

**THE REPUBLIC OF TURKEY
BAHCESEHIR UNIVERSITY**

**HUMANITARIAN AID CHALLENGES: SYRIAN CRISIS IN
JORDAN**

Master's Thesis

NAZIH AL-TAKROURI

ISTANBUL, 2018

**THE REPUBLIC OF TURKEY
BAHCESEHIR UNIVERSITY**

**GRADUATE SCHOOL OF SOCIAL SCIENCES
MASTER OF GLOBAL AFFAIRS**

**HUMANITARIAN AID CHALLENGES: SYRIAN CRISIS IN
JORDAN**

Master's Thesis

NAZIH ADNAN HAFEZ ALTAKROURI

Supervisor: PROF. DR. Ulaş SUNATA

İSTANBUL, 2018

I hereby declare that all the information in this document has been obtained and presented in accordance with academic rules and ethical conduct. I also declare that, as required by these rules and conduct, I have fully cited and referenced all material and results that are not original to this work.

Nazih AlTakroui



ACKNOWLEDGEMENT

Praise to Allah, Lord of the worlds

I hereby would like to express my sincere gratitude to all who contributed in the success of this thesis, particularly my advisor prof. Dr. Ulas Sunata for all her advices, guidance, feedback and encouragement through all stages of developing my thesis. I would like to thank my Jury members Dr. Selcen Oner and Dr. Ebru Canan Sokullu for their encouragement and valuable collaboration.

I would also like to thank my all my professors, colleagues, and my friends for their great support and cooperation during this fruitful experience.

Special thanks go to my parents and my family for their limitless love and unwavering belief in me, and for their unlimited support through the years.

Finally, I offer my regards and blessings to all of those who supported me in any respect during the completion of the Thesis.

DEDICATION

This Thesis is dedicated to all the free spirits out there striving to make a change for the better.

This achievement is dedicated to my Parents Adnan and Hayat, my dear family and friends, Jordan and Jordanians, and to our great leader his Majesty King Abdullah II bin Al-Hussein.

To the great man, my dear uncle Mazen Al-Takroui may your soul rest in peace.



ABSTRACT

HUMANITARIAN AID CHALLENGES: SYRIAN CRISIS IN JORDAN

Nazih A. H. AlTakroui

Master Thesis Master of Global Affairs

Thesis Supervisor: PROF. DR. ULAŞ SUNATA

May 2018, 70 pages

Humanitarian aid primary objective is to save life and alleviate suffering. The international community realized the importance of providing humanitarian aid to who is need of it and is constantly developing structures, mechanisms, and methodologies in aim of improving the provision of humanitarian aid. Meanwhile emergencies can develop rapidly, and in some cases exceed the scale of aid provided, and may impose direct threats to some of the actors.

This thesis deals with the consequences of the Syrian crisis in Jordan, a neighboring developing country who have accepted to take the responsibility to protect human dignity, and is currently hosting 1.3 million Syrians within its borders, which forms around 20% of Jordanians. The aim of the research is to develop a solid understanding on the direct and indirect effects of the crisis on the country's government, economy, host community, and basic services and to follow the provision of humanitarian aid and the conditions of the refugees and host communities. This Thesis is based on literature review and findings by different reports and assessments collected from leading actors in the field including the government and UN agencies.

JRPSC twelve task forces is the main mechanism for humanitarian action in the field bringing up all national and international actors under one framework and led by the government of Jordan. JRP recorded many achievements yet vulnerabilities exist in most of the sectors of the country and that the scale of humanitarian aid needs to be further developed, and enhanced to meet up with the present challenges.

The funding shortfalls recorded in sectors can affect the effectiveness of the provision of aid, and prevent a timely response. Furthermore findings suggest that many challenges and vulnerabilities in different sectors are interrelated and needs to be addressed accordingly. Provision of aid in forms of knowledge, expertise, investment, and growth, and targeting the government capacities is a necessity to ensure long term sustainable solutions that assist both refugees and the host community.

Key Words: Humanitarian Aid, Syrian Crisis, Humanitarian Principles, Hosting Refugees, Jordan Response Plan.

ÖZET

İNSANI YARDIMIN ZORLUKLARI: ÜRDÜN'DEKİ SURIYE KRİZLERİ

Nazih A. H. AlTakrouri

Master Tez Master of Global Affairs

Tez Yöneticisi: PROF. DR. ULAŞ SUNATA

Mayıs 2018, 70 sayfa

İnsani yardımın birincil amacı, hayat kurtarmak ve acıyı azaltmaktır. Uluslararası toplumlar, insanlara insani yardım sağlamanın önemini farketti ve kim ihtiyaç duymaktaysa onlara yapılan insani yardımın iyileştirilmesi amacıyla sürekli olarak yapılar, mekanizmalar ve metodolojiler geliştirmektedirler. Bu arada acil durumlar hızla gelişebilir, bazı durumlarda sağlanan yardımın boyutunu aşabilir ve bazı aktörlere doğrudan tehdit oluşturabilir.

Bu tez, insan saygınlığını koruma sorumluluğunu üstlenmeyi kabul eden ve şu anda Ürdünlüler'in yaklaşık % 20 'sini oluşturan, sınırları içinde 1.3 milyon Suriyeli'ye ev sahipliği yapan, gelişmekte olan komşu ülke Ürdün'deki, Suriye Krizi'nin sonuçlarını ele alıyor. Araştırmanın amacı, krizlerin ülke yönetimi, ekonomi, ev sahibi toplumu ve temel servisler üzerindeki doğrudan ve dolaylı etkileri hakkında sağlam bir anlayış geliştirmek, insani yardımların, mültecilerin, ev sahibi toplulukların koşullarını sağlamaktır. .Bu tez, alandaki önde gelen aktörlerden toplanan farklı rapor ve değerlendirmelerin, literatür taraması ve bulgularına dayanmaktadır.

JRPSC on iki görev gücü, tüm ulusal ve uluslararası aktörleri tek bir çatı altında toplayan, Ürdün yönetimi tarafından yönetilen insani eylemlerin ana mekanizmasıdır. JRP birçok başarı kaydetti, ancak ülkenin birçok kesiminde kırılabilirlikler var, insani yardım ölçeğinin daha da geliştirilmesi gerekiyor ve mevcut zorluklarla başa çıkması gerekiyor.

Sektörlerde kaydedilen fon sıkıntısı, yardımın sağlanmasının etkinliğini etkileyebilir ve zamanında yanıt vermeyi önleyebilir. Ayrıca bulgular, farklı sektörlerdeki birçok zorluğun ve sağlamlığın birbiriyle ilişkili olduğunu ve buna göre ele alınması gerektiğini göstermektedir. Bilgi, uzmanlık, yatırım ve büyüme biçimindeki yardımların sağlanması, hükümet kapasitelerinin hedeflenmesi, hem mültecilere hem de insan topluluklarına yardım eden uzun vadeli sürdürülebilir çözümlerin sağlanması için bir ihtiyaçtır.

Anahtar Kelimeler: Humanitarian Aid, Syrian Crisis, Humanitarian Principles, Hosting Refugees, Jordan Response Plan.

CONTENTS

1. INTRODUCTION.....	1
2. HUMANITARIAN AID.....	7
2.1 HUMANITARIAN PRINCIPLES.....	7
2.2 MINIMUM STANDARDS IN HUMANITARIAN AID.....	8
2.3 CLUSTER AND SECTORIAL COORDINATION.....	11
3. JORDAN AND THE SYRIAN CRISIS.....	14
3.1 CRISIS OVERVIEW.....	14
3.2 JORDAN ECONOMY.....	15
3.2.1 Population.....	15
3.2.2 GDP.....	16
3.2.3 Public Debt.....	17
3.2.4 Foreign Direct Investement.....	19
3.2.5 Unemployment Rate.....	20
3.2.6 Balance of Trade.....	21
3.2.7 Tourism.....	22
3.3 SYRIAN DEMOGRAPHICS.....	23
4. JORDAN RESPONSE PLATFORM FOR SYRIAN CRISIS (JRPSC).....	26
4.1 JORDAN RESPONSE PLAN (JRP).....	27
4.2 SECTORIAL ANALYSIS.....	27
4.2.1 Education.....	27
4.2.2 Health.....	31

4.2.3 Energy.....	32
4.2.4 Enviroment.....	34
4.2.5 WASH.....	36
4.2.6 Food Security.....	38
4.2.7 Shelter.....	40
4.2.8 Livelihoods.....	41
4.2.9 Transport.....	44
4.2.10 Social Protection.....	45
4.2.11 Justice.....	47
4.2.12 Local Governance and Municipalities.....	49
5. FUNDING AND INTERNATIONAL ASSISTANCE.....	52
6. DISCUSSIONS AND CONCLUSION.....	61
REFERENCES.....	66

TABLES

Table 3.1: Out of Camp Registered Refugees.....	24
Table 5.1: Commitments by Donors for the year 2017.....	54
Table 5.2: Commitments by Sector for the year 2017.....	56
Table 5.3: Budget Support requirements.....	57
Table 5.4: Received Funds by Sector Refugee component	58
Table 5.5: Received funds by Sector Resilience Component	59

FIGURES

Figure 2.1: 11 Global Clusters.....	12
Figure 3.1: Jordan Population.....	16
Figure 3.2: Annual GDP Growth percentage.....	17
Figure 3.3: Jordan External Public Dept.....	18
Figure 3.4: Government Dept. to GDP percentage.....	19
Figure 3.5: Jordan Foreign Direct Investment.....	20
Figure 3.6: Jordan Unemployment Rate.....	21
Figure 3.7: Jordan Balance of Trade.....	22
Figure 3.8: Jordan Tourist Arrivals.....	23

ABBREVIATIONS

CFMSE: Comprehensive Food Security Monitoring Exercise

CHS: Core Humanitarian Standard

CLA: Cluster Lead Agency

CVA: Comprehensive Vulnerability Assessment

DAC: Development Assistance Committee

DOS: Department of Statistics

ERC: Emergency Relief Coordinator

FAO: Food and Agriculture Organization

FDI: Foreign Direct Investment

GCC: Gulf Cooperation Council

GCCG: Global Coordination Cluster Groups

GDP: Gross Domestic Product

HC: Human Coordinator

HCSP: Host Community Support Platform

HCT: Humanitarian Country Team

HRW: Human Rights Watch

IASC: Interagency Standing Committee

ICRC: International Committee of the Red Cross

IFRC: International Federation of Red Cross and Red Crescent

IMCC: Inter Ministerial Coordination Committee

IOM: International Organization for Migration

ISDR: International Strategy for Disaster Reduction

IYCF: Infant and Young Child Feeding

ILO: International Labor Organization

JHF: Jordan Humanitarian Fund

JRF: Jordan Resilience Fund

JRP: Jordan Response Plan

JRPSC: Jordan Response Platform for Syrian Crisis

MOE: Ministry of Foreign Affairs

MOF: Ministry of Finance
MOH: Ministry of Health
MOJ: Ministry of Justice
MOMA: Ministry of Municipal Affairs
MOSD: Ministry of Social Development
MOT: Ministry of Transport
MSF: Doctors without Borders
NAF: National Aid Fund
NGO: Non-Governmental Organization
OECD: Organization for Economic Cooperation
PAP: Project Action Plan
TF: Task Force
UN: United Nations
UNDP: United Nations Development Programme
UNICEF: United Nations Children's Fund
UNHCR: United Nation High Commissioner for Refugees
UNOCHA: United Nations Office for the Coordination of Humanitarian Affairs
URD: Groupe Urgency Rehabilitation Development
VAF: Vulnerability Assessment Framework
WASH: Water Sanitation and Hygiene
WFP: World Food Program

1. INTRODUCTION

Humanitarian aid has been evolving through the years. An agreed definition of 'humanitarian aid' was adopted in April 2007 by the Development Assistance Committee (DAC) of the Organization for Economic Co-operation and Development (OECD) in Paris. It states that is the "Assistance designed to save lives, alleviate suffering and maintain and protect human dignity during and in the aftermath of emergencies. To be classified as humanitarian, aid should be consistent with the humanitarian principles of humanity, impartiality, neutrality and independence" (Carbonnier, G. Humanitarian Economics. 2015. Oxford University Press. Pg. 40). The definition of Humanitarian assistance according to Oslo guidelines is "aid to an affected population that seeks, as its primary purpose, to save lives and alleviate suffering" (Oslo guidelines, Revision 1.1, 2007). In this thesis we will adopt both definitions and will be using the term humanitarian aid to define humanitarian response, and humanitarian assistance.

Many actors have participated in providing aid in emergencies, and natural disasters, on national and international levels. Actors include states, governments, Non-governmental Organizations, and leading international bodies that include the United Nations, Red Cross and Red Crescent Movement. The main common objective is to save lives and alleviate suffering, yet the international humanitarian system does not have a clear structure and design. P. Walker and D. Maxwell argues that the international humanitarian system was never designed and instead it has evolved, and further state that "like most products of evolution, it has its anomalies, redundancies, inefficiencies, and components evolved for one task being adapted to another."(Walker P, Maxwell D. 2009. Shaping the Humanitarian World. New York: Rutledge. Pg.2). Hence the system is still in need of further observation and monitoring in order to enhance productivity, efficiency, and cooperation.

This research will focus on the impact of a humanitarian crisis and humanitarian aid activities on a developing economy, specifically the impact of the Syrian refugee crisis

on Jordan, a neighboring developing country that is hosting large proportion of Syrians within its borders since the eruption of the Syrian Crisis. The first objective is to understand and answer how the arrival of refugees is affecting the country's economy, services, and the host community. The second objective is to understand and answer how the humanitarian aid activities are assisting the refugees, and the host country, and to understand the present challenges occurring.

The research will examine how a developing country like Jordan which accommodates a large number of refugees is more likely to face serious economic threats, and how economic statistics of this country can be highly affected directly and indirectly by the neighboring crisis. Humanitarian aid is expected to limit the scale of the emergency, address the present threats, and challenges, and provide relief activities that limit vulnerabilities. Supporting the economy and the local authorities is essential in order to have a strong, and a capable leadership that is able to face the challenges, provides sustainable solutions, and reacts fast in emergencies. Hence through this research we will test the effectiveness of Humanitarian aid, and the humanitarian activities offered in the country within the Jordan response plan (JRP).

In 2011 the Syrian crisis erupted and this was the beginning of a series of global challenges all around the world, including security maintenance, conflict management, fighting terrorism, and delivering humanitarian aid. It has been seven years since the onset of the Syrian conflict, and the Syrian refugee crisis. People in need in Syria outreached 13.1 million UNHCR (April 2018). 5,652,335 refugees have been registered in the region; 3,558,877 registered in Turkey 991,652 in Lebanon 661,859 in Jordan, and 373.745 refugees are split between Egypt and Iraq. UNHCR (April 2018).

