

# *Syrian Refugees' Perceptions and Satisfaction Regarding the Justice Sector in Jordan*



النهضة العربية للديمقراطية والتنمية  
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# 1. Introduction

Research for this report was conducted independently by ARDD as part of its mandate to serve refugee populations in Jordan in 2017 and the report was written shortly thereafter in 2018. ARDD finds it important and valuable to be able to provide a snapshot of the experiences of Syrian refugees as they navigate the justice sector in Jordan, as well as to gather an understanding of Syrian refugees' perceptions of important justice-related issues in Jordan, including their right to legal aid and information.

Two different projects facilitated this research:

The *Support for Justice Sector Reform* project, an EU-funded project seeking to engage the Jordanian public in the ongoing justice sector reform process by raising awareness and support for ongoing reform initiatives and fostering evidence-based social dialogue among key stakeholders of the justice sector.

The *Syrian Refugees Empowerment Pilot Project*, funded by Open Society Foundations, aiming to establish a legal empowerment program (LEP) focusing on empowering and supporting refugees and their host communities through legal administrative service.

## About this Research

In the context of the EU funded project, and in order to provide solid evidence for social dialogue, from September to December 2017, ARDD undertook a quantitative survey among 1,700 respondents across North, Central and South Jordan. The survey was designed under the overall premise of establishing two main findings: first, whether there may be major differences between those who had experience with the justice process and those who did not; and second, general perceptions regarding justice sector reform issues. In the context of the second project, ARDD conducted the same quantitative survey among 600 Syrian refugee respondents across North, Central and South Jordan in December 2017.

The survey consisted of 4 parts:

### Part 1: Experience with Legal Matters

In this part of the survey, respondents were asked whether they had experienced any of 17 legal matters, which are under the purview of either the Civil/Criminal/Juvenile Courts<sup>1</sup> or Jordan's Religious Courts. At the end of this section, respondents were asked whether or not they took the legal matter(s) they experienced to court. If they litigated a legal matter, they were asked the reason why they did so, as well as if – and in what form - they obtained legal representation. If they did not take their legal matter(s) to court, they were asked the reason they made this choice, as well as whether they opted for alternative means of grievance redress. In the event they opted for an alternative means of handling their legal matter, they were also asked about their satisfaction with the overall outcome.

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<sup>1</sup> Henceforth, unless indicated otherwise, "civil courts" refers to all of civil, criminal and juvenile courts.

## Part 2: Satisfaction with and Perceptions of Key Actors and Processes Related to the Chain of Justice

This part was divided into two main sections:

- Section 2.1 aimed to gaining insight into satisfaction of court users with key actors and processes related to the chain of justice and was posed only to individuals who reported taking a legal matter to court. This section consisted of two main sections: 1) regarding satisfaction with chain of justice actors, specifically: police, lawyers, judges and court clerks (legal aid providers – if applicable); 2) regarding satisfaction with dimensions of the courts, specifically: navigability, affordability, efficiency and fairness.
- Section 2.2 aimed to gaining insight into perceptions regarding key actors and processes related to the chain of justice and was posed to all respondents who did not take legal matters to court. In order to effectively compare satisfaction and perceptions, this section consisted of the same two main sections as noted above: 1) perceptions of chain of justice actors, specifically: police, lawyers, judges, court clerks and legal aid providers; 2) regarding perceptions of dimensions of the courts, specifically: navigability, affordability, efficiency and fairness.

## Part 3: Perceptions Regarding Justice Reform Initiatives and Justice-Related Issues

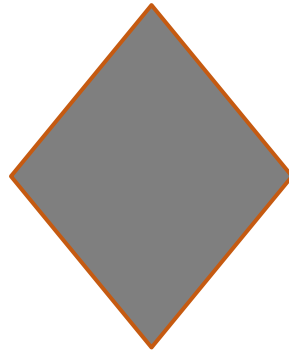
All participants in the survey were asked questions about their perceptions of government accountability and transparency, along with their knowledge and perceptions regarding past and current justice-sector reform initiatives. Additionally, all respondents were asked questions regarding justice-related issues, such as women’s rights, the rights of children, inmates, persons with disabilities (PWDs) and refugees.

## Part 4: Demographic Information

Given the sensitive nature of the questions in the survey, it was important to ARDD that respondents were confident that their anonymity and privacy would be maintained - ideally enhancing their willingness to provide honest answers. Accordingly, the section on demographics came at the end of the survey. This section – asked of all respondents – covered general information such as age, sex, location, various questions regarding income, household disability status, residency and education.

## Part 1. Experience with Legal Matters

Part 2.1 Satisfaction with key actors and processes related to the 'chain of justice'



Part 2.2 Perceptions of key actors and processes related to the 'chain of justice'

Part 3 Perceptions regarding justice reform initiatives and justice-related issues

Part 4 Demographic information

Figure 1: Diagram of Questionnaire Logic

In addition, qualitative information was collected among refugees through FGDs conducted in the context of the project with youth, refugee and people with disabilities. The qualitative data collected is inserted throughout the report as relevant in order to provide further insights into quantitative findings.

### Survey Methodology

#### Sampling Strategy

ARDD deployed a team of 9 enumerators, comprised of 6 women and 3 men, to five governorates in Jordan: Amman, Zarqa, Irbid, Mafraq and Karak. In each field site, enumerators conducted household surveys on tablets using KoBo Collect, an open source tool for field data collection.

The sampling strategy was adopted and modified from the methodology utilized in the annual *Gallup World Poll*<sup>2</sup>. In order to reduce bias in the selection of households, enumerators were provided a safe and logical starting point from which to begin conducting interviews. To maximize their reach, enumerators were instructed to interview every 4<sup>th</sup> household (or building) they encountered on the right side of the street.

Condominium-style dwellings (whereby a building contains more than one floor, each of which often containing more than one household) are common in urban Jordan. Accordingly, enumerators were also trained to enter into buildings, proceed to the floor that corresponds with the number of the interview they were conducting for the day, and then interview the home immediately to the right of the elevator or staircase. This strategy aimed to reduce potential bias among enumerators in the selection of households. Further, it is common in Jordan for the cost of apartments on different floors to cost a different amount of money.

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<sup>2</sup> The Gallup World Poll methodology can be found here: <http://www.gallup.com/178667/gallup-world-poll-work.aspx>

Therefore, a key benefit of this strategy is a more accurate sampling across socio-economic strata.

Moreover, for the selection of respondents within households, respondents were instructed to ask the head of the household (or whoever was present at the time) who in the household most recently had a birthday. The person identified was interviewed. This approach is rationalized primarily on the basis of providing a simple and bias-free means of selecting respondents.

In addition to being trained on the research methodology and data collection strategy, all individuals who collected data were trained on ethical research considerations, including - but not limited to - obtaining informed consent by informing respondents of the nature of the survey, how the information was going to be used and reminding them of their rights as participants. If a respondent refused to participate in the survey, or chose not to complete the survey, their answers were not included in the valid responses.

### **Limitations**

While the methodology aimed to reduce bias from respondents following well-established methodology, the survey does not claim to be nationally representative. ARDD was only able to train and deploy enumerators in the five governorates where it has offices. Therefore, it was not possible to reach individuals in all governorates across Jordan.

As also highlighted in the *Justice Needs in Jordan: Legal Problems in Daily Life* report ([HiiL, 2017](#)), an additional limitation regards potential over-reporting of legal matters. Indeed, the research delved into a number of legal matters and individuals may have experienced shame or fear of reporting experiencing a certain type of legal matter to an individual they do not know. Accordingly, there is a potential for underreporting of experience with legal matters, particularly as it relates to domestic and sexual violence, or other criminal matters.

An important limitation to this survey was the apparent reluctance of Syrian refugee respondents to answer questions about certain aspects of the justice sector – particularly as it relates to police and security concerns. Given the sensitive nature of such topics, it is possible that respondents have over-reported their satisfaction and/or underreported negative experiences, skewing the results. Accordingly, it is important to take data regarding potentially sensitive matters with caution.

Finally, it is worth noting that the report does not disaggregate information from people's with disabilities. In order to address this important issue, ARDD is currently working on a third report looking into perceptions and experiences of people with disabilities.

### **Analysis of Justice Needs, Perceptions and Satisfaction among Syrian Refugees in Jordan**

ARDD is not the first organization to conduct justice sector research among Syrian refugees in Jordan. In 2017, HiiL conducted research investigating prevalent legal problems in Jordan, the formal and informal channels individuals navigated in order to address these legal problems, and if they were satisfied with the ultimate outcome of their “justice journey” ([HiiL, 2017](#)).

In particular, HiIL assessed overall trends regarding legal problems in Jordan and included in their sampling experience of refugee populations in Jordan. With regards to Jordanians, the research explored the ability of individuals to access legal information and advice, formal and informal dispute resolution channels, unique legal problems for both women and youth in Jordan, the experiences and needs of refugees, family justice, and trust and legal empowerment (HiIL, 2017). HiIL's research also gave particular focus to the experience of refugees: the legal problems they encountered, how they went about resolving legal problems, the cost of doing so, and Syrian refugee's outlook on their futures. In order to triangulate their quantitative research with roughly 6,000 individuals in Jordan, HiIL solicited ARDD to conduct qualitative research among a population that had faced different legal issues.

The research presented in this report regarding the justice sector is an important and valuable complement to the work of HiIL. Indeed, ARDD's research significantly expanded on the scope of HiIL's by not only trying to get a sense of prominent legal matters Syrian refugees in Jordan face, but by attempting to understand what different experiences and opinions might exist between Syrian refugees who have taken legal matters to court (who can provide their **satisfaction** with the justice system), and those who have not taken legal matters to court (who can provide **perceptions** of the justice system).

Building on HiIL's report, **this research also makes an active effort to compare the experience and perceptions of Syrian refugees vis-à-vis Jordanians with regards to the justice sector as a whole.** This is important to investigate given that Syrian refugees, as discussed in this report, face different set of legal challenges, and potentially face greater difficulty in accessing justice in Jordan. Indeed, Syrian refugees must navigate a justice system that is largely unfamiliar to them while also addressing and overcoming the challenges that accompany refugee status, such as reduced confidence, knowledge, or ability to front the costs of litigation.

Additionally, the distinction between satisfaction and perceptions is an important one to make because they are two, equally important, factors in whether individuals attempt to address their legal matters through formal means. Perceptions of the justice sector, in particular, influence what legal matters an individual considers worth taking to court. Indeed, if formal grievance redress via court is perceived as slow, expensive and unfair, individuals will be seriously disincentivized to litigate their legal matters. However, if they perceive the courts as effective, expedient and fair, they may be more encouraged to seek formal grievance redress.

Satisfaction on the other hand, is a strong measure of whether or not individuals will *return* to formal avenues of grievance redress if they have a legal matter in the future. Additionally, by measuring satisfaction, ARDD is able to determine which actors within the so-called "chain of justice" (such as police and lawyers), as well as which dimensions of the court (such as timeliness and fairness) are weakest. With this information, ARDD and its partners are better able to pinpoint areas where further interventions within the justice system are most necessary.

Unlike previous studies, ARDD's research has a particular focus on justice sector reform and human and civil rights in Jordan that pertain to Syrian refugees. **As a critical source of legal aid in Jordan, especially to Syrian refugees, it is important for ARDD to understand Syrian refugees' perceptions of the human rights landscape in Jordan, and how this landscape impacts their lives.** In so doing, ARDD developed an enhanced ability to identify areas where

further reform, advocacy and outreach were necessary. ARDD's research on the human rights component of justice-related issues is as comprehensive as possible, and covers rights of women, children, persons with disabilities (PWDs), inmates and refugees specifically.

With this wealth of information, ARDD is well-positioned to assist national and international actors in justice sector reform efforts by providing information about satisfaction *and* perceptions of specific actors and dimensions of the justice system, and how satisfaction and perceptions differ among Syrian refugees and Jordanians. Further, ARDD is able to enhance our and other actors' advocacy for Syrian refugees' human rights with evidence-based targets that derive from the very voices and opinions of Syrian refugees themselves.

### Demographic Profile of Respondents

While the survey does not claim to be representative of the Syrian refugee population in Jordan, the sampling strategy was designed to ensure that **answers came from a diverse set of Syrian refugees' experiences and opinions**. On the whole, a total of nearly **600 surveys** were conducted with Syrian refugees across North, Central and South Jordan.

In terms of their **geographical distribution**, the greatest percentage of respondents (33.2%) resided in Amman; followed by Zarqa (29.3%) and then Irbid (16.8%). A minority of respondents (7.2%) resided in Karak, while the remaining 13.5% of respondents came from other governorates in Jordan.

With regard to the sex of respondents, **57.7% of respondents were female and 42.1% were women**. Further, **20.7% lived in a female-headed household (FHH)**. The largest percentage of respondents (32%) were aged 31 to 40. Meanwhile, roughly 23% of respondents were between the ages of 25 and 30, and 23% were between the ages of 41 and 60. 14% were between 19 and 24 years old, while 4.3% were between 16 and 18. Finally, just 2.7% of respondents were over the age of 61.

Regarding highest levels of education, **(48%) reported completing up to secondary education (from elementary to Tawjihi)**, while 41.8% reported completing up to primary education; and just 10.9% reported completing tertiary (university-level) education. Finally, with respect to income, 68.2% reported having a monthly household income of 300 JD or less; 18.8% reported an income of 301-500 JD; and 12.7% had a monthly income of 501 JD or more.

