality building	Direct visits to the municipality building
Most commonly perceived barrier to engagement	Lack of municipal capacity, initiative and interest to engage with this demographic group	Customs and traditions limit public participation of women	Opinions of this group are not solicited/ valued, and legal status as refugees	No barriers perceived specifically for this demographic group[7]
Most preferred communication method to increase public participation[6]	Establish a committee of community members from this demographic group	Assign focal points within local council trained to engage with this demographic group	Establish a committee of community members from this demographic group & organise regular, targeted meetings with this demographic group	Establish a committee of community members from this demographic group & organise regular, targeted meetings with this demographic group

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- There are four main neighborhoods in Al Hallabat municipality: Gharbi, Sharqi, Sabaaweyah and Dhethem. Services are more limited in Gharbi as there are no public leisure spaces (PLS) and not enough public waste bins in this area.
- There is a lack of solid waste management monitoring which has led to issues with proper disposal of deceased farm animals. Desludging trucks also are dumping sewage close to neighborhoods since the closest disposal site is in Amman. Additionally, there are complaints of trash burning in the landfills (by both community and municipality), which is a health hazard for surrounding areas.
- The municipality is perceived to be unresponsive to the needs of people with disabilities (PWDs) because of limited communication opportunities. For example, mechanisms for interaction are not accessible to or tailored for the needs of people with such health concerns.
- PWDs perceived roads/ sidewalks to be unsuitable for wheelchairs. There is also a need to improve street lighting as it aggravates sense of fear and anxiety among PWDs and exposes them to accidents.

Endnotes

[1]Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).

[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.

[3] Two most commonly reported channels.

[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).

[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.

[6] Most commonly reported by this demographic group.

[7] There is a discrepancy between no barriers perceived by the PWD KI from the community and the municipality KI stating that the municipality does not engage with this group. Possible explanations could be: (1) the community KI has never engaged or tried to engage with the municipality and is therefore not speaking out of past experience and is unaware of barriers (2) barriers are not perceived to be relevant for PWDs, even if they exist, because other people either from their household or the wider community communicate with the municipality on their behalf. Alternatively, the municipality KI might have been unaware of efforts being made within the municipality or by local organisations to enhance engagement with PWDs.

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: AL JAFR, MAAN | REGION: SOUTH | CLASSIFICATION: C[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

39%
of community members perceived municipal governments to be effective

48%
of community members were satisfied or very satisfied with solid waste management services

44%
of community members were satisfied or very satisfied with cleanliness of public spaces

44%
of community members were satisfied or very satisfied with documentation services

36%
of community members were satisfied or very satisfied with maintenance of streets

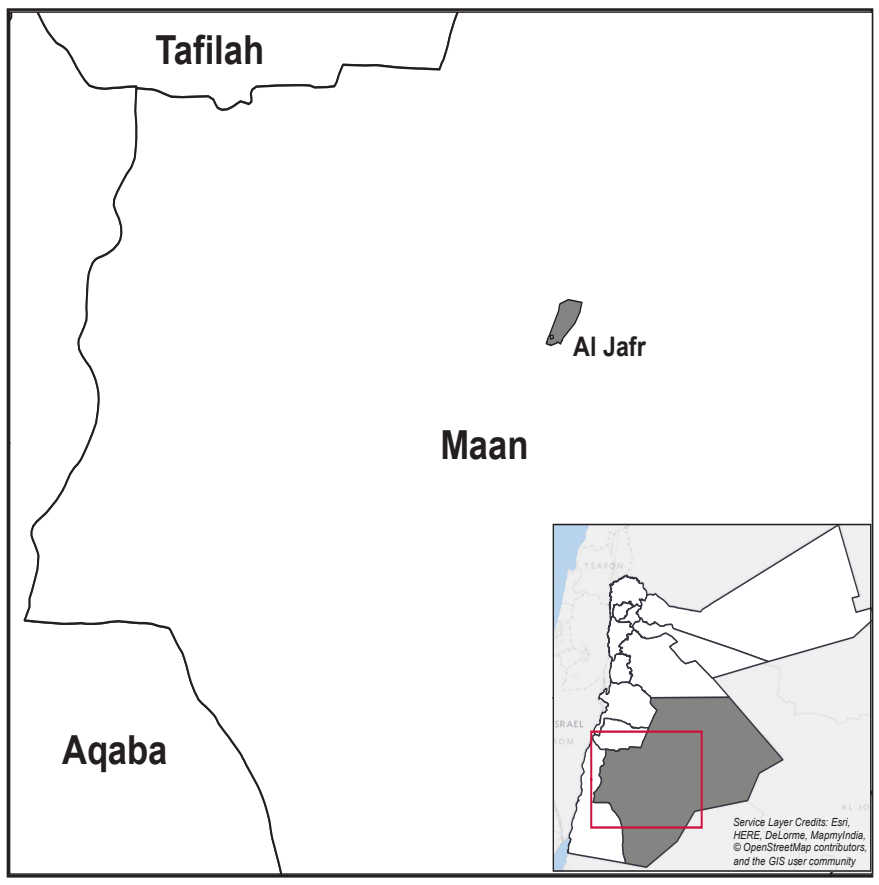
10%
of community members reported communicating with the municipality at least once a month

36%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	7,804
Percent of respondents that have been living in this municipality for more than 5 years	84%
Age groups	18-30 (47%) 31-40 (24%) 41-50 (16%) 51 > (13%)
Percent Jordanian respondents	100%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.



MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 44% Solid waste management
- 48% Cleanliness of public spaces
- 36% Documentation
- 53% Maintenance of streets

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 52% Solid waste management
- 53% Cleanliness of public spaces
- 44% Documentation
- 56% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited physical capacity within the municipality

As perceived by municipality KI:
Not applicable, municipality was able to respond to complaints received over the past year

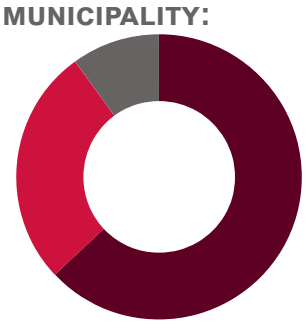
Primary priority sector of need:[2]

As reported by community members:
Maintenance of streets

As reported by municipality KI:
Livelihoods (job creation)

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:



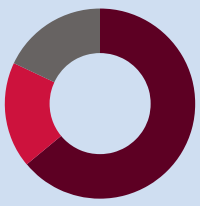
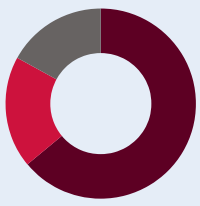
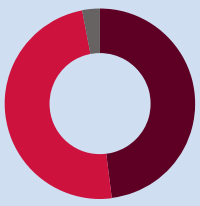
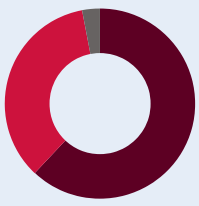
- 63% Never
- 27% Less than once a month
- 10% At least once a month
- 0% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Personal relations with municipal staff or representatives

Percentage of community members who perceived existing channels to be effective for engagement: **50%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **24%**

Formal engagement channels available according to municipality KI:
Local council meetings, town hall meeting, bilateral meetings with community leaders, public gatherings & celebrations, social media, complaint boxes & hotline services, surveys

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 64% Ineffective 18% Unaware 18% Quite effective or very effective	 64% Ineffective 19% Unaware 17% Quite effective or very effective	 48% Ineffective 49% Unaware 3% Quite effective or very effective	 62% Ineffective 35% Unaware 3% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✓	✓	✓	✓
Most commonly used communication channels[3]	Direct visits to the municipality building & Personal relations with municipal staff/ representatives	Direct visits to the municipality building & Personal relations with municipal staff/ representatives	No channels of communication	Direct visits to the municipality building
Most commonly perceived barrier to engagement	Lack of time (domestic responsibilities, jobs, studies, etc.)	Lack of time (domestic responsibilities, jobs, studies, etc.)	Legal status as refugees	Physical/ health-related barrier
Most preferred communication method to increase public participation[6]	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group	No specific preference reported	Assign focal points within local council trained to engage with this demographic group

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- The road linking New Al Husainiyah and Al Jafr is poorly lit and has caused many accidents. There is also a need to improve street lighting as it aggravates sense of fear and anxiety among people with disabilities (PWDs) and exposes those with impaired vision or hearing to the risk of accidents. There is also a need to build cross walks in front of schools.
- Participants stated that there are issues with solid waste management. When trash is collected it is only picked up from the public waste bins. This means that the waste around the bins will continue to pile up, resulting in pest and insect related issues. Additionally, people are reportedly burning trash in the area which is a health hazard for the surrounding communities.
- Facebook as a means of municipal engagement is mainly used by young men as they know how to use technology. Due to cultural constraints, women are less active in municipal engagement. Additionally, there is a perceived lack of communication channels available for refugees throughout the municipality. Refugee participants also stated that it is not their place to communicate with the municipality as they are not citizens.
- Communication with the municipality is perceived to be easier for PWDs because of sympathy from municipal staff and society for their health condition.

Endnotes

[1] Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).
[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.
[3] Two most commonly reported channels.
[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).
[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.
[6] Most commonly reported by this demographic group.

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: BALAMA, MAFRAQ | REGION: NORTH | CLASSIFICATION: B[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

66%
of community members perceived municipal governments to be effective

64%
of community members were satisfied or very satisfied with solid waste management services

69%
of community members were satisfied or very satisfied with cleanliness of public spaces

58%
of community members were satisfied or very satisfied with documentation services

61%
of community members were satisfied or very satisfied with maintenance of streets

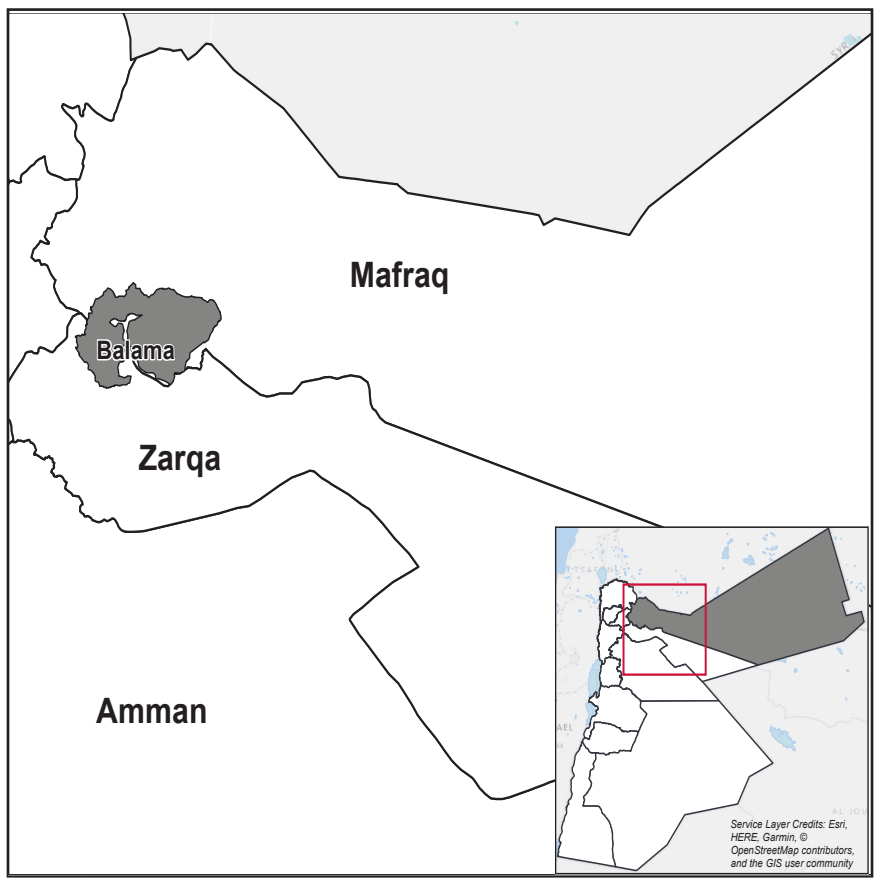
20%
of community members reported communicating with the municipality at least once a month

35%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	33,497
Percent of respondents that have been living in this municipality for more than 5 years	89%
Age groups	18-30 (25%) 31-40 (25%) 41-50 (27%) 51 > (23%)
Percent Jordanian respondents	95%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received by the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.



MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 68% Solid waste management
- 65% Cleanliness of public spaces
- 54% Documentation
- 63% Maintenance of streets

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 73% Solid waste management
- 72% Cleanliness of public spaces
- 56% Documentation
- 68% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited physical capacity within the municipality

As perceived by municipality KI:
Not applicable, municipality was able to respond to complaints received over the past year

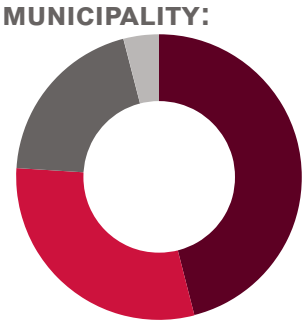
Primary priority sector of need:[2]

As reported by community members:
Maintenance of streets

As reported by municipality KI:
Alternative energy sources

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:



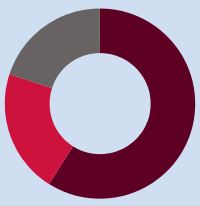
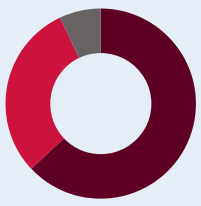
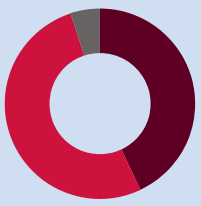
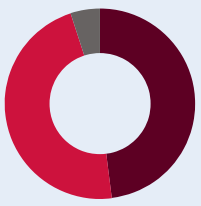
- 46% Never
- 30% Less than once a month
- 20% At least once a month
- 4% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Complaint boxes & hotline numbers

Percentage of community members who perceived existing channels to be effective for engagement: **76%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **52%**

Formal engagement channels available according to municipality KI:
Social media, community meetings/ discussions, town hall meeting, local council meetings, bilateral meetings with community leaders

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 59% Ineffective 21% Unaware 20% Quite effective or very effective	 63% Ineffective 30% Unaware 7% Quite effective or very effective	 43% Ineffective 52% Unaware 5% Quite effective or very effective	 48% Ineffective 47% Unaware 5% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✓	✓	✓	✓
Most commonly used communication channels[6]	Direct visits to the municipality building	No channels of communication	Direct visits to the municipality building	Direct visits to the municipality building
Most commonly perceived barrier to engagement	Lack of participation opportunities/ formal organisation to represent group	Customs and traditions limit public participation of women	No barriers perceived specifically for this demographic group	No barriers perceived specifically for this demographic group
Most preferred communication method to increase public participation[6]	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group	Assign focal points within local council trained to engage with this demographic group

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- Female participants stated that there is no recreational center for women in their area. The park that was there was old and badly maintained and therefore closed down. There is a need to improve maintenance and reopen this park so women have a place to gather.
- There is a need for a vocational training center that assists recent graduates in finding jobs so as to decrease unemployment in the area. Targeted vocational training is also needed for people with disabilities (PWDs).
- Accidents take place frequently in the area due to issues with roads such as lack of lighting and improper maintenance.
- Participants suggested that installing complaint boxes at the mosques would provide a way for people to make their voices heard by the municipality.
- There is a perception that opinions of PWDs are not valued or taken into consideration. To enhance overall access to public services for PWDs, there is a need to add crosswalks to enable safe crossing between streets, especially for those with limited mobility and vision.

Endnotes

[1]Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).
[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.
[3] Two most commonly reported channels.
[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).
[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.
[6] Most commonly reported by this demographic group.

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: DAIR AL KAHF, MAFRAQ | REGION: NORTH | CLASSIFICATION: C[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

54%
of community members perceived municipal governments to be effective

70%
of community members were satisfied or very satisfied with solid waste management services

71%
of community members were satisfied or very satisfied with cleanliness of public spaces

55%
of community members were satisfied or very satisfied with documentation services

50%
of community members were satisfied or very satisfied with maintenance of streets

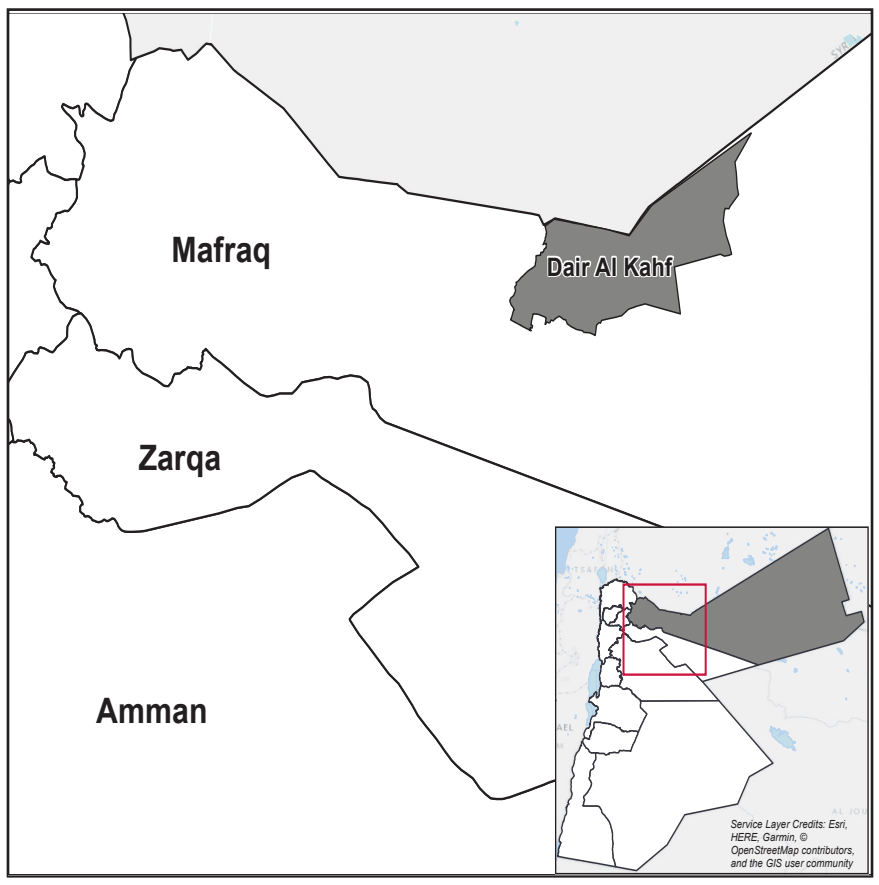
23%
of community members reported communicating with the municipality at least once a month

29%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	10,919
Percent of respondents that have been living in this municipality for more than 5 years	88%
Age groups	18-30 (32%) 31-40 (29%) 41-50 (21%) 51 > (18%)
Percent Jordanian respondents	96%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.



MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 56% Solid waste management
- 53% Cleanliness of public spaces
- 48% Documentation
- 41% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited physical capacity within the municipality

As perceived by municipality KI:
Not applicable, municipality was able to respond to complaints received over the past year

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 62% Solid waste management
- 62% Cleanliness of public spaces
- 51% Documentation
- 59% Maintenance of streets

Primary priority sector of need:[2]

As reported by community members:
Maintenance of streets

As reported by municipality KI:
Public roads (opening new roads, paving/ maintenance of existing roads)

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:

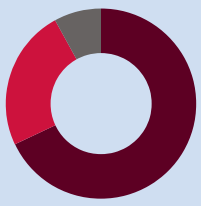
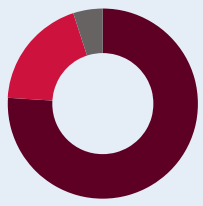
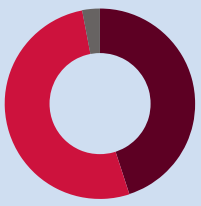
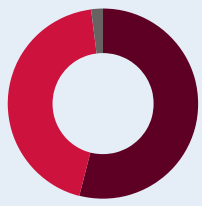
- 48% Never
- 24% Less than once a month
- 23% At least once a month
- 5% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Personal relations with municipal staff/ representatives

Percentage of community members who perceived existing channels to be effective for engagement: **67%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **32%**

Formal engagement channels available according to municipality KI:
Social media, local council meetings, bilateral meetings with community leaders, complaint boxes & hotline services, public gatherings & celebrations

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 68% Ineffective 24% Unaware 8% Quite effective or very effective	 76% Ineffective 19% Unaware 5% Quite effective or very effective	 45% Ineffective 52% Unaware 3% Quite effective or very effective	 54% Ineffective 44% Unaware 2% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✓	✓	✓	✓
Most commonly used communication channels[6]	Direct visits to the municipality building	No channels of communication	No channels of communication	No channels of communication
Most commonly perceived barrier to engagement	Lack of municipal capacity, initiative and interest to engage with this demographic group	Customs and traditions limit public participation of women	Legal status as refugees	No barriers perceived specifically for this demographic group
Most preferred communication method to increase public participation[6]	Organise regular, targeted meetings with this demographic group	Organise regular, targeted meetings with this demographic group	No specific preference reported	Organise regular, targeted meetings with this demographic group

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- There is no public health center in the area, therefore doctors visit 2-3 times a week. If residents need to go to the hospital the ambulance takes a very long time to reach their area. According to FGD participants, the municipality has made public land available to build a public healthcare center or hospital but nothing has been built.
- There are no community centers in the area. Participants would like a center where they can play with their children, do sports, have educational lessons or Quran readings. Women specifically requested a center where they could learn skills to establish small home-based businesses such as sewing and handicrafts.
- There is a need for environmentally-friendly lighting throughout the municipality. There is also a need to improve street lighting as it aggravates sense of fear and anxiety among people with disabilities (PWDs) and exposes those with impaired vision or hearing to the risk of accidents.
- Male participants stated that the large municipality debt has negatively impacted community engagement between residents and the municipality.

Endnotes

[1]Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).
[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.
[3] Two most commonly reported channels.
[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).
[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.
[6] Most commonly reported by this demographic group.

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: GREATER MAFRAQ, MAFRAQ | REGION: NORTH | CLASSIFICATION: A[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

48%
of community members perceived municipal governments to be effective

70%
of community members were satisfied or very satisfied with solid waste management services

56%
of community members were satisfied or very satisfied with cleanliness of public spaces

47%
of community members were satisfied or very satisfied with documentation services

44%
of community members were satisfied or very satisfied with maintenance of streets

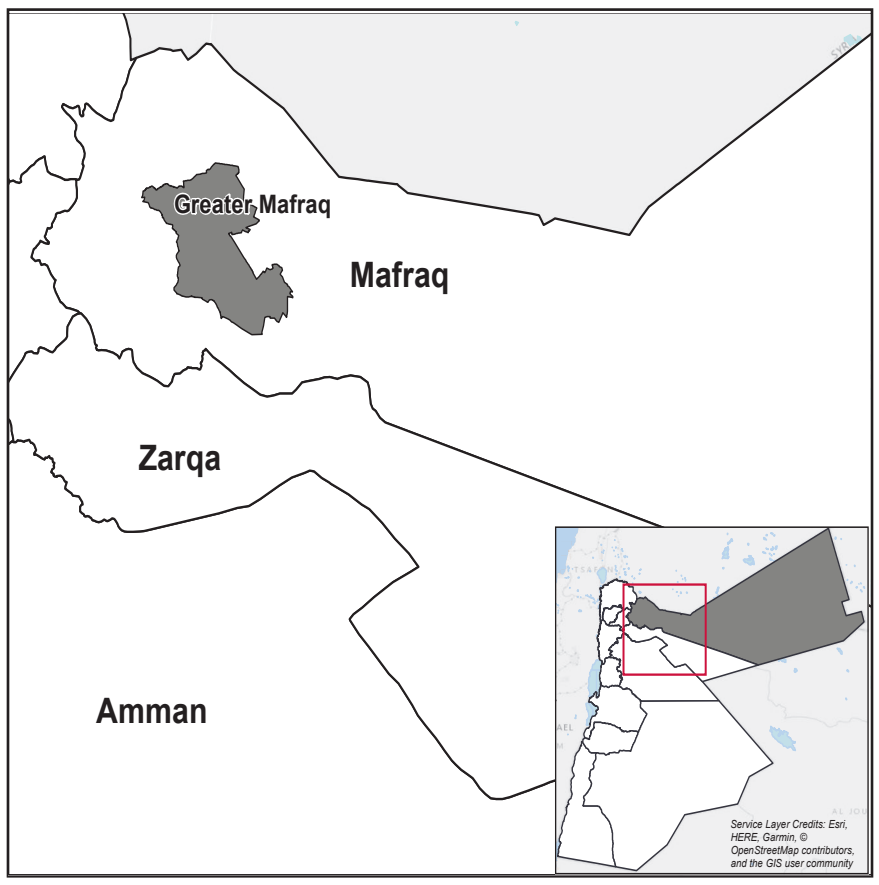
20%
of community members reported communicating with the municipality at least once a month

38%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	122,028
Percent of respondents that have been living in this municipality for more than 5 years	73%
Age groups	18-30 (28%) 31-40 (27%) 41-50 (20%) 51 > (25%)
Percent Jordanian respondents	83%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.



MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 53% Solid waste management
- 51% Cleanliness of public spaces
- 43% Documentation
- 36% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited physical capacity within the municipality

As perceived by municipality KI:
Not applicable, municipality was able to respond to complaints received over the past year

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 74% Solid waste management
- 76% Cleanliness of public spaces
- 51% Documentation
- 73% Maintenance of streets

Primary priority sector of need:[2]

As reported by community members:
Maintenance of streets

As reported by municipality KI:
Public roads (opening new roads, paving/ maintenance of existing roads)

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:

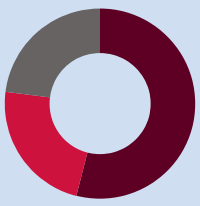
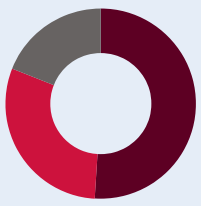
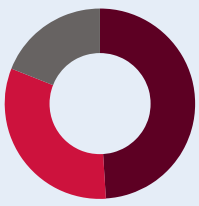
- 47% Never
- 24% Less than once a month
- 20% At least once a month
- 9% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Personal relations with municipal staff/ representatives

Percentage of community members who perceived existing channels to be effective for engagement: **84%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **47%**

Formal engagement channels available according to municipality KI:
Social media, town hall meeting, local council meetings

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 54% Ineffective 23% Unaware 23% Quite effective or very effective	 51% Ineffective 30% Unaware 19% Quite effective or very effective	 41% Ineffective 37% Unaware 22% Quite effective or very effective	 49% Ineffective 32% Unaware 19% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✓	✓	✓	✓
Most commonly used communication channels[3]	Direct visits to the municipality building & Municipality meetings	Direct visits to the municipality building & Municipality meetings	Direct visits to the municipality building	No channels of communication
Most commonly perceived barrier to engagement	Lack of municipal capacity, initiative and interest to engage with this demographic group	Customs and traditions limit public participation of women	Lack of municipal capacity, initiative and interest to engage with this demographic group & legal status	No barriers perceived specifically for this demographic group
Most preferred communication method to increase public participation[6]	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group	Organise regular, targeted meetings with this demographic group

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- There are no public parks in Mafraq City making it difficult for families to have an area to gather without driving to another village or city.
- Solid waste management (SWM) issues were perceived to be causing tension within the community. Participants stated that fines should be enforced for littering and burning trash. Additionally, there is a lack of waste bins near the butchers and the hospitals. Participants also stated that the municipality does not respond to SWM related complaints.
- Female participants stated that not enough women work within the municipality, which is a barrier as they would feel more comfortable approaching female municipality workers.
- People with disabilities (PWDs) perceived roads/ sidewalks to be unsuitable for wheelchairs. There is also a need for nuanced SWM services such as allocating workers to collect trash from the households of PWDs as they are unable to drop off trash in containers themselves due to their health conditions.
- There is limited engagement between PWDs and their municipality, both because of lack of opportunities as well as because of access and mobility issues.

Endnotes

[1]Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).

[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.

[3] Two most commonly reported channels.

[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).

[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.

[6] Most commonly reported by this demographic group.

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: GREATER AJLOUN, AJLOUN | REGION: NORTH | CLASSIFICATION: A[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

48%
of community members perceived municipal governments to be effective

53%
of community members were satisfied or very satisfied with solid waste management services

51%
of community members were satisfied or very satisfied with cleanliness of public spaces

56%
of community members were satisfied or very satisfied with documentation services

36%
of community members were satisfied or very satisfied with maintenance of streets

16%
of community members reported communicating with the municipality at least once a month

62%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	58,803
Percent of respondents that have been living in this municipality for more than 5 years	91%
Age groups	18-30 (20%) 31-40 (27%) 41-50 (30%) 51 > (23%)
Percent Jordanian respondents	98%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.

MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 55% Solid waste management
- 52% Cleanliness of public spaces
- 52% Documentation
- 30% Maintenance of streets

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 80% Solid waste management
- 78% Cleanliness of public spaces
- 73% Documentation
- 63% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited physical capacity within the municipality

As perceived by municipality KI:
Not applicable, municipality was able to respond to complaints received over the past year

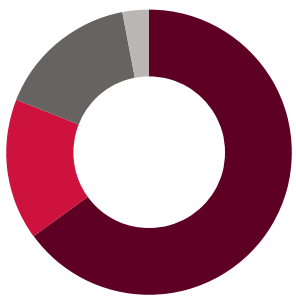
Primary priority sector of need:[2]

As reported by community members:
Maintenance of streets

As reported by municipality KI:
Public roads (opening new roads, paving/ maintenance of existing roads)

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:



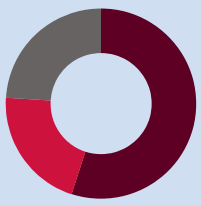
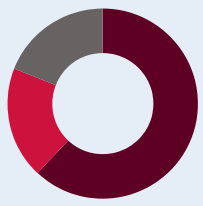
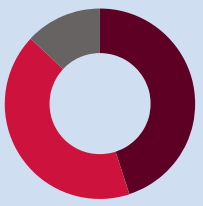
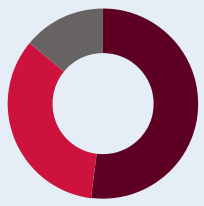
- 65% Never
- 16% Less than once a month
- 16% At least once a month
- 3% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Personal relations with municipal staff/ representatives

Percentage of community members who perceived existing channels to be effective for engagement: **69%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **30%**

Formal engagement channels available according to municipality KI:
Social media, complaint boxes & hotline services, community meetings/ discussions

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 55% Ineffective 21% Unaware 24% Quite effective or very effective	 62% Ineffective 19% Unaware 19% Quite effective or very effective	 45% Ineffective 42% Unaware 13% Quite effective or very effective	 52% Ineffective 34% Unaware 14% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✓	✓	✓	✓
Most commonly used communication channels[3]	Direct visits to the municipality building & Social media	Direct visits to the municipality building	Direct visits to the municipality building	Direct visits to the municipality building
Most commonly perceived barrier to engagement	No barriers perceived specifically for this demographic group	Customs and traditions limit public participation of women	No barriers perceived specifically for this demographic group	No barriers perceived specifically for this demographic group
Most preferred communication method to increase public participation[6]	Establish a committee of community members from this demographic group	Assign focal points within local council trained to engage with this demographic group	Assign focal points within local council trained to engage with this demographic group	Organise regular, targeted meetings with this demographic group

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- There is a need for better monitoring of road construction activities to ensure construction is of good quality.
- There are not enough garbage containers in residential areas, garbage collection is not frequent enough and there is lack of proper supervision of waste management workers. Workers are also not well-trained in waste management.
- According to female participants, there are issues with street lighting in this municipality: there is lack of maintenance, lighting units are not enough and/ or of bad quality. This impacts their feelings of safety in the streets, especially because of a large presence of stray dogs in the area.
- Communication with the municipality is perceived to be easier for people with disabilities because of sympathy from municipal staff and society for their health condition.
- Refugees do not perceive it to be within their right to communicate with the municipality as they are not citizens of this country. They think it would be easier to communicate if they had a designated representative to deal with specific refugee-related issues.

Endnotes

[1]Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).
[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.
[3] Two most commonly reported channels.
[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).
[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.
[6] Most commonly reported by this demographic group.

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: GREATER IRBID, IRBID | REGION: NORTH | CLASSIFICATION: A[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

75%
of community members perceived municipal governments to be effective

78%
of community members were satisfied or very satisfied with solid waste management services

71%
of community members were satisfied or very satisfied with cleanliness of public spaces

63%
of community members were satisfied or very satisfied with documentation services

67%
of community members were satisfied or very satisfied with maintenance of streets

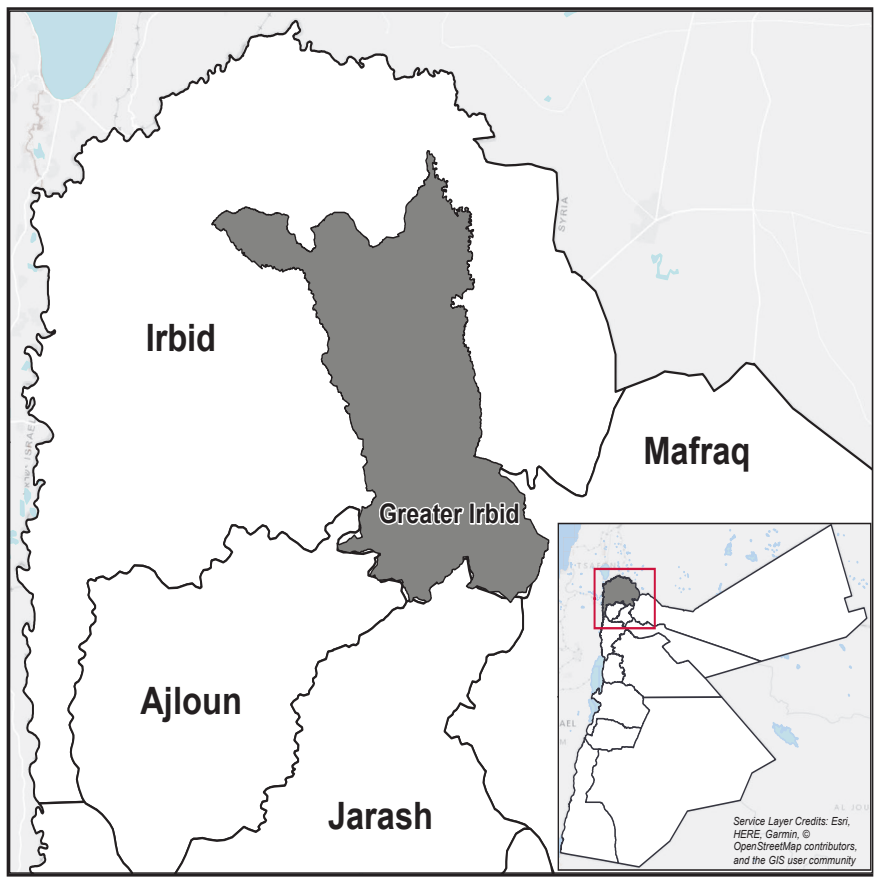
15%
of community members reported communicating with the municipality at least once a month

47%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	840,512
Percent of respondents that have been living in this municipality for more than 5 years	82%
Age groups	18-30 (21%) 31-40 (23%) 41-50 (33%) 51 > (23%)
Percent Jordanian respondents	90%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.



MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 68% Solid waste management
- 69% Cleanliness of public spaces
- 59% Documentation
- 54% Maintenance of streets

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 89% Solid waste management
- 90% Cleanliness of public spaces
- 70% Documentation
- 83% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited physical capacity within the municipality

As perceived by municipality KI:
Not applicable, municipality was able to respond to complaints received over the past year

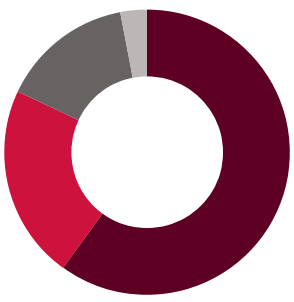
Primary priority sector of need:[2]

As reported by community members:
Maintenance of streets

As reported by municipality KI:
Public roads (opening new roads, paving/ maintenance of existing roads)

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:



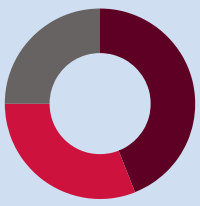
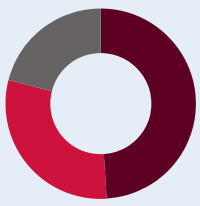
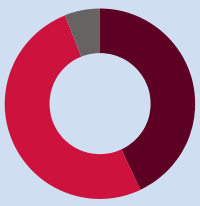
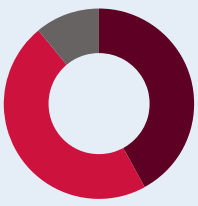
- 60% Never
- 22% Less than once a month
- 15% At least once a month
- 3% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Personal relations with municipal staff/ representatives

Percentage of community members who perceived existing channels to be effective for engagement: **76%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **22%**

Formal engagement channels available according to municipality KI:
Local council meetings, town hall meeting, bilateral meetings with community leaders, community meetings/ discussions, public gatherings & celebrations, social media, complaint boxes/ hotline services, surveys

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 44% Ineffective 31% Unaware 25% Quite effective or very effective	 49% Ineffective 30% Unaware 21% Quite effective or very effective	 43% Ineffective 51% Unaware 6% Quite effective or very effective	 42% Ineffective 47% Unaware 11% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✓	✓	✓	✗
Most commonly used communication channels[3]	Direct visits to the municipality building & Social media	Direct visits to the municipality building & Social media	Direct visits to the municipality building	Complaint boxes or hotline services
Most commonly perceived barrier to engagement	No barriers perceived specifically for this demographic group	Lack of time (domestic responsibilities, jobs, studies, etc.) and customs/ traditions limit public participation of women	Legal status as refugees	No barriers perceived specifically for this demographic group[7]
Most preferred communication method to increase public participation[6]	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group	Organise regular, targeted meetings with this demographic group

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- There is a lack of lighting on Albert Street, Al Gharbi Street and an area called Al Qabla. Additionally, the graveyard has no lighting. Participants stated that the lack of lighting has led to harassment and increased drug use in the area.
- Garbage is being disposed of in the nearby wadi. When it rains, the trash flows back into the community and pollutes the area.
- There were complaints that butchers are not properly disposing of waste and blood, this has led to an increase of pests around butcher shops and near where the waste is disposed of.
- Participants stated that youth, refugees and women do not have any channel to communicate with the municipality. They would like there to be communication channels, mentioning that social media communication channels, gender segregated meetings, and complaint boxes would all be preferred avenues to increase community engagement.
- There is a perceived lack of interest and initiative from the municipality to engage with people with disabilities.

Endnotes

[1]Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).

[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.

[3] Two most commonly reported channels.

[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).

[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.

[6] Most commonly reported by this demographic group.

[7] There is a discrepancy between no barriers perceived by the PWD KI from the community and the municipality KI stating that the municipality does not engage with this group. Possible explanations could be: (1) the community KI has never engaged or tried to engage with the municipality and is therefore not speaking out of past experience and is unaware of barriers (2) barriers are not perceived to be relevant for PWDs, even if they exist, because other people either from their household or the wider community communicate with the municipality on their behalf. Alternatively, the municipality KI might have been unaware of efforts being made within the municipality or by local organisations to enhance engagement with PWDs.

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: GREATER JERASH, JARASH | REGION: NORTH | CLASSIFICATION: A[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

51%
of community members perceived municipal governments to be effective

60%
of community members were satisfied or very satisfied with solid waste management services

60%
of community members were satisfied or very satisfied with cleanliness of public spaces

63%
of community members were satisfied or very satisfied with documentation services

44%
of community members were satisfied or very satisfied with maintenance of streets

27%
of community members reported communicating with the municipality at least once a month

61%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	88,497
Percent of respondents that have been living in this municipality for more than 5 years	88%
Age groups	18-30 (23%) 31-40 (33%) 41-50 (29%) 51 > (15%)
Percent Jordanian respondents	98%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.

MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 63% Solid waste management
- 57% Cleanliness of public spaces
- 44% Documentation
- 47% Maintenance of streets

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 84% Solid waste management
- 79% Cleanliness of public spaces
- 66% Documentation
- 79% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited physical capacity within the municipality

As perceived by municipality KI:
Not applicable, municipality was able to respond to complaints received over the past year

Primary priority sector of need:[2]

As reported by community members:
Maintenance of streets

As reported by municipality KI:
Solid waste management

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:

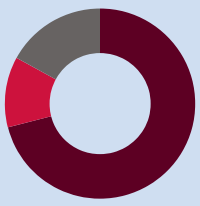
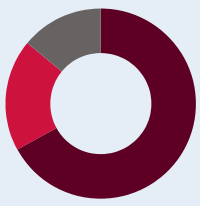
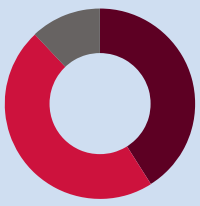
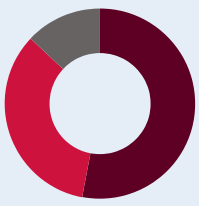
- 37% Never
- 19% Less than once a month
- 27% At least once a month
- 17% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Through community leaders

Percentage of community members who perceived existing channels to be effective for engagement: **84%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **32%**

Formal engagement channels available according to municipality KI:
Social media, local council meetings, town hall meeting

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 71% Ineffective 12% Unaware 17% Quite effective or very effective	 67% Ineffective 19% Unaware 14% Quite effective or very effective	 41% Ineffective 47% Unaware 12% Quite effective or very effective	 53% Ineffective 34% Unaware 13% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✓	✓	✓	✗
Most commonly used communication channels[3]	Direct visits to the municipality building & Through community leaders	Direct visits to the municipality building	Direct visits to the municipality building	Direct visits to the municipality building
Most commonly perceived barrier to engagement	No barriers perceived specifically for this demographic group	Customs and traditions limit public participation of women	No barriers perceived specifically for this demographic group	No barriers perceived specifically for this demographic group[7]
Most preferred communication method to increase public participation[6]	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group	Assign focal points within local council trained to engage with this demographic group	Assign focal points within local council trained to engage with this demographic group

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- There is concern that poor solid waste management (SWM), such as improper waste disposal by butchers, is attracting pests to the area and increasing exposure to health hazards. There is a need for public cleanliness awareness sessions and participants stated fines should be imposed for improper waste disposal.
- The main street, Tariq Sakib, between Jerash and Ajloun has poor quality lighting (i.e. no lighting or broken lighting units). Lack of street lighting is perceived to specifically impact people with disabilities (PWDs) as it increases their exposure to attacks and accidents.
- There are issues with street vendors setting up shops on the sidewalks or in the streets, thus making it difficult for people or cars to pass by. This also increases waste accumulation in the area.
- Youth participants stated they are not satisfied with municipal engagement, they want there to be better communication channels available for youth.
- There is limited engagement between PWDs and their municipality, both because of lack of opportunities as well as because of access and mobility issues. To enhance PWDs overall access to public services, there is a need to establish centers that receive and deal with complaints from people with special needs.

Endnotes

[1]Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).

[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.

[3] Two most commonly reported channels.

[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).

[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.

[6] Most commonly reported by this demographic group.

[7] There is a discrepancy between no barriers perceived by the PWD KI from the community and the municipality KI stating that the municipality does not engage with this group. Possible explanations could be: (1) the community KI has never engaged or tried to engage with the municipality and is therefore not speaking out of past experience and is unaware of barriers (2) barriers are not perceived to be relevant for PWDs, even if they exist, because other people either from their household or the wider community communicate with the municipality on their behalf. Alternatively, the municipality KI might have been unaware of efforts being made within the municipality or by local organisations to enhance engagement with PWDs.

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: GREATER KARAK, KARAK | REGION: SOUTH | CLASSIFICATION: A[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

44%
of community members perceived municipal governments to be effective

40%
of community members were satisfied or very satisfied with solid waste management services

53%
of community members were satisfied or very satisfied with cleanliness of public spaces

72%
of community members were satisfied or very satisfied with documentation services

30%
of community members were satisfied or very satisfied with maintenance of streets

16%
of community members reported communicating with the municipality at least once a month

64%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	101,377
Percent of respondents that have been living in this municipality for more than 5 years	87%
Age groups	18-30 (21%) 31-40 (26%) 41-50 (26%) 51 > (28%)
Percent Jordanian respondents	99%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.

MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 50% Solid waste management
- 51% Cleanliness of public spaces
- 58% Documentation
- 33% Maintenance of streets

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 68% Solid waste management
- 71% Cleanliness of public spaces
- 81% Documentation
- 62% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited physical capacity within the municipality

As perceived by municipality KI:
Not applicable, municipality was able to respond to complaints received over the past year

Primary priority sector of need:[2]

As reported by community members:
Maintenance of streets

As reported by municipality KI:
Solid waste management

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:

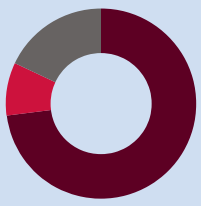
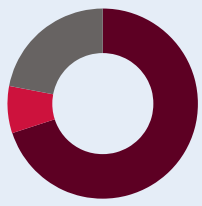
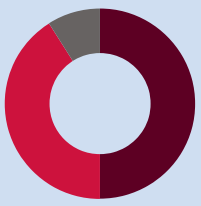
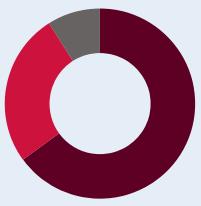
- 22% Never
- 33% Less than once a month
- 16% At least once a month
- 29% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Personal relations with municipal staff/ representatives

Percentage of community members who perceived existing channels to be effective for engagement: **82%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **49%**

Formal engagement channels available according to municipality KI:
Social media, town hall meeting

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 73% Ineffective 9% Unaware 18% Quite effective or very effective	 70% Ineffective 8% Unaware 22% Quite effective or very effective	 50% Ineffective 41% Unaware 9% Quite effective or very effective	 65% Ineffective 26% Unaware 9% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✓	✓	✓	✗
Most commonly used communication channels[3]	Direct visits to the municipality building & Personal relations with municipal staff/ representatives	Direct visits to the municipality building	Direct visits to the municipality building & Phone call	Personal relations with municipal staff/ representatives
Most commonly perceived barrier to engagement	Lack of municipal capacity, initiative and interest to engage with this demographic group	Physical/ health-related barriers	No barriers perceived specifically for this demographic group	No barriers perceived specifically for this demographic group[7]
Most preferred communication method to increase public participation[6]	Assign focal points within local council trained to engage with this demographic group	Assign focal points within local council trained to engage with this demographic group	Establish effective social media platforms	Establish a committee of community members from this demographic group

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- There are issues with the maintenance of streets. For example, water accumulation during winter rains impacts the quality of roads and increases the risk of accidents. Lack of sidewalks in the area also makes it difficult for people to walk around.
- Lack of street lighting specifically impacts people with disabilities (PWDs) as it impacts their movement and ability to go out. This impacts PWDs more because they are already limited in their ability to go out due to their health condition and need for constant care.
- There is a lack of large waste bins of good quality. Additionally, trash collection is not consistent in all areas and some only have trash collected every 1-2 weeks. There is also a need to enforce stricter penalties for littering or improper disposal of waste.
- Participants stated the need for a stronger working relationship between the municipality and residents.
- There is limited engagement between PWDs and their municipality, both because of lack of opportunities as well as because of access and mobility issues. To enhance PWDs overall access to public services, there is a need to establish centers that receive and deal with complaints from people with special needs.

