

RAPID GENDER ASSESSMENT ON THE IMPACT OF COVID-19 ON VIOLENCE AGAINST WOMEN

TECHNICAL REPORT - JORDAN SURVEY FIELDWORK

AUGUST - SEPTEMBER 2021



1 Introduction

Prompted by strong concern that the COVID-19 pandemic has intensified the risk of different forms of violence against women and girls, particularly intimate partner/domestic violence, and realizing the need to collect reliable data that are in line with methodological, safety and ethical standards, UN Women commissioned Ipsos to conduct a study on the impact of COVID-19 on women's well-being and safety in 13 countries across several regions all over the world. The participating countries were Albania, Bangladesh, Cameroon, Colombia, Côte d'Ivoire, Jordan, Kenya, Kyrgyzstan, Morocco, Nigeria, Paraguay, Thailand and Ukraine.

The **core objectives** of the study were to:

- collect data on the impacts of COVID-19 on violence against women in low- and middle-income countries.
- strengthen measurement and methodologies for violence against women data collection and use.
- strengthen available knowledge on all forms of violence against women and improve capacities to collect, analyse and use data on violence against women in accordance with globally agreed methodological, safety and ethical standards.
- inform where the policy and programmatic response of UN Women should focus and support UN system-wide efforts to scale up actions to address violence against women in the context of COVID-19.

The following groups contributed to the **project's management and execution**:

1. the UN Women project team, comprising statisticians, researchers and policy specialists;
2. the Technical Advisory Group – an external reference group established by UN Women to provide independent technical advice and expertise to the project;
3. the Ipsos project team involved in the set-up and delivery of the study; and
4. national fieldwork partners.

Methodology of the study	
Target group	Women aged 18 +
Timing	<ul style="list-style-type: none"> • Two-phased approach: Phase I (four countries) took place May-June 2021; Phase II (nine countries) took place August-September 2021
Data collection method	Computer-Assisted Telephone Interview (CATI)
Sampling approach	<ul style="list-style-type: none"> • Random probability sampling with monitoring of quota on age and region • Random-digit dialling to mobile sample frames
Sample Size	<ul style="list-style-type: none"> • 1,200 women aged 18+ per country
Questionnaire length and type	<ul style="list-style-type: none"> • Target duration of max. 20 minutes • No open-ended answers • Informed consent asked to each participant at the beginning of the interview • Awareness of safety, privacy and confidentiality of women respondents • Guided by the “do no harm” principle applicable to the women respondents and the interviewers/research team • The questionnaire was adapted in each country by localizing characters’ names and cultural references (i.e., popular food, music, sports).
Scripting	Central scripting in software applications - iField and Dimensions
Language	At least one main language per country

The country chapters provide information on the set-up of the data collection process (obtaining of ethical clearance, sampling and translation), description of the fieldwork, main characteristics of the achieved sample by several indicators (age group, region, area type, educational attainment), technical information (interview duration, contact outcomes, screen-outs, temporary interview suspension at safety questions, survey dropouts, use of safety word, and item non-response), key field observations and relevant lessons and recommendations.

2 Country information

2.1 Jordan

2.1.1 Obtaining ethical clearance

UN Women sought general support or tacit approval for the study from the Jordanian National Commission for Women. The ‘no objection’ letter from the Commission was granted on 9 March 2021 in support of the project.

2.1.2 Sampling plan

A single-frame cell-phone random-digit dialling (RDD) survey design was used to reach a nationally representative sample of women aged 18+. The sample mirrored the telephone database distribution (frame size) by provider.¹ The gross (unscreened) sample included numbers for each of the providers in the country to the same proportions as in the frame size. In 2020, 68% of the population had a mobile subscription².

Of the 23,000,000 numbers available in the sample frame, 6,987,891³ (30%) were expected to be working numbers (based on cell subscriptions in 2020). The sample was pulsed, meaning that a signal was sent to the randomly generated phone number to verify if the number existed (i.e., if connection could be achieved). The upfront pulsing of the gross sample closely reflected the market shares of the different operators (in terms of subscriptions). The sample was also screened against business registers so as to exclude numbers that were used by companies. Further details on the sampling frame are provided in section 2.4.1 of the main technical report.