Today Jordan is the host of around 1.3 million Syrians, where 661,859 are registered as refugees with UNHCR April 2018. Almost 83% of all refugees have settled in host communities, especially in the urban area of Amman and the Northern governorates in Jordan, while the remaining are being hosted in refugee camps (Jordan Response Plan 2016-2018). This number of Syrians form over 20% of Jordan's respective population, in addition to other refugees and asylum seekers already mixed in the society, consisting

of Palestinians, Iraqis, Libyans, and other nationalities. According to UNHCR 2017 factsheet “Jordan hosts the second highest number (89) of refugees per 1,000 inhabitants in the world”.

Jordan is one of the few states in the Middle East that remained stable despite all challenges erupting around it, and it has acted as an important partner to the international community and humanitarian leaders in emergency management, due to its active presence in the region. For Jordan, the impact of the Syrian crisis is not only limited to hosting refugees. The surrounding conflicts, wars, crisis, and terrorism have been exhausting the country on many scales, in addition to the preexisting economic challenges, and especially that it is a country with limited resources.

The Syrian crisis had its share of affecting the country’s economy and infrastructure. It has put pressure on almost all sectors including basic services like education, health, water, housing, municipal services, energy and electricity supply. It is mentioned in the Jordan growth plan that “Jordan needs to substantially increase its infrastructure in order to accommodate the surge in its population. School infrastructure, hospital facilities and increased housing are all required” (Jordan Economy Growth Plan 2018-2022. P.14). For instance a total of more than 90,846 Syrian children registered with UNHCR remain out of the formal education system. (UNHCR, 2017), and one third of the Jordanian population does not have access to universal health insurance coverage (Department of statistics (DOS), 2015). Food sector is also affected by the crisis, as “Jordan currently imports the vast majority of its basic food crops, including almost 100% of cereals” (Jordan Economy Growth Plan 2018- 2022. P.15). The increase of population in the country is applying extra pressure on the current Jordanian account. In order to meet these needs Jordan will need to increase its agriculture productivity.

The Jordanian host communities are living the impact of the Syrian crisis in their daily lives, particularly where the share of Syrian refugees and its pressure on local service delivery, natural resources and the labor market is highest. For instance Government dept. to GDP is noted to have reached more than 95% in 2016 (Central Bank of Jordan, 2018), in addition official unemployment rates reached 18.5 % (DOS, Jordan 2018).

Article of Middle East Institute by also published that by 2016, a 40% increase in water demand, 30% increase in youth unemployment, and a 300% rise in rents in towns and cities hosting Syrian communities has been registered. (Rock T. (2016) *Jordan's Syrian Refugee Economic Gamble*. Middle East Institute))

It is announced that the direct cost of the Syrian crisis on Jordan has reached around 10.291 billion dollars by 2017 (Ministry of Planning and International cooperation, 2017). The country meanwhile has been receiving humanitarian aid and support from the international community, in order to provide the refugees with basic needs and humanitarian aid. One example of aid provision methodologies is Jordan Humanitarian (JHF) which was established in 2014 as a response to the increasing needs and operational complexity of the Syria crises in the country (unocha.org). Funding however has not met the needs, and response requirements. While needs are increasing in many sectors, the overall international aid remains short and insufficient. In addition to other areas of scarcity, it is declared that 1.07 billion had been committed to the JPR2015, which corresponds to only 36% of the funding requirements (JRP 2016-2018, p.9). Meanwhile most of the refugee communities remain vulnerable, the government dept. and spending's are increasing, and many recovery plans are being delayed and postponed. Other funding shortfalls have been recorded in multiple sectors which will be examined through the research.

Funding shortfalls can be related to the increased pressure on the Jordanian government, national services, and infrastructure. Many of the refugees are expected to remain in Jordan until the end of the conflict which still persists until today, and does not seem to end soon. The aftermaths, and the timeframe of the crisis can be associated with the enormous pressure, costs and challenges recorded in the host community posing threats on the country's economic, social, and political stability.

According to UN resolution 46/182 "Each State has the responsibility first and foremost to take care of the victims of natural disasters and other emergencies occurring on its territory, Hence "the affected State has the primary role in the initiation, organization, coordination, and implementation of humanitarian assistance within its territory." (UN,

A/RES/46/182, 1991, Principle 4). In this context the Jordanian government has led the development of a response plan to the impact of the Syrian crisis. The National Resilience Plan (NRP) 2014-2016 was first constructed in 2013, where the plan mainly focused on host communities. As of September 2014, the Jordan Response Platform for the Syria Crisis (JRPSC) was established. (JRPSC, 2018)

JRPSC is chaired by the Minister of Planning and International Cooperation (MOPIC). It brings together high representatives of the government, UN agencies, INGOs, and the donor community under one planning and coordination framework. The main objective behind the development of the JRPSC is to “coordinate, guide and provide oversight to the preparation, implementation and monitoring of the response plan project and mechanisms” (www.jrp.org). “The mission is to ensure an effective, nationally owned and coordinated response to the multilevel challenges imposed on the country as a result of the Syrian crisis” (JRP 2016-2018,p.19). This means that the JRPSC is the main mechanism used for the provision and coordination of humanitarian aid in the country.

The JRPSC consists of 12 main task forces (JRP 2017-1019). The 12 Task forces include Energy, Education, Health, Environment, Food security, Justice, Livelihoods, Social protection, Transport, Wash, Shelter, and Municipal services. The 12 taskforces have different focus, however should be heading in the same direction, to be a part of the response plan. The main objective behind such an approach as stated by the IASC is to “increase effectiveness of the response and to avoid error and duplication of services” (IASC.2015. Reference Module for Cluster Coordination). In this research we will investigate the effectiveness of aid in the 12 sectors.

Following the Response plan, and the 12 task forces activities and assessments will be necessary for evaluating the current situation in the country, and challenges and vulnerabilities within each sector. Following the financial aid offered, in terms of commitments, amounts, and receiving sectors, will give a better understanding of the effectiveness of the projects , and hence the inclusivity of the response plan. Conclusions and findings will assist in developing a solid base for understanding the current status of the refugees and the host country.

This thesis analyzes data and observations on this specific humanitarian crisis in Jordan. The aim is to assess the impact of the huge influx of Syrian refugees into Jordan on the country and to monitor the response plan presented by the JRPSC. It is necessary to track and calculate the participation, and the aids provided by the international community and organizations, and understand the mechanism in which it is being administrated, managed and distributed, in order to assess the effectiveness in aiding, and benefiting both the refugees and the host community. This thesis utilizes data regarding Jordan population, Syrian population, economic status, JRP, sectorial analysis, funding amounts, and response sector requirements. This thesis is based on literature review, and findings by different reports and assessments collected from leading actors in the field including the government, and UN agencies. Data is obtained using mainly quantitative methods.

2. HUMANITARIAN AID

“Humanitarian assistance is of cardinal importance for the victims of natural disasters and other emergencies” (General Assembly resolution 46/182, principle 1 1991). There is an international understanding on the importance of providing aid to who is need of it, the basic Idea of humanitarian aid is to protect, alleviate suffering, and provide affected individuals with recovery methods and basic needs of life. According to the definition of humanitarian aid, aid needs to be consistent with the humanitarian principles of humanity, impartiality, neutrality and independence, which are deeply rooted in International Humanitarian Law (IHL).

2.1 HUMANITARIAN PRINCIPLES

Humanitarian principles are derived from the fundamental principles of the International Red Cross and Red Crescent movement adopted in 1986 by the 25th International Conference of the Red Cross, Geneva. These principles are noted to be humanity, neutrality, impartiality, independence, voluntary service, unity, and universality (ICRC. 2018).

According to United Nations Office for the coordination of Humanitarian Affairs (UNOCHA), humanitarian principles “provide the foundations for humanitarian action. They are central to establishing and maintaining access to affected people, whether in a natural disaster or a complex emergency.”(UNOCHA, 2012). The first three principles endorsed in General Assembly resolution 46/182, 1991 are humanity, neutrality and impartiality. The fourth key principle underlying humanitarian action is independence, which was added in 2004 by General Assembly resolution 58/114.

The principle of humanity states that human suffering must be addressed wherever it is found. The purpose of humanitarian action is to protect life and health and ensure respect to human beings. Principle of neutrality states that Humanitarian actors must not take sides in hostilities or engage in controversies of a political, racial, religious or any ideological nature. The principle of impartiality states that humanitarian action must be

carried out on the basis of need only, prioritizing the most urgent cases, and making no distinctions on basis of nationality, race, gender, religious belief, class or political opinions. The Principle of independence states that humanitarian action must be autonomous from the political, economic, military or other objectives that any actor may hold with regard to areas where humanitarian action is being implemented(OCHA on message: Humanitarian Principles, June 2012).

2.2 MINIMUM STANDARDS IN HUMANITARIAN AID

The humanitarian field is developing constantly on an international level, and challenges are requiring a global humanitarian point of view. Many actors and individuals are working on enhancing and building a better and more effective humanitarian response in emergencies and natural disasters. The humanitarian principles are considered to be the main guide for a humanitarian response; however questions of accountability, behavior, and effectiveness arise. Barnett m. and Weiss T, 2018 in their book *Humanitarianism in Question* states that “there is very little consensus about to whom one is accountable, as well as how to build appropriate standards into programming, and objective indicators” (pg.280). While most actors agree on the core principles of humanitarian aid, differences in interpretation and implementation of the principles may exist, and therefore the need for a common understanding of roles and responsibilities is needed.

The International Red Cross and Red Crescent Movement (IFRC) with a group of NGOs adopted and represented The Code of Conduct, developed in 1994 as a tool to set standards of behavior for humanitarian organizations. The voluntary codes objective is to “maintain the high standards of independence, effectiveness and impact in a disaster response” (Code of Conduct, RCRC, 1994), it aims to guard standards of behavior, that includes understanding and applying to human needs, respecting human dignity, norms and custom, being accountable, and involving beneficiaries in a response.

Furthermore within the vision of improving quality of actions and holding responsibility over humanitarian aid provision, the Sphere Project was found, in 1997 by a group of humanitarian non-governmental organizations (NGOs) and the International Red Cross

and Red Crescent movement(Sphere project, 2011 edition). They based Sphere's philosophy on two core beliefs:

1. Those affected by disaster or conflict have a right to life with dignity and, therefore, a right to assistance.
2. All possible steps should be taken to alleviate human suffering arising out of disaster or conflict.

The sphere project initiated Humanitarian Chartered and Minimum Standards in Humanitarian Response, and since it is does not belong on any specific organization, it's being accepted broadly by the humanitarian sector as a whole. It identified a set of minimum standards in four significant sectors, providing key actions, key indicators and guidance notes to achieve the minimum standards accepted. The 4 sectors include: (1) Water supply, Sanitation and hygiene promotion, (2) Food security and nutrition, (3) shelter, settlement and non-food items, (4) Health action (Sphere Project, 2011). The sphere project can be considered as a very useful tool to apply and reflect international humanitarian law, human rights and refugee law in humanitarian response. Other agencies and actors are developing minimum standards in different sectors and area in order to assess and enhance accountability and the provision of aid and assistance. Examples include Minimum Standards for Education by Interagency Network for Education in Emergencies (INEE), Minimum Standards for Child Protection by Global Protection Cluster, and Minimum Requirements for Market Analysis in emergencies by The Cash Learning Partnership.

Furthermore the Core Humanitarian Standard (CHS) was created by CHS Alliance, the Sphere Project and Group Urgence Rehabilitation Development (URD), and adopted in 2015. It provides guidance notes and Indicators and represents the Nine Commitments and Quality Criteria (CHS Guidance Notes and Indicators, 2015).

- 1. Communities and people affected by crisis receive assistance appropriate and relevant to their needs. Quality Criterion: Humanitarian response is appropriate and relevant.*
- 2. Communities and people affected by crisis have access to the humanitarian assistance they need at the right time. Quality Criterion: Humanitarian response is effective and timely.*
- 3. Communities and people affected by crisis are not negatively affected and are more prepared, resilient and less at-risk as a result of humanitarian action. Quality*

Criterion: Humanitarian response strengthens local capacities and avoids negative effects.

4. Communities and people affected by crisis know their rights and entitlements have access to information and participate in decisions that affect them. Quality Criterion: Humanitarian response is based on communication, participation and feedback.

5. Communities and people affected by crisis have access to safe and responsive mechanisms to handle complaints. Quality Criterion: Complaints are welcomed and addressed

6. Communities and people affected by crisis receive coordinated, complementary assistance. Quality Criterion: Humanitarian response is coordinated and complementary

7. Communities and people affected by crisis can expect delivery of improved assistance as organizations learn from experience and reflection. Quality Criterion: Humanitarian actors continuously learn and improve.

8. Communities and people affected by crisis receive the assistance they require from competent and well-managed staff and volunteers. Quality Criterion: Staff is supported to do their job effectively, and are treated fairly and equitably.

9. Communities and people affected by crisis can expect that the organizations assisting them are managing resources effectively, efficiently and ethically. Quality Criterion: Resources are managed and used responsibly for their intended purpose.

The model suggests that all the commitments are interrelated in Humanitarian action as it is states that “While each Commitment focuses one discrete area of humanitarian action, there is necessarily some degree of overlap that binds the Commitments together into a coherent whole”(CHS, 2015). The Core Humanitarian Standard provides essential guide notes and quality criteria that can assist in meeting minimum standards, and further enhance the humanitarian assistance provided.

2.3 CLUSTER AND SECTORIAL COORDINATION

OCHA is the part of the United Nations Secretariat responsible for bringing together humanitarian actors to ensure a coherent response to emergencies globally. It establishes the role of the Emergency Relief Coordinator (ERC), who works with the Secretary-General and the IASC in leading, coordinating and facilitating humanitarian assistance (unocha.org). The IASC is the primary mechanism for inter-agency coordination of humanitarian assistance; it was established in June 1992 in response to United Nations General Assembly Resolution 46/182 on the strengthening of humanitarian assistance.