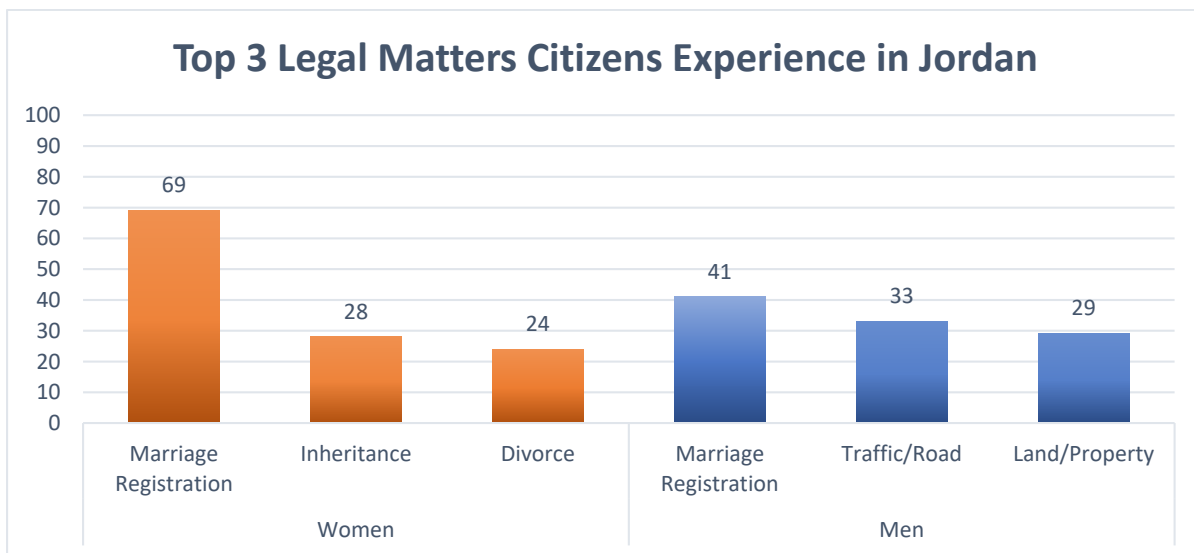
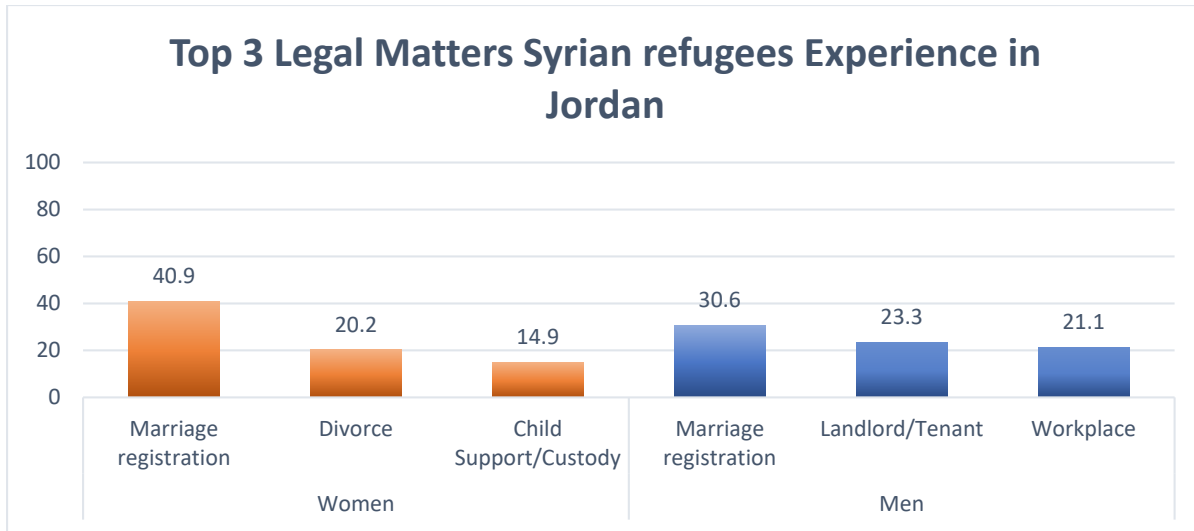


## 2. The Chain of Justice: Actors and Dimensions

This report utilizes the same conceptual categories as its ‘twin’ report (“Public Perceptions and Satisfaction regarding the Justice Sector in Jordan”). The “justice chain” refers to the various actors with whom litigants interact as the justice process unfurls. The justice chain is inclusive of law enforcement, as well as judicial and penal agencies. These actors’ functions, ranging from prevention to trial and detention, though distinctively performed, are interdependent. Consequently, when issues occur in one part of the justice chain there can be a negative ripple effect on accountability and service provision.

Also like its twin report, this section covers four areas: the first area relates to the types of legal matters reported by Syrian refugees; the second to the extent to which Syrian refugees use the court as a means of redressing their grievances, and the extent to which they perceive their legal matters as worth litigating; finally, the third and fourth areas relate to satisfaction vs. perceptions in the context of civil and religious courts, specifically related to critical actors in the justice chain (police, lawyers, judges and court clerks) and dimensions of the courts (navigability, affordability, timeliness and fairness). These areas are important individually, but also in relation to one another. Indeed, the extent to which individuals use the courts is important because it provides a broad sense of Syrian refugees’ confidence in the ability of the justice sector to yield just outcomes. Furthermore, in order to add analytical depth, the findings are contrasted with findings from its twin report whenever relevant.

## 2.1 Experience with Legal Matters : Comparison between Citizens and Syrian Refugees



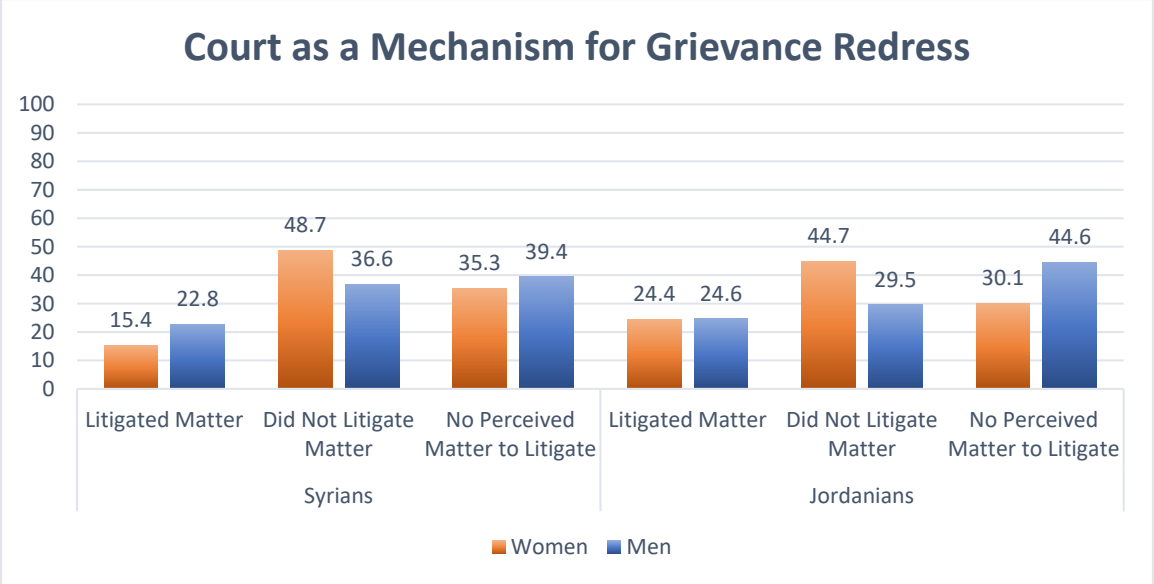
Among both Syrian and Jordanian women, the top three legal matters were overwhelmingly religious court matters. The top legal matter among women of both nationalities was marriage registration, whereby 40.9% of Syrian refugee women and 69% of Jordanian women reported needing to register a marriage. Whereas divorce was the second highest legal matter for Syrian refugee women (20.2% reporting), inheritance was the second highest legal matter for Jordanian women (28% reporting). Finally, while travel permission was the third highest legal matter for Syrian refugee women (16.6% reporting), divorce was the third highest legal matter for Jordanian women (24% reporting).

Unlike women, men's three legal matters were a combination of religious and civil matters. Among both Syrian and Jordanian men, marriage registration was the most common legal matter (30.6% and 41%, respectively). However, while the second most common type of legal matter for Syrian

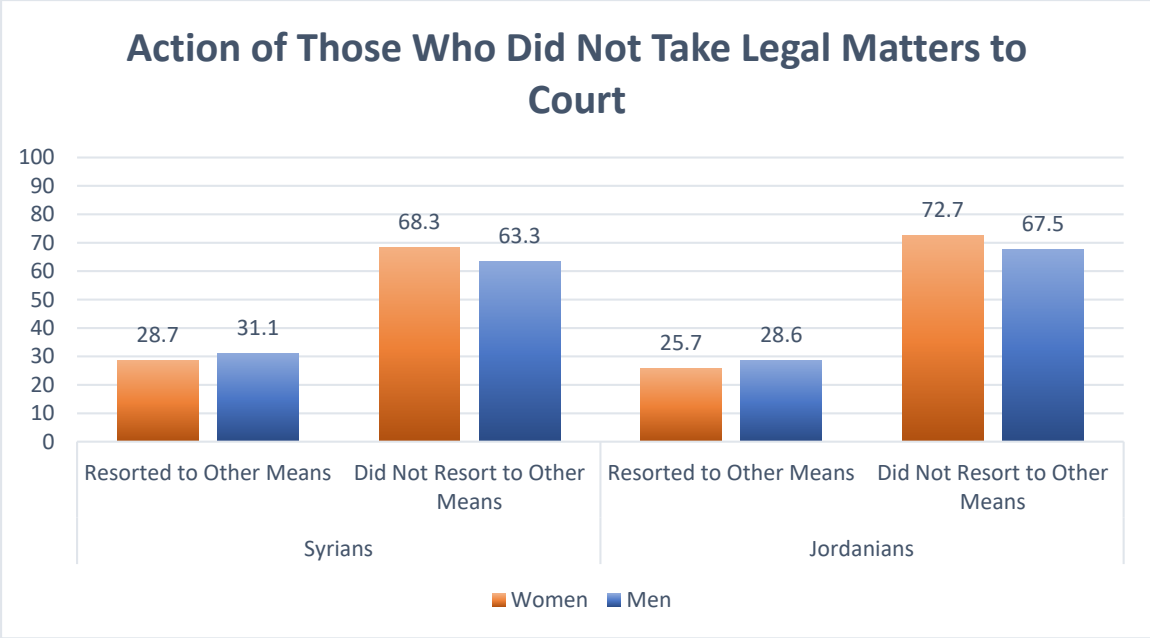
refugee men regarded a landlord or tenant (23.3% reporting), the second most common type of legal matter for Jordanian men related to traffic or roads (33% reporting). Finally, whereas the workplace was the third highest legal matter among Syrian refugee men (21.1% reporting), land or property was the third highest for Jordanian men (29% reporting).

**According to ARDD’s experience in the field of legal aid provision to Syrian refugees, the differences between legal matters reported among Syrian refugees and Jordanians is reflective of their different life experiences in the country.**

**2.2 Court as Dispute Resolution Mechanism**

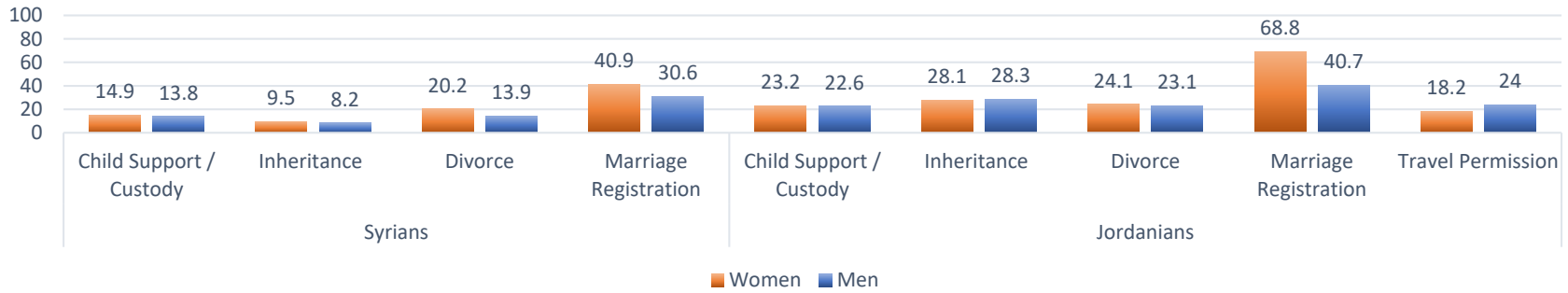


**Syrian refugees are less likely than Jordanians to take legal matters to court.** On the whole, roughly **24% of Jordanian** respondents litigated their legal matters. Comparatively, just **18.6% of Syrian** respondents took their legal matters to court. Analyzed by gender, however, it is important to note that among both nationalities, **women are less likely than men to report litigating a legal matter.** Indeed, 48.7% of Syrian refugee women reported not taking a legal matter to court, compared to 36.6% of Syrian refugee men who reported the same. Similarly, 44.7% of Jordanian women reported not taking a legal matter to court, while a small percentage of Jordanian men (29.5%) reported the same.



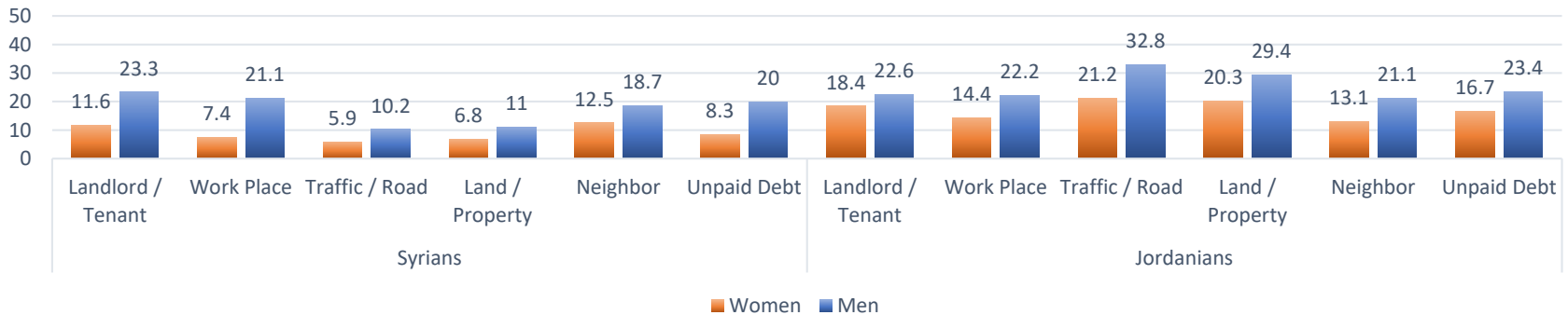
Among both nationalities, **women were less likely than men to resort to other means (such as family, friends or traditional leaders) if they did not take a legal matter to court.** Indeed, whereas 31.1% of Syrian refugee men reported resorting to other means, 28.7% of Syrian refugee women did the same. While 28.6% of Jordanian men resorted to other means to resolve their legal matters, 25.7% of Jordanian women took a similar course of action.

## Experience with Legal Matters among Syrian refugees and Jordanians (1 of 3)

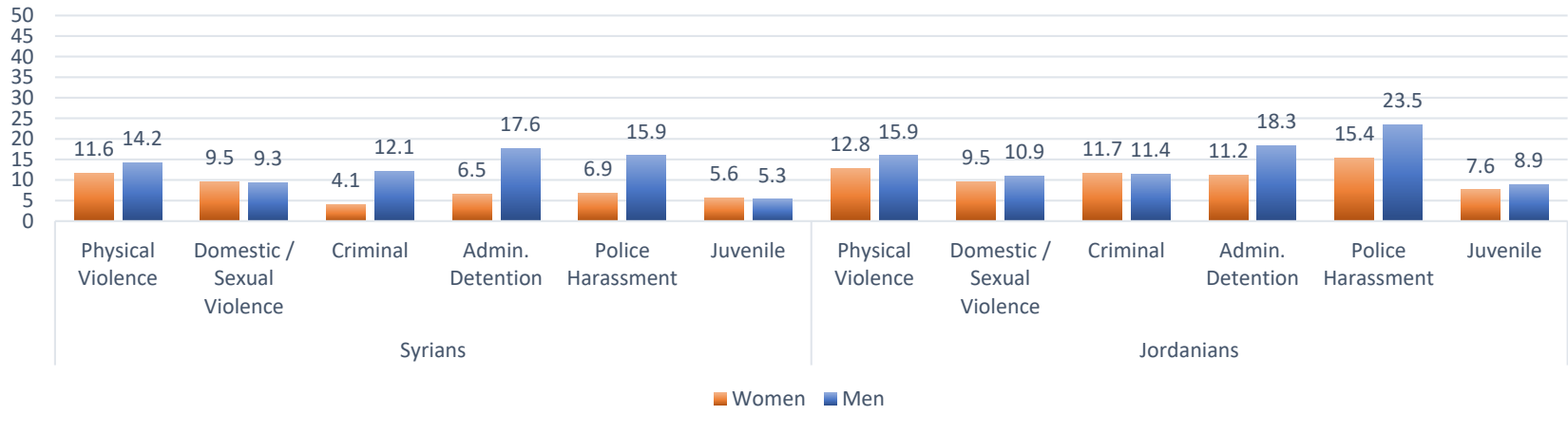


Every legal matter in the chart above is under the purview of Jordan’s religious courts. As shown above, both Syrian and Jordanian women are nearly always more likely than Syrian and Jordanian men to experience a legal matter that would be taken to the religious courts.