To ensure a representative sample, quotas were set on age (18–29, 30–39, 40–49, 50–59, 60+) and region (first-level administrative division), using the following statistical sources:

- Age: Jordan Department of Statistics (Estimated Population of the Kingdom by Governorate and Sex, at End-year 2020, 18+ population): Upon request.⁴
- Region: Jordan Department of Statistics (Estimated Population of the Kingdom by Governorate and Sex, at End-year 2020, 18+ population): Upon request.⁵

¹ Jordan Mobile Telephone Services Company – Zain 8,000,000; Petra Jordanian Mobile Telecommunication Company – Orange Mobile 8,000,000; Petra Jordanian Mobile Telecommunication Company – Orange Mobile 8,000,000.

² World Bank data, <https://data.worldbank.org/indicator/IT.CEL.SETS?end=2020&locations=JO&start=2020>

³ World Bank Data. 2019. <https://data.worldbank.org/indicator/IT.CEL.SETS?end=2020&locations=JO&start=2019>

⁴ http://dosweb.dos.gov.jo/DataBank/Population_Estimares/PopulationEstimates.pdf

⁵ http://dosweb.dos.gov.jo/DataBank/Population_Estimares/PopulationEstimates.pdf

2.1.3 Translation

The questionnaire was translated into Arabic. The translation procedure is explained in more detail in section 2.5.3 of the main technical report.

No issues related to equivalence (conceptual equivalence, semantic equivalence, etc.) were encountered during translation.

The questionnaire required localization for several items in the text of the questions and answers, including widely known, yet neutral in meaning, male and female names, which were used in the vignettes in the Safety Section of the survey. In Jordan, the male name used was *عاصم (Aasim)* and the female, *علا (Ola)*.

2.1.4 Fieldwork period

Fieldwork took place between 17 August and 15 September 2021. The fieldwork in Jordan progressed smoothly and this was the first country to reach the target of 1,200 completes during Phase II of the study. The local team needed an extension of two day to the originally planned end date of 13 September.

2.1.5 Achieved sample

In total, 1,204 valid interviews were completed in Jordan. For the most part, the distribution of the sample across age groups was in line with the targets, with the exception of the 60+ age group where the number of completed interviews was 2 percentage points below the set target.

Table 1: Achieved sample, by age group (Jordan)

Age group	Target	Target %	Completed (unweighted)	Completed % (unweighted)	Weighted % ⁶	Difference unweighted % vs. target % ⁷	Difference weighted % vs. target %
18 – 29	448	37%	449	37%	37%	0%	0%
30 – 39	292	24%	297	25%	24%	0%	0%
40 – 49	216	18%	222	18%	18%	0%	0%
50 – 59	128	11%	138	11%	11%	1%	0%
60+	117	10%	98	8%	10%	-2%	0%

The regional targets were met for all regions except Amman and Mafraq with a shortfall of 1 percentage point each.

⁶ Weighting procedures are discussed in more detail in section 4.4.2 of the main technical report.

⁷ The figures in this column reflect the actual difference of the unweighted and target percentages. Any variations are caused by the rounding up of the percentages in the table.

Table 2: Achieved sample, by region (Jordan)

Region	Target	Target %	Completed (unweighted)	Completed % (unweighted)	Weighted %	Difference unweighted % vs. target % ⁸	Difference weighted % vs. target %
Irbid	224	19%	226	19%	19%	0%	0%
Balqa	61	5%	63	5%	5%	0%	0%
Zarqa	164	14%	173	14%	14%	1%	0%
Tafielah	12	1%	13	1%	1%	0%	0%
Amman	520	43%	515	43%	43%	-1%	0%
Aqaba	21	2%	20	2%	2%	0%	0%
Karak	41	3%	43	4%	3%	0%	0%
Mafraq	64	5%	57	5%	5%	-1%	0%
Jerash	29	2%	27	2%	2%	0%	0%
Ajloun	22	2%	22	2%	2%	0%	0%
Madaba	24	2%	25	2%	2%	0%	0%
Ma'an	19	2%	20	2%	2%	0%	0%

The distribution across rural (1.2%) and urban (98.8%) areas (as self-reported by respondents) was relatively close to data from the World Bank that estimate a total urban population of 91%.⁹

Table 3: Achieved sample, by area type (Jordan)

Area	Completed (unweighted)	Completed % (unweighted)	Weighted %
Urban	1189	98.8%	98.7%
Rural	15	1.2%	1.3%

A quarter of respondents had completed primary school or had no formal education, while about a third had completed secondary school or attended technical or vocational training, and about 40% had attended a tertiary education programme.

⁸ The figures in this column reflect the actual difference of the unweighted and target percentages. Any variations are caused by the rounding up of the percentages in the table.

⁹ World Bank staff estimates based on the United Nations Population Division's World Urbanization Prospects: 2018 Revision.

