



# Public Opinion Survey: Residents of Jordan

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June 20-29, 2018



# Detailed Methodology

- The survey was conducted on behalf of the [Center for Insights in Survey Research](#) by [NAMA Strategic Intelligence Solutions](#).
- This survey is made possible by the generous support of the American people through the [United States Agency for International Development](#).
- The sample consists of n=1,525 face-to-face interviews with Jordanians aged 18 and above conducted nationwide between June 20<sup>th</sup> and 29<sup>th</sup> 2018. The sample excludes Jordanians living in student housing, prisons, nursing homes, and factory accommodations.
- The 2015 National Census was used to design and draw the sample. The sample was designed to cover the 12 governorates, using a stratified cluster proportional to size sampling method with three levels:
  - 1) Governorates divided into rural and urban areas
  - 2) Administrative divisions within each urban and rural area
  - 3) Clusters within each administrative division. One hundred fifty-two census blocks served as the primary sampling units (PSU).

Within each PSU, 10 households were selected through equal probability systematic selection based on a household listing exercise. The ‘next-birthday’ method was used to select the respondent. The response rate was 87 percent.
- The data was weighted to reflect the actual distribution of the population; the weight is based on the population size for each stratum and the block size (number of families) as main variables, as well as the number of respondents from each block and the total number of blocks.
- The margin of error is plus or minus 2.5 percent at the midrange of the 95 percent confidence level.
- Figures in charts and tables may not add up to 100 percent due to rounding.

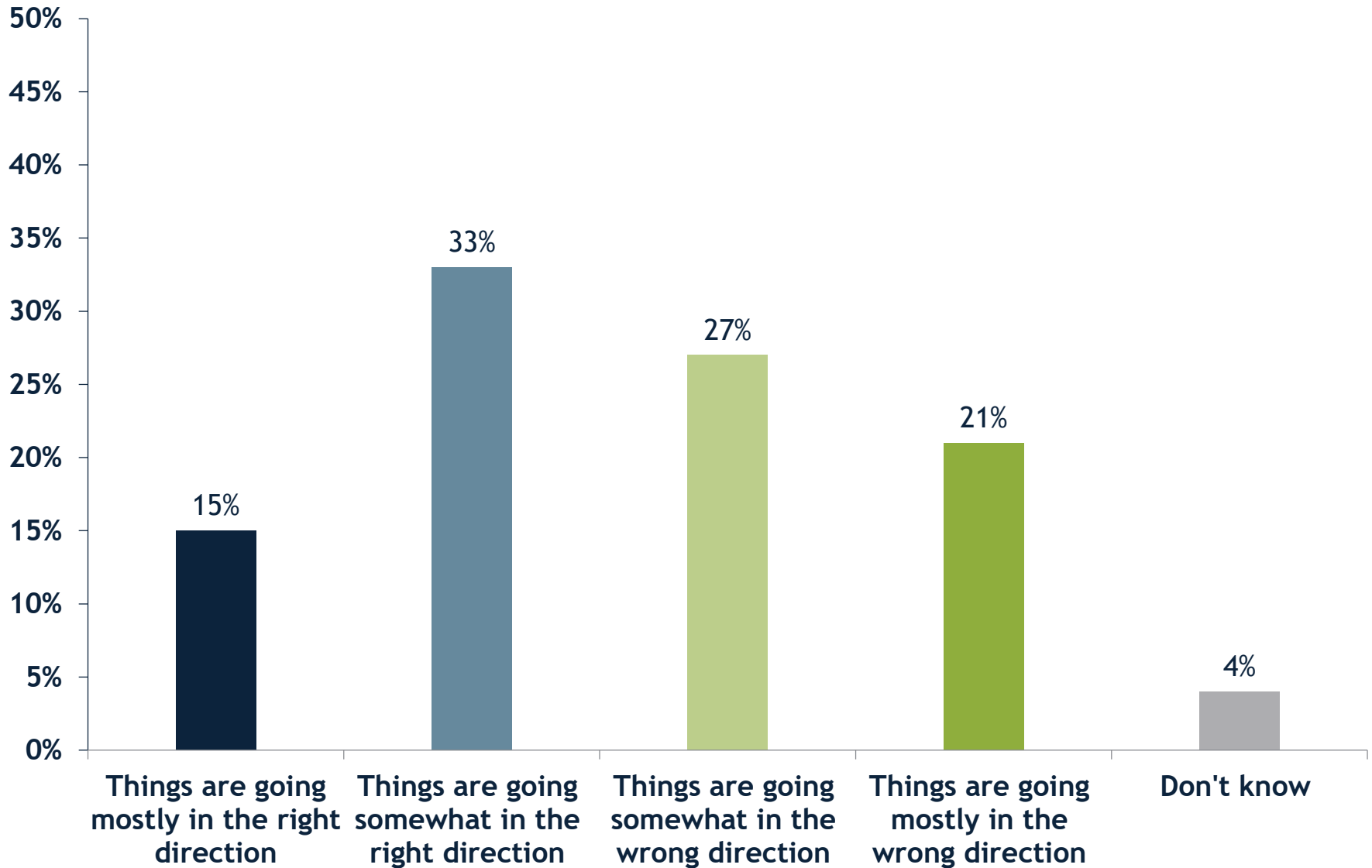


General

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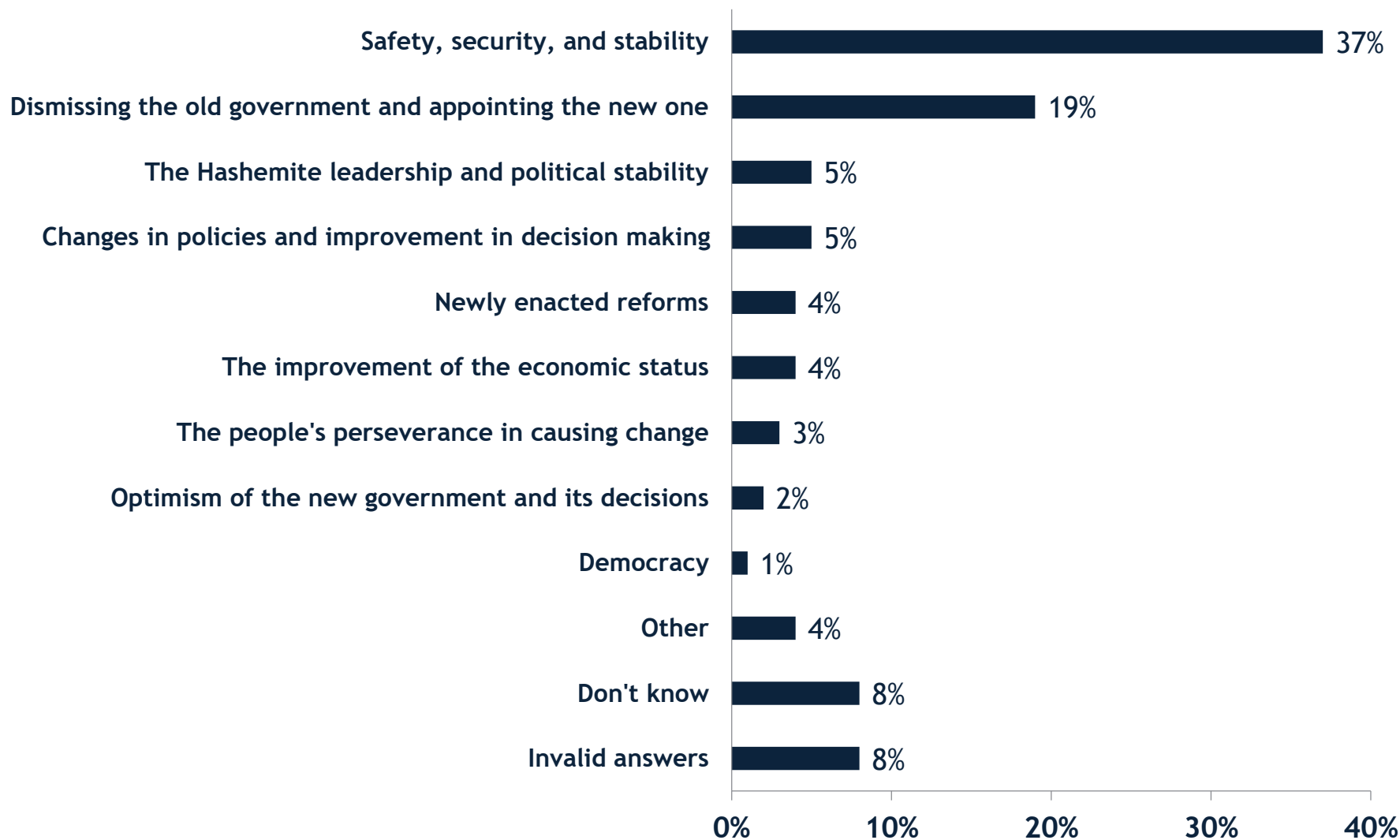


# Overall, is Jordan headed in the right or wrong direction?



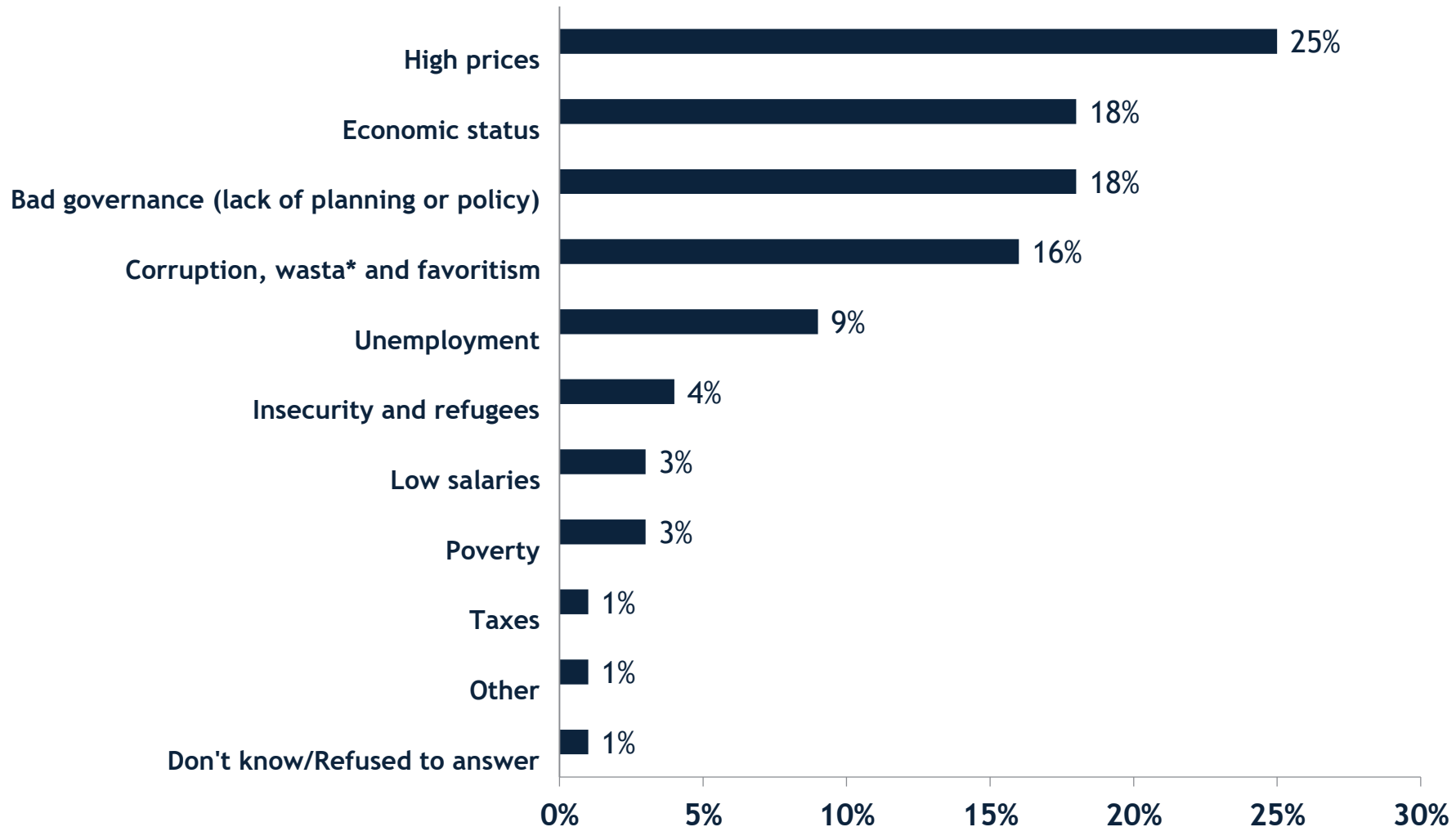
# What is the main reason you responded that things in Jordan are going in the right direction or somewhat in the right direction?

(Respondents who think Jordan is going in the right direction: n=737)



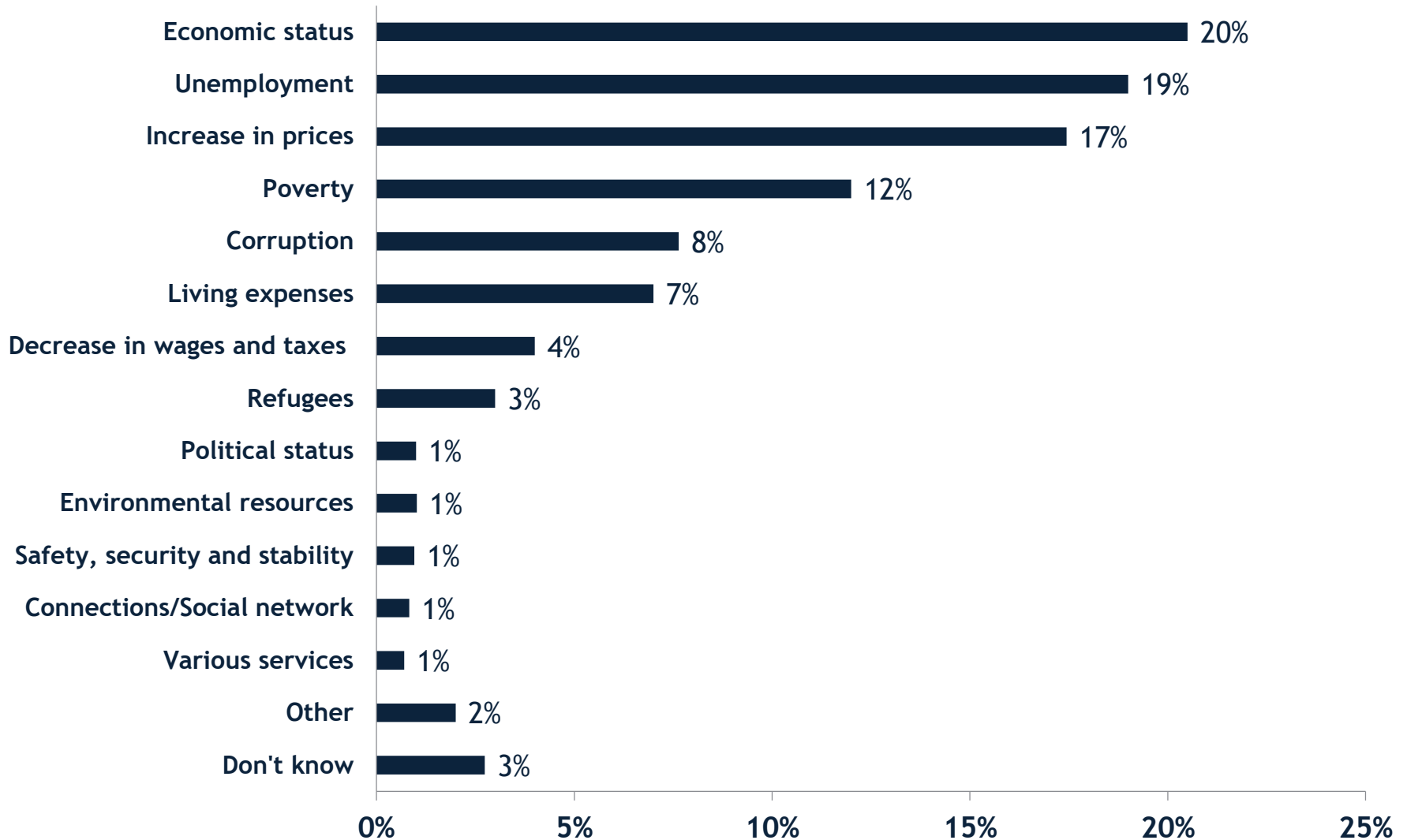
# What is the main reason you responded that things in Jordan are going in the wrong direction or somewhat in the wrong direction?

(Respondents who think Jordan is going in the wrong direction: n=729)



\*wasta refers to using one's connections and/or influence to get things done. It loosely translates to nepotism, clout or "who you know."

# In your opinion, what is the single biggest problem facing Jordan as a whole?





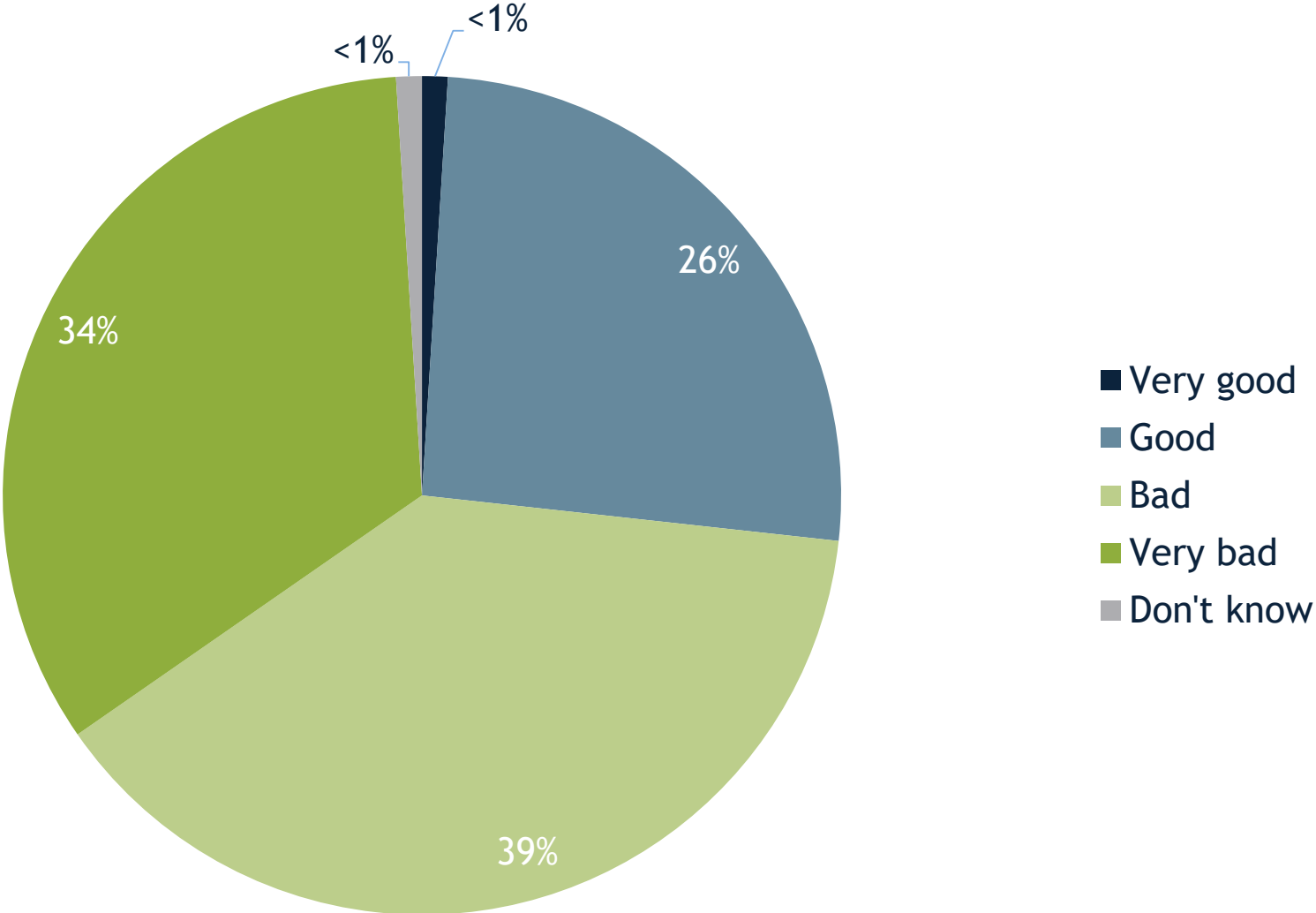
# Economy

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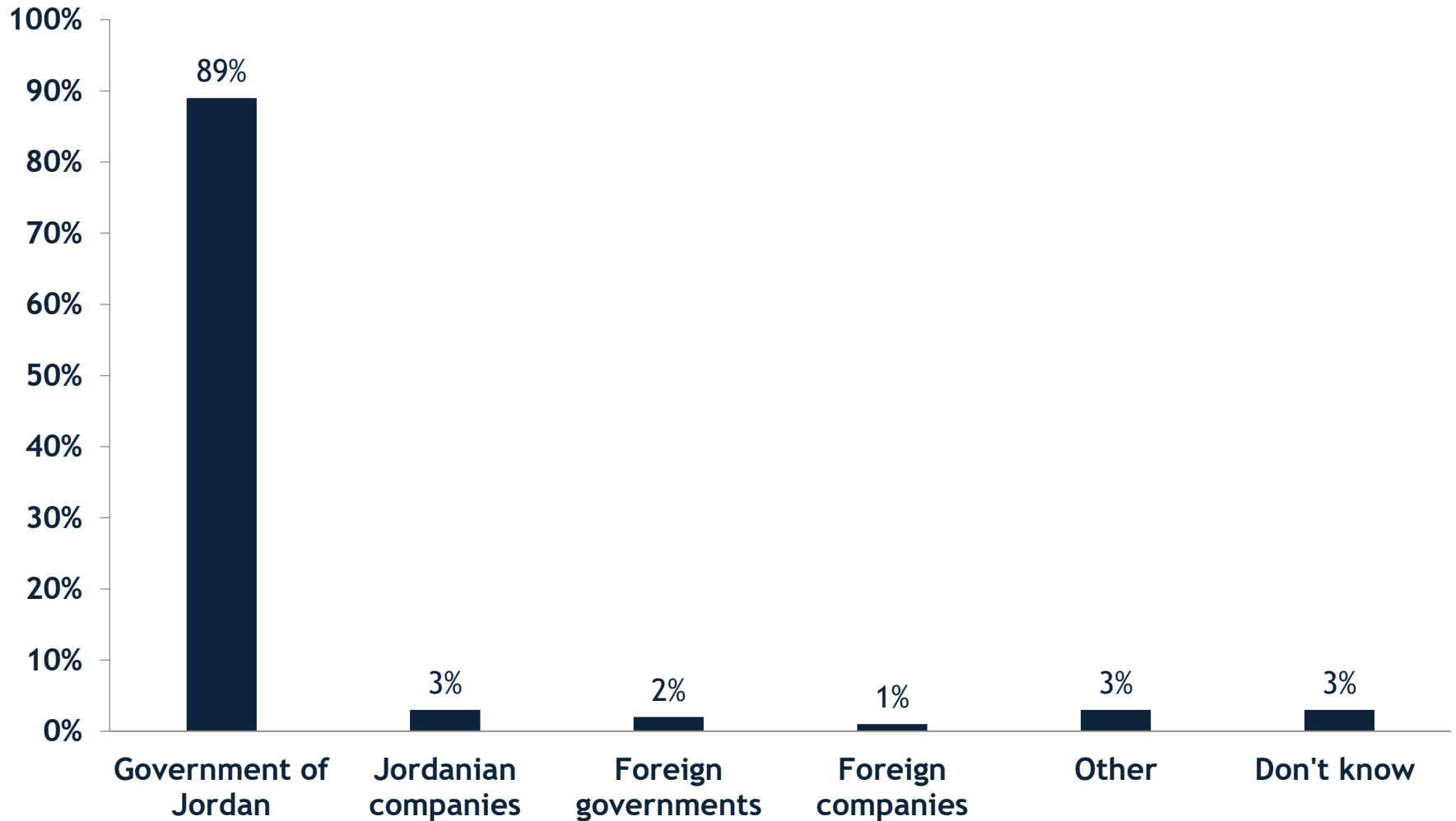


# How would you describe the current economic situation in Jordan?

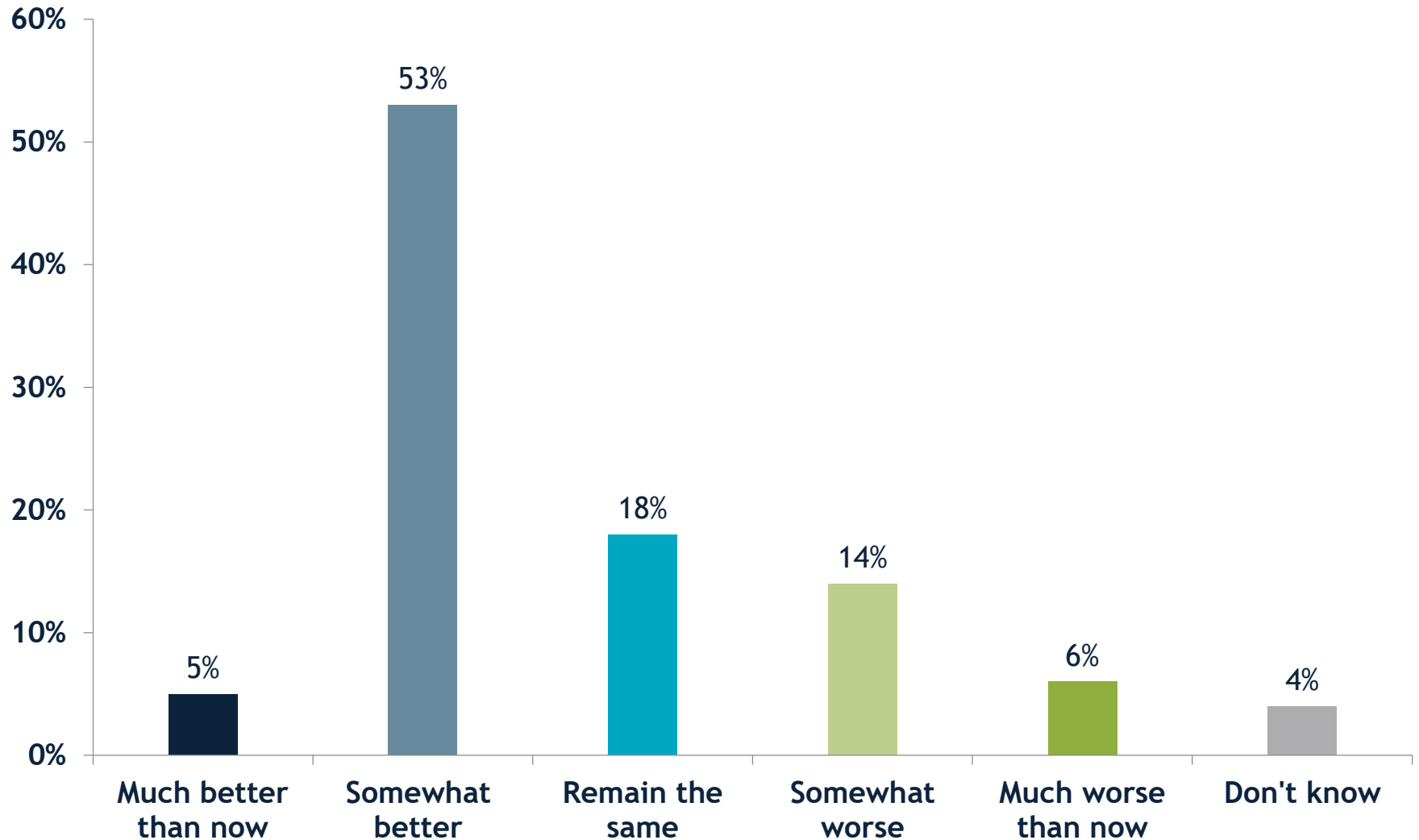


# Who holds the most responsibility for the current economic situation in Jordan?

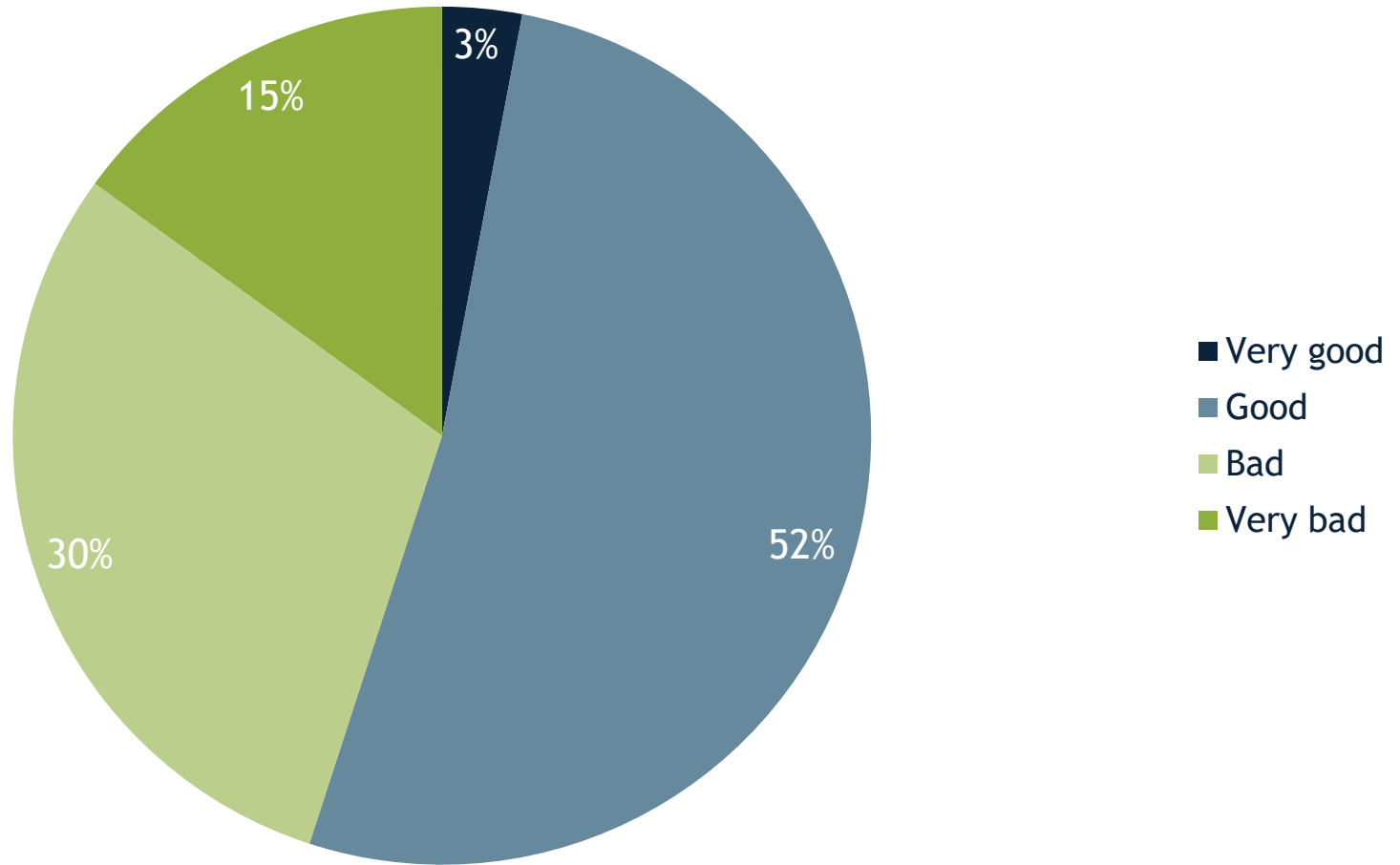
(Respondents who think the current economic situation in Jordan is bad or very bad: n=1100)



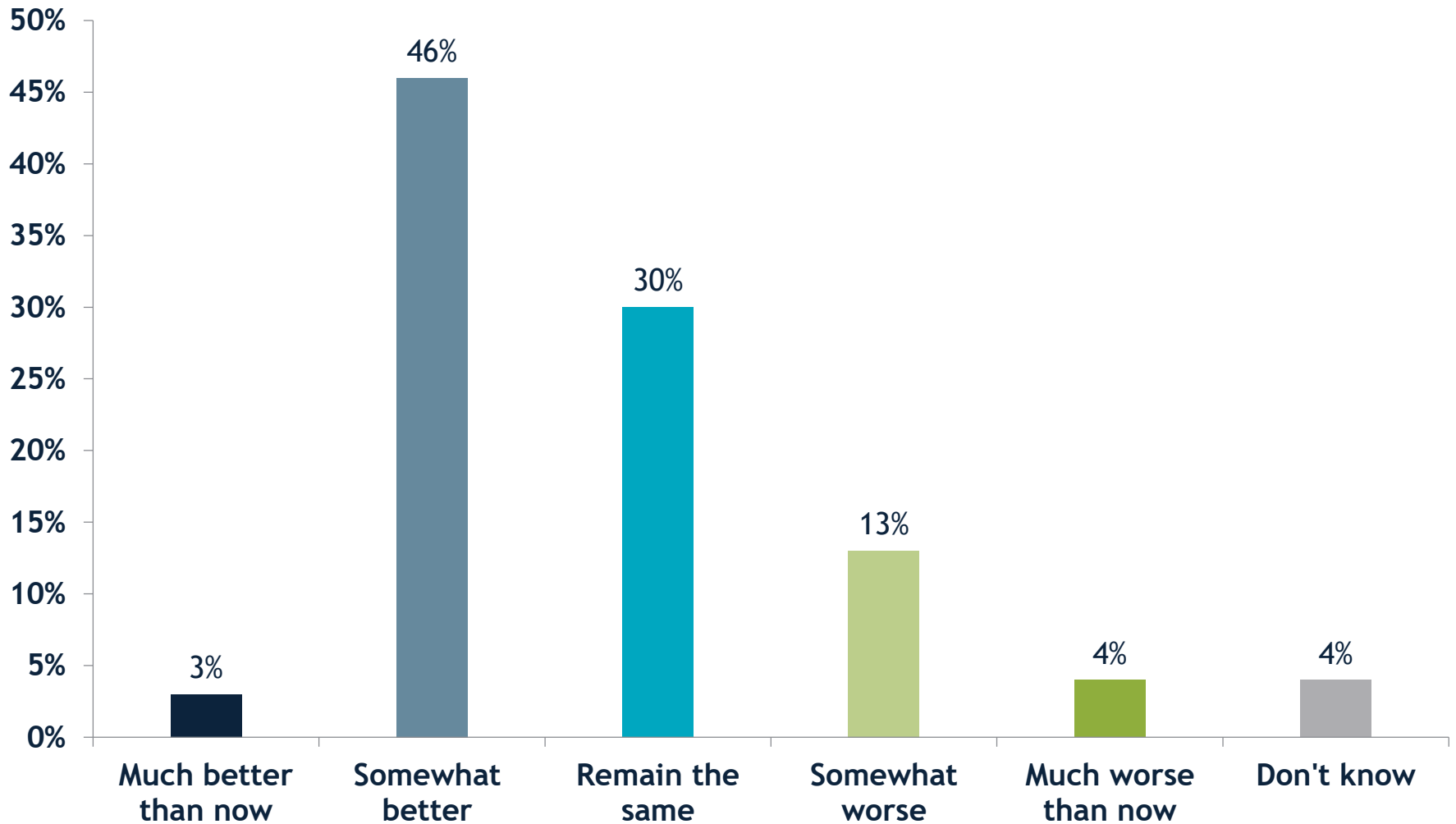
# Over the next 12 months, do you think the general economic situation in Jordan is likely to get:



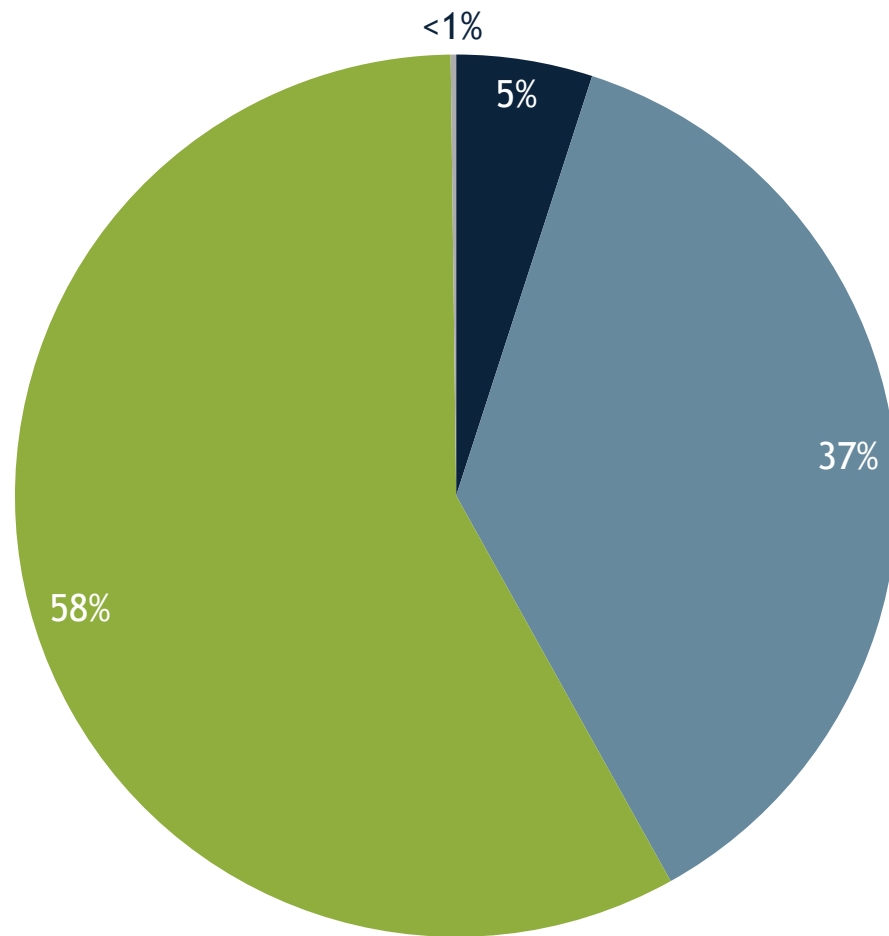
# How would you describe your current household economic situation?



# Do you think your household economic situation over the next 12 months is likely to get:

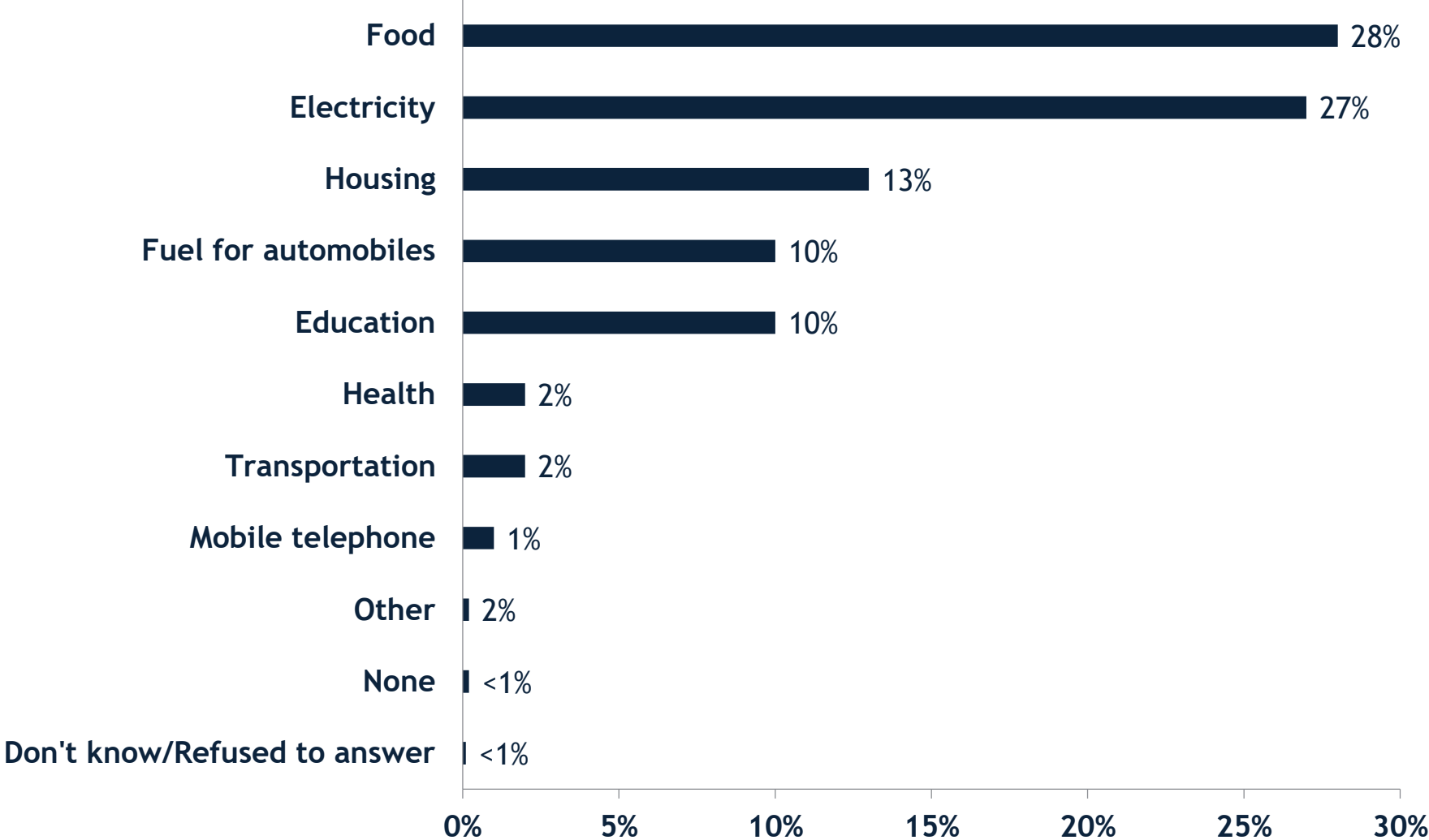


# Which one of the following statements best describes the income of your family?

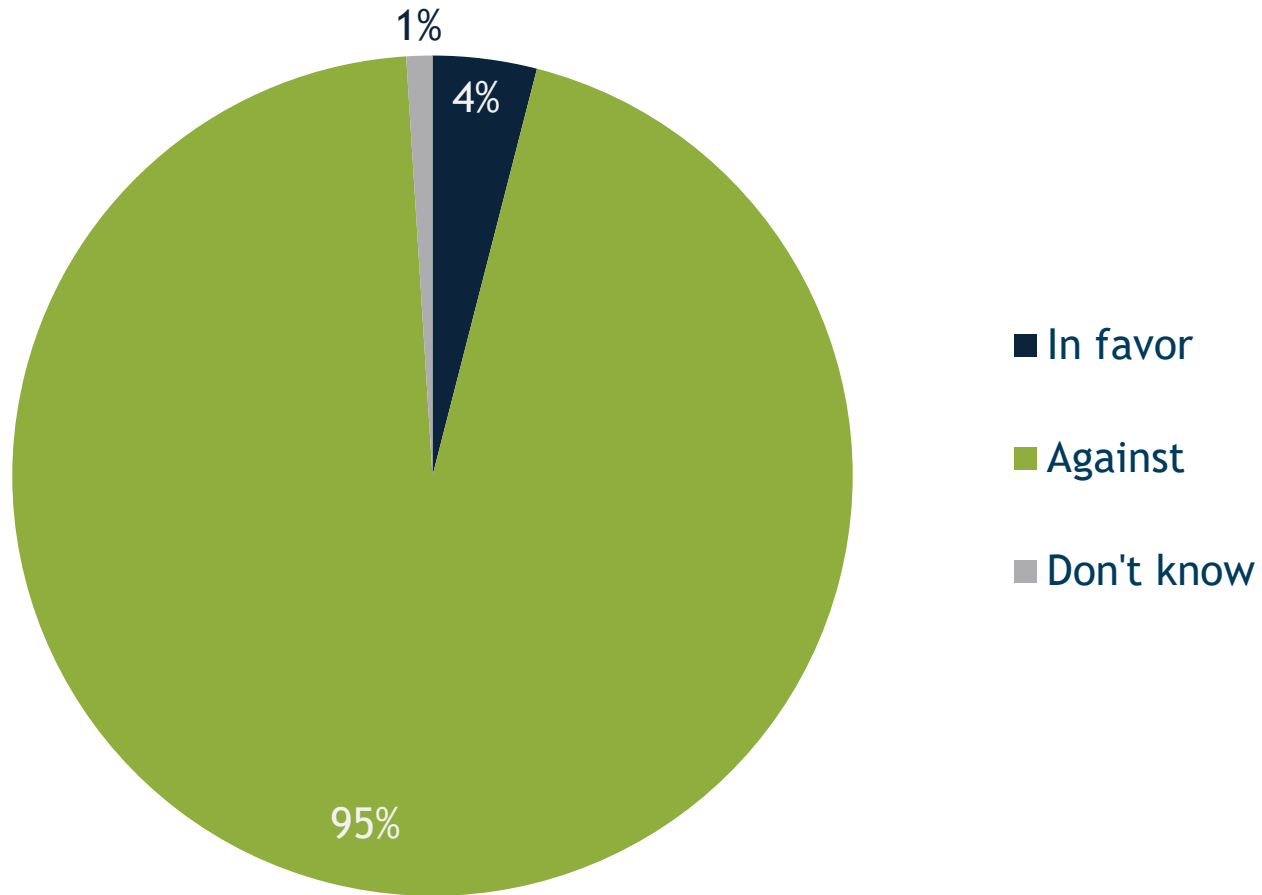


- Income covers household expenses well and allows us some savings
- Income covers household expenses but no savings
- Income does not cover household expenses, and we face difficulties in making ends meet
- Don't know

# Which of the following costs constitutes the heaviest burden on your household budget?



Would you support or oppose levying new taxes to improve basic government services (health care, education, infrastructure, etc.)?





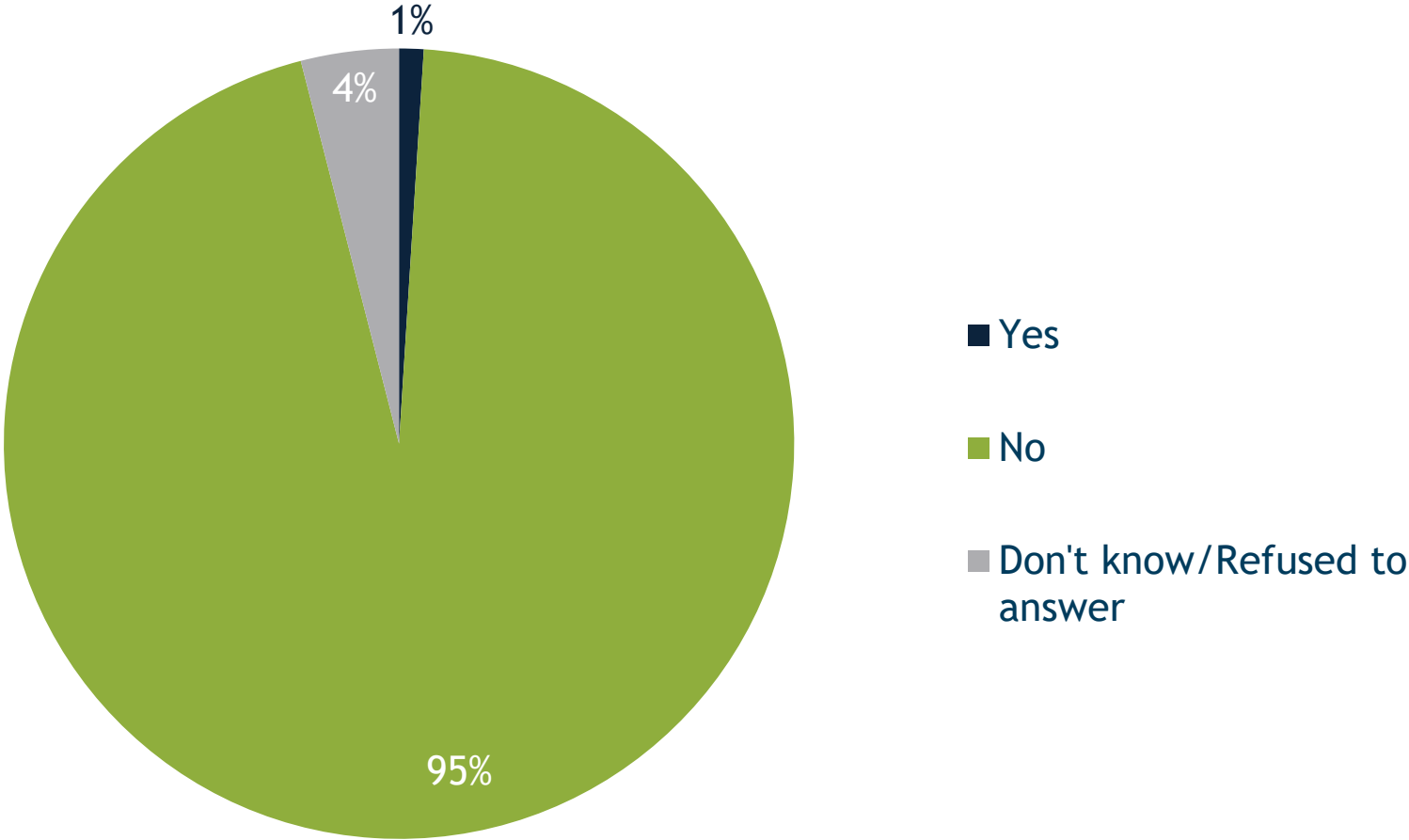


# The Parliament

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# Did the current parliament achieve any accomplishments in the past year for which you feel it should be commended?