The overall objective of the IASC is to improve delivery of humanitarian assistance, including the protection of the rights of affected people (Interagency standing committee.org)

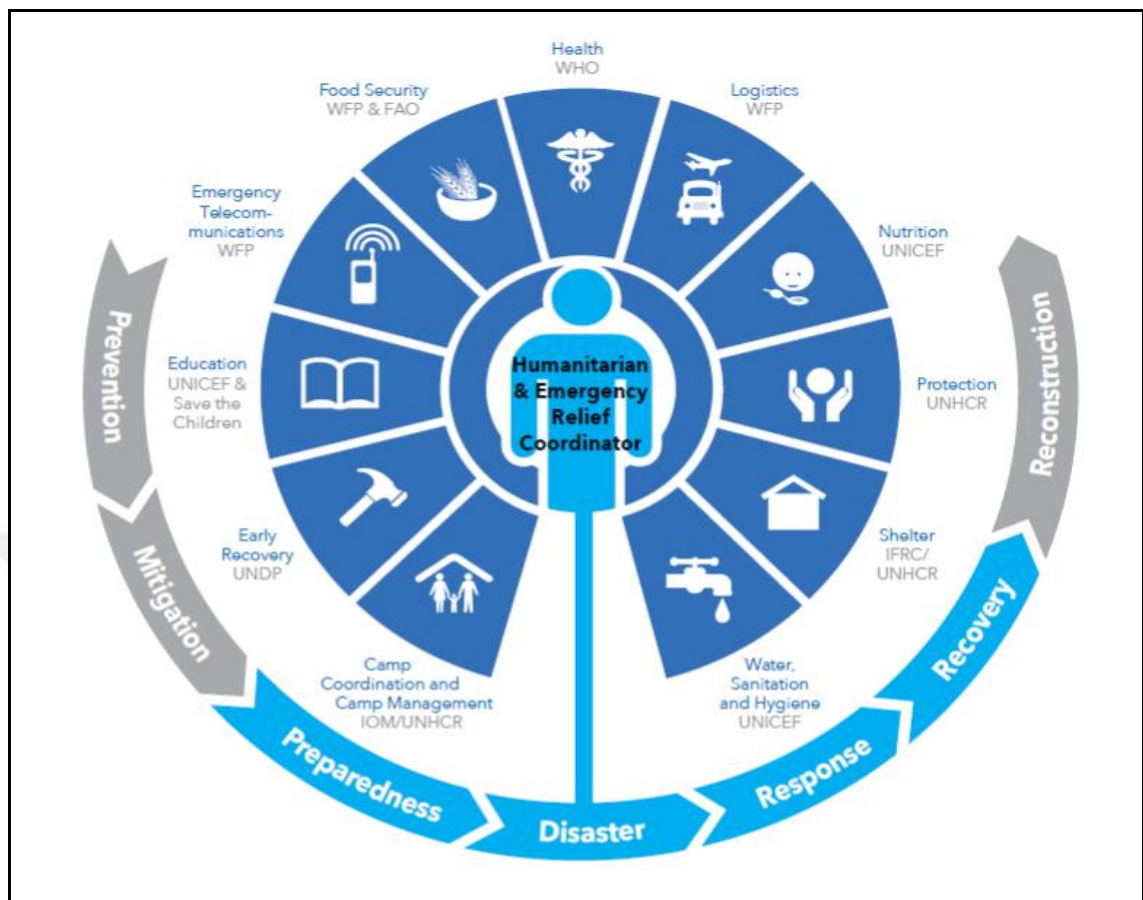
To address gaps and to increase the effectiveness of humanitarian response, the cluster approach was adopted by IASC in 2005, following an independent Humanitarian Response Review with the vision of partnerships. It is accountable to the Humanitarian Coordinator (HC) through the Cluster Lead Agency (CLA) as well as to national authorities and to people affected by the crisis. IASC clusters are supposed to be a temporary solution seeking to assess the emergency and enhance the capacity and readability of relevant authorities to take over coordination when appropriate.

“IASC clusters are formally activated clusters created when existing coordination mechanisms are overwhelmed or constrained in their ability to respond to identified needs in line with humanitarian principles” (Reference Module for Cluster Coordination, 2015, p.7). A cluster consists of humanitarian organizations; both UN and non-UN, in each of the main sectors of humanitarian action .There are currently eleven Global Coordination Cluster Groups (GCCG) (Figure1.3), each specialized in a specific area with the aim to support the strengthening of cluster and inter-cluster coordination on a country level. Each cluster has a lead agency (CLA), which provides policy setting, developing standards, and operational supports to other agencies.

Each cluster has six core functions as listed in the cluster coordination Reference Module, these are:

1. Supporting service delivery
2. Informing the HC/HCT’s strategic decision-making
3. Planning and implementing cluster strategies
4. Monitoring and evaluation of performance
5. Building national capacity in preparedness and contingency planning
6. Supporting strong and healthy advocacy

Figure 2.1: 11 Global clusters



Source: Humanitarian response .2018(<https://www.humanitarianresponse.info>)

Cluster activation goes through a certain procedure and processes. After consulting national authorities by the HC and LCAs, the HC hence with the help of the Humanitarian Country Team (HCT) develops and sends proposal and recommendations to the ERP who transmits the proposal to the IASC for approval within 24 hours. When approved the ERP writes to the HC to confirm the endorsement and the HC informs relevant partners and a cluster is activated (Reference Module to Cluster Coordination at Country Level, IASC, 2015).

The two cluster activation criteria on a country level as noted by IASC in the Cluster coordination reference is as follows:

1. Response and coordination gaps exist due to a sharp deterioration or significant change in the humanitarian situation.

2. Existing national response or coordination capacity is unable to meet needs in a manner that respects humanitarian principles, due to the scale of need, the number of actors involved, the need for a more complex multi-sectorial approach, or other constraints on the ability to respond or apply humanitarian principles.

The IASC transformative agenda notes that the application of the cluster approach had become “overly process-driven and, in some situations, perceived to potentially undermine rather than enable delivery”. (Reference Module to Cluster Coordination at Country Level introduction, IASC, 2015) To assess and limit such negative effects and weaknesses the transformative agenda provided reference module to cluster coordination, in addition to other protocols. Similar acts are highly recommended for humanitarian assistance bodies on national and international levels to enhance and improve the quality of the humanitarian assistance and services provided.

3. JORDAN AND THE SYRIAN CRISIS

3.1 CRISIS OVERVIEW

It is the 7th year since the eruption of the Syrian Crisis in 2011. “Despite its own economic crisis, Jordan has made great strides to welcome Syrian refugees and has been commended for doing so” Hanalia Ferhan, JIF representative, Brussels, 25 April 2018. Today Jordan is the host of around 1.3 million Syrians, including 661,859 who are registered with UNHCR as Persons of concern, of which 131,666 persons are living in camp, and 530,193 persons are out camp where the majority of them are living in and rural and urban areas (UNHCR, April2018).

The impact of the Syrian Crisis on Jordan can be felt all across the country, and especially in the north governorates of the kingdom. The interruption of the country’s trade roots, the security challenges, and the refugee inflow have put massive pressure on the national institutions, economy, infrastructure, and host communities, adding to the already existing challenges that the country is facing due to scarcity of resources, especially in water and energy. “Hosting Syrian refugees consumes more than quarter of Jordan national budget” (His Majesty King Abdullah II at the “Supporting Syria and the Region Conference”, London, 4 February 2016). According to the MOPIC, 2017 the direct cost of the Syrian crisis on Jordan is estimated to have reached 10.291 USD billion dollars by 2017.

Deterioration in quality of the services is noted in most sectors within the country. The significant increase in needs among Jordanian vulnerable citizens, and Syrian refugees has increased the competition for the limited resources available in the country including local service delivery, natural resources and the labor market. This has put extra pressure on the government basic services and sectors including education, health, public transportation, energy, infrastructure and municipal services.

In addition, Jordan's economy is expected to remain significantly affected by regional events, especially in Iraq and Syria as well as the slowdown in the Gulf Cooperation Council (GCC) economic performance according to (Jordan Economic monitor, World Bank, 2017). Measuring the exact whole amount of impact of the Syrian crisis on Jordanian economy can be challenging, however following the current numbers and statistics, mainly provided by the national authorities and leading partners can assist building a better understanding of the overall situation.

3.2 JORDAN ECONOMY

3.2.1 Population

The population of Jordan has increased significantly after 2010, and the influx of the Syrian population into the country plays an important role in this increase in population. According to the Central Bank of Jordan statistics population have increased from 6.69 million in 2010 to 10.11 million in 2017, recording a 66% increase in this time period (figure 3.1). This increase in population applies extra demands on the country services and limited resources, which requires the kingdom to expand its operations and increase the capacity of its local authorities and institutions in order to contain the extra demand. The increase in population is also directly responsible for the pressure applied on almost all sectors in the country, the consequences include deterioration of quality of services, increased competition, higher unemployment rates, and hence increased levels of poverty and higher rates of vulnerabilities among Jordanian and Syrians are recorded.

Figure 3.1: Jordan Population (2008-2017)



Source: Central bank of Jordan, April 2018(tradingeconomics.com)

3.2.2 GDP

Jordan GDP growth rate is noted to have decreased from 110% during the period 2005-2010 before the crisis to 34% during 2011-2016 (JRP-1018-2020). Furthermore GDP growth rate reached 1.9 % in 2017, and decreased to 1.8% in the first quarter of 2018 (Central Bank of Jordan, 2018). (Figure 3.2). The Syrian crisis and the inflow of refugees had a major impact on the GDP growth rate in Jordan. Factors related to the crisis which directly affects the GDP includes the significant decrease in investments and tourism inflows and the services related to it, the disruption of trade routes, and hosting large number of vulnerable refugees.

Figure 3.2: Annual GDP Growth percentage (2008- 2018)



Source: Central Bank of Jordan, April 2018(tradingeconomics.com)

3.2.3 Public Debt

A high public debt is a source of vulnerability as it makes the economy less resilient to shocks and crisis. Public debt have increased by 95% during the period 2011-2016 compared to 53% in pre-crisis period reaching 26.89 billion JOD in the third quarter of 2017, where Internal debt is recorded to be 16.08 billion JOD and external debt is recorded to be 10.817 billion JOD. External debt has reached to 11.453 billion JOD in the end of 2017. The significant increase in external public debt can be viewed in (Figure 3.3).

Figure 3.3: Jordan external public debt



Source: Central bank of Jordan, April 2018(tradingeconomics.com)

Government debt to GDP ratio has risen from 67.11% in 2010 to 95.6 % in 2017 which is a relatively high figure. The pattern can be viewed in (Figure 3.4) which shows the significant increase in debt after 2011. The high increase rate in debt is also affected by the high budget deficit which is increasing due to the increased spending of the government, while keeping the taxes at a steady level and lacking sources of income . It is also noted that deficit in financing the JRP has been supported by the Government of Jordan, by adding to the national debt (JRP2018-2020).

Implementing a response that addresses the government budget, spending and public debt vulnerability is an essential step to improve the government's capacity and the economy. Increasing investments in the country can enhance the output levels and increase employment levels, which in return can limit vulnerabilities among the population, and support the economy conditions.

Figure3.4: Government debt to GDP percentage



Source: Central bank of Jordan, April 2018(tradingeconomics.com)

3.2.4 Foreign Direct Investment (FDI)

Foreign Direct Investment is a measure of foreign ownership of domestic productive assets such as factories, land and organizations (Economy watch, FDI, 2010). Foreign direct investment has decreased sharply after the onset of the crisis, mainly due to political instability in the region. FDI in Jordan decreased from 1713.30 JOD Million in the fourth quarter of 2009 to 176.20 JOD Million in the fourth quarter of 2017(Figure 3.5). Furthermore Central Bank of Jordan recorded a 27.5% decline in foreign direct investment in 2017 compared to the same period in 2016.

Implementing policies that attract more FDI can increase foreign capital and funds, which can in return provide an increase in Job opportunities, output, skills, knowledge, and expertise and hence enhance productivity levels, and stimulate economic development in the country.

Figure 3.5: Jordan foreign direct investment



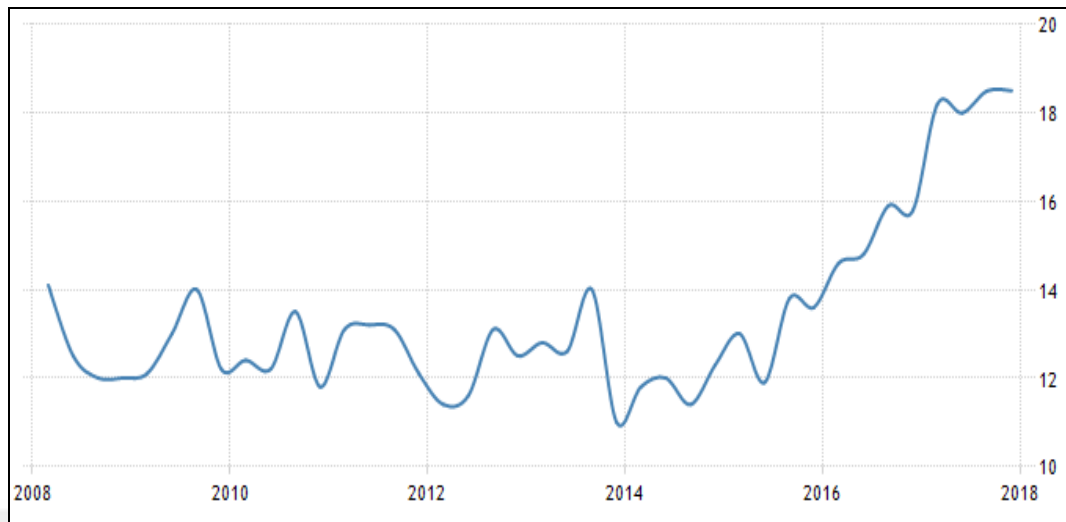
Source: Central bank of Jordan, April 2018 (tradingeconomics.com)

3.2.5 Unemployment Rate

“With the Jordanian economy seemingly stuck in low-growth equilibrium, its labor market continues to be weak and structural unemployment remains high”. (Jordan Economic Monitor, World Bank, fall 2017, Pg. 15). According to the Central Bank of Jordan statistics, unemployment rate have increased rapidly since the onset of the crisis. It was recorded to be 12.5% in 2010 and increased to 18.5% in 2018(Figure 3.6). Meanwhile, the labor force participation rate averaged 38.1% in Q4-2017, declining from 39.2% in Q3-2017 (World Bank, Jordan’s economic outlook, April 2018)

The high unemployment rate is a consequence of multiple factors in the economy including the increase in population, and the decrease in investments. Sectors affected by the crisis such as transportation and tourism also play a role in increasing unemployment rate. Implementing policies that address and limit unemployment levels for Jordanians and non-jordanians while taking into account the different skills and backgrounds in necessary to limit vulnerabilities. Focusing on increasing national output and investments to meet the demands in the county, in addition to increasing the amount of exports is one way to create more jobs in the market.

Figure 3.6: Jordan unemployment rate



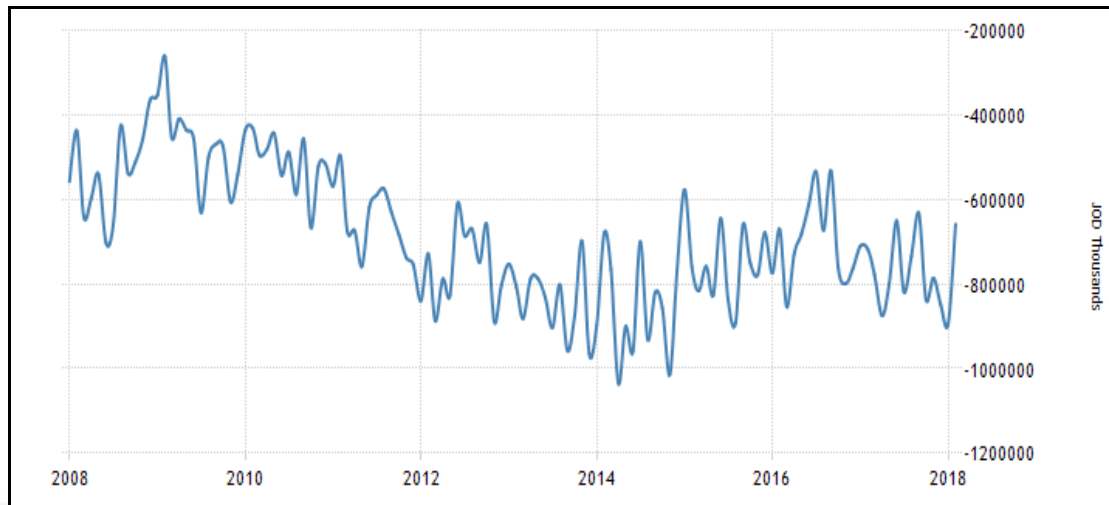
Source: Central bank of Jordan, April 2018 (tradingeconomics.com)

3.2.6 Balance Of Trade

Jordan is a country with limited resources, depending highly on international trade, to import the major of the country's demands, and to export their limited products. Balance of trade in Jordan averaged -240795.79 JOD Thousands from 1972 until 2018 reaching lowest record of -1034553.00 JOD Thousands in April of 2014. (Figure3.7) demonstrates the balance of trade of Jordan in the past 10 years.