Table 4: Achieved sample, by educational attainment (Jordan)

Education level	Completed (unweighted)	Completed % (unweighted)	Weighted %
No formal education	57	4.7%	4.8%
Completed primary school	264	21.9%	22.0%
Completed secondary school	379	31.5%	31.4%
Technical & vocational training	1	0.1%	0.1%
Completed university/college	480	39.9%	39.7%
Completed post-graduate	23	1.9%	1.9%
Don't know	57	4.7%	4.8%
Refused	264	21.9%	22.0%

2.1.6 Quality control and data processing

Thirty-four interviews were removed from the Jordan sample because they did not meet the quality criteria in terms of length, straight-lining and/or item non-response. (Section 4.4 of the main technical report provides a detailed description of the implemented quality control procedures and how data were processed).

2.1.7 Technical information

The interview duration was shorter than the envisaged 20 minutes, at almost 17 minutes on average (compared with a mean of 23 minutes across the nine countries in Phase II).

Table 5: Interview duration (Jordan)

Mean	Median	Standard deviation
16.58	15.52	4.88

The **response rate in Jordan was 19.53%**, calculated by calculated using the first American Association for Public Opinion Research (AAPOR) definition of response rate – that is, the number of complete interviews divided by the number of interviews (complete plus partial) plus the number of non-interviews (refusal and break-off plus non-contacts plus others) plus all cases of unknown eligibility (unknown if housing unit, plus unknown, other).¹⁰

The table below shows the incidence of each outcome code.

¹⁰ AAPOR. 2015. Standard Definitions. https://www.aapor.org/AAPOR_Main/media/MainSiteFiles/Standard-Definitions2015_8thEd.pdf

Table 6: Contact outcomes (Jordan)

Contact outcomes	Count	% of all outcomes
Fixed appointment	14	0%
Soft appointment	46	0%
Incomplete interview with call-back to resume later	2	0%
Telephone answering device / voicemail / message service	1,081	6%
Busy / engaged	168	1%
No answer	2,219	13%
Complete	1,236	7%
Screen-out	8,509	51%
Incomplete interview with no call-back (terminated)	185	1%
Immediate refusal (before eligibility of respondent has been confirmed)	1,150	7%
Refusal by eligible respondent (after eligibility of respondent has been confirmed, but before the actual interview started)	68	0%
Respondent never available for appointment	61	0%
Deceased respondent	0	0%
Respondent physically or mentally unable / incompetent	0	0%
Respondent or household language problem	20	0%
Call blocking / barring / do not call list	82	0%
Fax / data line / modem / pager	4	0%
Non-working / disconnected / dead / bad number	1,552	9%
Non-residential number (business, government office, other organization)	246	1%
Technical issue / CATI system error	0	0%

Table 7 provides an overview of specific call outcomes (completed interview, partial interview, and refusals) by the time of the day (morning, afternoon, evening) and the day of the week. The figures should be

interpreted with caution, as they do not reflect the percentage out of all contact attempts performed during this time/on that day, but the split of these specific outcomes across the time of the day/day of the week. Feedback from the field team on the best time and the best day to obtain an interview is provided in section 2.1.8.

Table 7: Call outcome, by time of the day and day of the week (Jordan)

		Completed interviews		Partial interviews		Refusals	
		Count	%	Count	%	Count	%
Sunday	Morning	39	3%	19	8%	0	0%
	Afternoon	108	9%	30	12%	1	25%
	Evening	11	1%	4	2%	0	0%
Monday	Morning	64	5%	14	6%	0	0%
	Afternoon	109	9%	19	8%	1	25%
	Evening	11	1%	3	1%	0	0%
Tuesday	Morning	45	4%	6	2%	0	0%
	Afternoon	128	10%	25	10%	2	50%
	Evening	15	1%	4	2%	0	0%
Wednesday	Morning	57	5%	16	7%	0	0%
	Afternoon	145	12%	25	10%	0	0%
	Evening	5	0%	1	0%	0	0%
Thursday	Morning	56	5%	7	3%	0	0%
	Afternoon	100	8%	10	4%	0	0%
	Evening	6	0%	0	0%	0	0%
Friday	Morning	33	3%	10	4%	0	0%
	Afternoon	138	11%	17	7%	0	0%
	Evening	6	0%	3	1%	0	0%
Saturday	Morning	51	4%	11	4%	0	0%
	Afternoon	105	8%	22	9%	0	0%
	Evening	8	1%	0	0%	0	0%

Seventy per cent of the sample called were men and so screened out at the very beginning of the survey. Thereafter, only a small number of people were screened out: 12 because they were not yet 18 years old, four because they did not want to participate, and one because they did not understand fully the purpose of the survey.