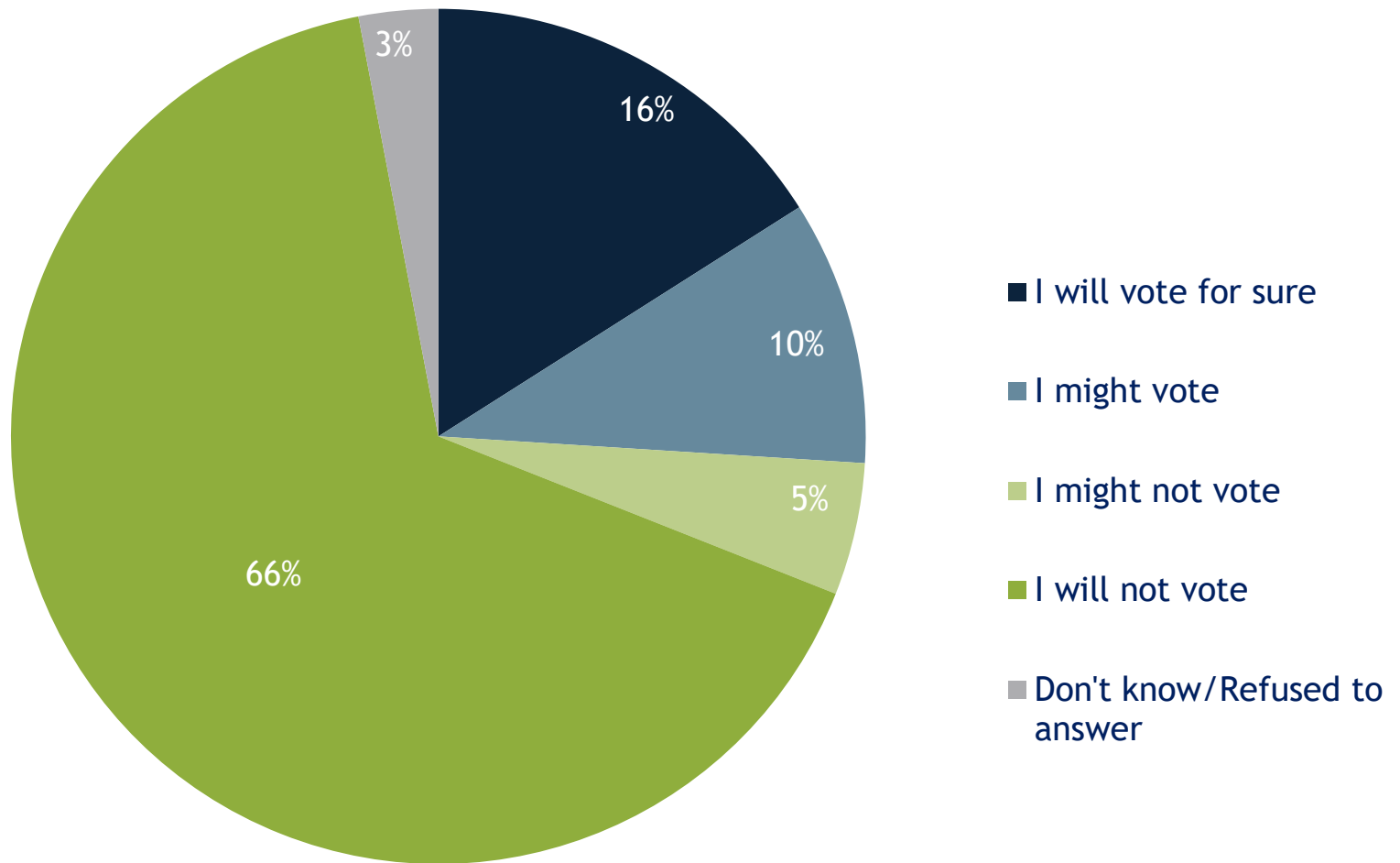


# Political Parties

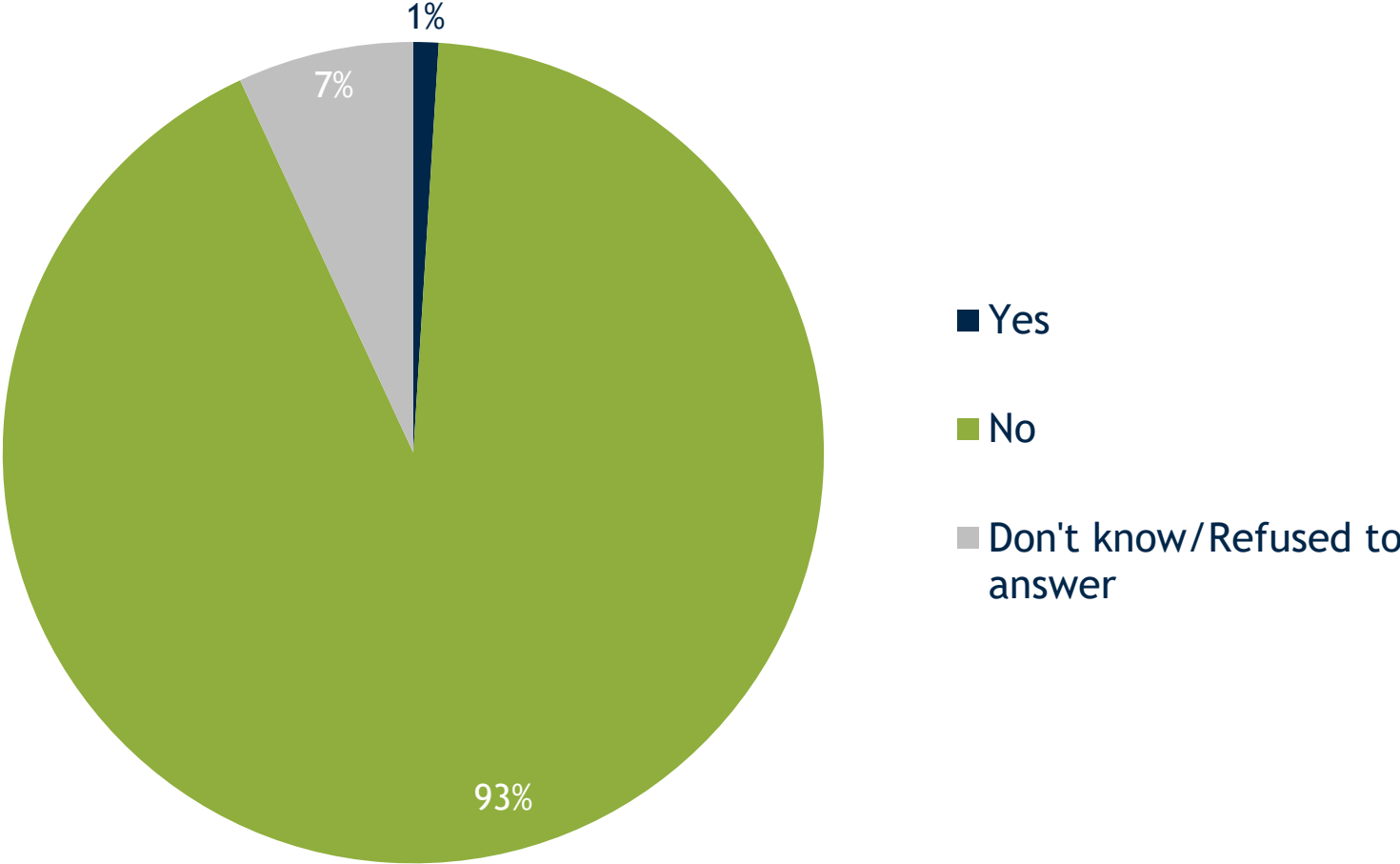
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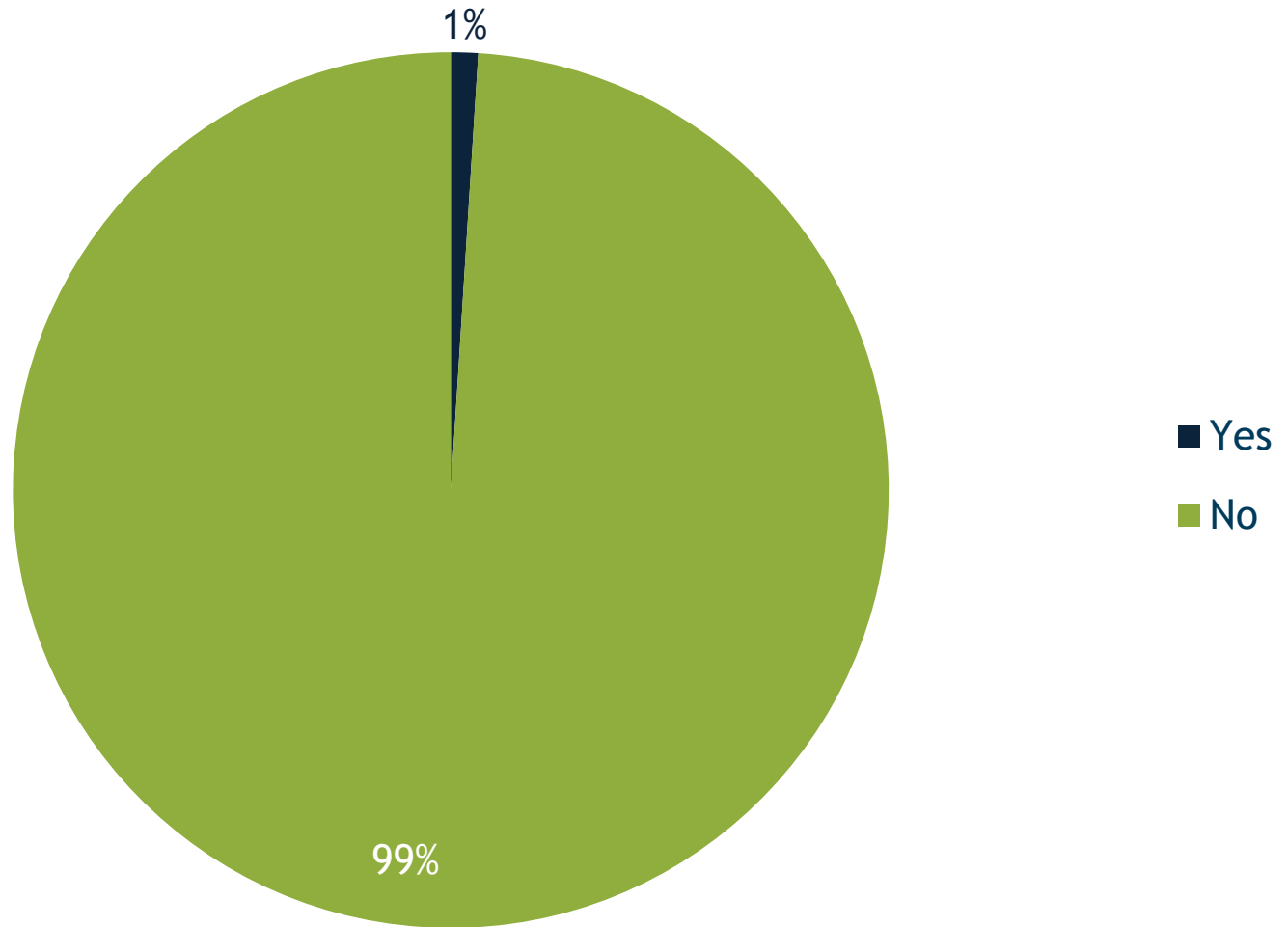
# If there were parliamentary elections tomorrow, would you vote?



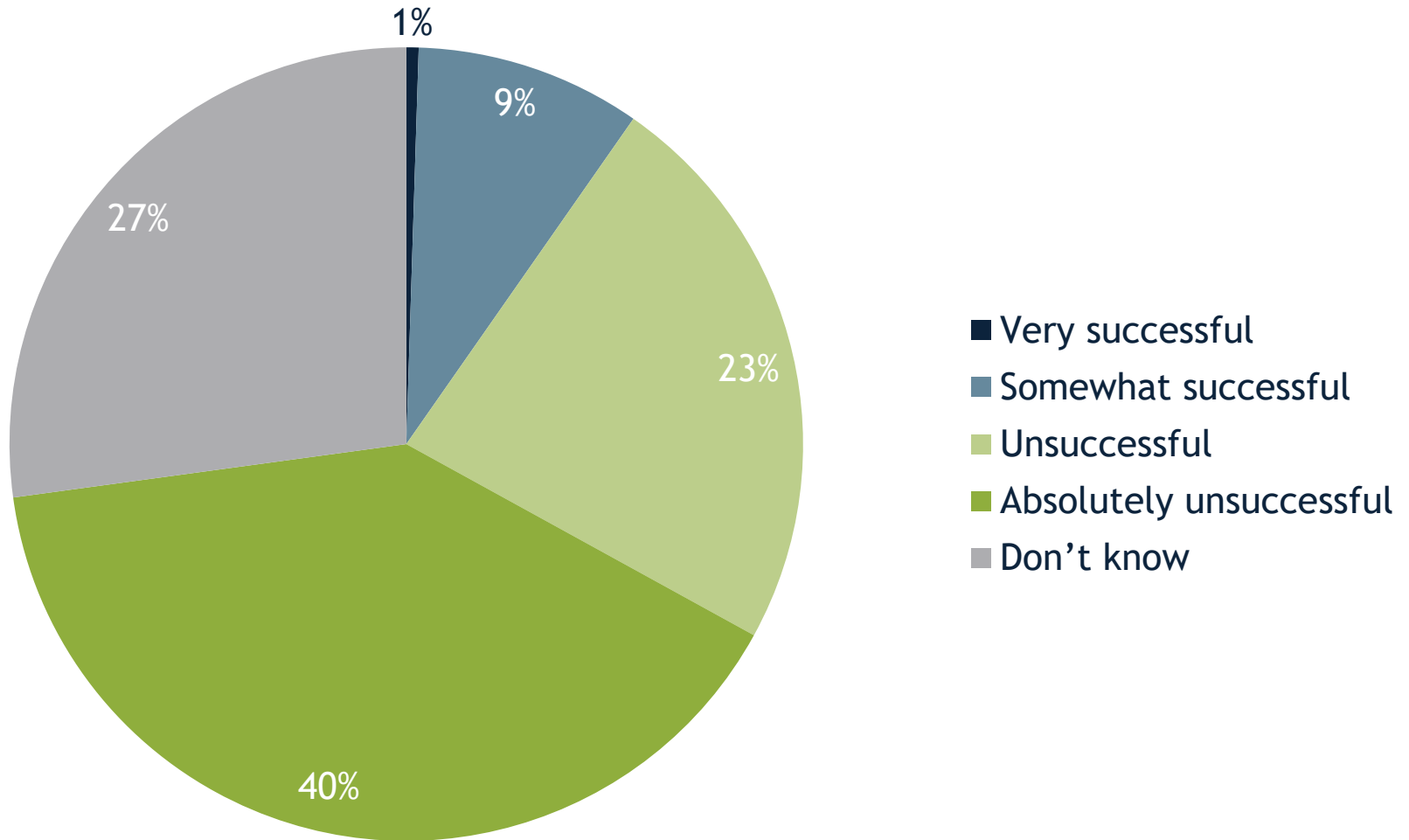
# Are you a member of a political party?



# Do you intend to join a political party?



# To what extent do you think political parties are successful in Jordan?





# Party Strategies/Party Platforms

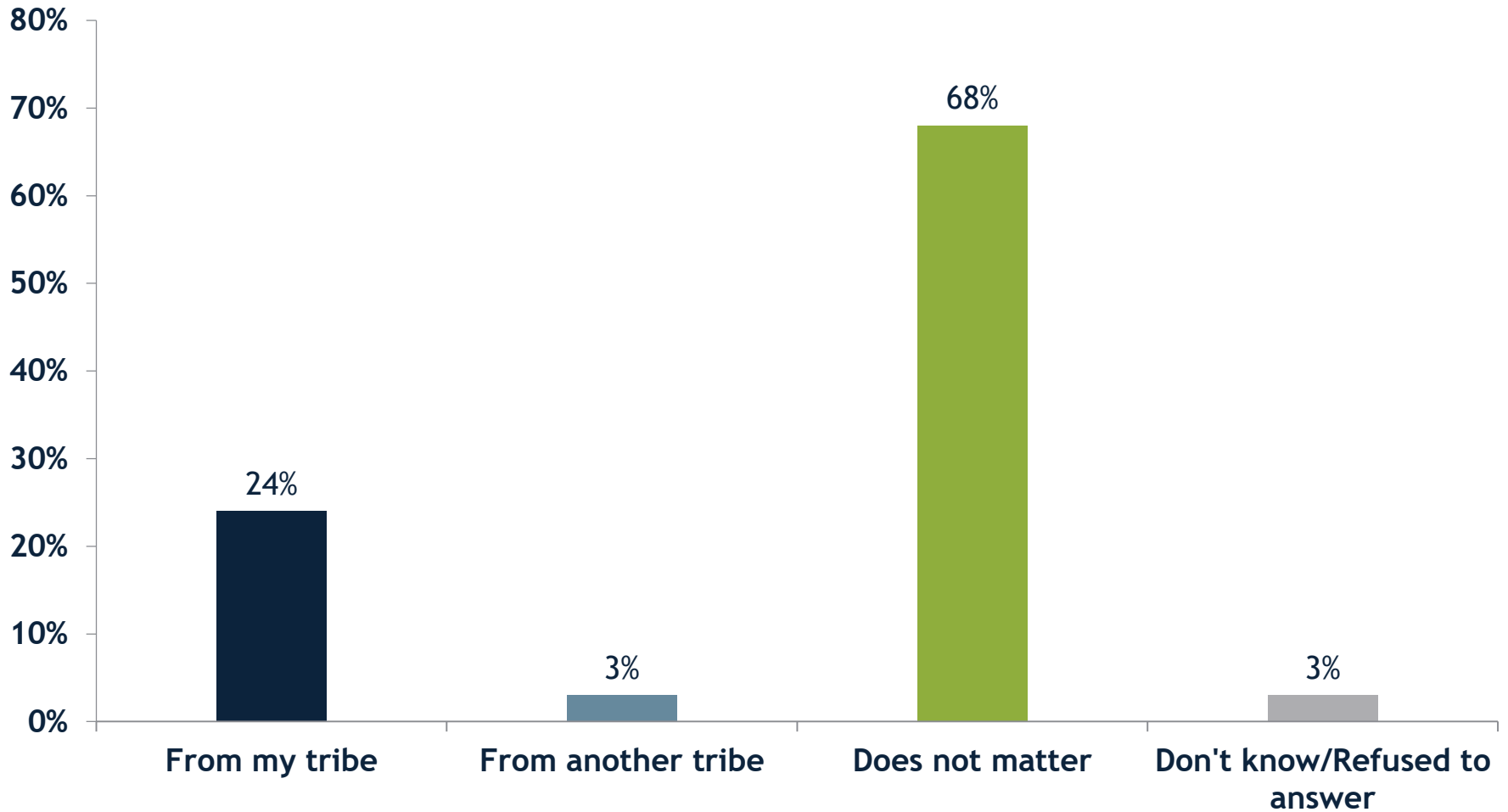
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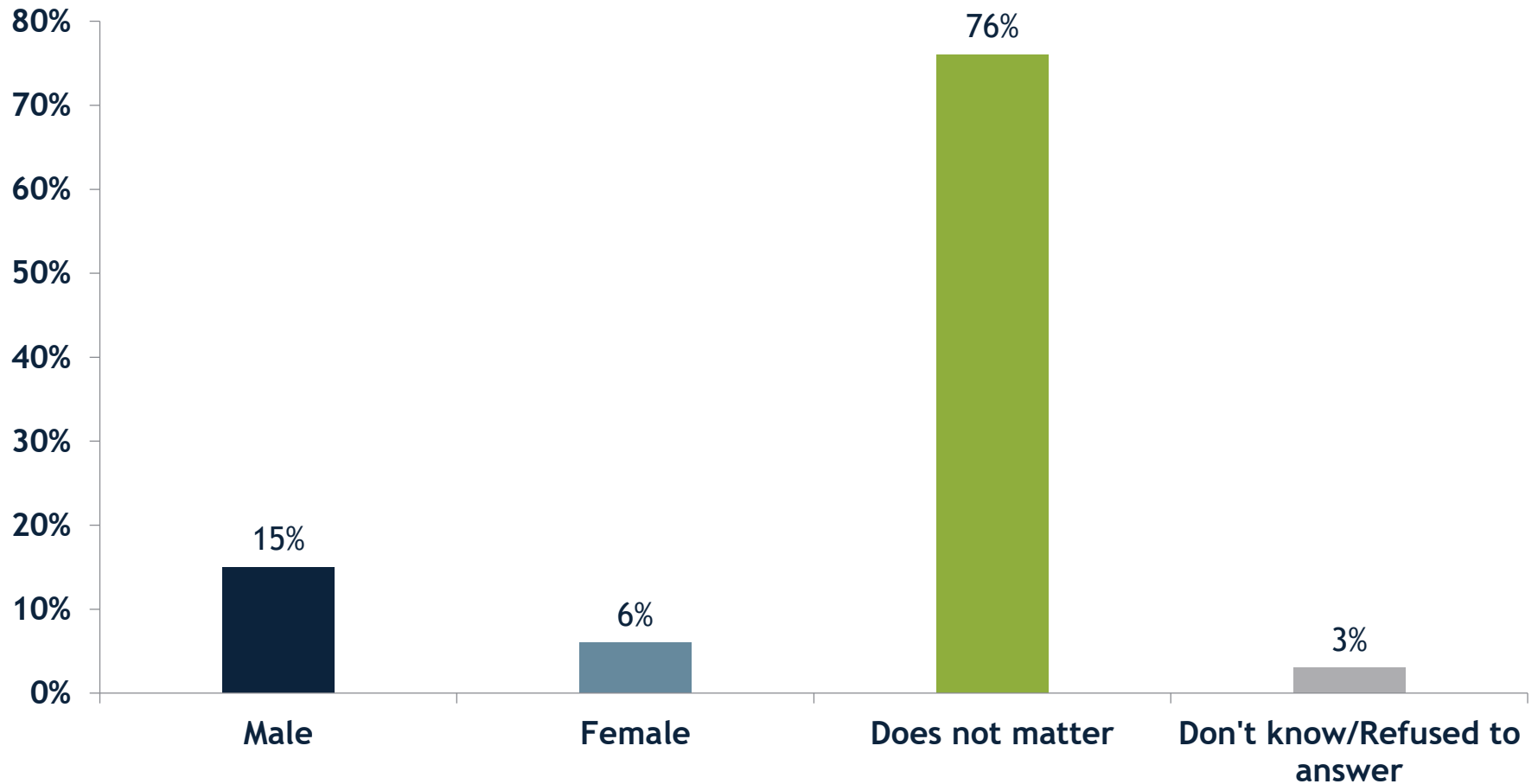
If there were an election tomorrow, which of the following would you choose:

Regarding the candidate's tribe



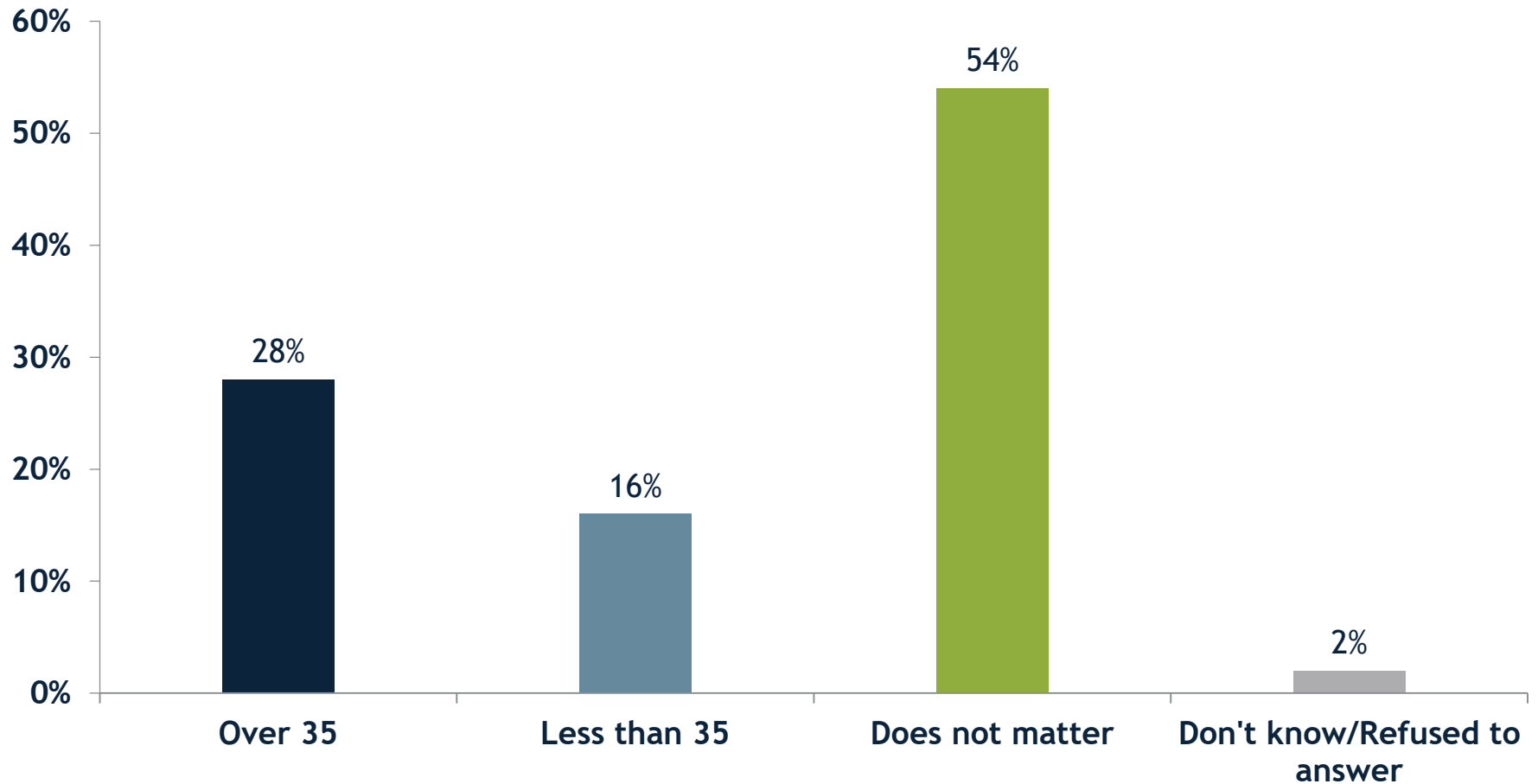
If there were an election tomorrow, which of the following would you choose:

**Regarding the candidate's gender**



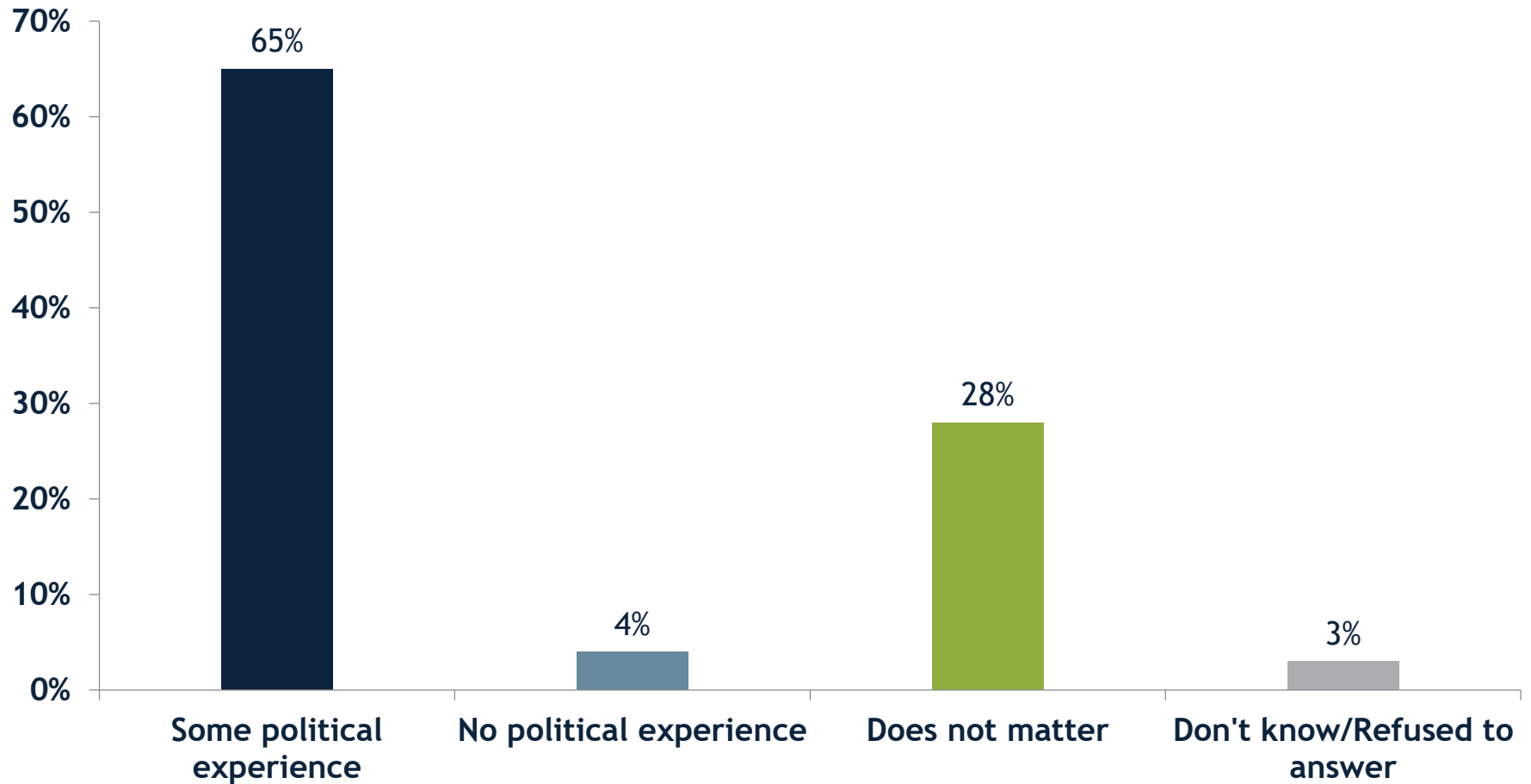
If there were an election tomorrow, which of the following would you choose:

Regarding the candidate's age



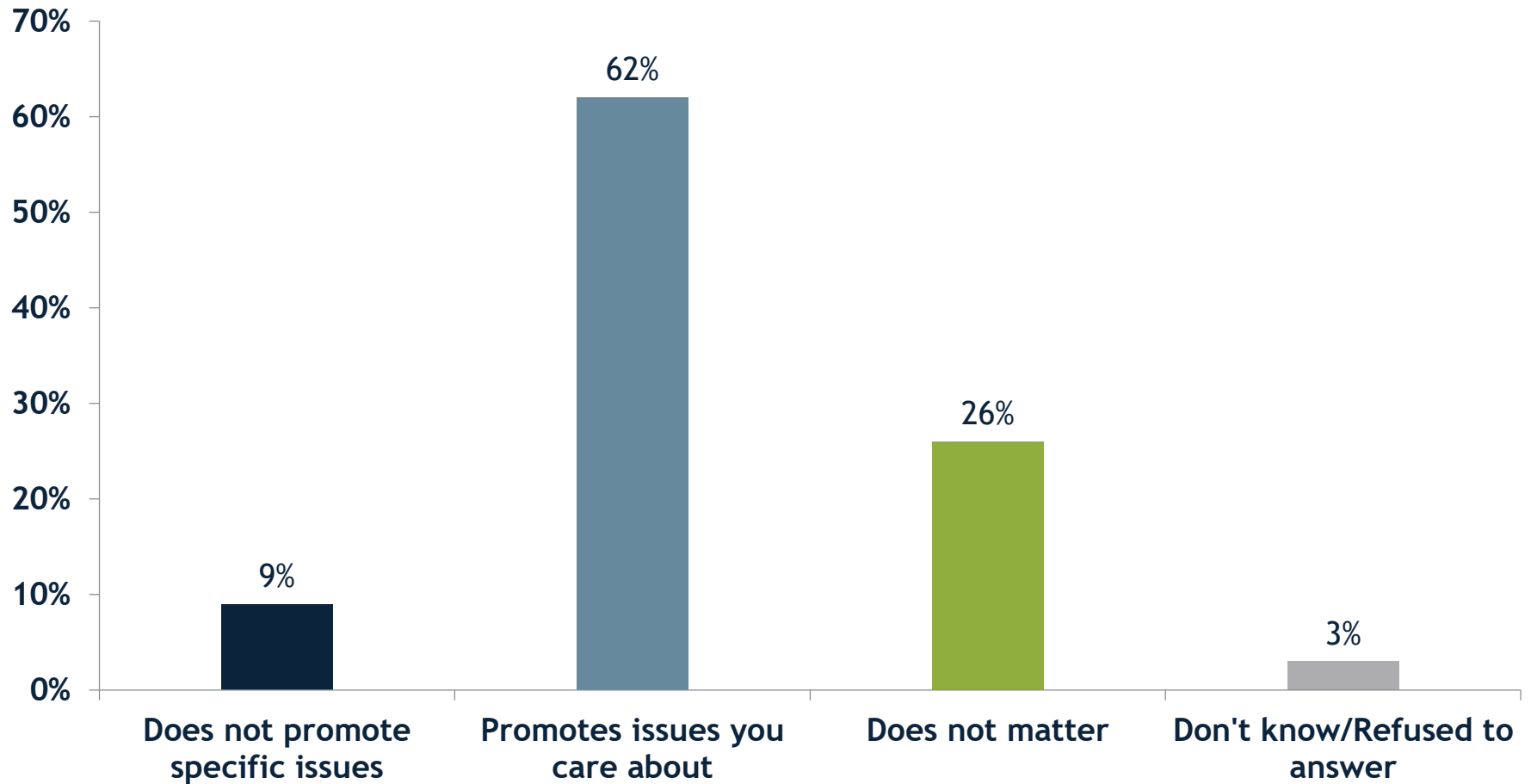
If there were an election tomorrow, which of the following would you choose:

Regarding the candidate's political experience



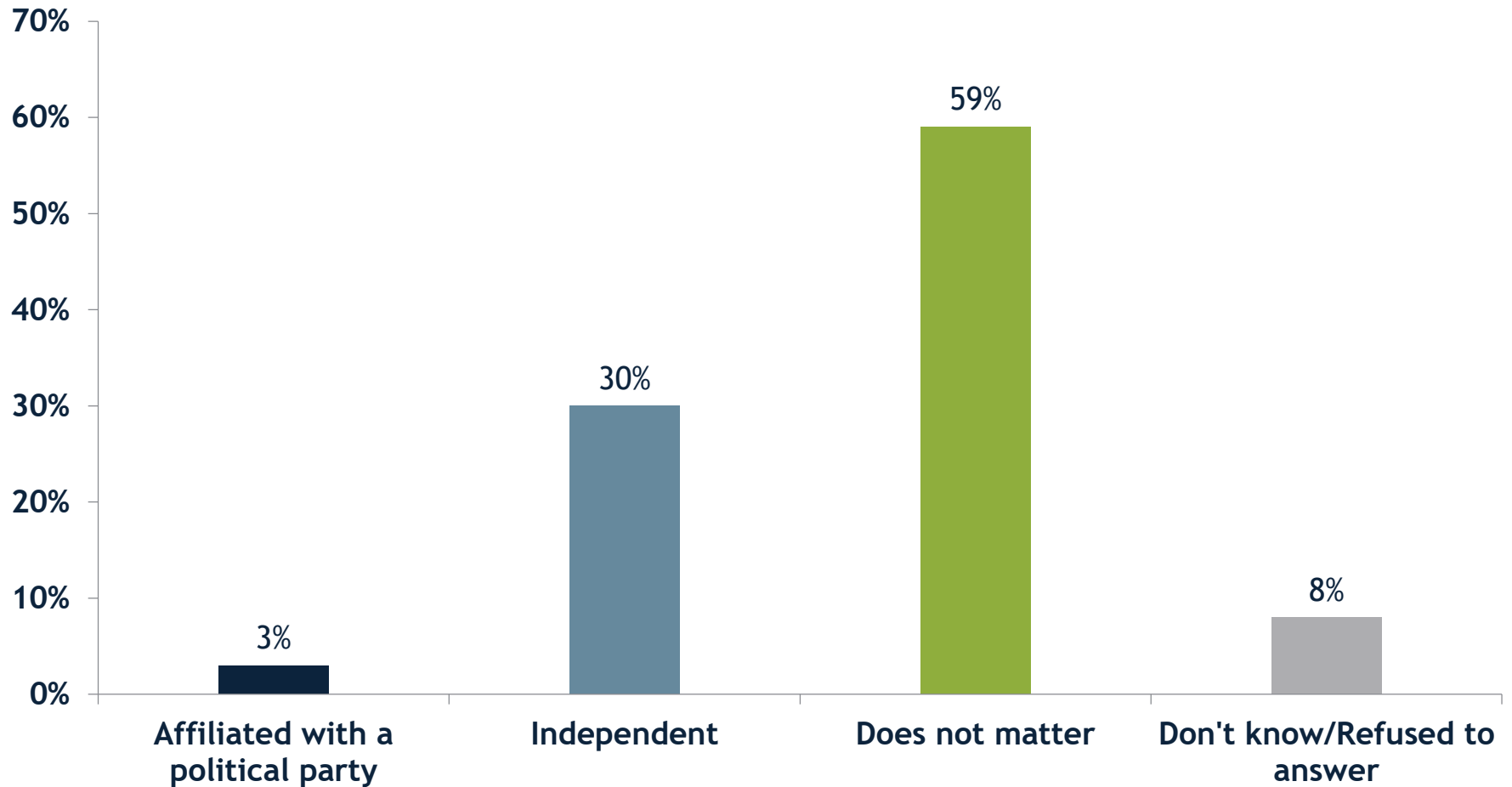
If there were an election tomorrow, which of the following would you choose:

Regarding the candidate's campaign

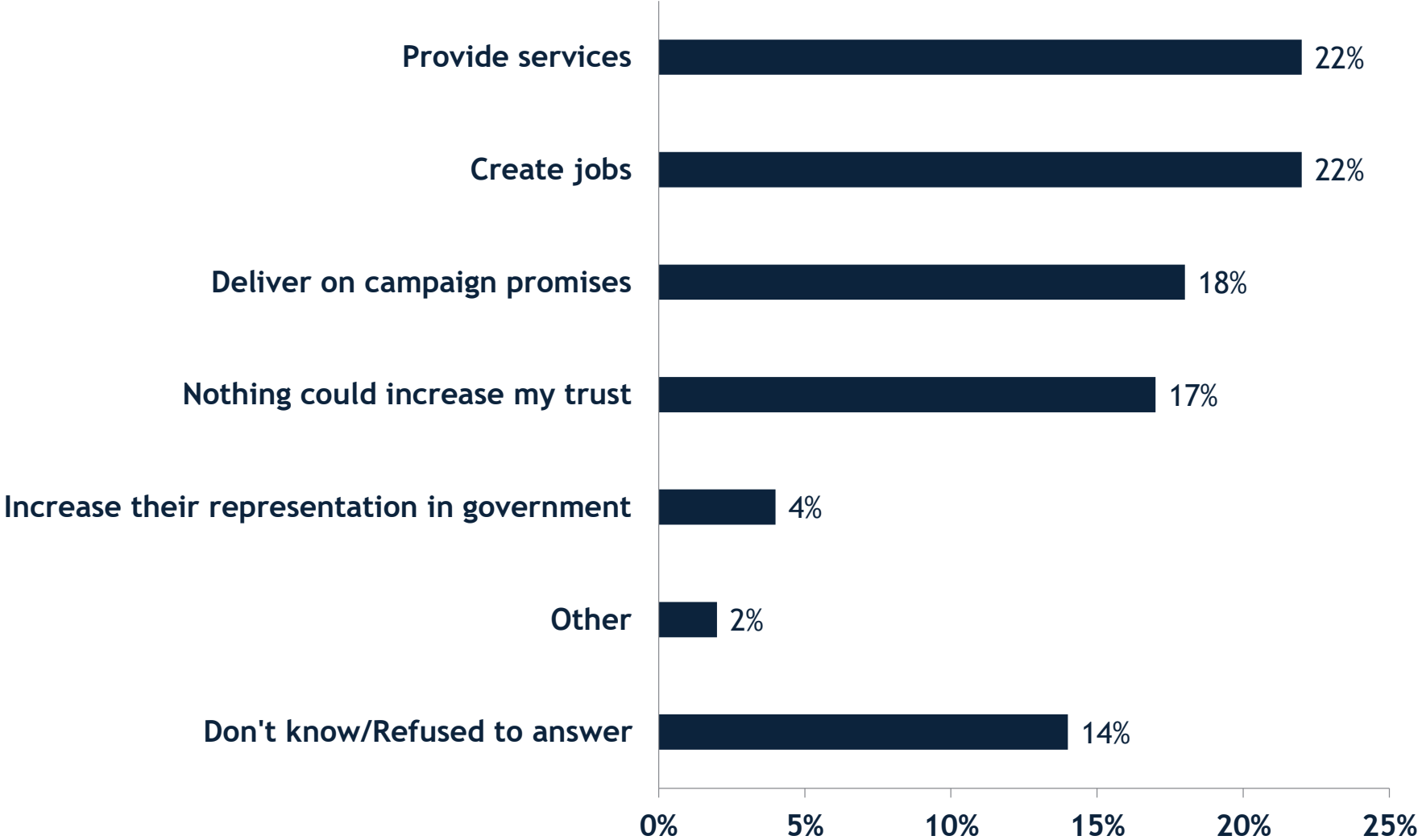


If there were an election tomorrow, which of the following would you choose:

Regarding the candidate's political party affiliation



# In your opinion, what is the action that a Jordanian political party could hypothetically take that would most increase your trust in that political party?