We can observe the decline in balance of trade after 2010. The main factors affecting the balance of trade in addition to the higher costs that was applied for security and transportation mainly due to the interruption of trade routes with 2 major trade partners (Syria, and Iraq), imports have dramatically increased to meet the needs of the increased demand by the increased population. Demand on energy, food, health, water, and other items and services have forced the country to increase the amount of imports.

Figure 3.7: Jordan balance of trade (2008-2009)



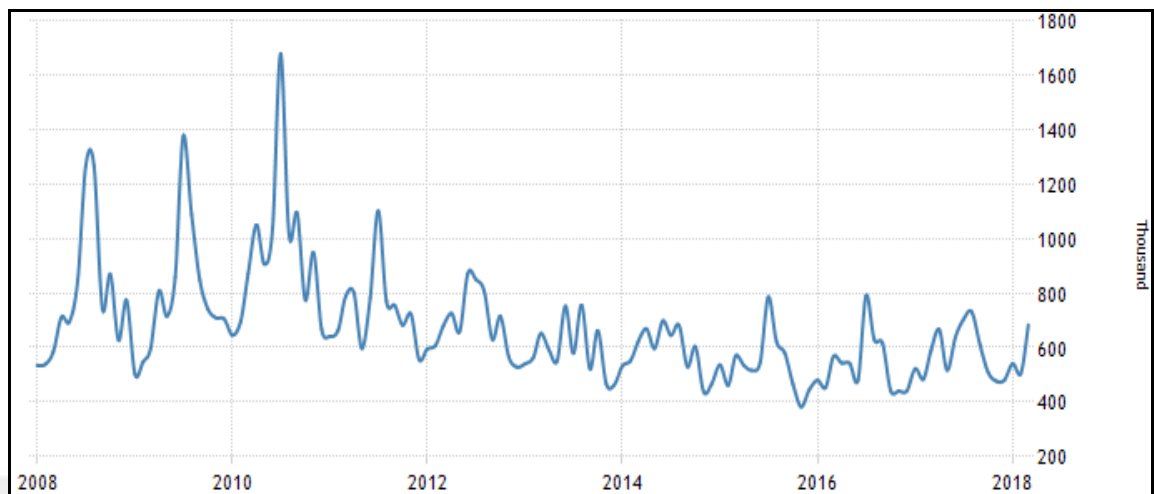
Source: Central bank of Jordan, April 2018(tradingeconomics.com)

To encourage investments, exports and job creation in Jordan, the European Union (EU) signed a preferential trade access agreement with Jordan in July 2016. Furthermore, on the 30 August 2017, Jordan and Iraq reopened their only border crossing the, Karameh border, after a two-year closure forced by elevated security concerns. (Jordan Economic Monitor, World Bank, fall 2017). Focusing on the country assets and production is necessary to improve the current situation with the help of similar agreements and approaches that can increase the level of output to match the increased level of imports.

3.2.7 Tourism

Tourism is one of the most important sectors in Jordan's economy, which includes visiting holy and historical sites, health tourism, education, shopping, and pop-culture tourism. According to the Central Bank of Jordan statistics tourism accounted to 23.5% of GDP in 2010 and declined to 18.7% in 2017. (Figure 3.8) below shows statistics of tourist arrivals in the country. It demonstrates how successful the sector was performing until 2010.

Figure 3.8: Jordan tourist arrivals



Source: Central bank of Jordan, April 2018(tradingeconomics.com)

While Jordan is considered an attractive destination and a safe country with low crime levels, the instability in the region, terrorism, and the Syrian crisis has affected the number of tourists arriving into Jordan. Maintaining high security levels while enhancing tourism services, programs and activities is needed to secure tourism sector which represents a significant source of income the country.

The indirect impact of the Syrian crisis on Jordan is estimated in a recent study by UNDP to be around 3.25 billion USD on an annual basis. The impact of the crisis on tourism receipts, trade balance, and capital expenditure is noted to be around two billion USD, while the impact of refugees on the market is noted to be around 1.25 billion USD (UNDP,2016 “Indirect Impact of the Syrian Refugee Crisis on the Jordanian Economy”, Talal Abu Ghazaleh & Co. Consulting,)

3.3 SYRIAN DEMOGRAPHICS IN JORDAN

Jordan is currently hosting 1.3 million Syrians. Syrians are noted to make up 14.4% of the population and 20% of Jordanians (DOS, 2018). There are 661,859 persons of concern registered with UNHCR (7th of April, 2018). 131,666 of the registered persons are living in camps, and 530.193 persons are out camp. Out camp refugees are demonstrated in the following table.

Table 3.1: Out camp registered refugees

Governorate	Population/ Person
Amman	189,612 (28.7%)
AlMafraq	161,206 (24.4%)
Irbid	138,752 (21.0%)
Alzarqa	101,320 (15.3%)
ALBalqa	19,188(2.9%)
Madaba	12,041(1.8%)
Jerash	9,719 (1.5%)
Karak	8,800(1.3%)
Maan	7,613 (1.2%)
Ajlun	7,278 (1.1%)
Aquaba	3,478 (0.5%)
Tafilah	1,638(0.2%)

Source: UNHCR (7th of April, 2018)

Most of the registered Syrian refugees (80%) are living in host communities, with highest concentration found in northern governorates of Amman, Almafraq, Irbid, and Alzarqa. The remaining 20% are settled in camps, particularly in Zatari (78,768), Azraq (46,025), and Emirati Jordanian camp (6,873). (UNHCR, 7th of April 2018).

The majority of the Syrian refugees in Jordan come from rural areas in Syria; they constitute a relatively young population compared to the Jordanian population. 50.6% of all registered refugees are below the age of 18 (51% boys, 49% girls). 45.6% are between 18 and 65 years old (48% males, 52% females) and 3.8% are above 65 (42% males, 58% females) (UNHCR, 7th of April 2018).

While nearly 100% of the Jordanian prospect students are enrolled in elementary schools only 60% of Syrian children are enrolled, and 40% of prospect students remains out of school. Furthermore around 60 % of the Syrian refugees above the age of 15 have not completed elementary school, and only around 15% of the refugees have completed

secondary education (Stave, Hillesund, ILO, 2015, Impact of Syrian refugees on the Jordanian Labor Market).

Participation in the Jordanian labor market for Syrian men and women is noted to be 51% and 7% respectively in 2015, while the unemployment rates among men and women are noted to be 57%, and 88% respectively. Among Syrians who are living outside camps, particularly in Amman, Almafraq, Irbid and Alzarqa, it is noted that 40% are working in the construction industry, 23% work in wholesale and retail trade and repair industry, 12% work in manufacturing, and 8% in the accommodation and foodservice industry. (Stave, Hillesund, ILO, 2015, Impact of Syrian refugees on the Jordanian Labor Market).

Understanding the demographics of the Syrian population in terms of location, age, education, experience, and labor market participation can assist in planning and responding to the present challenges. Implementing strategies that are in line with the available resources, and that addresses the current strengths, weaknesses, opportunities and threats is needed.

4. JORDAN RESPONSE PLATFORM OF SYRIA CRISIS (JRPSC)

JRPSC was established on the first of September 2014, following and replacing the preexisting Host Community Support Platform (HCSP) which was established in September 2013 in the aim of addressing the Syrian crisis impact on host communities. The JRPSC represents the strategic partnership mechanism that brings together the Government of Jordan, donors, UN agencies, and national and international NGOs under one national planning and coordination framework that is intended as a development response model to face the impact of the Syrian crisis in Jordan, which includes the development of refugees, and resilience-strengthening. It is created in line with the aid coordination principles established in the Paris Declaration (2005) and subsequently in Accra (2009) and Busan (2011). (JRPSC.2018).

The JRPSC consists of 12 main Task Forces (TF), where each TF brings together specialized partners from the government, UN agencies, and NGOs. TFs main role is to develop and implement an inclusive response that targets refugees and resilience strengthening in a specific sector. The 12 TFs include Energy, Education, Health, Environment, Food security, Justice, Livelihoods, Social protection, Transport, Wash, Shelter, and Municipal services. (JRP 2017-2019)

4.1 JORDAN RESPONSE PLAN

The JRP is the main framework and the primary strategic document for the refugee response guided by the JRPSC, and led by the MOPIC. It started in 2015 as a one year plan then it transformed into three year plan (ex.2016-2018) with the aim of addressing the needs of the Syrian refugees and the Jordanian population, communities, and institutions affected by the Syrian crisis. It combines refugee and resilience responses into one response plan targeting each sector, and performing a comprehensive vulnerability assessment designed to clarify vulnerabilities among refugees and host economies, and examine the impact of the crisis on basic social services.

Each sector in the JRP have recorded needs, achievements, and vulnerabilities within the refugees and host communities, labeling main challenges represented, and response plan associated with it. In the Sectorial analysis section we will go through the 12 sectors in details to get a complete picture of the vulnerabilities that exist, the interrelated challenges, and the current progress in the JRP.

4.2 SECTORIAL ANALYSIS

4.2.1 Education

The education sector was massively affected by the crisis. It is announced that out of the 661,859 registered Syrian refugees in Jordan, 236,304 (36%) are school-aged children consisting of 117,306 boys, and 118,998 girls. (UNHCR, April.2018). It is stated by the ministry of education (MOE) that 145,458 Syrian refugee children were enrolled in public schools in 2015/2016 academic year, in camps and host communities, an increase of a total of 16,104 students compared to 2014/2015 academic year. Meanwhile, with the efforts of the government response plan applied, around 170,000 Syrian refugee children have been enrolled in public schools for the school year of 2016/2017. However a total of more than 90,846 Syrian children registered with UNHCR remain out of the formal education system until today. (data.unhcr.org, 2017)

Jordan seeks to have an advanced education system as it spends more than 12 percent of its gross domestic product (GDP) on education. (Human Rights Watch, Preventing a lost generation: Jordan, 2016). However the education system in addition to its own challenges had to face the new enormous demand of the Syrian students which overwhelmed the system's capacity.

To evaluate the current situation, the Jordanian Response Plan for Syrian Crisis (JRPSC 2016-2018) performed a comprehensive vulnerability assessment on the educational sector, which we can use to learn the current figures and statistics. The education sector vulnerability assessment is based on 3 indicators: 1) Ratio of classes to students, and whether it meets the national standard of 27 students per class. 2) Ratio of students to

schools, and whether it meets the national standard of 19 classes per school. 3) The ratio of students to teachers, and whether it meets the standard of 17 students per teacher.

The Assessment findings for the educational sector published that vulnerability related to crowding classes were found mostly in Amman, Irbid, AlMafrqa and AlZarqa. The assessment also found that additional 300 new schools would be needed, and additional 8600 teachers would be needed to meet the national standard. It is also stated that 86% of the vulnerabilities is a consequence related to the additional demand explained by the inflow of Syrian refugees.

Many achievements were recorded by the JRPSC despite the technical, and capacity challenges it is facing due to the scarcity of resources and funding that has been the main challenge for years now. These achievements were performed through projects that targeted both refugees, and the resilience response. Achievement in the JRP of the education sector is labeled under three main categories:

- 1) Strengthened Education Policy, Planning and management and it includes:
 - i. Successfully employing 3,265 teachers in double shift camps and schools in addition to 2,459 teachers in single shift schools, where their salaries are supported by the funding.
 - ii. MOE also initiated the NFE catch up program targeting 25000 children aging nine to twelve. MOE also developed selection criteria for teachers based on a competitive exam.
 - iii. In collaboration between the MOE and UNESCO, OPENEMIS has been launched and operational for the year 2016/2017. OPENEMIS is a generic and Open Source Education Management Information System (EMIS) designed to collect and report data on education systems. (www.openmis.org, 2017). The system makes it easier for authorities to assess, implement, and monitor their education system, which makes it easier to set plans, make decisions, and monitor the performance.

- iv. A GIS-based school mapping tool was developed to assist the Government in school infrastructure projects planning.

2) Delivery of Quality inclusive services:

- i. It is stated that remedial education has reach more than fifty thousand children and youth.
- ii. Trainings in areas of pre-service, counseling leadership and others included more than 3,255 teachers
- iii. Orientation on psychosocial activities where provided to more than 521 counselors in public schools.

3) Access to education Opportunities:

- i. It is announced that 9 new operational schools are established in camps. 98 schools double shift to accommodate the Syrian students, and an additional 102 schools are ready and operational for 2016/2017.
- ii. Access to informal and non-formal education reached 42,000, and 2,900 children and youth respectively.
- iii. Designing and implementing campaigns on education and protection reaching about 200,000 community members.
- iv. Access to secondary school and university has increases into 500 and 300 students respectively.

The Education response plan was successful in minimizing the severity of the crisis on the educational system, yet vulnerabilities related to education still exist. Most severe vulnerabilities are mainly found in the governorates with the highest concentration of Syrian refugees, those are Amman, Irbid, AlMafraq, and AlZarqa. Almost 40% of the Syrian prospect students, boys and girls, remain out of schools (JRP, 2017-2019). As the sector is overwhelmed, and the classes are full; more capacities would be needed to address the demand applied. This could be translated into acquiring new schools, teachers, expertise, equipment, integration methodologies, in addition to a reliable and a flexible management system.

Other cross cutting issues related to transportation, health, poverty, child employment and child marriage can also affect the attendance of the students to schools. For instance 97% of school-aged Syrian children are reported to be at risk of nonattendance because of their families' financial hardship, as 90% of Syrian refugees are noted to be below the poverty line. Another critical finding is that 60% of Syrian families in host communities rely on money earned by children (HRW, Preventing a lost generation: Jordan, 2016).

Child employment is a critical issue when comes to school attendance. A study published by ILO, 2015 demonstrating rate of employment among Syrian children finds that employment rate among children aged 5-9 is recorded to be 3%, and 14% among children aged 15-18. (Stave, Hillesund, ILO, 2015, Impact of Syrian refugees on the Jordanian Labor Market. ILO). The need to address child labor motives and roots is essential to be able to tackle this phenomenon in an inclusive manner.