Table 8: Screen-outs (Jordan)

Question	Answer	Count	% of total answered
S3	Sex: Male	5,170	70.2%
S4_1 and S4_2	Age: Below 18 years	12	0.3%
S1	Willing to participate: No	4	0.2%
S6	Understand purpose: No	1	0.1%
S7	Understand confidentiality: No	0	0.0%

The interview was temporarily discontinued in six cases because the respondent answered “no” to one of the four ‘safety’ questions (listed in Table 1.31 below).

Table 9: Temporary interview suspension due to responses at safety questions (Jordan)

Question	Answer	Count	% of total answered
S2	Can you let me know if the speaker phone is off? No	4	0.2%
S5	Can you confirm if now is a good time? No	1	0.1%
Bo1	Can you confirm that there is no one around you over the age of two that can overhear our conversation? No	1	0.1%
C18	Alternatively, if someone over two is listening to our call or is nearby that can hear, please say no. No	0	0%

Two hundred forty-seven respondents dropped out of the survey. The table below shows the questions at which the dropouts occurred. The largest numbers of dropouts were at A01 (37), C31 (22), A07 (16), B02 (16) and A12 (15).

Table 10: Survey dropouts, by question (Jordan)

Question	Question text	No. of participants dropped out	% of total dropouts
S11	Great. If you don't have any further questions we can proceed. Now we just need a bit more information about you. Would you consider the area you live in to be urban or rural?	9	3.6%
A01	What is your marital status?	37	15.0%
A07_ASK	How many of the people living in your household are aged 0–17?	16	6.5%
A08_ASK	How many of the people living in your household are men aged 18 or over?	6	2.4%
A06	How many people, including yourself, live in your household?	5	2.0%
A02	What is the highest level of education that you completed?	6	2.4%
A03	Which of the following best describes what you mainly do each day...?	11	4.5%

Question	Question text	No. of participants dropped out	% of total dropouts
A04	In addition to this, do you do any activity that generates an income, even if only for a few hours a week?	1	0.4%
A04_1	Would you say that the money that you earn is...	3	1.2%
A05	Do you have difficulty doing any of the following – walking, seeing (even when wearing glasses), hearing (even with hearing assistance), remembering or concentrating, self-caring or communicating?	6	2.4%
A11	Has your household's income changed at all since the onset of the COVID-19 pandemic?	6	2.4%
A12	During the last month, was there a time when, because of lack of money or other resources, you or others in your household...	15	6.1%
B01	Thank you for your responses so far. I am now going to ask you some questions related to your health. Before we begin this section, can you confirm that there is no one around you over the age of 2 that can overhear our conversation?	2	0.8%
B02	I would now like to ask you some questions about your thoughts and feelings since the onset of the COVID-19 situation. How often have you been bothered by the following problems since the onset of the COVID-19 situation? Please answer with: not at all, several days, more than half the days, or nearly every day.	16	6.5%
B04	Overall, would you say your own mental or emotional health (e.g., stress, anxiety, confidence, etc.) has been affected AS A RESULT OF THE COVID-19 SITUATION?	2	0.8%
Co2	To what extent, if at all, do you feel safe when walking alone during the day in the area where you live?	12	4.9%
Co3	To what extent, if at all, do you feel safe when walking alone at night in the area where you live?	3	1.2%
Co4	How, if at all, has your feeling of safety while walking alone at night changed SINCE THE ONSET OF COVID-19?	4	1.6%
Co7	To what extent do you think that physical harm, abuse, or harassment of women is a problem in the area where you live?	3	1.2%
Co8	How, if at all, do you think physical harm, abuse, or harassment of women in the area where you live have changed SINCE COVID-19?	3	1.2%
C10	How common do you think this type of situation is for women in the area where you live?	6	24%