Endnotes

[1]Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).

[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.

[3] Two most commonly reported channels.

[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).

[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.

[6] Most commonly reported by this demographic group.

[7] There is a discrepancy between no barriers perceived by the PWD KI from the community and the municipality KI stating that the municipality does not engage with this group. Possible explanations could be: (1) the community KI has never engaged or tried to engage with the municipality and is therefore not speaking out of past experience and is unaware of barriers (2) barriers are not perceived to be relevant for PWDs, even if they exist, because other people either from their household or the wider community communicate with the municipality on their behalf. Alternatively, the municipality KI might have been unaware of efforts being made within the municipality or by local organisations to enhance engagement with PWDs.

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: GREATER MAAN, MAAN | REGION: SOUTH | CLASSIFICATION: A[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

70%
of community members perceived municipal governments to be effective

78%
of community members were satisfied or very satisfied with solid waste management services

77%
of community members were satisfied or very satisfied with cleanliness of public spaces

62%
of community members were satisfied or very satisfied with documentation services

57%
of community members were satisfied or very satisfied with maintenance of streets

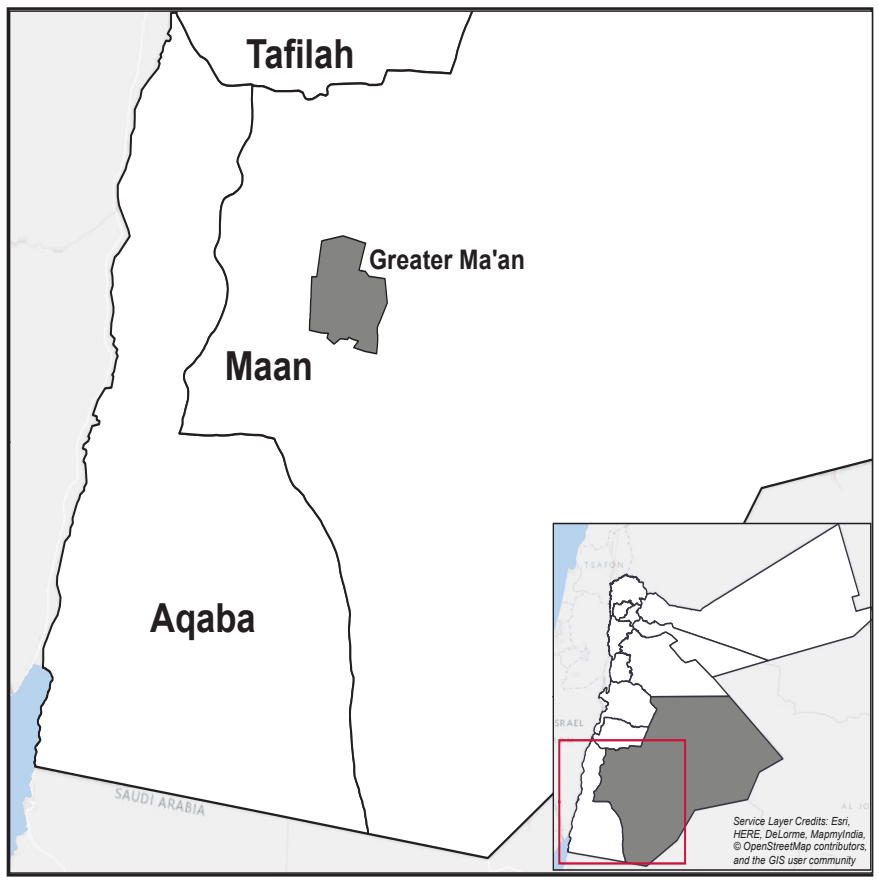
16%
of community members reported communicating with the municipality at least once a month

48%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	41,632
Percent of respondents that have been living in this municipality for more than 5 years	83%
Age groups	18-30 (35%) 31-40 (29%) 41-50 (18%) 51 > (18%)
Percent Jordanian respondents	95%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.



MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 76% Solid waste management
- 77% Cleanliness of public spaces
- 63% Documentation
- 69% Maintenance of streets

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 88% Solid waste management
- 90% Cleanliness of public spaces
- 65% Documentation
- 87% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited physical capacity within the municipality

As perceived by municipality KI:
Not applicable, municipality was able to respond to complaints received over the past year

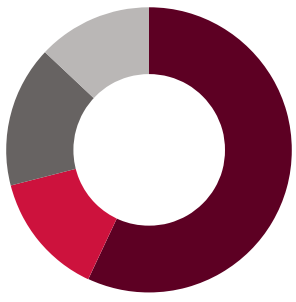
Primary priority sector of need:[2]

As reported by community members:
Maintenance of streets

As reported by municipality KI:
Public roads (opening new roads, paving/ maintenance of existing roads)

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:



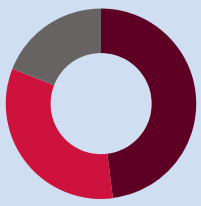
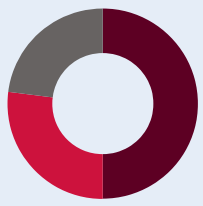
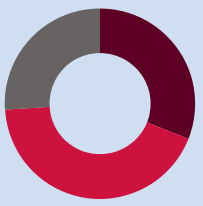
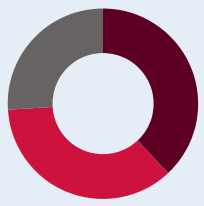
- 57% Never
- 14% Less than once a month
- 16% At least once a month
- 13% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Personal relations with municipal staff/ representatives

Percentage of community members who perceived existing channels to be effective for engagement: **78%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **46%**

Formal engagement channels available according to municipality KI:
Social media, town hall meeting, bilateral meetings with community leaders

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 48% Ineffective 33% Unaware 19% Quite effective or very effective	 50% Ineffective 27% Unaware 23% Quite effective or very effective	 31% Ineffective 43% Unaware 26% Quite effective or very effective	 38% Ineffective 36% Unaware 26% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✗	✓	✓	✗
Most commonly used communication channels[3]	Direct visits to the municipality building & Social media	Direct visits to the municipality building & Social media	Direct visits to the municipality building	Direct visits to the municipality building & Through community leaders
Most commonly perceived barrier to engagement	Lack of municipal capacity, initiative and interest to engage with this demographic group	Lack of time (domestic responsibilities, jobs, studies, etc.) and customs/ traditions limit public participation of women	Opinions of this group are not solicited/ valued	No barriers perceived specifically for this demographic group[7]
Most preferred communication method to increase public participation[6]	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group & assign focal points within local council trained to engage with this demographic group

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- Street vendors are taking up space on the sidewalks and there is nowhere for people to walk.
- Male youth participants stated that there are no youth-friendly public leisure spaces such as sports centers or parks. Limited recreation opportunities are causing there to be negative energy amongst youth as they have no outlets or space to channel their energy positively. Participants also perceived this to be leading to increased drug usage in the area.
- Participants were generally satisfied with their level of municipal engagement. Female participants stated that social media and Facebook are effective communication channels for women and Syrians. Furthermore, they perceived the municipality to be more responsive to these two demographics than to others in the area. In general, the municipality Facebook page seems to be a good platform to draw municipality's attention to the needs of residents.
- There is a perceived lack of interest and initiative from the municipality to engage with people with disabilities (PWDs). Livelihoods/ development projects are a priority need for PWDs. Lack of street lighting also specifically impacts PWDs as it aggravates their feelings of anxiety and fear of darkness.

Endnotes

[1]Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).

[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.

[3] Two most commonly reported channels.

[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).

[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.

[6] Most commonly reported by this demographic group.

[7] There is a discrepancy between no barriers perceived by the PWD KI from the community and the municipality KI stating that the municipality does not engage with this group. Possible explanations could be: (1) the community KI has never engaged or tried to engage with the municipality and is therefore not speaking out of past experience and is unaware of barriers (2) barriers are not perceived to be relevant for PWDs, even if they exist, because other people either from their household or the wider community communicate with the municipality on their behalf. Alternatively, the municipality KI might have been unaware of efforts being made within the municipality or by local organisations to enhance engagement with PWDs.

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: GREATER MADABA, MADABA | REGION: MIDDLE | CLASSIFICATION: A[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

30%
of community members perceived municipal governments to be effective

27%
of community members were satisfied or very satisfied with solid waste management services

31%
of community members were satisfied or very satisfied with cleanliness of public spaces

61%
of community members were satisfied or very satisfied with documentation services

27%
of community members were satisfied or very satisfied with maintenance of streets

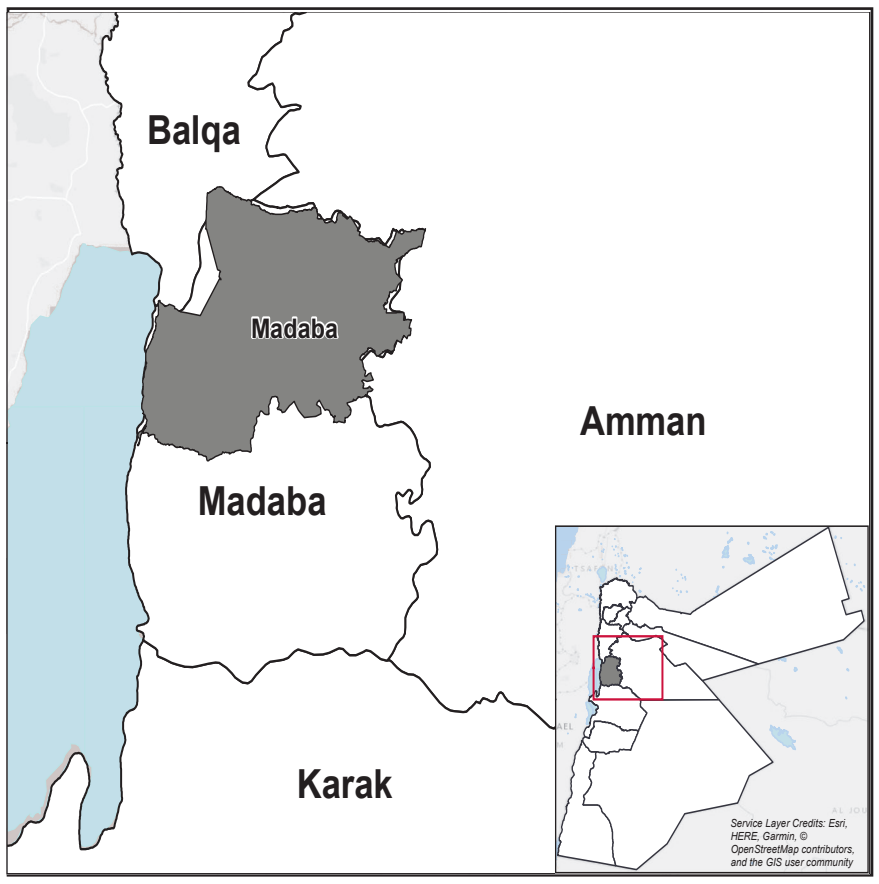
14%
of community members reported communicating with the municipality at least once a month

58%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	149,648
Percent of respondents that have been living in this municipality for more than 5 years	88%
Age groups	18-30 (27%) 31-40 (21%) 41-50 (26%) 51 > (27%)
Percent Jordanian respondents	95%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.



MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 39% Solid waste management
- 36% Cleanliness of public spaces
- 48% Documentation
- 27% Maintenance of streets

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 69% Solid waste management
- 67% Cleanliness of public spaces
- 70% Documentation
- 59% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited physical capacity within the municipality

As perceived by municipality KI:
Not applicable, municipality was able to respond to complaints received over the past year

Primary priority sector of need:[2]

As reported by community members:
Maintenance of streets

As reported by municipality KI:
Public roads (opening new roads, paving/ maintenance of existing roads)

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:

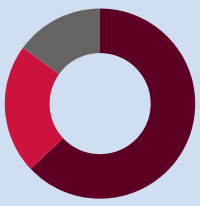
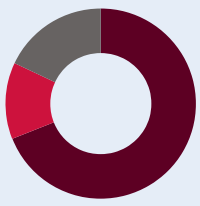
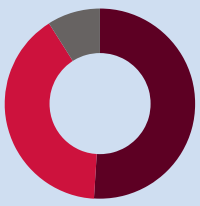
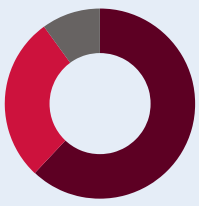
- 17% Never
- 42% Less than once a month
- 14% At least once a month
- 27% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Personal relations with municipal staff/ representatives

Percentage of community members who perceived existing channels to be effective for engagement: **68%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **37%**

Formal engagement channels available according to municipality KI:
Social media, local council meetings, bilateral meetings with community leaders

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 63% Ineffective 22% Unaware 15% Quite effective or very effective	 69% Ineffective 13% Unaware 18% Quite effective or very effective	 51% Ineffective 40% Unaware 9% Quite effective or very effective	 62% Ineffective 28% Unaware 10% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✓	✓	✓	✓
Most commonly used communication channels[3]	Direct visits to the municipality building & Personal relations with municipal staff/ representatives	Direct visits to the municipality building & Personal relations with municipal staff/ representatives	Direct visits to the municipality building	Personal relations with municipal staff/ representatives
Most commonly perceived barrier to engagement	Lack of municipal capacity, initiative and interest to engage with this demographic group	Opinions of this group are not solicited/ valued, and there is limited public engagement among women in general	No barriers perceived specifically for this demographic group	No barriers perceived specifically for this demographic group
Most preferred communication method to increase public participation[6]	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- There is a lack of lighting on Ma'en Street, Zezyah Street and the road that leads to Karak. Lack of street lighting aggravates sense of fear and anxiety among people with disabilities (PWDs) and exposes them to the risk of accidents.
- There is a lack of public leisure spaces (PLS) in the area, and those that are available are either poorly equipped or poorly maintained. The lack of recreational spaces is perceived to have increased drug usage and criminal activity among youth.
- There is an active youth lobby in Greater Madaba which works in cooperation with the municipality to undertake cleaning campaigns and beautification projects. This lobby is perceived to be a creative way to both elevate youth engagement in municipal affairs as well as to address waste accumulation.
- The municipality is perceived to be unresponsive to the needs of PWDs because mechanisms for interaction with the municipality are not accessible or tailored to the needs of people with such health concerns, and because opinions of this group are not valued or taken into consideration. Livelihoods/ development projects and designated sidewalks for people who have difficulties hearing or seeing are a priority need for PWDs.

Endnotes

[1]Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).
[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.
[3] Two most commonly reported channels.
[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).
[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.
[6] Most commonly reported by this demographic group.

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: GREATER SALT, BALQA | REGION: MIDDLE | CLASSIFICATION: A[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

42%
of community members perceived municipal governments to be effective

37%
of community members were satisfied or very satisfied with solid waste management services

51%
of community members were satisfied or very satisfied with cleanliness of public spaces

62%
of community members were satisfied or very satisfied with documentation services

42%
of community members were satisfied or very satisfied with maintenance of streets

24%
of community members reported communicating with the municipality at least once a month

62%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	136,910
Percent of respondents that have been living in this municipality for more than 5 years	83%
Age groups	18-30 (22%) 31-40 (26%) 41-50 (25%) 51 > (28%)
Percent Jordanian respondents	98%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.

MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 47% Solid waste management
- 49% Cleanliness of public spaces
- 58% Documentation
- 40% Maintenance of streets

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 65% Solid waste management
- 68% Cleanliness of public spaces
- 74% Documentation
- 62% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited physical capacity within the municipality

As perceived by municipality KI:
Not applicable, municipality was able to respond to complaints received over the past year

Primary priority sector of need:[2]

As reported by community members:
Maintenance of streets

As reported by municipality KI:
Solid waste management

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:

- 19% Never
- 48% Less than once a month
- 24% At least once a month
- 9% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Personal relations with municipal staff/ representatives

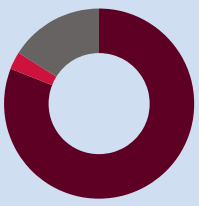
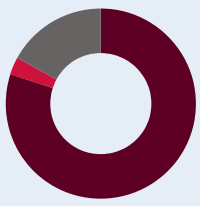
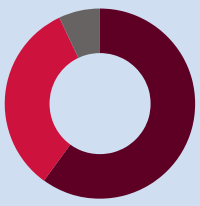
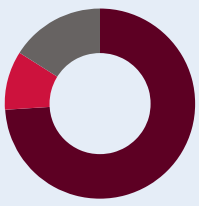
Percentage of community members who perceived existing channels to be effective for engagement: **69%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **56%**

Formal engagement channels available according to municipality KI:
Social media, town hall meeting, complaint boxes & hotline services

USAID FROM THE AMERICAN PEOPLE

REACH Informing more effective humanitarian action

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 81% Ineffective 3% Unaware 16% Quite effective or very effective	 80% Ineffective 3% Unaware 17% Quite effective or very effective	 60% Ineffective 33% Unaware 7% Quite effective or very effective	 74% Ineffective 10% Unaware 16% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✓	✓	✓	✓
Most commonly used communication channels[3]	Direct visits to the municipality building & Personal relations with municipal staff/ representatives	Direct visits to the municipality building & Personal relations with municipal staff/ representatives	No channels of communication	No channels of communication
Most commonly perceived barrier to engagement	Lack of municipal capacity, initiative and interest to engage with this demographic group	Customs and traditions limit public participation of women	No barriers perceived specifically for this demographic group	No barriers perceived specifically for this demographic group
Most preferred communication method to increase public participation[6]	Establish a committee of community members from this demographic group	Assign focal points within local council trained to engage with this demographic group	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- Parking lots in the area would help to open up the roads as everyone is currently parking in the streets and making them very narrow.
- Participants stated that people with disabilities (PWDs) are not treated well throughout the community. Awareness sessions are needed in order to educate individuals on: (1) increasing accessibility for PWDs (2) treating PWDs more respectfully. There is also a perceived lack of interest and initiative from the municipality to engage with PWDs.
- There is a dumping site next to schools which attracts many pests and has a bad smell. Participants are worried that this is a health hazard for the children in the school.
- Refugee participants stated that there is no communication between refugees and the municipality and female participants stated that due to cultural constraints, they also do not engage with the municipality. Female participants stated that they would like there to be public sessions available for women to engage with the municipality.
- PWDs perceived roads/ sidewalks to be unsuitable for wheelchairs. To enhance overall access to public services for PWDs, there is a need to establish specific centers that receive and deal with complaints of people with special needs.

Endnotes

[1]Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).

[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.

[3] Two most commonly reported channels.

[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).

[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.

[6] Most commonly reported by this demographic group.

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: GREATER TAFILAH, TAFILAH | REGION: SOUTH | CLASSIFICATION: A[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

52%
of community members perceived municipal governments to be effective

53%
of community members were satisfied or very satisfied with solid waste management services

66%
of community members were satisfied or very satisfied with cleanliness of public spaces

61%
of community members were satisfied or very satisfied with documentation services

33%
of community members were satisfied or very satisfied with maintenance of streets

16%
of community members reported communicating with the municipality at least once a month

56%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	60,803
Percent of respondents that have been living in this municipality for more than 5 years	90%
Age groups	18-30 (28%) 31-40 (27%) 41-50 (16%) 51 > (29%)
Percent Jordanian respondents	98%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.

MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 59% Solid waste management
- 59% Cleanliness of public spaces
- 58% Documentation
- 40% Maintenance of streets

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 73% Solid waste management
- 75% Cleanliness of public spaces
- 77% Documentation
- 66% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited physical capacity within the municipality

As perceived by municipality KI:
Not applicable, municipality was able to respond to complaints received over the past year

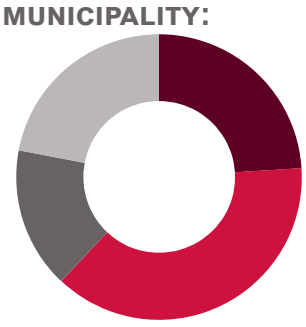
Primary priority sector of need:[2]

As reported by community members:
Maintenance of streets

As reported by municipality KI:
Public roads (opening new roads, paving/ maintenance of existing roads)

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:



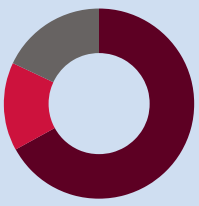
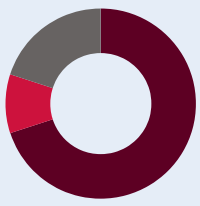
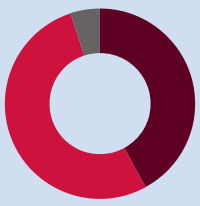
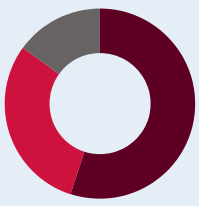
- 24% Never
- 38% Less than once a month
- 16% At least once a month
- 22% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Personal relations with municipal staff/ representatives

Percentage of community members who perceived existing channels to be effective for engagement: **88%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **58%**

Formal engagement channels available according to municipality KI:
Social media, local council meetings, town hall meeting

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 67% Ineffective 15% Unaware 18% Quite effective or very effective	 70% Ineffective 10% Unaware 20% Quite effective or very effective	 42% Ineffective 53% Unaware 5% Quite effective or very effective	 55% Ineffective 30% Unaware 15% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✓	✓	✓	✗
Most commonly used communication channels[3]	Direct visits to the municipality building & Personal relations with municipal staff/ representatives	Direct visits to the municipality building & Through local council members	Direct visits to the municipality building	Personal relations with municipal staff/ representatives
Most commonly perceived barrier to engagement	Lack of municipal capacity, initiative and interest to engage with this demographic group	Customs and traditions limit public participation of women	No barriers perceived specifically for this demographic group	Physical/ health-related barrier
Most preferred communication method to increase public participation[6]	Establish a committee of community members from this demographic group	Assign focal points within local council trained to engage with this demographic group	Organise regular, targeted meetings with this demographic group	Assign focal points within local council trained to engage with this demographic group

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- There is a need for retaining walls in Aliess, Ein Beyda and Wadi Zaid areas. Additionally, there are safety concerns for people living by the mountain road near Jabl Annar (approximately 50 households), because there have been instances of stones falling on the roofs of their houses and on the streets.
- Near the school Madrasa Al Harth Bin Omayr, participants stated they would like more speed bumps to be installed to better protect children from accidents.
- Unemployment is an issue in this area, and there is especially a need for more vocational training opportunities for youth.
- There is a perceived lack of interest and initiative from the municipality to engage with people with disabilities (PWDs). Public leisure spaces (PLS) and street lighting are a priority need for this group. Lack of lighting aggravates sense of fear and anxiety among PWDs and exposes those with impaired vision or hearing, and cognitive disabilities or slower reflexes to the risk of accidents. Lack of PLS and recreational centers also impacts PWDs more psychologically because they have nothing else to do with their time.

Endnotes

[1]Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).
[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.
[3] Two most commonly reported channels.
[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).
[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.
[6] Most commonly reported by this demographic group.