According to a recent study by UNICEF 46% of students not attending schools are facing administrative barriers that include lacking identity and registration documents. (UNICEF. 2018, My Needs, Our Future report). For instance 40% of refugee children lack birth certificates. (HRW, 2016) This was addressed by the MOE by ordering all schools to accept children regardless of their documentation status.

While the government is offering public schools for Syrian refugees free of charge, reports show that many cannot afford school related costs, such as transportation. For instance 17% of students report facing transportation challenges and 12% report facing financial constraints (UNICEF. 2018, My Needs, Our Future report). Including transport sector in the response strategy to address the transportation challenges for students in the country can enhance attendance and limit vulnerabilities.

Challenges related to the education sector are interrelated with challenges in different sectors and hence influenced by response in other sectors. Analyzing and addressing crosscutting issues and building a holistic approach that integrates projects in different sectors to work for an ultimate response that addresses different vulnerability areas is

needed, in addition to supporting the local system and infrastructure to build a timely committed response that meets the minimum standards Of the Inter-Agency Network for Education in Emergencies can.

4.2.2 Health

The health sector was also affected by the massive inflow of the Syrian refugees, which raised demand to health services in different locations of the country. In addition to the pressure applied on the public health system, in terms of responding to the growing national population. It is stated by the department of statistics (DOS, 2015) that one third of the Jordanian population does not have access to universal health insurance coverage. Hence vulnerabilities within the host community also exist.

To evaluate the current situation and vulnerability in the health sector we will use the (JRP 2016-2018 situation analysis which relied on 3 indicators. 1) Number of Hospital Beds to population. 2) Ratio of health centers to population, and whether it meets the national standard of one center per sixty thousand people. 3) Ratio of physicians to population, and whether it meets the national standard of 29 doctors per ten thousand people.

The Assessment findings for the health sector published that there is significant shortfall of approximately 24 percent in the availability of hospital beds relative to the size of the current population. It is noted that 2,886 additional hospital beds would be need to meet the national standard. Severe vulnerability is recorded in Irbid and AlZarqa, followed by high vulnerability in Aqaba, AlBalqa, and AlMafraq city. It is also published that 22 new comprehensive health centers would be needed where severe vulnerability is recorded in Amman, followed by Irbid and AlZarqa which is categorized as highly vulnerable. Finally, a total number of 1,002 physicians are needed to meet the national standard, where vulnerability is recorded in AlZarqa, followed by Amman and Jerash which is categorized as highly vulnerable. 91 per cent of all vulnerability recorded is related of the influx of the Syrian refugees. (JRP2016-2018)

The response plan in Jordan has recorded many achievements in the health sector that includes providing essential drugs, vaccines, services and equipment to hospitals and health facilities, enhancing capacities of health providers by providing trainings in different areas that includes Child and reproductive health, and public health surveillance, supporting access to health services, and supporting volunteers and infant and young child feeding (IYCF) facilities in urban areas. (JRP 2018-2020). However vulnerabilities still exist and the sector is need of urgent aid to meet the minimum standards.

According to the 2016 health sector vulnerability assessment, 39% of population is not provided with adequate services, and are considered vulnerable. Funding and assistance is noted to cover only 40% of the Syrian refugees, leaving the vast majority with uncertain health access. Furthermore according to vulnerability assessment framework (VAF) findings 41% of Syrian population is recorded as severely vulnerable, and 15% as highly vulnerable. In addition 10% of Syrian households are noted to be spending more than 25% of their income on health services.

Furthermore, Doctors without Borders (MSF) published in an article on the 24th of April 2018 that access for medical care for refugees in Jordan is at risk due to financial restrictions. For instance according to a survey concerning Syrian refugees conducted by MSF in Jordan 2016, almost 30% of adults in need of medical care reported that they did not seek medical services, mainly because it was unaffordable.

Evidence in Jordan proves that the health sector is dependent and interrelated to other sectors and is directly affected by the challenges and trends of other sectors. Urgent and inclusive response that can address the needs of the vulnerable is essential by enhancing the technical and operational capacities of the ministry of health (MOH), in addition to identifying and addressing interrelated sectorial challenges is needed ensuring meeting the minimum standards in health action.

4.2.3 Energy

Jordan Imports 97% of its energy needs and is considered as an energy insecure country. Energy imports accounts to about 18% of gross domestic product. The total government subsidies for energy products reached 7.1 billion dollars during the period 2011-2015 (Ministry of Energy and Mineral Resources, Provisional Data September 2016). The extra demand applied on energy supply further pressure the sector due to increase of population mainly caused by the influx of Syrians into the country.

Over 80% percent of refugees are settled in urban and rural areas of Jordan. Total residential electricity consumption has increased significantly from 4,926 gig watts in 2009, to 6,938 gig watts in 2015 which means that there is a 41% increase in electricity consumption. Liquefied petroleum gas consumption has also increased from 300,000 tons in 2009 to 420,000 tons in 2015, which means that there is a 40% increase in consumption. (JRP2016-2020) This increase can be associated with the increase of population in the country mainly caused by the inflow of Syrian refugees.

Achievements of the JRP include providing camps with energy access. promoting renewable energy solutions through provision of energy saving LED lights particularly in Irbid, AlMafraq, Jerash , and Zatari camp, in addition to installing more than 23 photovoltaic systems in public schools, and over 160 solar water heating systems in Jerash and Ajlun which is noted to have reduced utility bills by around 28%. Furthermore solar energy plants are being constructed to supply the energy needs of Zatari camp. (JRP2018-2020)

Five areas of vulnerabilities where recorded in the health sector in JRP (2018-2020) which are interrelated to other sectors and challenges.

- 1) The high cost of energy and electricity. which is noted to impose a negative effect on service provision, in addition to preventing energy access for domestic and private consumption for the vulnerable population, and hence “posing limits

to their capacities of movement and participating in social, educational and cultural activities” JRP(2018-2010).

- 2) The increase in the use of fossil fuels is noted to have a negative impact on the environment and adding to global warming. Fossil fuel use unleashes methane, carbon dioxide, nitrous oxide and other harmful gases which can impose a negative effect on health and environment. The need to replace fossil fuels with other resources is a wide topic discussed by many scholars and leaders in the energy field.
- 3) High energy tariffs is affecting camps including AlZatari and Azraq camps and imposing pressure on the humanitarian organizations responsible for providing essential service to refugees.
- 4) The Increased running cost of living for refugees and residents in host communities is noted to affect the population’s well-being and social cohesion.
- 5) The limited capacity and coverage in the eastern and northern national grid lines, is noted to be responsible for the transfer of some specific planned projects to southern grid.

There is an urgent need to create economic, social, and environmental sustainable solutions that meets the increased energy needs in host communities, while ensuring the inclusion of all vulnerabilities that exist in the country. The energy sector also affects and is influenced by other crosscutting issues in almost all other sectors such as the increase in water demand. For instance It is mentioned that “Energy costs for groundwater pumping at increasingly greater depths are increasing production costs and reducing revenues for small-scale farmers in Jordan” (World water development report, 2014). Addressing energy challenges while building response plans in other sectors such as education, health and infrastructure in necessary for long term sustainable solutions.

4.2.4 Environment

Jordan's environment was also noted to be negatively affected by the Syrian crisis. Many factors contributed to the increase of population and hence services demand have raised challenges related to maintaining a healthy environment. To identify the current challenges imposed on the environment we will use and discuss the UNDP Rapid Assessment of the Impact of Syrian Refugee Influx on The Environment in Jordan, 2015, which identifies 5 main areas of priority:

1) Water quantity and quality:

As a result of the pressure imposed on limited water resources due to population growth, reduced quality and quantity of water is noted, which can lead to increased health problems related to water pollution . An additional pressure is the management of the increased wastewater which needs to be treated and adequately exposed.

2) Soil degradation and range lands:

The agricultural sector in Jordan has been challenged by a number of issues including climate change, natural aridity, land degradation and land fragmentation. Furthermore it is noted that rangelands productivity, which is a key source of livelihood for most of Jordanians living in rural areas, has dropped by 50% over the last 15 year, due to overgrazing and more recently the inflow of refugees. The arrival of refugees is increasing the proportion of society who is relying on land resources and agricultural production as their main source of income. Increased demand on land and agriculture activities is noted to raise concerns including land degradation, loss of productivity, and potential loss of ecosystem services.

3) Biodiversity and ecosystem services

Increased numbers of causes related to wildlife violations is considered as a serious concern since the eruption of the crises. In JRP(2016-2018) it is noted that 1,483 court cases where recorded in 2014, where 572 cases related to illegal

wood cutting, 75 cases to illegal grazing, 84 to illegal hunting, 25 to forest fires, and 727 related to other violations that includes agricultural and land intrusion. Other factors including excessive collection of medicinal plants, and excessive farming activities can also add to pressure applied on ecosystem goods and services, and agriculture land.

4) Air pollution

Increasing human activity due to increase in population is expected to affect the air quality, in addition to the increased demand on energy and fossil fuels. Sulfur dioxide (SO₂), carbon monoxide (CO), and nitrogen oxides (NO, NO₂) have been monitored in the assessment of air quality by the ministry of environment and the royal scientific society in five areas noting degrading air quality and an increase in volume of emissions especially in northern governorates where population has dramatically increased. (JRP2016-2018)

5) Hazardous waste and medical waste

According to the ministry of health in Jordan, medical waste has increased from 253.506 ton/year in 2010 to 466.789 ton/year in 2015, noting an 84% increase. In addition pharmaceutical waste has increased from 750m³/year in 2010 to 2500m³/ year in 2016, which is about 233% increase. The Swaqqa landfill is the only dumping site assigned to hazardous waste, and it is noted that it is need to rehabilitation and improvement due to the increased volumes of waste generated in different sectors.

Environment Sector challenges is interconnected to almost other sectors, with water, energy, and health having the strongest relation. Addressing the challenges in a holistic approach, considering interrelated challenges, and supporting the capacities of the local authorities is necessary for creating sustainable solutions.

4.2.5 WASH

His Majesty King Abdullah II stressed that Jordan is the second most water scarce country worldwide in his remarks during a government lunch hosted by Dutch Prime Minister Mark Rutte in 21st of March, 2018. It is stated in 2016-2025 national water strategy report that the per capita share of annual water supply has decreased from 147 m³ in 2010 to 123m³ in 2016. It is also noted that more than the ratio of about 65liters per capita is lost due to physical and administrative gaps, which contributes to 52% of water supply. This leads to a fact that 70% of the population is receiving less than 100 liters per capita a day.

According to the UN world water development report “an area is experiencing water stress when annual water supplies drop below 1,700 m³ per person. When annual water supplies drop below 1,000 m³ per person, the population faces water scarcity, and below 500 m³ is labeled under absolute scarcity” (Managing Water Under Uncertainty and Risk, UNESCO, 2012, pg.124). This means that Jordan is considered to be a country that is facing absolute water scarcity, way below the international threshold.

Demand for water in Jordan has increased by 21% since the onset of the Syrian Crisis. 40% increase in water demand had been recorded in the northern governances by the JRP (2018-2020). “The increased demand resulting from the pressure of Syrian refugees on water resources, increased cost of production specifically the effect of electricity and fuel increased prices and the fiscal strain affecting the service delivery”(National water Strategy (2016-2025, Pg. 2). For instance is noted in the water sector report that the water sector consumes about 15% of total electricity consumed in Jordan. This is an indication that water is strongly related to impacts on other sectors in the field.

Despite Jordan's severe water scarcity situation, “more than 94% of Jordanians have access to safe drinking water and 93% have access to improved sanitation” (National water strategy2016-2025, pg. 8). However it is noted that only 63% percent of population is connected to sewage system.

The increased demand of water, and the increased costs associated with it is not only affecting the water accessibility. It is also affecting other sectors including energy, transport, agriculture, environment and the whole economy as a result. Schools and health facilities is also affected by the crises. The increase in the number of students attending schools has pressured the water facilities. According to the JRP sector analysis 36% of the schools are facing deficiencies in water supplies and 98% of schools are labeled as in need of technical improvement to ensure a healthy, constant, and hygienic supply.

46 sub districts are noted to be high to be high to extremely vulnerable in terms of water supply. Highest vulnerabilities where mostly recorded in northern governorates which accommodates large number of Syrians including Irbid and West Badia. In terms of sanitation 69 sub districts are noted to be severely vulnerable with districts accommodating Syrian refugees are noted to be the highest. (JRP, 2018-2020)

From the represented data of the needs and vulnerabilities in the water sector the major areas in need of development include the following:

- i. Enhancing water networks in terms of reachability and supply, especially in northern governances where vulnerability is noted to be highest.
- ii. Addressing and decreasing the 52% water loss recorded by the ministry of water and irrigation by enhancing the current networks, in addition to implementing monitoring and maintenance methodologies to all existing and future lines and projects.
- iii. Expanding the Sewage network and ensure maximum reachability and inclusion.
- iv. Depending on renewable energy supply systems to decrease the high costs associated with the increased demand on water.
- v. Ensuring that schools and health facilities have the appropriate required facilities that can serve the increased demand applied.

4.2.6 Food Security

It is mentioned in the JRP (2018-2020) that food insecurity reached 26% of the population of host communities in Jordan. Findings in the Comprehensive Food Security Monitoring Exercise (CFSME), 2016 by WFP, and Reach states that 12% of the refugees living in host communities are food insecure, and 60% are vulnerable to food insecurity, depending primarily on the food assistance provided. (WFP, 2016)

The government of Jordan was also affected by the increased demand on food, mainly explained by the increase of population. The increase in food demand, in a country that imports 85% of its food requirements, resulted in increased consumer food prices by 15.5% between 2009 and 2016. For instance Jordan's wheat import value is noted to have increased from 131 million USD in 2009 to 629.6 million USD in 2016, which led to an increase in bread subsidy cost of about 266 million USD in the same period. (JRP2018-2020)

According to the JRP (2018-2020) 28% of Syrian households among the refugees are considered food secured in 2016. This low percentage has increased from an amount of 15% in 2015. This increase in food security indicates that the JRP and the food assistance is successful in limiting the insecurity in the field, however needs to critically improve and expand its operation in order to meet the minimum standards in food assistance and cover the rest of the population that is in urgent need of assistance.

The achievements of the food security sector in Jordan includes providing “bread, welcome meals and school meals” to almost 134,000 vulnerable Syrian refugees in living camps and transit centers, in addition to 350,000 students, and 138,400 Jordanians and Syrian refugees living in host communities. Cash-based assistance where also provided to 107,602 Syrian refugees in camps and 425,126 Syrian refugees out of camps, in addition to 8000 vulnerable Jordanians in host communities. Furthermore “60 Syrian and Jordanian beneficiaries received training and materials to start their own home-based businesses in the areas of cooking, baking and food processing” (JRP2018-2020).

According to the sphere project “Food security exists when all people, at all times, have physical, social and economic access to sufficient, safe and nutritious food to meet their dietary needs and food preferences for an active and healthy life” (Humanitarian Charter and Minimum Standards In Humanitarian response, 2011, Pg.144). Ensuring that the response plan meets the minimum standards, especially in terms of availability, accessibility and utilization is essential to meet the needs of the vulnerable.