Question	Question text	No. of participants dropped out	% of total dropouts
C11	Would you say the situation of COVID-19 has made things better, worse or the same for [Scripter: insert Female name] from this story?	3	1.2%
C12	Do you think [Scripter: insert Female name] would seek help for this situation?	4	1.6%
C13	Who would [Scripter: insert Female name] most likely seek help from?	3	1.2%
C14	How common do you think this type of situation is for women in the area where you live?	3	1.2%
C15	Would you say the situation of COVID-19 has made things better, worse or the same for [Scripter: insert Female name] from this story in terms of her feelings of safety?	1	0.4%
C17	Who would [Scripter: insert Female name] most likely seek help from?	2	0.8%
C19	When people live together in the same household, they usually share both good and bad moments. And it is normal for people who live together to have arguments. How often in the last six months would you say that adults in your household have argued or have had some sort of conflict among themselves?	3	1.2%
C20	Would you say the situation of COVID-19 has made conflict between adults in your household more frequent, less frequent or about the same?	1	0.4%
C21	In the last six months, did you ever feel unsafe in your home?	2	0.8%
C22	Would you say the situation of COVID-19 has made things better, worse or the same in terms of how safe you feel in your home?	1	0.4%
C23	Why do you feel unsafe in your home?	3	1.2%
C25	Would you say the situation of COVID-19 has limited your interactions with your friends and social groups, such as seeing or speaking to them?	3	1.2%
C28A_	Please tell me how many of the following statements you regard as true: 1. I prefer [LOCAL FOOD ONE] to [LOCAL FOOD TWO] 2. I like [NAME OF WELL-KNOWN LOCAL MUSICIAN, BUT NOT ONE EVERYONE LIKES] 3. I have been slapped or hit by my husband or partner BEFORE THE ONSET OF COVID-19	3	1.2%

Question	Question text	No. of participants dropped out	% of total dropouts
C29A_	Please tell me how many of the following statements you regard as true:	2	0.8%
C29_1	INTERVIEWER: PLEASE ASSESS WHETHER YOU THINK THE RESPONDENT UNDERSTOOD HOW TO ANSWER THE QUESTION. FOR INSTANCE, DID THE RESPONDENT ASK FOR INSTRUCTIONS TO BE REPEATED? DID THEY TAKE A LONG TIME TO ANSWER? DID THEY SEEM UNSURE?	1	0.4%
C29B_	Please tell me how many of the following statements you regard as true: 1. People in my family have played [POPULAR LOCAL SPORT]. 2. I like [NAME OF WELL-KNOWN TV SHOW, BUT NOT ONE EVERYONE LIKES] 3. I prefer [LOCAL FOOD THREE] to [LOCAL FOOD FOUR] 98. Don't know 99. Refused	1	0.4%
C29_2	INTERVIEWER: PLEASE ASSESS WHETHER YOU THINK THE RESPONDENT UNDERSTOOD HOW TO ANSWER THE QUESTION. FOR INSTANCE, DID THE RESPONDENT ASK FOR INSTRUCTIONS TO BE REPEATED? DID THEY TAKE A LONG TIME TO ANSWER? DID THEY SEEM UNSURE?	1	0.4%
C30	Now I'm going to ask you about some situations that you or any other women you know may have experienced. For each situation, please tell if you or any other women you know have experienced this only before the start of COVID-19, only since the start of COVID-19, both before and since the start of COVID-19, or not at all. Please listen carefully and just answer "yes" or "no" for each question I ask.	4	1.6%
C31	Are any of the following support services available for women in your community?	22	8.9%
S12	And as a final question, I would like to know if you have another mobile phone number besides the one I am calling you on? IF YES: How many other mobile phone numbers do you have?	12	4.9%
	Total	247	100%

As previously explained, and as part of the safety protocols, respondents were given a safe word, a specific popular local food (PLF), that they could use if they were disturbed by a third party or otherwise felt unsafe at any point during the interview. In Jordan, the food used was “منسف” (Mansaf). This word was used five times during the course of fieldwork. The table below shows the questions at which this occurred.

Table 11: Use of popular local food, per question (Jordan)

Question	Question text	PLF mentioned
A05	Do you have difficulty doing any of the following – walking, seeing (even when wearing glasses), hearing (even with hearing assistance), remembering or concentrating, self-caring, or communicating?	1
Co8	How, if at all, do you think physical harm, abuse, or harassment of women in the area where you live have changed SINCE COVID-19?	1
C11	Would you say the situation of COVID-19 has made things better, worse or the same for [Scripter: insert Female name] from this story?	1
C17	Who would [Scripter: insert Female name] most likely seek help from?	1
C19	When people live together in the same household, they usually share both good and bad moments. And it is normal for people who live together to have arguments. How often in the last six months would you say that adults in your household have argued or have had some sort of conflict among themselves?	1
	Total	5

In terms of item non-response (INR), this varied across the survey but was highest at A01 (21%). A high INR for questions that ask about marital status is not unusual in Jordan. This question is considered sensitive for women and also caused high dropout rates in Jordan. This difference may in part reflect the fact that the answer options in the question were adjusted for Phase II (discussed in detail in section 2.5.2 of the technical report), with the original ‘Married’ option split into two different options: ‘Married, spouse partner is residing with you’ and ‘Married, spouse/partner is residing elsewhere’. It is possible that the new version raised some sensitivities for women – for example, they may have been reluctant to report that their husband did not live with them – and thus contributed to high item non-response at this question.