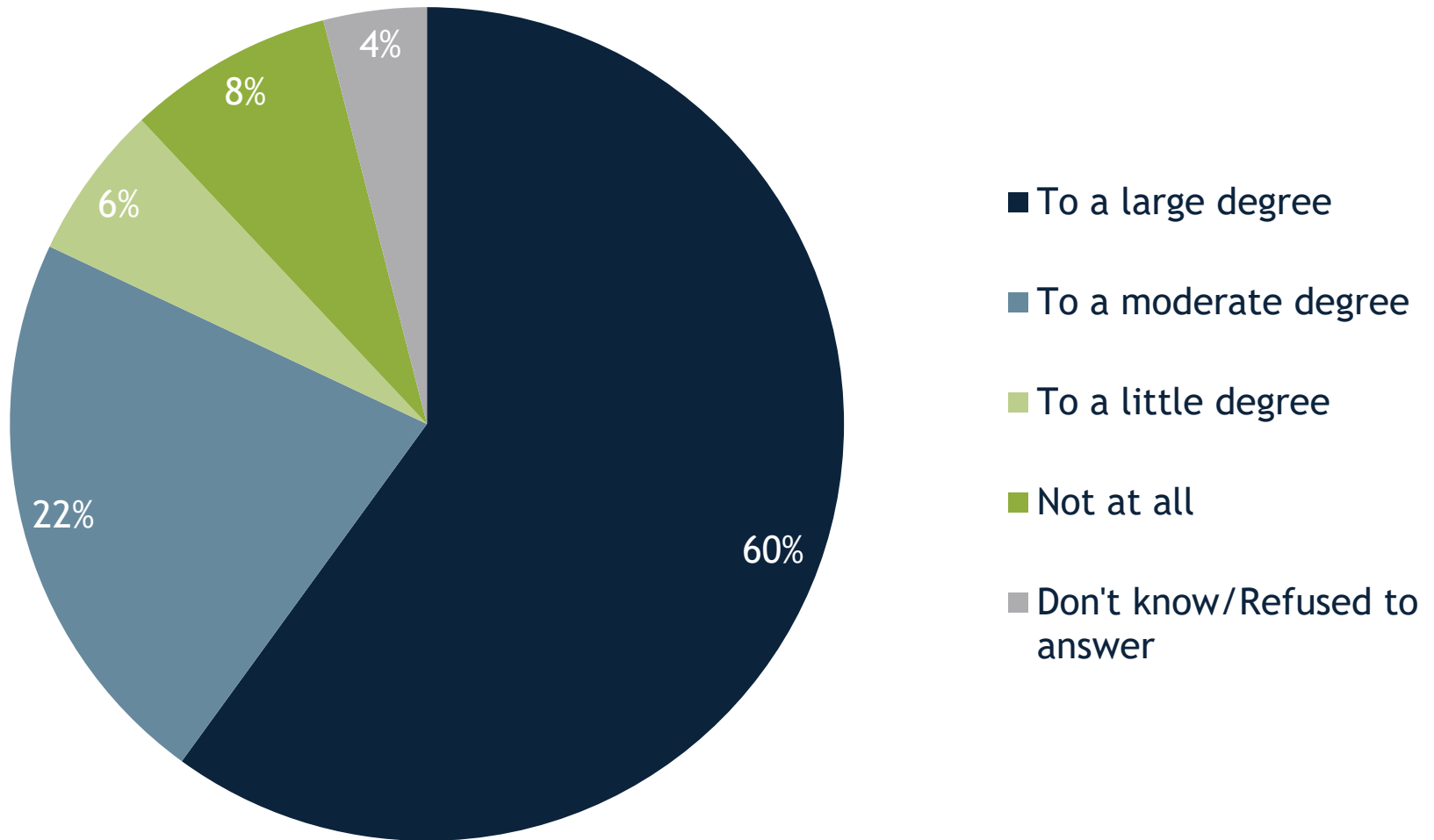
# Government and Reform

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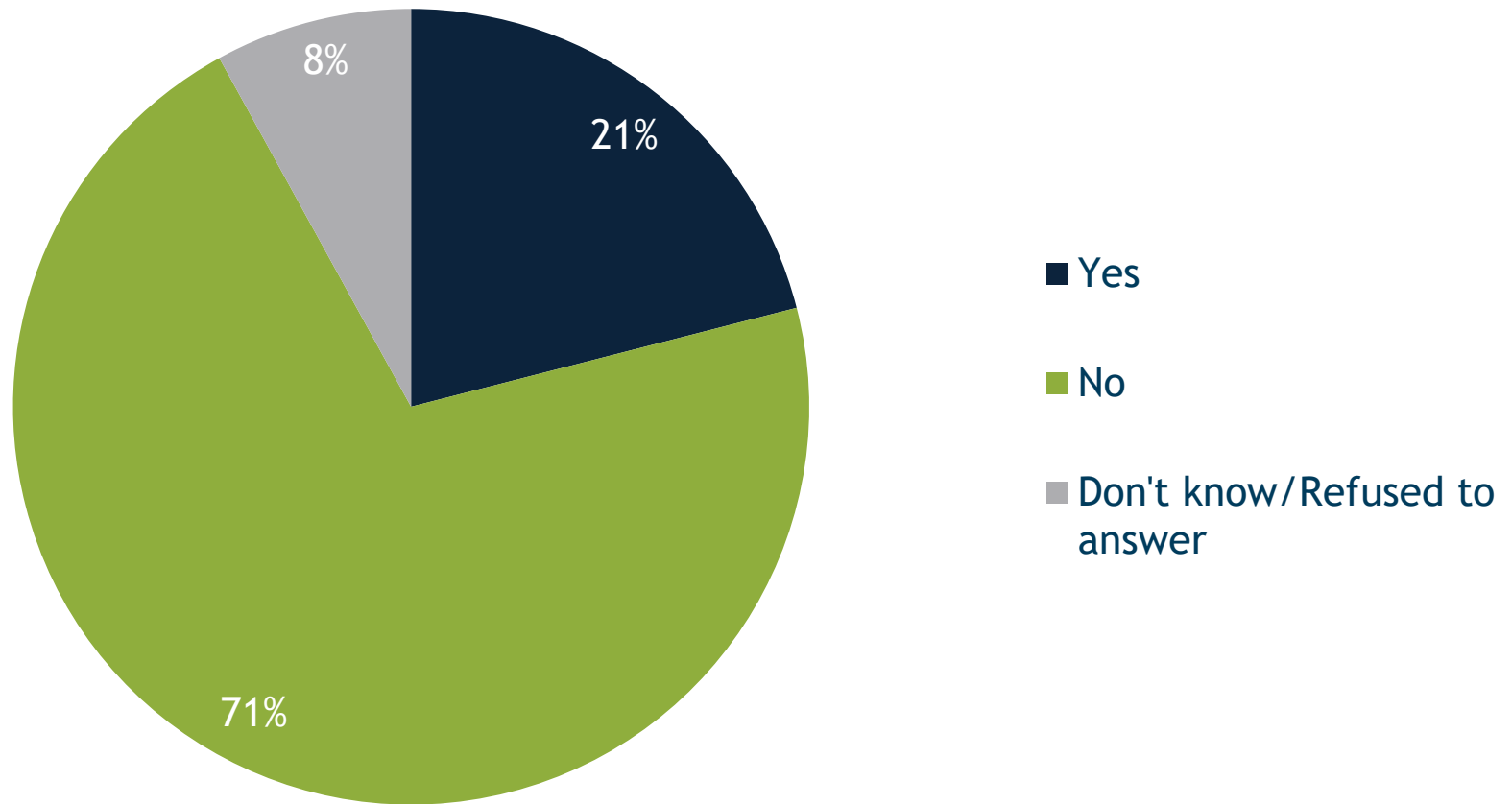


# To what degree do you care about political reform in Jordan?



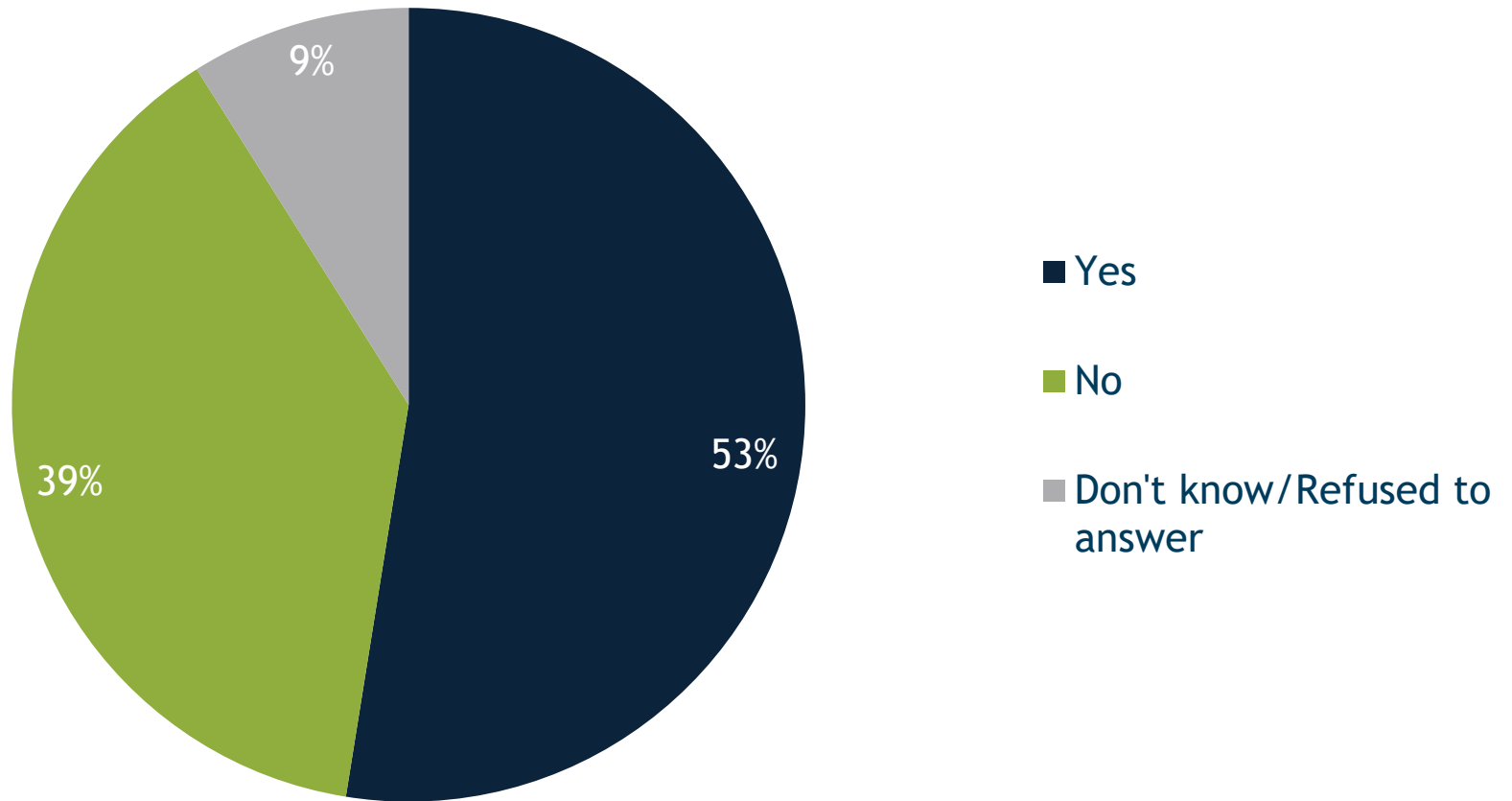
Do you think the following could improve political reforms in Jordan:

**A government chosen by parliament**



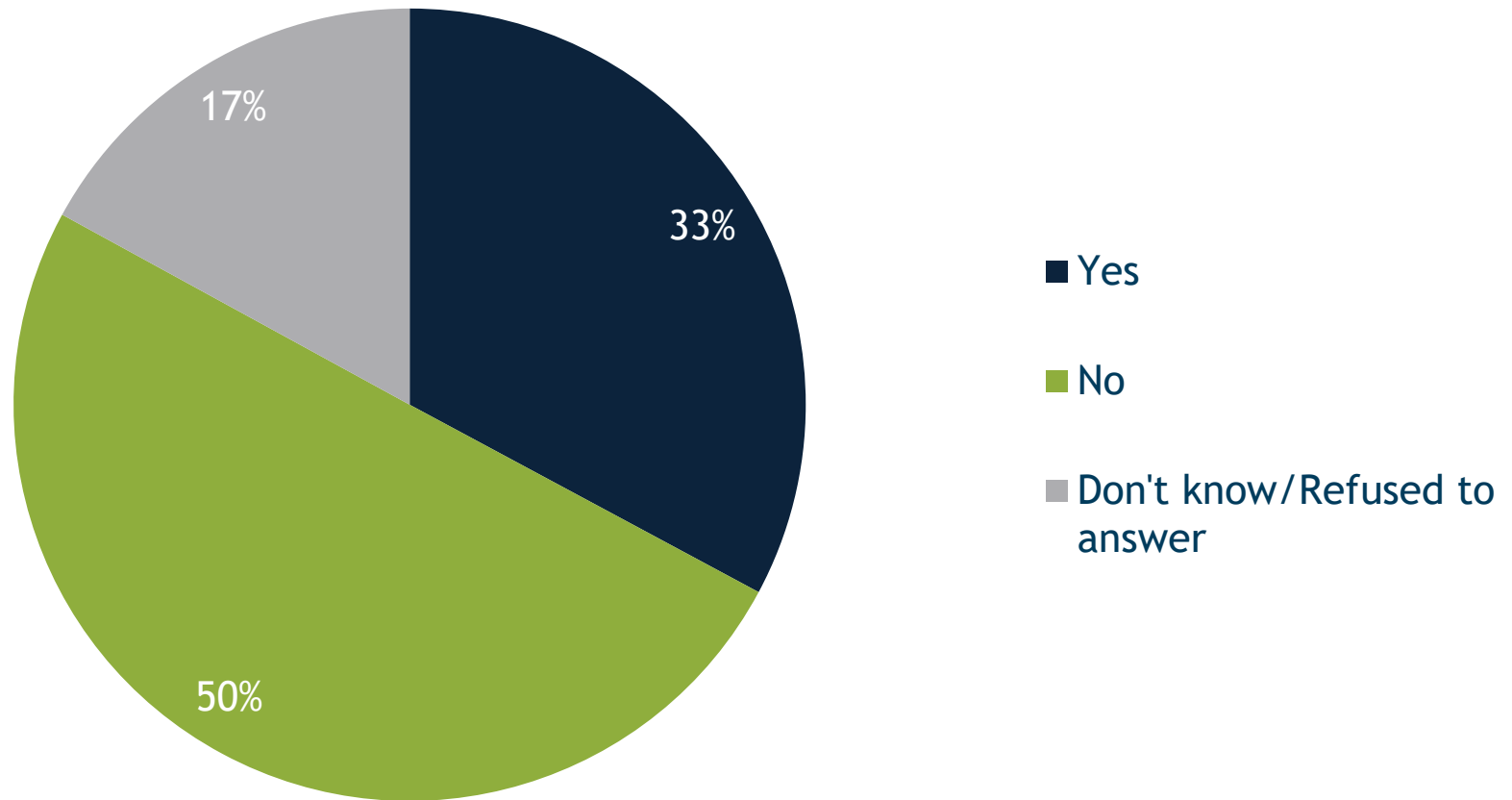
# Do you think the following could improve political reforms in Jordan:

Candidates elected on a national level rather than regional



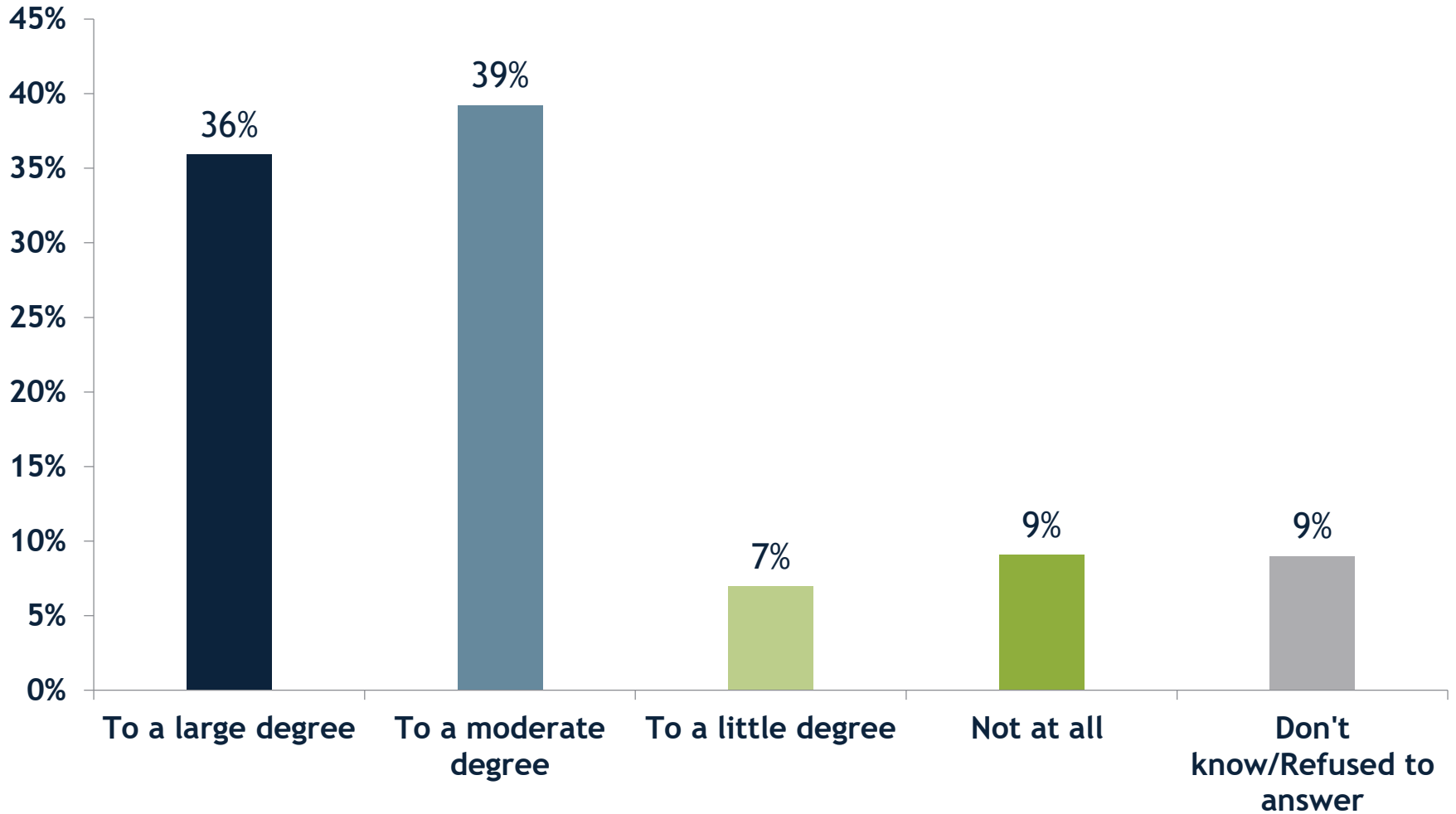
Do you think the following could improve political reforms in Jordan:

**Empowerment and development of political parties**



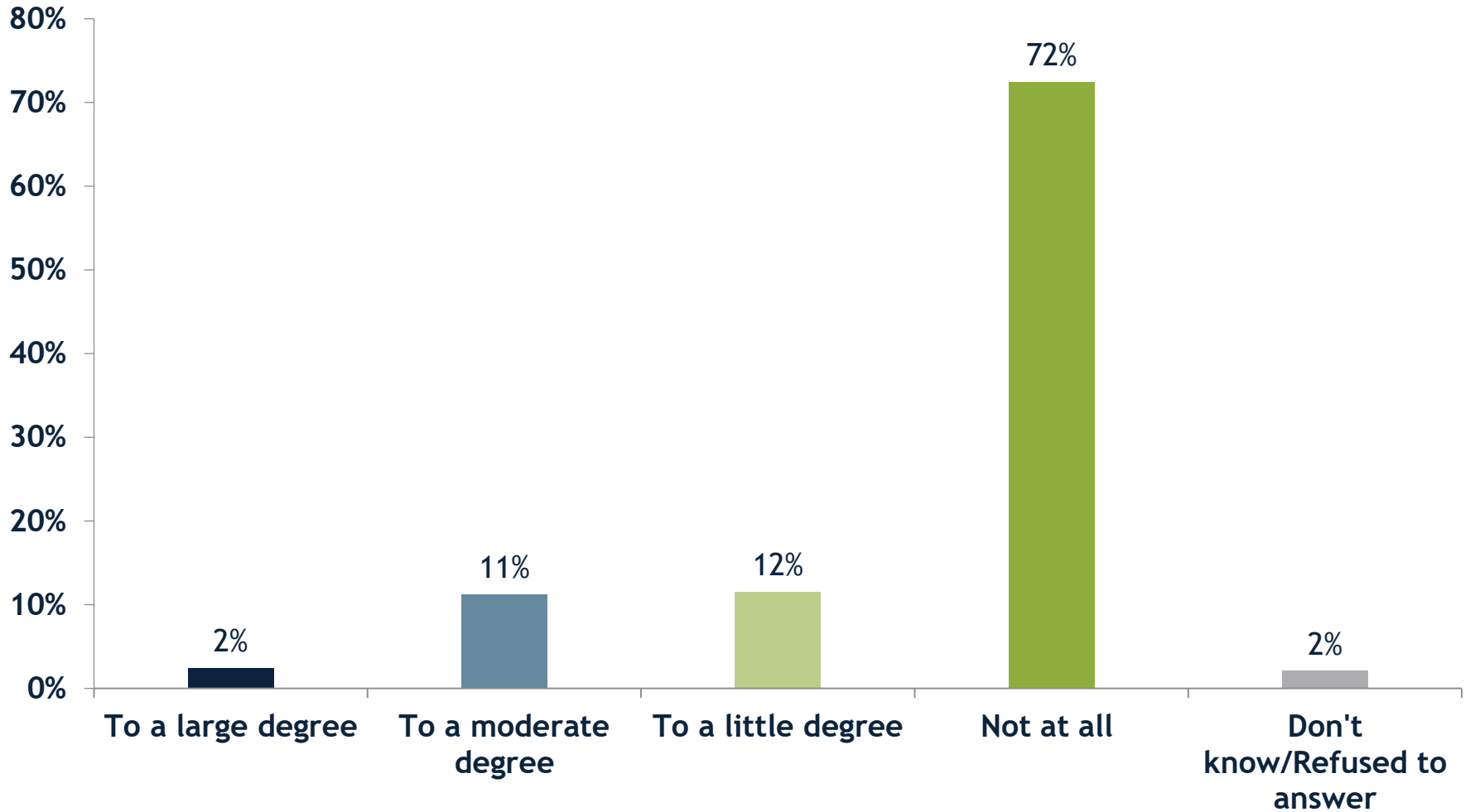
To what degree do you have confidence in the following:

**The Prime Minister**



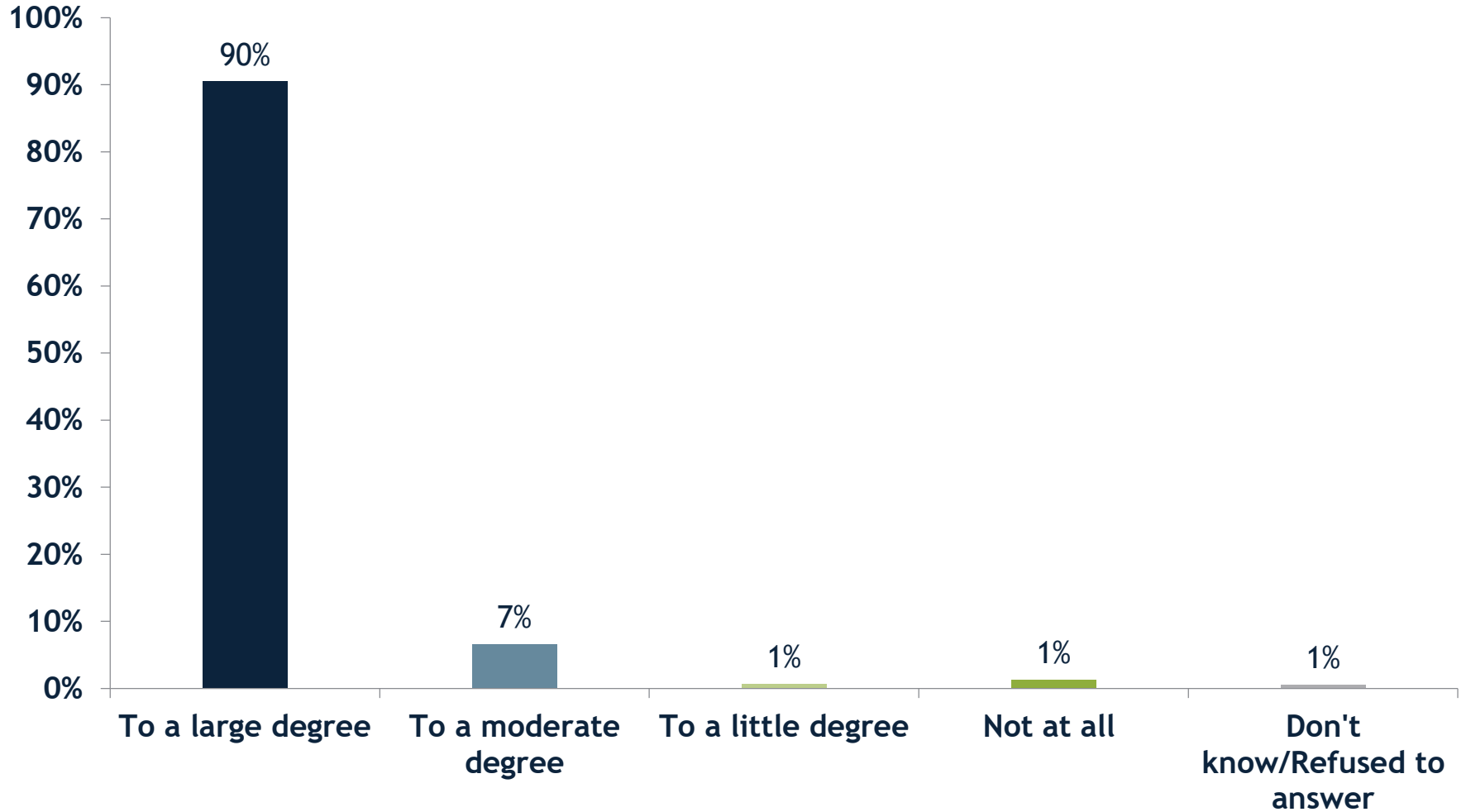
To what degree do you have confidence in the following:

**The Parliament**



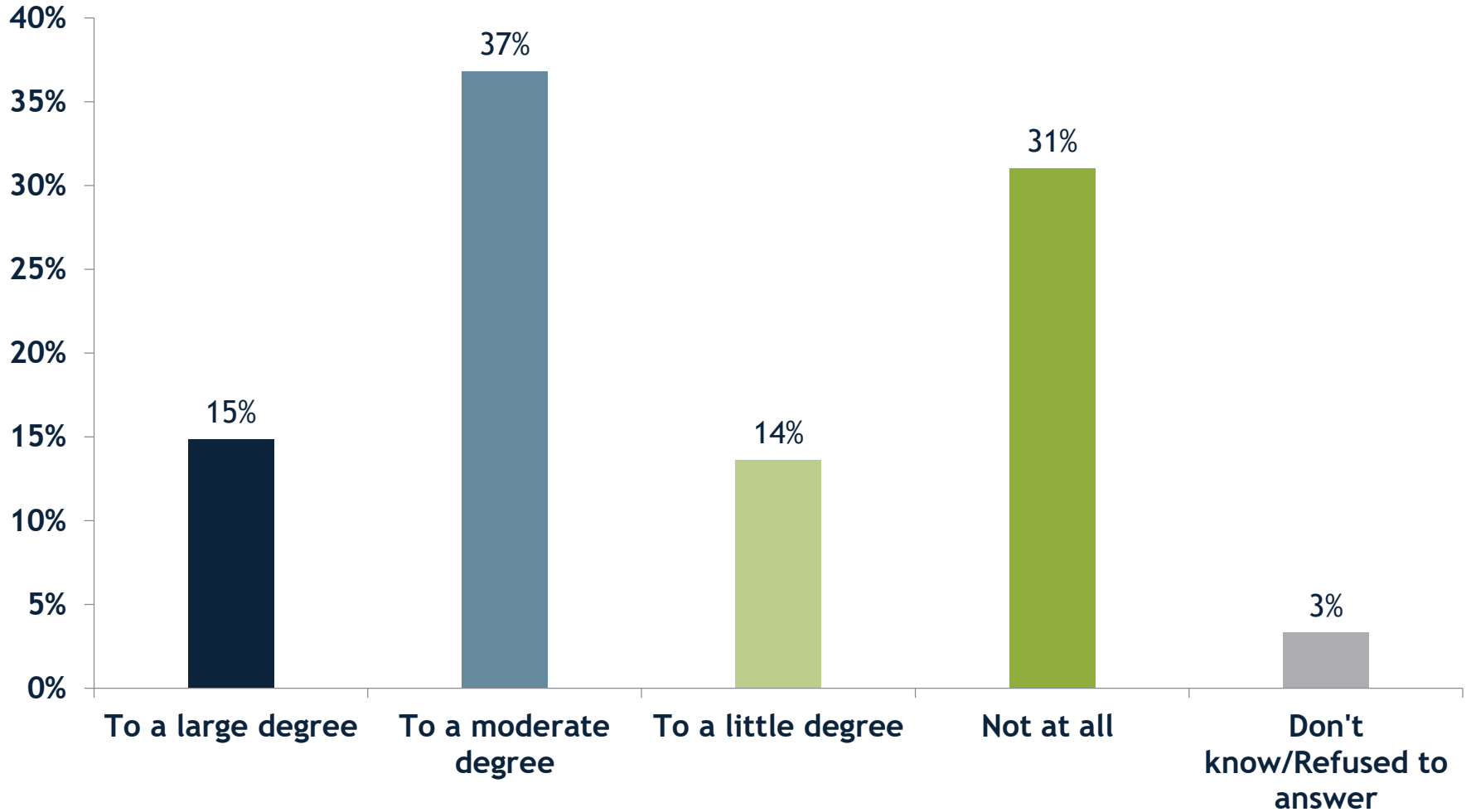
To what degree do you have confidence in the following:

**The Jordanian Armed Forces**



# To what degree do you have confidence in the following:

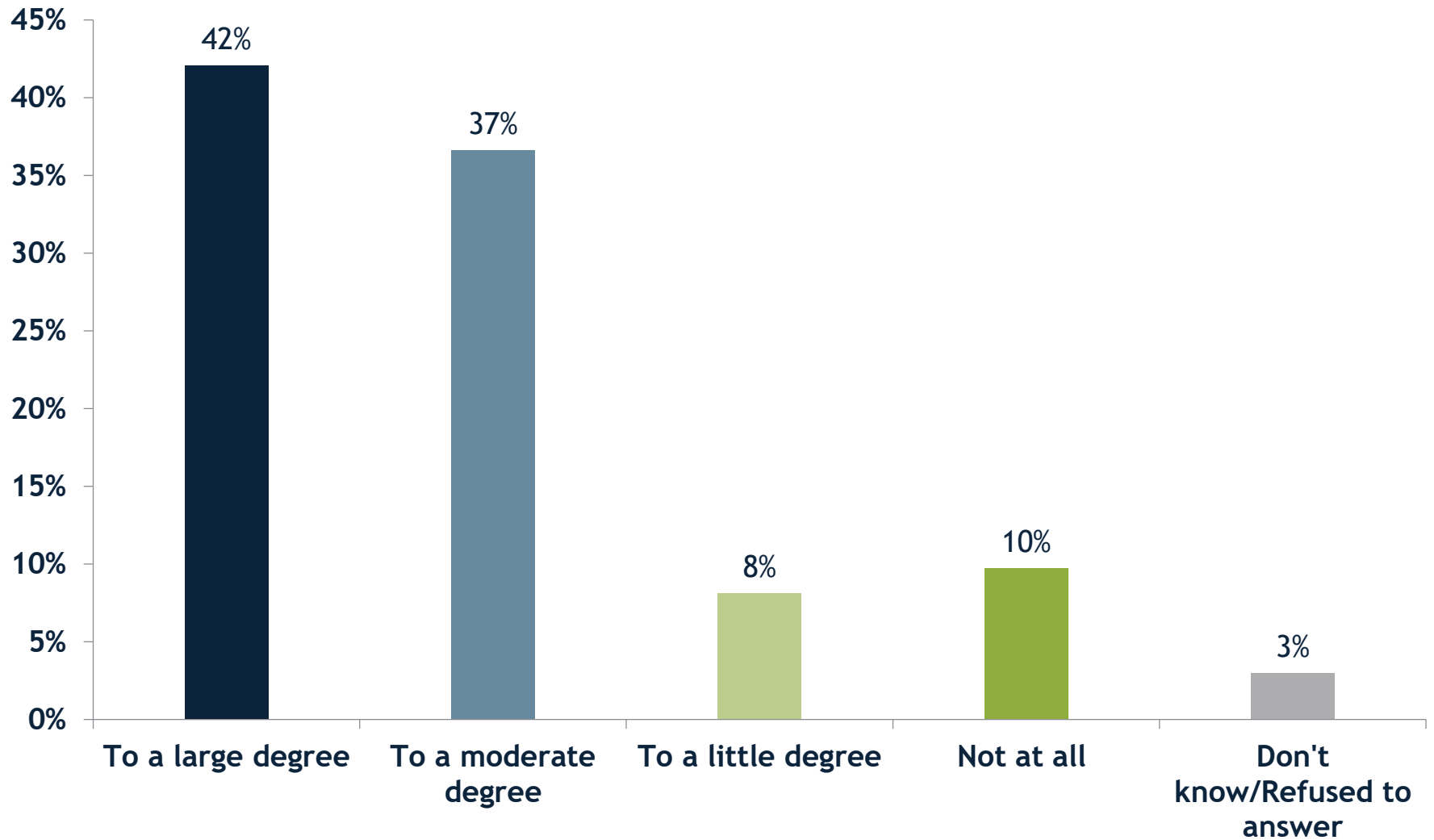
## Municipal Government





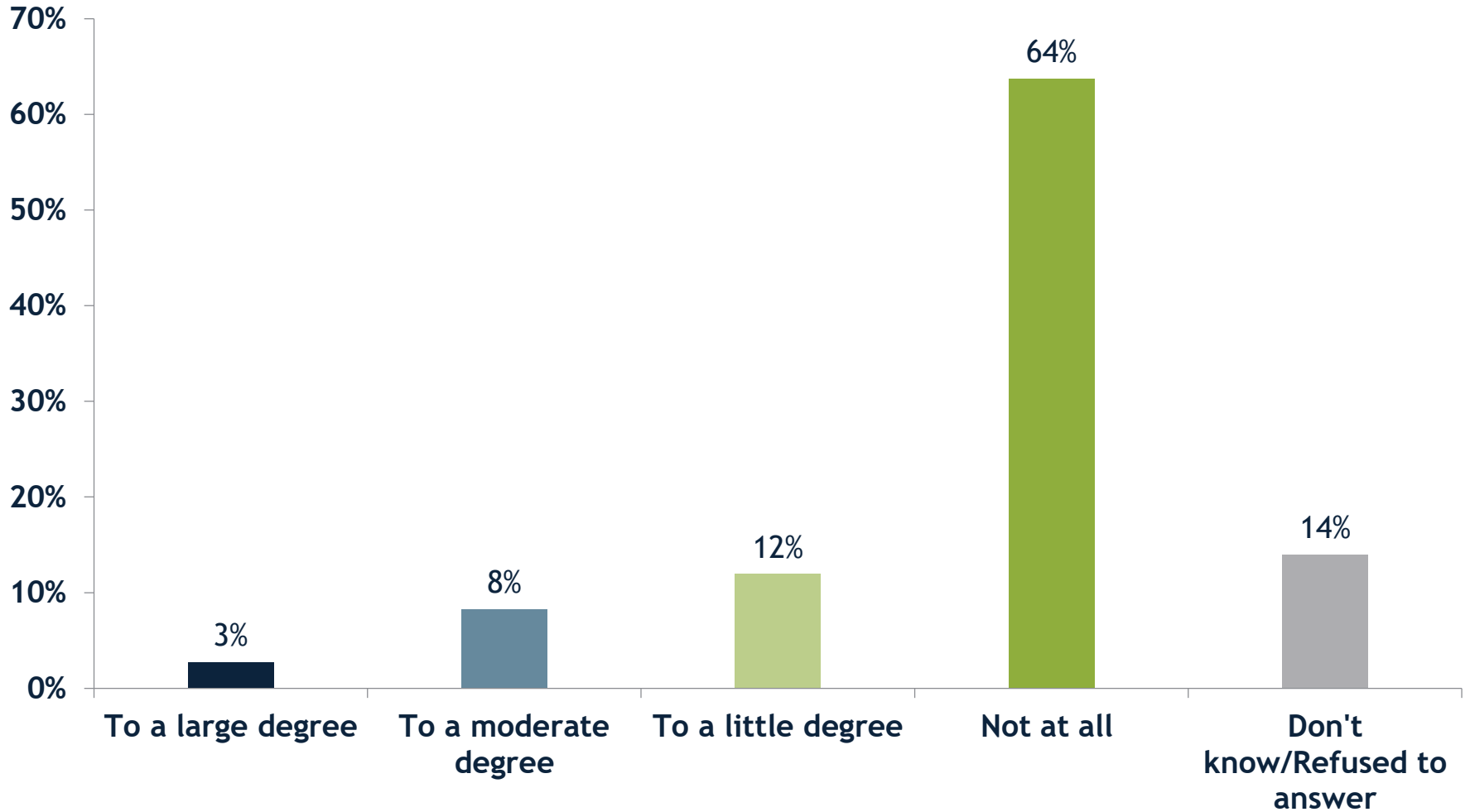
To what degree do you have confidence in the following:

**The Judiciary**



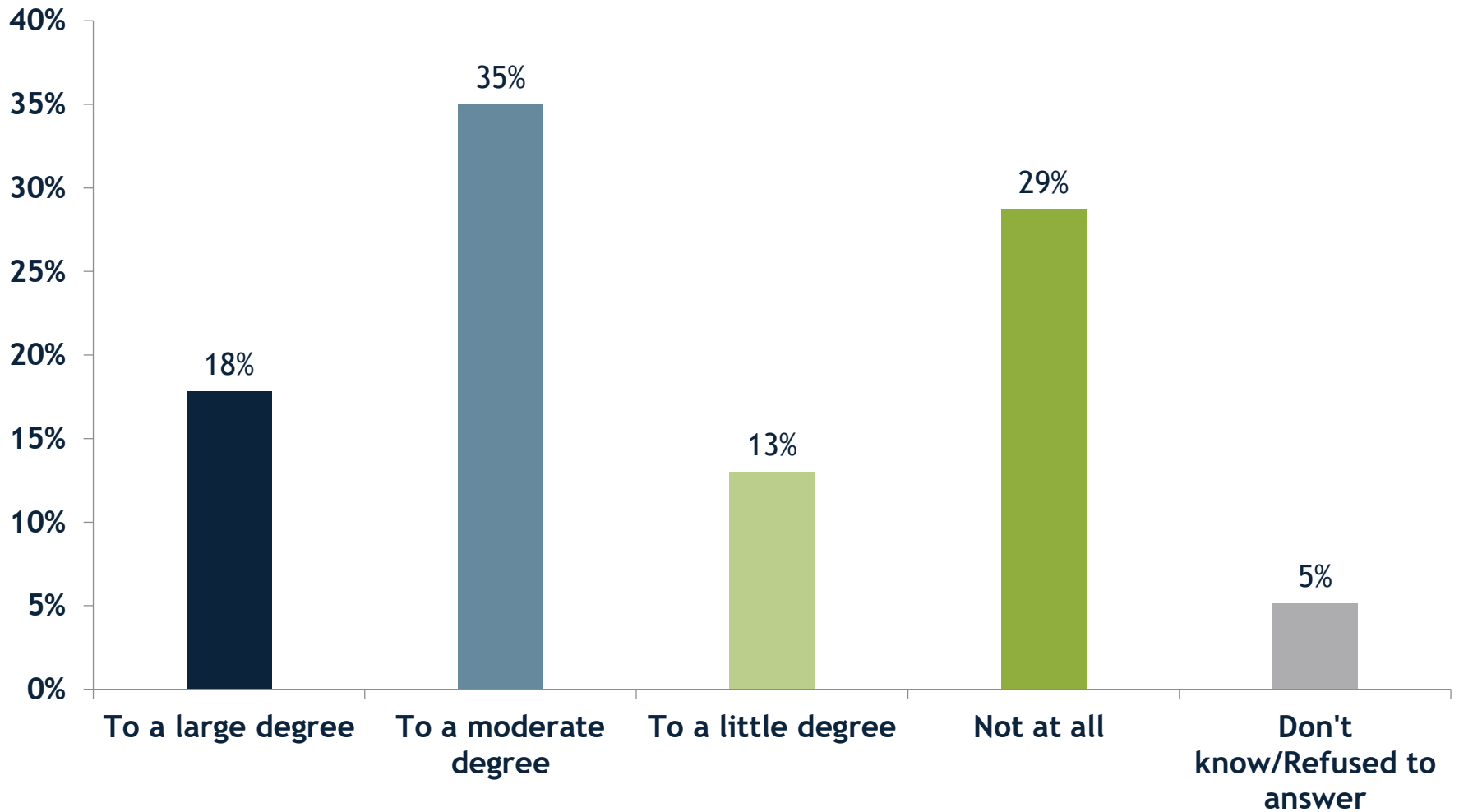
To what degree do you have confidence in the following:

**The Political Parties**



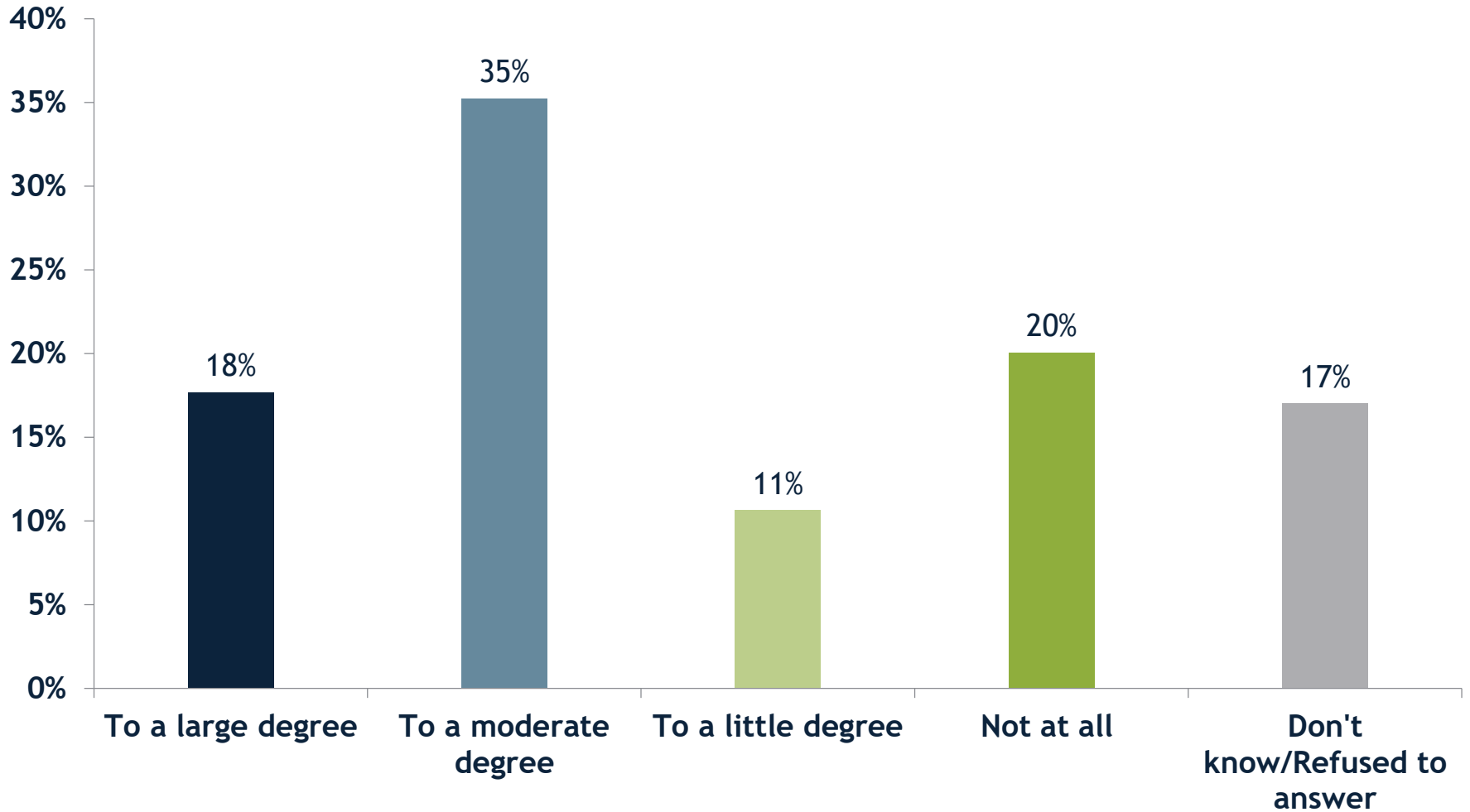
To what degree do you have confidence in the following:

**The Mayor**



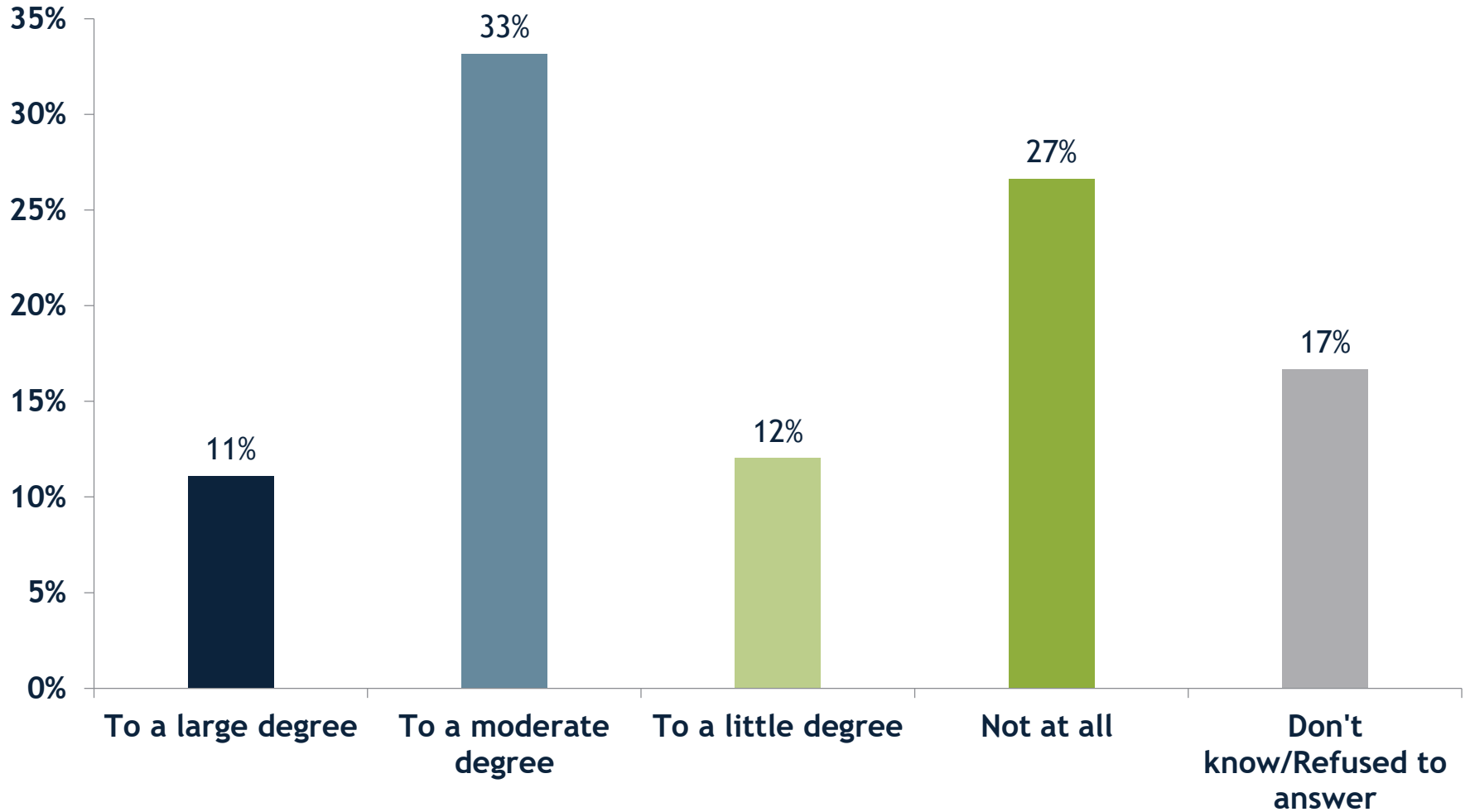
To what degree do you have confidence in the following:

**The Governor**



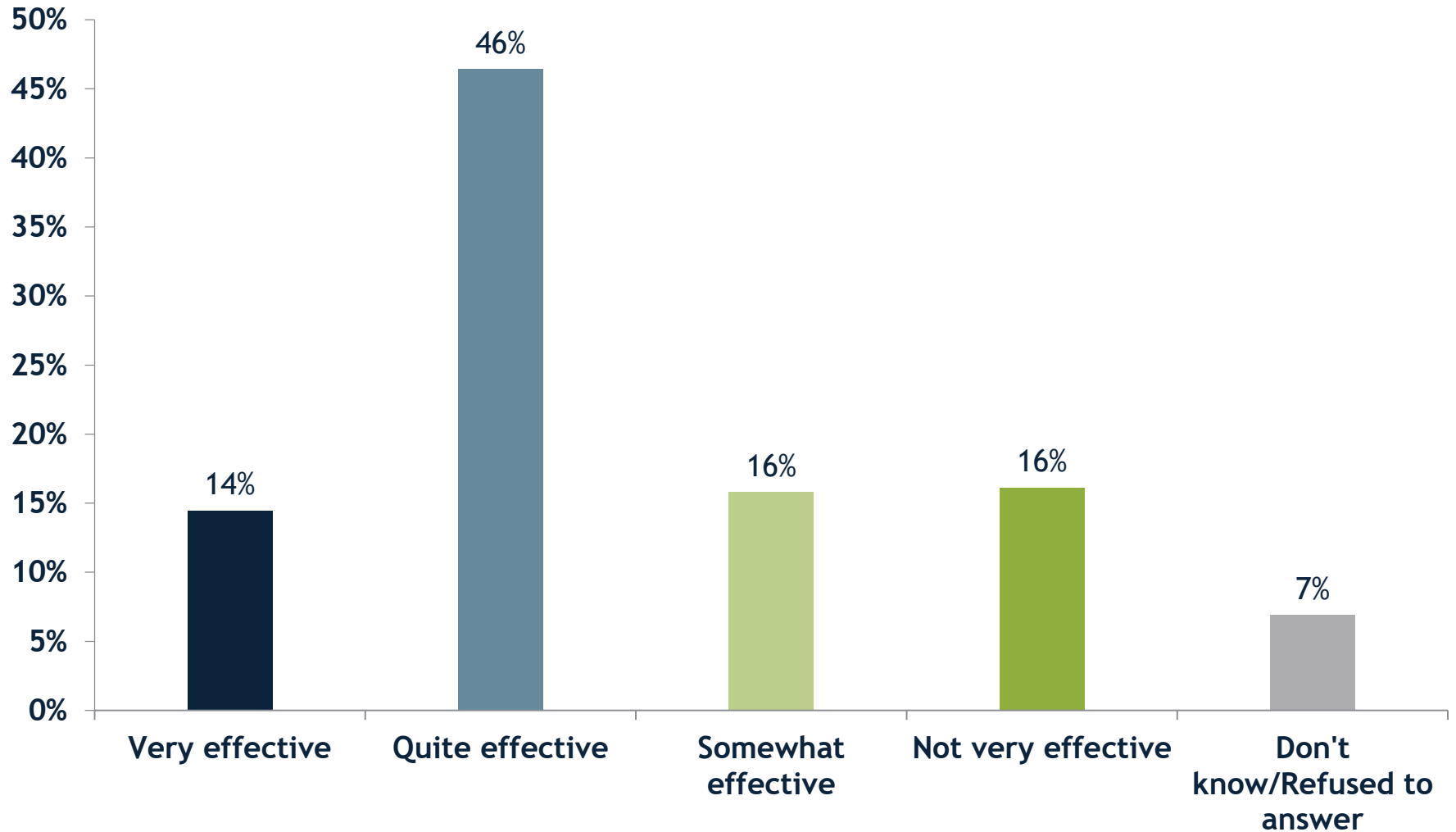
To what degree do you have confidence in the following:

**The Governorate Councils**



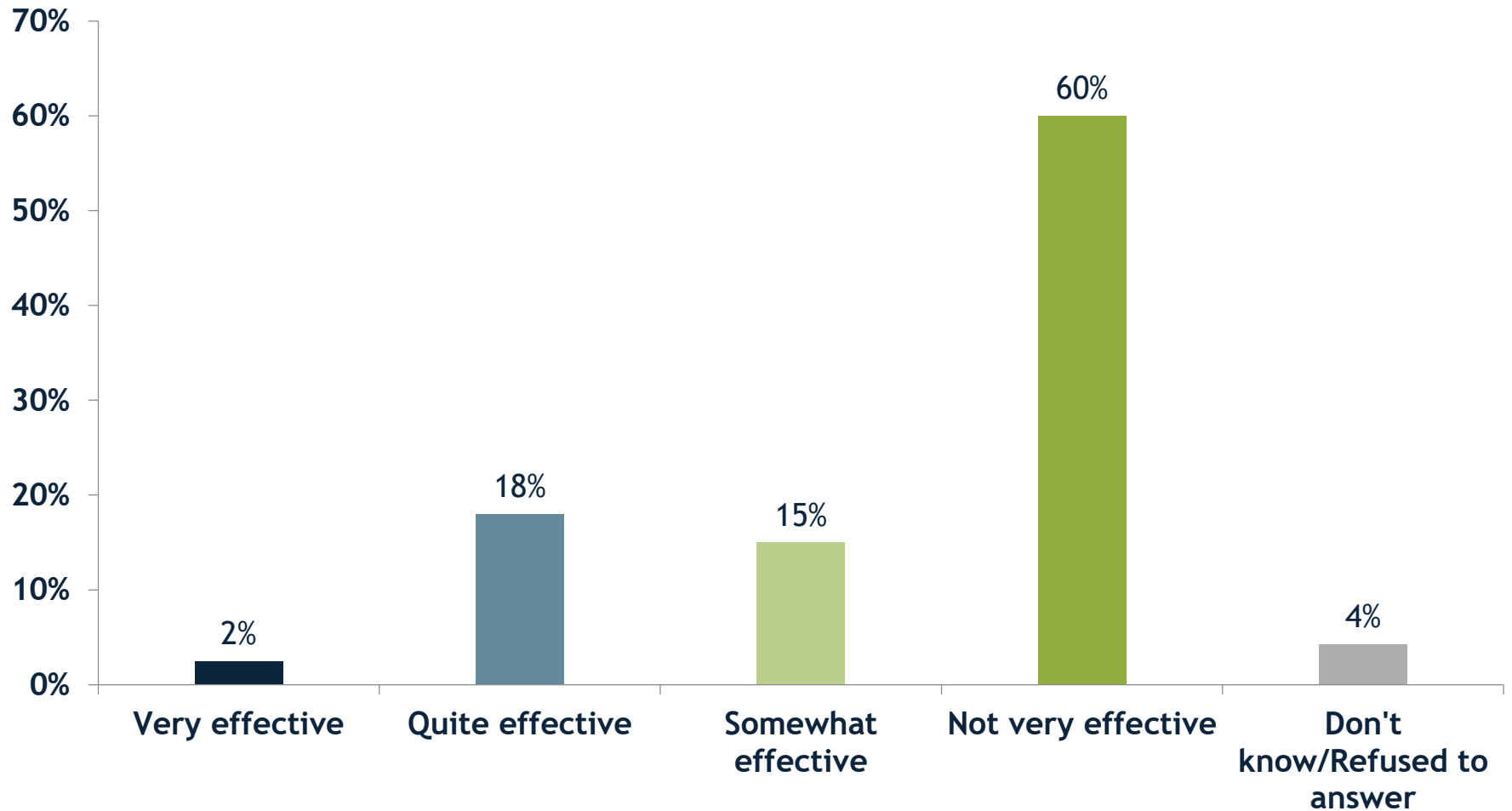
To what degree do you think the following is effective:

### The Government



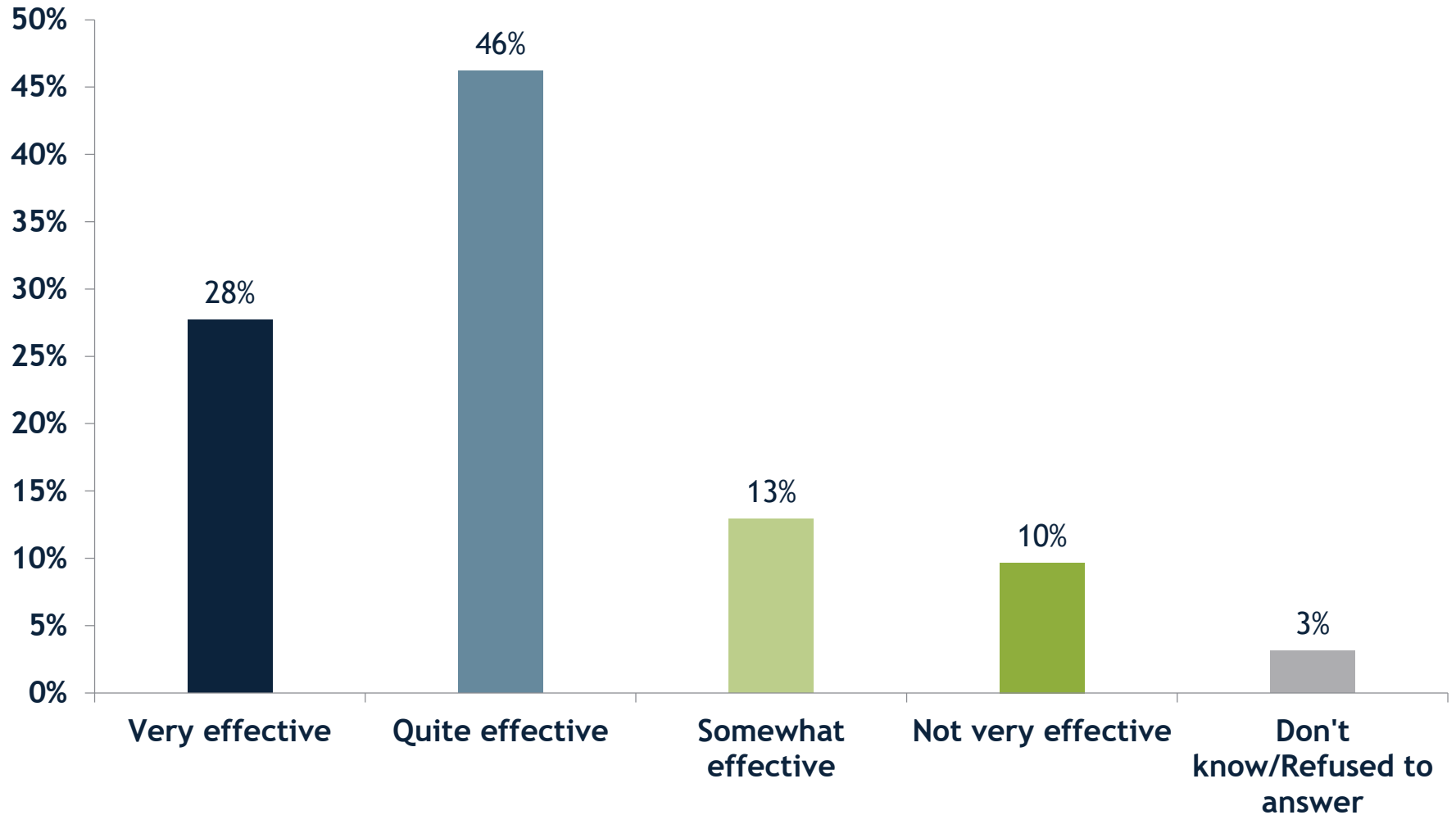
# To what degree do you think the following is effective:

## The Parliament



To what degree do you think the following is effective:

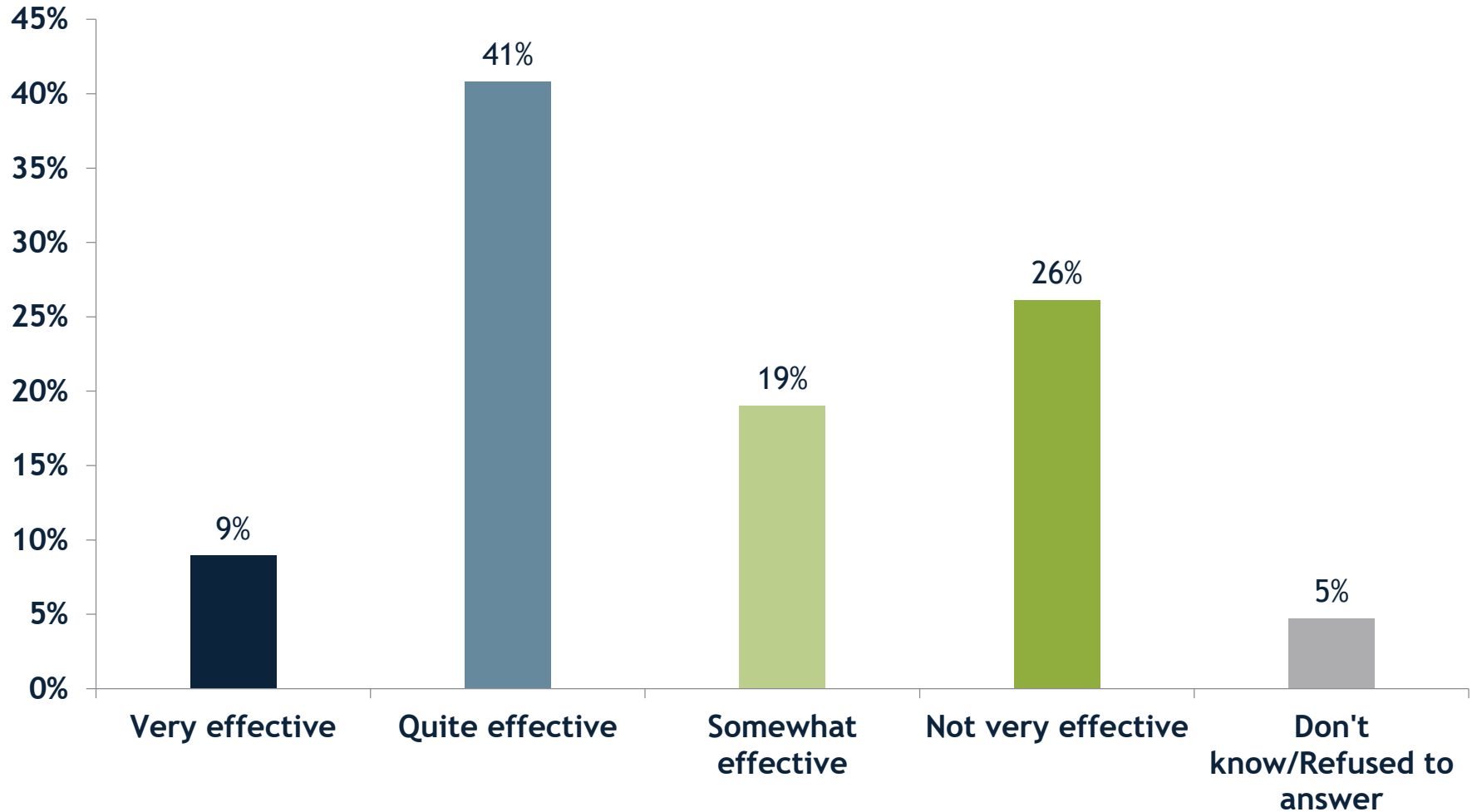
**The Judicial Branch**





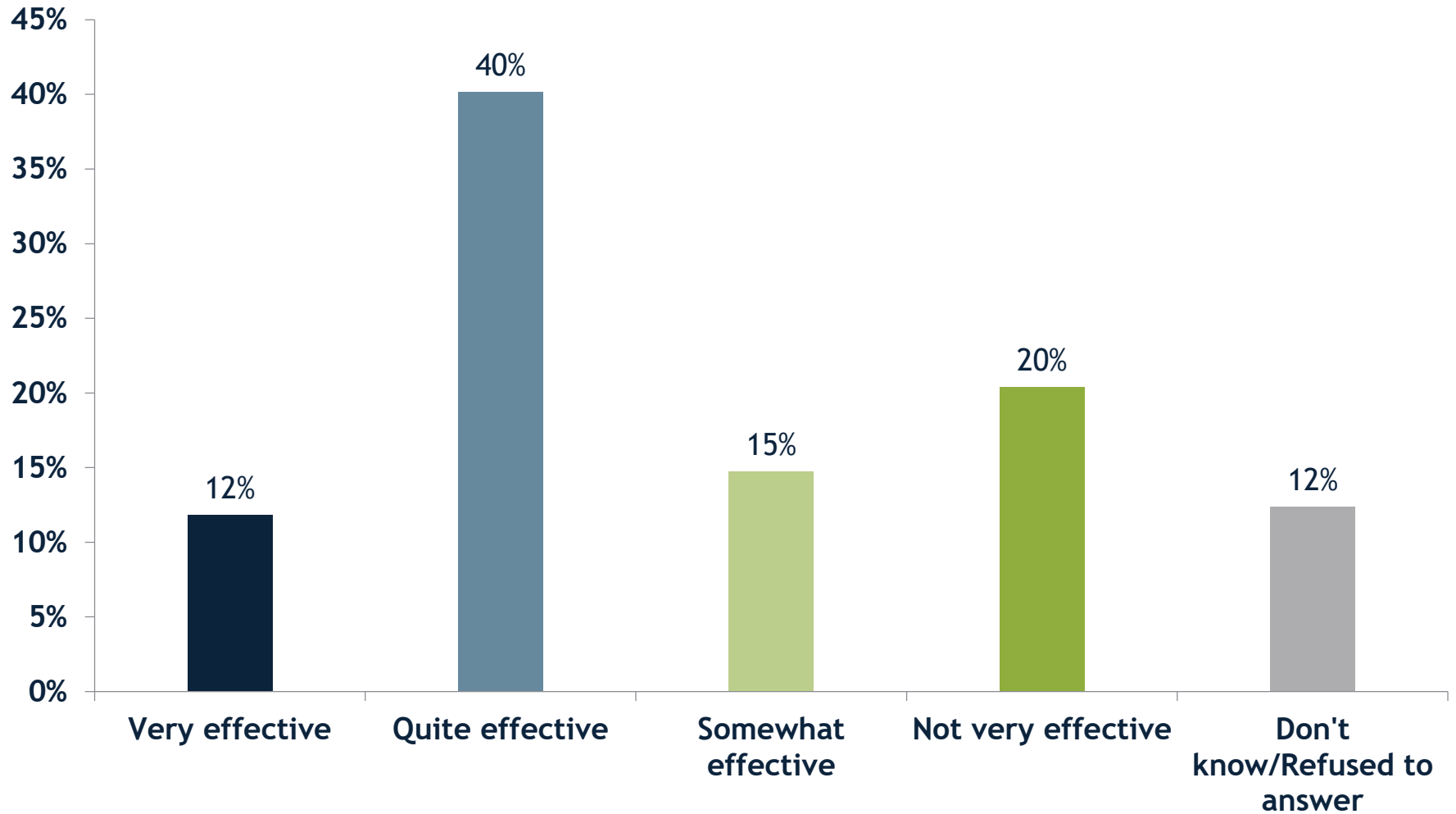
To what degree do you think the following is effective:

**The Municipal Council**



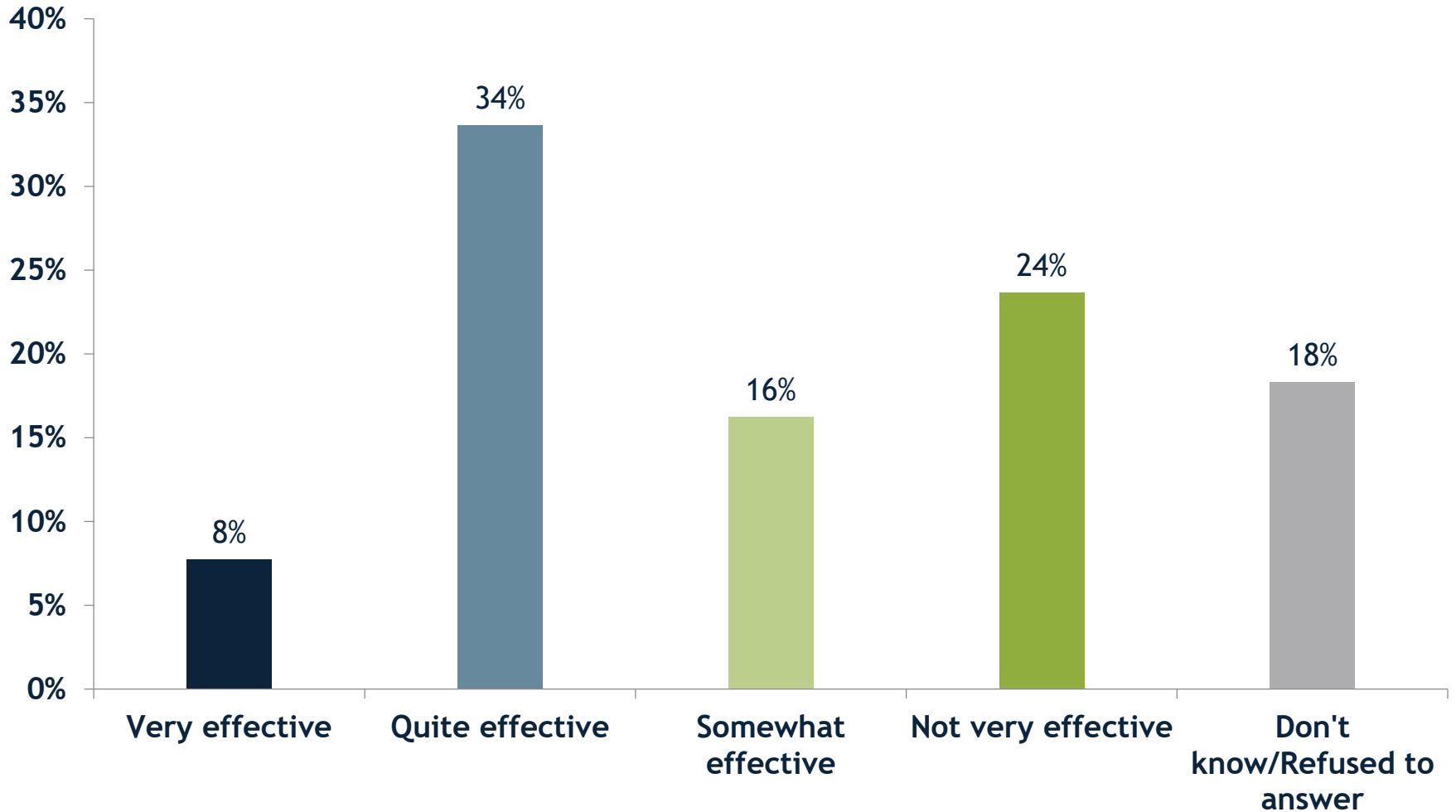
To what degree do you think the following is effective:

**The Governor**



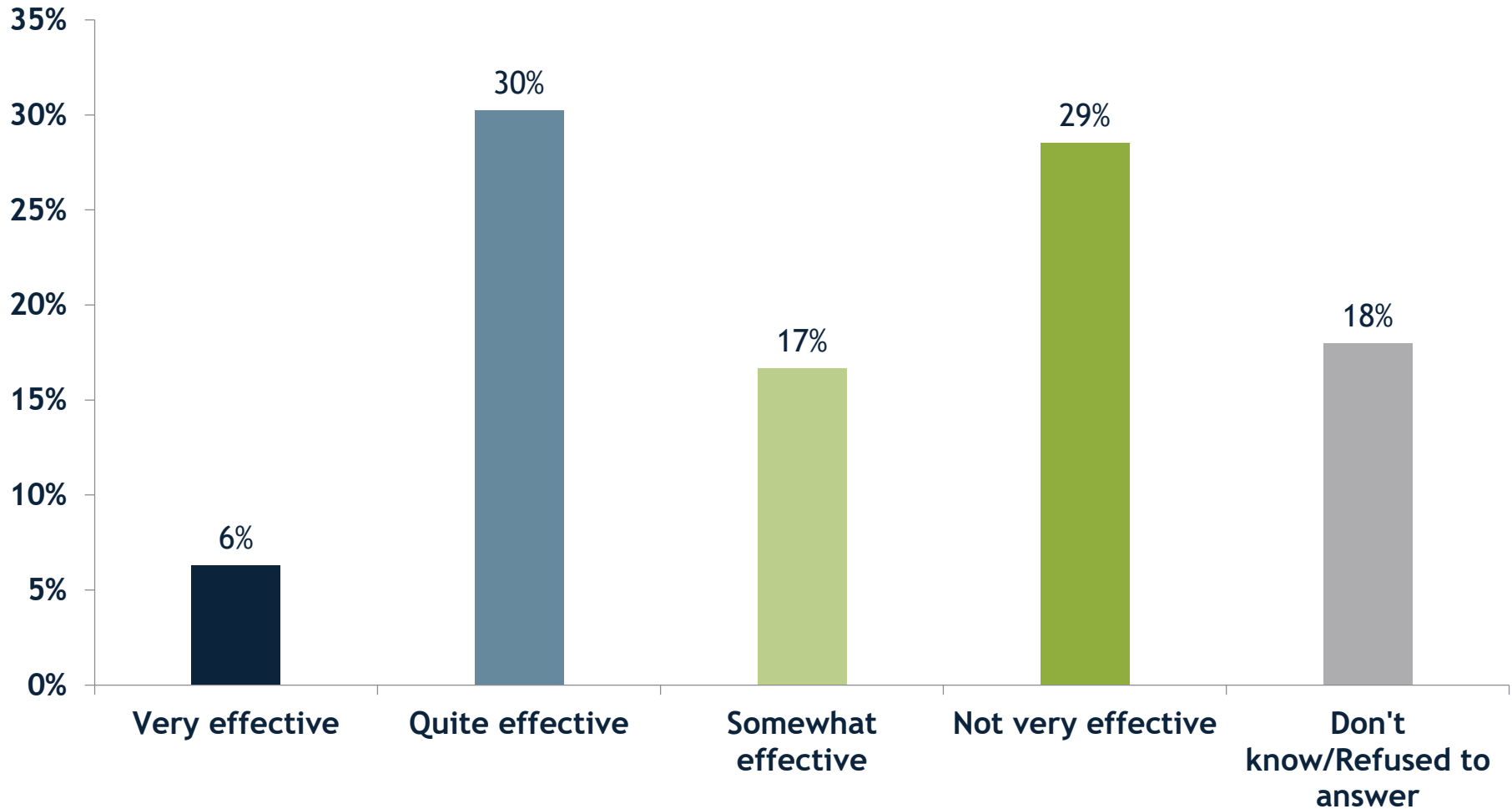
To what degree do you think the following is effective:

**The Executive Council**

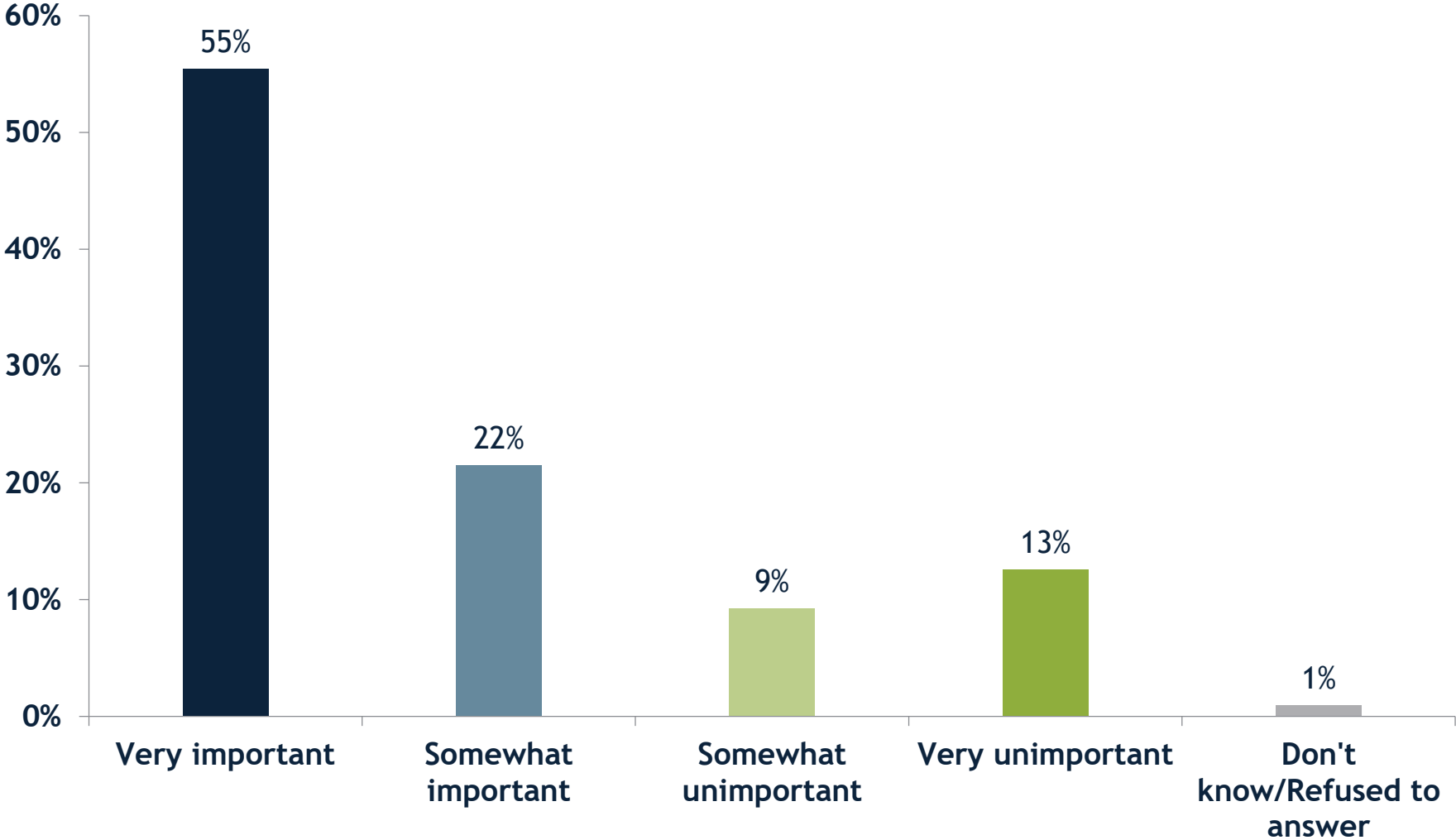


To what degree do you think the following is effective:

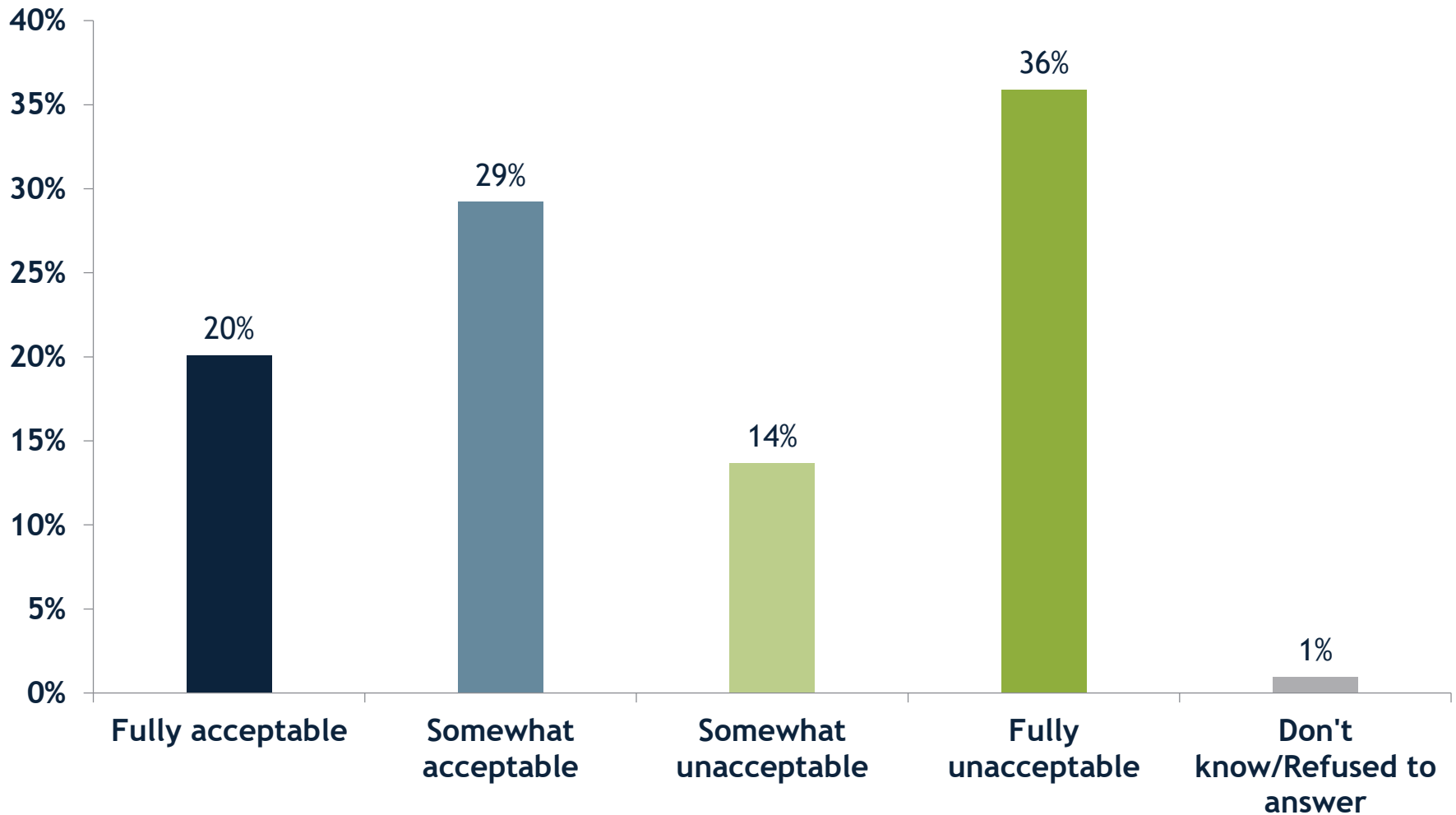
**The Governorate Council**



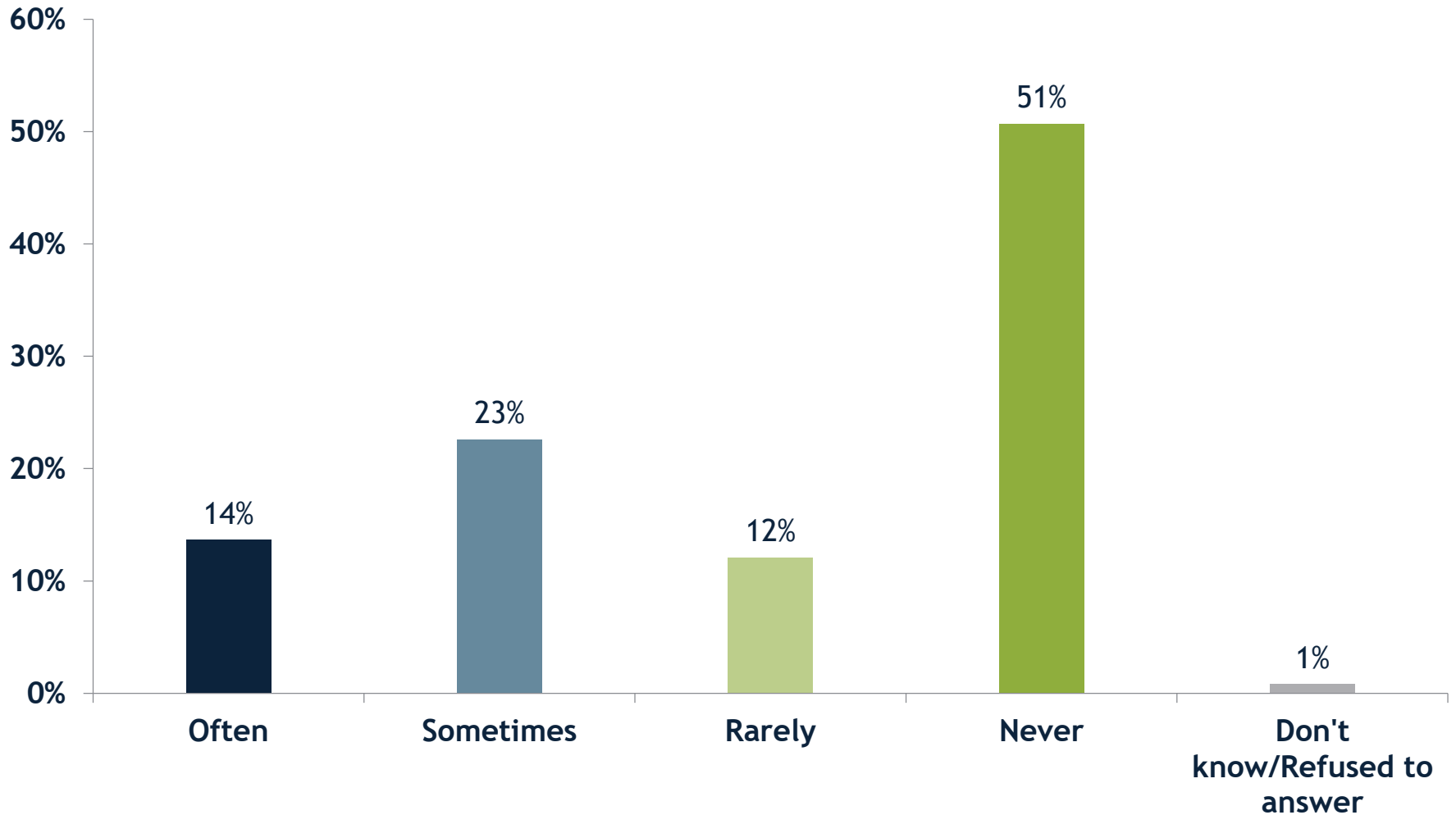
# In your dealings with the government, how important are personal contacts and/or relationships to getting things done?



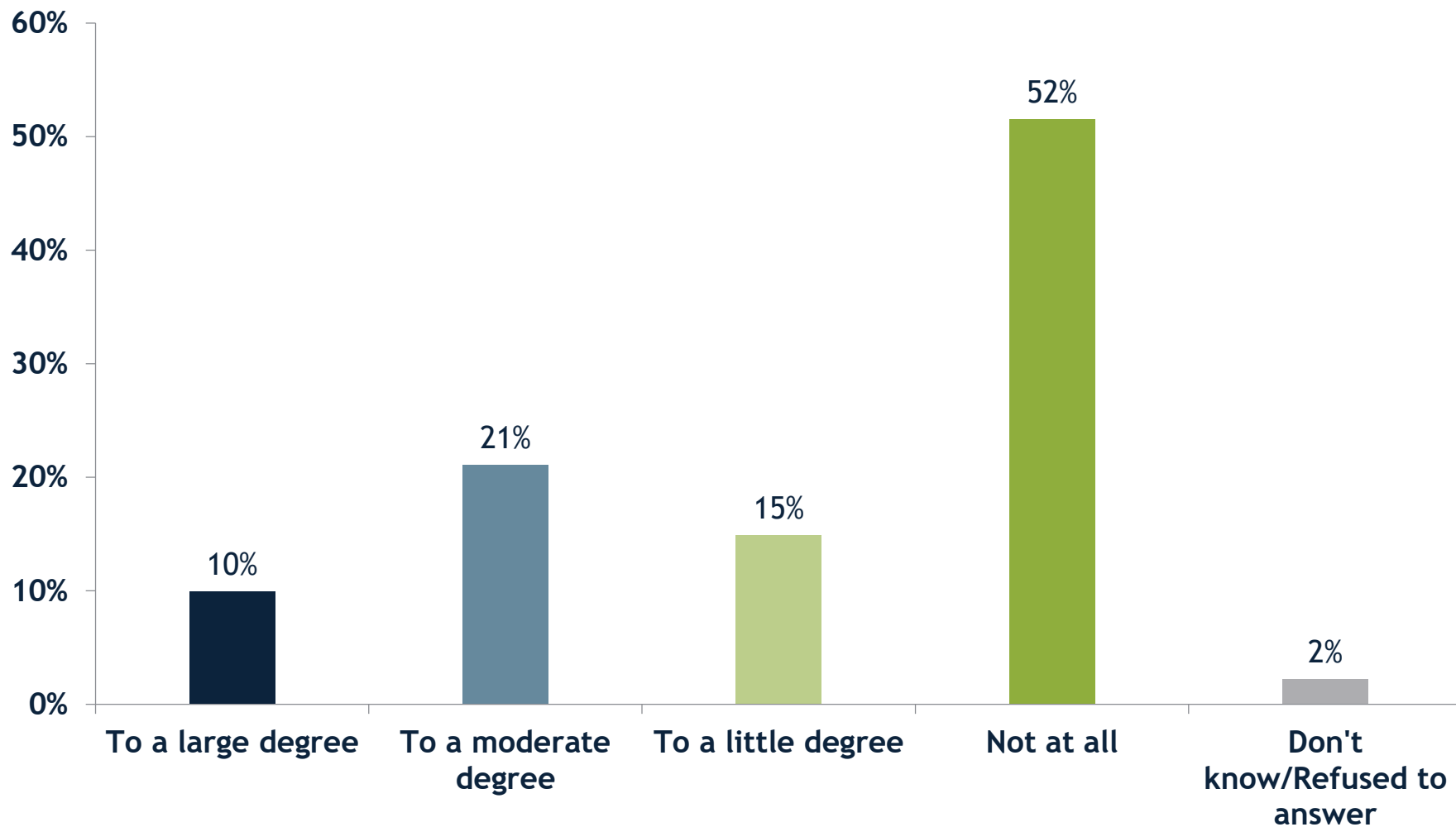
On a scale from 1 to 4, where 1 is fully acceptable and 4 is fully unacceptable, using personal contacts and/or relationships in dealings with the government are:



# Have you ever used personal contacts or relationships to receive better government services or preferential treatment from government officials?

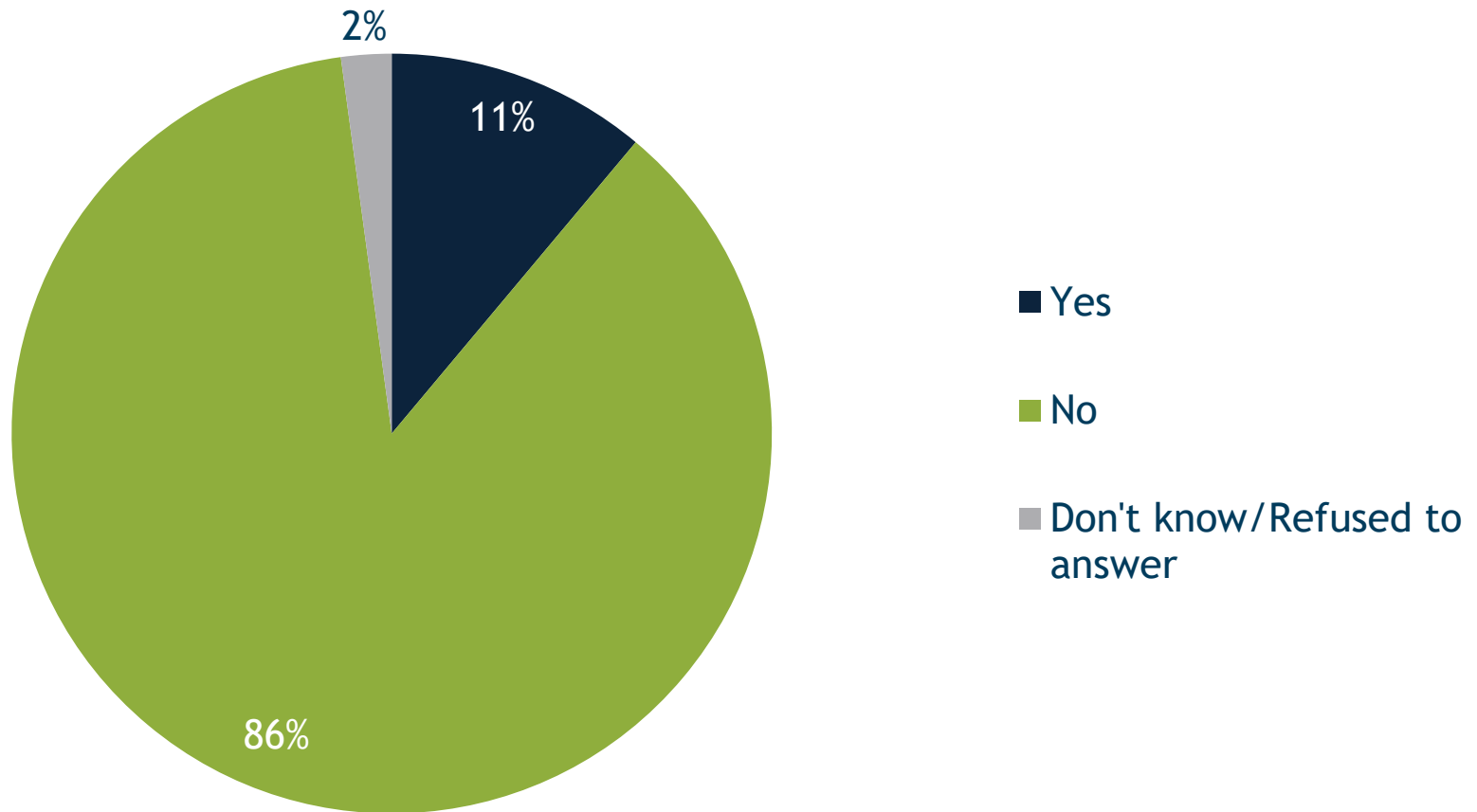


# To what degree do you feel that you (citizens) have a say in governmental decision-making on issues that directly affect you (citizens)?

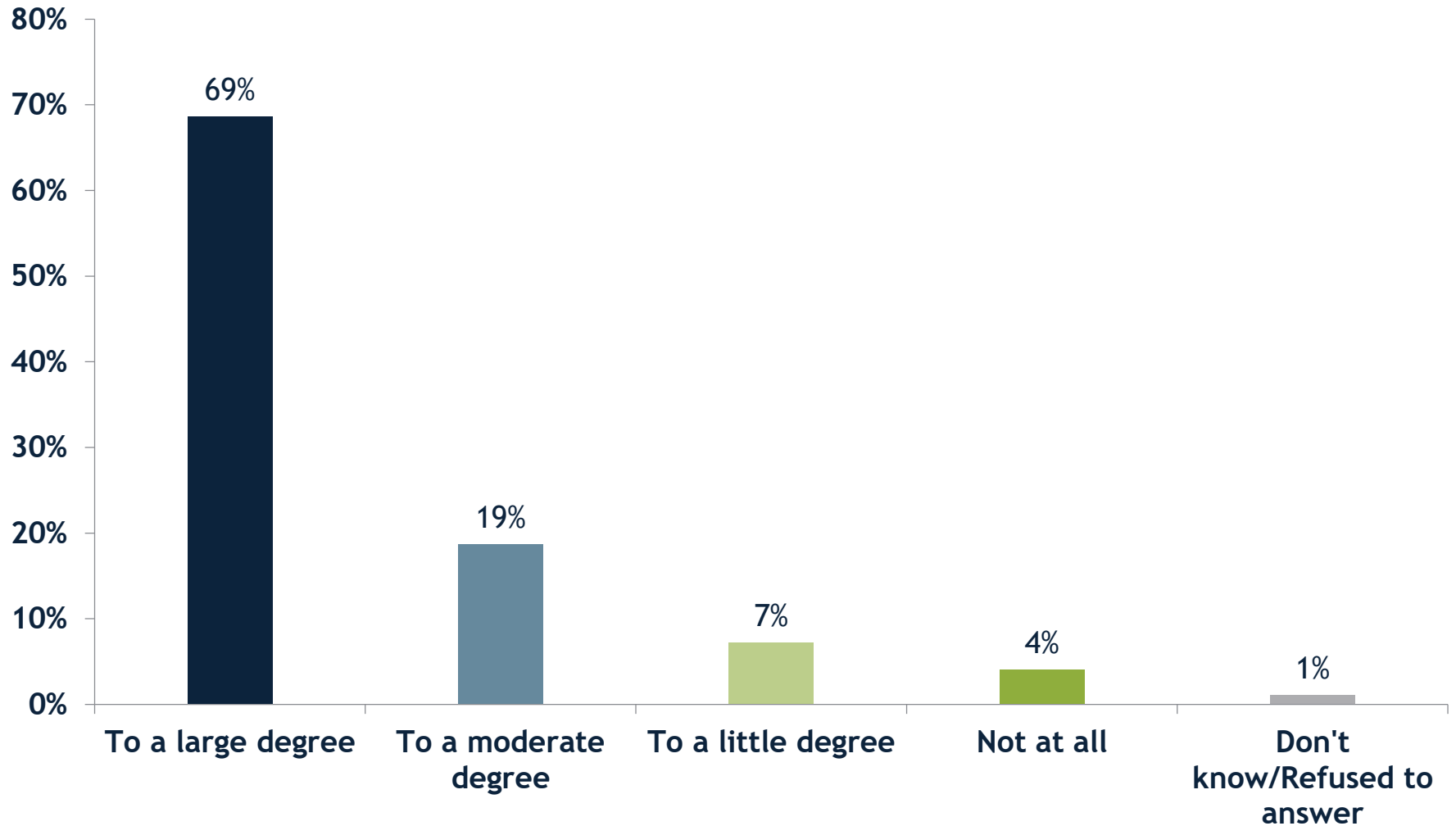




Have you engaged in activities to address a social or community problem in the last 12 months (e.g. met with government officials, filed a complaint, initiated or supported a petition, etc.)?



# To what degree do you feel citizens should engage in the development of their community?





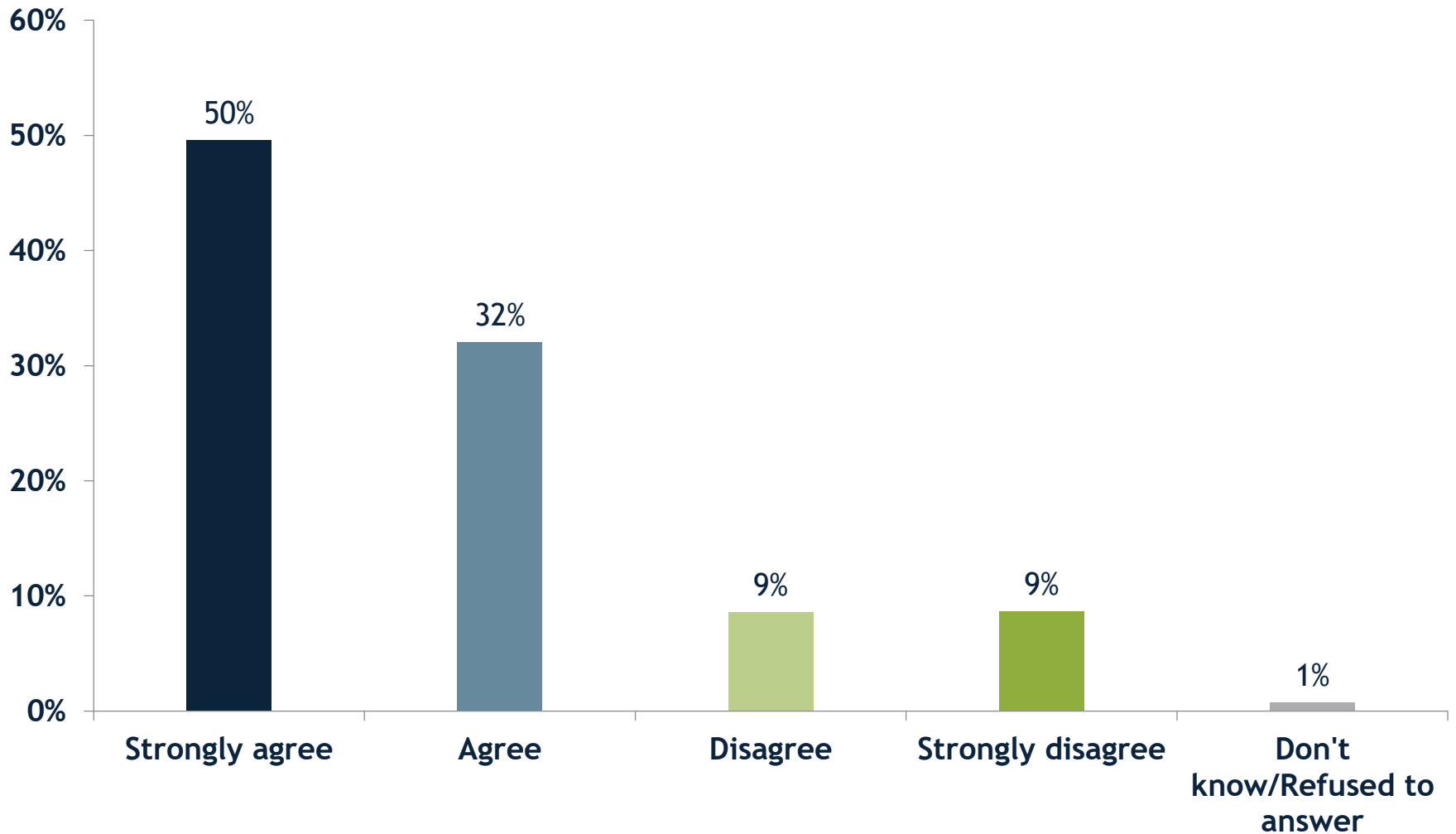
# Inclusion

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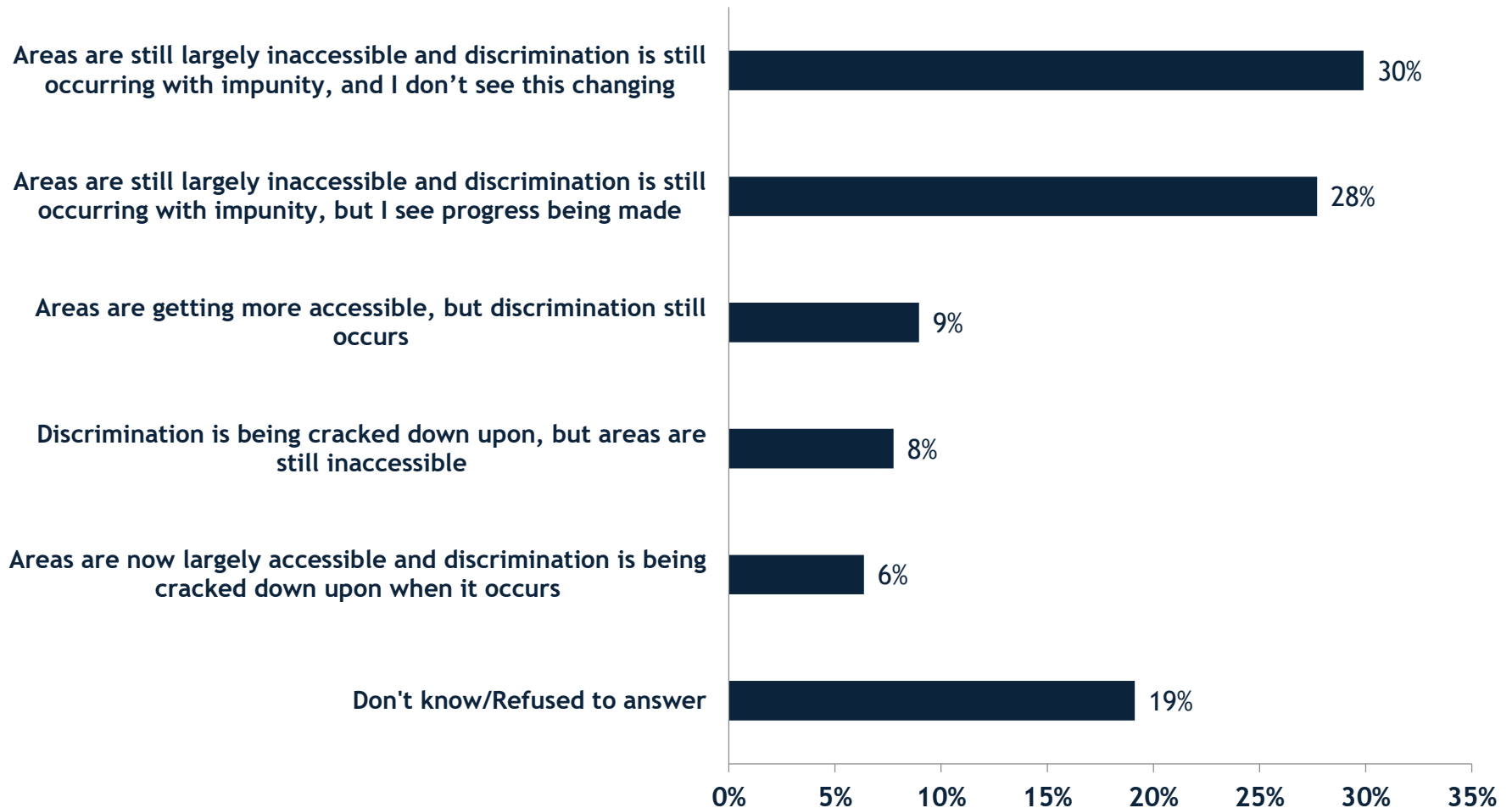


# To what degree do you agree or disagree with this statement?

“Women should be equally represented in political decision making in Jordan.”