4.2.7 Shelter

The increasing demand for housing caused mainly by the influx of the Syrian refugees, have put pressure on the sector especially in terms of availability causing prices to increase dramatically especially in northern governorates of the country. For instance the domestic need for housing is normally known to be 32000 units annually. A report by NRC states that there is “at least 48,230 fewer housing units on the market than needed” (NRC Jordan, in search of a home, 2015).

“In 2016, the overall housing market gap exceeded 100,000 housing units” JRP (2017-2019). The price range of new housing units is estimated to be 30,000 to 60,000 JOD which makes it almost unavailable for low and lower-middle income groups in the society. In addition it is noted that In ALMafrq price of monthly rent has increased from 70 to 150 JOD before the crisis to 200 – 300 JOD in 2017. Furthermore 99% of Syrians who are living in host communities are renting houses, where 7% report being evicted at least once in 2017 (JRP 2018-2020). It is noted that 1 in 5 Refugees registered with UNHCR in Jordan receive cash assistance to help meet essential needs like shelter and food (UNHCR, 2018). Vulnerabilities, especially in Irbid and ALMafrq are directly connected to hosting a large proportion of refugee population. It is estimated that 27% of Jordanians and 48% of Syrian refugees currently lack access to affordable housing, which can be considered very alarming. In urban areas, 25 percent of Syrians are severely shelter vulnerable and 50 percent are highly shelter vulnerable JRP (2017-2019).

Furthermore the JRP (2018-2020) identified 1.36 million vulnerable Jordanians and Syrians, 69% and 31% respectively, who lack adequate housing, 1.99 million Jordanians and Syrians, 87% and 13% respectively, who lack access to affordable housing. In addition 131,666 Syrian refugees who are residing in camps where 78,768 are registered in Zatari camp, 47,433 in Azraq camp, and 6,873 Emirati Jordanian camp (UNHCR, 7th April 2018 update), where the entire population are noted to be living in “semi-permanent” structures, and in need of basic assistance concerning roads, infrastructure, Food and energy requirements.

The latest achievements of the JRP in host communities includes providing cash for rent assistance to 21,319 individuals, creating and upgrading substandard housing units in urban areas to meet adequate standards reaching 793 households, in addition to Providing 18,754 individuals with information on the right to adequate housing.. Achievements in camps include construction of internal district roads in Zatari camp, in addition to maintenance of semi-permanent shelters and infrastructure for more than 141,000 Refugees. Cash assistance where also provided for urgent maintenance of 24000 caravans. In order to meet vulnerabilities in Azraq camp JRP have successfully constructed additional 456 transitional shelter units, 100 shops, 4,652 kitchens, in addition to providing electricity to 4,903 households through a completed solar energy plant.

Despite the seven years effort in providing aid and assistance vulnerabilities still exist in the shelter sector. The shelter and settlement standard two states that: “The planning of return, host or temporary communal settlements enables the safe and secure use of accommodation and essential services by the affected population” (The Sphere project handbook, 2011). Applying minimum standards requires a holistic approach in identifying and addressing the sectors interrelated challenges. This combines with appropriate funding can assist in limiting vulnerabilities and enhancing the response.

4.2.8 Livelihoods

A person's livelihood refers to their “capabilities, assets (including both material and social resources) and activities required for a means of living. A livelihood is sustainable when it can cope with and recover from stress and shocks and maintain or enhance its capabilities and assets both now and in the future, while not undermining the natural resource base” (Chambers R& Conway G, Sustainable Rural Livelihoods, 1991). A person’s livelihood can be directly affected by the local conditions of the economy and Labor market.

The Jordanian economy is facing enormous challenges that exceed its structural capacity which was escalated through the inflow of the refugees who is seeking protection, shelter and a stable source of income that can secure their basic needs of life. With only 38% of its population economically active, Jordan has the lowest labor market participation rate in the world (JRP 2018-2020). Increased demand and limited supply has been noted in most sectors directly affecting prices, job opportunities, and livelihoods, in addition to other areas discussed in other sectors.

The Labor market in Jordan is stretched and facing number of challenges. Official unemployment rates have reached over 18.5% by the end of 2017. 30 % were recorded among women and youth (Ministry of Labor MOL, 2017). The number of Migrant workers recorded in (MOL Annual report, 2016) is 318.883 which account to 19.2% of workforce consisting of 53.33% Egyptians, 15.86% Bangladesh, 10.50% Syrians, and 20.31% other nationalities. The number of undocumented migrant workers is estimated to be around 200,000 workers (National employment strategy, 2011-2020). The increased demand on labor market, specifically by the Syrian refugees imposed pressure on Jordanian and migrant workers, and the increasing rates of participation are affecting both Jordanians, and migrant workers.

In 2016 London Conference “Supporting Syria and the Region” the Jordanian government committed to creating 200,000 job opportunities to Syrian population in addition to facilitating business development processes over 3 years to enhance the

livelihoods of the Syrians. This commitment can be a huge burden on the government and labor market unless it gets the appropriate support and commitment that meets minimum standards, assuring a (Do No Harm) approach. In 2017, the government issued 83,507 work permits (80,022 men, 3,485 women), and in order to facilitate processes, the government issued work permits for the Syrians free of charge. Furthermore, MOL recently allowed refugees to work in all cities across the country, by enabling camp refugees with a working permit to leave the camp up to one month. MOL also provided a path for refugees working in the construction and agricultural sector to obtain work permits without being sponsored (JRP 2018-2020). This can decrease the 26% of camp refugees who are noted to participate in high risk, exploitive, degrading, or illegal Jobs, in addition, and give better chances to Syrian individuals.

While the international poverty line used by the World Bank in 2005 to measure extreme poverty is equal to 1.25 USD, the national poverty line of Jordan is announced to be equal to 2.6 JOD or 8.2 USD. In 2005 UNCHR used a different monetary threshold equal to 1.64 JOD or 5.25 USD (Welfare of Syrian Refugees, UNHCR, 2016). According to the international poverty line, 14.4% of Jordanian population is below poverty line, and one third of the population is considered relatively poor. Furthermore 87% of the refugee community is living below the national standard, compared to 69% if we use the UNHCR threshold.

Livelihoods sector, like other sectors is directly connected to other sectors. Assessing livelihoods and livelihoods assets and meeting minimum standards in the response depends on the wellbeing of other sectors including energy, environment, transport, food security, water, education, health, social security, Justice, Governance. To better understand the relation we can Use the following criteria suggested in the Guidance note of Recovery, 2010 by UNDP and ISDR where livelihoods assets are categorized into five groups:

- i. Human capital that includes skills knowledge, health and ability to work, social, natural, physical, and financial capitals.

- ii. Social capital that includes social resources, membership formalized groups, trust relationships that facilitate cooperation and economic opportunities.
- iii. Natural capital includes natural resources' such as land soil, water, forests and fisheries.
- iv. Physical capital include Basic infrastructure, livestock, tools, and equipment
- v. Financial capital: include savings, credit, income, trade, and remittances

4.2.9 Transport

The transport sector is also pressured, facing a number of challenges which was maximized by the Syrian crisis, and the arrival of refugees, especially in the northern governances. As a result of the crisis Jordan had to give up on of its major trade routes, as Syria was the main gateway for the Jordanian products to get to Europe, and other countries. This resulted in a drop in the balance of trade in 2015 by 69% and Jordan was forced to develop alternative more expensive routes mainly through Aqaba port. It also affected public transportation and other components of the society.

The rising demand of users on the road networks, increased number of vehicles, traffic, as well as heavy-loaded cargo, water supply, and sludge disposal trucks has led to a rapid degradation of the available road network, especially in Amman and North of Jordan, as noted by MOT. Furthermore, transport system infrastructure such as bus stations, and connection reception areas are noted to be overcrowded, and has deteriorated due to the increased demand, and shortage of supply, and noted to be in severe need of maintenance and restructure. The JRP assessment also indicated that 561 buses are needed to meet the needs of northern governorates where vulnerability is noted most in AlRamtha and Irbid.

The increasing number of vehicles in the streets reaching 1,33 1,563 vehicles in 2014 and the lack of safe roads design and routine maintenance are increasing challenges concerning road safety and other areas , which puts extra challenges on multiple sectors (Road safety forum, 2016), and a need to comprehensive strategic plan. It is noted that many essential infrastructure projects that include road construction, street lighting, and

public area enhancement are being held due to financial distress. There is an urgent need to maintain, construct, and upgrade the current road networks infrastructure to be able to serve the increased population. Interventions that target services including schools, health services, and public transportation are necessary.

It is a fact that the transport sector agencies did not receive any of the funds requested by the JRP in 2016 and 2017, which is noted to be \$ 72,670,000 in addition to not receiving any of 2015 requirements (Interagency Financial tracking, 2017). Despite the shortage of fund and commitment the government have proposed and initiated some interventions. It includes a \$10 million project to construct urgent, critical, and underfunded roads in northern borders, \$154 million project connecting Amman and ALZarqa transportation, and implementing the expansion and rehabilitation project of Queen Alia Airport. (JRP 2018-2020).

The Government has been working on the expansion of the land transport sector, the development of urban transport, and the improvement of the logistics industry and international links, in addition to improving safety. However many issues still persist concerning transport, that affects many other areas including attendance of students to schools, ease access to basic needs, and maintaining livelihoods, and economic development. It is necessary to include transport in other areas of research to ensure meeting minimum standards of aid.

4.2.10 Social protection

The Social protection system in Jordan is well developed and always seeks improvement; however it has been facing its own challenges for decades. Issues related to limited resources, budget deficit, poverty, and high unemployment rate have been noted even before the crises, mainly due to the instability in region. In addition health, education, public services, and other sectors were massively affected by the inflow of the Syrian refugees.

Leaders and key players in the social protection field in the country include the Ministry of Social Development (MOSD), the National Aid Fund (NAF), the Ministry of Finance (MOF), the Ministry of Planning (MOP), the Ministry of Labour (MOL), the Ministry of Health (MOH), and other public entities including the Ministry of Municipal Affairs (MOMA). (Zureirat G, AbuShama H. 2016 Social Protection Nets. WFP). Each actor has independent rules and regulation which defines rules and responsibilities.

Syrians and Jordanians in host communities remain highly vulnerable and in need of social assistance and social protection. As discussed in other sector earlier unemployment rates has reached 18.5% in 2017. 89% of refugees are still living below the poverty line, in addition to a poverty rate of 14.4% among Jordanian families. The most of vulnerable Syrian and Jordanian families are noted to be relying majorly on cash assistance, which has negative effects as it raises the rates of dependent individuals and does not provide long term solutions, and hence can add to the pressure for both refugees and host country. Employment new strategies increased employment rates among Syrians, however many remain vulnerable and unemployed. Raised issues of child employment and negative coping mechanisms arise as a consequence of the hardship of the situation.

Key protection challenges for Jordanian reported in the JRP (2017-2019) include:

1. Poverty and unemployment, especially among women and youth
2. Violence against children
3. Social security
4. Youth engagement
5. Access to services for persons with disabilities and reduced mobility;
6. tensions within communities and risk of radicalization

Key protection challenges for refugees as mentioned in the JRP (2017-2018) include the following:

1. Child Labor
2. Documentation and registration issues

3. Sexual and gender based violence
4. Violence against children
5. Mental health and psychological wellbeing
6. Tensions with host communities
7. Access to sustainable livelihoods

With all the humanitarian assistance and government efforts in the past 7 years social protection sector is still facing major challenges, that are interconnected with other sectors. The JRP noted many achievements referring to expanding social protection and social assistance. However many Jordanians and Syrians remain vulnerable today, and further inclusive assistance is required to relief the stress. Conclusions of the Social protection Nets report published that “The absence of a coordinating mechanism for the social protection net has created much overlapping and misinterpretation in terms of monitoring and Evaluation, responsibilities, and service delivery.”(Zureirat, AbuShama, Social Protection Nets, 2015, pg.46).

An inclusive approach towards enhancing the capacities and capabilities of the Ministry of Social development (MOSD) and the governments’ assets is required. A national policy for social protection that provides guidelines, rules and regulations is also essential for better coordination, management, and performance. In addition upgrading a system that includes emergency mechanisms targeting vulnerable individuals, and ensuring basic needs are provided is needed.

4.2.11 Justice

The Ministry of Justice published mission statement is stated to be ”Consolidating the dominance of state of law and institutions, achieving justice and equality; promoting the principles of equal opportunities and transparency; and maintaining rights and freedoms”(Ministry of Justice, 2018).

King Abdullah stressed in his 6th discussion paper, Rule of Law and Civil state that “Respect for the rights of minority groups should be viewed as a guarantor for the rights

of the majority.” According to Rule of Law Index, by World Justice Project, Jordan is ranked 42 out of 113 globally, and 2nd out of 7 in the region. (World Justice Project, 2017-2018). However the Justice system is also facing some serious challenges, mostly raised by the increased demand on law system and facilities, cause mainly by the arrival of Syrian refugees.

While crime rates are considered low in Jordan, violence, criminal acts, and proliferation of small arms cases are noted to have increased, especially in the northern governorates. The number of civil and criminal cases recorded involving Syrians have significantly increased from 3,648 in 2011; to 13,674 in 2014(JRP2016-1018). Between January and July of 2017 Ministry of Justice (MOJ) have registered 6,551 cases involving Syrian refugees. Sharia courts (specialized in family laws) were also noted to be under stress. It is a fact that number of marriages has significantly increased from 350 marriages in 2011 to 7000 marriages in 2014 (JRP 2016-2018). This increase is responsible for the extra pressure applied on legal staff, courthouses and the associated support services.

Infrastructure challenges also exist. MOJ is currently administrating a total of 56 courts, and owns only 18 of them. The number of cases registered in the first half of 2017 is noted to be 178,838 cases, where “all cases are administered by a total of only 916 judges, of which 176 are female and 740 male”. (JRP 2018-2020). Furthermore the number of cases in the juvenile courts is noted to have reached 12,503 cases in 2016. The high number of cases, which is obviously beyond the technical and operational capacity of the sector, is noted to affect the overall performance.

Many of the Jordanian population and the Syrian refugees lack awareness, and understanding of their rights and responsibilities, which increases vulnerability, and raises chances of unintentionally breaching the law. Lack of civil and legal documents among most Syrians can further complicate the situation. Legal aid and representation is another challenge, as courts are only allowed to provide legal representation for those who are facing death penalty or life imprisonment. The rest remain vulnerable, especially those who cannot afford lawyers’ fees.

Despite the efforts, initiatives and the achievements of the response plan that includes training programs of more than 1200 judicial and staff on criminal investigation, providing 41,100 person with access to justice and legal assistance between june2016-june2017, providing legal aid to 251 people, and allowing Syrian refugees to work legally in host communities JRP (2018-2020), challenges exceeds the national capacity and vulnerabilities still exist.