Other questions with high INR were C31_4 (5.4%), C31_1 (5.20%) and Co8 (4.80%) all related to changes resulting from/the impact of the pandemic and availability of support services for women.

Table 12: Item non-response (Jordan)

Question	Question text	Item non-response
A01	What is your marital status?	21.00%
A03	Which of the following best describes what you mainly do each day...?	0.10%
A04_1	Would you say that the money that you earn is...	0.30%
A05	Do you have difficulty doing any of the following – walking, seeing (even when wearing glasses), hearing (even with hearing assistance), remembering or concentrating, self-caring, or communicating?	0.30%
A08	How many of the people living in your household are men aged 18 or over?	0.10%
A11	Has your household’s income changed at all since the onset of the COVID-19 pandemic?	0.20%
A12_1	During the last month, was there a time when, because of lack of money or other resources, you or others in your household... 1. were worried you would not have enough food to eat?	0.20%

A12_2	During the last month, was there a time when, because of lack of money or other resources, you or others in your household... 2. were unable to eat healthy and nutritious food?	0.20%
A12_3	During the last month, was there a time when, because of lack of money or other resources, you or others in your household... 3. ate only a few kinds of food?	0.10%
A12_4	During the last month, was there a time when, because of lack of money or other resources, you or others in your household... 4. had to skip a meal?	0.20%
A12_5	During the last month, was there a time when, because of lack of money or other resources, you or others in your household... 5. ate less than you thought you should?	0.10%
A12_7	During the last month, was there a time when, because of lack of money or other resources, you or others in your household... 7. were hungry but did not eat?	0.20%
A12_8	During the last month, was there a time when, because of lack of money or other resources, you or others in your household... 8. went without eating for a whole day?	0.10%
Bo2_1	I would now like to ask you some questions about your thoughts and feelings since the onset of the COVID-19 situation. How often have you been bothered by the following problems since the onset of the COVID-19 situation? Please answer with: not at all, several days, more than half the days, or nearly every day. 1. Not being able to stop or control worrying	0.10%
Bo2_2	I would now like to ask you some questions about your thoughts and feelings since the onset of the COVID-19 situation. How often have you been bothered by the following problems since the onset of the COVID-19 situation? Please answer with: not at all, several days, more than half the days, or nearly every day. 2. Having little interest or pleasure in doing things	0.20%
Bo2_3	I would now like to ask you some questions about your thoughts and feelings since the onset of the COVID-19 situation. How often have you been bothered by the following problems since the onset of the COVID-19 situation? Please answer with: not at all, several days, more than half the days, or nearly every day. 3. Feeling down, depressed or hopeless	0.20%
Bo4	Overall, would you say your own mental or emotional health (e.g., stress, anxiety, confidence, etc.) has been affected AS A RESULT OF THE COVID-19 SITUATION?	0.20%
Co2	To what extent, if at all, do you feel safe when walking alone during the day in the area where you live?	0.40%
Co3	To what extent, if at all, do you feel safe when walking alone at night in the area where you live?	2.20%