As you may know, last year, Jordan updated the Person with Disabilities Act, which outlaws discrimination against people with disabilities and aims to make more areas accessible for them. To the best of your knowledge, to what extent is such a process happening in your community?





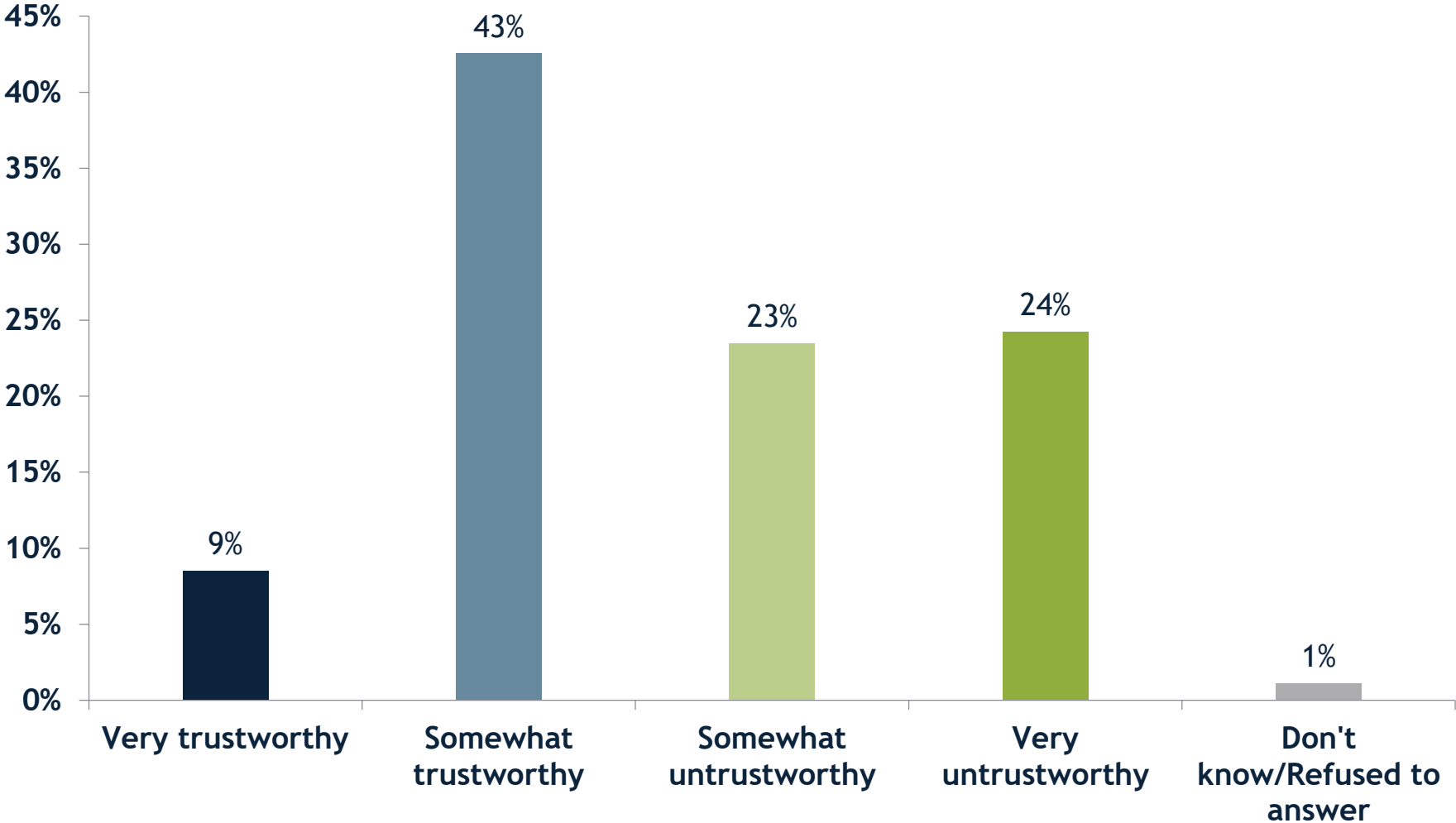
# Sources of Information

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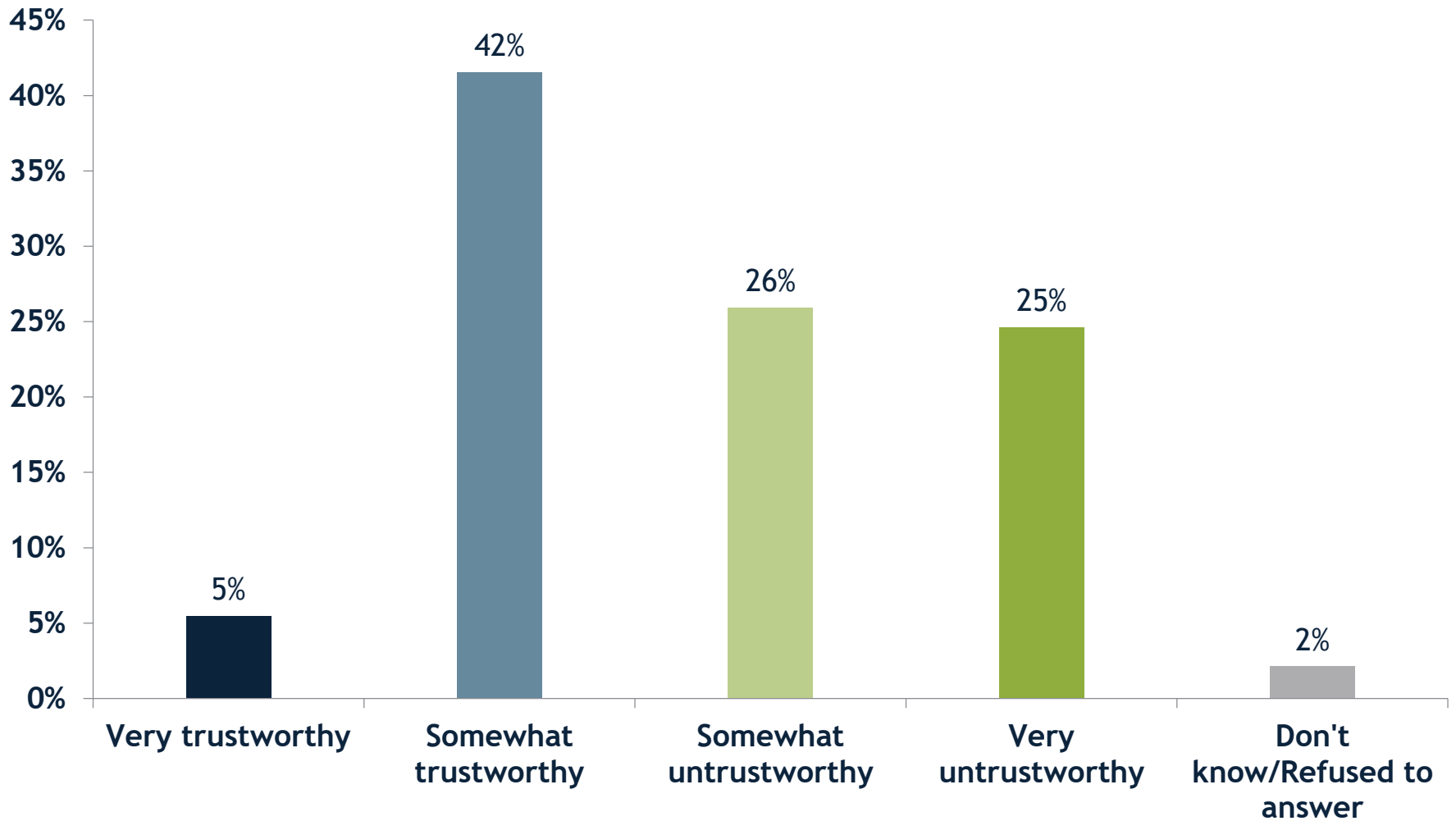
For each of the following channels, please evaluate how trustworthy they are as a source of information:

**Media Outlets**



For each of the following channels, please evaluate how trustworthy they are as a source of information:

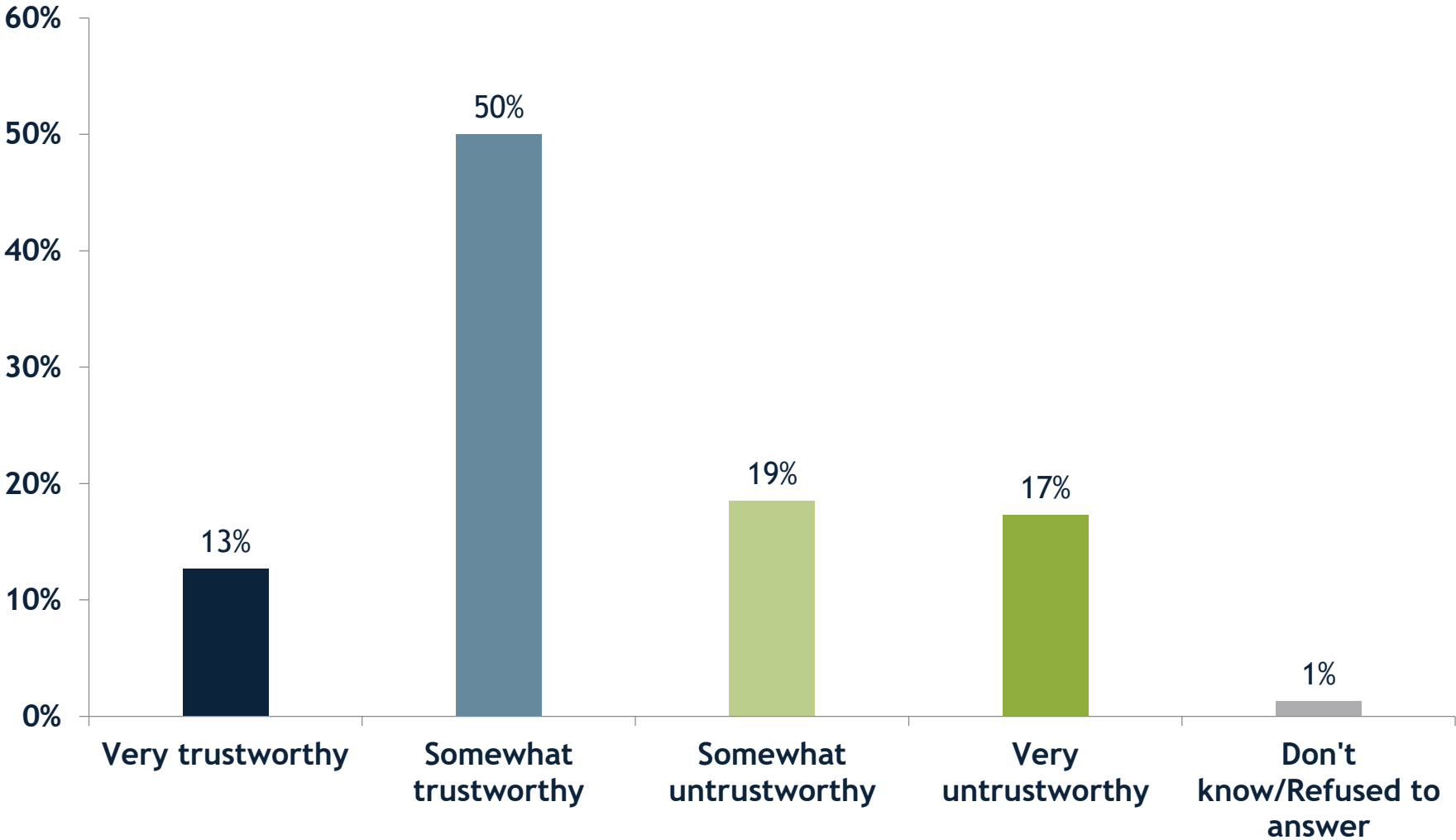
**Government Officials**



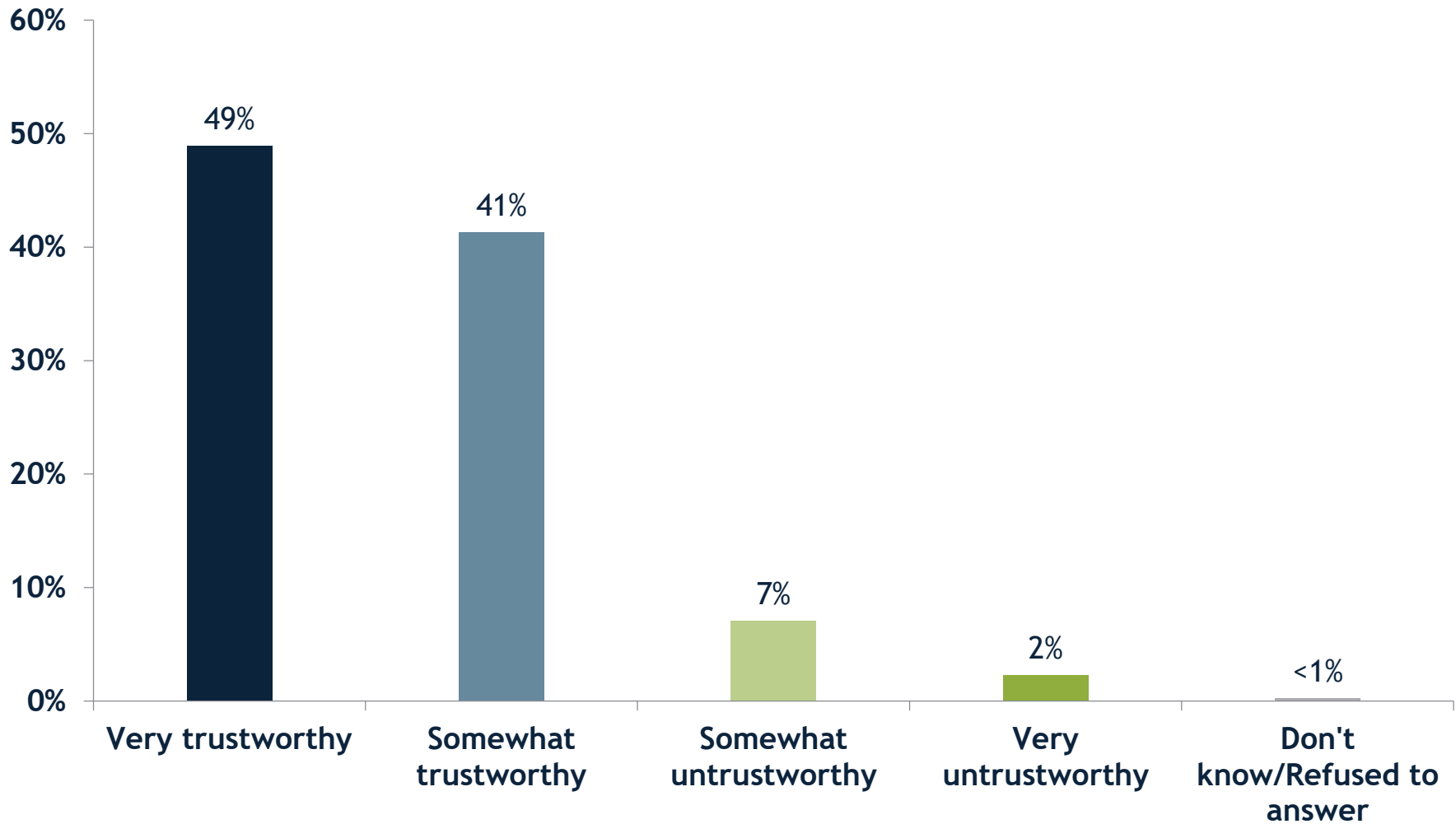


For each of the following channels, please evaluate how trustworthy they are as a source of information:

**Religious Figures**

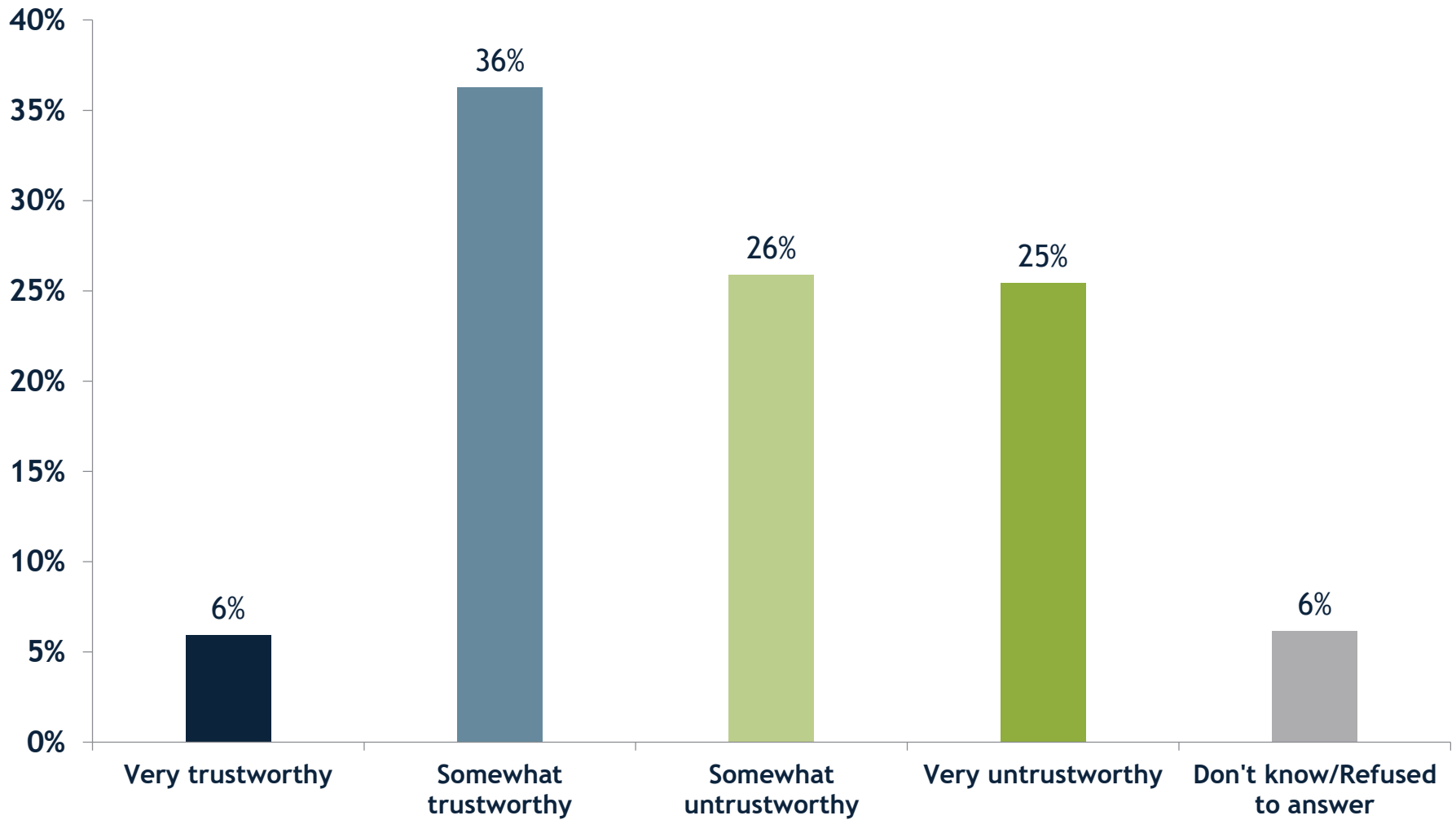


For each of the following channels, please evaluate how trustworthy they are as a source of information:  
**Friends and Family**



For each of the following channels, please evaluate how trustworthy they are as a source of information:

### Social Media



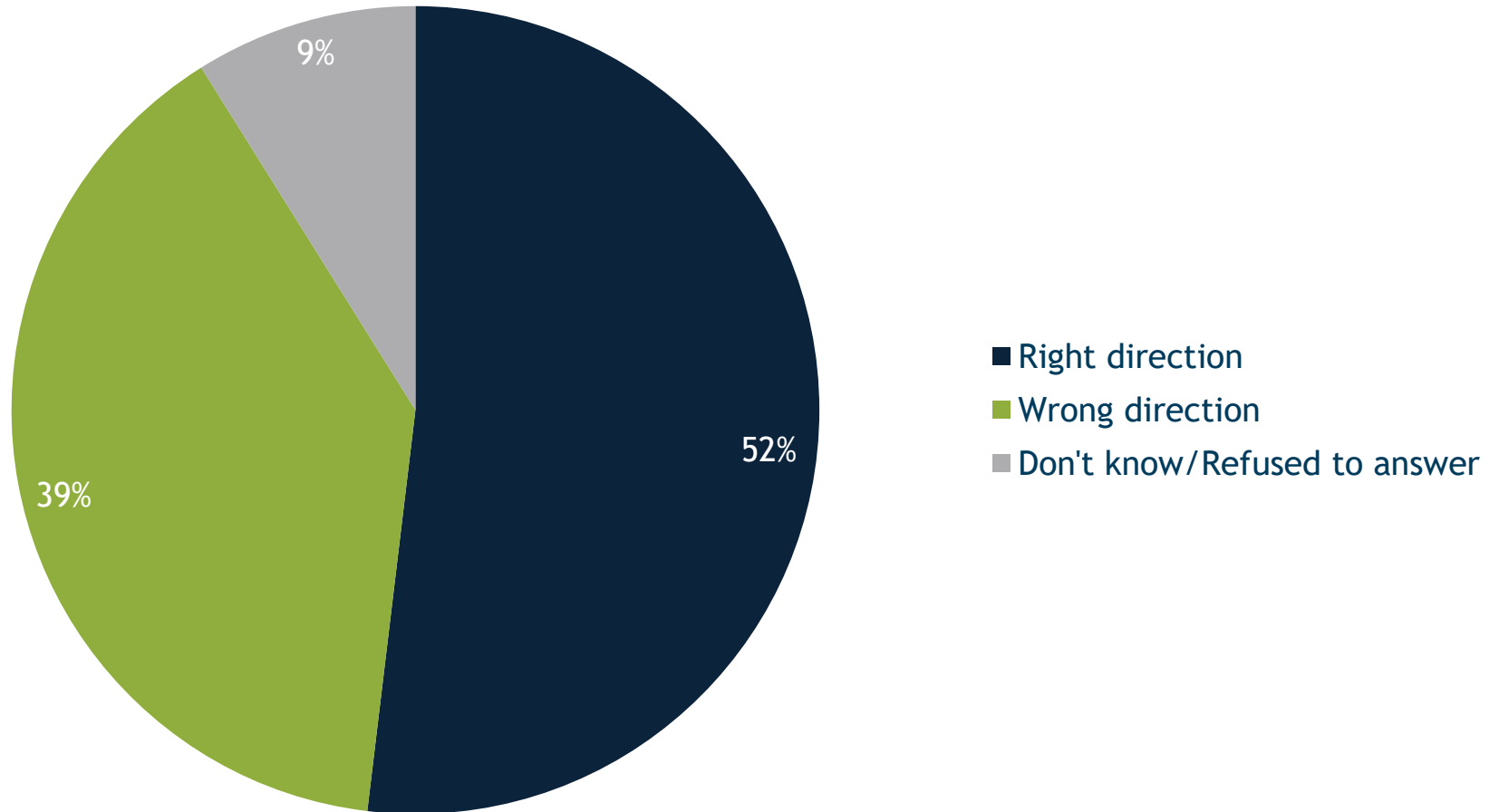


# Municipality / Governorate General

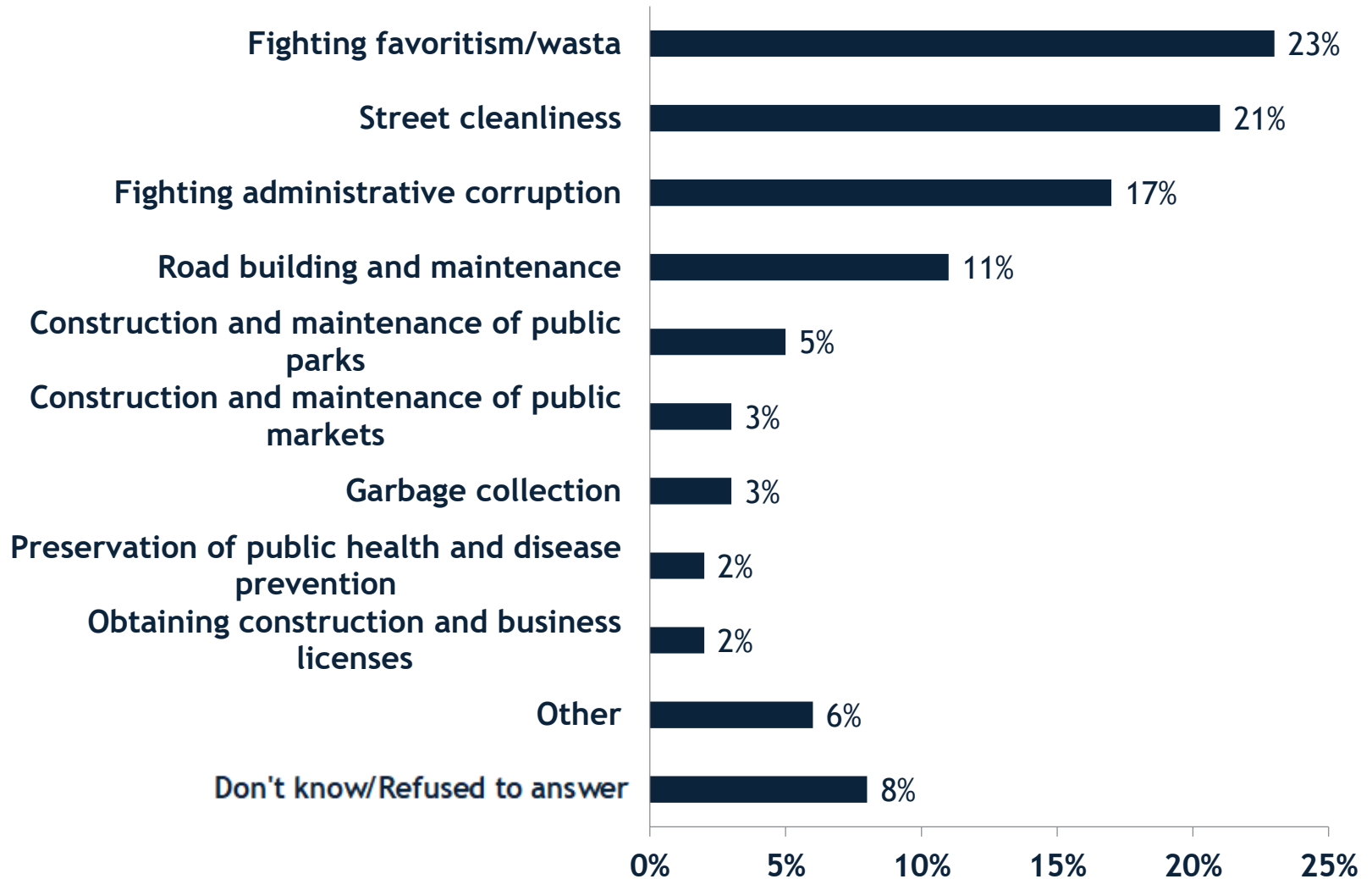
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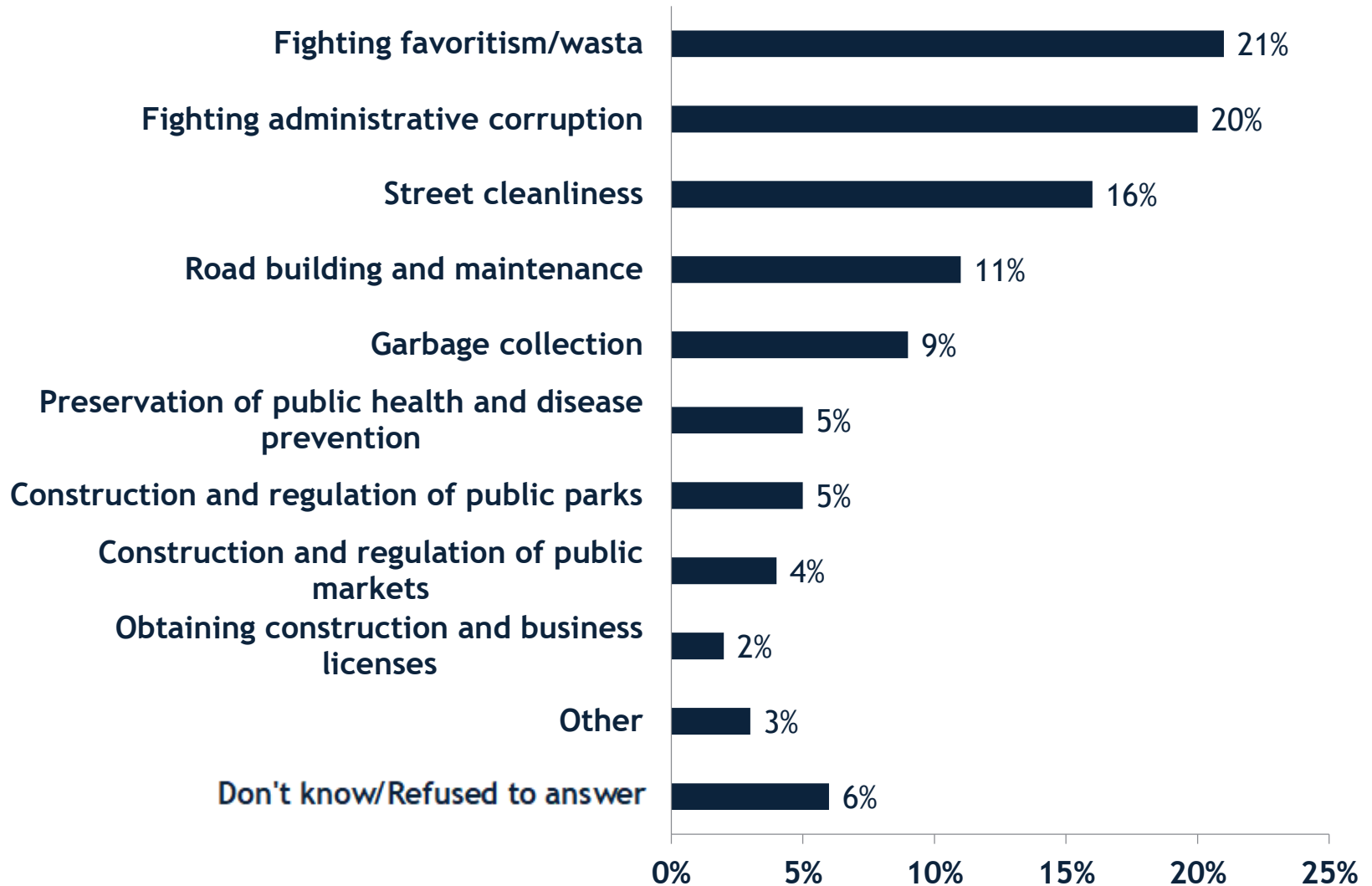
In general, are things in your municipality going in the right direction or going in the wrong direction?



What, in your opinion, is the most important problem facing your municipality today?

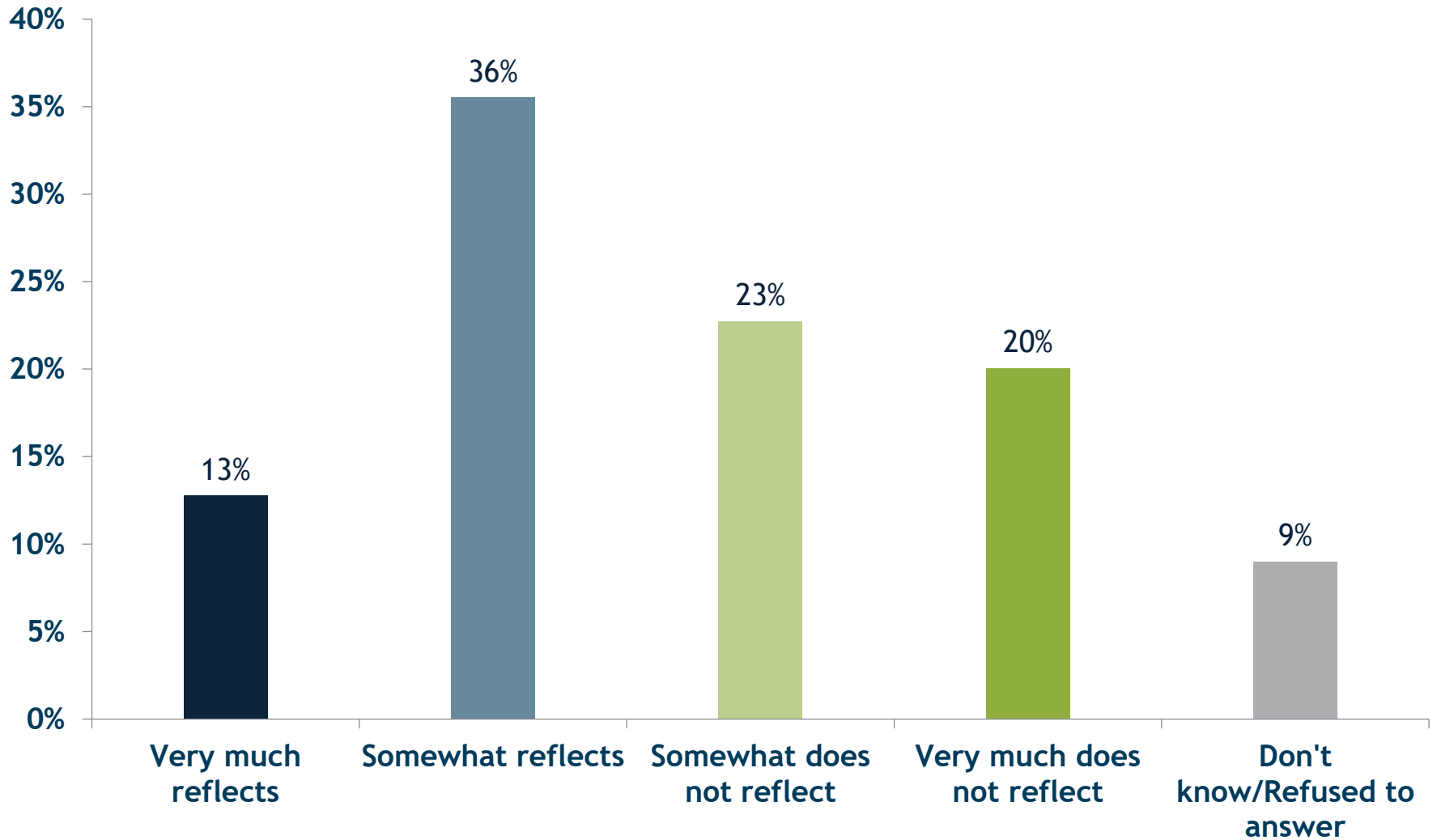


## What should be the first priority of the current municipal council?



# Do you believe your priorities are reflected in decisions made by:

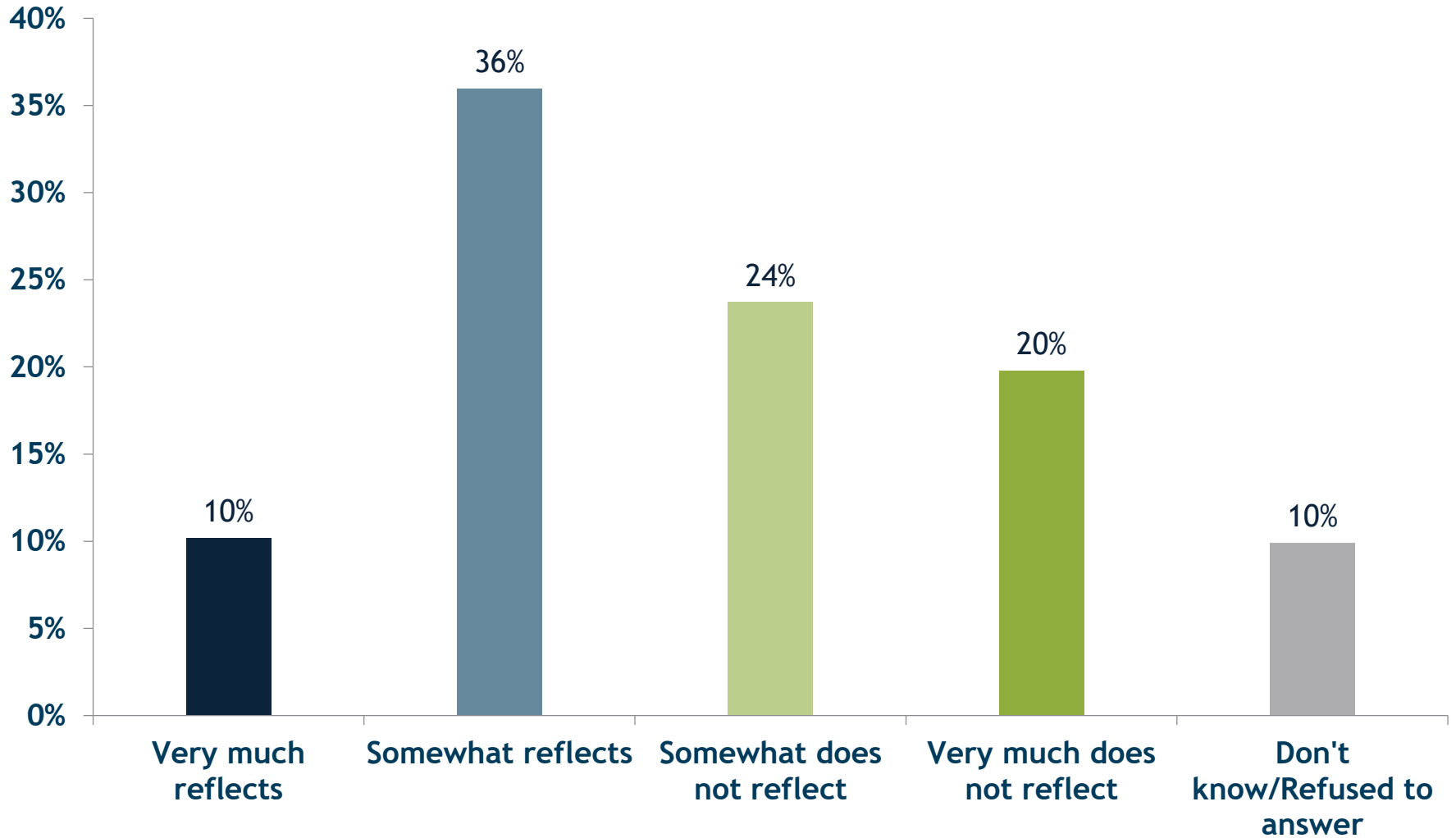
## Your Mayor





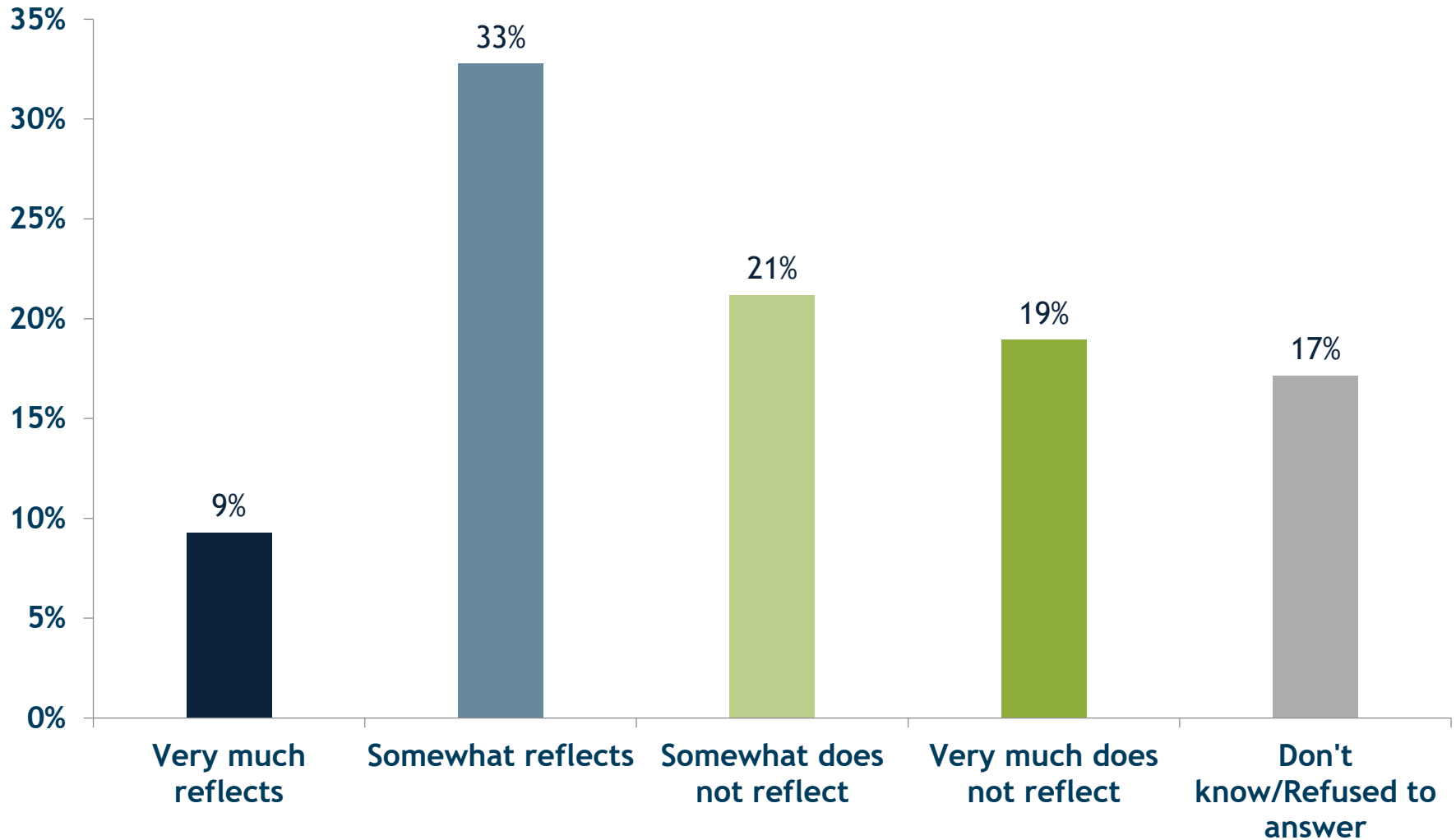
Do you believe your priorities are reflected in decisions made by:

**Your Municipal Council**



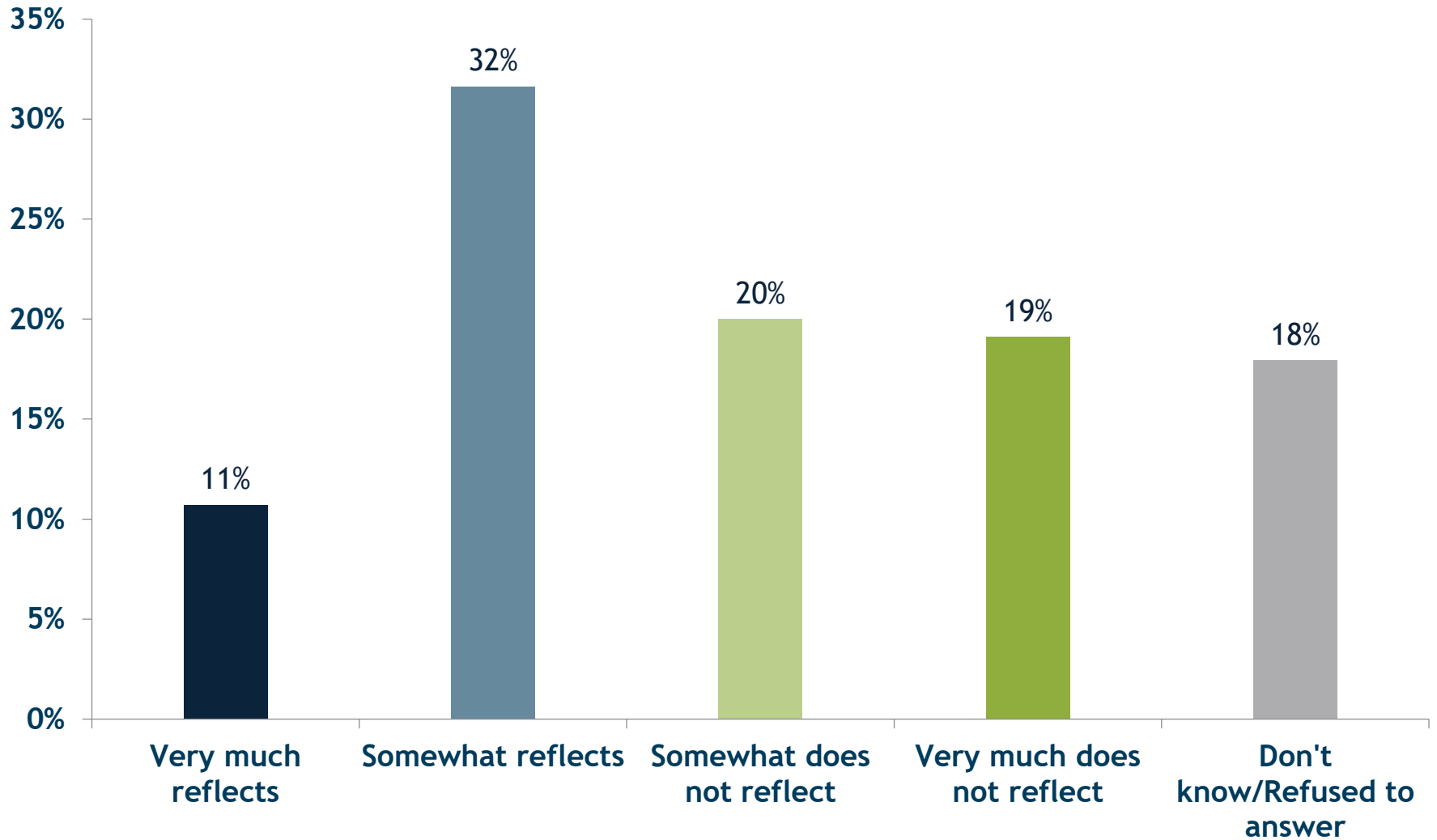
Do you believe your priorities are reflected in decisions made by:

**Your Governorate Council**



# Do you believe your priorities are reflected in decisions made by:

## Your Governor





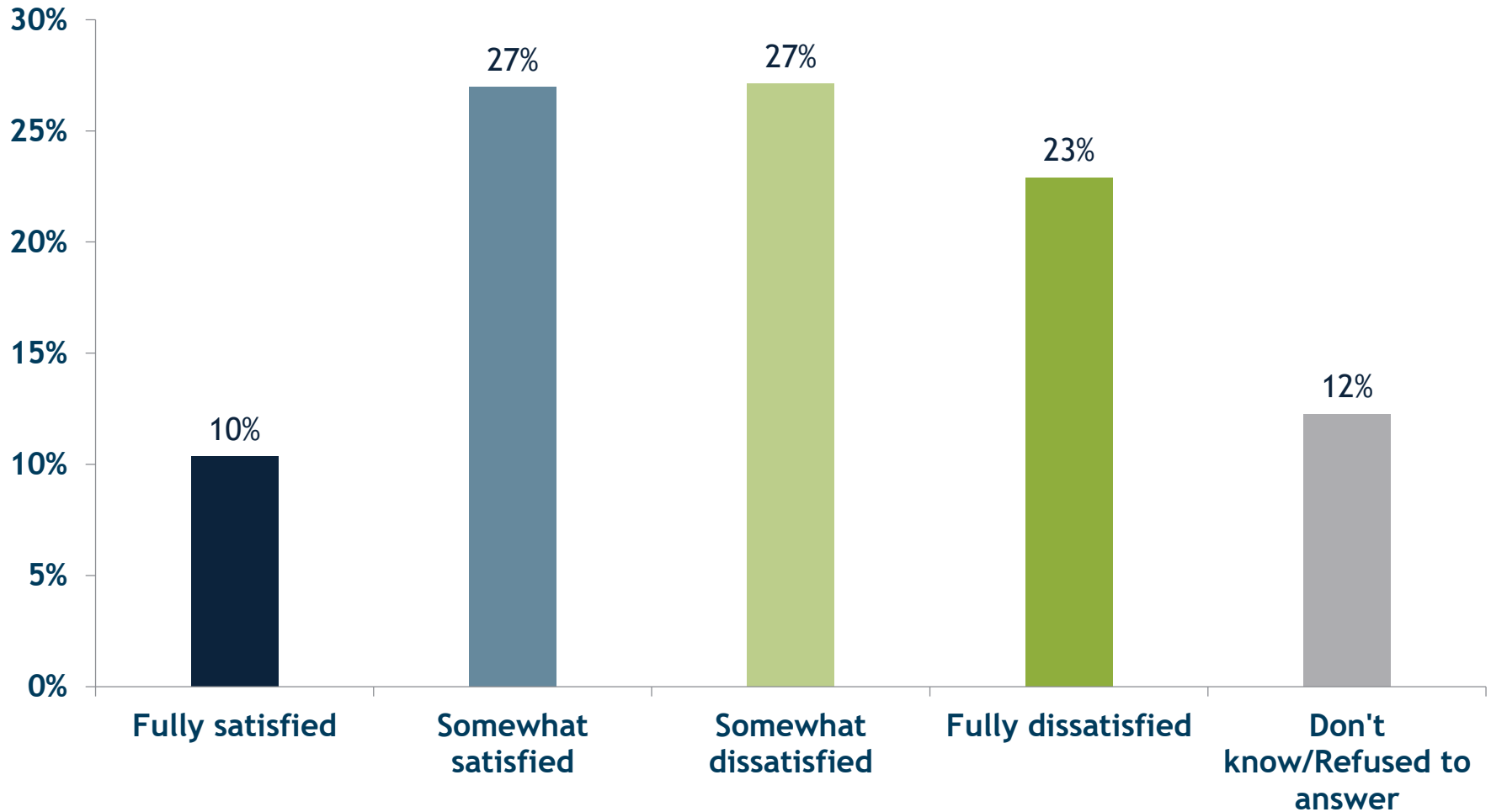
# Municipality/Governorate Functions

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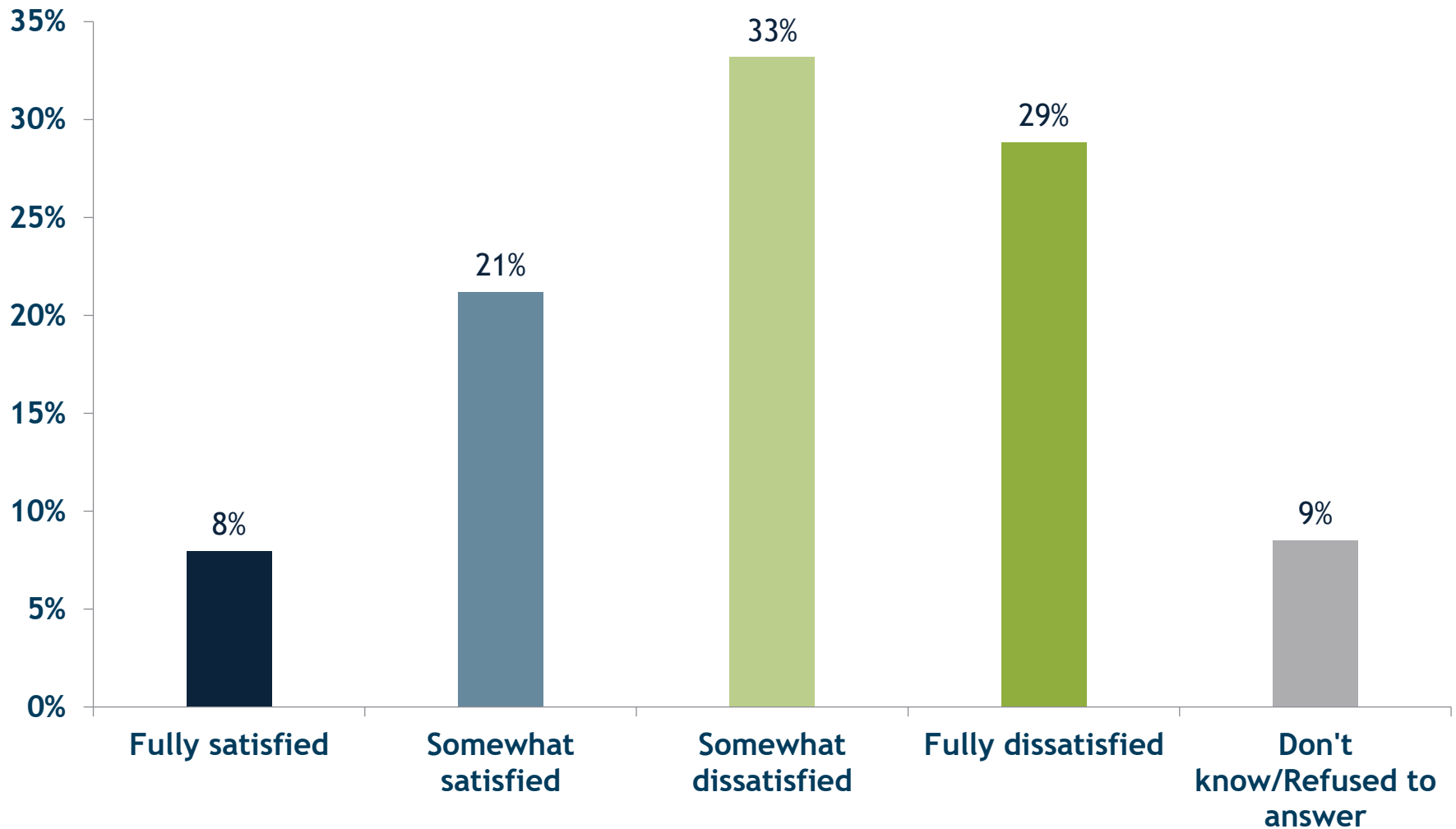
# To what degree are you satisfied with the following services in your municipality:

## Fighting administrative corruption



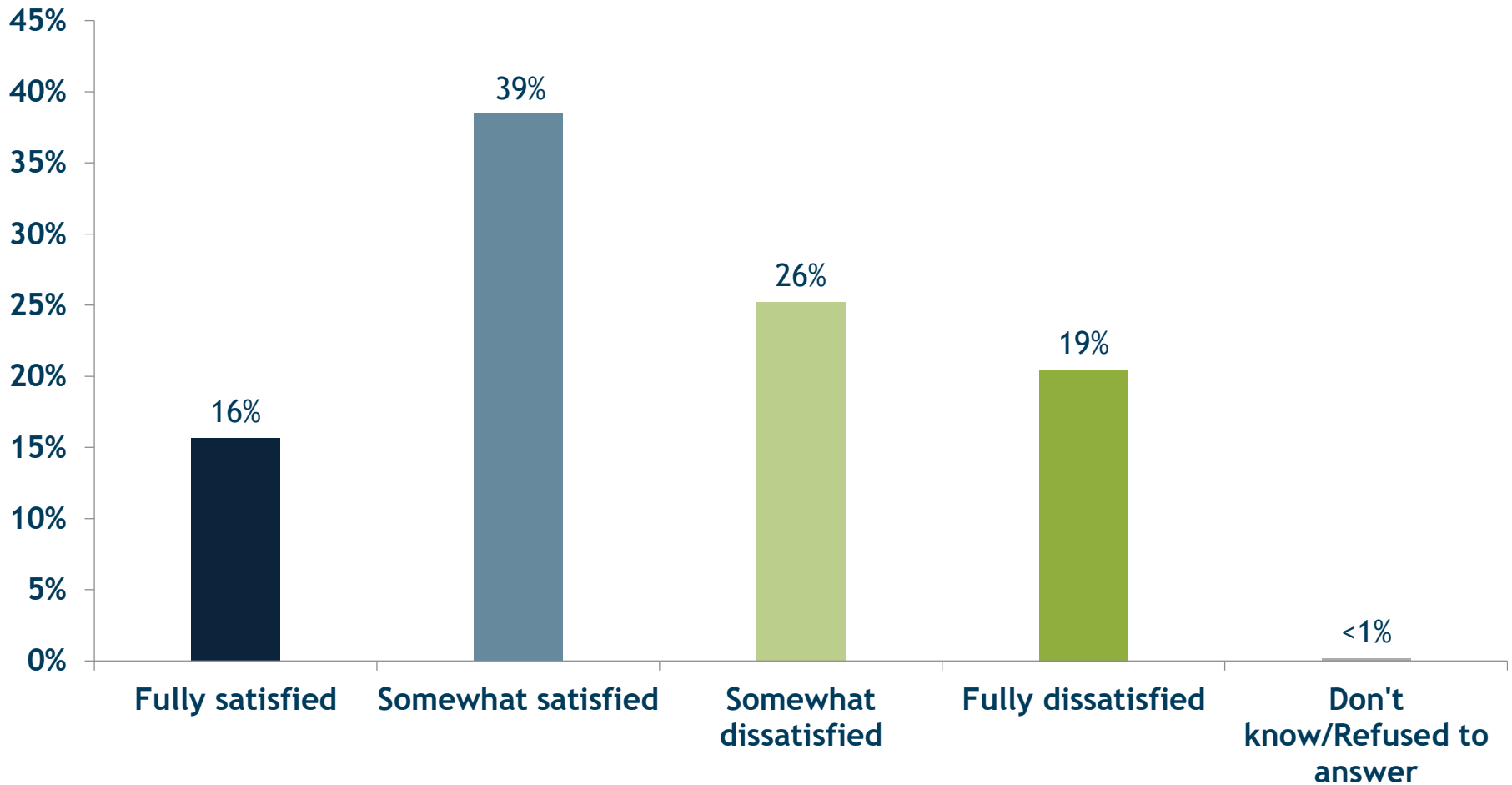
# To what degree are you satisfied with the following services in your municipality:

## Fighting favoritism/wasta



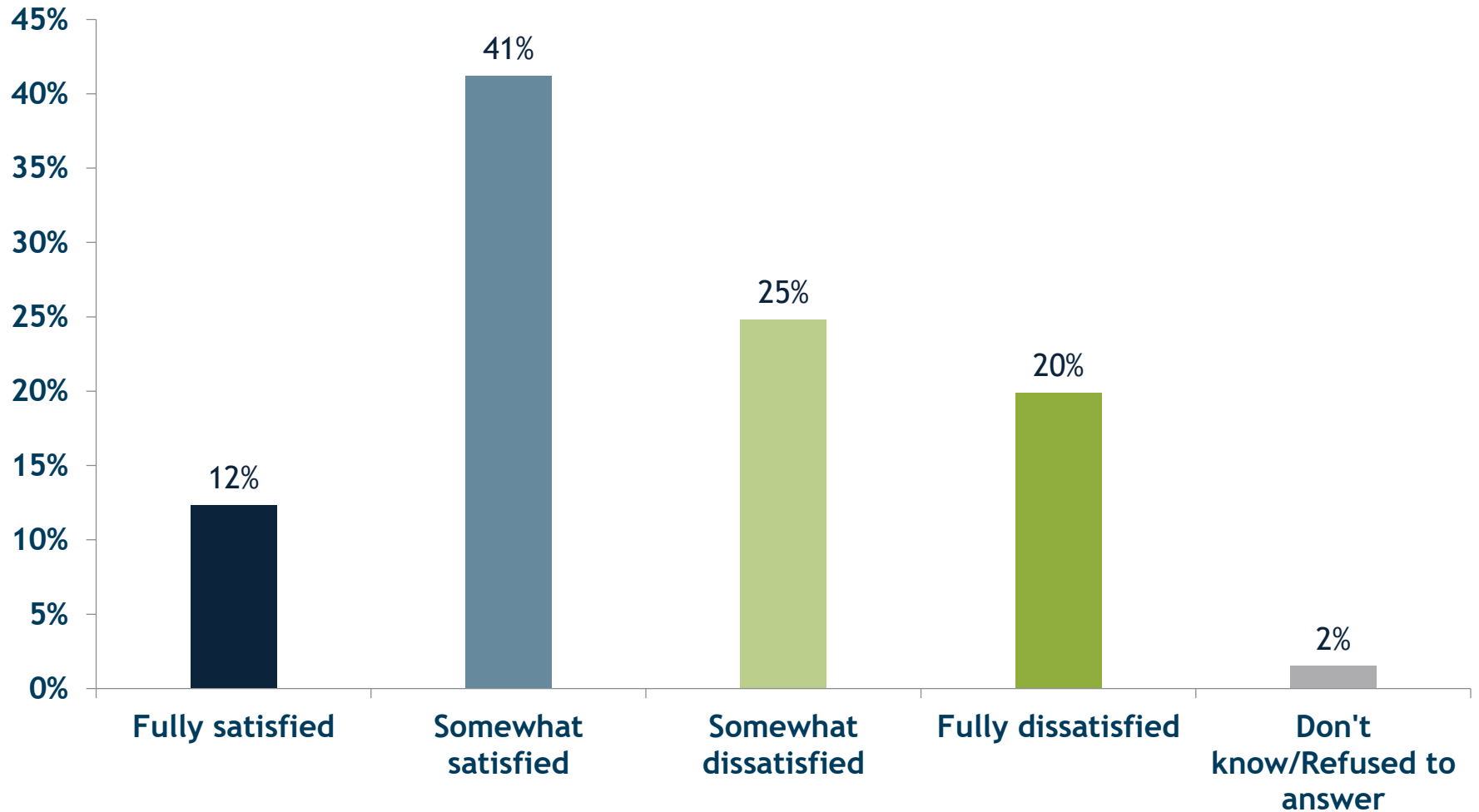
# To what degree are you satisfied with the following services in your municipality:

## Street cleanliness



# To what degree are you satisfied with the following services in your municipality:

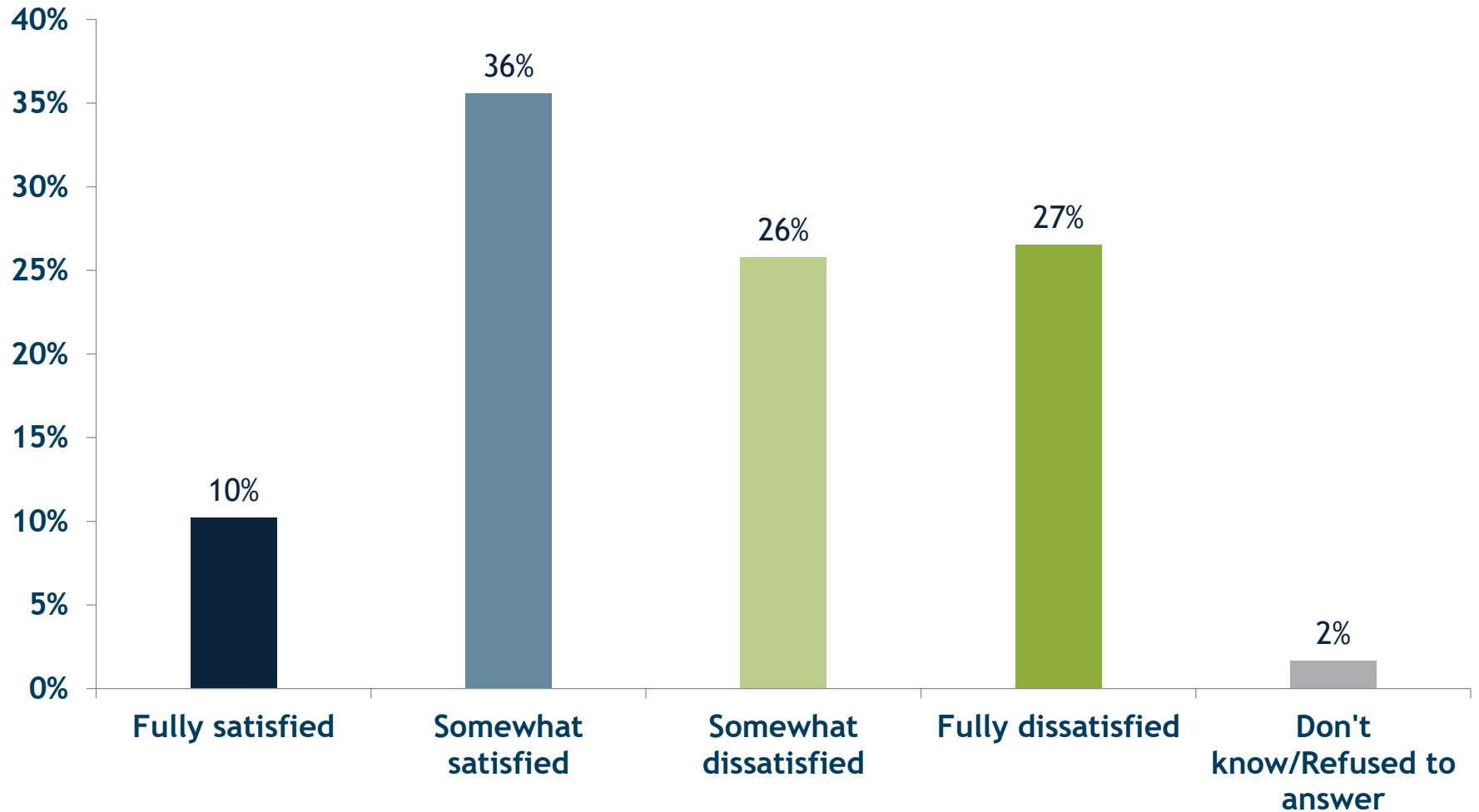
## Construction and regulation of public markets





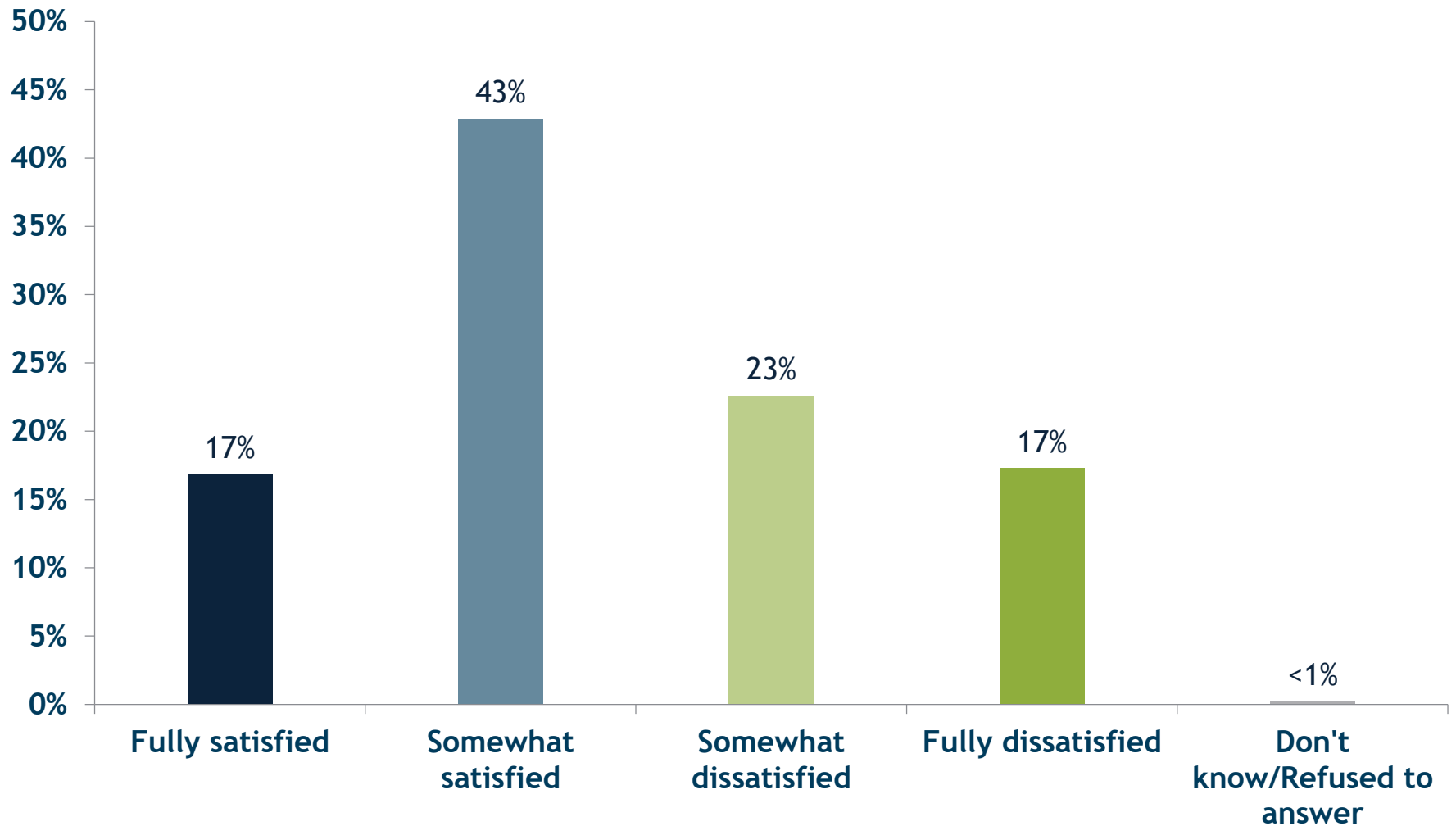
# To what degree are you satisfied with the following services in your municipality:

## Construction and maintenance of public gardens



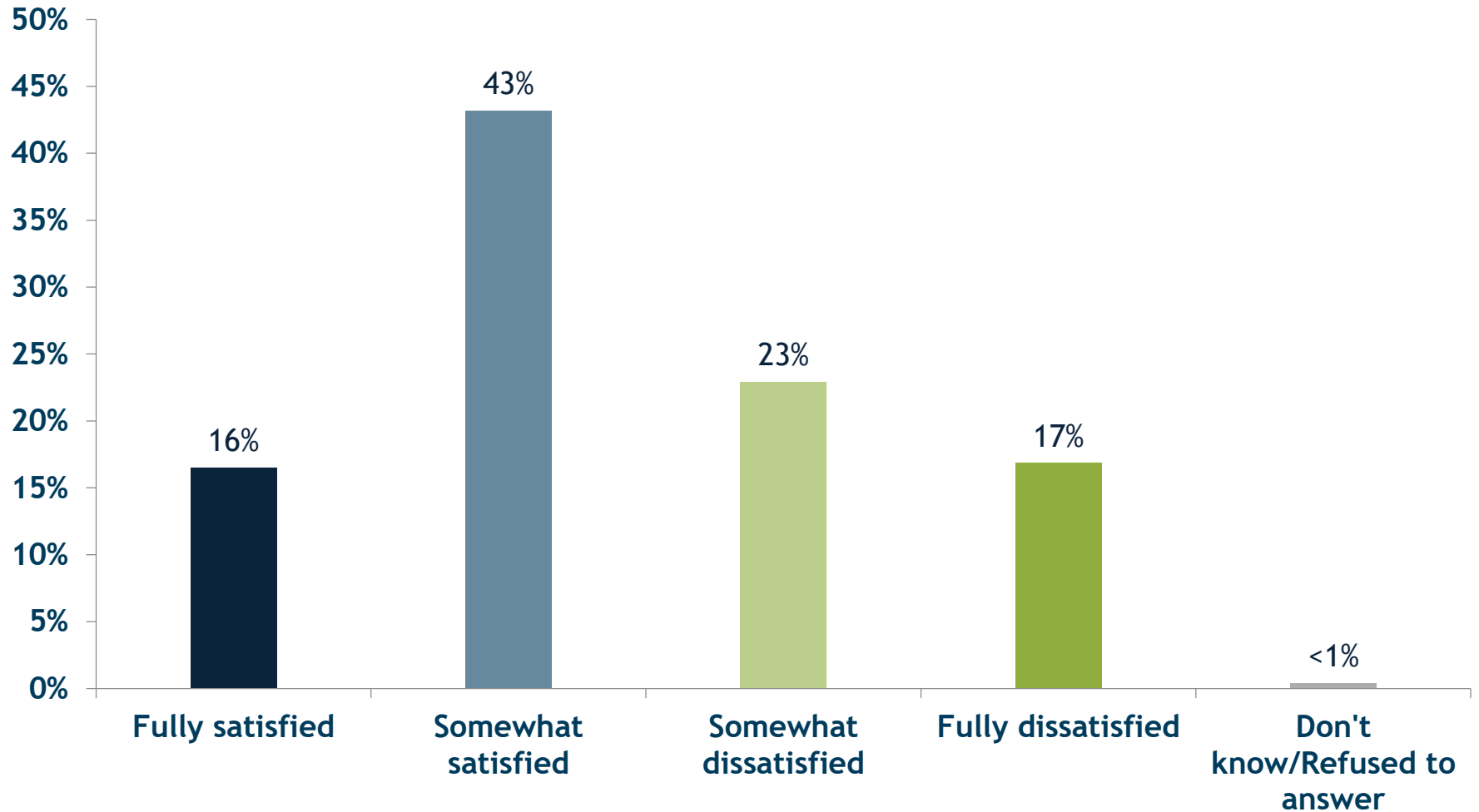
# To what degree are you satisfied with the following services in your municipality:

## Garbage collection



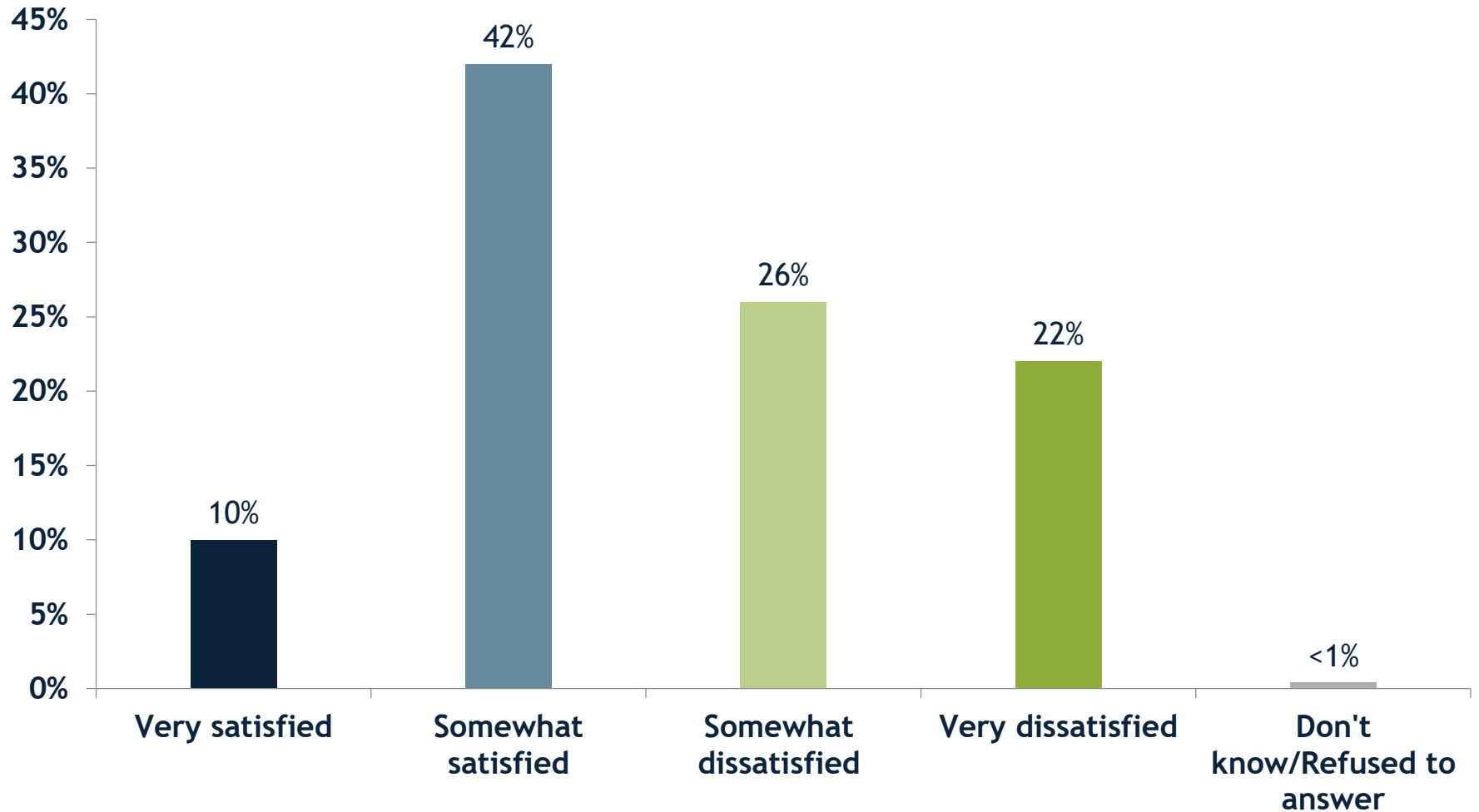
# To what degree are you satisfied with the following services in your municipality:

## Preservation of public health and disease prevention



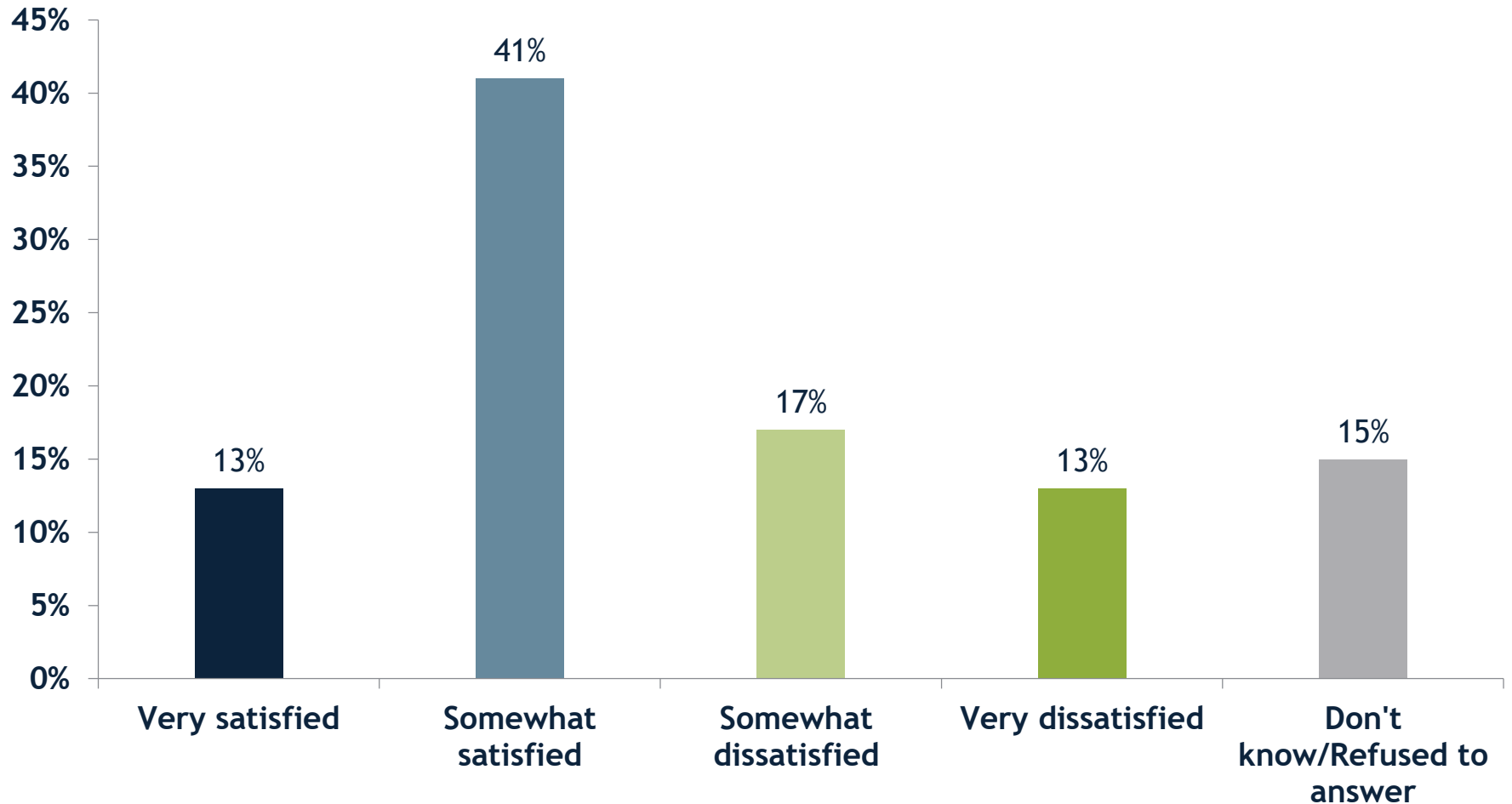
# To what degree are you satisfied with the following services in your municipality:

## Road building and maintenance

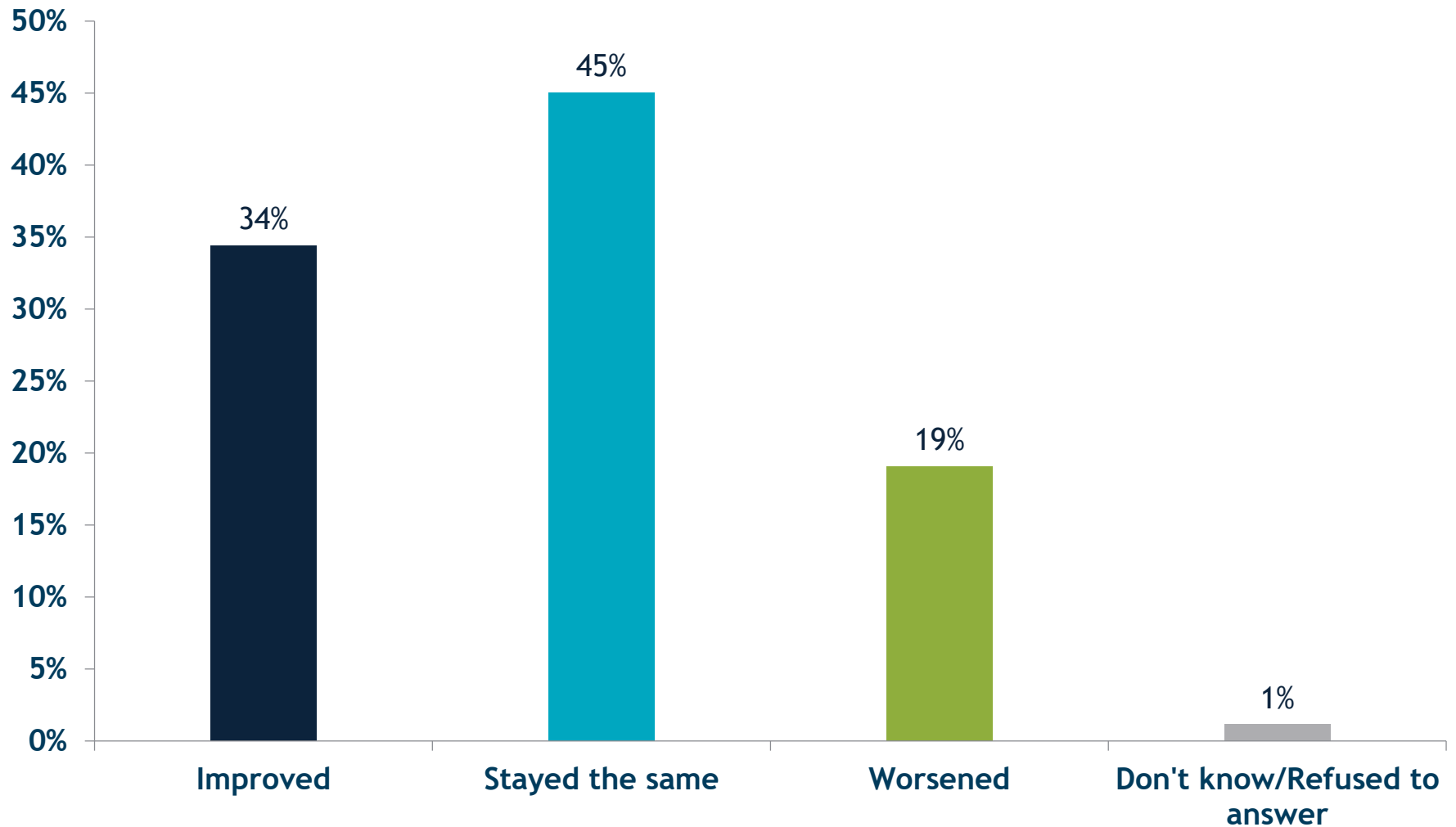


# To what degree are you satisfied with the following services in your municipality:

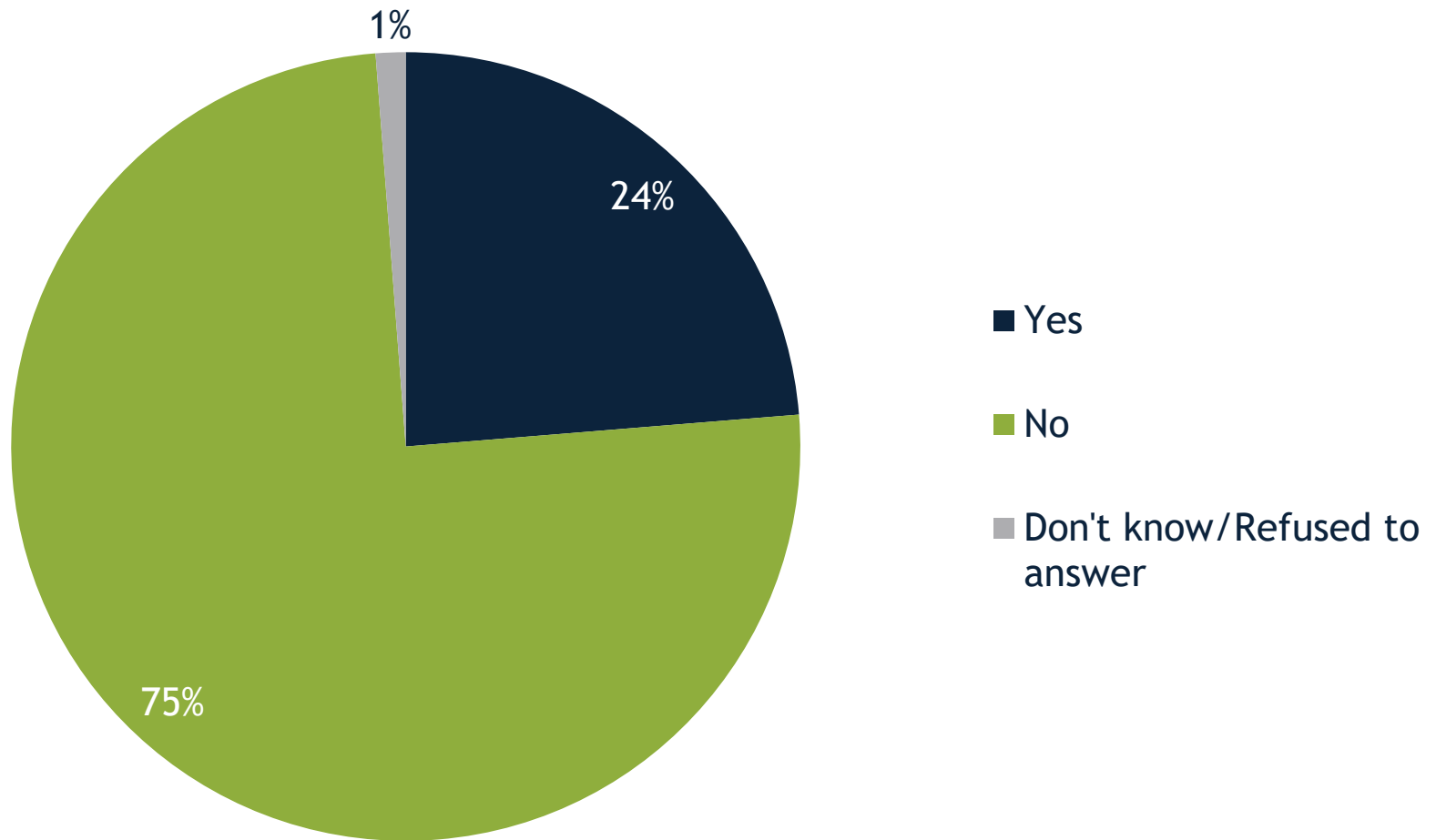
## Obtaining construction and business licenses



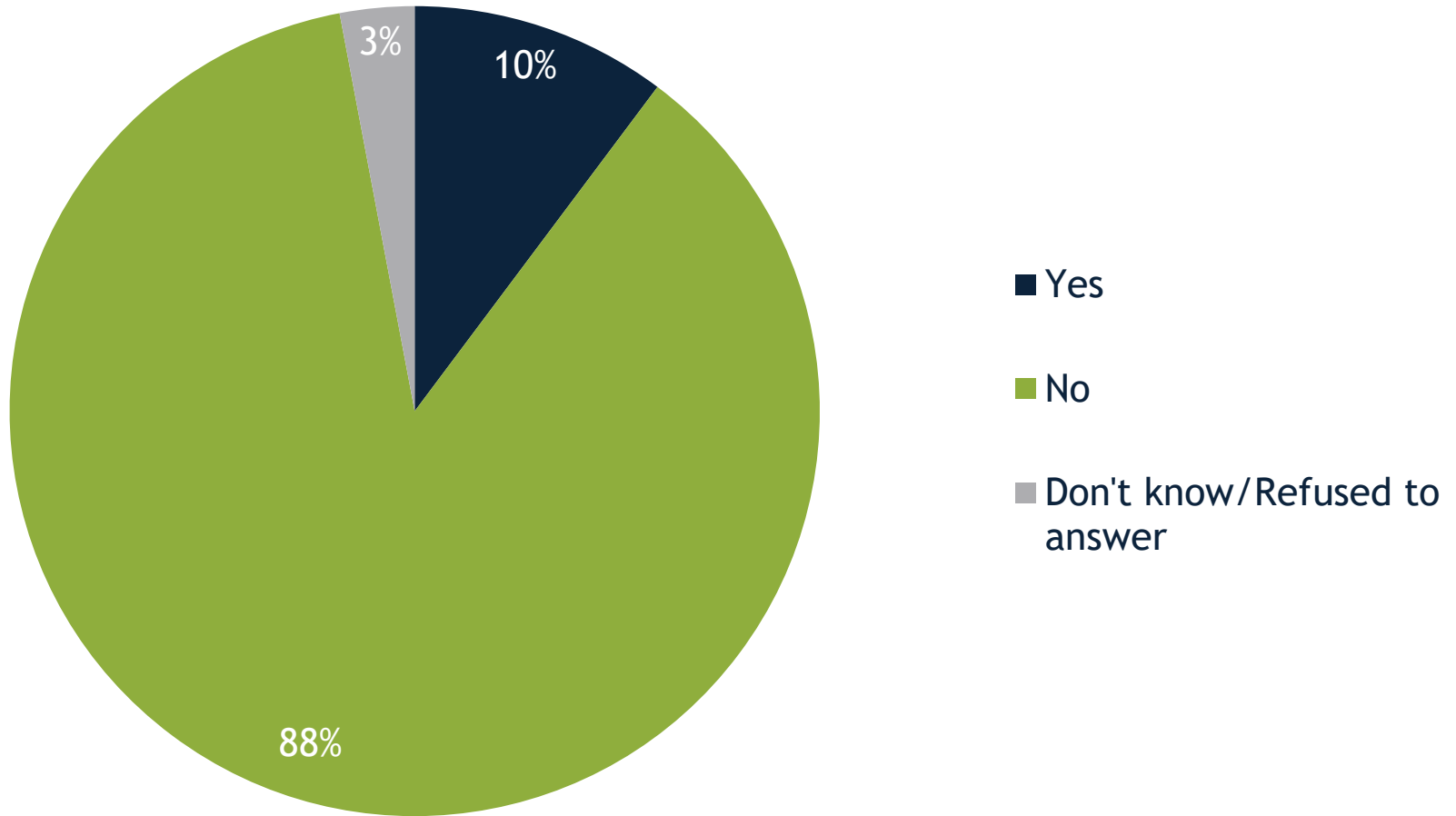
# Has the quality of basic public services (such as water, waste water and solid waste management) improved, worsened or stayed the same in the last year?



# Have you visited the municipality's offices or contacted an elected official since the elections of August 2017?



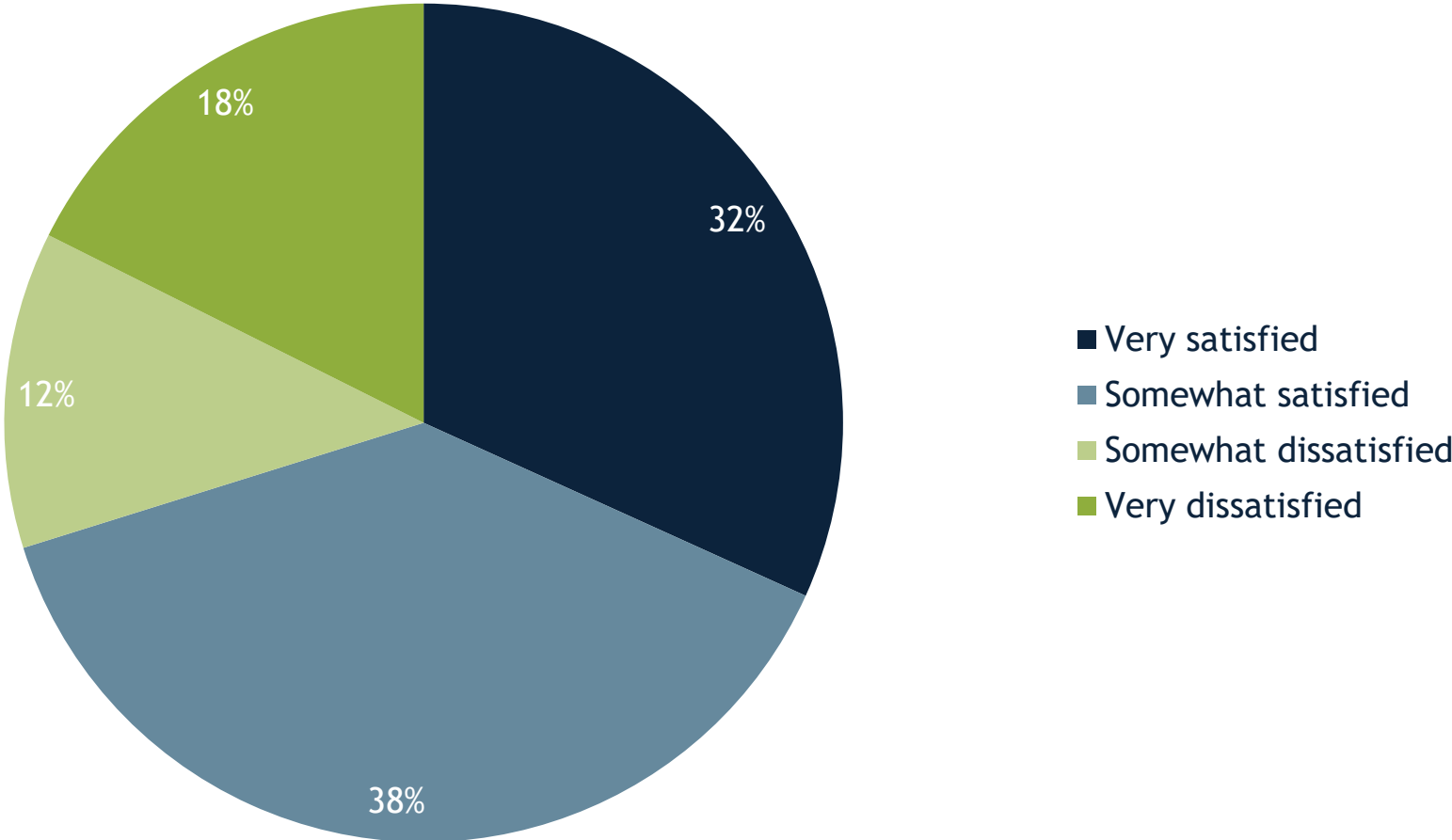
Have you been visited/contacted by any member of the municipal council regarding the services provided by the council since the elections of August 2017?