## Experience with Legal Matters among Syrian refugees and Jordanians (2 of 3)



## Experience with Legal Matters among Syrian refugees and Jordanians (3 of 3)

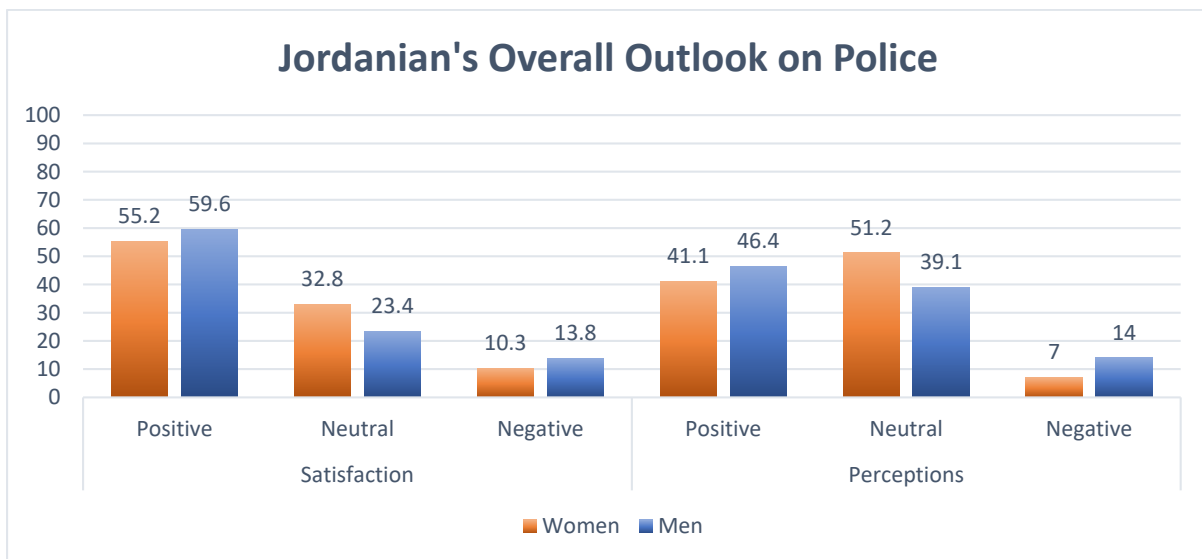
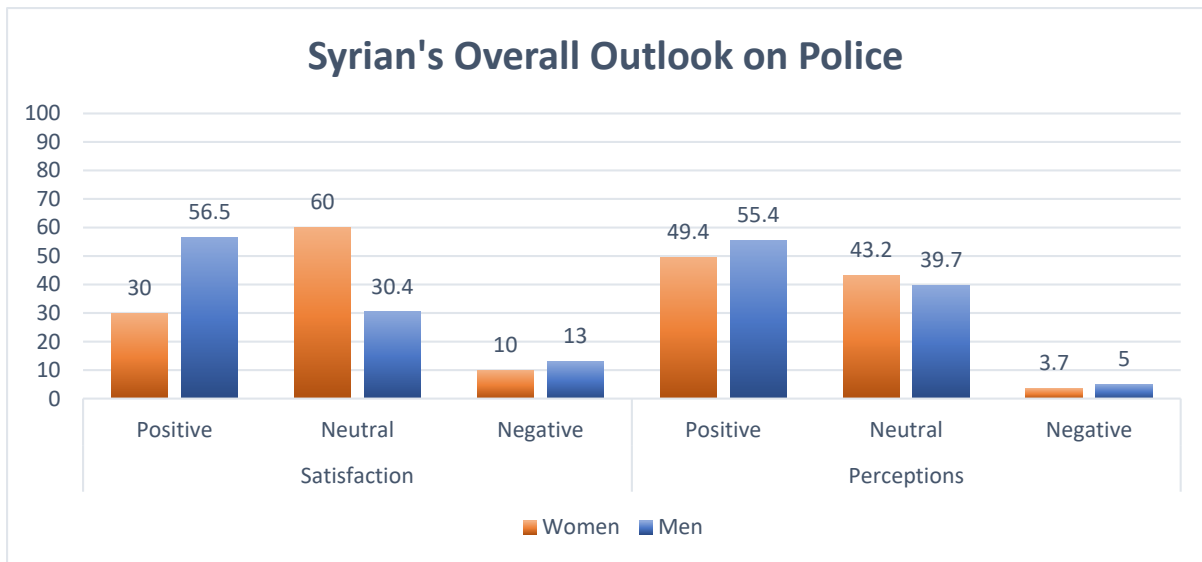


The legal matters in the above two charts are under the jurisdiction of Jordan’s civil/criminal/juvenile courts. It is interesting to note that Syrian and Jordanian men are nearly always more likely than Syrian and Jordanian women to experience a legal matter that would be litigated in the civil courts/criminal/juvenile courts.

## 2.3 Chain of Justice: Actors

### Police

Given that police officers perform their duties irrespective of the court to which legal matters are taken, data on satisfaction and perceptions of police officers are presented without regard to the type of court respondents selected.



As shown above, **Syrian refugee women who took legal matters to court, and underwent a police investigation, were substantially less likely than their male counterparts to have an overall positive outlook on the police.** At the same time, Syrian refugee women who did not take legal matters to court were also less likely than their male counterparts to have an overall positive perception of the police.

On the whole, **Jordanians were more inclined to report being satisfied with the police who investigated their legal matters.** 55.2% of Jordanian women reported being overall positively satisfied with the police, as did 59.6% of Jordanian men. Comparatively, just 30% of Syrian refugee women reported having an overall positive satisfaction, as did 56.5% of Syrian refugee men.

To understand levels of satisfaction with police at a deeper level, respondents were asked if the police officer(s) who investigated their case sought the truth, engaged in discrimination based on nationality, gender, or socio-economic status, accepted bribes, or used excessive force. Among Syrian refugees, police scored the best on the dimension of seeking the truth, with 82% of respondents indicating that police sought the truth. 30% of respondents reported that the police officers who investigated their cases accepted bribes, while 42% reported that police did not use excessive force. Still, **56% of respondents reported that police discriminated against them – indicating that this is the area where police stand the most room for improvement.**

Interestingly, **these trends mirror the experiences of Jordanians**, who also reported being most satisfied with police seeking the truth, but least satisfied with the (reported) use of excessive force by police, although the numbers vary.

With respect to those who did not take legal matters to court, Syrian refugee women (with the caveat noted below) were more likely than Jordanian women to report having an overall positive perception of the police (49.4% of Syrian refugee women compared to 41.4% of Jordanian women). Meanwhile, Syrian refugee men were more likely than Jordanian men (55.4% compared to 46.4%, respectively) to report having an overall positive perception of the police force in Jordan.

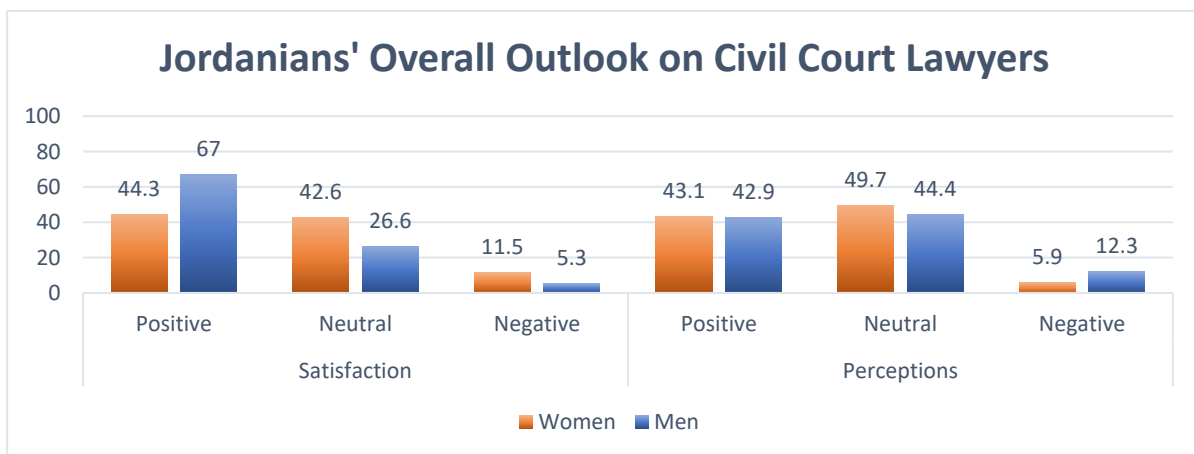
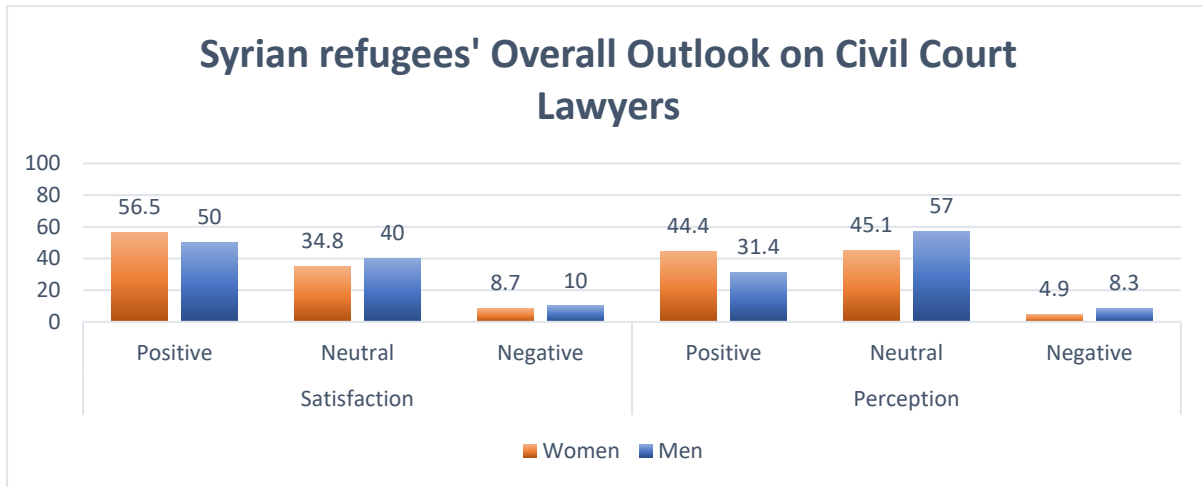
There is an **important caveat** to be noted with regards to data from Syrian refugees and **regarding perceptions of police.** Questions on this topic yielded a significant number of **“missing values” in terms of data collection.** Missing values are attributable to only a limited number of causes. In this particular case, it is clear that **Syrian refugee respondents were reluctant to answer questions about security forces in Jordan.** This is evidenced particularly in the fact that the percentage of missing values for other actors (lawyers, judges and court clerks), as well as questions about justice-related issues, decreases substantially, or are non-existent.

FGDs with Syrian refugee respondents provided further insights into issues related to lack of confidence and respect. In particular they expressed their lack of confidence in reporting issues, for instance, related to verbal abuse involving either, Syrian and Jordanians, or among Syrian refugees themselves, which they tend to solve through alternative dispute mechanisms (tribal leaders). The only exception to this trend was related with the department of cybercrimes, where staff is noted to take action in a very professional manner, as it was argued by refugees, that physical evidence of the crime exists. Further to the lack of confidence, women expressed their discomfort in relation to professional etiquette of police, as some reported to have been called late at night to undertake procedural actions.



## Lawyers

### Civil/Criminal/Juvenile Courts

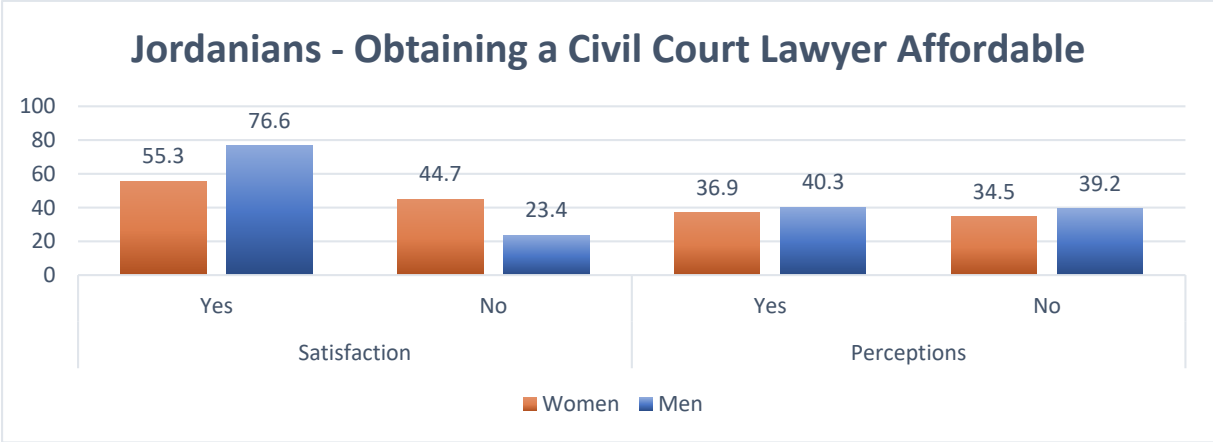
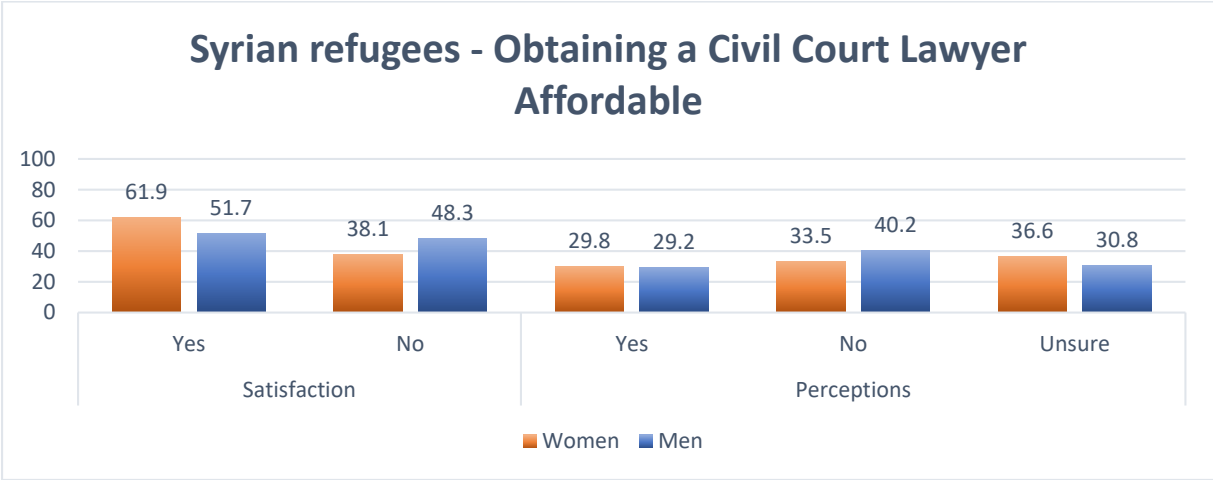


**Overall, Syrian refugee women tended to have higher satisfaction with civil court lawyers than Jordanian women.** Whereas 56.5% of Syrian refugee women had an overall positive satisfaction with their lawyer, 44.3% of Jordanian women also had an overall positive satisfaction. However, regarding perceptions of civil court lawyers, there is only a small difference between Syrian refugee women and Jordanian women. 44.4% of Syrian refugee women had an overall positive perception, and 43.1% of Jordanian women had a positive overall perception.