C04	How, if at all, has your feeling of safety while walking alone at night changed SINCE THE ONSET OF COVID-19?	3.60%
C07	To what extent do you think that physical harm, abuse, or harassment of women is a problem in the area where you live?	1.70%
C08	How, if at all, do you think physical harm, abuse, or harassment of women in the area where you live have changed SINCE COVID-19?	4.80%
C10	How common do you think this type of situation is for women in the area where you live?	3.60%
C11	Would you say the situation of COVID-19 has made things better, worse or the same for [Scripter: insert Female name] from this story?	1.10%
C12	Do you think [Scripter: insert Female name] would seek help for this situation?	2.40%
C13	Who would [Scripter: insert Female name] most likely seek help from?	1.50%
C14	How common do you think this type of situation is for women in the area where you live?	1.90%
C15	Would you say the situation of COVID-19 has made things better, worse or the same for [Scripter: insert Female name] from this story in terms of her feelings of safety?	1.90%
C16	Do you think [Scripter: insert Female name] would seek help for this situation?	1.80%
C17	Who would [Scripter: insert Female name] most likely seek help from?	1.80%
C19	When people live together in the same household, they usually share both good and bad moments. And it is normal for people who live together to have arguments. How often in the last six months would you say that adults in your household have argued or have had some sort of conflict among themselves?	0.30%
C20	Would you say the situation of COVID-19 has made conflict between adults in your household more frequent, less frequent or about the same?	0.90%
C22	Would you say the situation of COVID-19 has made things better, worse or the same in terms of how safe you feel in your home?	0.20%
C23_3	Why do you feel unsafe in your home? 3. I am unable to communicate/reach out for help	0.20%
C23_4	Why do you feel unsafe in your home? 4. I am living with people I cannot trust	0.10%
C23_11	Why do you feel unsafe in your home? 11. Something else	0.20%
C24	How often, if at all, did you go out of your house by yourself in the last month?	0.20%
C28A	Please tell me how many of the following statements you regard as true: 1. I prefer [LOCAL FOOD ONE] to [LOCAL FOOD TWO]	0.10%

	<p>2. I like [NAME OF WELL-KNOWN LOCAL MUSICIAN, BUT NOT ONE EVERYONE LIKES]</p> <p>3. I have been slapped or hit by my husband or partner BEFORE THE ONSET OF COVID-19</p> <p>4. Women in my family enjoy watching [POPULAR LOCAL SPORT].</p>	
C28B	<p>Please tell me how many of the following statements you regard as true:</p> <p>1. People in my family have played [POPULAR LOCAL SPORT].</p> <p>2. I have been slapped or hit by my husband or partner AFTER THE ONSET OF COVID-19</p> <p>3. I like [NAME OF WELL-KNOWN TV SHOW, BUT NOT ONE EVERYONE LIKES]</p> <p>4. I prefer [LOCAL FOOD THREE] to [LOCAL FOOD FOUR]</p>	0.10%
C29A	<p>Please tell me how many of the following statements you regard as true:</p>	0.20%
C29B	<p>Please tell me how many of the following statements you regard as true:</p> <p>1. People in my family have played [POPULAR LOCAL SPORT].</p> <p>2. I like [NAME OF WELL-KNOWN TV SHOW, BUT NOT ONE EVERYONE LIKES]</p> <p>3. I prefer [LOCAL FOOD THREE] to [LOCAL FOOD FOUR]</p> <p>98. Don't know</p> <p>99. Refused</p>	0.10%
C30_1	<p>Now I'm going to ask you about some situations that you or any other women you know may have experienced. For each situation, please tell if you or any other women you know have experienced this only before the start of COVID-19, only since the start of COVID-19, both before and since the start of COVID-19, or not at all. Please listen carefully and just answer "yes" or "no" for each question I ask.</p> <p>1. Been slapped, hit, kicked, had things thrown at them, or other physical harm</p>	1.60%
C30_2	<p>Now I'm going to ask you about some situations that you or any other women you know may have experienced. For each situation, please tell if you or any other women you know have experienced this only before the start of COVID-19, only since the start of COVID-19, both before and since the start of COVID-19, or not at all. Please listen carefully and just answer "yes" or "no" for each question I ask.</p> <p>2. Been yelled at, called names, humiliated</p>	1.10%
C30_3	<p>Now I'm going to ask you about some situations that you or any other women you know may have experienced. For each situation, please tell if you or any other women you know have experienced this only before the start of COVID-19, only since the start of COVID-19, both before and since the start of COVID-19, or not at all. Please listen carefully and just answer "yes" or "no" for each question I ask.</p> <p>3. Had resources (like healthcare) or basic needs (like money, food, water, shelter) denied</p>	1.10%
C30_4	<p>Now I'm going to ask you about some situations that you or any other women you know may have experienced. For each situation, please tell if you or any other women you know have experienced this only before the start of COVID-19, only since the start of COVID-19, both before and since the start of COVID-19, or not at all. Please listen carefully and just answer "yes" or "no" for each question I ask.</p>	1.00%