Sustainable Technical and operational capacity development of MOJ and judicial systems is required. That includes infrastructure, research systems, monitoring and evaluation systems, financial and human resources. Increasing legal aid awareness and access to information and ensuring the inclusion of the vulnerable component is also essential. Strengthening and implementing national policies and procedures that can target vulnerabilities and assess refugees' needs and challenges is also essential.

The Justice Sector policies and challenges directly impacts and are interrelated to other sectors in the JRP. Policies can determine status and accessibility of individuals to basic needs that includes shelter, education, health, livelihoods, social protection, and food security, in addition to other areas. Hence sharing information and building partnerships between different sectors and actors, in addition to adopting a national humanitarian minimum standard can promote a clear vision and mission and enhance the readability of the local authorities.

4.2.12 Local Governance and Municipal Affairs

Local governance and municipal services in Jordan is noted to have struggles to address service delivery shortage, induce local economic development, and maintain social cohesion between communities mainly as a result of financial stress, even before the eruption of the Syrian crisis. In addition to the preexisting challenges, the Syrian refugee influx, and the increase in population have overwhelmed the sector capacities. It is noted that more than 1 million Syrians, live in host communities which have raised multiple challenges in the sector.

The increase in solid waste and the limited municipal capacities, in addition to the rising illegal dumping, and inappropriate disposal is noted to pose a threat to the environment, health, and resources of food and water, and can have consequences that can affect other sectors in the country. It is noted that 11% of the population is receiving inadequate services (CVA, 2015). Furthermore 56% of surveyed households believe that municipalities are not responsive to their needs (JRP2018-2020).

Many essential infrastructure projects that include road construction, street lighting, and public area enhancement are being held due to financial distress and municipalities are reporting shortage in funding. Furthermore the ministry of municipal affairs is noted to have “insufficient capacity in terms of administrative and technical staff and financial management and accountable systems”. And municipalities are noted to be “in need of appropriate mechanisms to support more effective decision-making, resource allocation and urban response” JRP (2017-2019, pg. 45).

The current needs of local governance and municipal services identified by the MOMA and sector partners JRP include the following:

- i. Enhancing Municipal Service delivery planning and management through the provision of the necessary machinery, trainings and equipment required.
- ii. Implementation of urgently required infrastructure projects, including road construction, street lighting and other public works, constructing public areas including parks, libraries, community centers, public facilities, and community centers
- iii. Improving private sector investment and public-private partnerships
- iv. Strengthening of social cohesion and civic participation by strengthening communication participation, trust, engagement, and enhancing capacities on municipal level.
- v. Implementation and enhancement of integrated Solid Waste Management through providing required machinery and training needed in addition to the construction of landfills, and transfer stations

Local Governance and Municipal Affairs sector issues are directly related to other issues and challenges in different sectors. Identifying interrelated challenges and issues, enhancing the government technical, financial and operational capacity is a critical need necessary to maintain an effective sustainable response that is better managed, and administrated through a solid governmental body capable of dealing with extraordinary situations. This can achieve the vision of the Ministry of Municipals Affairs (MOMA) which is published to be “the achievement of local governance that enhances the independence of municipalities and enables them to carry out their duties and responsibilities in line with the concepts of integrity and good governance.” (MOMA, 2018). Delivering of humanitarian aid and addressing the current challenges represented is essential for an inclusive and sustainable response plan.

5. FUNDING AND INTERNATIONAL ASSISTANCE

The government of Jordan has been supported by the international community, NGOs, and the UN in responding to the Syrian Crisis consequences and challenges applied on the country's sectors. There are three main channels approved by the government for funding and financing the JRP for public entities, UN agencies, NGOs, and other implementing partners.

1. Budget support: where donor funds are directly channeled to the government's budget using the government's own allocation and accounting systems. The main objective is to support the fiscal deficit and income losses applied directly on the government as a result of the Syria crisis.
2. Pooled funds: Country based pooled funds are "humanitarian financing instruments established by the Emergency Relief Coordinator (ERC). They are managed by OCHA at the country-level under the leadership of the Humanitarian Coordinator (HC)(www.unocha.org).The aim is to reduce the transaction time and costs of aid by channeling finance from multiple donors through one instrument. Jordan Humanitarian Fund (JHF) is an example; another example is the Jordan resilience fund (JRF) which is jointly managed by the government, UN, and donors.
3. Project aid: Financing specific activities with a specific known objective, budget and timeframe to achieve specific results where objectives require the inputs to be linked to the outputs. It is based on the identification of a specific area of intervention where funds are distributed to specific activities for which the objectives, outputs and inputs required to achieve them have been defined.

All JRP projects need to submit a complete Project Action Plan (PAP) through Jordan Response Information System for the Syrian Crises (JORISS) which is an online system administrated by MOPIC, for the submission, tracking, reporting and monitoring of JRP projects. Hence it requires approval by the Government of Jordan prior to implementation of the project (JORISS step by step guide). Once a project is

submitted to the system it goes through multiple processes before approval that includes:

1. Revision of the submitted project by the Humanitarian Relief Coordination Unit (HRCU) within MOPIC to ensure the completion of the application, and that it is in line with JRP objectives and does not duplicate any other project.
2. Revision and approval of the proposed project by the Inter-Ministerial Coordination Committee (IMCC) and ensuring it's in line with the national laws, regulations policies, and norms. It includes checking the capacity, sufficiency, and implementation capacity of the proposing partner.
3. The application is sent to Cabinet for final approval

Project Monitoring is to be performed by the implementing entity which in return is required to submit a report on a half year basis to MOPIC through JORISS, hence JORISS is the main monitoring tool for JRPSC partners and Task Forces in the field to track project activities and funding flows (JRP 2018-2020).

In November 2015 , roughly US1.07 billion had been committed to the JRP 2015, which corresponds only to 36% percent of funding requirements. As of 12 November 2016, donors have committed a total of US\$ 1.02 billion to the JRP for the year 2016, representing 37.5% of total requirement. Meanwhile on February the second of 2018 Prime minister Dr. Hani Almulqi expressed his appreciation for the international cooperation in the JRP platform 10th meeting 2018 as he mentioned that contracted funding for the year 2017 have reached around 1.7 billion USD , which represents almost 65% of all requirements. This value of commitments is considered to be the highest among other years. Although it is worth noting that while some contracted funds are distributed immediately, some may take up to 3 years to be actually received, as stated by Minister of planning and international cooperation Imad Fakhoury. This means that some commitments might be delayed and hence a timely inclusive response with adequate financing becomes hard to achieve, as some essential response projects would be postponed. Minister Imad Fakhoury added that “It is critical that donors, who have not yet done so, quickly translate their commitments into disbursements in order to

adequately finance Jordan’s response through grants” (Minister Imad Fakhoury JRP platform meeting 10th, February 2018).

To better understand the current status of funding we will use the recently published financial update report by MOPIC which provides exact amounts of requirements and commitments of the year 2017. It includes commitments by donor, commitments by sector, and total amounts of funding. The total amount of committed funding by more than 32 countries is recorded to have reached 1,718,981,919 USD in 2017, which covers 64.85% of the amount required which is noted to be 2.65 billion dollars. The major 3 donors are USA, Germany, and EU respectively (Table 5.1). Commitments by Donors is translated into commitments by sectors (table 5.2)

Table 5.1: Commitments by Donors

COMMITMENTS BY DONORS 2017 (USD)				
COUNTRY	BUDGET SUPPORT	REFUGEE	RESILIENCE	TOTAL
USA	250.000.000	42.627.082	166.517.816	459.144.898
GERMANY	0	10.719.778	209.321.944	220.041.722
EU	26.916.000	49.060.423	83.287.018	159.263.441
UK	0	23.857.794	48.490.053	72.347.847
SAUDI ARABIA	0	8.246.741	60.000.000	68.246.741
JAPAN	0	21.279.688	37.830.803	59.110.491
CANADA	0	11.121.085	19.305.093	30.426.178
NETHERLANDS	0	9.177.330	17.915.696	27.093.026
FRANCE	0	13.409.868	12.130.421	25.540.289
SOUTH KOREA	0	1.300.000	18.100.000	19.400.000
NORWAY	0	3.967.033	8.899.050	12.866.083
SWITZERLAND	0	12.375.684	50.834	12.426.518
DENMARK	0	3.800.128	5.790.514	9.590.642

ITALY	0	4.962.155	2.393.840	7.355.995
FINLAND	0	5.041.560	2.067.875	7.109.435
AUSTRALIA	0	3.863.310	1.654.499	5.517.809
BELGIUM	0	2.684.175	99.579	2.783.754
KUWAIT	0	2.267.204	181.360	2.448.564
SPAIN	0	2.097.675	0	2.097.675
QATAR	0	1.901.742	0	1.901.742
AUSTRIA	0	1.717.160	99.900	1.817.060
SWEDEN	0	1.193.457	0	1.193.457
IRELAND	0	972.036	69.652	1.041.688
TAIWAN	0	0	500.000	500.000
POLAND	0	329.975	0	329.975
CZECH REPUBLIC	0	210.695	15.323	226.018
CHINA	0	13.095	200.000	213.095
SLOVAKIA	0	0	164.201	164.201
SLOVENIA	0	0	157.781	157.781
LEBANON	0	0	39.146	39.146
NEW ZELAND	0	11.118	0	11.118
OTHERS	29.992.469		63.123.007	508.575.530
GRAND TOTAL	306.838.469	653.738.046	758.405.404	1.718.981.919

Source: JRP financial status2017, MOPIC

Table 5.2: Commitments by Sector

COMMITMENTS BY SECTOR 2017 (USD)				
SECTOR	BUDGET SUPPORT	REFUGEE SUPPORT	RESILIENCE SUPPROT	TOTAL
EDUCATION	46.999.000	77.617.975	171.622.131	296.239.106
ENERGY	0	19.605.561	47.840.000	67.445.561
ENVIROMENT	0	0	8.210.300	8.210.300
FOOD SECURITY	0	149.273.785	14.192.319	163.466.104
HEALTH	5.560.000	71.744.135	45.810.349	123.114.484
JUSTICE	0	6.457.496	5.290.132	11.747.628
LIVELIHOODS	4.279.469	31.903.907	46.892.102	83.075.478
LG/MS	0	3.595.226	115.634.412	119.229.638
SHELTER	0	7.312.685	3.732.273	11.044.958
SOCIAL PROTECTION	0	236.867.744	36.030.258	272.898.002
TRANSPORT	0	0	30.000.000	30.000.000
WASH	0	24.359.532	227.642.430	252.001.962
MANAGEMENT	0	0	0	0
OTHERS	250.000.000	25.000.000	5.508.699	280.508.699
GRAND TOTAL	306.838.469	653.738.046	758.405.405	1.718.981.920

Source: JRP financial status2017, MOPIC

According to the data presented by MOPIC Resilience Support commitments have reached 758,405,405 USD (44% of total commitments), with WASH (13.2%), education (9.9%) and LG/MS (6%) receiving most commitments. Refugee support commitments have reached 653.738.046 USD (38%) with social protection (13.7%). Food security (8.6%) and education (4.5) %. Receiving most commitments. And Budget support have only received 306.838.469 USD which is mainly provided by USA (81%) EU and other actors (19%).

Direct budget support refers to support meant to address the income losses, and extra costs associated with the Syrian crises effects. The total direct budget support requested in 2017 accounts to 948,871,877 USD, and the budget support committed covers only 32% of these requirements. Table 4.3 demonstrates the direct budget support major requirements for the year 2017 in USD by the JRP.

Table 5.3: Budget Support Requirements

BUDGET SUPPORT REQUIREMENTS 2017 (USD)	
SUBSIDY	REQUIREMENTS
FOOD(WHEAT, BARLEY, AND BRAN)	33.343.783
ELECTRICITY	179.500.000
WATER	25.000.000
SECURITY	
MILITARY	218.563.759
CIVIL DEFENCE	39.639.432
GENDARMERIE	41.148.069
POLICE	127.611.817
INCOME LOSS	
LABROUR PERMIT FEES	49.718.900
TRANSPORT	40.057.500
AVIATION	21.315.000
INFRASTRUCTURE DEPRECIATION	
	172.973.615
TOTAL	948.871.875

Source: JRP (2017-2019), MOPIC

The Interagency Financial Tracking service (FTS) provides a distribution of received funds for agencies and partners supporting of JRP through the regional and refugee resilience plan (3RP) launched by UNDP and UNHCR. It shows funding per sector and is divided into two categories, resilience, and refugee component. Using FTS we can track the received funds per sector, January – December 2017.

The 3 Largest UN receivers are UNHCR 167,327,382 million USD. UNICEF 131,898,062 million USD, WFP 102,088,529 million USD, where the total represents 55.8% of total funding. The 3 largest organizations receiving funds are Mercy Corps 49,047,448, ICRC 26,137,381, and Norwegian Refugee Council 24,445,244 representing 13.8% of total funding. (UNOCHA FTS, 2018)

Refugee component (Table5.4) had the highest proportion of funding receiving up to 75.70% of requirements at total amount of 560,997,382 USD. Food security has the biggest share of funding followed by basic needs and education. Critical sectors where vulnerability exists like WASH and Shelter have only received around 50% of their requirements and protection sector is underfunded by around 40% at that time period.

Table 5.4 Refugee Component Received Funds by sector

Refugee Component 2017 (January- December) Received Funds			
SECTOR	TOTAL REQUIRED (USD)	Received(USD)	% Received
BASIC NEEDS	154.341.367	118.157.897	76%
EDUCATION	47.726.658	39.523.236	82,80%
FOOD SECURITY	178.116.920	187.769.219	105,40%
HEALTH	80.584.817	52.914.420	65,70%
LIVELIHOODS	22.002.707	18.099.435	82,30%
PROTECTION	130.114.827	80.113.024	61,60%
SHELTER	51.430.683	25.631.271	49,80%
WASH	76.713.421	38.788.881	50,60%
TOTAL	741.031.400	560.997.382	75,70%

Source: Interagency financial tracking service (January-December,) 2017

Resilience component have only received 107,051,444 million USD which represents 23.48% of requirements (table.5.5). Livelihoods sector had the biggest share of funding followed by WASH and education. Alarminglly Energy, Environment, Shelter, and Transport sectors didn't receive any of the requested amounts for the resilience component. Furthermore other sectors such as education, LGMS, protection and health are highly underfunded while most other sectors funding is less than 50%. However vulnerabilities and challenges still persist in most sectors and the suggested requirements overwhelms the government's capacity.