Conversely, **Syrian refugee men tended to have lower levels of overall satisfaction with civil court lawyers than Jordanian men.** Indeed, while 67% of Jordanian men had an overall positive satisfaction with their civil court lawyer, just 50% of Syrian refugee men had an overall positive satisfaction with their lawyer. Among men, **Jordanians also had more positive perceptions than Syrian respondents.** 42.9% of Jordanian men had an overall positive satisfaction, compared to a much lower 31.4% of Syrian refugee men.

For a further nuanced understanding of satisfaction with lawyers, respondents were asked about their lawyer’s affordability, competency, respectfulness, and integrity (i.e. if the lawyer tried to convince them to do or say something undesirable). These dimensions were also analyzed along gender lines to see whether there were any observable differences between female and male lawyers.

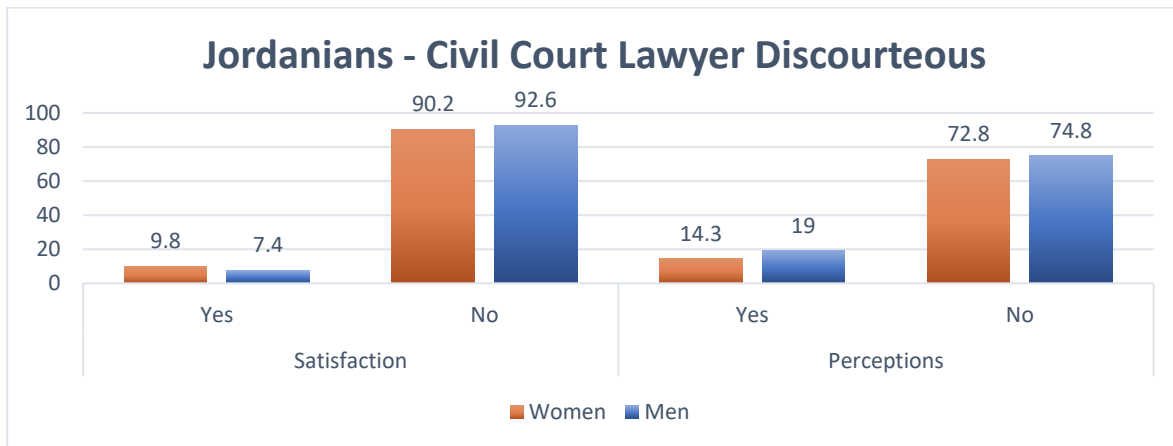
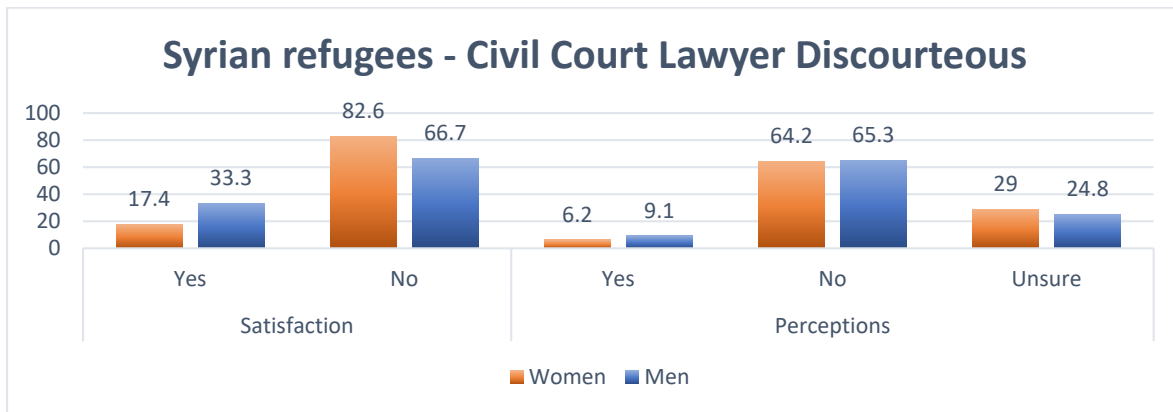
Among Syrian refugees who took legal matters to **civil court** and had legal presentation, lawyers scored the best in the dimension of knowledge and competency, with 85% of respondents reporting having a lawyer with these qualities. Meanwhile, 83.3% of respondents reported having a lawyer with integrity, while 74.1% of respondents reported having a lawyer who was respectful. Finally, only 56.9% of respondents indicated that their civil court lawyer was affordable, thus indicating that **affordability is the area in which lawyers in the civil court need the most improvement. Indeed, both Syrian and Jordanian respondents were least satisfied with the affordability of civil court lawyers.**



**Further comparative analysis in the area of affordability indicates that Syrian refugee women were more likely than Syrian refugee men to regard the cost of obtaining legal representation as affordable. Indeed, 61.9% of Syrian refugee women, compared to just 51.7% of Syrian refugee men indicated that their lawyer was affordable.**

Still, overall **Syrian refugees’ experience with regards to affordability was less positive than that of Jordanians**. 61.9% of Syrian refugee women and 51.7% of Syrian refugee men reported the cost of legal services was affordable; meanwhile, a much larger percent – 71.2% of Jordanian women and 74.7% of Jordanian men – regarded obtaining their lawyer as affordable. Indeed, FGDs with Syrian refugees further underlined Syrian refugees’ dissatisfaction with lawyers’ fees.

**With regards to perceptions, Jordanians were more positive than Syrian refugees**. Just 29.8% of Syrian refugee women and 29.2% of Syrian refugee men regarded civil court lawyers as affordable, while a substantially larger 58% of Jordanian women and 45.6% of Jordanian men perceived the cost of obtaining a civil court lawyer as affordable.

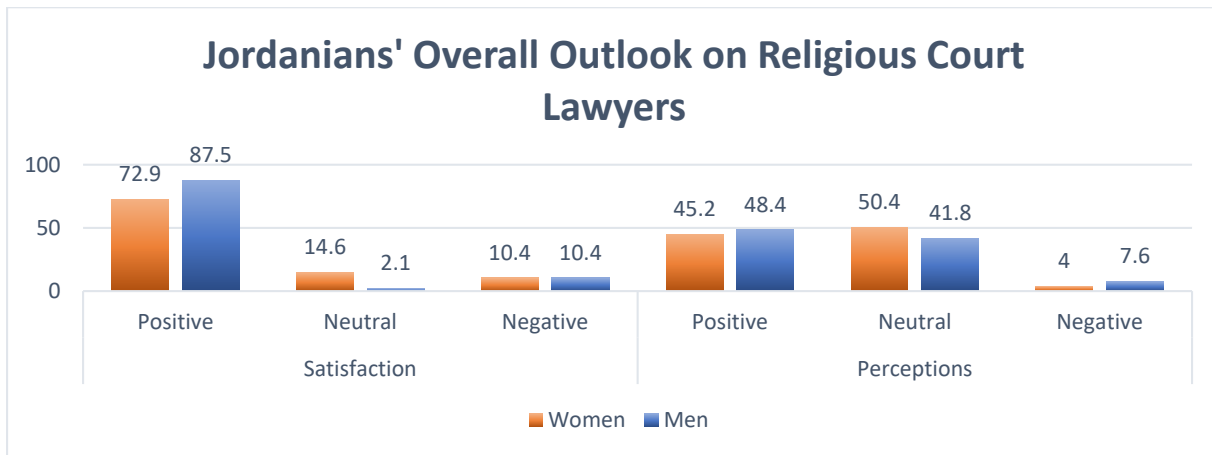
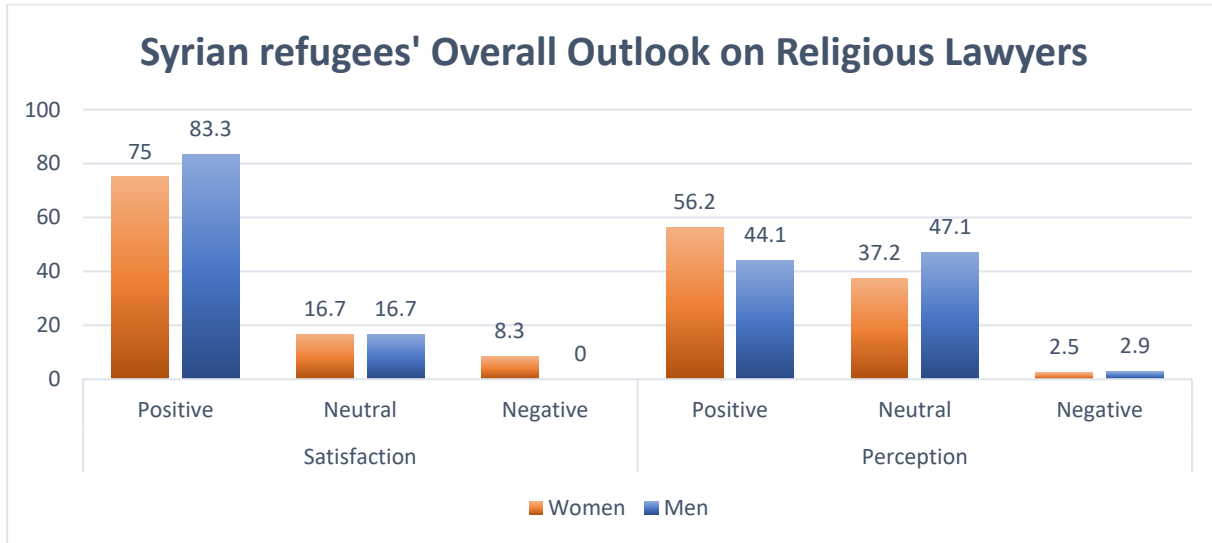


**A second dimension explored that yielded interesting findings was respect. Comparative analysis with regards to the area of respect indicates that Syrian refugee men were nearly twice as likely as Syrian refugee women to report having a discourteous civil court lawyer**. 17.4% of Syrian refugee women reporting having a discourteous lawyer, while 33.3% of Syrian refugee men reported the same.

Regardless of gender, **Syrian refugees were also more likely to report having experienced a discourteous civil court lawyer than Jordanians**. Indeed, whereas just 9.8% of Jordanian women and 7.4% of Jordanian men reported having experienced a discourteous civil court lawyer, 17.4% of Syrian refugee women and 33.3% of Syrian refugee men reported having a discourteous lawyer.

With regards to perceptions, however, **Syrian refugees were half as likely as Jordanians to believe that a civil court lawyer would treat them in a discourteous way.** Whereas 14.3% of Jordanian women and 19% of Jordanian men believed a lawyer in the civil court would be discourteous, only 6.2% of Syrian refugee women and 9.1% of Syrian refugee men had the same perception.

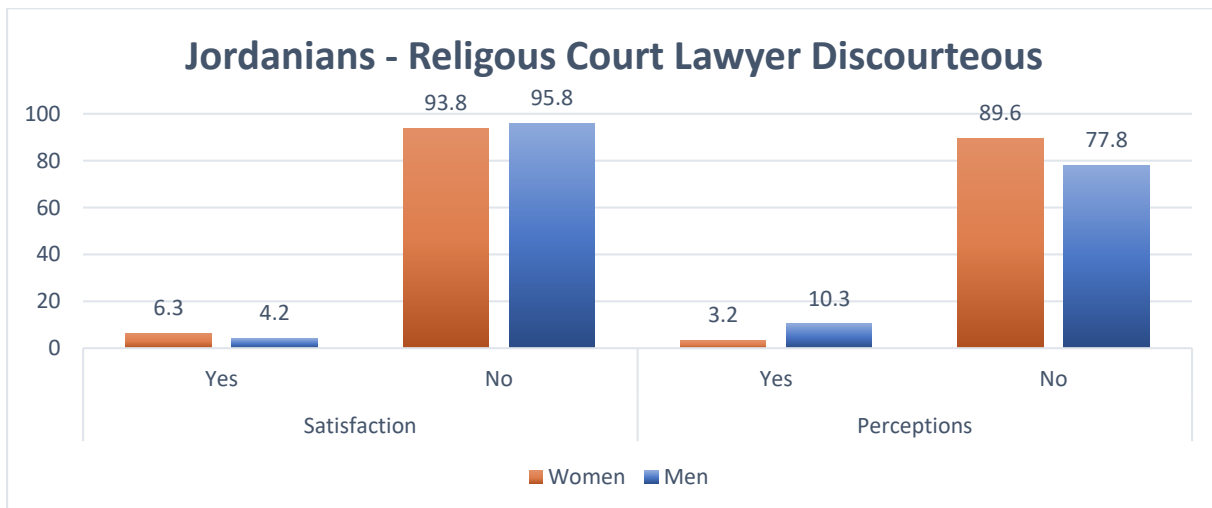
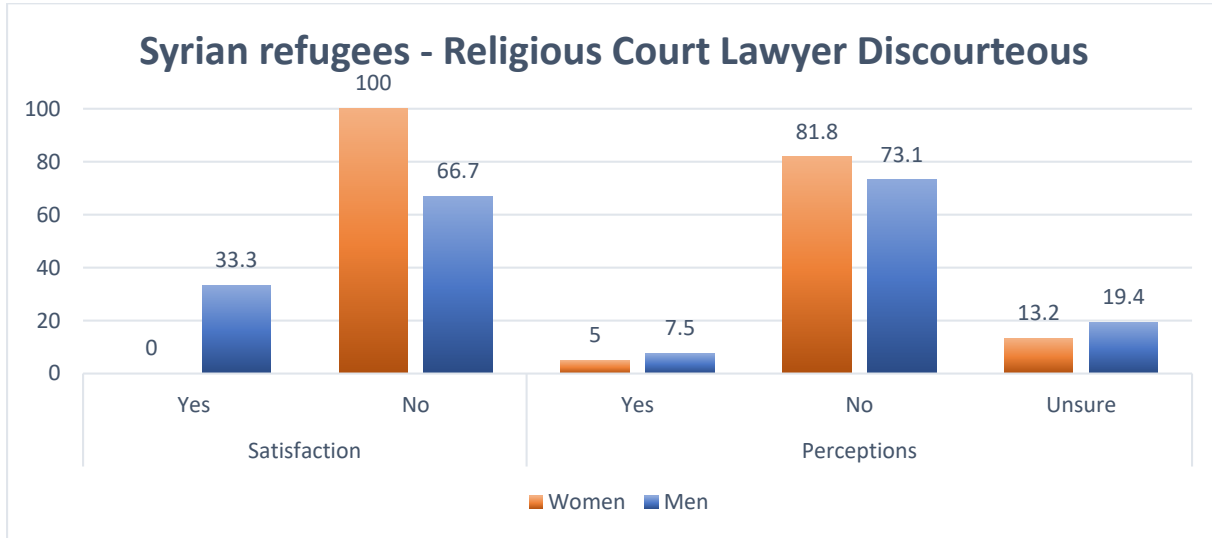
### Religious Courts



**Syrian refugees and Jordanians exhibited similar levels of satisfaction with religious court lawyers.** Indeed, 75% of Syrian refugee women and 83.3% of Syrian refugee men had an overall positive satisfaction with their religious court lawyer, as did a comparable 72.9% of Jordanian women and 87.5% of Jordanian men.