	4. Been forced to stay alone for long period of time or denied communication with other people	
C30_5	Now I'm going to ask you about some situations that you or any other women you know may have experienced. For each situation, please tell if you or any other women you know have experienced this only before the start of COVID-19, only since the start of COVID-19, both before and since the start of COVID-19, or not at all. Please listen carefully and just answer "yes" or "no" for each question I ask. 5. Been the subject of inappropriate jokes, suggestive comments, leering, or unwelcome touch/kisses	1.30%
C31_1	Are any of the following support services available for women in your community? 1. Information about security/crime prevention	5.20%
C31_2	Are any of the following support services available for women in your community? 2. Access to basic needs such as shelter, food, clothing	1.40%
C31_3	Are any of the following support services available for women in your community? 3. Medical support	1.20%
C31_4	Are any of the following support services available for women in your community? 4. Someone to talk to like professional mental health experts	5.40%
C31_5	Are any of the following support services available for women in your community? 5. Legal support or help in reporting the incident or dealing with police	1.90%
C31_6	Are any of the following support services available for women in your community? 6. Financial support	2.70%

2.1.8 Field observations

This section describes the observations made by Field Managers and interviewers in the course of fieldwork. The observations relate to the most productive days for fieldwork, the main reasons for refusal to take part in the survey; challenges of reaching certain age groups, and the clarity of terms, concepts and questions, among other topics. The observations effectively complement the fieldwork statistics included in the previous section, providing a more nuanced picture of the fieldwork experience.

- According to the field team, best days for calling respondents were **the middle of the work week** in Jordan (**Monday and Tuesday**) between 12 pm and 5 pm.
- The **main reasons for refusals to take part in the survey** were a lack of time because the respondents were busy, not being interested in the survey or having concerns related to the repeated instructions to take the survey in private.

- **The oldest age group** (60+) were less represented in the RDD sample frame. Based on the observations of the field team, a considerably lower number of women in this age group own mobile phones and were thus harder to reach.
- The (telephone) **data-collection method** was perceived as appropriate. Interviewers had the impression that women were interested in the study and a lot of them were very motivated to complete the survey in order to share their experiences and opinion in relation to the topic. Women were extra motivated and reassured by the mention that the study is conducted on behalf of UN Women.

In terms of observations relating to the survey questionnaire:

- Regarding **specific questions**, respondents seemed to be hesitant to answer the question on marital status, which was evident by the higher number of dropouts to this question registered for Jordan.
- The **popular local food** safe word was used properly by all respondents in order to stop the interview whenever another person entered the room and the respondents were no longer alone.
- There are no questions that respondents found difficult to answer and if respondents had any small difficulties the interviewers took extra effort to clarify questions when respondents did not understand them.
- With more **sensitive questions** respondents took longer to answer and needed more time to think. They would also lower the tone of their voice whenever they felt somewhat uncomfortable to answer a question they found sensitive.

2.1.9 Lessons learned and recommendations

This section draws upon the fieldwork statistics and observations outlined in the previous sections to provide recommendations for future surveys on violence against women in Jordan. Specifically, whether remote data collection can be considered as an appropriate approach to develop an evidence base on perceptions and incidence.

- **CATI** and the use of a **single-frame cell phone RDD design** worked well in Jordan and the researchers recommend considering this approach for future data collection activities on violence against women. That said, older women (60+) and those living in certain regions (Amman and Mafrq) were more difficult than other groups to reach with the RDD sample. This should be reflected in the time dedicated to active data collection in future surveys with age- and region-based quotas. A longer fieldwork period would help to ensure the quotas are uniformly achieved. In the case of a face-to-face approach, a longer fieldwork period would be absolutely necessary owing to the extra time required for physical visits to prospective respondents' homes.
- Given the field team's observations that **weekdays** were among the most productive days for fieldwork, the researchers recommend focusing the data collection activities via CATI on these particular days of the week, specifically in the afternoon hours, while at the same time remaining mindful of the need to avoid skewing the sample by interviewing only the most easy-to-reach women.

- In terms of **average length of interviews** in Jordan – no specific recommendations are to be made. The local interviewing team managed to reduce the average length of interviews from 31 minutes during the first week of the fieldwork to 17 minutes at the time of completion of the fieldwork.
- Twenty-one per cent did not answer the question on marital status (A01), which was placed at the beginning of the survey. The issue was also evident to varying degrees across most of the other Phase II countries. As mentioned previously, the wording of the answer options to A01 was adjusted in Phase II of the study and this may in part have contributed to the higher item non-response rate observed. This point notwithstanding, generally the researchers recommend placing potentially sensitive sociodemographic questions like marital status towards the end of a survey (rather than at the beginning as was the case in the Rapid Gender Assessment Survey), by which point some rapport will have been built between the interviewer and the respondent, making it easier for the interviewer to obtain an answer to the question. Including it at the end will also help to ensure that it does not cause dropouts early on in the survey.

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