Table 5.5: Resilience Component Received Funds by sector

Resilience Component 2017 (January- December) Received Funds			
SECTOR	TOTAL REQUIRED (USD)	Received(USD)	% Received
BASIC NEEDS	6.168.135	5.017.234	81,30%
EDUCATION	110.094.716	12.293.397	11,20%
ENERGY	28.500.000	0	0,00%
ENVIRONMENT	3.800.000	0	0%
FOOD SECURITY	20.162.314	9.236.908	45,80%
HEALTH	17.372.423	4.953.015	28,50%
JUSTICE	8.420.000	776.143	9,20%
LGMS	67.196.219	3.906.250	5,80%
LIVELIHOODS	84.143.927	42.425.184	50,40%
PROTECTION	44.451.648	7.746.730	17,40%
SHELTER	1.512.000	0	0,00%
TRANSPORT	36.335.000	0	0,00%
WASH	27.683.764	20.696.583	74,80%
TOTAL	455.840.146	107.051.444	23,48%

Source: Interagency financial tracking service (January-December,) 2017

Although the JRP represents a well-developed response plan, the funding provided does not have a clear structure and methodology. The funding shortfalls recorded in sectors can affect the effectiveness of the provision of aid, and prevent a timely response. Prioritizing vulnerabilities is a hard but necessary approach to cope with funding shortfalls. Focusing on creating assets that can cover a proportion of future needs can assist in enhancing the country's readability and independence.

The Jordanian Minister Imad Fakhoury mentioned in his remarks that although the percentage of received fund has risen in 2017, "Unfortunately the needs and requirements of Syrian refugees and Jordanian host communities still vastly outpace the financial support received" (Minister Imad Fakhoury, JRP platform 10th meeting, February 2018). This can be translated into extra pressure on the government budget and all sectors of the country, higher vulnerability rates among refugees and citizens, and lower service quality. For instance The World Food Programme is noted to have run out of funds in August 2015 and had to temporarily cut off all support to 229,000 vulnerable refugees in host communities. (HRW 2016)

Identifying and labeling interrelated vulnerabilities and challenges in different sectors and hence designing a response and a funding mechanism that is multi sectorial and based on need and targets the governments' institutes in an inclusive approach while ensuring long term solutions and distributing the funds accordingly can limit the scale of the challenges related to short funding. Meanwhile maintaining a high level of international cooperation and assistance that is based on humanitarian principles and minimum standards and that is focused on need and responsibility remains a necessity.

7. DISCUSSIONS AND CONCLUSIONS

There is an international understanding on the importance of humanitarian aid, and an international acceptance of humanitarian principles. Humanitarian Law, Human Rights, and the Refugee Law guide the provision of humanitarian aid, and humanitarian principles provide the foundations of humanitarian action. CHS and Minimum standards in humanitarian response provide criteria and guidance notes with the aim to improve quality of services and accountability of actors. The minimum standard is designed to be general and flexible, and is valid in emergencies of different contexts. Actors in a humanitarian response are accountable to the people, the national authorities, and the UNOCHA.

The Syrian crisis is entering its seventh year, and it is “arguably the worst, most tragic humanitarian crisis of our time” (King Abdullah, February 2016, Supporting Syria and the region conference, London). The instability in the region, mainly caused by the crisis is raising many global concerns including, humanitarian, economic, and security challenges that requires global cooperation to be able to respond effectively to the scope of the challenges and consequences raised. Neighboring countries have been affected the most by the crisis directly and indirectly. The raise of security concerns and instability in the region, the disruption of trade routes, and the refugee inflow highlight the major factors affecting neighboring countries.

The Hashemite Kingdom of Jordan is hosting 1.3 million Syrians including 661,859 refugees registered with UNHCR on April of 2018, compared to 655,588 registered refugees on November, 2017. This indicates that the proportion of vulnerability may exceed the stated number of registered refugees as more of the population is seeking registration. 80% of all refugees are living in host communities, where the majority is residing in northern governorates; the remaining 20% are living in camps. 50.6% of the refugee population is below the age of 18.

The direct effect of the Syrian crisis on the Jordanian economy outreached 10.291 billion USD by 2017, and the indirect effect is estimated to be 3.25 billion USD in a study by UNDP. The increase in population, the decrease in GDP growth, and the increase in public debt are highly influenced by the Syrian crisis consequences, in addition to the decrease in foreign investment levels, Tourist arrivals and the trade routes interruption.

Despite the humanitarian response and the aid provided in the country, vulnerabilities are noted to be increasing among the host population and the refugees in multi sectors, in addition to the pressure applied on the country services and infrastructure. Poverty rates have reached 90% among Syrian refugees, and more than 14.4% among host community. Formal unemployment rate have reached 18.5%, and the budget deficit is further exhausting the national capacity, governance and municipalities. More than 1 million Syrians living in host communities have raised demand on basic services. Essential infrastructures including roads and service buildings that includes health, education, Justice, and public services is needed, in addition to human resources, and advanced administration methodology that can cope with the increased population.

While poverty rates among Syrians are high, and housing prices have increased significantly due to the extra demand on the sector, 99% of Syrian refugees are noted to be renting houses. Furthermore 48% refugees lack affordable housing, in addition to 27% of Jordanians. 25% of refugees are severely shelter vulnerable and 50% and highly vulnerable. The sector is overwhelmed and many refugees are depending on the aid provided to pay their high rents. Employment rates are increasing among Syrians and the process of getting a work permit is being facilitated by the government free of charge. This can assist in increasing productivity and limiting vulnerability among the refugees. 83,507 work permits have issued by the end of 2017. This can increase the level of competition and unemployment rates among Jordanians if not applied cohesively with strategic investments that address the skills presented.

Water scarcity and energy insecurity highlights major challenges in the country. Water share per capita is recorded to be less than 100m³ for more than 70% of population,

98% of school need technical repairmen , 36% is facing water deficiencies, and 46 sub districts in the north are noted to be high to extremely vulnerable in terms of water supply. In addition the extra demand on water is affecting quantity and quality of water and has raised production costs of energy requirements. Jordan is an energy insecure country. It imports 97% of its energy needs, the costs of energy are high and hence the tariffs form an obstacle for the population, government, and even humanitarian actors. Environment challenges is also interrelated with water scarcity and the extra demand on energy, in addition to challenges related to water waste, solid waste, and wildlife violations .The sector needs to be addressed accordingly.

Food security is a critical matter that is in need of sustainable, long term solutions by developing the means that allow the vulnerable to be independent and productive. 26% of Jordanians and 12% Syrian refugees are food insecure, 60% of refugees are vulnerable and depending highly on the provided aid. Dependency on food assistance indicates lack of income and opportunity. Meals and cash assistance should be a temporary solution while implementing long term solutions that decrease vulnerability and offer opportunity. Otherwise it can further delay the response and dependency on assistance will increase.

In education sector 40% of Syrian prospect students are out of school. MOE have facilitated all registration operations for Syrian students providing free access to public schools without the need of registration documents, in addition to adopting a double shift approach in 209 schools. However the current existing infrastructure and human resources lack the capacity to accommodate the current figure and in need of enhancement and development to be able to provide quality education to all who is in need.

Health sector is facing major challenges, as funding is reported only to cover 40% of requirements. Lack of infrastructure, human resource and national capacity to accommodate the current population raise multiple challenges for host community and refugee population. 41% of Syrian refugees are considered severely vulnerable, in addition to 15% who is considered highly vulnerable. Furth more 39% of the population

in Jordan is lacking adequate services. The MOH is in need of development and aid in order to assist the increased vulnerability and meet the national standards and the minimum standards of humanitarian response.

Funding and international aid have limited the scale of the impact of the crises, however vulnerabilities still exist and the funding mechanism need assessment to build an inclusive response and offer recovery. Many sectors report being unfunded and underfunded, and hence many projects and essential responses get delayed. Defining sectors priorities and interrelations and developing an inclusive mechanism of funding led by the national authorities is highly recommended.

The leadership and the government of Jordan have accepted taking the global responsibility to protect human dignity and despite all challenges and the harsh conditions it remained solid and presumed putting efforts towards facilitating processes for refugees in the country. Provision of aid in forms of knowledge, expertise investment, and growth, and targeting the government capacities and assets is essential for recovery.

Humanitarian aid activities in Jordan reflect the willingness and the commitment of the international community towards providing humanitarian aid. The structures and the mechanisms of cooperation are developing rapidly. However the impact of the Syrian crisis proves that further enhancement and development of human operations is needed to overcome the present challenges.

“There is a clear relationship between emergency, rehabilitation and development. In order to ensure a smooth transition from relief to rehabilitation and development, emergency assistance should be provided in ways that will be supportive of recovery and long-term development. Thus, emergency measures should be seen as a step towards long-term development” (UN.1991. A/RES/46/182).

Major challenges and vulnerabilities are identified and discussed through this thesis, however further researches focusing on each sector independently and inclusively is

required, in addition to researches focusing on different areas such as economics, security, and politics to understand the behaviour of different actors and how it is affecting the current process and the effectiveness of the humanitarian operations in the country.

Findings of this research can suggest further investigations and researches where the following hypotheses can be examined and tested:

- i. Developing countries accommodating large numbers of refugees are more likely to face Economic threats.
- ii. Economic statistics of a country can be highly affected by a neighboring crisis.
- iii. Supporting the local authorities and promoting economic growth can enhance effectiveness of aid.
- iv. Cash transfer and provision of meals does not limit vulnerability and only promote short term solutions.
- v. Consistent international collaboration on aiding refugees can transform local challenges in the economy into Opportunities.
- vi. Political situation and international relations can affect the provision and hence effectiveness of humanitarian aid in a given country.

References

Books and Reports:

Barnett M. and Weiss T (2008). *Humanitarianism in Question*. Cornell University Press. United States of America

Carbonnier, G. (2015) *Humanitarian Economics*. Oxford University Press. New York

Chambers R, Conway G (1991). *Sustainable Rural Livelihoods: Practical concepts for the 21st century*. Sussex, UK: Institute of Development Studies.

Core Humanitarian Standard (2015). *CHS Guidance Notes and Indicators*. CHS Alliance, the Sphere Project and Groupe URD.

Human Rights watch (2016) *Preventing a Lost Generation: Barriers for Education for Syrian Refugee Children in Jordan*. United States of America.

Inter-Agency Standing Committee (2015). *Reference Module for Cluster Coordination*. IASC Sub-Working Group on the Cluster Approach and the Global Cluster Coordinators Group.

Ministry of Labor. Ministry of Planning and International Cooperation National *Employment Strategy (2011-2022)*. Amman

Ministry of Planning an International Cooperation. (2016) *Jordan Response Plan (2016-2018)*. Amman

Ministry of Planning an International Cooperation. (2018) *Jordan Response Plan (2018-2020)*. Amman

Ministry of Planning an International Cooperation. (2017) *Jordan Response Plan (2017-2019)*. Amman

Ministry of Water and Irrigation (2016). *National Water Strategy (2016-2025)*. Amman, Jordan.

Norwegian Refugee Council (2015). *In Search of a Home: Access to Adequate Housing In Jordan*. Urban Shelter Programme. Jordan Country Office

Stave S., Hillesund S. (2015) *Impact of Syrian refugees on the Jordanian Labor Market*. International Labor Organization Office

The Economic Policy Council. *Jordan Economy Growth Plan (2018- 2022)*. Amman

The Sphere project. (2011) *Humanitarian Charter and Minimum Standards in Humanitarian Response*. Belmont Press Ltd, Northampton, United Kingdom

United Nations Children Fund (2018). *My Needs Our Future. Baseline Study Report for Hajati Cash Transfer*. UNICEF Jordan

United Nations Development Program (2016). *Indirect Impact of the Syrian Refugee Crisis on the Jordanian Economy*. UNDP

United Nations Development Programme, International Recovery Platform (2010). *Guidance Notes on Recovery: Livelihood*. International Recovery Platform Secretariat. Japan

United Nations Educational Scientific and Cultural Organization (2012). *Managing Water under Uncertainty and Risk*. Paris, France

United Nations High Commissioner for Refugees, World Bank (2016). *Welfare of Syrian Refugees: Evidence from Jordan and Lebanon*. International Bank for Reconstruction and Development / The World Bank. Washington

United Nations Water (2014) *The United Nations World Water Development Report 2014: Water and Energy*. UNESCO CLD, Paris.

UNOCHA (2007). Oslo guidelines. Revision 1.1 November 2007. United Nations

Walker P, Maxwell D. (2009). *Shaping the Humanitarian World*. New York: Rutledge.

World Bank (2017). *Jordan Economic monitor: A Hiccup Amidst Sustained Resilience*. Global Practice for Macroeconomics and Fiscal Management Team. World Bank

World Food Programme, REACH (2016). *Comprehensive Food Security Monitoring Exercise (CFSME)*. Amman, Jordan

World Justice Project (2018). *WJP Rule of Law Index (2017-2018)*. World Justice Project. Washington

Zureirat G, AbuShama H (2015). *Social Protection and safety Nets in Jordan*. World Food Programme.



Other Publications:

Abu Ata M, (April 24, 2018). *Jordan: Access to Medical Care at Risk for Syrian Refugees*. MSF (<https://www.doctorswithoutborders.org/article/jordan-access-medical-care-risk-syrian-refugees>)

Abu Hasweh S (2016). *Road Safety Forum*. 72nd Session of the Road Safety Forum. Jordan Ministry of Transport. Palais Des Nations. Geneva

Capital Bank of Jordan (2018) Jordan Economic Indicators. Retrieved 20 April 2018(<https://tradingeconomics.com/jordan/indicators>)

Economy Watch. (2010). *Foreign Direct Investment (FDI)*. Retrieved 20 April 2018(<http://www.economywatch.com/foreign-direct-investment/>)

Human Rights Watch (2018). World Report 2018 (<https://www.hrw.org/world-report/2018/country-chapters/jordan>)

Humanitarian Response. *What is the Cluster Approach?*. Retrieved 25 April 2018 (<https://www.humanitarianresponse.info/en/about-clusters/what-is-the-cluster-approach>)

IASC (2018). *Transformative Agenda*. Retrieved 10th April 2018 (<https://interagencystandingcommittee.org/iasc-transformative-agenda>)

International Red Cross and Red Crescent. (1994). *Code of Conduct 1994*.IFRC

King Abdullah II 6th discussion paper (October 2016). *Rule of Law and Civil state*. (<https://kingabdullah.jo/en/discussion-papers/rule-law-and-civil-state>)

King Abdullah II remarks at the “Supporting Syria and the Region Conference”, London, 4 February 2016

Ministry of Energy and Mineral Resources (2016). Provisional Data. Retrieved 1 April 2018. (<http://www.memr.gov.jo/Pages/viewpage.aspx?pageID=202>)

Ministry of Justice. *Mission statement*. Retrieved 15 April 2018. (www.moj.gov.jo)

OCHA on message: Humanitarian Principles, June 2012. Retrieved 1 April 2018
(http://www.unocha.org/sites/dms/Documents/OOMhumanitarianprinciples_eng_June12.pdf)

Rock, T. (24 May 2016). *Jordan's Syrian Refugee Economic Gamble*. Middle East Institute. (<http://www.mei.edu/content/article/jordan-s-syrian-refugee-economic-gamble>)

United Nations General Assembly resolution 46/182, principle 1 1991

United Nations General Assembly resolution 46/182, principle 4 1991

United Nations General Assembly resolution 46/182, principle 9 1991

United Nations High Commissioner for Refugees. (2018) Situation Syria Refugee Response operational portal. Retrieved 30 April 2018
(<https://data2.unhcr.org/en/situations/syria/location/36>)