**Perception of religious court lawyers is notably higher among Syrian refugee women than Syrian refugee men.** Indeed, 56.2% of Syrian refugee women compared to 44.1% of Syrian refugee men had an overall positive perception of religious court lawyers.

It is worth noting here that, with respect to both satisfaction and perceptions, **Syrian refugee women and Syrian refugee men showed higher levels of overall satisfaction with religious court lawyers than their civil court counterparts.** This trend further points to challenges Syrian refugees face in the civil court system.



**Further investigation shed light on the following:** among Syrian refugees who took matters to **religious courts** and had legal representation, the affordability of lawyers is far and away the area most in need of improvement. Indeed, only 58.8% of respondents indicated having an affordable religious court lawyer. Comparatively, the exact same percent of respondents (88.9%) indicated having a lawyer who had integrity, was knowledgeable, and respectful. It is worth noting that Jordanians also indicated that affordability was the dimension in which they had the least satisfaction with religious court lawyers, while respectfulness was similarly highly regarded.

**Syrian refugee men were far more likely than all others to report having a discourteous religious court lawyer.** 33.3% of Syrian refugee men reported having a discourteous religious court lawyer, but 0% of Syrian refugee women reported the same. Meanwhile, only a minority of Jordanian women (6.3%) and

an even smaller percentage of Jordanian men (4.2%) reported having a discourteous religious court lawyer.

**Syrian refugees and Jordanians exhibited similarly positive perceptions regarding the respectfulness of religious court lawyers.** Just 5% of Syrian refugee women and 7.5% of Syrian refugee men believed a religious court lawyer would be discourteous, while only 3.2% of Jordanian women and 10.3% of Jordanian men had the same perception.

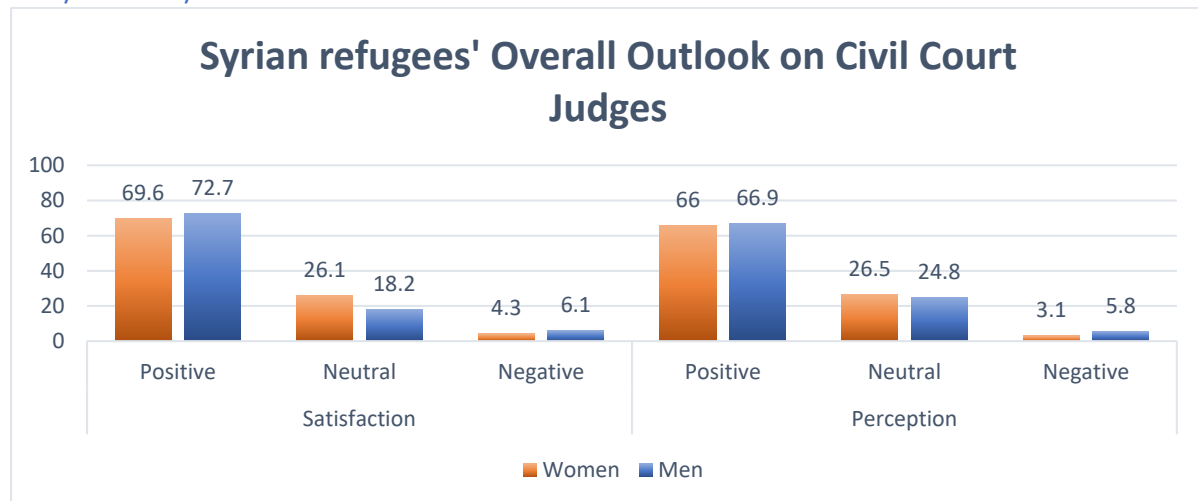
### Gender analysis of lawyers' performance

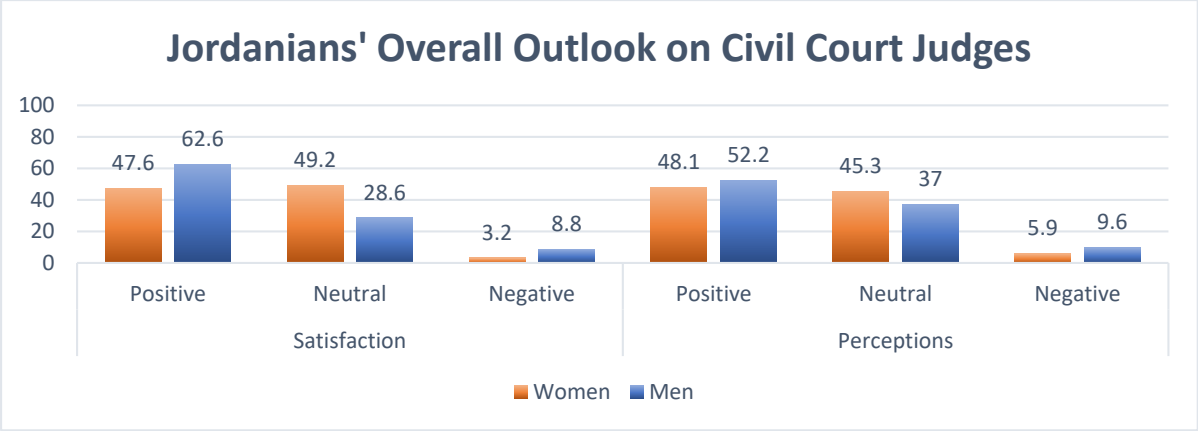
Finally, there were notable differences in the levels of satisfaction between male and female lawyers. Indeed, in the civil courts, among Syrian refugee women respondents, men lawyers were ranked higher than women lawyers in all dimensions. Among Syrian refugee men respondents, however, women lawyers in the civil courts scored best on respectfulness and integrity. Syrian refugee men had higher levels of satisfaction with men lawyers in the area of competence, but they had equal levels of overall satisfaction with women and men lawyers.

Among religious court lawyers, **Syrian refugee women had higher satisfaction with men lawyers in the areas of respectfulness, affordability and integrity. Meanwhile, they were much more satisfied with women lawyers in the area of competence.** Finally, women had an equal level of overall satisfaction with men and women lawyers. Syrian refugee men were equally satisfied with men and women lawyers in the dimension of respectfulness. They had higher levels of satisfaction with men lawyers in the dimension of integrity, but had higher levels of satisfaction with women lawyers in the areas of affordability and knowledgeableness. They also had a higher overall satisfaction with women lawyers.

## Judges

### Civil/Criminal/Juvenile Courts





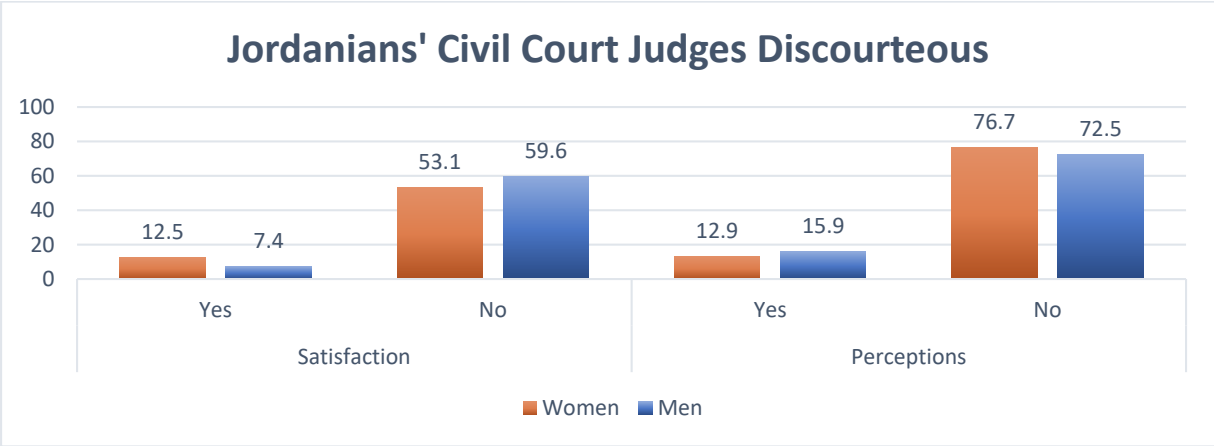
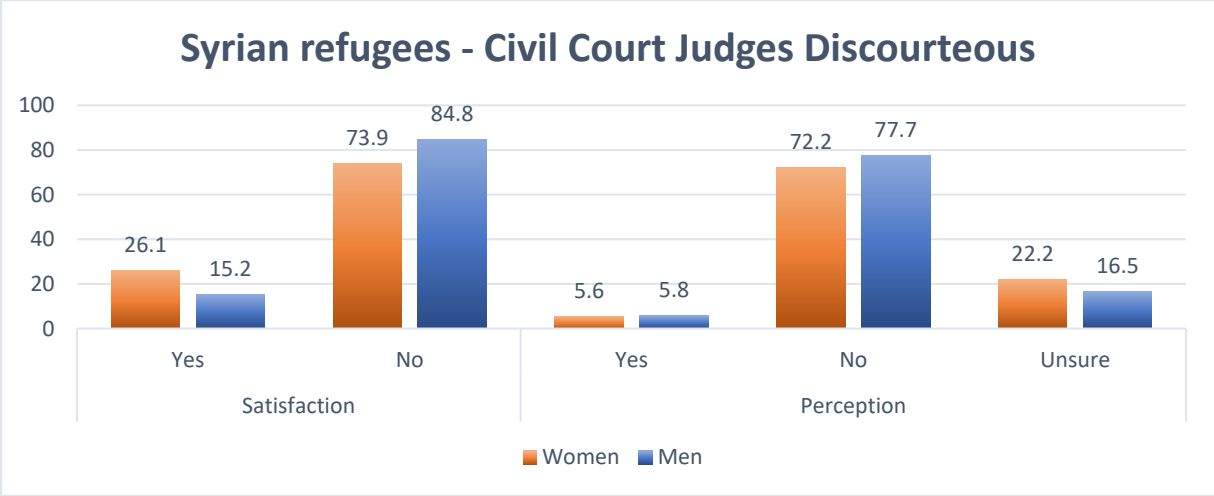
**Syrian refugees were more likely than Jordanians to have an overall positive satisfaction with civil court judges.** Whereas 69.6% of Syrian refugee women and 72.7% of Syrian refugee men had an overall positive satisfaction, 47.6% of Jordanian women and 62.6% of Jordanian men had an overall positive satisfaction.

**Syrian refugees' perceptions of civil court judges were markedly higher than Jordanians' perceptions of civil court judges.** Roughly 66% of Syrian refugee women and men reported having a positive overall perception of civil court judges, but only 48.1% of Jordanian women and 52.2% of Jordanian men had the same overall perception.

When evaluating respondents' satisfaction with judges, they were asked if their judge was biased, was competent and experienced, and if they were discourteous or less considerate.

Among Syrian refugees who litigated matters in the civil courts, **judges scored the best in the area of knowledge and competency**, as 91.2% of respondents indicated having a judge with these qualities. Although 10.5% of respondents indicated having a judge who was biased, **21.5% of respondents indicated having a judge who was less considerate** – pointing to the fact that **consideration is the area in greatest need of improvement among civil court judges**. Knowledge of civil court judges was similarly highly regarded among Jordanians, while respectfulness was likewise the aspect of judges with which Jordanians had the least satisfaction.

No Syrian refugee women who took legal matters to the civil courts reported having a woman judge. Therefore, all analysis on the impact judges' gender had on satisfaction come from Syrian refugee men. Although men who had men judges were more likely to say their judge was competent and respectful than men who had women judges, men with women judges were more likely than those with men judges to say that their judge was competent. Syrian refugee men with women judges tended to have an overall higher level of satisfaction than Syrian refugee men with men judges.



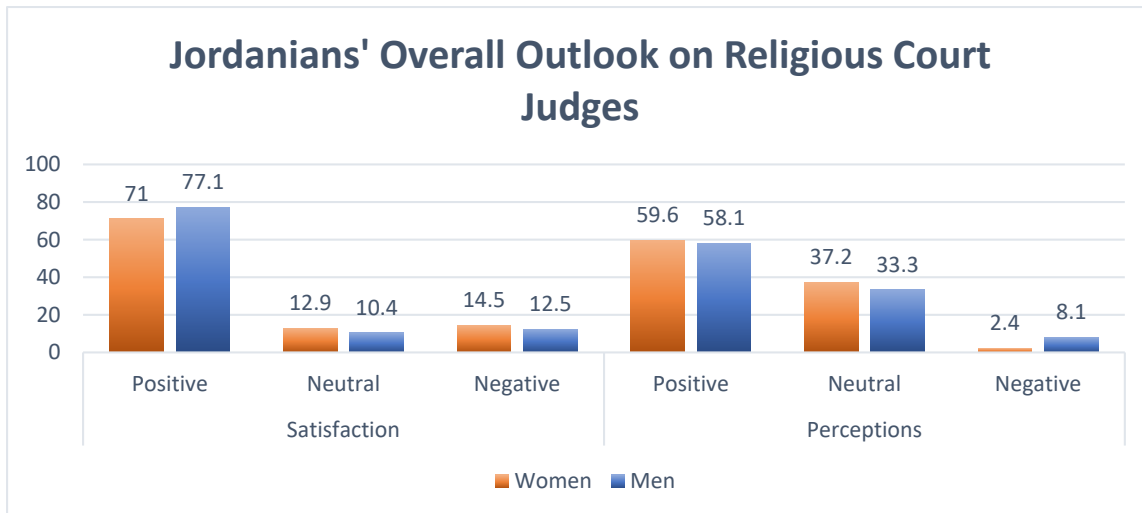
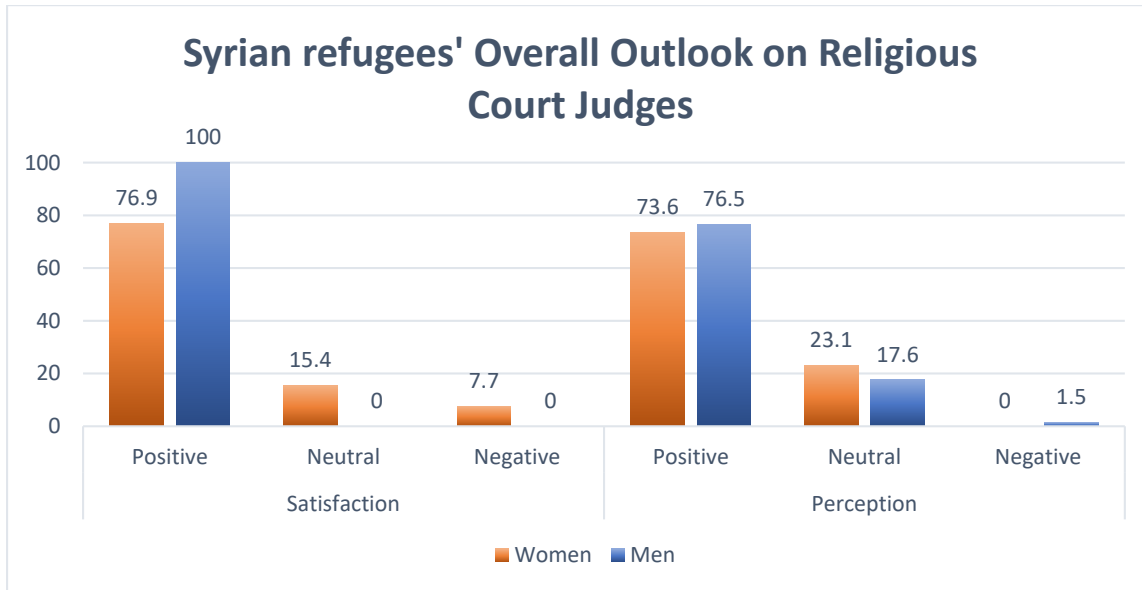
**Syrian refugee women were more likely than Syrian refugee men to report having a discourteous civil court judge.** 26.1% of Syrian refugee women reported having a discourteous judge, while 15.2% of Syrian refugee men reported the same.