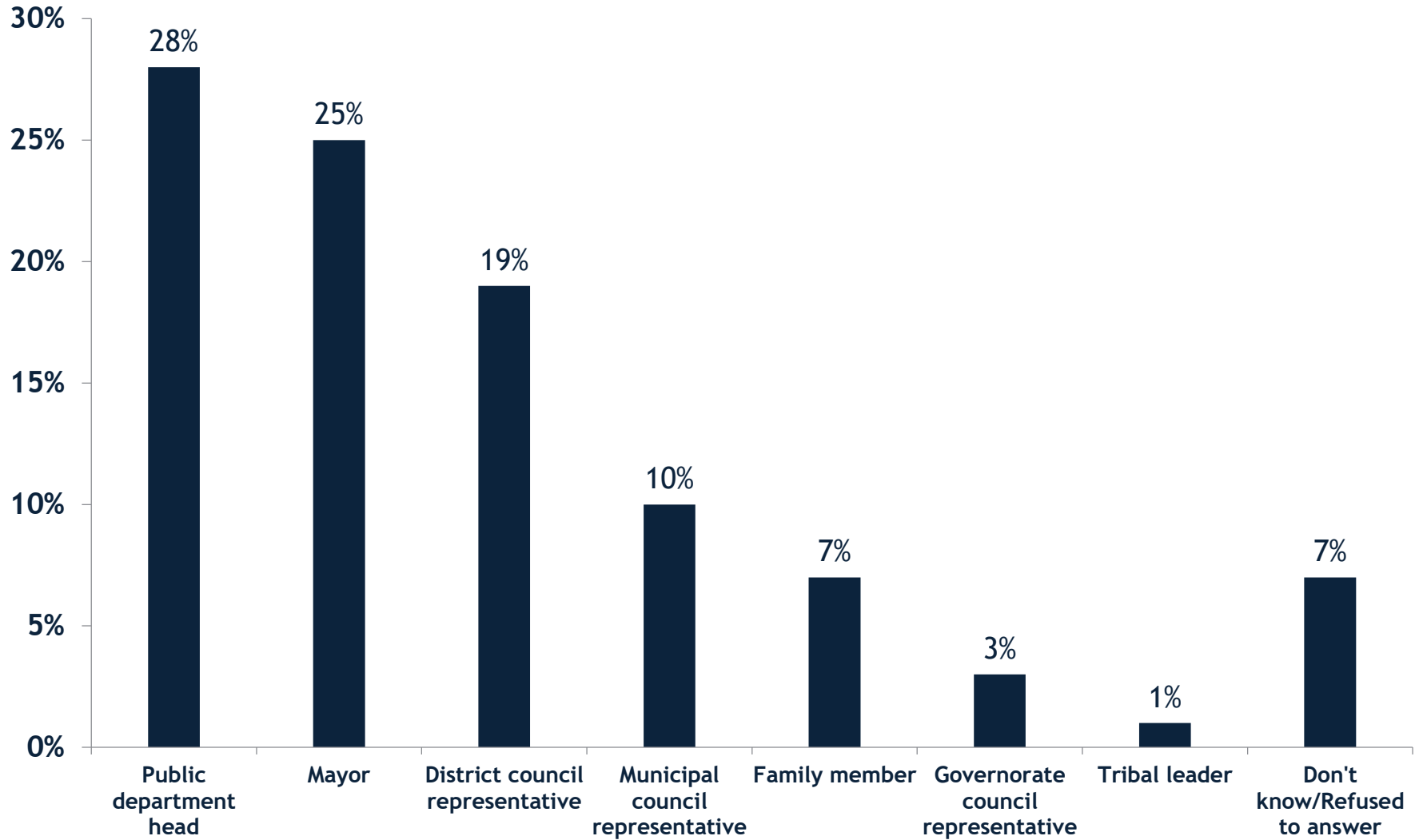


# How satisfied were you with the outcome of this visit/contact?

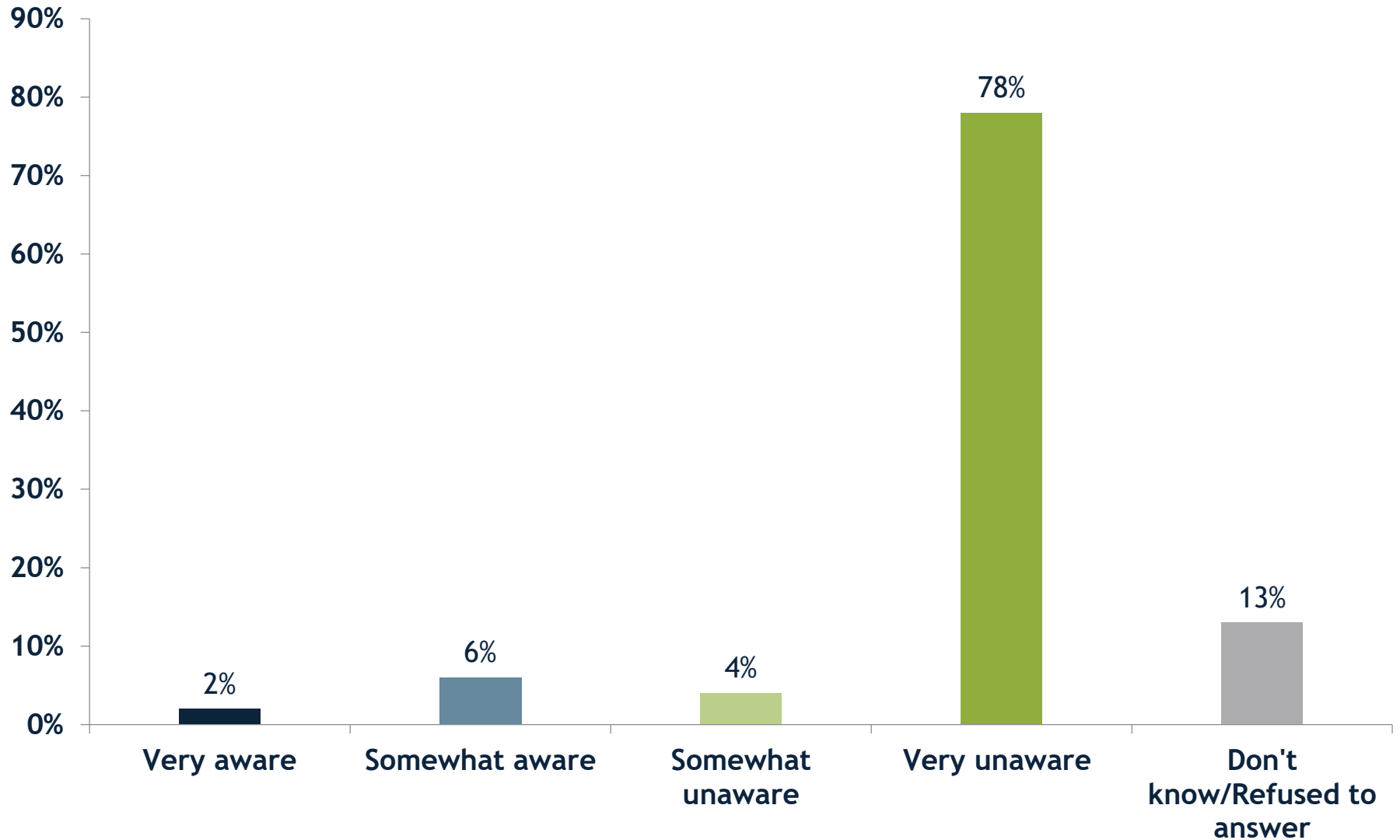
(Respondents who have been visited or contacted by a member of the municipal council: n=158)



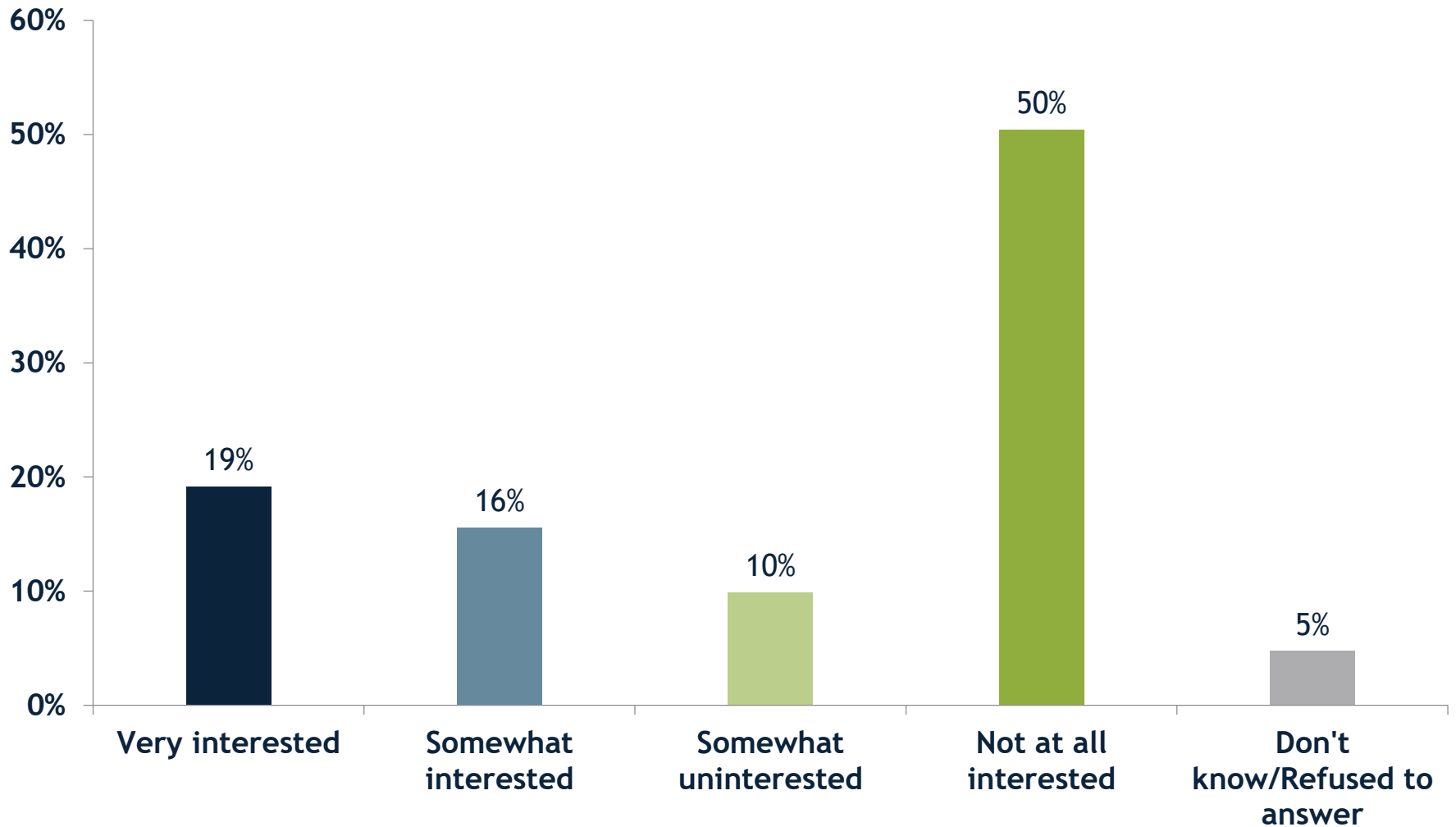
# If you had a problem with a public service, to whom would you go first?



# Are you aware of your municipality's budget and what it spends money on?



# To what extent would you be interested in attending a public municipal budget hearing where the public was informed about municipal costs and expenditures?



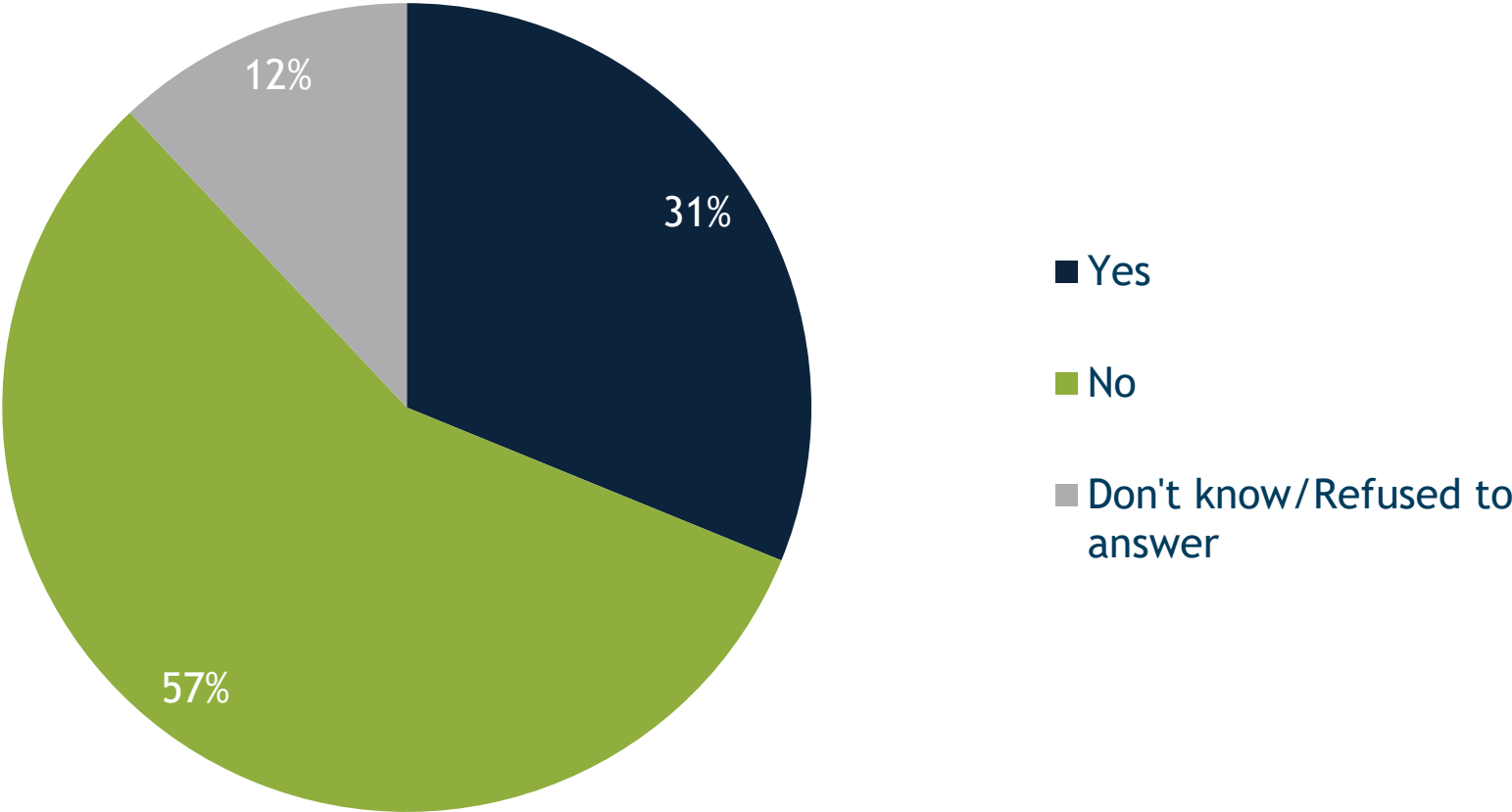


# Municipalities and Decentralization Laws

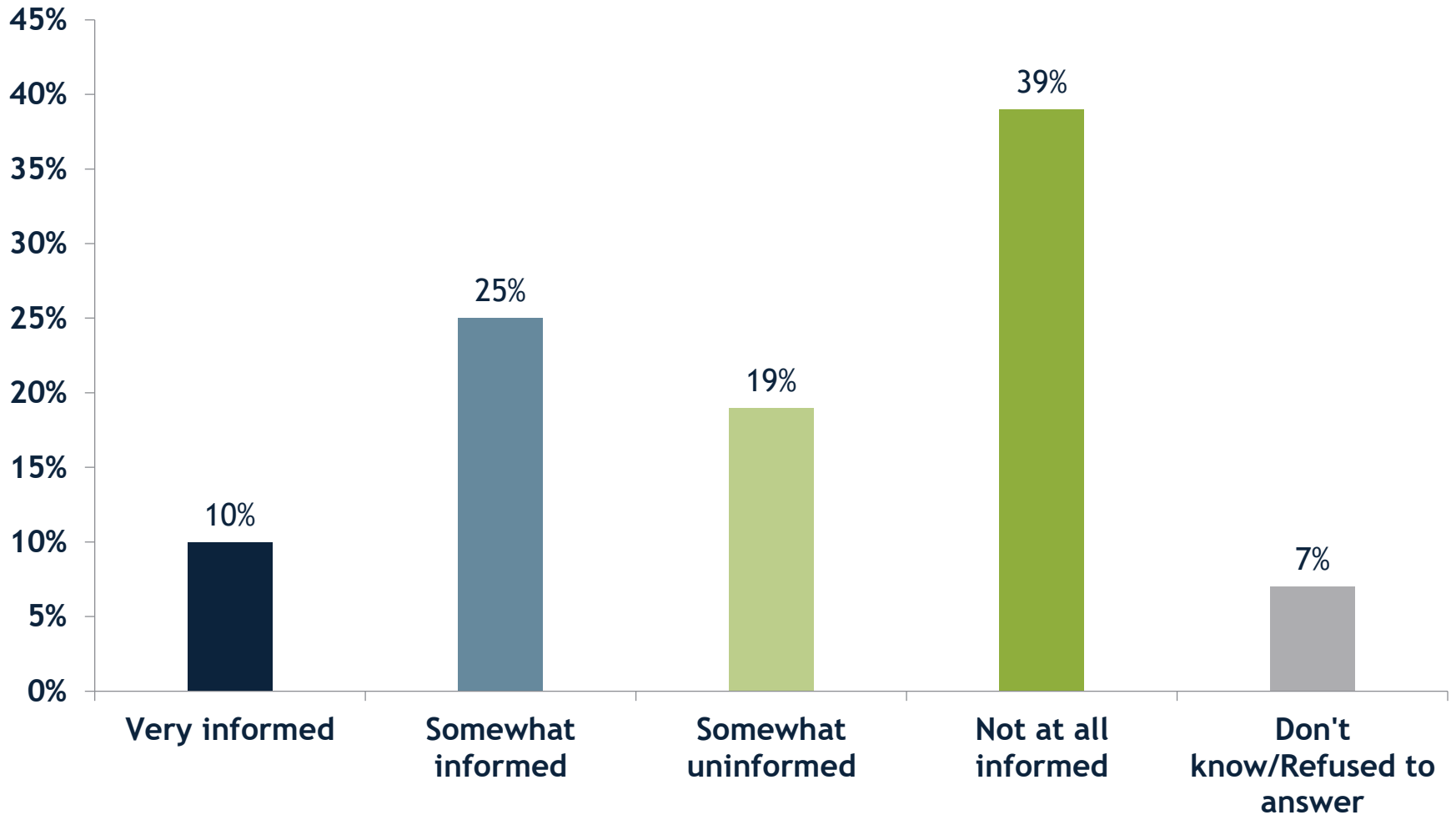
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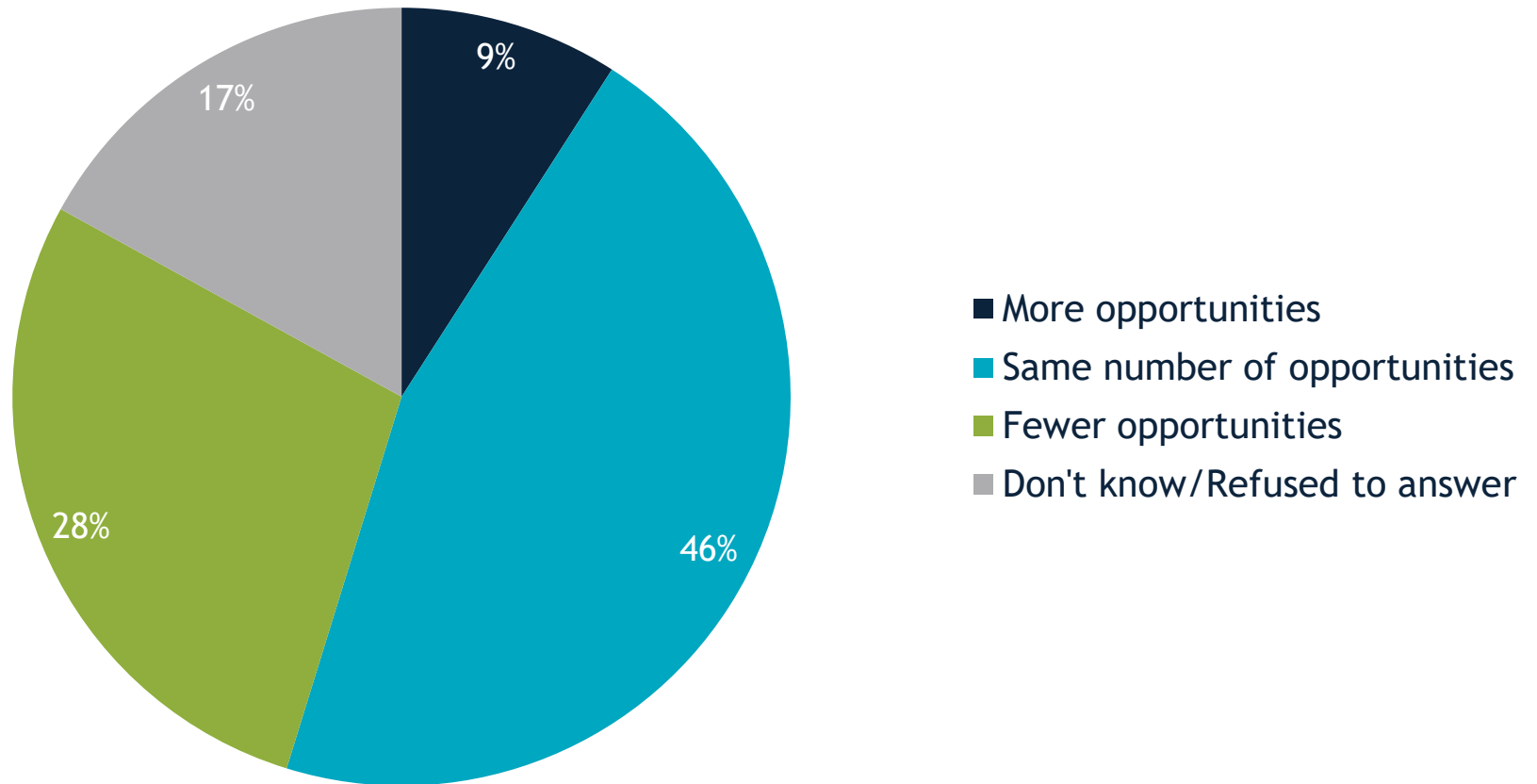
# Are you aware that governorate councils and municipalities will actively contribute to the design and implementation of Governorate Development Plans?



Last year, Jordan began a process of decentralization - moving authority from central institutions in Amman to local elected officials and creating the new governorate councils. How aware are you of this decentralization process?



Compared to before the August 2017 elections, do you feel you have had more, fewer or the same number of opportunities to contribute to your municipality's priorities?





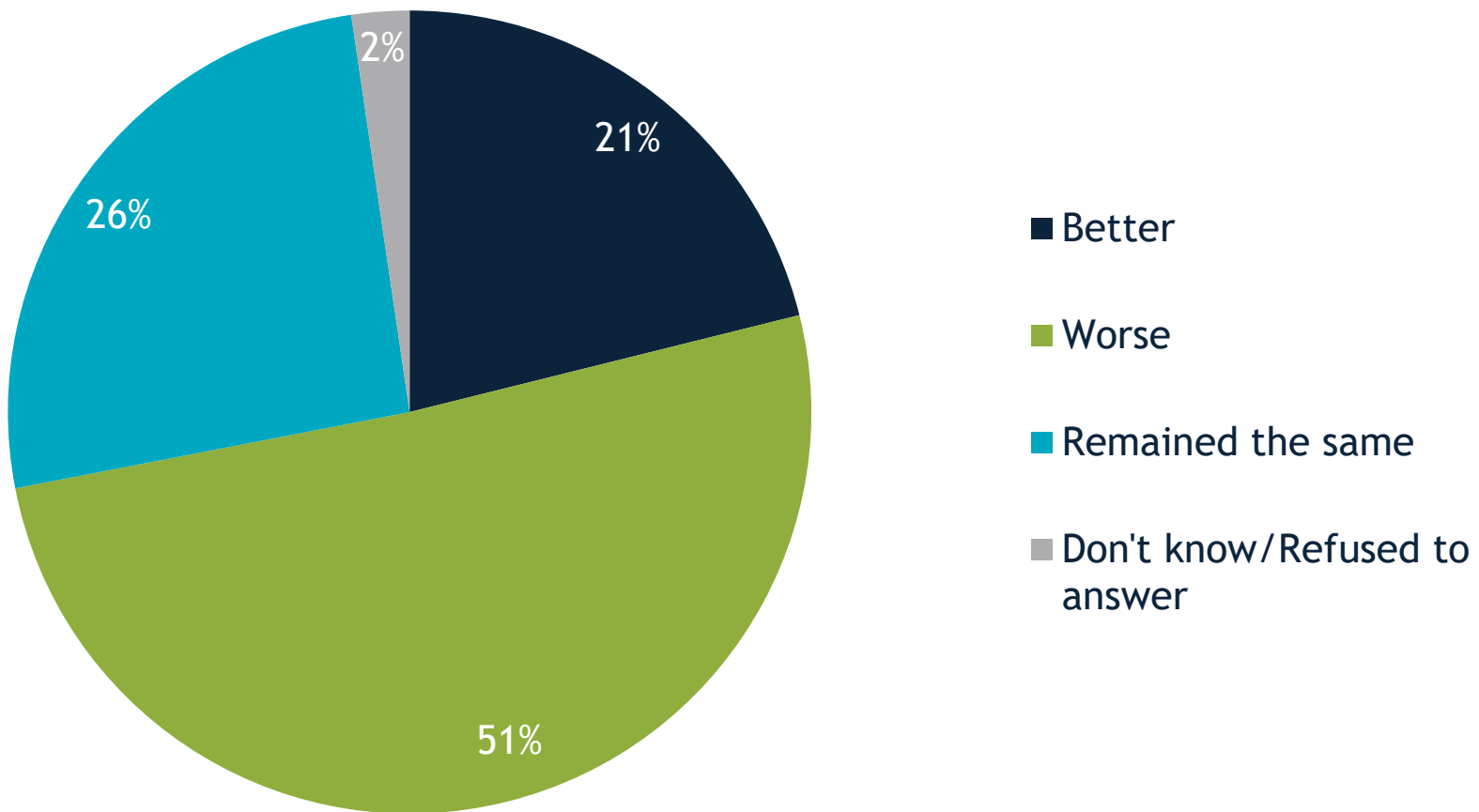


# Syrian Refugees

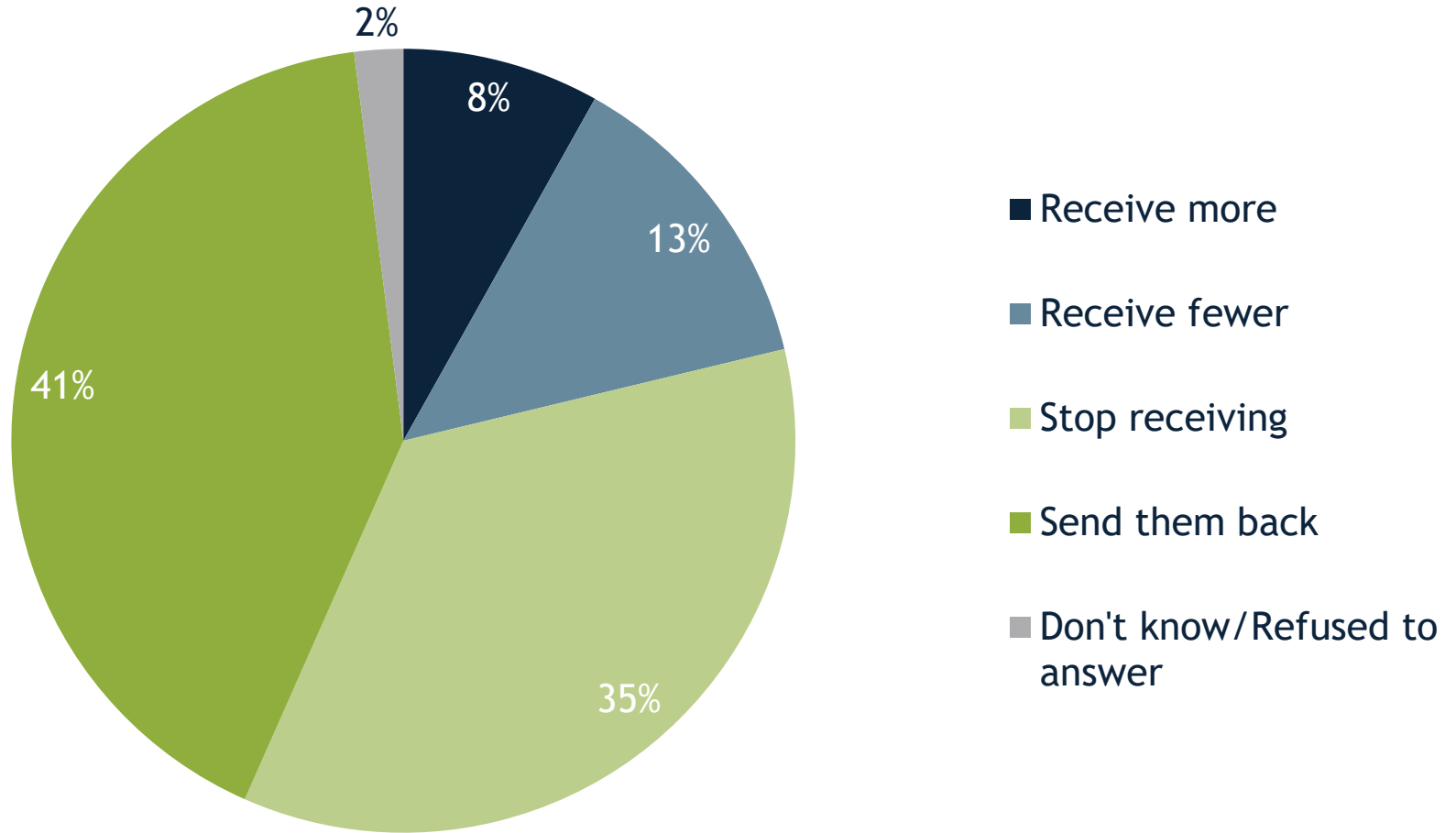
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# Do you think people's attitudes towards Syrians refugees are getting:

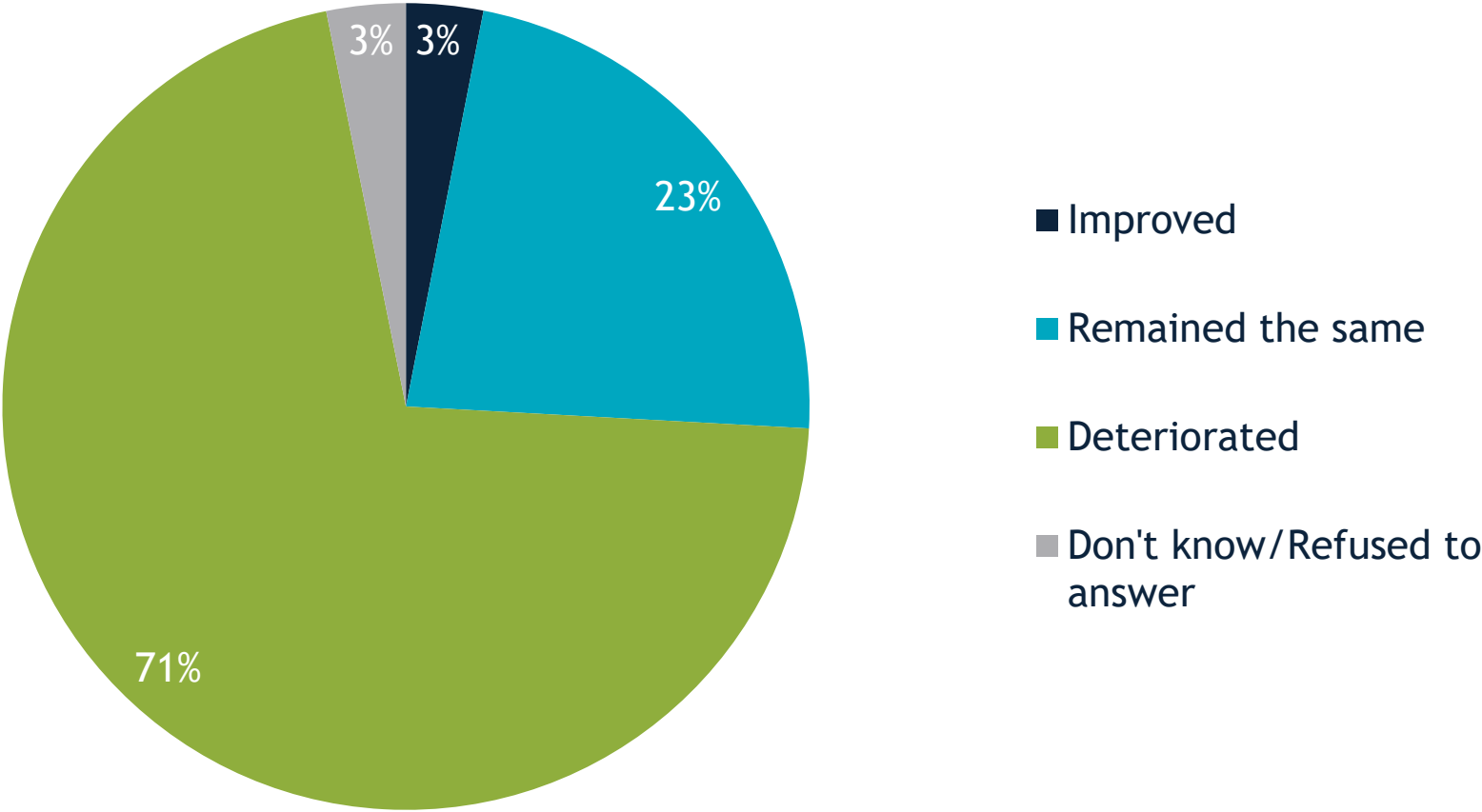


# Which of the following statements describes your position in regard to Syrian refugees?



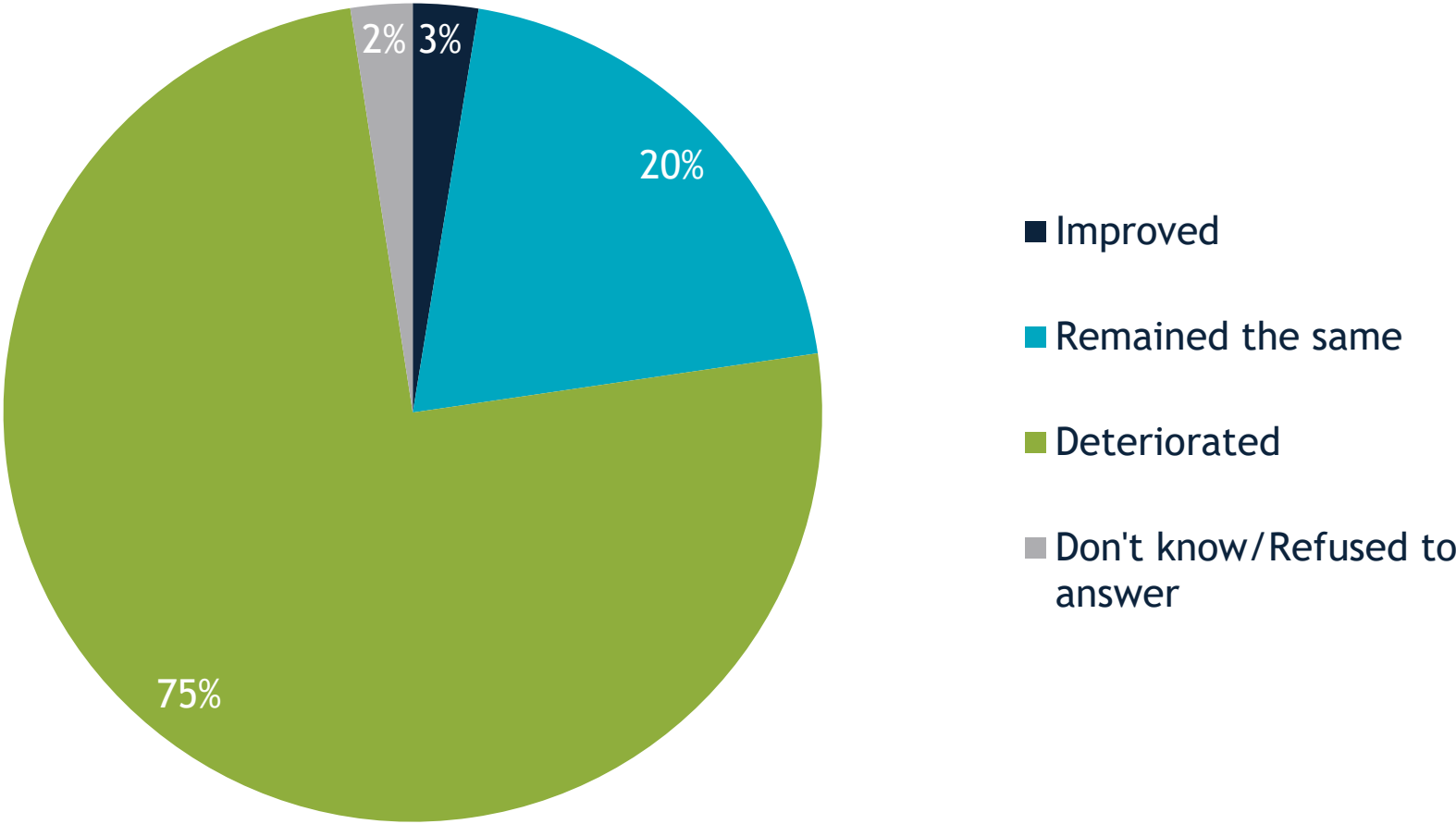
Do you think the following has improved, remained the same or deteriorated as a result of the Syrian refugee influx:

The quality of education in public schools



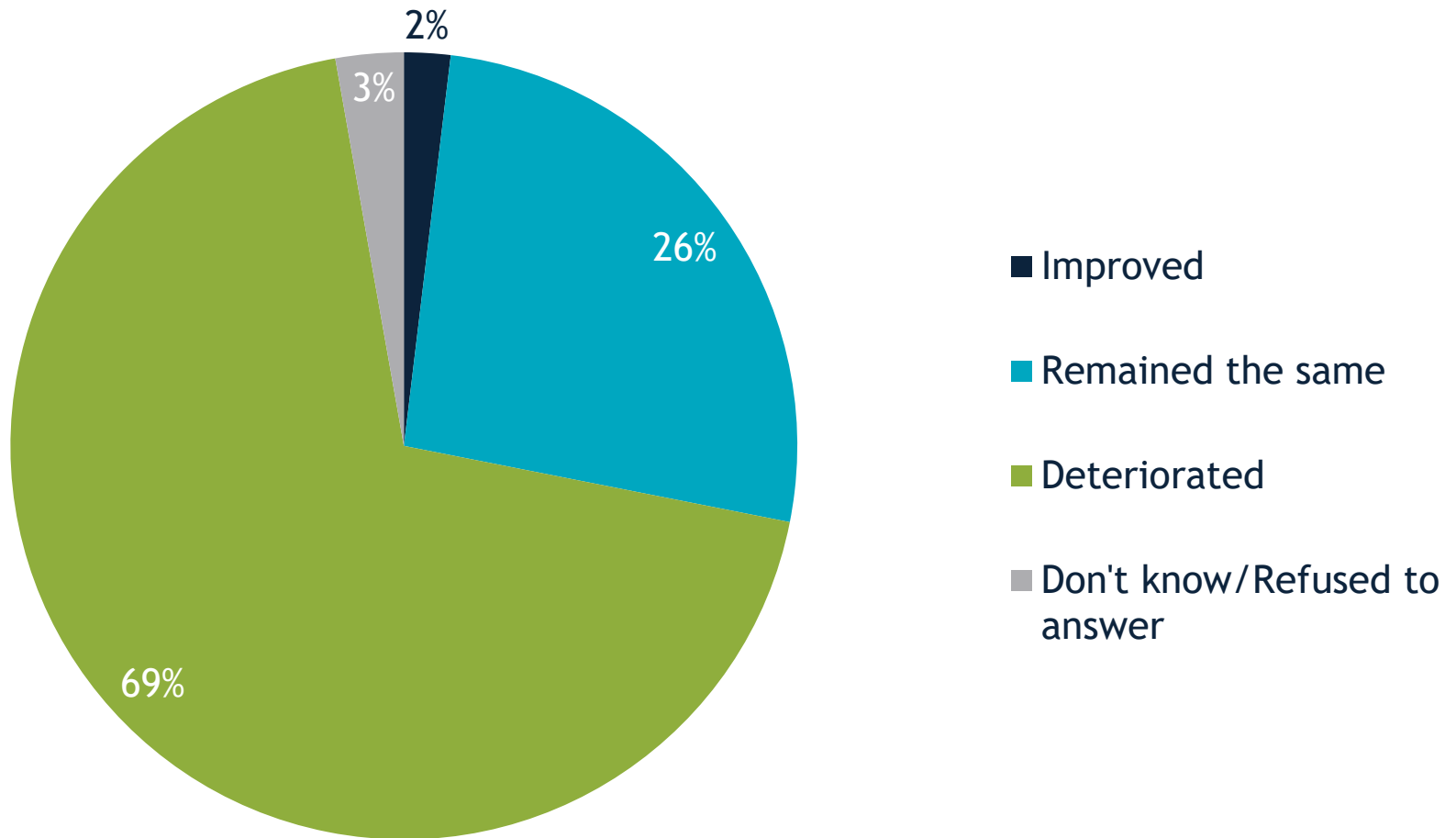
Do you think the following has improved, remained the same or deteriorated as a result of the Syrian refugee influx:

The quality of health services in public clinics and hospitals



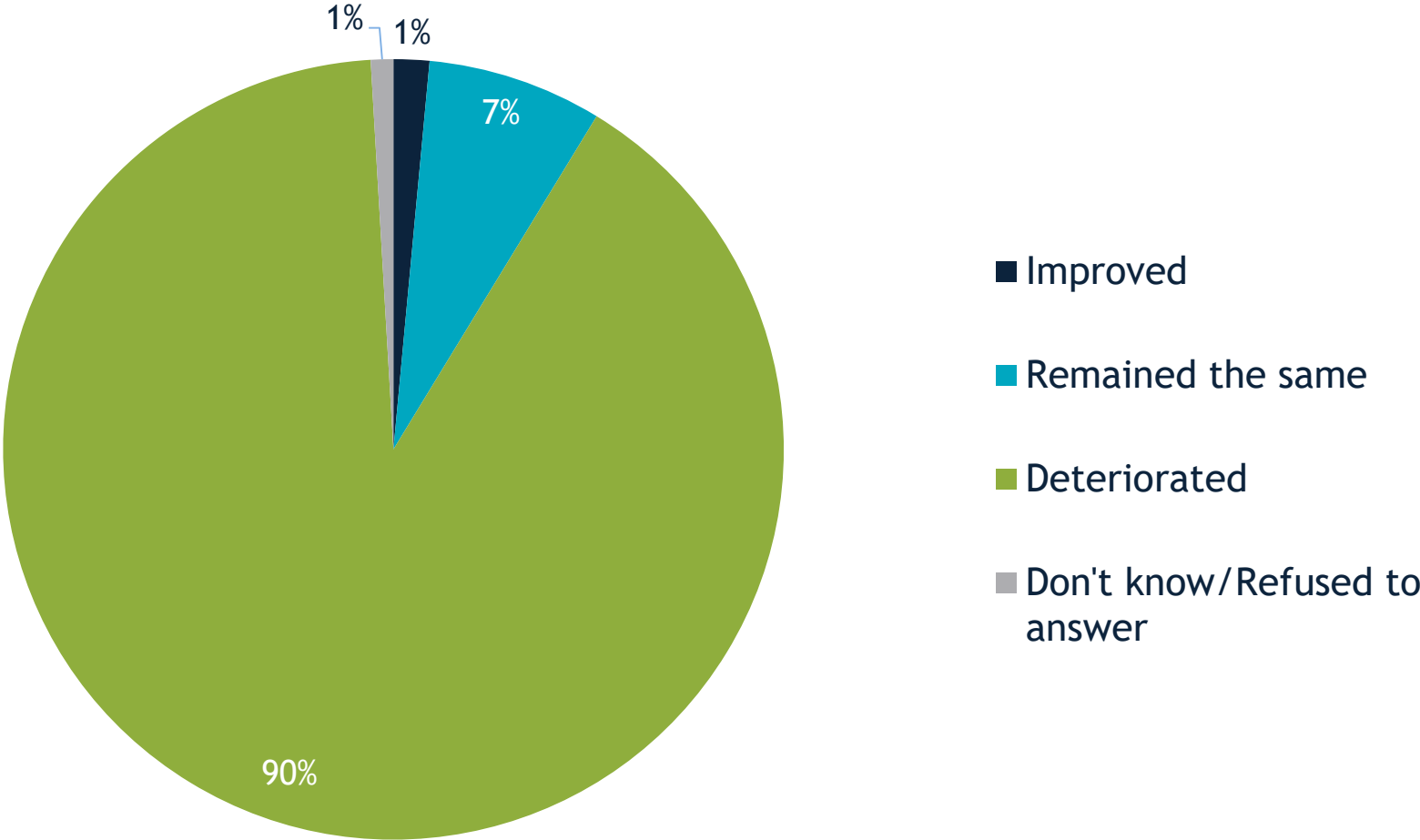
Do you think the following has improved, remained the same or deteriorated as a result of the Syrian refugee influx:

The quality of municipal services (garbage collection in particular)



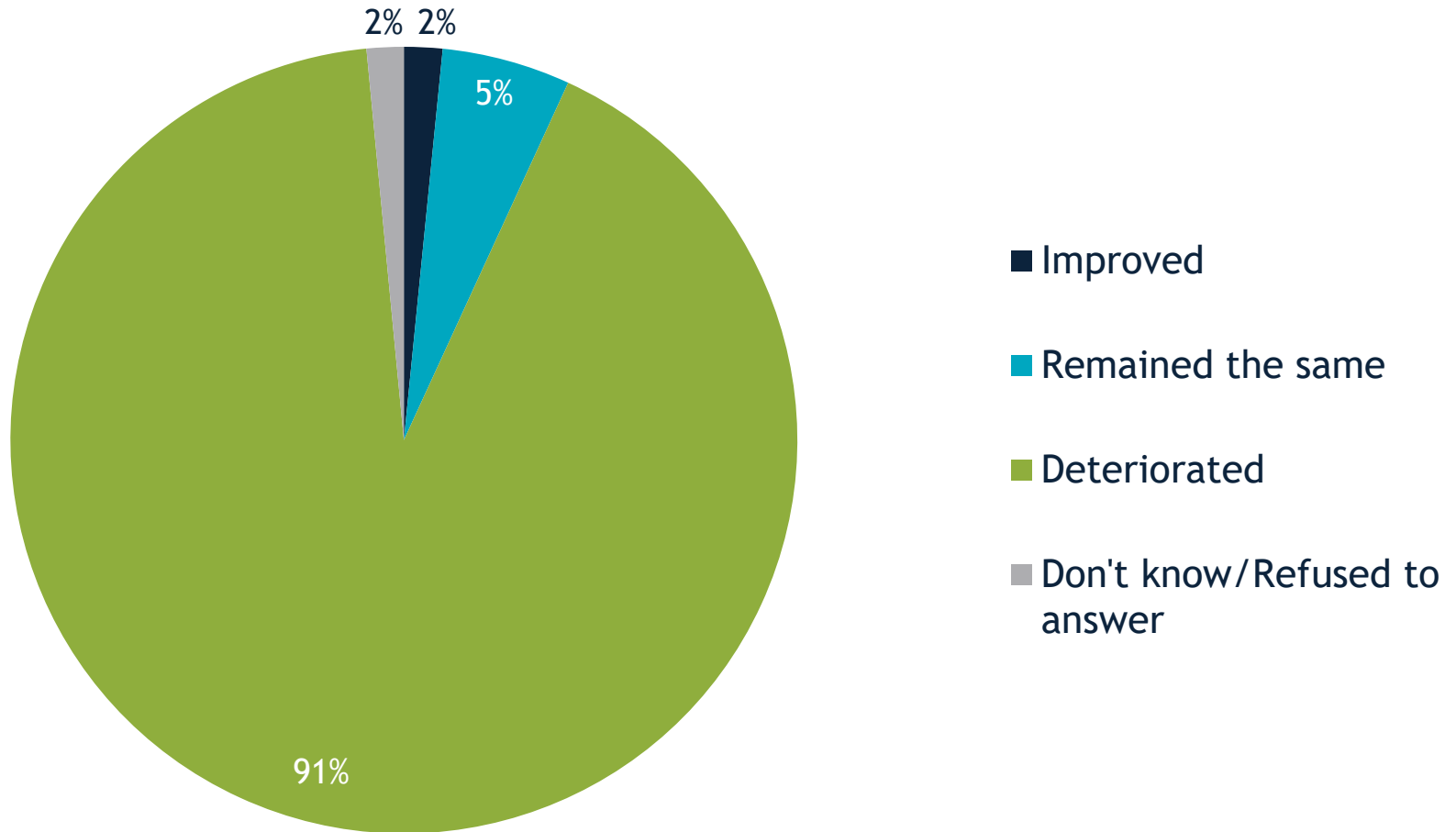
Do you think the following has improved, remained the same or deteriorated as a result of the Syrian refugee influx:

**Employment opportunities**



Do you think the following has improved, remained the same or deteriorated as a result of the Syrian refugee influx:

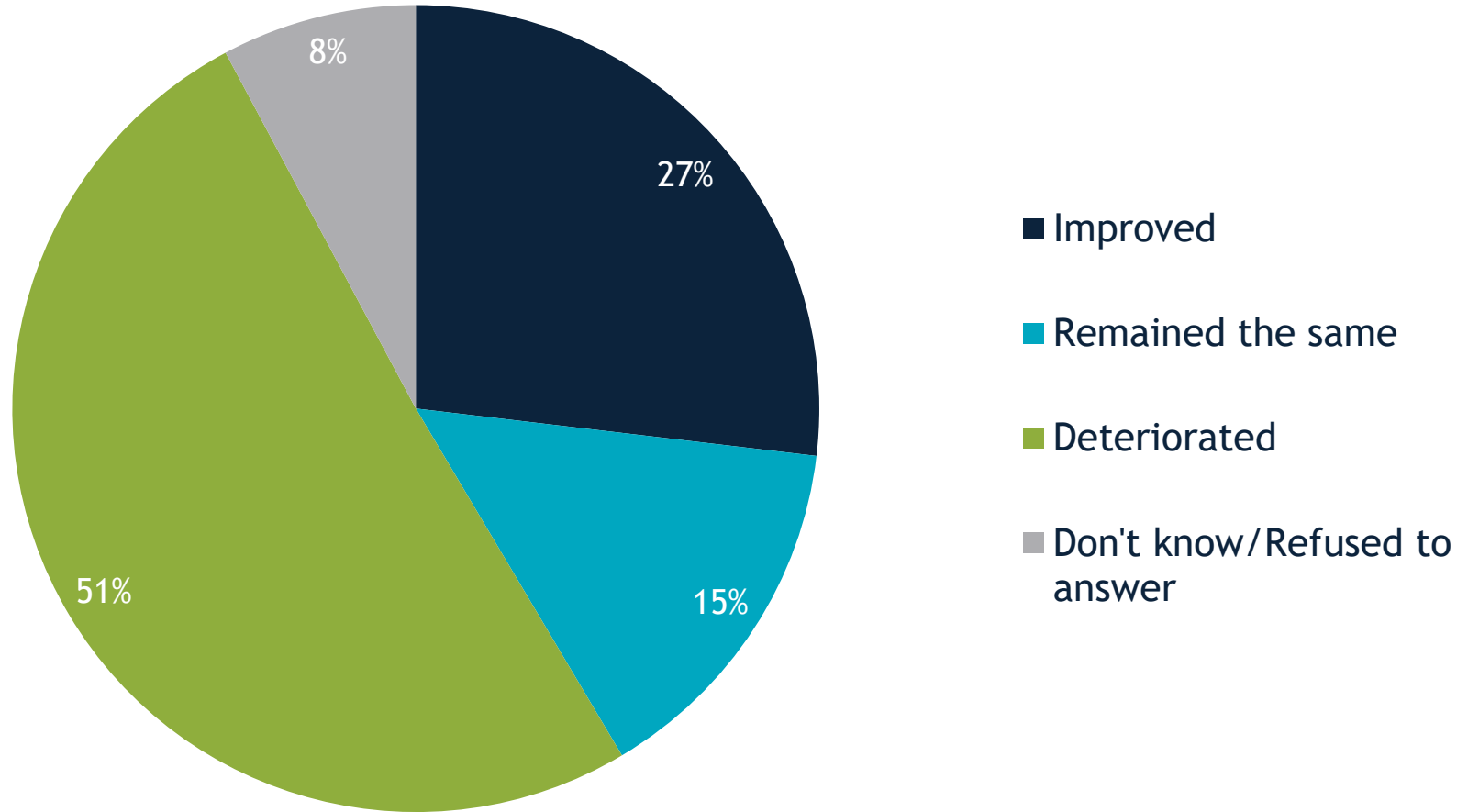
Prices of real estate (buying and renting)



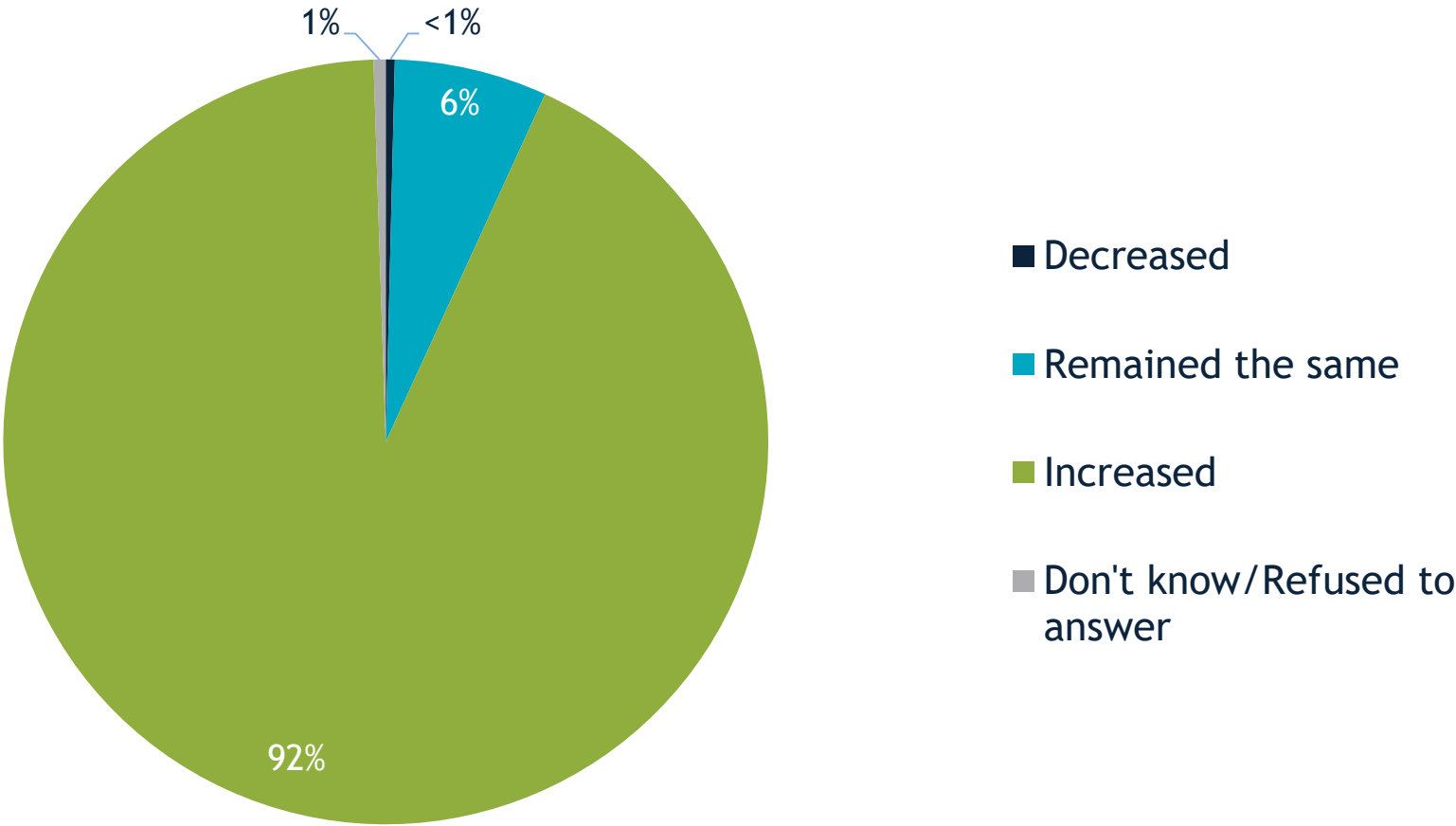


Do you think the following has improved, remained the same or deteriorated as a result of the Syrian refugee influx:

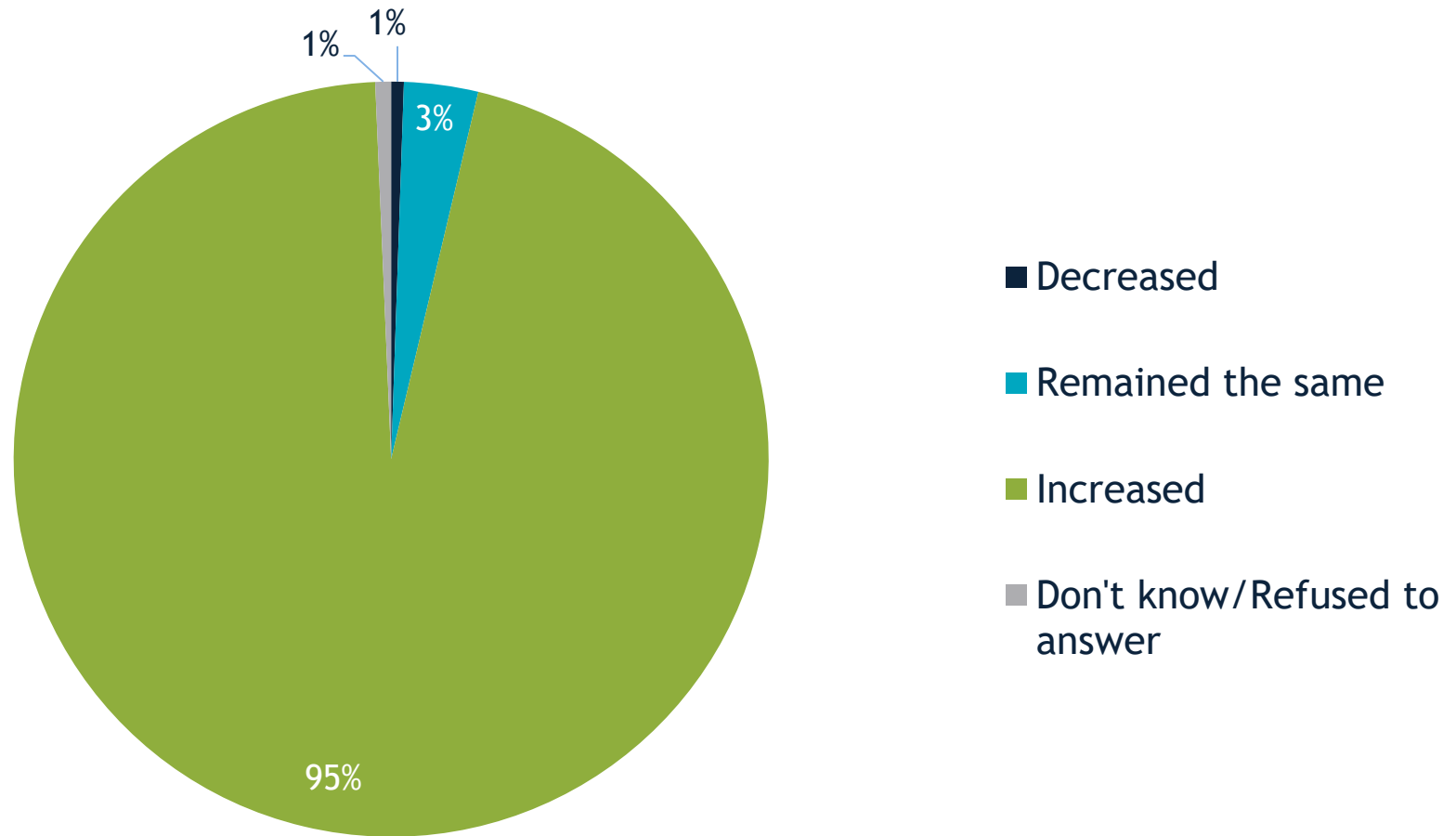
The international community's perception of Jordan



# Do you believe that the prices of goods and services were affected by the Syrian refugee influx?



# Do you believe that real estate prices were affected by the Syrian refugee influx?



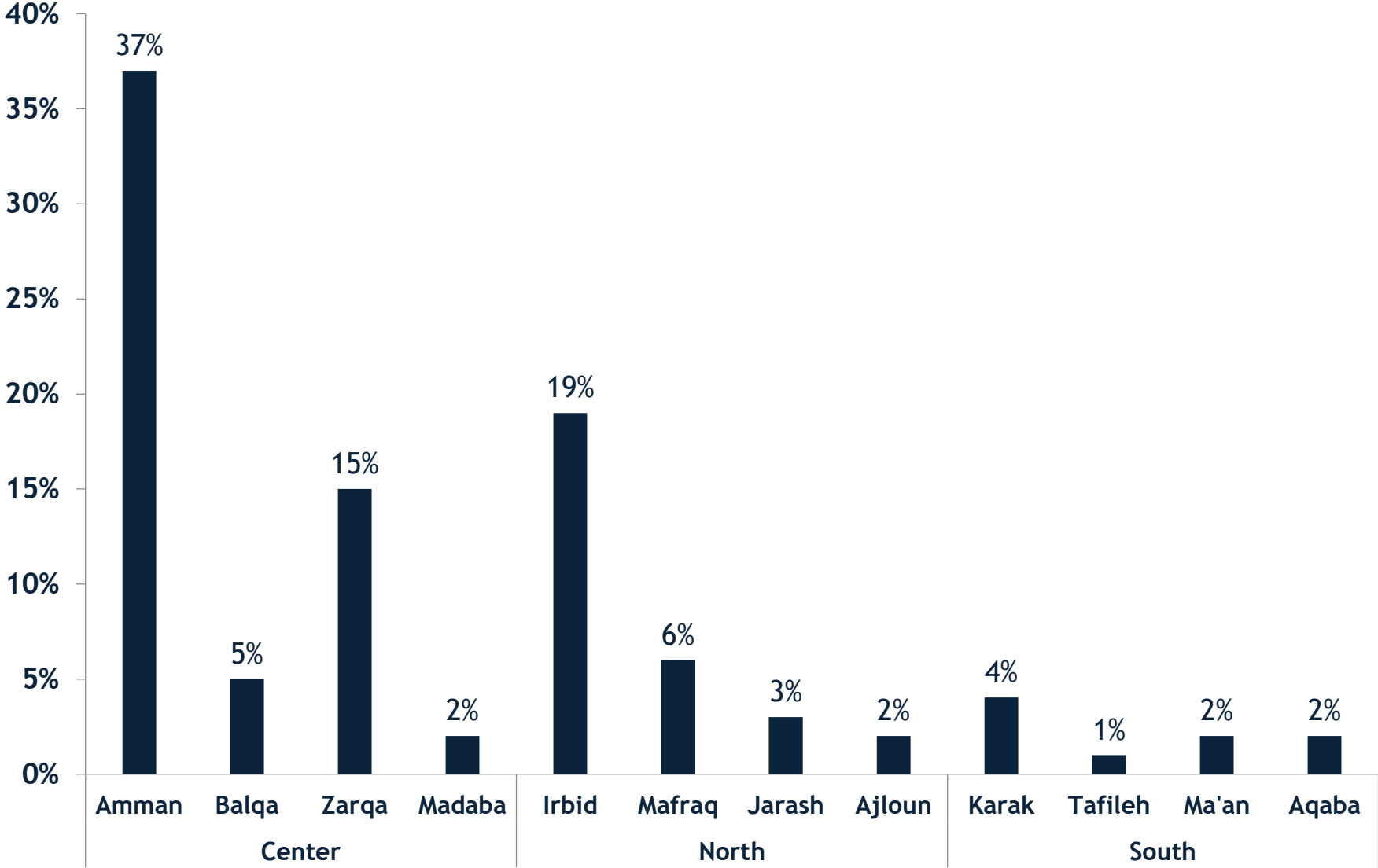


# Demographic Data

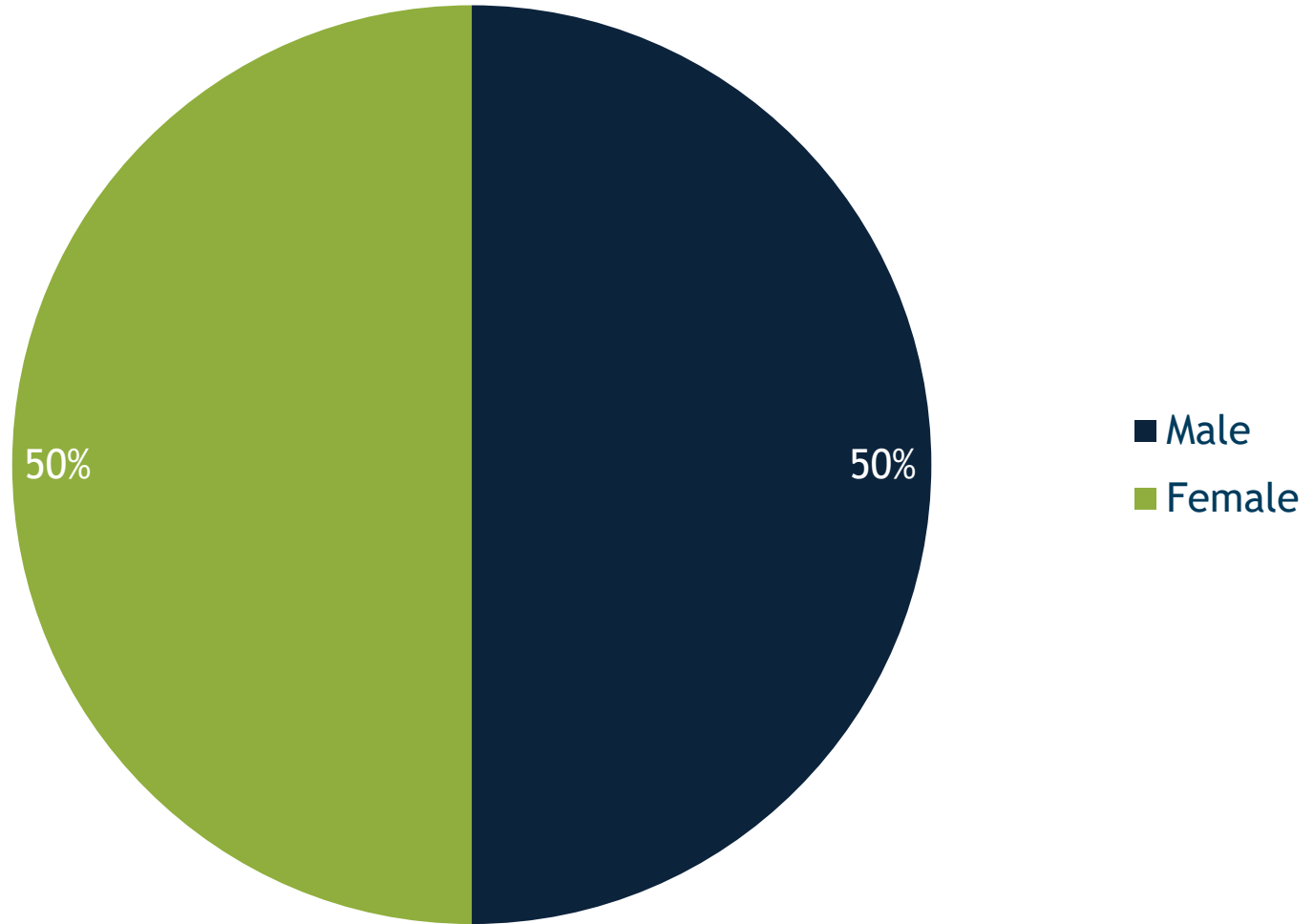
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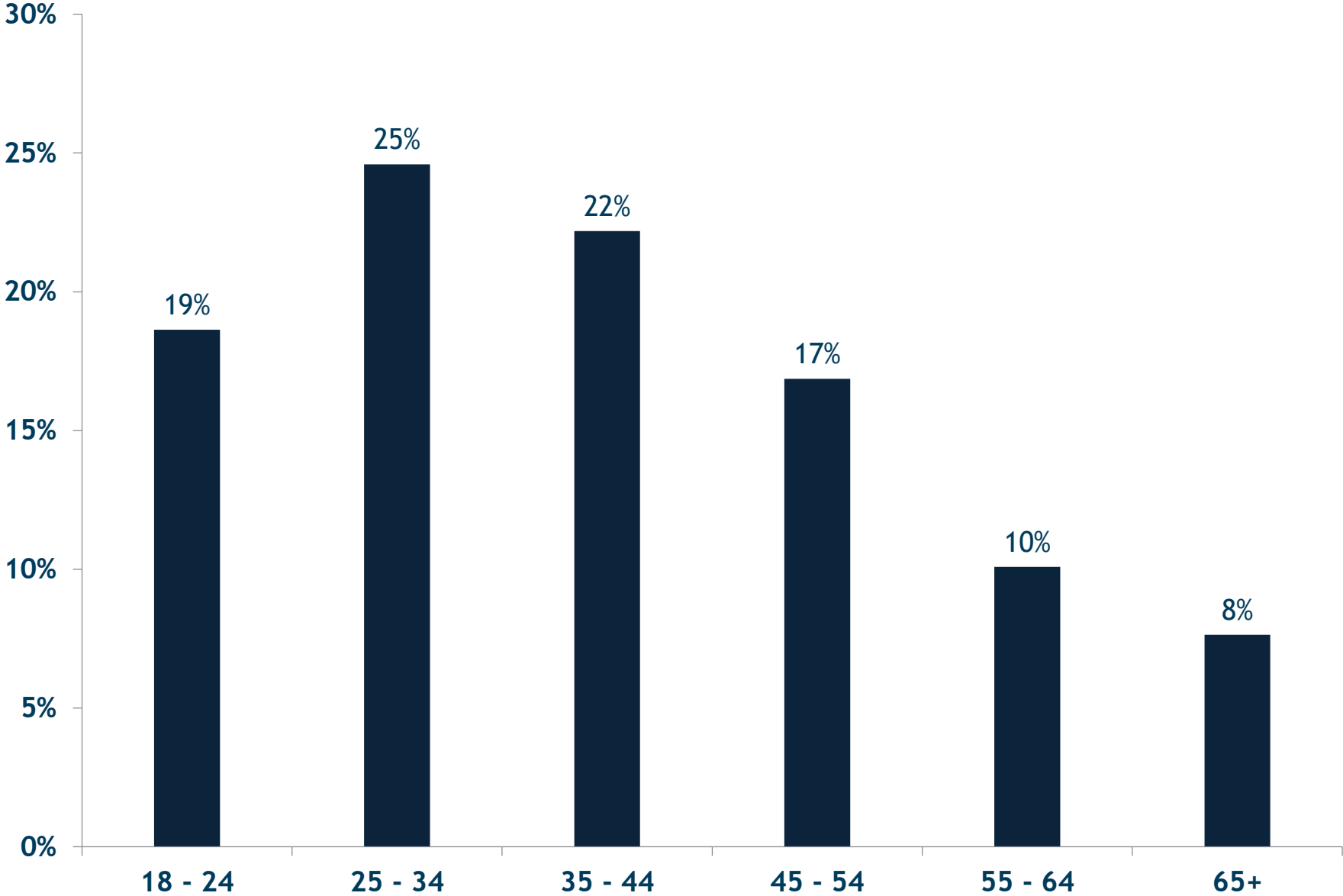
# Governorate



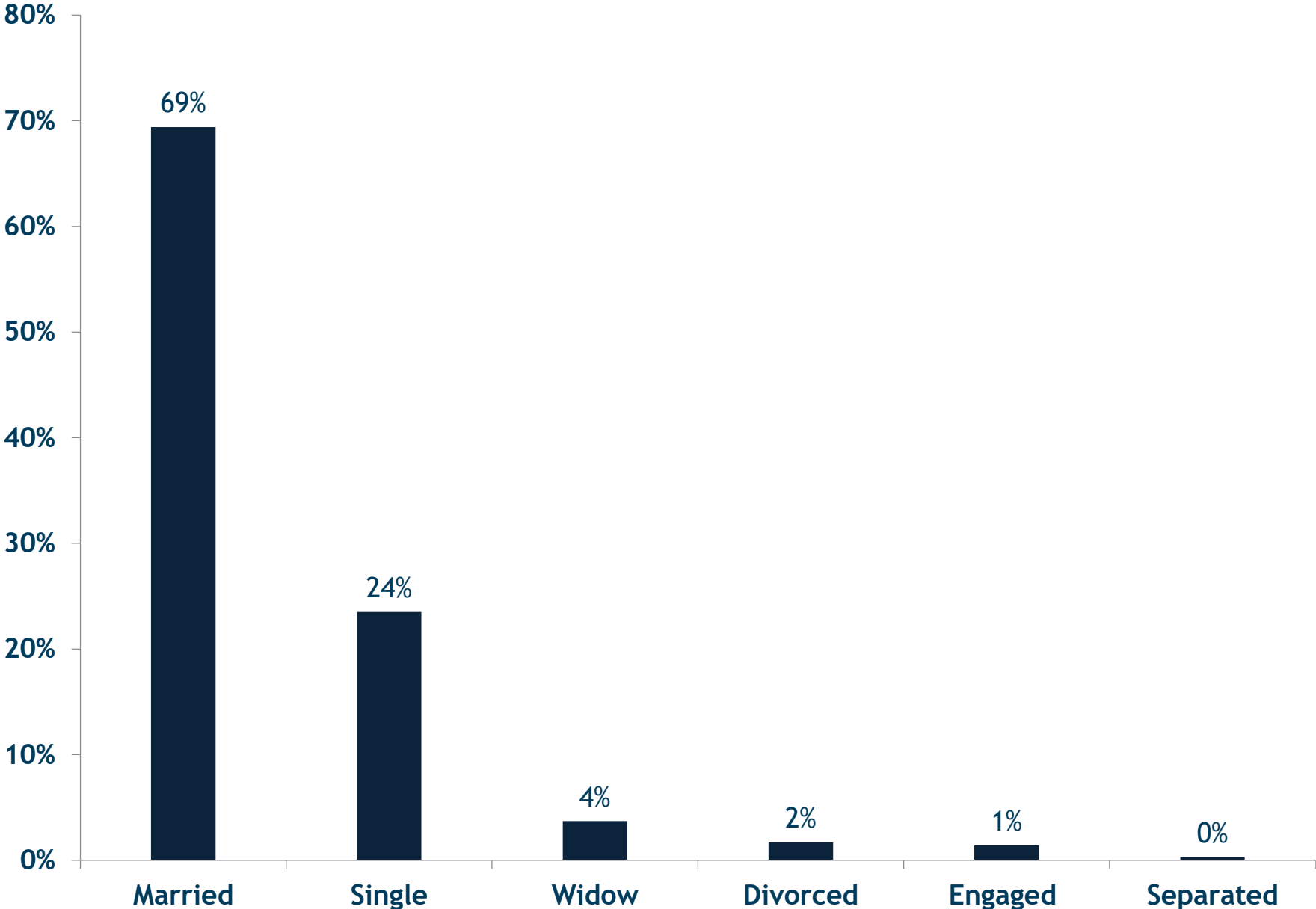
# Gender



# Age

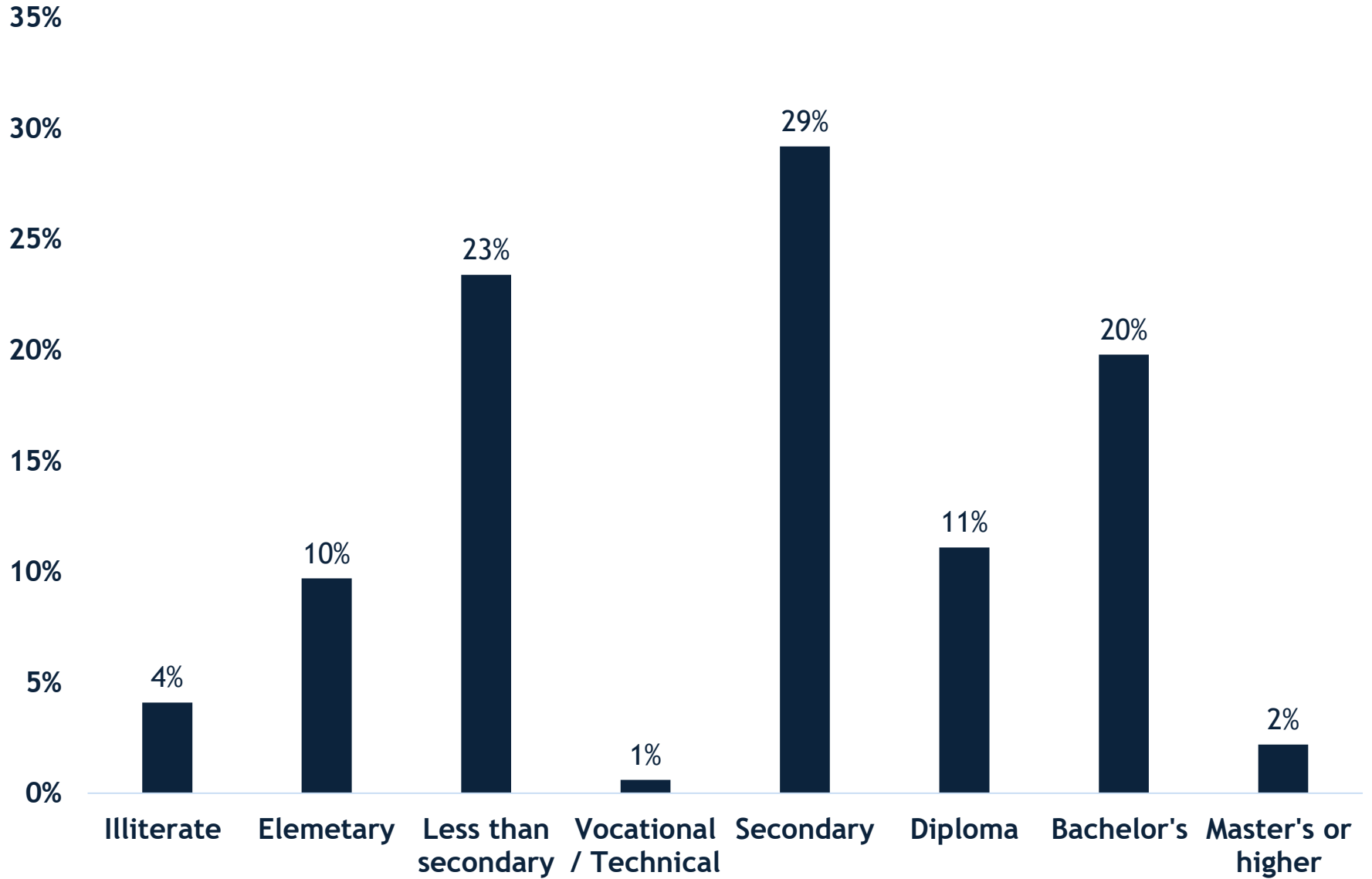


# Marital Status

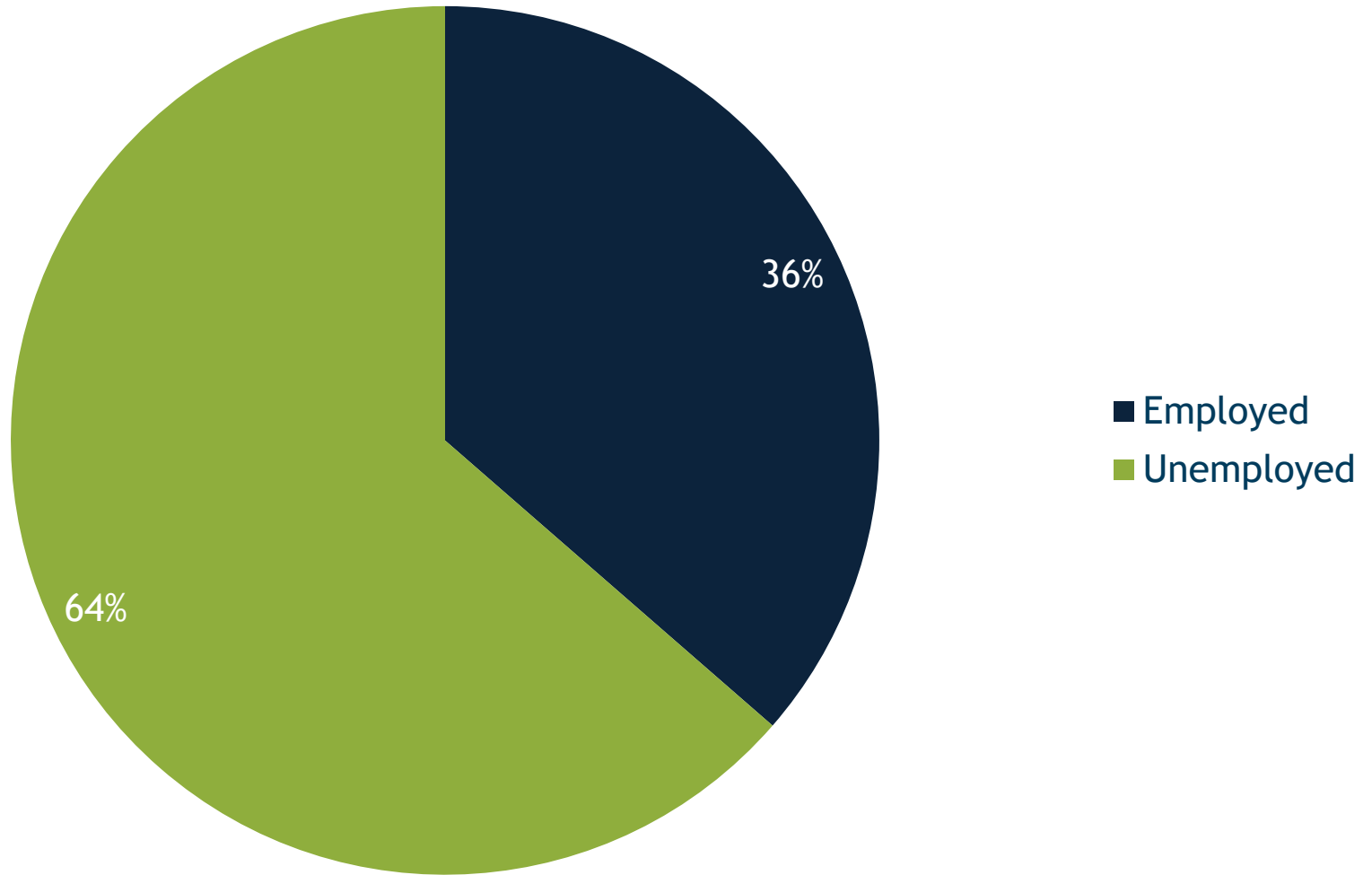




# Educational level

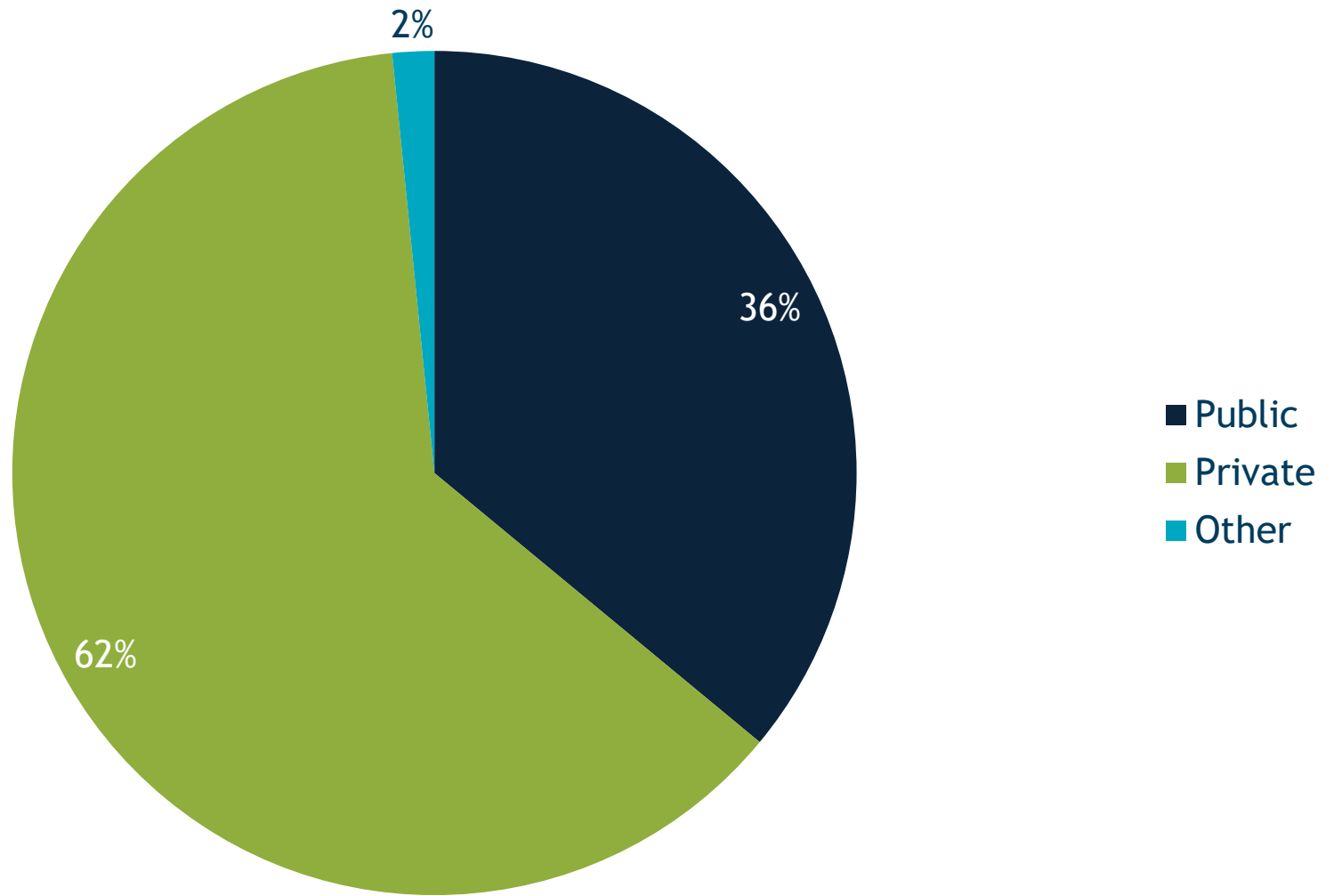


# Employment Status



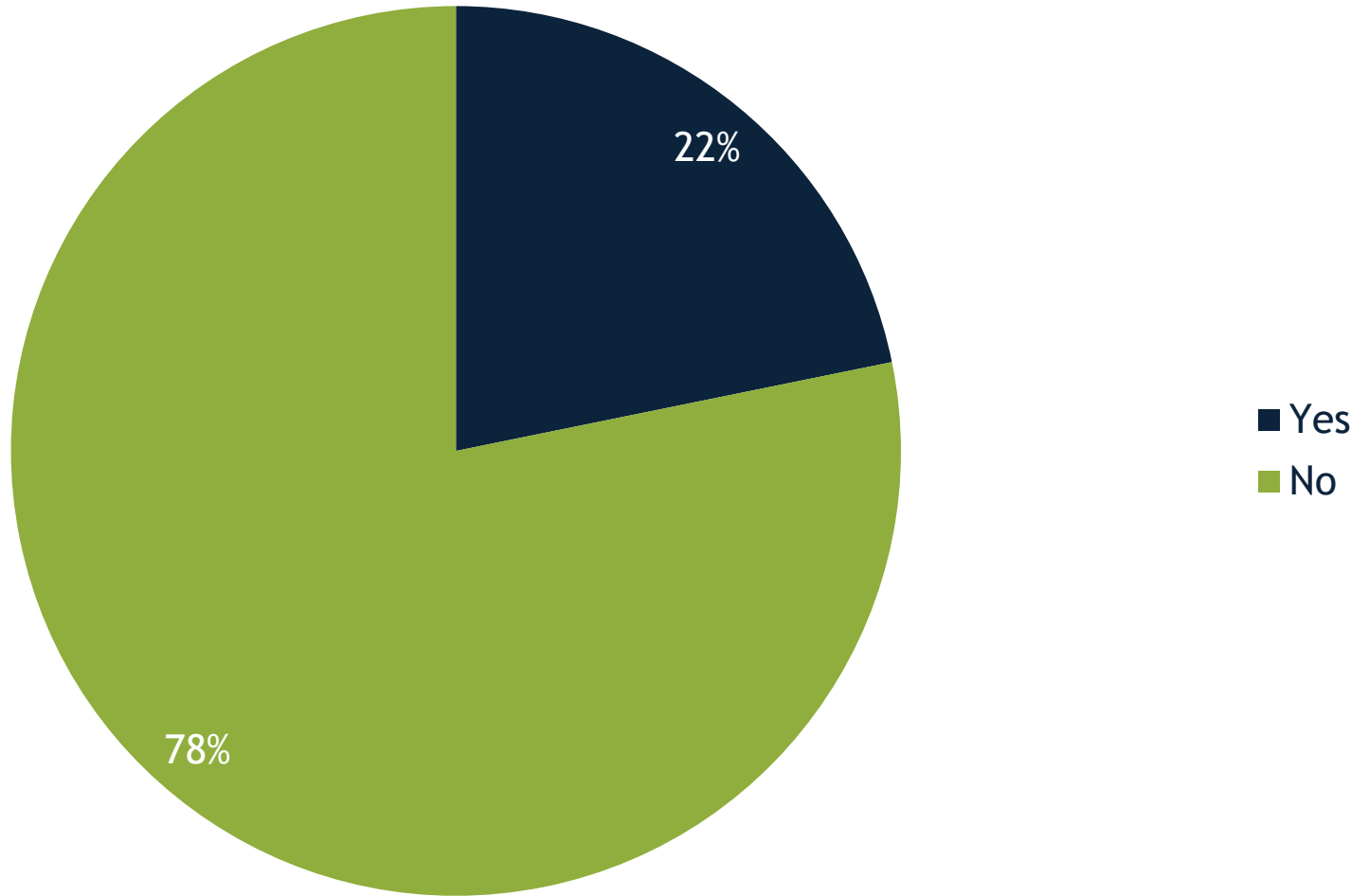
# Employment Sector

(Respondents who are employed: n=555)



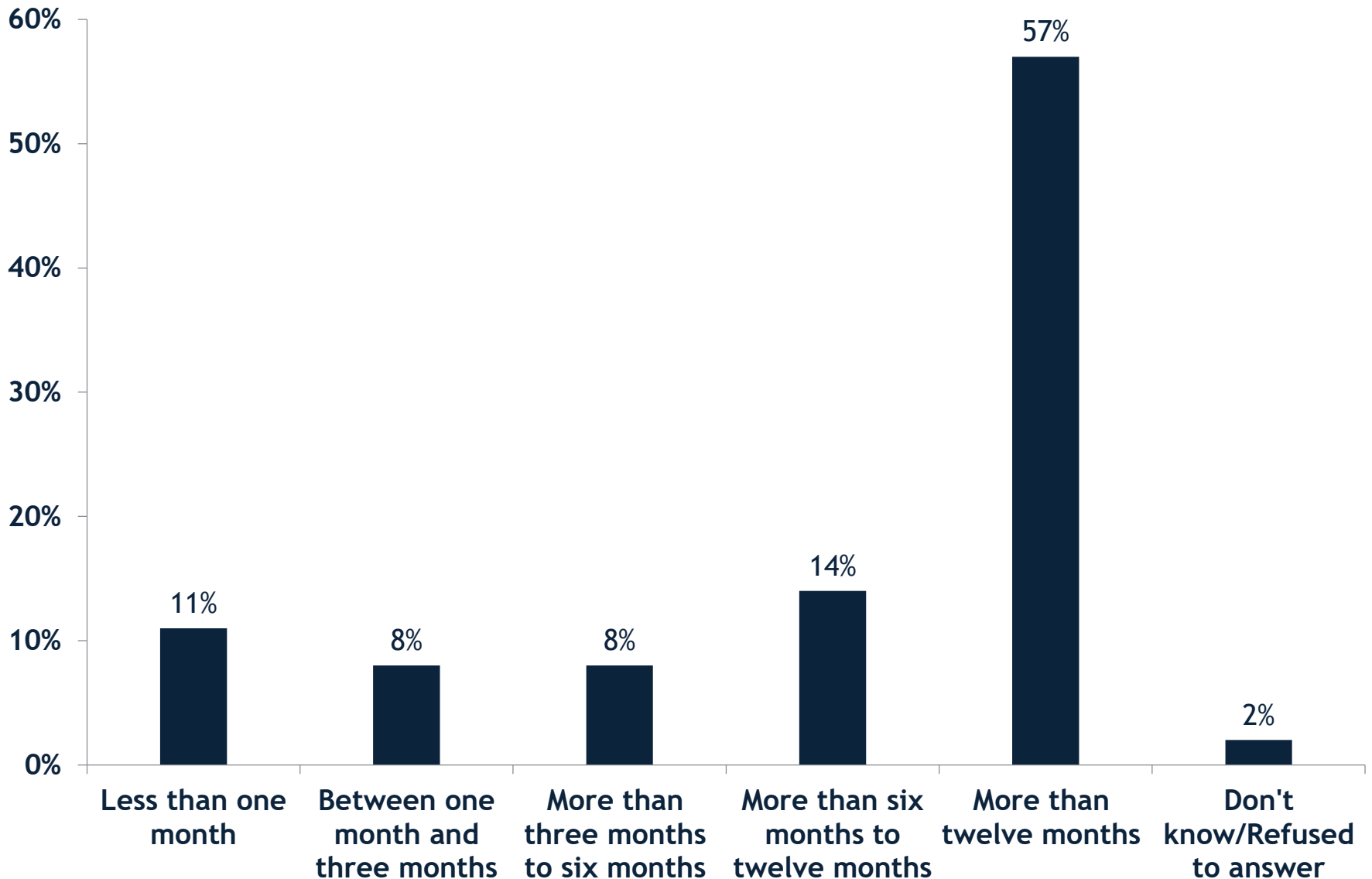
# Are you looking for work?

(Respondents who are not employed: n=970)

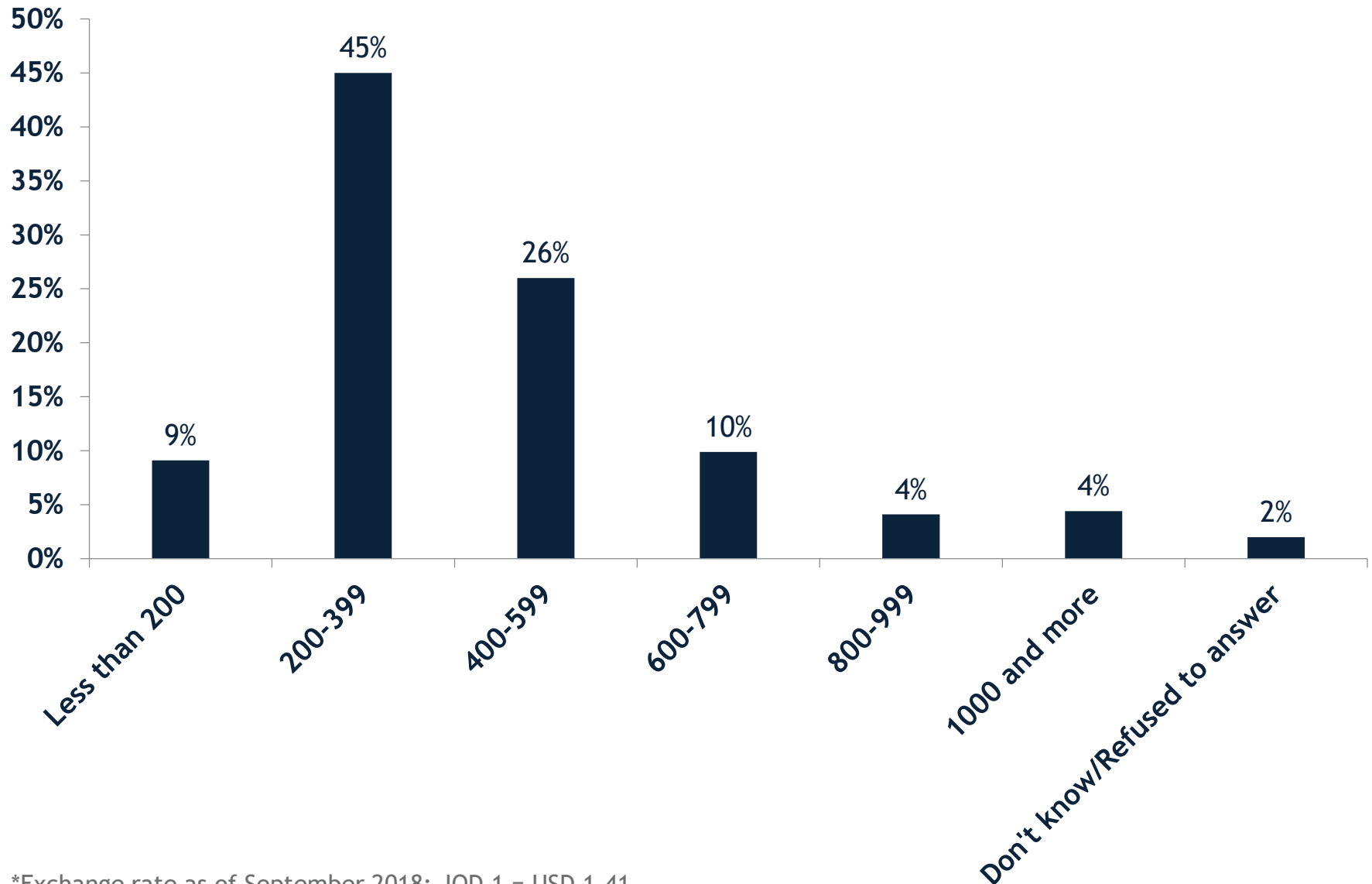


# How long have you been looking for a job?

(Respondents who are unemployed and looking for a job: n=211)



# What is the monthly income level of this household from all sources? (Currency in Jordanian Dinars)



\*Exchange rate as of September 2018: JOD 1 = USD 1.41

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