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: GREATER ZARQA, ZARQA | REGION: MIDDLE | CLASSIFICATION: A[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

54%
of community members perceived municipal governments to be effective

49%
of community members were satisfied or very satisfied with solid waste management services

49%
of community members were satisfied or very satisfied with cleanliness of public spaces

67%
of community members were satisfied or very satisfied with documentation services

40%
of community members were satisfied or very satisfied with maintenance of streets

21%
of community members reported communicating with the municipality at least once a month

49%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	645,954
Percent of respondents that have been living in this municipality for more than 5 years	91%
Age groups	18-30 (30%) 31-40 (23%) 41-50 (25%) 51 > (23%)
Percent Jordanian respondents	97%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.

MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 47% Solid waste management
- 45% Cleanliness of public spaces
- 62% Documentation
- 37% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited physical capacity within the municipality

As perceived by municipality KI:
Not applicable, municipality was able to respond to complaints received over the past year

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 74% Solid waste management
- 67% Cleanliness of public spaces
- 80% Documentation
- 65% Maintenance of streets

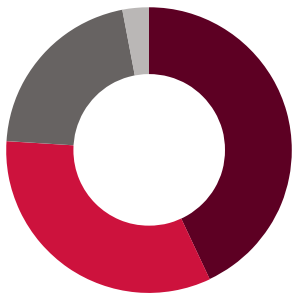
Primary priority sector of need:[2]

As reported by community members:
Maintenance of streets

As reported by municipality KI:
Public roads (opening new roads, paving/ maintenance of existing roads)

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:



- 43% Never
- 33% Less than once a month
- 21% At least once a month
- 3% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Complaint boxes & hotline numbers

Percentage of community members who perceived existing channels to be effective for engagement: **68%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **38%**

Formal engagement channels available according to municipality KI:
Social media, local council meetings

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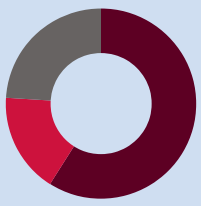
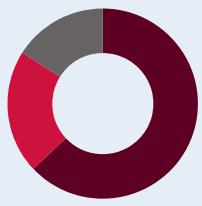
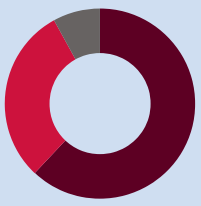
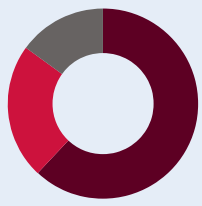
REACH Informing more effective humanitarian action

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 59% Ineffective 17% Unaware 24% Quite effective or very effective	 63% Ineffective 21% Unaware 16% Quite effective or very effective	 62% Ineffective 30% Unaware 8% Quite effective or very effective	 62% Ineffective 23% Unaware 15% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✓	✓	✓	✓
Most commonly used communication channels[3]	Direct visits to the municipality building & Municipality meetings	Direct visits to the municipality building & Municipality meetings	No channels of communication	Direct visits to the municipality building
Most commonly perceived barrier to engagement	Lack of municipal capacity, initiative and interest to engage with this demographic group	Customs and traditions limit public participation of women	No barriers perceived specifically for this demographic group	No barriers perceived specifically for this demographic group
Most preferred communication method to increase public participation[6]	Establish a committee of community members from this demographic group	Assign focal points within local council trained to engage with this demographic group	Assign focal points within local council trained to engage with this demographic group	Establish a committee of community members from this demographic group

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- There are no public waste bins in front of Zobayda Bent Hareth school. Furthermore, participants stated the need for better solid waste management practices in terms of: (1) establishing a volunteer group to organize clean up initiatives throughout the municipality (2) imposing fines for littering and burning trash (3) establishing a designated facility to dispose and recycle food waste.
- Participants also highlighted the need for more and better maintained public leisure spaces such as sports facilities, youth clubs and recreational centers.
- There is a lack of services available for persons with disabilities (PWDs). Participants also stated that the municipality does not have a communication channel available specifically for PWDs which decreases their ability to communicate needs to the municipality. Communication is further limited because of access and mobility issues among PWDs.
- Participants expressed the need for establishing committees that address specific needs of different demographic groups. Additionally, participants stated that they would like there to be municipality representative in each district that are able to address their communities' specific needs.

Endnotes

[1]Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).
[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.
[3] Two most commonly reported channels.
[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).
[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.
[6] Most commonly reported by this demographic group.

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: HOUD AL DISSA, AQABA | REGION: SOUTH | CLASSIFICATION: C[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

31%
of community members perceived municipal governments to be effective

39%
of community members were satisfied or very satisfied with solid waste management services

37%
of community members were satisfied or very satisfied with cleanliness of public spaces

60%
of community members were satisfied or very satisfied with documentation services

33%
of community members were satisfied or very satisfied with maintenance of streets

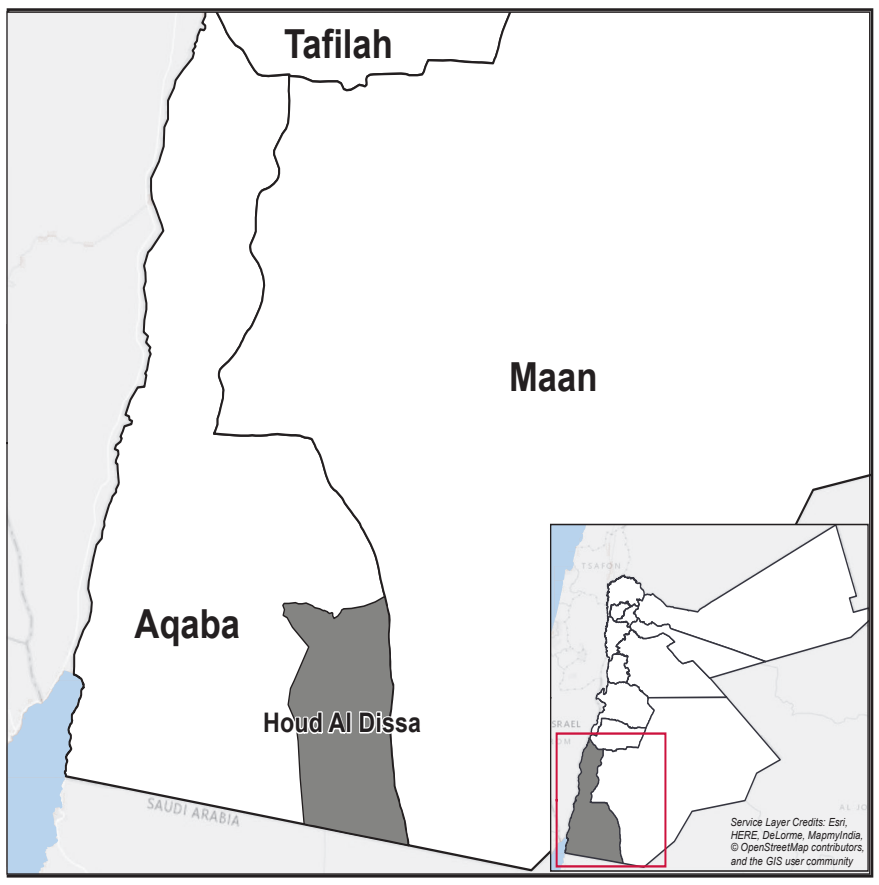
12%
of community members reported communicating with the municipality at least once a month

36%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	6,116
Percent of respondents that have been living in this municipality for more than 5 years	87%
Age groups	18-30 (42%) 31-40 (27%) 41-50 (20%) 51 > (11%)
Percent Jordanian respondents	94%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.



MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 41% Solid waste management
- 44% Cleanliness of public spaces
- 48% Documentation
- 42% Maintenance of streets

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 50% Solid waste management
- 52% Cleanliness of public spaces
- 49% Documentation
- 54% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited physical capacity within the municipality

As perceived by municipality KI:
Not applicable, municipality was able to respond to complaints received over the past year

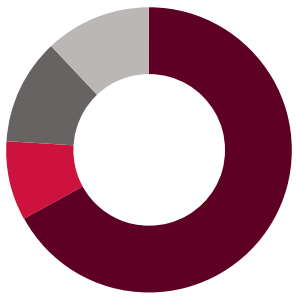
Primary priority sector of need:[2]

As reported by community members:
Maintenance of streets

As reported by municipality KI:
Road construction & public leisure spaces

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:



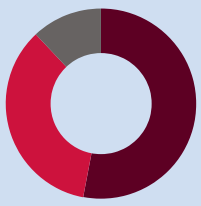
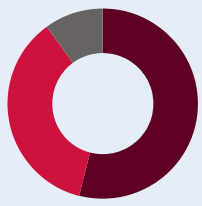
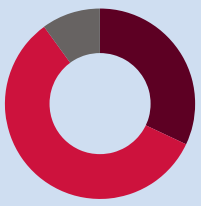
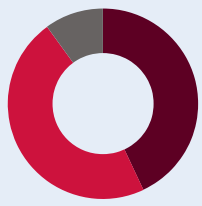
- 67% Never
- 9% Less than once a month
- 12% At least once a month
- 12% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Personal relations with municipal staff/ representatives

Percentage of community members who perceived existing channels to be effective for engagement: **63%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **42%**

Formal engagement channels available according to municipality KI:
Local council meetings, town hall meeting, bilateral meetings with community leaders

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 53% Ineffective 35% Unaware 12% Quite effective or very effective	 54% Ineffective 36% Unaware 10% Quite effective or very effective	 32% Ineffective 58% Unaware 10% Quite effective or very effective	 43% Ineffective 47% Unaware 10% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✓	✓	✓	✗
Most commonly used communication channels[3]	Direct visits to the municipality building & Personal relations with municipal staff/ representatives	Direct visits to the municipality building & Personal relations with municipal staff/ representatives	Direct visits to the municipality building & Social media	Through local council members
Most commonly perceived barrier to engagement	Engagement limited to older age groups as per customs, traditions	Customs and traditions limit public participation of women	No barriers perceived specifically for this demographic group	Physical/ health-related barrier
Most preferred communication method to increase public participation[6]	Establish a committee of community members from this demographic group	Assign focal points within local council trained to engage with this demographic group	Establish a committee of community members from this demographic group	Assign focal points within local council trained to engage with this demographic group

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- Road quality in the area that links Tweiseh village to the school is very bad and impacts children's safety.
- Houd Al Dissa is a tourism area and participants are concerned that the weak provision of solid waste management (SWM) services will impact tourism. They would like the waste bins to have covers to control odor and be more visually attractive.
- Participants stated that youth of the community have launched a cleanliness initiative in Deisheh village through Facebook to collect money, buy garbage bags and other waste management supplies. Participants also stated that this campaign has encouraged more active participation in cleaning initiatives throughout the community.
- Livelihoods/ development projects are a priority need for people with disabilities (PWDs). There is a perceived lack of interest and initiative from the municipality to engage with people with disabilities. To enhance municipal responsiveness to needs of PWDs, a committee that represents the interests of this group could be established.
- The municipality is responsible for many villages and does not have the capacity to address everyone's needs. Participants stated that more area representatives would help improve municipal responsiveness.

Endnotes

[1]Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).

[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.

[3] Two most commonly reported channels.

[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).

[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.

[6] Most commonly reported by this demographic group.

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: AL KHALDIYAH, MAFRAQ | REGION: NORTH | CLASSIFICATION: C[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

80%
of community members perceived municipal governments to be effective

78%
of community members were satisfied or very satisfied with solid waste management services

74%
of community members were satisfied or very satisfied with cleanliness of public spaces

65%
of community members were satisfied or very satisfied with documentation services

68%
of community members were satisfied or very satisfied with maintenance of streets

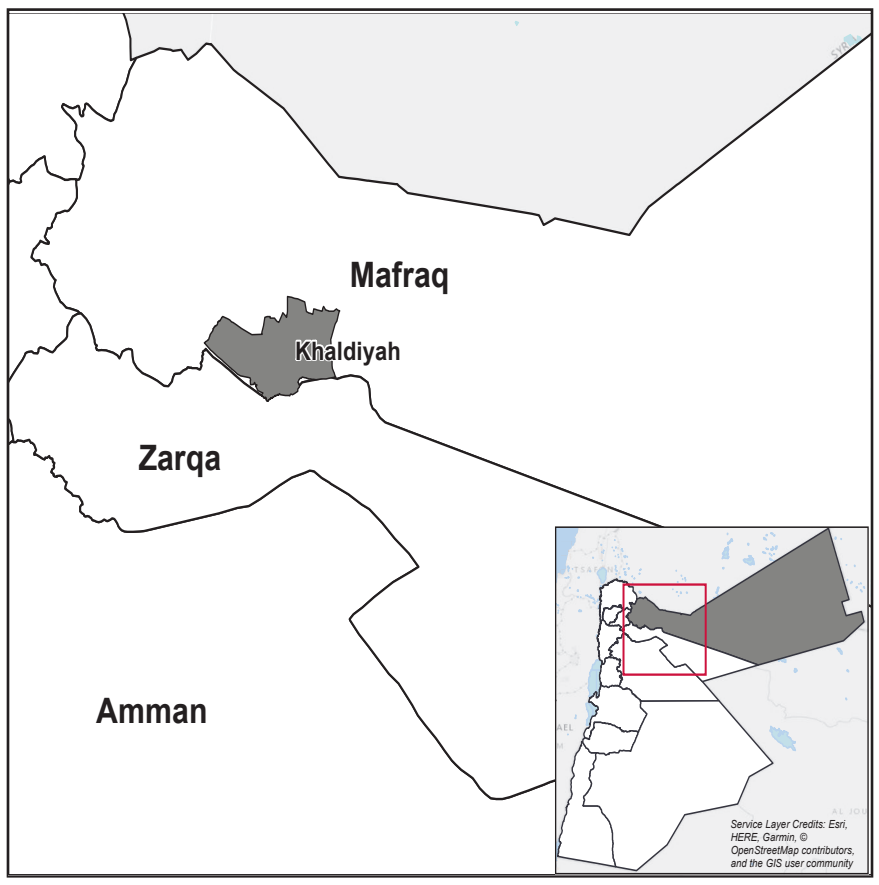
19%
of community members reported communicating with the municipality at least once a month

54%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	39,397
Percent of respondents that have been living in this municipality for more than 5 years	94%
Age groups	18-30 (29%) 31-40 (30%) 41-50 (21%) 51 > (19%)
Percent Jordanian respondents	95%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.



MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 72% Solid waste management
- 76% Cleanliness of public spaces
- 63% Documentation
- 57% Maintenance of streets

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 90% Solid waste management
- 94% Cleanliness of public spaces
- 77% Documentation
- 88% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited physical capacity within the municipality

As perceived by municipality KI:
Not applicable, municipality was able to respond to complaints received over the past year

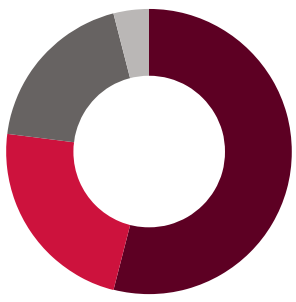
Primary priority sector of need:[2]

As reported by community members:
Maintenance of streets

As reported by municipality KI:
Public roads (opening new roads, paving/ maintenance of existing roads)

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:



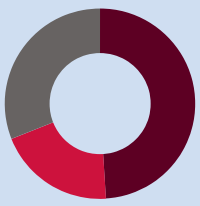
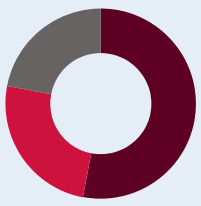
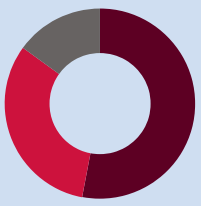
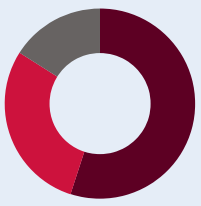
- 54% Never
- 23% Less than once a month
- 19% At least once a month
- 4% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Personal relations with municipal staff/ representatives

Percentage of community members who perceived existing channels to be effective for engagement: **89%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **39%**

Formal engagement channels available according to municipality KI:
Social media, local council meetings, town hall meeting, community meetings/ discussions, bilateral meetings with community leaders, complaint boxes & hotline services

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 49% Ineffective 20% Unaware 31% Quite effective or very effective	 53% Ineffective 25% Unaware 22% Quite effective or very effective	 53% Ineffective 32% Unaware 15% Quite effective or very effective	 55% Ineffective 29% Unaware 16% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✗	✓	✓	✓
Most commonly used communication channels[3]	Direct visits to the municipality building & Through community leaders	Direct visits to the municipality building & Social media	No channels of communication	Direct visits to the municipality building
Most commonly perceived barrier to engagement	Lack of municipal capacity, initiative and interest to engage with this demographic group	Lack of municipal capacity/ initiative to engage with women, and customs/ traditions limit public participation of women	Lack of municipal capacity, initiative and interest to engage with this demographic group	No barriers perceived specifically for this demographic group
Most preferred communication method to increase public participation[6]	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group	Organise regular, targeted meetings with this demographic group	Organise regular, targeted meetings with this demographic group

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- The bridge between Al Dhulail and Mashrfa has no lighting or guard rail, this has caused a lot of accidents in the area.
- Participants stated that the sewage company is dumping waste into nearby open spaces (such as the wadi) and this is polluting the water and community around it. There were also complaints that deceased farm animals are improperly left out which attracts pests and insects to the area. There are also a lot of stray dogs in the area which is particularly dangerous for children who walk to school.
- There is a lack of public leisure spaces (PLS) in the area and participants stated that there are not enough trees on the main road.
- Bus stops closer to residential areas, public buses and sidewalks that are equipped with ramps for wheelchairs are priority needs to enhance overall access to public services for people with disabilities (PWDs)
- Communication with the municipality is perceived to be easier for PWDs because of sympathy from municipal staff and society for their health condition.

Endnotes

[1]Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).
[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.
[3] Two most commonly reported channels.
[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).
[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.
[6] Most commonly reported by this demographic group.

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: MAADI, BALQA | REGION: MIDDLE | CLASSIFICATION: C[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

60%
of community members perceived municipal governments to be effective

74%
of community members were satisfied or very satisfied with solid waste management services

75%
of community members were satisfied or very satisfied with cleanliness of public spaces

60%
of community members were satisfied or very satisfied with documentation services

48%
of community members were satisfied or very satisfied with maintenance of streets

22%
of community members reported communicating with the municipality at least once a month

48%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	22,427
Percent of respondents that have been living in this municipality for more than 5 years	90%
Age groups	18-30 (24%) 31-40 (25%) 41-50 (33%) 51 > (18%)
Percent Jordanian respondents	97%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.

MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 71% Solid waste management
- 71% Cleanliness of public spaces
- 56% Documentation
- 47% Maintenance of streets

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 77% Solid waste management
- 82% Cleanliness of public spaces
- 67% Documentation
- 68% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited physical capacity within the municipality

As perceived by municipality KI:
Not applicable, municipality was able to respond to complaints received over the past year

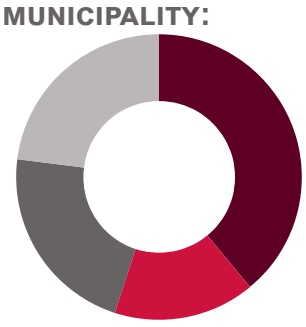
Primary priority sector of need:[2]

As reported by community members:
Maintenance of streets

As reported by municipality KI:
Livelihoods (job creation)

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:



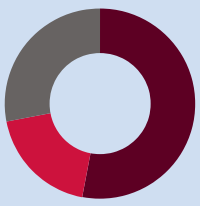
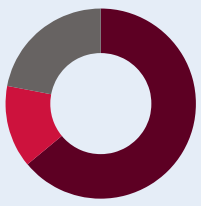
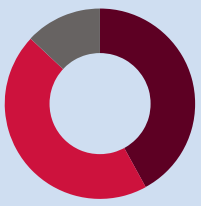
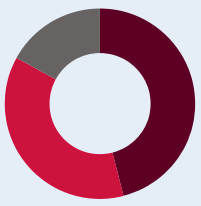
- 39% Never
- 16% Less than once a month
- 22% At least once a month
- 23% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Personal relations with municipal staff/ representatives

Percentage of community members who perceived existing channels to be effective for engagement: **88%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **51%**

Formal engagement channels available according to municipality KI:
Social media, town hall meeting

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 53% Ineffective 19% Unaware 28% Quite effective or very effective	 64% Ineffective 14% Unaware 22% Quite effective or very effective	 42% Ineffective 45% Unaware 13% Quite effective or very effective	 46% Ineffective 37% Unaware 17% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✓	✓	✓	✗
Most commonly used communication channels[3]	Direct visits to the municipality building & Personal relations with municipal staff/ representatives	Direct visits to the municipality building	No channels of communication	Direct visits to the municipality building
Most commonly perceived barrier to engagement	Lack of municipal capacity, initiative and interest to engage with this demographic group	Opinions of this group are not solicited/ valued	No barriers perceived specifically for this demographic group	No barriers perceived specifically for this demographic group[7]
Most preferred communication method to increase public participation[6]	Assign focal points within local council trained to engage with this demographic group	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group & assign focal points within local council trained to engage with this demographic group

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- Participants stated that there are many pests in the area and there is a need to increase the spraying of pesticides.
- Male youth participants stated that there is a lack of development projects and public leisure spaces (PLS) in the municipality. Participants stated that the lack of jobs and places for youth to go is increasing drug use and criminal activity among youth. They would like there to be more development projects, sports facilities, libraries and better PLS in order to provide better outlets for the youth in the area.
- To enhance PWDs overall access to public services, there is a need to add crosswalks to enable safe crossing between streets, especially for those with limited mobility and vision. Livelihoods/ development projects, PLS and targeted engagement initiatives for people with special needs are among the three priority needs for PWDs.
- In general, the municipality is perceived to be responsive to PWDs because people with such health concerns have very specific needs which the municipality takes into consideration, and because the municipality has specific mechanisms in place for effective communication with PWDs.

Endnotes

[1] Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).

[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.

[3] Two most commonly reported channels.

[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).

[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.

[6] Most commonly reported by this demographic group.

[7] There is a discrepancy between no barriers perceived by the PWD KI from the community and the municipality KI stating that the municipality does not engage with this group. Possible explanations could be: (1) the community KI has never engaged or tried to engage with the municipality and is therefore not speaking out of past experience and is unaware of barriers (2) barriers are not perceived to be relevant for PWDs, even if they exist, because other people either from their household or the wider community communicate with the municipality on their behalf. Alternatively, the municipality KI might have been unaware of efforts being made within the municipality or by local organisations to enhance engagement with PWDs.