Further, **Syrian refugees were twice as likely as Jordanians to report having experienced a discourteous civil court judge.** Whereas, 26.1% of Syrian refugee women and 15.2% of Syrian refugee men reported having a discourteous judge, just 12.5% of Jordanian women and 7.4% of Jordanian men reported the same.

**Syrian refugees were much less likely than Jordanians to perceive civil court judges as discourteous.** Roughly 5.7% of Syrian refugee women and Syrian refugee men believed a civil court judge would treat them in a discourteous manner, compared to 12.9% of Jordanian women and 15.9% of Jordanian men. This is a disconcerting finding because – unlike in the case of Jordanians – **Syrian refugees’ experience with civil court judges is significantly worse than their perceptions.**



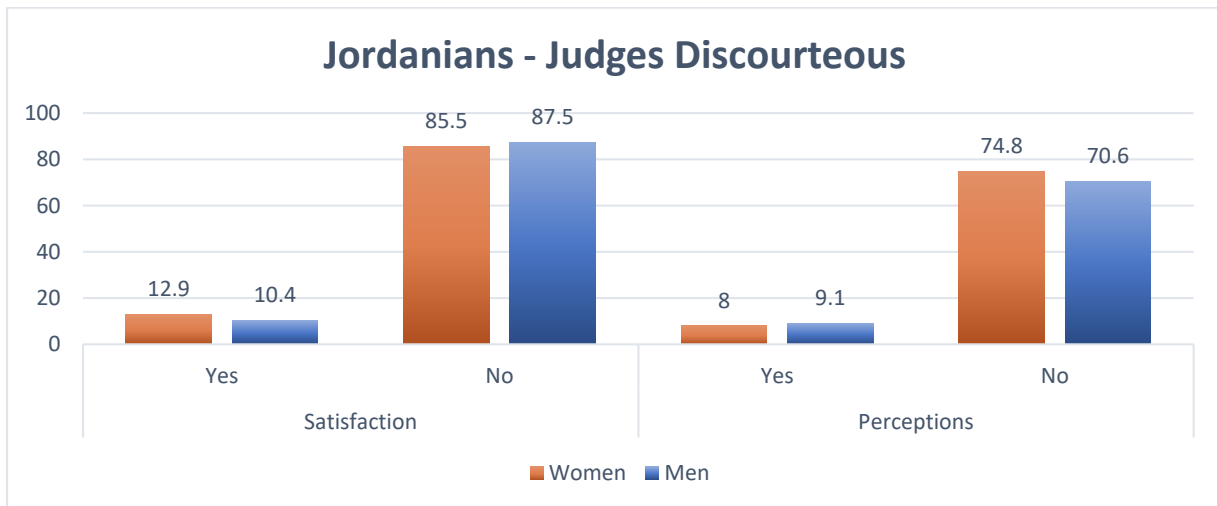
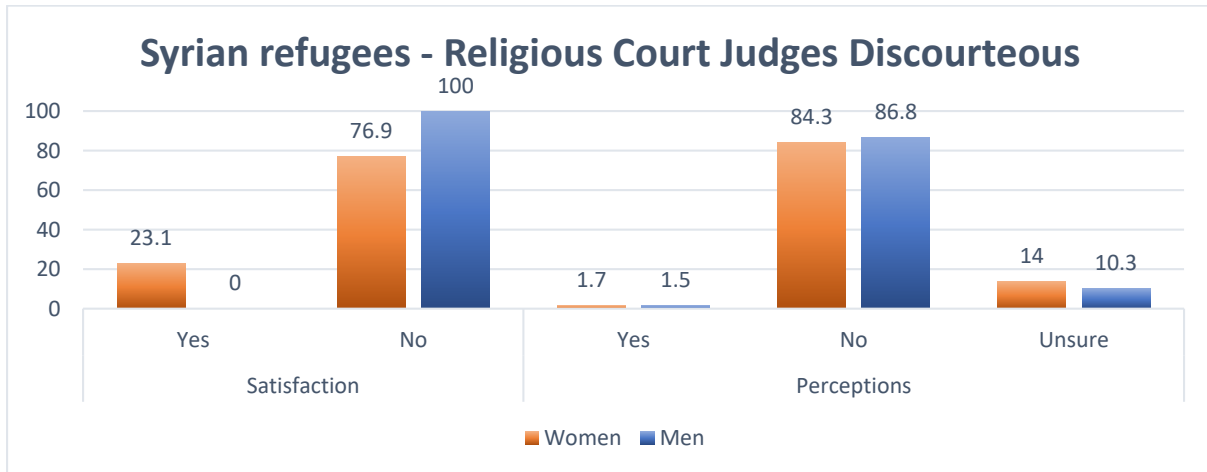
## Religious Courts



**Syrian refugees – especially Syrian refugee men- reported higher levels of overall satisfaction with religious court judges than Jordanians.** While 71% of Jordanian women and 77.1% of Jordanian men had an overall positive satisfaction with their religious court judge, a slightly higher percentage of Syrian refugee women – 76.9% - and a substantially higher percentage of Syrian refugee men – 100% - had an overall positive satisfaction with their religious court judge.

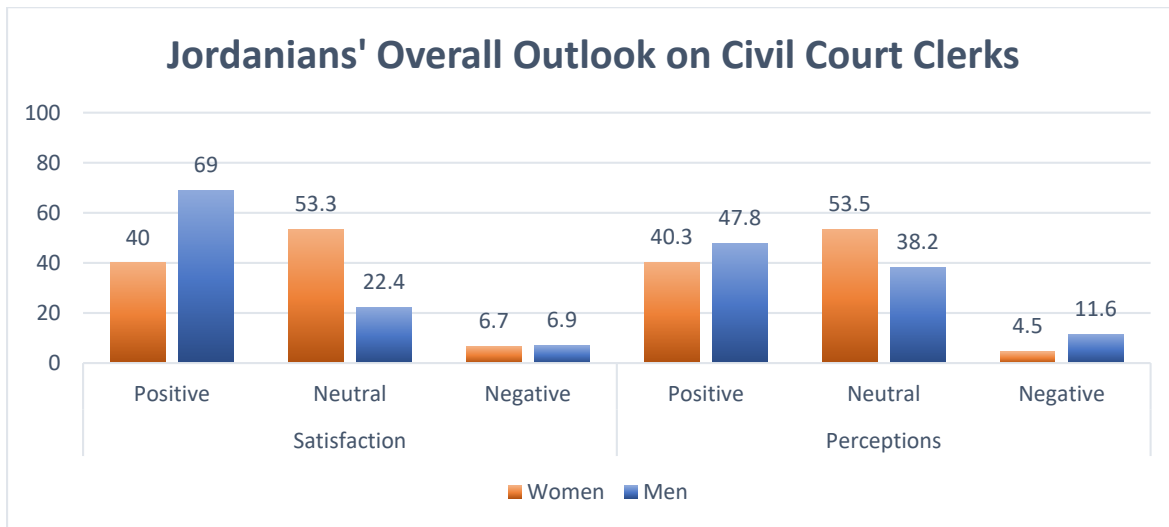
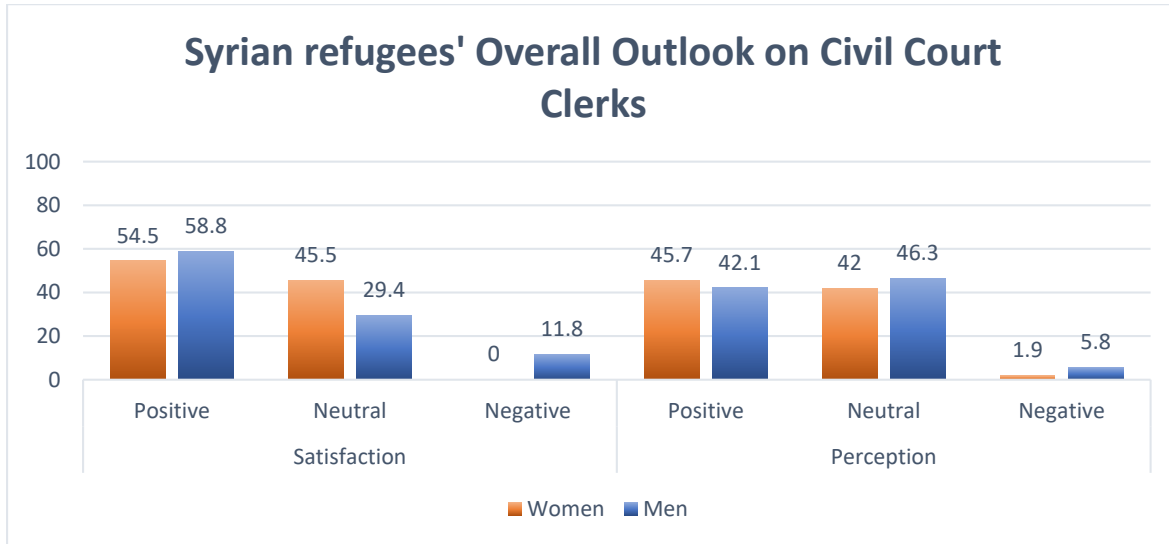
For those Syrian refugees who took legal matters to religious courts, judges scored similarly well in the areas of knowledge and lacking bias, as 88.2% of respondents indicated that their religious court judge was knowledgeable and 88.2% reporting having a judge without bias. **Respectfulness is the area where religious court judges need the most work, as 17.6% of respondents indicated having a discourteous judge.** Comparatively, Jordanians regarded knowledge and competency as the area with which they had

the least satisfaction with religious court judges, and lacking bias as the area with which they were most satisfied.



**Syrian refugee women’s reported experience is considerably worse than their perception: Syrian refugee women were the demographic most likely to report having a discourteous religious court judge.** Indeed 23.1% of Syrian refugee women reported having a discourteous judge. This is compared to 0% of Syrian refugee men, and a comparably low 12.9% of Jordanian women and 10.4% of Jordanian men who also reported having a discourteous religious court judge. However, **Syrian refugees were less likely than Jordanians to believe that a religious court judge would treat them in a discourteous manner.** Whereas 8% of Jordanian women and 9.1% of Jordanian men believed a religious court judge would be discourteous to them, only roughly 1.6% of Syrian refugee women and men reported the same.

Court Clerks  
Civil/Criminal/Juvenile Courts



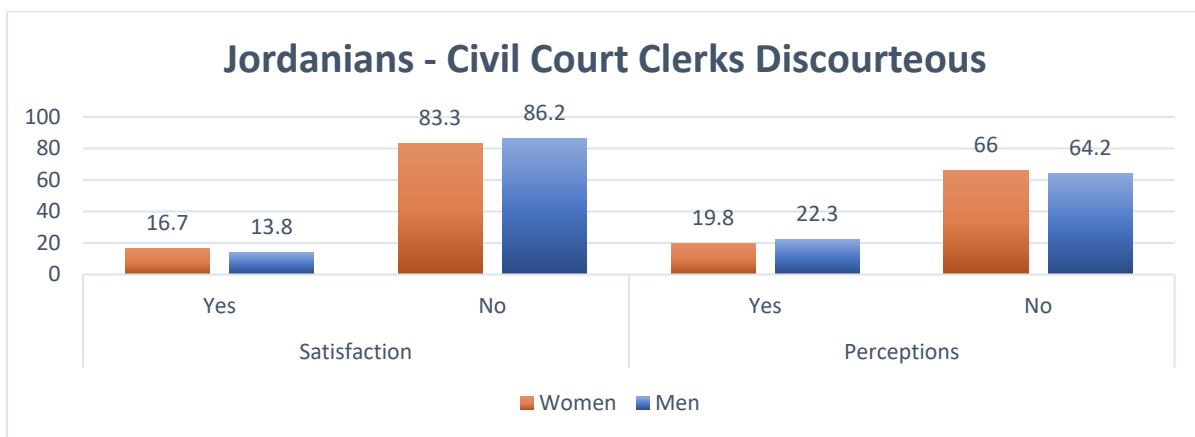
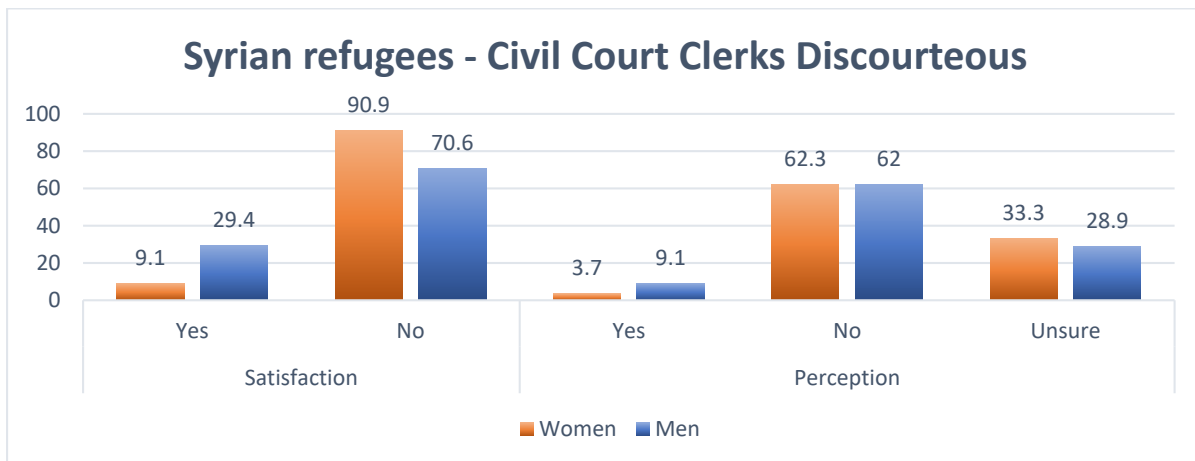
**Syrian refugee women reported a much higher level of satisfaction with the civil court clerks than Jordanian women.** 54.5% of Syrian refugee women had an overall satisfaction with the clerks, compared to just 40% of Jordanian women. Conversely, **Syrian refugee men had a much lower level of satisfaction with the clerks than Jordanian men.** Indeed, whereas 69% of Jordanian men were satisfied with civil court clerks, only 58.8% of Jordanian men were satisfied.

**Syrian refugees and Jordanians reported similar overall perceptions of the civil court clerks.** 45.7% of Syrian refugee women and 42.1% of Syrian refugee men had a positive perception of civil court clerks, comparable to the 40.3% of Jordanian women and 47.8% of Jordanian men who also had an overall positive perception of civil court clerks.