USAID FROM THE AMERICAN PEOPLE

REACH Informing more effective humanitarian action

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: NEW AL HUSSAINIYAH, MAAN | REGION: SOUTH | CLASSIFICATION: B[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

47%
of community members perceived municipal governments to be effective

55%
of community members were satisfied or very satisfied with solid waste management services

51%
of community members were satisfied or very satisfied with cleanliness of public spaces

63%
of community members were satisfied or very satisfied with documentation services

44%
of community members were satisfied or very satisfied with maintenance of streets

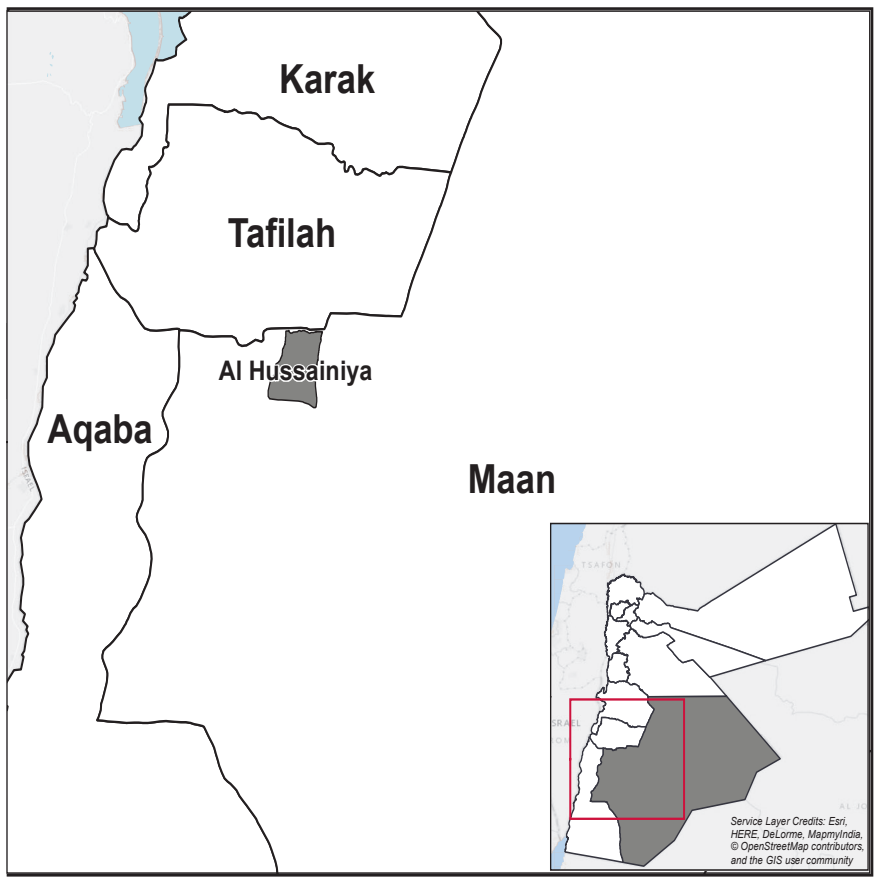
24%
of community members reported communicating with the municipality at least once a month

43%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	18,292
Percent of respondents that have been living in this municipality for more than 5 years	91%
Age groups	18-30 (52%) 31-40 (23%) 41-50 (9%) 51 > (16%)
Percent Jordanian respondents	95%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.



MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 50% Solid waste management
- 52% Cleanliness of public spaces
- 51% Documentation
- 44% Maintenance of streets

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 52% Solid waste management
- 48% Cleanliness of public spaces
- 55% Documentation
- 41% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited physical capacity within the municipality

As perceived by municipality KI:
Insufficient human resources/ limited number of staff available to follow-up on complaints

Primary priority sector of need:[2]

As reported by community members:
Maintenance of streets

As reported by municipality KI:
Sanitation

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:

- 34% Never
- 24% Less than once a month
- 24% At least once a month
- 18% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Personal relations with municipal staff/ representatives

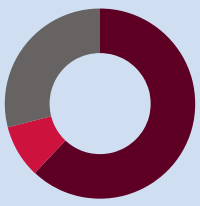
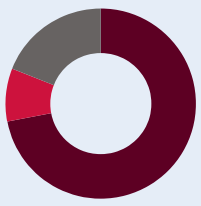
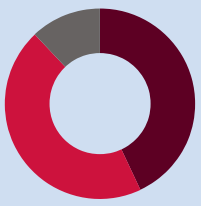
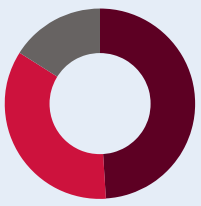
Percentage of community members who perceived existing channels to be effective for engagement: **81%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **58%**

Formal engagement channels available according to municipality KI:
No formal mechanisms to engage with the local community

USAID FROM THE AMERICAN PEOPLE

REACH Informing more effective humanitarian action

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 62% Ineffective 9% Unaware 29% Quite effective or very effective	 72% Ineffective 9% Unaware 19% Quite effective or very effective	 43% Ineffective 45% Unaware 12% Quite effective or very effective	 49% Ineffective 35% Unaware 16% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✗	✗	✗	✗
Most commonly used communication channels[3]	Direct visits to the municipality building & Personal relations with municipal staff/ representatives	Direct visits to the municipality building	Direct visits to the municipality building, Municipality meetings & Personal relations with municipal staff/ representatives	Direct visits to the municipality building
Most commonly perceived barrier to engagement	Lack of participation opportunities/ formal organisation to represent group	Customs and traditions limit public participation of women	No barriers perceived specifically for this demographic group[7]	Lack of participation opportunities/ formal organisation to represent group
Most preferred communication method to increase public participation[6]	Assign focal points within local council trained to engage with this demographic group	Assign focal points within local council trained to engage with this demographic group	Establish a committee of community members from this demographic group & organise regular, targeted meetings with this demographic group	Assign focal points within local council trained to engage with this demographic group

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- There are issues with lighting units being vandalized by the children in the area. There is thus a need for awareness sessions on the importance of maintaining municipality services and working as a community to improve the area as a whole.
- The residents living in the valleys or near the wadis face flooding issues during winter rains, which could be mitigated by the construction of a retaining wall.
- Refugee participants stated that there is a need for more communication channels between them and the municipality.
- The municipality is perceived to be unresponsive to the needs of people with disabilities (PWDs) because mechanisms for interaction with the municipality are not accessible or tailored to the needs of people with such health concerns. Lack of street lighting specifically impacts PWDs because it exposes them to attacks and accidents since they cannot see easily in the dark (for those with impaired vision or hearing), or because of slower reflexes (for those with cognitive disabilities).

Endnotes

[1]Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).
[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.
[3] Two most commonly reported channels.
[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).
[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.
[6] Most commonly reported by this demographic group.
[7] There is a discrepancy between no barriers perceived by refugee survey respondents from the community and the municipality KI stating that the municipality does not engage with this group. Possible explanations could be: (1) the community respondents had never engaged or tried to engage with the municipality and are therefore not speaking out of past experience and are unaware of barriers (2) barriers are not perceived to be relevant for refugees, even if they exist, because they dont need to communicate with the municipality or other people communicate on their behalf. Alternatively, the municipality KI might have been unaware of efforts being made within the municipality or by local organisations to enhance engagement with refugees.

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: NEW DAIR ALLA, BALQA | REGION: MIDDLE | CLASSIFICATION: B[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

60%
of community members perceived municipal governments to be effective

63%
of community members were satisfied or very satisfied with solid waste management services

71%
of community members were satisfied or very satisfied with cleanliness of public spaces

60%
of community members were satisfied or very satisfied with documentation services

49%
of community members were satisfied or very satisfied with maintenance of streets

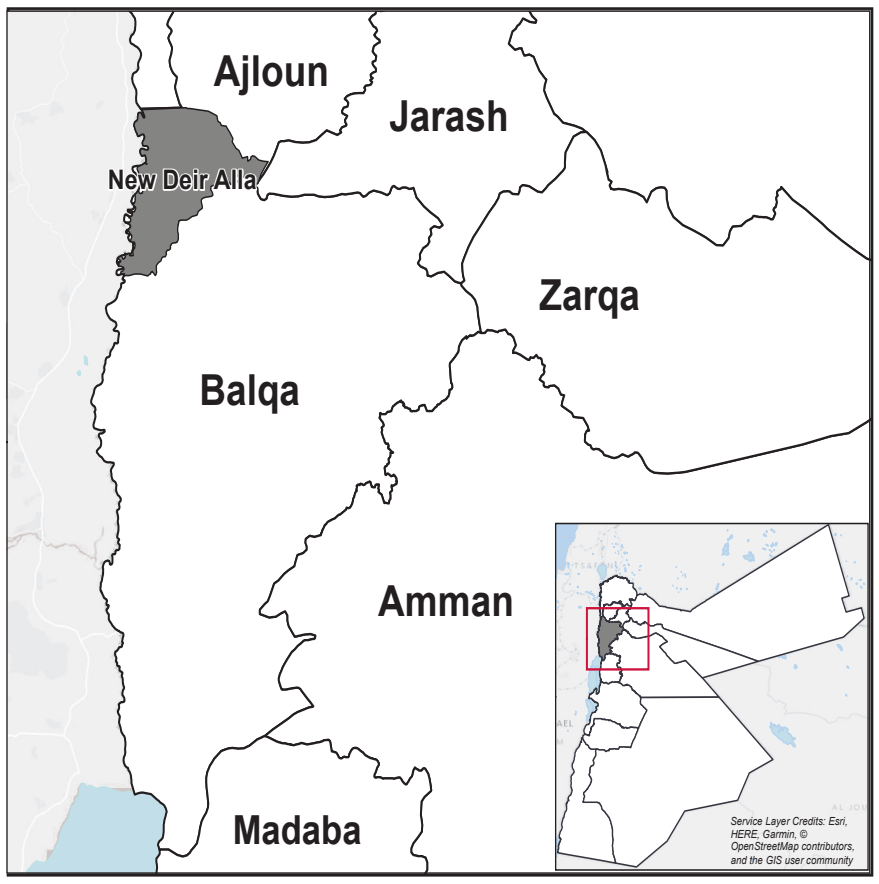
12%
of community members reported communicating with the municipality at least once a month

43%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	51,050
Percent of respondents that have been living in this municipality for more than 5 years	94%
Age groups	18-30 (27%) 31-40 (24%) 41-50 (28%) 51 > (21%)
Percent Jordanian respondents	99%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.



MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 66% Solid waste management
- 69% Cleanliness of public spaces
- 58% Documentation
- 54% Maintenance of streets

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 76% Solid waste management
- 79% Cleanliness of public spaces
- 70% Documentation
- 65% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited physical capacity within the municipality

As perceived by municipality KI:
Not applicable, municipality was able to respond to complaints received over the past year

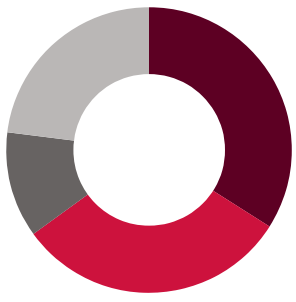
Primary priority sector of need:[2]

As reported by community members:
Maintenance of streets

As reported by municipality KI:
Rehabilitation of the municipality building

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:



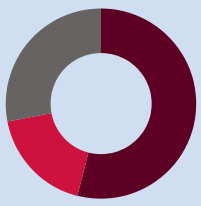
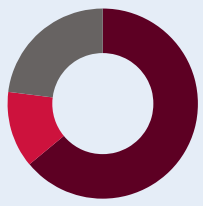
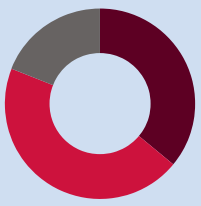
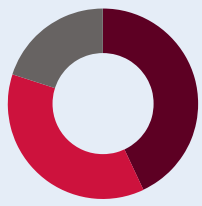
- 34% Never
- 31% Less than once a month
- 12% At least once a month
- 23% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Personal relations with municipal staff/ representatives

Percentage of community members who perceived existing channels to be effective for engagement: **90%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **55%**

Formal engagement channels available according to municipality KI:
Social media, town hall meeting, complaint boxes & hotline services

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 54% Ineffective 18% Unaware 28% Quite effective or very effective	 64% Ineffective 13% Unaware 23% Quite effective or very effective	 36% Ineffective 45% Unaware 19% Quite effective or very effective	 43% Ineffective 37% Unaware 20% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✓	✓	✓	✓
Most commonly used communication channels[3]	Direct visits to the municipality building & Personal relations with municipal staff/ representatives	Direct visits to the municipality building & Through local council members	Direct visits to the municipality building	Through local council members
Most commonly perceived barrier to engagement	Lack of municipal capacity, initiative and interest to engage with this demographic group	Lack of time (domestic responsibilities, jobs, studies, etc.) and customs/ traditions limit public participation of women	Legal status as refugees	No barriers perceived specifically for this demographic group
Most preferred communication method to increase public participation[6]	Assign focal points within local council trained to engage with this demographic group	Establish a committee of community members from this demographic group	Organise regular, targeted meetings with this demographic group	Assign focal points within local council trained to engage with this demographic group

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- There are no public leisure spaces (PLS) in the municipality except for one park in Al Wehah area which is far for many residents. The lack of PLS particularly affects children (nowhere to play) and women (less opportunities to spend time outside the house).
- Al Salhawa and Nashash street, Alarida street, Rowahah street, Alosoura street and the road between Salt and Ghour have no lights. This impacts people's ability to go out at night.
- There is unequal distribution of services between the different neighborhoods in New Dair Alla. For example, in Al Salhawa, waste collection takes place only once a week whereas in Al Hamza, this is daily. Waste collection is especially poor during holidays as there are less cleaners working then.
- Participants stated that there is a need for more targeted discussion sessions with youth, refugees, women and persons with disabilities.
- Livelihoods/ development projects, roads/ sidewalks suitable for wheelchairs, bus stops closer to residential areas and public buses equipped with ramps for wheelchairs are priority needs for people with disabilities.

Endnotes

[1] Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).
[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.
[3] Two most commonly reported channels.
[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).
[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.
[6] Most commonly reported by this demographic group.

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: NEW RAMTHA, IRBID | REGION: NORTH | CLASSIFICATION: B[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

54%
of community members perceived municipal governments to be effective

76%
of community members were satisfied or very satisfied with solid waste management services

72%
of community members were satisfied or very satisfied with cleanliness of public spaces

64%
of community members were satisfied or very satisfied with documentation services

58%
of community members were satisfied or very satisfied with maintenance of streets

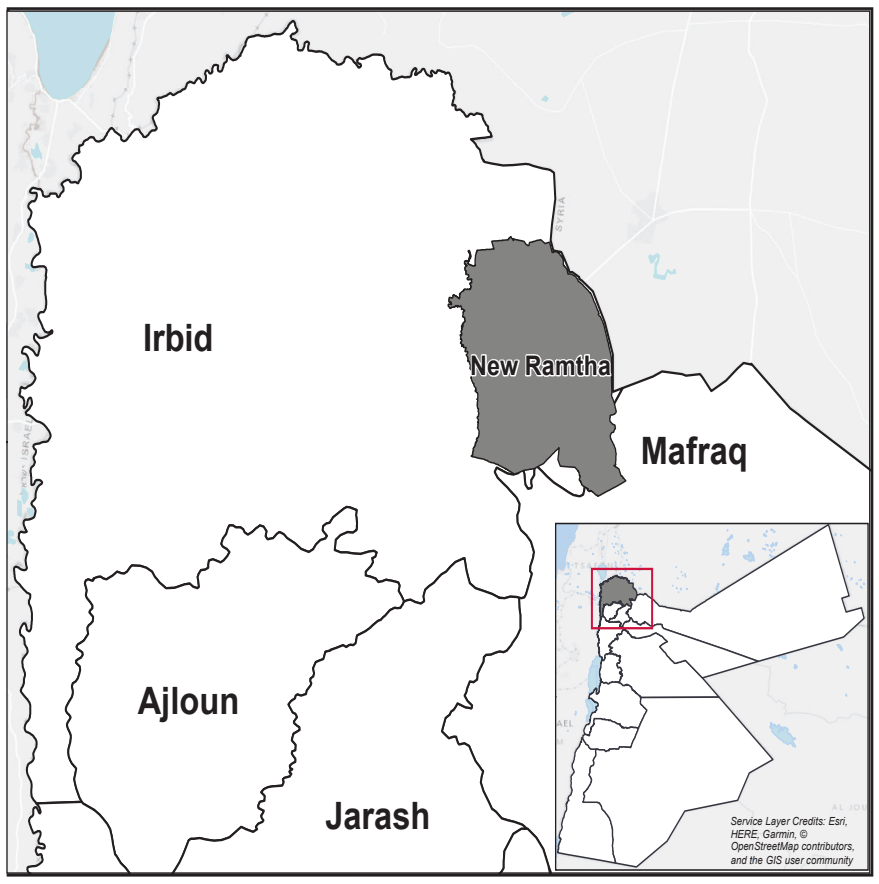
24%
of community members reported communicating with the municipality at least once a month

56%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	166,508
Percent of respondents that have been living in this municipality for more than 5 years	89%
Age groups	18-30 (25%) 31-40 (25%) 41-50 (31%) 51 > (19%)
Percent Jordanian respondents	92%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.



MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 69% Solid waste management
- 67% Cleanliness of public spaces
- 60% Documentation
- 57% Maintenance of streets

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 91% Solid waste management
- 90% Cleanliness of public spaces
- 76% Documentation
- 86% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited physical capacity within the municipality

As perceived by municipality KI:
Not applicable, municipality was able to respond to complaints received over the past year

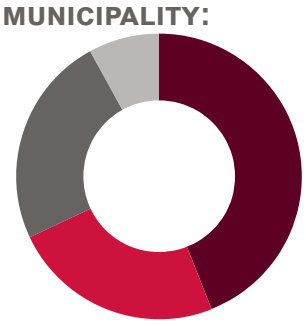
Primary priority sector of need:[2]

As reported by community members:
Maintenance of streets

As reported by municipality KI:
Solid waste management

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:



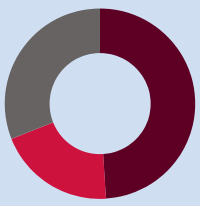
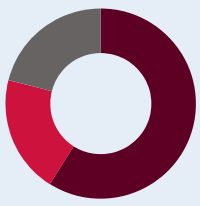
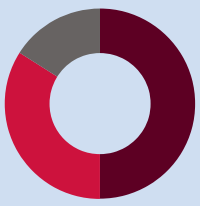
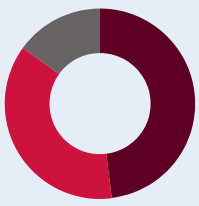
- 44% Never
- 24% Less than once a month
- 24% At least once a month
- 8% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Personal relations with municipal staff/ representatives

Percentage of community members who perceived existing channels to be effective for engagement: **87%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **33%**

Formal engagement channels available according to municipality KI:
Social media, local council meetings

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 49% Ineffective 20% Unaware 31% Quite effective or very effective	 59% Ineffective 20% Unaware 21% Quite effective or very effective	 50% Ineffective 34% Unaware 16% Quite effective or very effective	 48% Ineffective 37% Unaware 15% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✗	✓	✓	✗
Most commonly used communication channels[3]	Direct visits to the municipality building & Personal relations with municipal staff/ representatives	Direct visits to the municipality building & Social media	Direct visits to the municipality building, Municipality meetings & Social media	Social media
Most commonly perceived barrier to engagement	Lack of participation opportunities/ formal organisation to represent group	Customs and traditions limit public participation of women	Legal status as refugees	No barriers perceived specifically for this demographic group[7]
Most preferred communication method to increase public participation[6]	Establish a committee of community members from this demographic group	Assign focal points within local council trained to engage with this demographic group	Establish a committee of community members from this demographic group	Organise regular, targeted meetings with this demographic group

INTERESTING EXAMPLES FROM FGDS IN THIS MUNICIPALITY

- Female participants stated that sexual harassment is a commonly faced issue in this area and there is a need for awareness sessions on this issue.
- Participants stated that there is a need to enforce fines for littering and burning trash. Furthermore, participants stated that there is a need for awareness sessions on the importance of public cleanliness throughout the municipality.
- Youth participants stated that they would like their role to be elevated throughout the community. They stated that there is a desire amongst youth to work more closely with the municipality on development projects. Additionally, youth participants stated that they would like the municipality to use more social media platforms to communicate with their demographic.
- There was limited awareness amongst refugee participants on where the municipality building was located and which services are provided by the municipality.

Endnotes

[1]Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).
[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.
[3] Two most commonly reported channels.
[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).
[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.
[6] Most commonly reported by this demographic group.
[7] There is a discrepancy between no barriers perceived by the PWD KI from the community and the municipality KI stating that the municipality does not engage with this group. Possible explanations could be: (1) the community KI has never engaged or tried to engage with the municipality and is therefore not speaking out of past experience and is unaware of barriers (2) barriers are not perceived to be relevant for PWDs, even if they exist, because other people either from their household or the wider community communicate with the municipality on their behalf. Alternatively, the municipality KI might have been unaware of efforts being made within the municipality or by local organisations to enhance engagement with PWDs.

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: NEW RUAISHED, MAFRAQ | REGION: NORTH | CLASSIFICATION: B[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

26%
of community members perceived municipal governments to be effective

48%
of community members were satisfied or very satisfied with solid waste management services

50%
of community members were satisfied or very satisfied with cleanliness of public spaces

55%
of community members were satisfied or very satisfied with documentation services

39%
of community members were satisfied or very satisfied with maintenance of streets

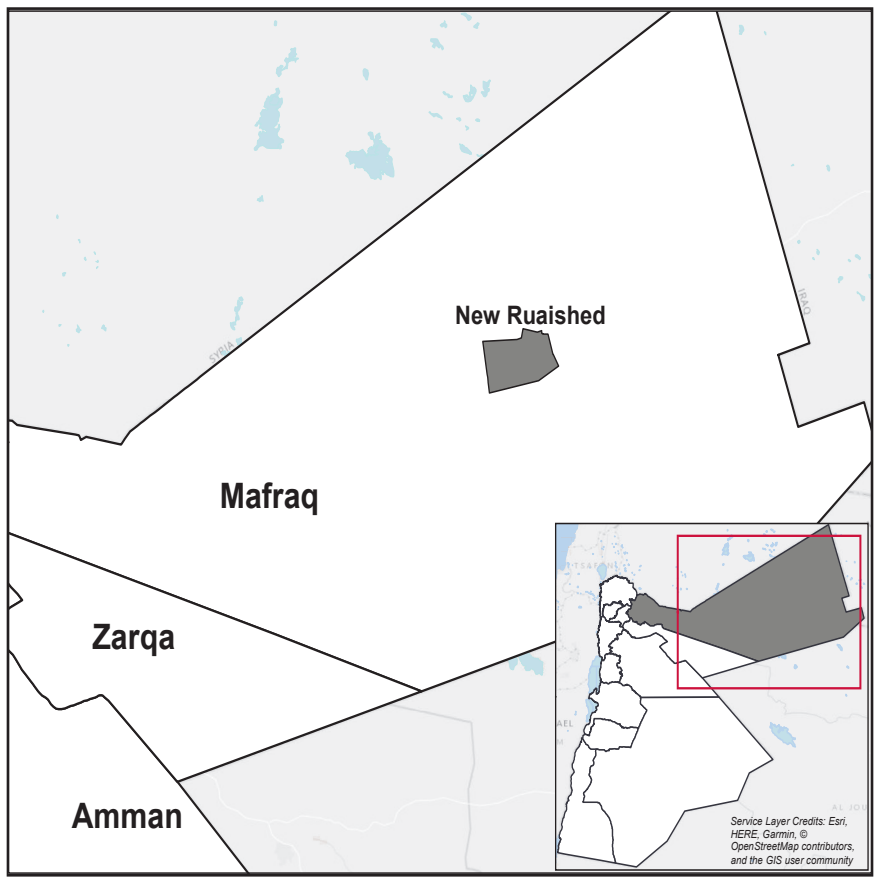
16%
of community members reported communicating with the municipality at least once a month

41%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	2,653
Percent of respondents that have been living in this municipality for more than 5 years	95%
Age groups	18-30 (37%) 31-40 (30%) 41-50 (17%) 51 > (16%)
Percent Jordanian respondents	93%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.



MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 49% Solid waste management
- 50% Cleanliness of public spaces
- 47% Documentation
- 33% Maintenance of streets

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 75% Solid waste management
- 72% Cleanliness of public spaces
- 67% Documentation
- 66% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited physical capacity within the municipality

As perceived by municipality KI:
Not applicable, municipality was able to respond to complaints received over the past year

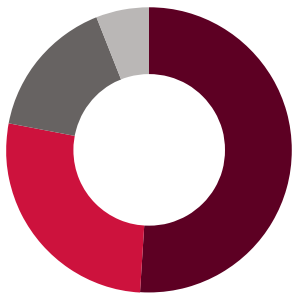
Primary priority sector of need:[2]

As reported by community members:
Maintenance of streets

As reported by municipality KI:
Solid waste management

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:



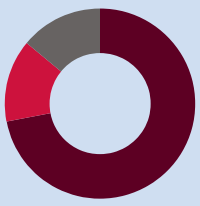
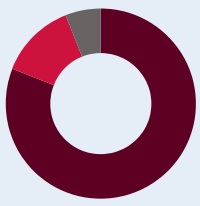
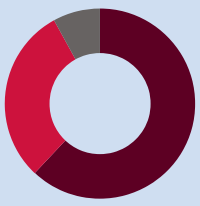
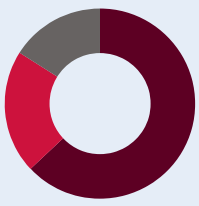
- 51% Never
- 27% Less than once a month
- 16% At least once a month
- 6% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Personal relations with municipal staff/ representatives

Percentage of community members who perceived existing channels to be effective for engagement: **53%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **31%**

Formal engagement channels available according to municipality KI:
Local council meetings, town hall meeting, bilateral meetings with community leaders

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 72% Ineffective 14% Unaware 14% Quite effective or very effective	 81% Ineffective 13% Unaware 6% Quite effective or very effective	 62% Ineffective 30% Unaware 8% Quite effective or very effective	 63% Ineffective 21% Unaware 16% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✓	✓	✓	✓
Most commonly used communication channels[3]	Direct visits to the municipality building	Direct visits to the municipality building	Direct visits to the municipality building	Direct visits to the municipality building
Most commonly perceived barrier to engagement	Lack of municipal capacity, initiative and interest to engage with this demographic group	Customs and traditions limit public participation of women	No barriers perceived specifically for this demographic group	No barriers perceived specifically for this demographic group
Most preferred communication method to increase public participation[6]	Establish a committee of community members from this demographic group	Assign focal points within local council trained to engage with this demographic group	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- There is a youth center for males in the area but not for females. Participants stated that a female youth center would allow for girls to develop more skills and provide a space to interact with community members outside of school and home.
- Participants stated that they have to travel to Mafraq city (3.5 hours away) for any documentation requests. Participants would like there to be a closer location to handle their documentation needs.
- Participants stated that some teachers educate students on the importance of public cleanliness. They would like for these courses to be expanded for the area to have better waste management practices and stricter penalties for littering.
- There is a perception that opinions of people with disabilities (PWDs) are not valued or taken into consideration.
- There is a need to improve street lighting as it aggravates sense of fear and anxiety among PWDs and exposes them to attacks and accidents since they cannot see easily in the dark (for those with impaired vision or hearing), or because of slower reflexes (for those with cognitive disabilities).

Endnotes

[1]Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).

[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.

[3] Two most commonly reported channels.

[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).

[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.

[6] Most commonly reported by this demographic group.

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: AMEER HUSSAIN, MAFRAQ | REGION: NORTH | CLASSIFICATION: C[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

36%
of community members perceived municipal governments to be effective

58%
of community members were satisfied or very satisfied with solid waste management services

54%
of community members were satisfied or very satisfied with cleanliness of public spaces

35%
of community members were satisfied or very satisfied with documentation services

44%
of community members were satisfied or very satisfied with maintenance of streets

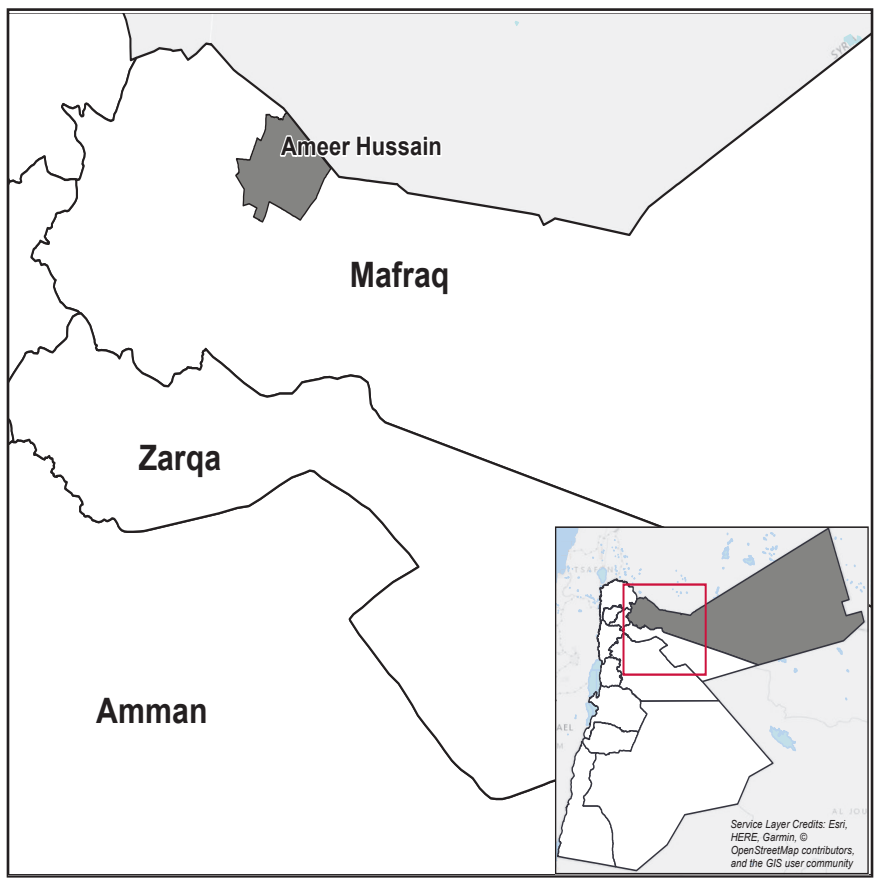
17%
of community members reported communicating with the municipality at least once a month

40%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	17,156
Percent of respondents that have been living in this municipality for more than 5 years	80%
Age groups	18-30 (43%) 31-40 (27%) 41-50 (20%) 51 > (10%)
Percent Jordanian respondents	90%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.



MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 57% Solid waste management
- 49% Cleanliness of public spaces
- 29% Documentation
- 46% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited physical capacity within the municipality

As perceived by municipality KI:
Not applicable, municipality was able to respond to complaints received over the past year

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 77% Solid waste management
- 70% Cleanliness of public spaces
- 35% Documentation
- 67% Maintenance of streets

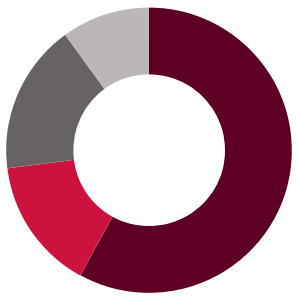
Primary priority sector of need:[2]

As reported by community members:
Maintenance of streets

As reported by municipality KI:
Public roads (opening new roads, paving/ maintenance of existing roads)

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:



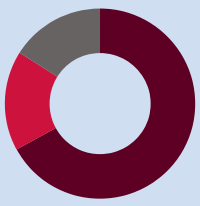
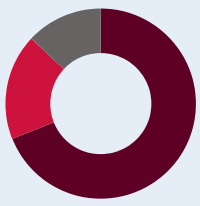
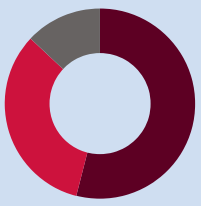
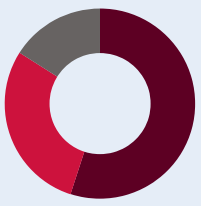
- 58% Never
- 15% Less than once a month
- 17% At least once a month
- 10% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Municipality meetings

Percentage of community members who perceived existing channels to be effective for engagement: **82%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **52%**

Formal engagement channels available according to municipality KI:
Local council meetings, social media, complaint boxes & hotline services

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 67% Ineffective 17% Unaware 16% Quite effective or very effective	 69% Ineffective 18% Unaware 13% Quite effective or very effective	 54% Ineffective 33% Unaware 13% Quite effective or very effective	 55% Ineffective 29% Unaware 16% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✗	✓	✓	✓
Most commonly used communication channels[3]	Direct visits to the municipality building	Direct visits to the municipality building	Direct visits to the municipality building & Municipality meetings	Direct visits to the municipality building
Most commonly perceived barrier to engagement	Lack of municipal capacity, initiative and interest to engage with this demographic group	Customs and traditions limit public participation of women	Lack of participation opportunities/ formal organisation to represent group	No barriers perceived specifically for this demographic group
Most preferred communication method to increase public participation[6]	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- There is a lack of public transportation in the area which limits women's access to services as they cannot commute as easily as individuals who have cars or know how to drive.
- Participants stated that there are enough lighting units around the main roads but the issue is the quality of the lighting itself. Lack of street lighting also specifically impacts people with disabilities (PWDs) as it aggravates their feelings of anxiety and fear of darkness.
- Female participants stated that they are less involved in municipality activities as they face cultural barriers and there is the perception that they are not qualified to communicate community needs.
- Participants stated that brochures should be distributed during Friday prayers communicating when municipality meetings will be held.
- To enhance municipal responsive to PWDs, there is a need to establish new communication channels with this group, such as a committee that represents the interests of people with special needs.

Endnotes

[1]Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).
[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.
[3] Two most commonly reported channels.
[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).
[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.
[6] Most commonly reported by this demographic group.

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: SABHA W DAFYANAH, MAFRAQ | REGION: NORTH | CLASSIFICATION: B[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

71%
of community members perceived municipal governments to be effective

75%
of community members were satisfied or very satisfied with solid waste management services

78%
of community members were satisfied or very satisfied with cleanliness of public spaces

63%
of community members were satisfied or very satisfied with documentation services

76%
of community members were satisfied or very satisfied with maintenance of streets

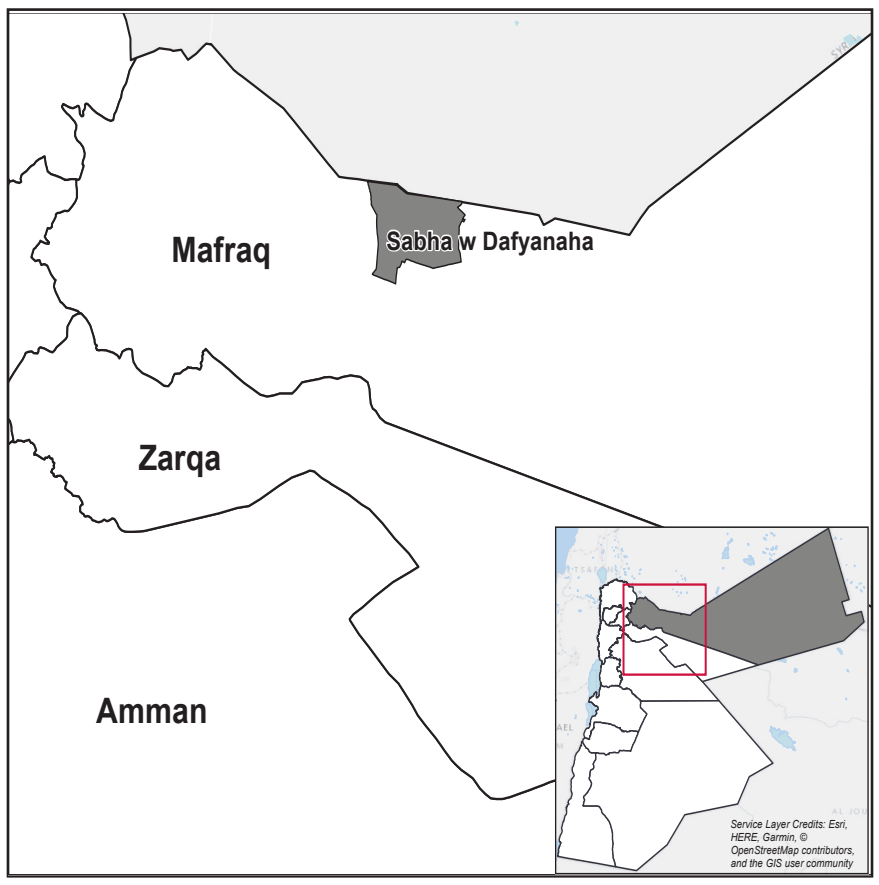
16%
of community members reported communicating with the municipality at least once a month

40%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	16,976
Percent of respondents that have been living in this municipality for more than 5 years	89%
Age groups	18-30 (25%) 31-40 (28%) 41-50 (21%) 51 > (26%)
Percent Jordanian respondents	94%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.



MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 70% Solid waste management
- 66% Cleanliness of public spaces
- 54% Documentation
- 61% Maintenance of streets

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 84% Solid waste management
- 80% Cleanliness of public spaces
- 62% Documentation
- 83% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited physical capacity within the municipality

As perceived by municipality KI:
Not applicable, municipality was able to respond to complaints received over the past year

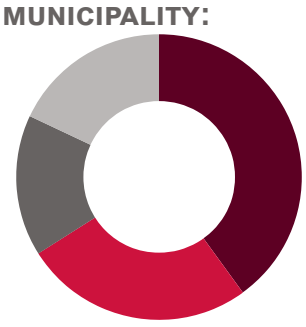
Primary priority sector of need:[2]

As reported by community members:
Job creation and livelihoods

As reported by municipality KI:
Job creation and livelihoods

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:



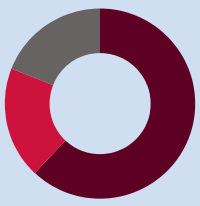
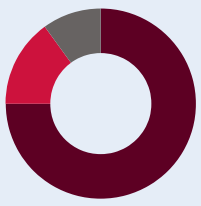
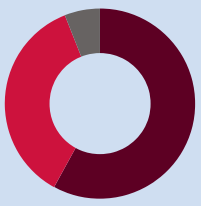
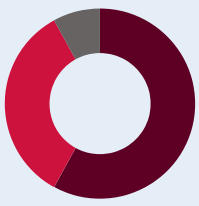
- 40% Never
- 26% Less than once a month
- 16% At least once a month
- 18% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Through local council members

Percentage of community members who perceived existing channels to be effective for engagement: **82%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **51%**

Formal engagement channels available according to municipality KI:
Town hall meeting, public gatherings & celebrations, social media

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 62% Ineffective 19% Unaware 19% Quite effective or very effective	 75% Ineffective 15% Unaware 10% Quite effective or very effective	 58% Ineffective 36% Unaware 6% Quite effective or very effective	 58% Ineffective 34% Unaware 8% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✓	✓	✓	✗
Most commonly used communication channels[3]	Direct visits to the municipality building & Through community leaders	No channels of communication	Through community leaders	No channels of communication
Most commonly perceived barrier to engagement	Lack of time (domestic responsibilities, jobs, studies, etc.)	Customs and traditions limit public participation of women	Legal status as refugees	No barriers perceived specifically for this demographic group[7]
Most preferred communication method to increase public participation[6]	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- Participants stated that there are not enough public waste bins everywhere and there is therefore a need for better distribution of these throughout the community.
- There are not enough female municipality employees. Female participants stated that they would feel more comfortable interacting with female employees working within the municipality. Additionally, due to cultural barriers, men are more active in municipal engagement.
- There are not enough bus stops with shades in the municipality. This is needed to better protect people from the sun and rain when waiting for transportation.
- The municipality was perceived to be less responsive to people with disabilities (PWDs) than to other demographic groups. There is also a perception that opinions of PWDs are not valued or taken into consideration.
- Livelihoods/ development projects are a priority need for PWDs. Lack of street lighting also specifically impacts PWDs as it aggravates their feelings of anxiety and fear of darkness, especially for those with cognitive disabilities.

Endnotes

[1] Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).

[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.

[3] Two most commonly reported channels.

[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).

[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.

[6] Most commonly reported by this demographic group.

[7] There is a discrepancy between no barriers perceived by the PWD KI from the community and the municipality KI stating that the municipality does not engage with this group. Possible explanations could be: (1) the community KI has never engaged or tried to engage with the municipality and is therefore not speaking out of past experience and is unaware of barriers (2) barriers are not perceived to be relevant for PWDs, even if they exist, because other people either from their household or the wider community communicate with the municipality on their behalf. Alternatively, the municipality KI might have been unaware of efforts being made within the municipality or by local organisations to enhance engagement with PWDs.

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: SAHAB, AMMAN | REGION: MIDDLE | CLASSIFICATION: B[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

66%
of community members perceived municipal governments to be effective

65%
of community members were satisfied or very satisfied with solid waste management services

71%
of community members were satisfied or very satisfied with cleanliness of public spaces

43%
of community members were satisfied or very satisfied with documentation services

58%
of community members were satisfied or very satisfied with maintenance of streets

10%
of community members reported communicating with the municipality at least once a month

51%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	128,936
Percent of respondents that have been living in this municipality for more than 5 years	79%
Age groups	18-30 (36%) 31-40 (20%) 41-50 (25%) 51 > (19%)
Percent Jordanian respondents	84%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.

MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 58% Solid waste management
- 63% Cleanliness of public spaces
- 44% Documentation
- 55% Maintenance of streets

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 70% Solid waste management
- 72% Cleanliness of public spaces
- 49% Documentation
- 68% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited communication with the community to identify problems being faced

As perceived by municipality KI:
Not applicable, municipality was able to respond to complaints received over the past year

Primary priority sector of need:[2]

As reported by community members:
Maintenance of streets

As reported by municipality KI:
Traffic management

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:

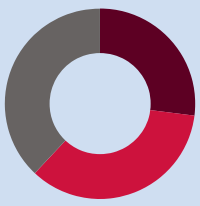
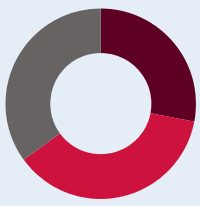
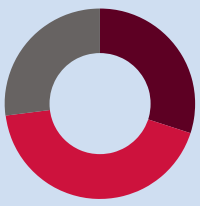
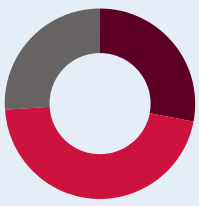
- 66% Never
- 15% Less than once a month
- 10% At least once a month
- 9% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Personal relations with municipal staff/ representatives

Percentage of community members who perceived existing channels to be effective for engagement: **77%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **60%**

Formal engagement channels available according to municipality KI:
Social media, complaint boxes & hotline services, community meetings/ discussions, town hall meeting

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 27% Ineffective 35% Unaware 38% Quite effective or very effective	 28% Ineffective 37% Unaware 35% Quite effective or very effective	 30% Ineffective 43% Unaware 27% Quite effective or very effective	 28% Ineffective 46% Unaware 26% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✓	✓	✓	✓
Most commonly used communication channels[3]	Direct visits to the municipality building & Social media	Direct visits to the municipality building, Through personal relations with municipal staff/ representatives & Through women's committees	Direct visits to the municipality building & Complaint boxes or hotline services	Direct visits to the municipality building
Most commonly perceived barrier to engagement	Lack of municipal capacity, initiative and interest to engage with this demographic group	Customs and traditions limit public participation of women	Legal status as refugees	No barriers perceived specifically for this demographic group
Most preferred communication method to increase public participation[6]	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group	Assign focal points within local council trained to engage with this demographic group

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- There is a lack of coordinated construction projects which impacts quality of roads in this municipality. For example, if the municipality digs up roads to maintain sewer networks, the following week the roads are dug up again to repair electricity or water networks.
- Due to cultural barriers, women do not engage with the municipality. Additionally, it is more difficult for poorer residents and refugees to engage with the municipality, in comparison to Jordanian citizens or those who are more established from a socio-economic standpoint. This is because the latter are perceived to be more well-established in their community and more likely to have direct relations or opportunities to interact with municipal staff and representatives.
- There are many speed bumps in the area, some of which are installed by residents in front of their houses. There is therefore a need to better regulate the installation of such speed bumps.
- There is a lack of street lighting in the area and residents often have to incur costs themselves to have lights installed around their houses.
- Public leisure spaces are a priority need for people with disabilities.

Endnotes

[1]Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).
[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.
[3] Two most commonly reported channels.
[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).
[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.
[6] Most commonly reported by this demographic group.

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: SAHEL HORAN, IRBID | REGION: NORTH | CLASSIFICATION: B[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

63%
of community members perceived municipal governments to be effective

69%
of community members were satisfied or very satisfied with solid waste management services

65%
of community members were satisfied or very satisfied with cleanliness of public spaces

62%
of community members were satisfied or very satisfied with documentation services

56%
of community members were satisfied or very satisfied with maintenance of streets

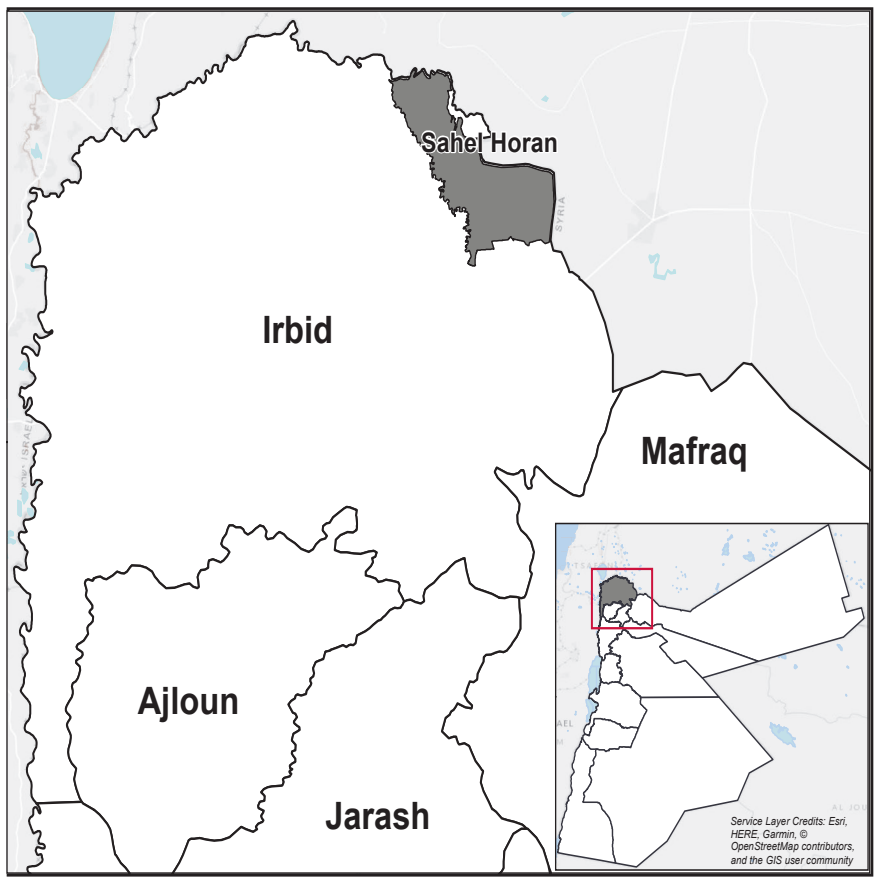
18%
of community members reported communicating with the municipality at least once a month

50%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	71,994
Percent of respondents that have been living in this municipality for more than 5 years	94%
Age groups	18-30 (24%) 31-40 (25%) 41-50 (24%) 51 > (27%)
Percent Jordanian respondents	94%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.



MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 74% Solid waste management
- 66% Cleanliness of public spaces
- 54% Documentation
- 46% Maintenance of streets

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 90% Solid waste management
- 82% Cleanliness of public spaces
- 60% Documentation
- 67% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited physical capacity within the municipality

As perceived by municipality KI:
Not applicable, municipality was able to respond to complaints received over the past year

Primary priority sector of need:[2]

As reported by community members:
Maintenance of streets

As reported by municipality KI:
Solid waste management

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:

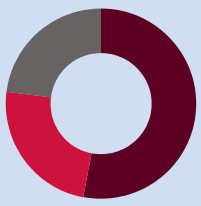
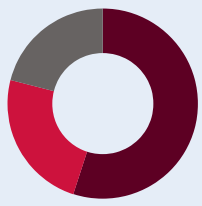
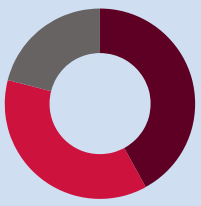
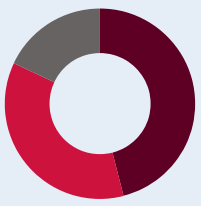
- 48% Never
- 29% Less than once a month
- 18% At least once a month
- 5% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Personal relations with municipal staff/ representatives

Percentage of community members who perceived existing channels to be effective for engagement: **83%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **33%**

Formal engagement channels available according to municipality KI:
Local council meetings, community meetings/ discussions, social media, complaint boxes & hotline services

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 53% Ineffective 24% Unaware 23% Quite effective or very effective	 55% Ineffective 24% Unaware 21% Quite effective or very effective	 42% Ineffective 37% Unaware 21% Quite effective or very effective	 46% Ineffective 36% Unaware 18% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✗	✓	✓	✓
Most commonly used communication channels[3]	Direct visits to the municipality building & Social media	Direct visits to the municipality building & Social media	Direct visits to the municipality building	Direct visits to the municipality building
Most commonly perceived barrier to engagement	Lack of municipal capacity, initiative and interest to engage with this demographic group	Lack of interest/ motivation among women & customs/ traditions	No barriers perceived specifically for this demographic group	No barriers perceived specifically for this demographic group
Most preferred communication method to increase public participation[6]	Establish a committee of community members from this demographic group	Assign focal points within local council trained to engage with this demographic group	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group & assign focal points within local council trained to engage with this demographic group

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- Participants stated that there are four communities within Sahel Horan, but only one park. This park is on the main road and therefore unsafe for children. Additionally, the park has a library and toilets, but neither is functional.
- There is waste accumulation in the nearby wadi and this is attracting pests, insects and stray dogs. There is therefore a need to better monitor these issues.
- Participants stated that there is a lack of lighting in the area. They are worried that children will be hurt or hit by cars if they are outside after sunset. Lack of street lighting also aggravates sense of fear and anxiety among people with disabilities (PWDs) and exposes those with impaired vision or hearing to the risk of accidents.
- Participants stated that the municipality tries to respond to issues, but they do not always have the best quality of materials to address complaints.
- There is a perception that opinions of PWDs are not valued or taken into consideration.

Endnotes

[1]Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).

[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.

[3] Two most commonly reported channels.

[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).

[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.

[6] Most commonly reported by this demographic group.

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: SALHYAH & NAYFAH, MAFRAQ | REGION: NORTH | CLASSIFICATION: C[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

54%
of community members perceived municipal governments to be effective

51%
of community members were satisfied or very satisfied with solid waste management services

54%
of community members were satisfied or very satisfied with cleanliness of public spaces

49%
of community members were satisfied or very satisfied with documentation services

57%
of community members were satisfied or very satisfied with maintenance of streets

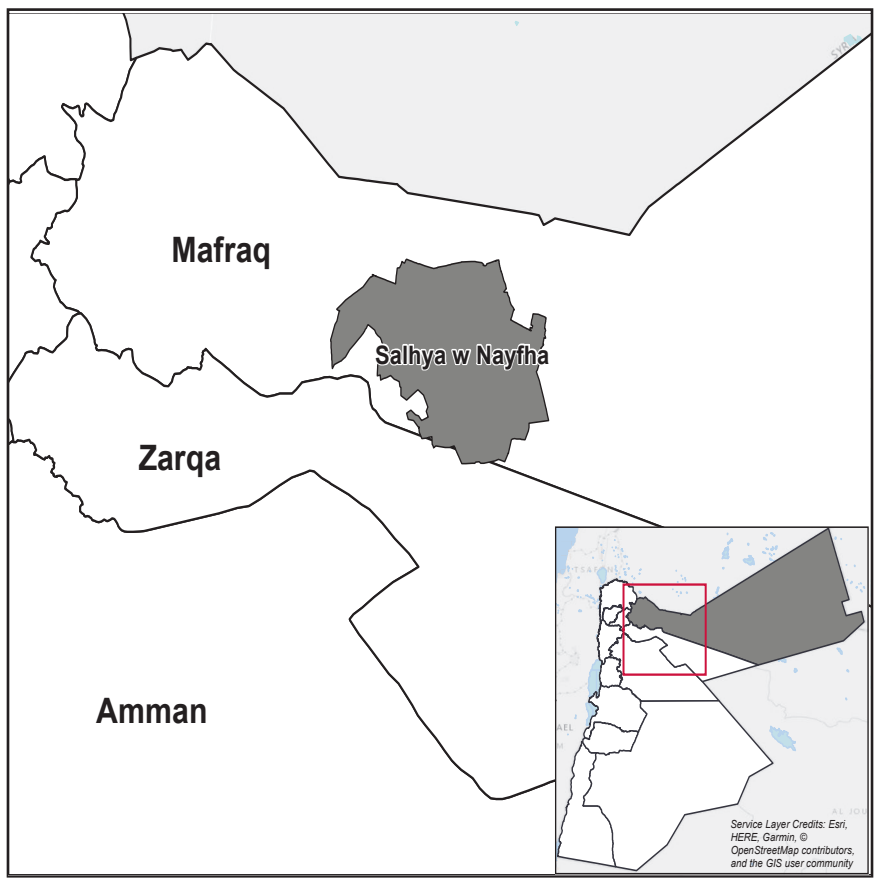
17%
of community members reported communicating with the municipality at least once a month

46%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	20,724
Percent of respondents that have been living in this municipality for more than 5 years	91%
Age groups	18-30 (33%) 31-40 (31%) 41-50 (22%) 51 > (14%)
Percent Jordanian respondents	97%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.



MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 48% Solid waste management
- 41% Cleanliness of public spaces
- 46% Documentation
- 46% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited communication with the community to identify problems being faced

As perceived by municipality KI:
Not applicable, municipality was able to respond to complaints received over the past year

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 58% Solid waste management
- 56% Cleanliness of public spaces
- 51% Documentation
- 62% Maintenance of streets

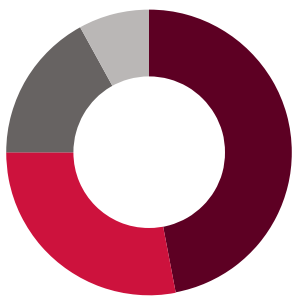
Primary priority sector of need:[2]

As reported by community members:
Maintenance of streets

As reported by municipality KI:
Public roads (opening new roads, paving/ maintenance of existing roads)

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:



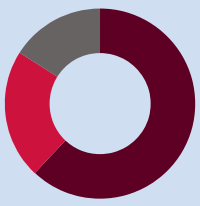
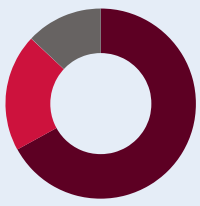
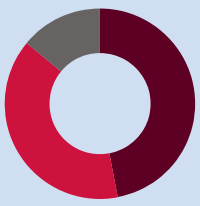
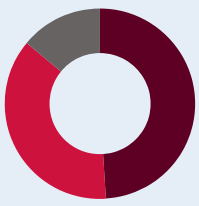
- 47% Never
- 28% Less than once a month
- 17% At least once a month
- 8% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Personal relations with municipal staff/ representatives

Percentage of community members who perceived existing channels to be effective for engagement: **72%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **45%**

Formal engagement channels available according to municipality KI:
Local council meetings, town hall meeting, bilateral meetings with community leaders, community meetings/ discussions, public gatherings & celebrations

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 62% Ineffective 22% Unaware 16% Quite effective or very effective	 67% Ineffective 20% Unaware 13% Quite effective or very effective	 47% Ineffective 39% Unaware 14% Quite effective or very effective	 49% Ineffective 37% Unaware 14% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✓	✓	✓	✓
Most commonly used communication channels[3]	Direct visits to the municipality building	Direct visits to the municipality building	Direct visits to the municipality building & Personal relations with municipal staff/ representatives	Personal relations with municipal staff/ representatives
Most commonly perceived barrier to engagement	Lack of municipal capacity, initiative and interest to engage with this demographic group	Customs and traditions limit public participation of women	No barriers perceived specifically for this demographic group	No barriers perceived specifically for this demographic group
Most preferred communication method to increase public participation[6]	Assign focal points within local council trained to engage with this demographic group	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- An information center was established specifically to cater to the needs of people with disabilities (PWDs). The municipality was perceived to be more responsive to PWDs than to other demographic groups, and communication was also perceived to be easier for this group because of sympathy from municipal staff and society for their condition.
- Female participants stated that women do not work in the municipality. They want the municipality to set up centers or associations that provide women with employment opportunities. Those with children want opportunities to work from home such as sewing or making yogurt.
- Due to cultural barriers, female youth are less active in municipal engagement. Female participants stated the need for effective community leadership and representation bodies to specifically deal with their needs.
- Lack of street lighting specifically impacts PWDs: it exposes them to attacks and accidents since they cannot see easily in the dark (for those with impaired vision or hearing), or because of slower reflexes (for those with cognitive disabilities).

Endnotes

[1]Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).

[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.

[3] Two most commonly reported channels.

[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).

[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.

[6] Most commonly reported by this demographic group.

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: SARHAN, MAFRAQ | REGION: NORTH | CLASSIFICATION: C[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

73%
of community members perceived municipal governments to be effective

75%
of community members were satisfied or very satisfied with solid waste management services

68%
of community members were satisfied or very satisfied with cleanliness of public spaces

79%
of community members were satisfied or very satisfied with documentation services

61%
of community members were satisfied or very satisfied with maintenance of streets

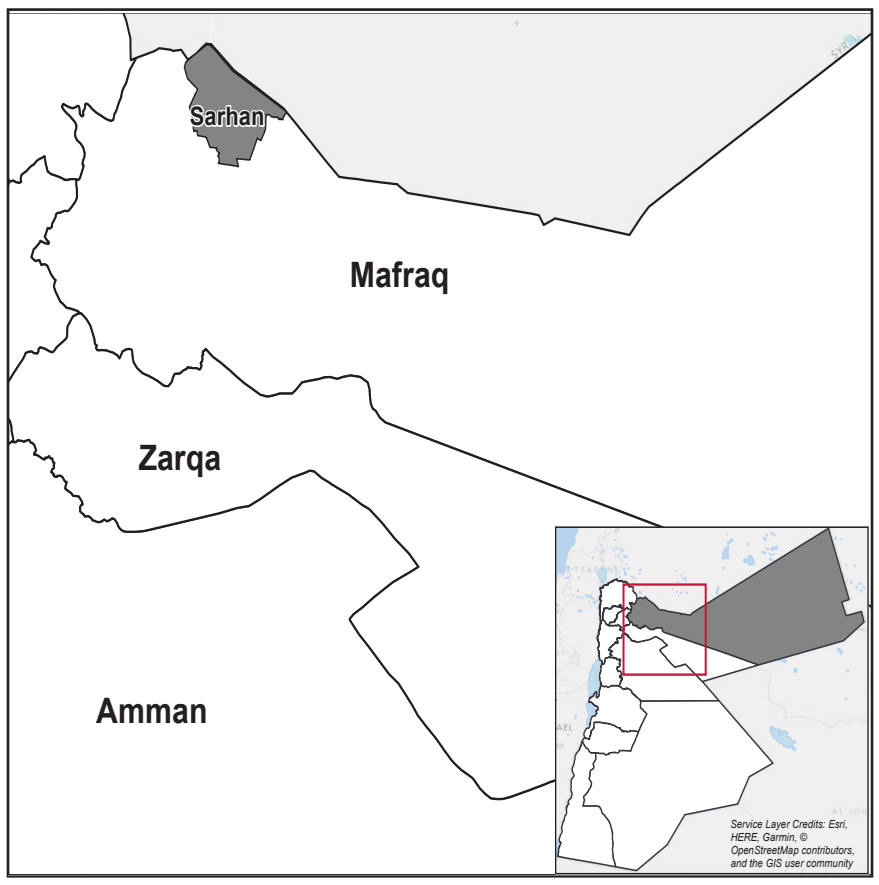
37%
of community members reported communicating with the municipality at least once a month

49%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	26,305
Percent of respondents that have been living in this municipality for more than 5 years	84%
Age groups	18-30 (30%) 31-40 (32%) 41-50 (22%) 51 > (16%)
Percent Jordanian respondents	86%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.



MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 62% Solid waste management
- 56% Cleanliness of public spaces
- 71% Documentation
- 46% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited physical capacity within the municipality

As perceived by municipality KI:
Not applicable, municipality was able to respond to complaints received over the past year

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 83% Solid waste management
- 75% Cleanliness of public spaces
- 78% Documentation
- 70% Maintenance of streets

Primary priority sector of need:[2]

As reported by community members:
Maintenance of streets

As reported by municipality KI:
Public leisure spaces

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:

- 27% Never
- 15% Less than once a month
- 37% At least once a month
- 21% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Personal relations with municipal staff/ representatives

Percentage of community members who perceived existing channels to be effective for engagement: **84%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **63%**

Formal engagement channels available according to municipality KI:
Local council & town hall meetings, bilateral meetings with community leaders, community meetings/ discussions, public gatherings & celebrations, social media, complaint boxes & hotline services, surveys

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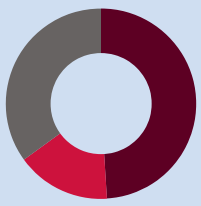
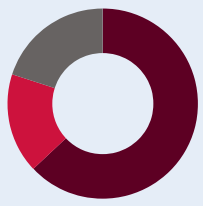
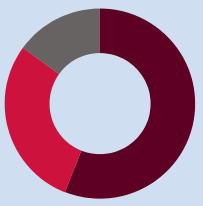
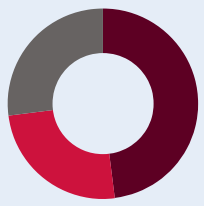
Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 49% Ineffective 16% Unaware 35% Quite effective or very effective	 63% Ineffective 17% Unaware 20% Quite effective or very effective	 56% Ineffective 29% Unaware 15% Quite effective or very effective	 48% Ineffective 25% Unaware 27% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✓	✓	✓	✓
Most commonly used communication channels[3]	Direct visits to the municipality building & Social media	Municipality meetings, Through local council members & Through women committees	Direct visits to the municipality building	No channels of communication
Most commonly perceived barrier to engagement	Engagement limited to older age groups as per customs, traditions	Customs and traditions limit public participation of women	Lack of municipal capacity, initiative and interest to engage with this demographic group & legal status	No barriers perceived specifically for this demographic group
Most preferred communication method to increase public participation[6]	Establish a committee of community members from this demographic group & organise regular, targeted meetings with this demographic group	Establish a committee of community members from this demographic group	Organise regular, targeted meetings with this demographic group	Establish a committee of community members from this demographic group & assign focal points within local council trained to engage with this demographic group

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- Refugee participants stated that they have to go to the neighboring municipality, Sam'a Sarhan, for documentation issues and they would rather go to their own municipality office.
- Refugee participants stated that there is infrequent garbage collection, waste containers have no lids, and desludging costs a lot of money.
- Participants stated that they want the municipality to fine individuals who construct their own speed bumps in front of their houses.
- Female participants stated that they would like a women's committee that is established to specifically advocate for/ deal with their needs.
- Youth participants stated that the municipality should establish better communication channels with the community, such as frequent meetings and a public relations desks, to better respond to complaints and requests.
- Lack of street lighting specifically impacts people with disabilities: it exposes them to attacks and accidents since they cannot see easily in the dark (for those with impaired vision or hearing), or because of slower reflexes (for those with cognitive disabilities).

Endnotes

[1]Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).
[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.
[3] Two most commonly reported channels.
[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).
[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.
[6] Most commonly reported by this demographic group.

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: SHURAHBIL BIN HASNA, IRBID | REGION: NORTH | CLASSIFICATION: B[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

69%
of community members perceived municipal governments to be effective

60%
of community members were satisfied or very satisfied with solid waste management services

62%
of community members were satisfied or very satisfied with cleanliness of public spaces

69%
of community members were satisfied or very satisfied with documentation services

62%
of community members were satisfied or very satisfied with maintenance of streets

21%
of community members reported communicating with the municipality at least once a month

51%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	78,972
Percent of respondents that have been living in this municipality for more than 5 years	85%
Age groups	18-30 (28%) 31-40 (24%) 41-50 (24%) 51 > (24%)
Percent Jordanian respondents	94%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.

MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 63% Solid waste management
- 66% Cleanliness of public spaces
- 66% Documentation
- 61% Maintenance of streets

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 76% Solid waste management
- 78% Cleanliness of public spaces
- 77% Documentation
- 79% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited physical capacity within the municipality

As perceived by municipality KI:
Not applicable, municipality was able to respond to complaints received over the past year

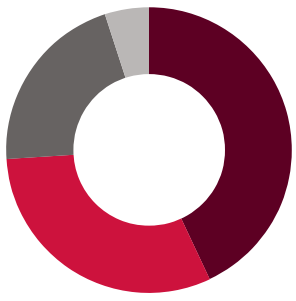
Primary priority sector of need:[2]

As reported by community members:
Maintenance of streets

As reported by municipality KI:
Solid waste management

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:



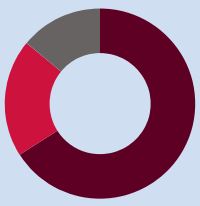
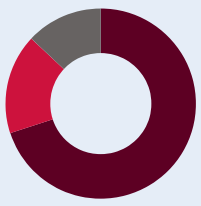
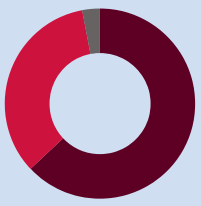
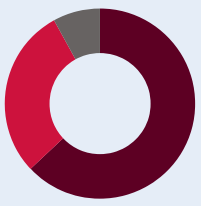
- 43% Never
- 31% Less than once a month
- 21% At least once a month
- 5% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Complaint boxes & hotline numbers

Percentage of community members who perceived existing channels to be effective for engagement: **79%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **41%**

Formal engagement channels available according to municipality KI:
Social media, town hall meeting

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 66% Ineffective 20% Unaware 14% Quite effective or very effective	 70% Ineffective 17% Unaware 13% Quite effective or very effective	 63% Ineffective 34% Unaware 3% Quite effective or very effective	 63% Ineffective 29% Unaware 8% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✓	✓	✓	✓
Most commonly used communication channels[6]	Direct visits to the municipality building	Direct visits to the municipality building	No channels of communication	No channels of communication
Most commonly perceived barrier to engagement	Lack of municipal capacity, initiative and interest to engage with this demographic group	Customs and traditions limit public participation of women	No barriers perceived specifically for this demographic group	No barriers perceived specifically for this demographic group
Most preferred communication method to increase public participation[6]	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group	No specific preference reported

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- Participants stated that the quality of roads is bad and damages their cars. Additionally, there is limited transportation and public lighting. This reportedly impacts female community members more because they do not own cars and rely on public transportation and proper sidewalks to walk places. They also are scared to go out by themselves in the evenings if streets are not well lit-up.
- Due to the lack of waste bins throughout the municipality, participants stated that residents are putting waste in the irrigation channels, contaminating the water and blocking the irrigation channels from reaching agricultural areas.
- Refugee participants stated that it is more difficult to get Ministry of Interior (MOI) registration cards since they are working in agriculture, move frequently and have no permanent residency. They are worried that they will face documentation issues.
- Female participants stated that it is more difficult for women and individuals who do not understand technology to engage with the community and municipality. They further stated that the municipality is not responsive to their concerns.

Endnotes

[1] Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).
[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.
[3] Two most commonly reported channels.
[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).
[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.
[6] Most commonly reported by this demographic group.

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: SOUTHERN AGHWAR, KARAK | REGION: SOUTH | CLASSIFICATION: B[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

44%
of community members perceived municipal governments to be effective

51%
of community members were satisfied or very satisfied with solid waste management services

52%
of community members were satisfied or very satisfied with cleanliness of public spaces

56%
of community members were satisfied or very satisfied with documentation services

40%
of community members were satisfied or very satisfied with maintenance of streets

21%
of community members reported communicating with the municipality at least once a month

45%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	54,867
Percent of respondents that have been living in this municipality for more than 5 years	88%
Age groups	18-30 (36%) 31-40 (33%) 41-50 (19%) 51 > (12%)
Percent Jordanian respondents	98%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.

MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 52% Solid waste management
- 51% Cleanliness of public spaces
- 50% Documentation
- 43% Maintenance of streets

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 78% Solid waste management
- 75% Cleanliness of public spaces
- 73% Documentation
- 72% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited physical capacity within the municipality

As perceived by municipality KI:
Not applicable, municipality was able to respond to complaints received over the past year

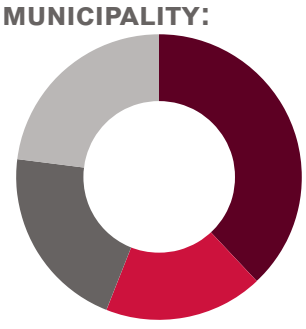
Primary priority sector of need:[2]

As reported by community members:
Maintenance of streets

As reported by municipality KI:
Public leisure spaces

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:



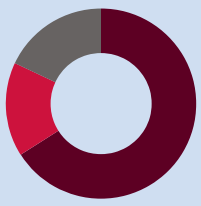
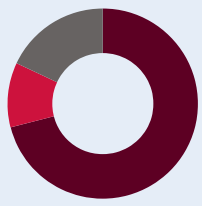
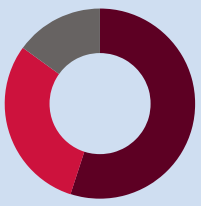
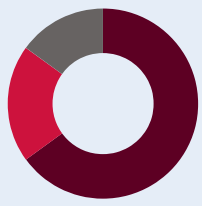
- 38% Never
- 18% Less than once a month
- 21% At least once a month
- 23% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Personal relations with municipal staff/ representatives

Percentage of community members who perceived existing channels to be effective for engagement: **67%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **46%**

Formal engagement channels available according to municipality KI:
Social media, local council meetings

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 66% Ineffective 16% Unaware 18% Quite effective or very effective	 71% Ineffective 11% Unaware 18% Quite effective or very effective	 55% Ineffective 30% Unaware 15% Quite effective or very effective	 65% Ineffective 20% Unaware 15% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✓	✓	✓	✓
Most commonly used communication channels[3]	Direct visits to the municipality building & Through local council members	Direct visits to the municipality building & Through women's committees	Municipality meetings	No channels of communication
Most commonly perceived barrier to engagement	Lack of municipal capacity, initiative and interest to engage with this demographic group	Lack of municipal capacity, initiative and interest to engage with this demographic group	No barriers perceived specifically for this demographic group	Physical/ health-related barrier
Most preferred communication method to increase public participation[6]	Establish a committee of community members from this demographic group & organise regular, targeted meetings with this demographic group	Assign focal points within local council trained to engage with this demographic group & Establish a committee of community members from this demographic group	Assign focal points within local council trained to engage with this demographic group	Establish a committee of community members from this demographic group

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- Participants who live in Ghour Maza stated that if they have documentation related issues, they have to go to Ghoursafi. They would like their own area to have the capacity to deal with documentation so they do not have to travel for requests.
- Female participants stated that meetings are frequently organized by the municipality for all demographic groups. Invitations are made via phone calls, WhatsApp, and Facebook groups. However, due to the use of digital communication, women and men who are not educated or tech-savvy are less aware/ have difficulties participating.
- Youth participants stated that they have started recycling campaigns, initiated volunteer clean-up campaigns and promoted the use of reusable bags.
- Limited access to public services has a psychological impact for people with disabilities (PWDs). For example, bad quality of roads limits their ability to go out, and lack of street lighting aggravates sense of fear and anxiety.
- The municipality was perceived to be less responsive to PWDs. Suggestions to enhance PWDs access to services and municipal responsiveness to this group include: establish centers that deal with complaints from PWDs, establish a committee that represents the interests of PWDs, or conduct household visits to assess individual cases of people with special needs.

Endnotes

[1]Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).

[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.

[3] Two most commonly reported channels.

[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).

[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.

[6] Most commonly reported by this demographic group.

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: UMM EL JMAL, MAFRAQ | REGION: NORTH | CLASSIFICATION: B[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

70%
of community members perceived municipal governments to be effective

80%
of community members were satisfied or very satisfied with solid waste management services

80%
of community members were satisfied or very satisfied with cleanliness of public spaces

66%
of community members were satisfied or very satisfied with documentation services

67%
of community members were satisfied or very satisfied with maintenance of streets

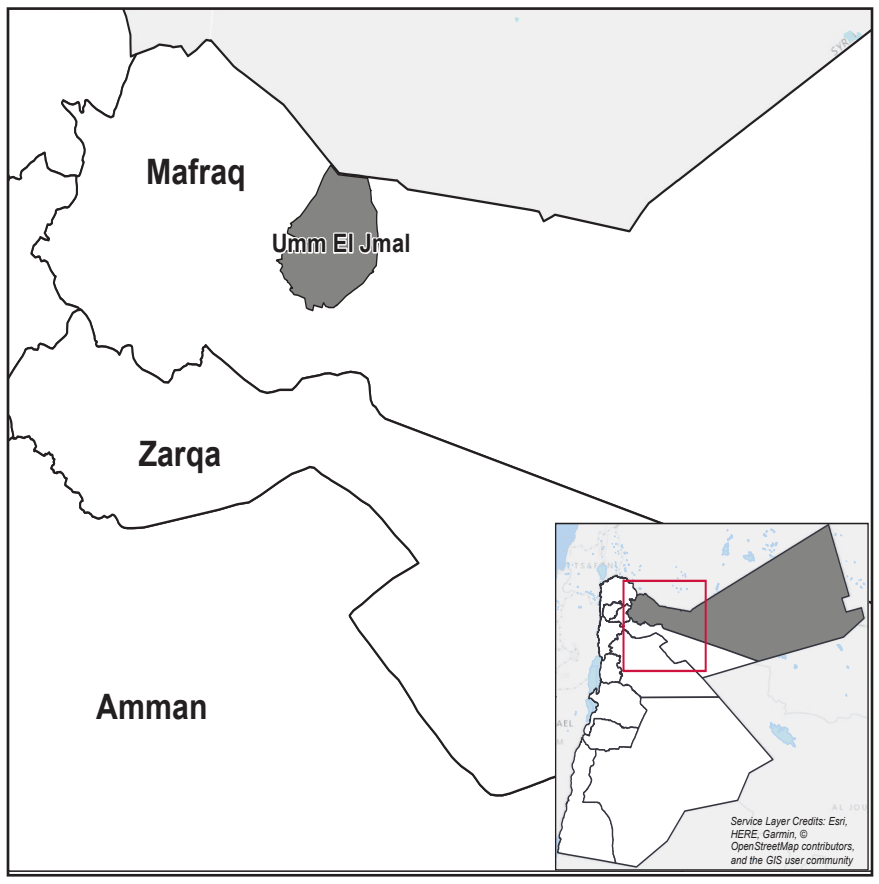
24%
of community members reported communicating with the municipality at least once a month

44%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	29,421
Percent of respondents that have been living in this municipality for more than 5 years	86%
Age groups	18-30 (36%) 31-40 (28%) 41-50 (24%) 51 > (13%)
Percent Jordanian respondents	87%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.



MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 64% Solid waste management
- 67% Cleanliness of public spaces
- 57% Documentation
- 65% Maintenance of streets

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 80% Solid waste management
- 81% Cleanliness of public spaces
- 65% Documentation
- 83% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited physical capacity within the municipality

As perceived by municipality KI:
Not applicable, municipality was able to respond to complaints received over the past year

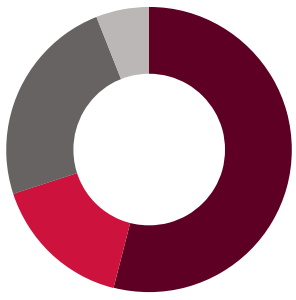
Primary priority sector of need:[2]

As reported by community members:
Maintenance of streets

As reported by municipality KI:
Livelihoods (job creation)

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:



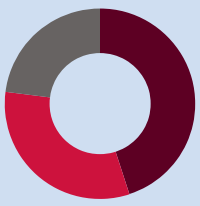
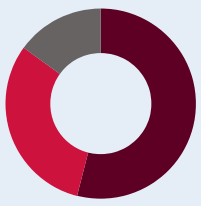
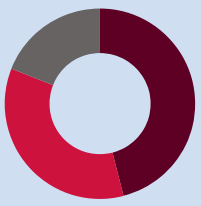
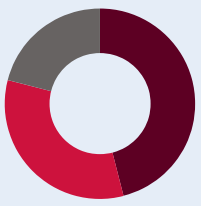
- 54% Never
- 16% Less than once a month
- 24% At least once a month
- 6% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Personal relations with municipal staff/ representatives

Percentage of community members who perceived existing channels to be effective for engagement: **78%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **40%**

Formal engagement channels available according to municipality KI:
Social media, local council meetings, town hall meeting, bilateral meetings with community leaders, community meetings/ discussions, public gatherings & celebrations

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 45% Ineffective 32% Unaware 23% Quite effective or very effective	 54% Ineffective 31% Unaware 15% Quite effective or very effective	 46% Ineffective 35% Unaware 19% Quite effective or very effective	 46% Ineffective 33% Unaware 21% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✓	✓	✓	✓
Most commonly used communication channels[3]	Direct visits to the municipality building	Direct visits to the municipality building & Through women's committees	No channels of communication	Direct visits to the municipality building
Most commonly perceived barrier to engagement	Lack of municipal capacity, initiative and interest to engage with this demographic group	Lack of initiative or interest in engagement on both sides (i.e. women and municipality)	Lack of municipal capacity, initiative and interest to engage with this demographic group & legal status	No barriers perceived specifically for this demographic group
Most preferred communication method to increase public participation[6]	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group	Assign focal points within local council trained to engage with this demographic group

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- Participants stated that unemployment and lack of recreational spaces in the area are increasing involvement with drugs and criminal activity among youth. They think unemployment can be reduced if there is a recreational area, as they can then launch small businesses like coffee shops and corn stalls to sell near PLS.
- There is waste accumulation in open spaces and this may result in a health hazard for the surrounding communities.
- The municipality was perceived to be less responsive to people with disabilities (PWDs) than other demographic groups. However, communication was perceived to be easier for this group because of sympathy from municipal staff and society for their health condition.
- Lack of street lighting specifically impacts PWDs: it exposes them to attacks and accidents since they cannot see easily in the dark (for those with impaired vision or hearing), or because of slower reflexes (for those with cognitive disabilities).

Endnotes

[1]Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).

[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.

[3] Two most commonly reported channels.

[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).

[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.

[6] Most commonly reported by this demographic group.

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: WADI ARABA, AQABA | REGION: SOUTH | CLASSIFICATION: C[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

48%
of community members perceived municipal governments to be effective

68%
of community members were satisfied or very satisfied with solid waste management services

67%
of community members were satisfied or very satisfied with cleanliness of public spaces

50%
of community members were satisfied or very satisfied with documentation services

49%
of community members were satisfied or very satisfied with maintenance of streets

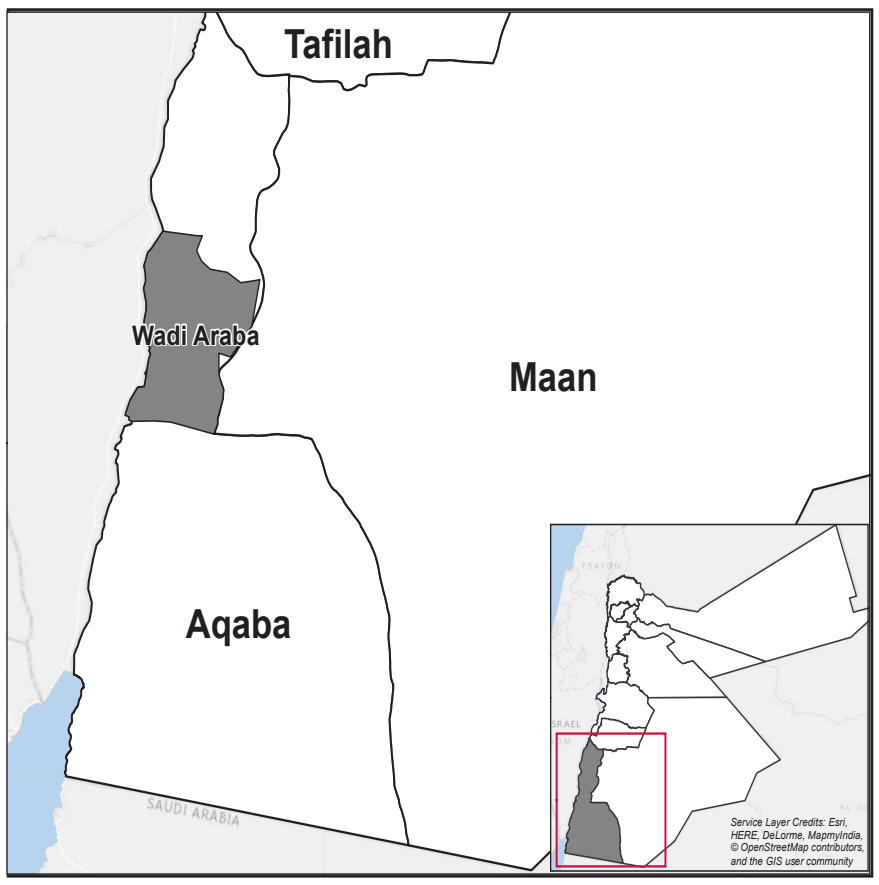
16%
of community members reported communicating with the municipality at least once a month

25%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	3,416
Percent of respondents that have been living in this municipality for more than 5 years	88%
Age groups	18-30 (37%) 31-40 (26%) 41-50 (20%) 51 > (17%)
Percent Jordanian respondents	94%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.



MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 65% Solid waste management
- 66% Cleanliness of public spaces
- 46% Documentation
- 58% Maintenance of streets

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 67% Solid waste management
- 69% Cleanliness of public spaces
- 48% Documentation
- 69% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited physical capacity within the municipality

As perceived by municipality KI:
Issues raised are outside municipal mandate

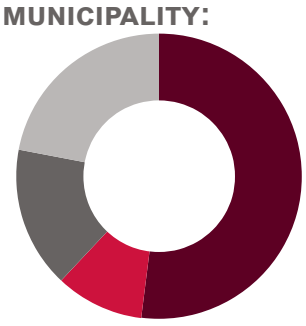
Primary priority sector of need:[2]

As reported by community members:
Job creation and livelihoods

As reported by municipality KI:
Solid waste management

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:



- 52% Never
- 10% Less than once a month
- 16% At least once a month
- 22% More than once a month

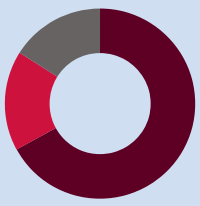
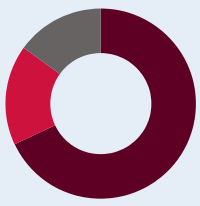
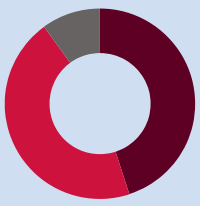
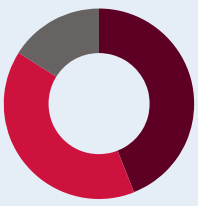
Most commonly used channels of communication:[3]
Direct visits to municipality building
Personal relations with municipal staff/ representatives

Percentage of community members who perceived existing channels to be effective for engagement: **68%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **32%**

Formal engagement channels available according to municipality KI:
Bilateral meetings with community leaders, public gatherings & celebrations

USAID FROM THE AMERICAN PEOPLE
REACH Informing more effective humanitarian action

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 67% Ineffective 17% Unaware 16% Quite effective or very effective	 68% Ineffective 17% Unaware 15% Quite effective or very effective	 45% Ineffective 45% Unaware 10% Quite effective or very effective	 44% Ineffective 40% Unaware 16% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✗	✗	✗	✓
Most commonly used communication channels[3]	Direct visits to the municipality building	Direct visits to the municipality building & Through women's committees	Through local council members & Direct visits to the municipality building	Direct visits to the municipality building & Social media
Most commonly perceived barrier to engagement	Lack of municipal capacity, initiative and interest to engage with this demographic group	Lack of interest/ motivation among women & customs/ traditions	Lack of municipal capacity, initiative and interest to engage with this demographic group & legal status	No barriers perceived specifically for this demographic group
Most preferred communication method to increase public participation[6]	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group	Assign focal points within local council trained to engage with this demographic group

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- Participants stated the need for more crosswalks or pedestrian bridges near the schools to help children cross over busy streets.
- Participants stated that there are issues with waste disposal, especially in farm areas, which leads to waste accumulation and increase in pests and insects. Additionally, there is no proper landfill in the municipality.
- Female participants stated that women and youth are not included in community meetings. Even if they attend these meetings, they are not encouraged to participate actively and their opinions are not valued or solicited.
- The municipality was perceived to be less responsive to PWDs than to other demographic groups, and there is a perception that opinions of PWDs are not valued or taken into consideration.
- Public leisure spaces and targeted engagement initiatives for people with special needs are among the priority needs for PWDs. Roads and sidewalks are also perceived to be unsuitable for wheelchairs.

Endnotes

[1]Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).
[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.
[3] Two most commonly reported channels.
[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).
[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.
[6] Most commonly reported by this demographic group.

USAID JORDAN CITIES: BASELINE ASSESSMENT

MUNICIPALITY: ZAATARI & MANSHIYAH, MAFRAQ | REGION: NORTH | CLASSIFICATION: C[1]

OVERVIEW

Against the backdrop of the 2015 Decentralisation Law in Jordan, USAID initiated the Cities Implementing Transparent, Innovative and Effective Solutions (CITIES) programme in the country. Between December 2017 and February 2018, REACH conducted a baseline assessment across 33 municipalities that will be part of the CITIES programme. In total, 4,258 community member perception surveys, 139 focus group discussions (FGDs) and 69 key informant (KI) interviews were conducted. The survey sample size provides results generalizable to the population within each municipality (95% confidence level and 10% error margin). This factsheet presents key findings which are explored in more detail in the baseline report.

NUMBERS AT A GLANCE

52%
of community members perceived municipal governments to be effective

51%
of community members were satisfied or very satisfied with solid waste management services

52%
of community members were satisfied or very satisfied with cleanliness of public spaces

56%
of community members were satisfied or very satisfied with documentation services

45%
of community members were satisfied or very satisfied with maintenance of streets

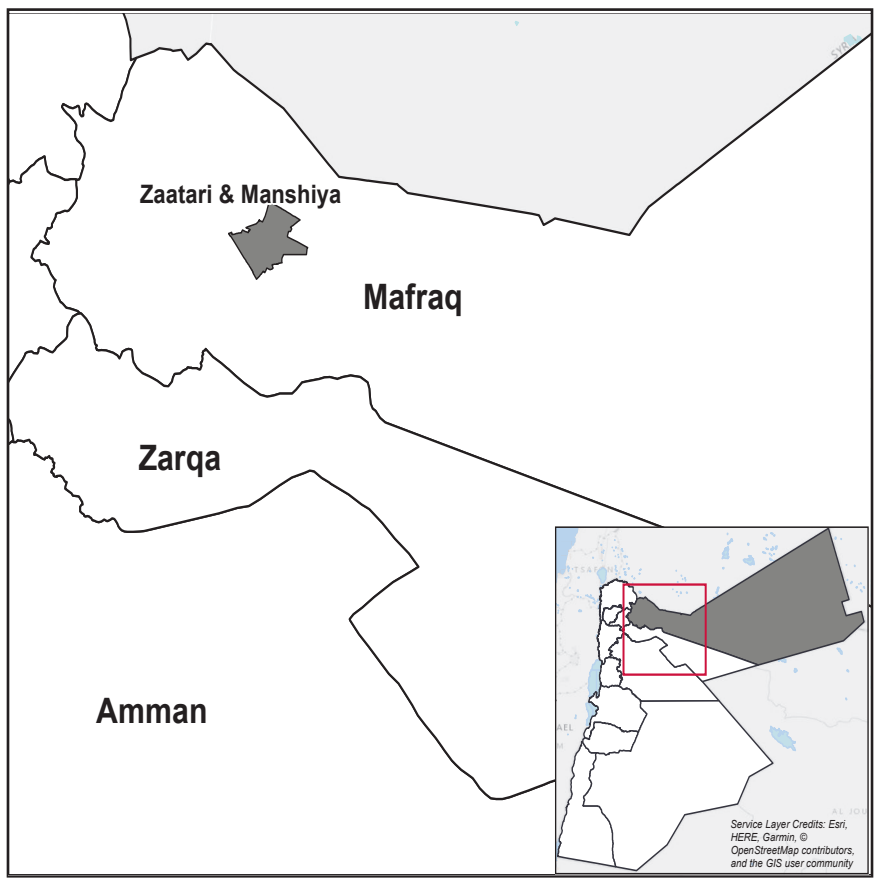
26%
of community members reported communicating with the municipality at least once a month

37%
of community members were aware of the Decentralization Law of 2015

DEMOGRAPHICS

Municipality population size*	15,937
Percent of respondents that have been living in this municipality for more than 5 years	75%
Age groups	18-30 (34%) 31-40 (24%) 41-50 (21%) 51 > (21%)
Percent Jordanian respondents	81%

*Based on 2016 data from the Government of Jordan's Department of Statistics (DOS), as received from the CITIES project team. This figure includes population of both Jordanians and other nationalities living in the municipality.



MUNICIPAL RESPONSIVENESS AND ABILITY TO RESPOND TO COMMUNITY NEEDS

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE RESPONSIVE IN THE FOLLOWING SECTORS:

- 51% Solid waste management
- 53% Cleanliness of public spaces
- 37% Documentation
- 45% Maintenance of streets

% OF COMMUNITY MEMBERS WHO PERCEIVE MUNICIPALITIES ARE ABLE TO RESOLVE PROBLEMS IN THE FOLLOWING SECTORS:

- 73% Solid waste management
- 78% Cleanliness of public spaces
- 60% Documentation
- 74% Maintenance of streets

Most important reason for municipal inability to resolve problems:

As perceived by community members:
Limited physical capacity within the municipality

As perceived by municipality KI:
Not applicable, municipality was able to respond to complaints received over the past year

Primary priority sector of need:[2]

As reported by community members:
Maintenance of streets

As reported by municipality KI:
Solid waste management

MUNICIPALITY-COMMUNITY ENGAGEMENT

FREQUENCY OF COMMUNITY MEMBERS' COMMUNICATION WITH THE MUNICIPALITY:

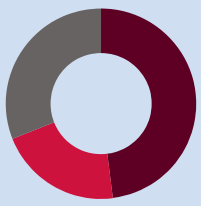
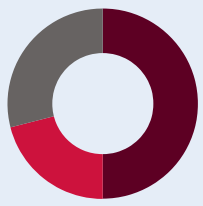
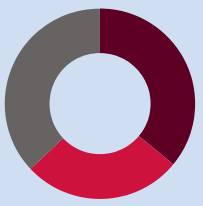
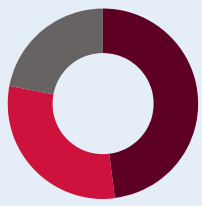
- 47% Never
- 14% Less than once a month
- 26% At least once a month
- 13% More than once a month

Most commonly used channels of communication:[3]
Direct visits to municipality building
Through local council members

Percentage of community members who perceived existing channels to be effective for engagement: **80%**

Percentage of community members who perceived existing channels to be effective for transparency and information sharing: **45%**

Formal engagement channels available according to municipality KI:
Social media, local council meetings, town hall meeting, bilateral meetings with community leaders, community meetings/ discussions, public gatherings & celebrations

Municipality - Community Engagement Among Demographic Groups[4]	Youth	Women	Refugees	Persons with disabilities
Percentage of community members that perceive the municipality to be effective at promoting positive engagement with their demographic group[5]	 48% Ineffective 21% Unaware 31% Quite effective or very effective	 50% Ineffective 21% Unaware 29% Quite effective or very effective	 36% Ineffective 27% Unaware 37% Quite effective or very effective	 48% Ineffective 30% Unaware 22% Quite effective or very effective
Municipality is engaging with this demographic group (according to municipality KI)	✓	✓	✓	✗
Most commonly used communication channels[3]	Direct visits to the municipality building & Personal relations with municipal staff/ representatives	Direct visits to the municipality building	Direct visits to the municipality building & Through community leaders	Personal relations with municipal staff/ representatives
Most commonly perceived barrier to engagement	Lack of municipal capacity, initiative and interest to engage with this demographic group	Lack of interest/ motivation among women & customs/ traditions	No barriers perceived specifically for this demographic group	No barriers perceived specifically for this demographic group[7]
Most preferred communication method to increase public participation[6]	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group	Establish a committee of community members from this demographic group

INTERESTING EXAMPLES FROM FGDS & KI INTERVIEWS IN THIS MUNICIPALITY

- There are not enough sidewalks in the area so it is difficult to walk around.
- Participants stated that lighting-related issues are fixed quickly whenever maintenance is needed. However, they are dissatisfied with the lack of response regarding road maintenance. Lack of street lighting specifically impacts people with disabilities (PWDs): it exposes them to attacks and accidents since they cannot see easily in the dark (for those with impaired vision or hearing), or because of slower reflexes (for those with cognitive disabilities).
- Participants stated that there is waste accumulation near farm areas. Additionally, farmers stated that they have a greater need for solid waste management services than residential areas but this not provided by the municipality.
- The majority of participants stated that Syrian women face difficulties communicating with the municipality due to language and cultural barriers, or perceptions that their concerns are not taken seriously.
- Targeted engagement initiatives for people with special needs are among the top three priority needs for PWDs.

Endnotes

[1]Administrative classifications: A (population > 100,000), B (population 10,000 - 100,000), C (population < 10,000).

[2] This was designed as a ranking question in the survey tool i.e. respondents ranked three priority sectors in order of importance.

[3] Two most commonly reported channels.

[4] Results presented for youth, women, refugees and PWDs are indicative only and based on findings from: survey (depending on the number of respondents within the municipality sample that belonged to each of these demographic groups), FGDs (one each per municipality conducted with youth males, youth females, women, and refugees) and KI interviews (one per municipality, either with a PWD directly or with a caregiver of the PWD in the instance that the PWD was unwilling or unable to take part in the interview).

[5] Very effective: there are many ways in which this group is engaged, Quite effective: there are some ways, Ineffective: there are very few ways or no ways at all.

[6] Most commonly reported by this demographic group.

[7] There is a discrepancy between no barriers perceived by the PWD KI from the community and the municipality KI stating that the municipality does not engage with this group. Possible explanations could be: (1) the community KI has never engaged or tried to engage with the municipality and is therefore not speaking out of past experience and is unaware of barriers (2) barriers are not perceived to be relevant for PWDs, even if they exist, because other people either from their household or the wider community communicate with the municipality on their behalf. Alternatively, the municipality KI might have been unaware of efforts being made within the municipality or by local organisations to enhance engagement with PWDs.