Satisfaction with court clerks was measured by whether or not the clerk was discourteous or less considerate, whether or not there were enough clerks to handle the courts' workload, and whether or not clerks were experienced or competent.

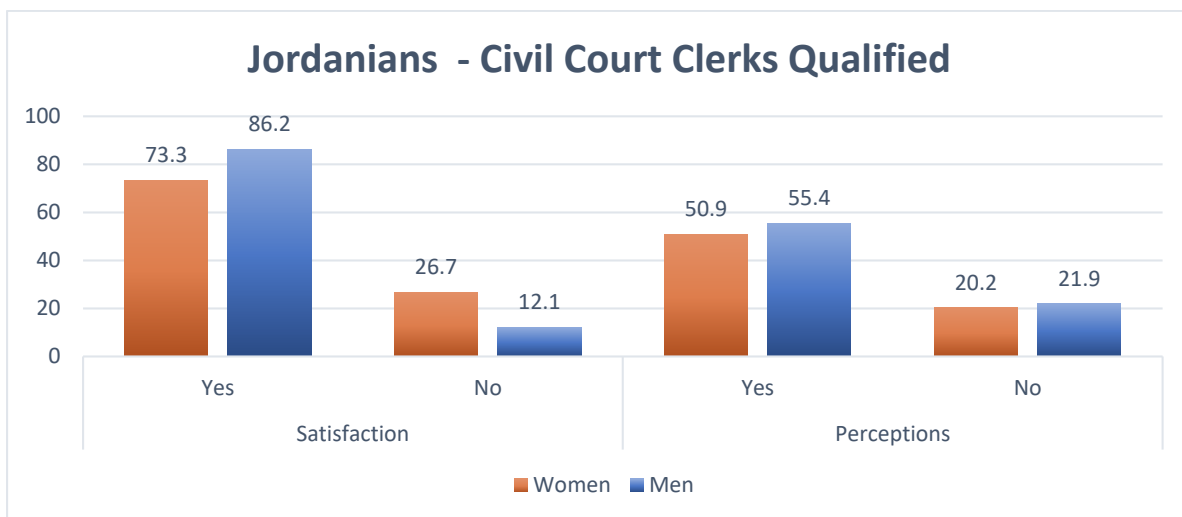
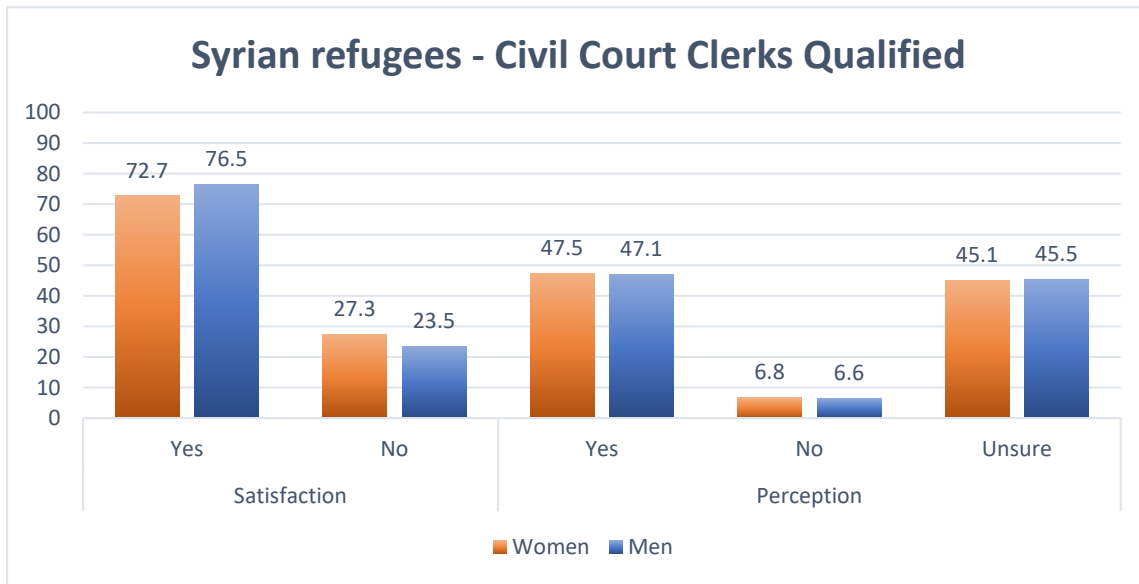
Among Syrian refugees, civil court clerks scored highest in the area of experience and competency with 72% of male and female respondents indicating that clerks had such qualities. Meanwhile, 24% of respondents found clerks to be less considerate. The number of clerks vis-à-vis the courts' workload stands the most room for improvement, with 34.5% of respondents having indicated that there were not enough clerks to handle the courts' workload. Indeed, Jordanians tended to share Syrian refugees' high satisfaction with the competence of civil court clerks, and lack of satisfaction with their numbers vis-à-vis the courts' workload.

Regarding religious court clerks, Syrian refugees had the most satisfaction with their experience and competency, with 84.6% of male and female respondents reporting as much. 23.1% found the clerks to be less considerate. As is the case with the civil courts, Syrian refugees had the least satisfaction with the number of clerks as it relates to the courts' workload, as 38.5% of respondents reported their not being enough clerks. Here again, Jordanians tended to share Syrian refugees' high satisfaction with the competence of religious court clerks, and lack of satisfaction with their numbers vis-à-vis the courts' workload.



**Syrian refugee men were the demographic most likely to report encountering a discourteous civil court clerk.** Only 9.1% of Syrian refugee women, 16.7% of Jordanian women and 13.8% of Jordanian men reported encountering a less considerate civil court clerk. Nevertheless, a substantial 29.4% of Syrian refugee men reported encountering a discourteous clerk.

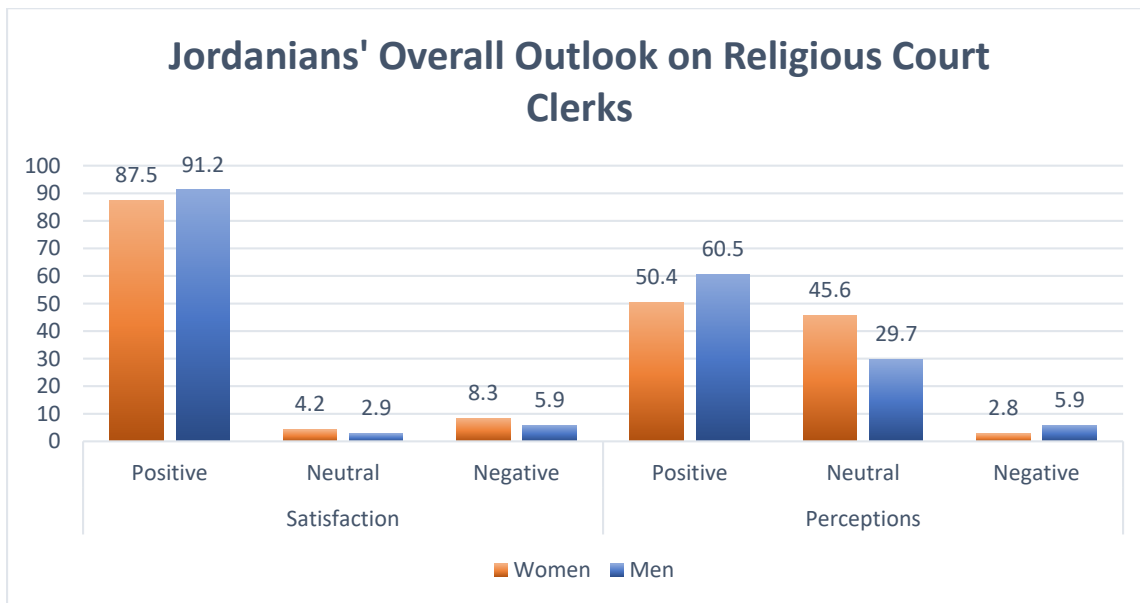
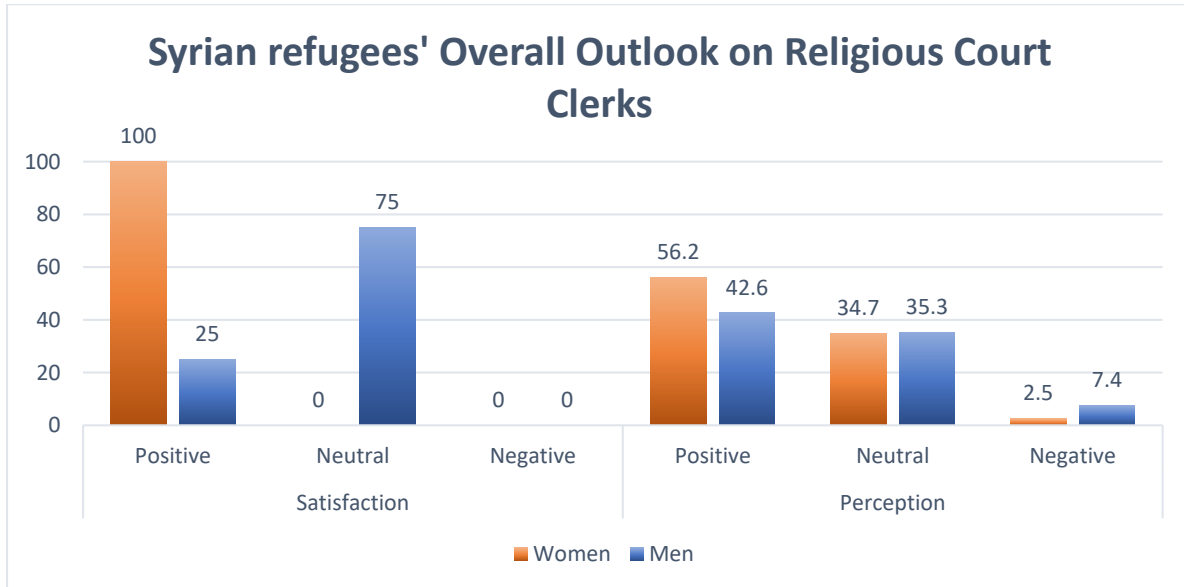
Regardless of gender, **Syrian refugees are less likely than Jordanians to believe that a civil court clerk would be less considerate to them.** Indeed, 3.7% of Syrian refugee women and 9.1% of Syrian refugee men perceived clerks as potentially discourteous, compared to 19.8% of Jordanian women and 22.3% of Jordanian men.



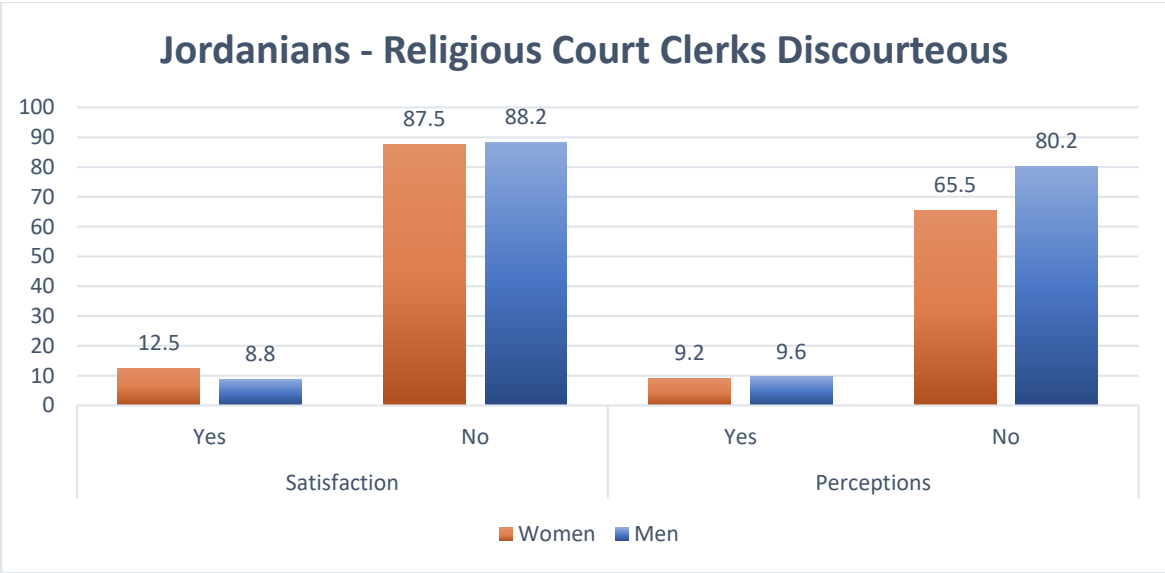
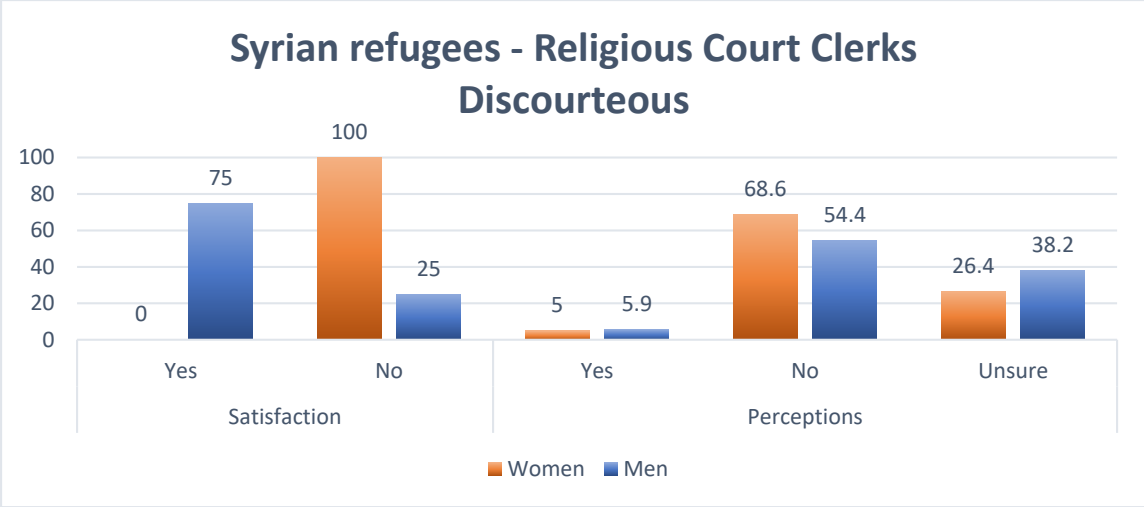
Syrian refugee men (76.5%) were less likely than Jordanian men (86.2%) to regard civil court clerks as qualified. Otherwise, Syrian refugees and Jordanians – regardless of gender – had nearly similar levels of satisfaction with civil court clerks.

**Syrian refugees were less likely than Jordanians to perceive civil court clerks as qualified.** Roughly 47% of both Syrian refugee women and men perceived clerks as qualified, while 50.9% of Jordanian women and 55.4% of Jordanian men had the same perception.

### Religious Courts

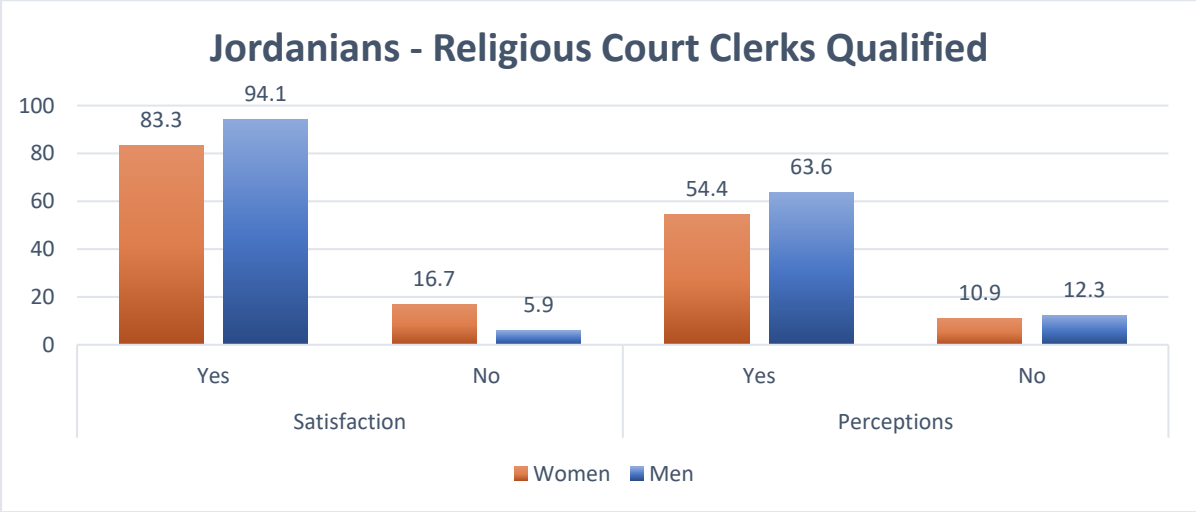
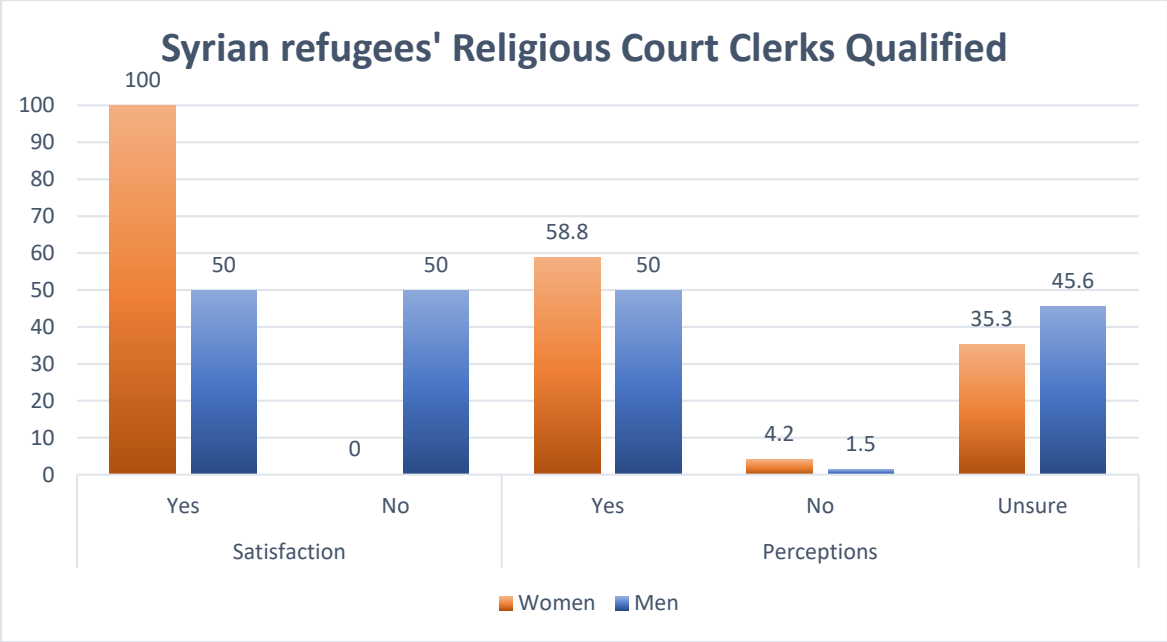


**Syrian refugee men were far less inclined than any other demographic to have positive overall satisfaction with clerks in the religious courts.** Whereas 100% of Syrian refugee women, 87.5% of Jordanians women and 91.2% of Jordanian men had an overall positive satisfaction with the religious court clerks, only 25% of Syrian refugee men reported the same.



**Syrian refugee men were substantially more likely than any other demographic to report encountering a discourteous religious court clerk.** Indeed, while 0% of Syrian refugee women, 12.5% of Jordanian women and 8.8% of Jordanian men reported encountering a less considerate clerk, 75% of Syrian refugee men reported encountering a discourteous religious court clerk.

**Perceptions of the potential to encounter a discourteous religious court clerk are low among both Syrian refugees and Jordanians.** Indeed, roughly 5% of Syrian refugee women and men and roughly 9% of Jordanian women and men believed that they would encounter a less considerate clerk in the religious courts.



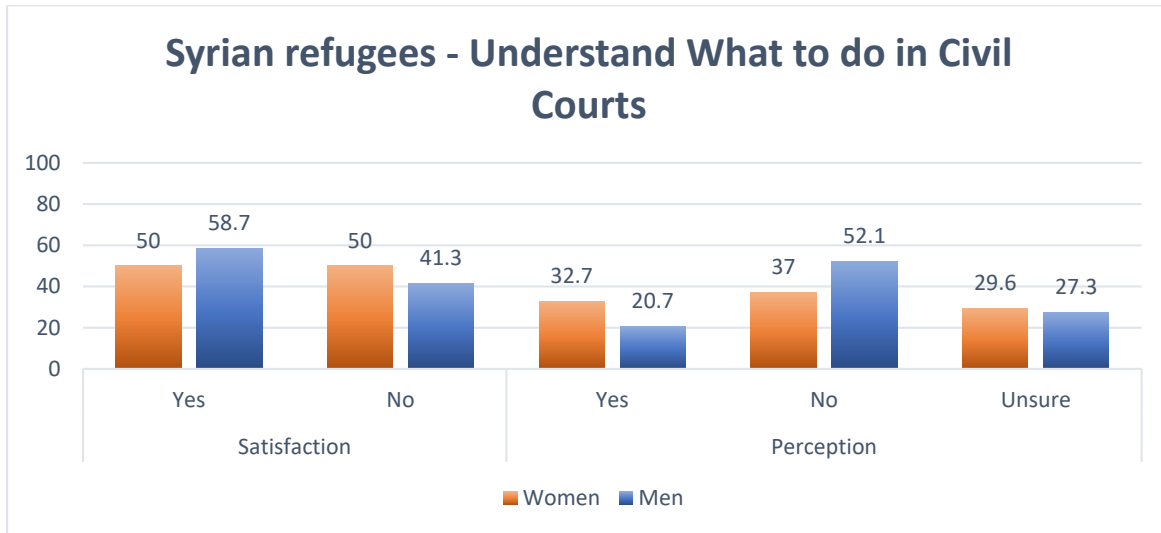
In keeping with previous trends, **Syrian refugee men are less likely than any other demographic to report that religious court clerks are qualified to do their jobs.** Only 50% of Syrian refugee men believed religious court clerks were qualified, compared to 100% of Syrian refugee women, 83.3% of Jordanian women and 94.1% of Jordanian men.



## 2.4 Chain of Justice : Dimensions

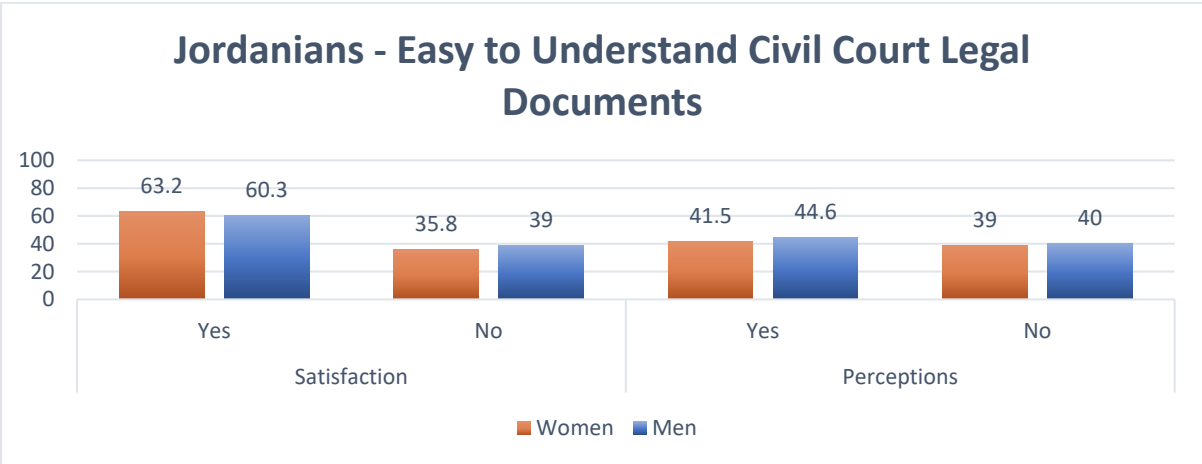
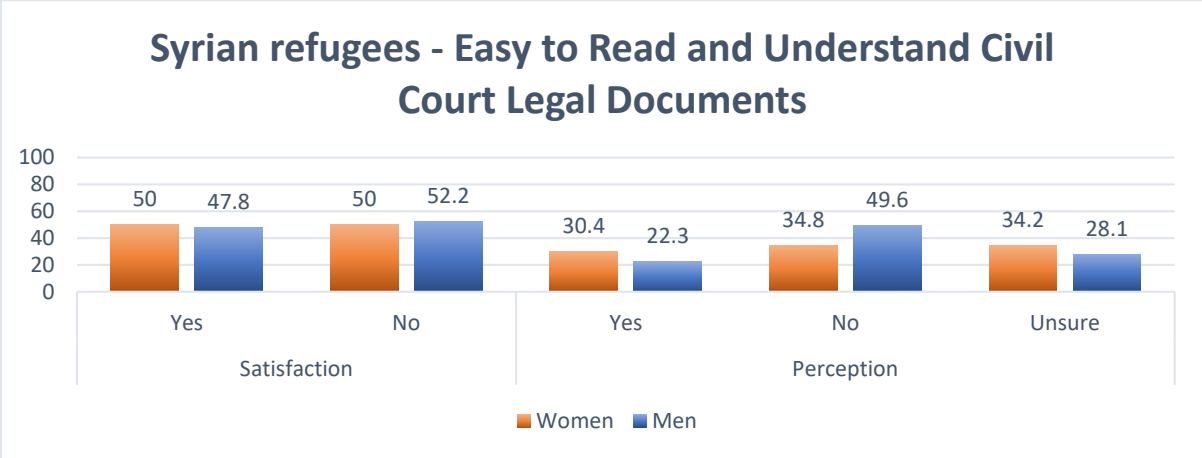
In this section, the differences between Syrian refugee and Jordanian respondents is always noted, but depicted graphically only when there is a substantial difference between the two nationalities.

### Navigability of Courts Civil/Criminal/Juvenile Courts



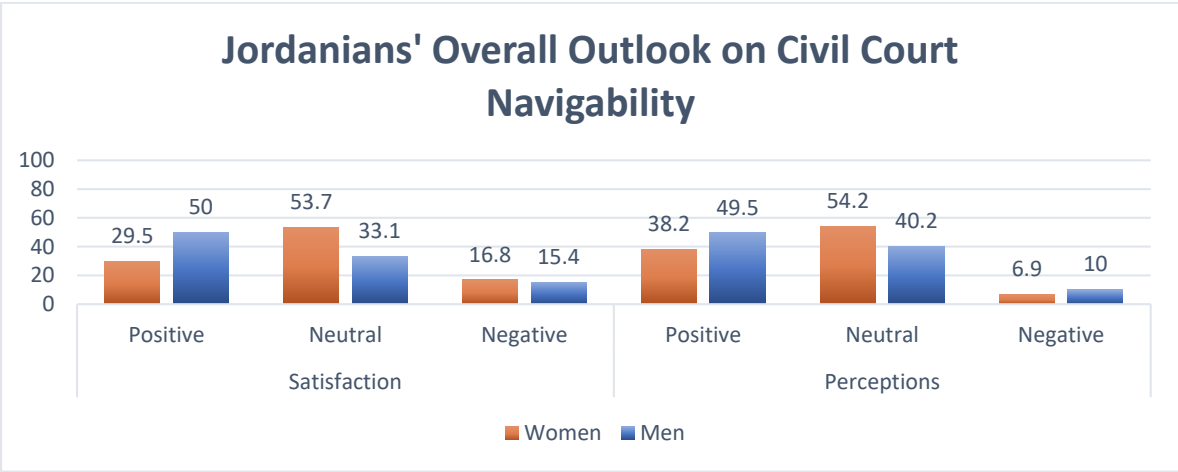
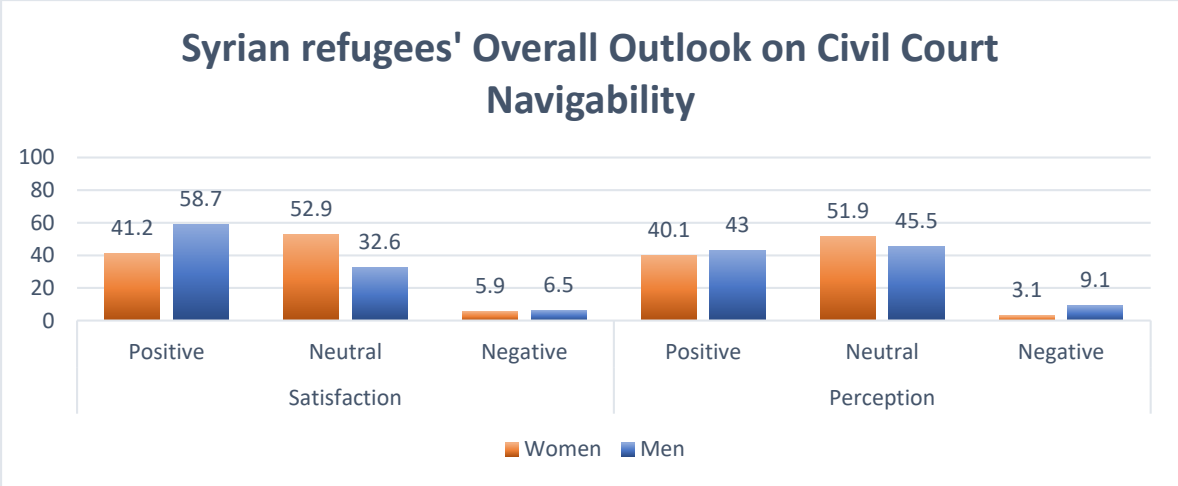
**Syrian refugees who took legal matters to civil court were significantly more likely than those who did not take legal matters to court to understand what to do in court.** Indeed, 50% of Syrian refugee women and 58.7% of Syrian refugee men who took legal matters to court reported understanding what to do in court. This is compared to 32.7% of Syrian refugee women and 20.7% of Syrian refugee men who did not take legal matters to court, but believed they would know what to do in court.

It is worth noting that **Syrian refugee women (50%) were marginally less likely than Jordanian women (52.1%) to report understanding what to do in courts.** Syrian refugee men (58.7%) were also less likely than Jordanian men (65.4%) to report understanding what to do in court.



Among Syrian refugees, **those who took legal matters to court were more likely than those who did not to regard reading court and legal documents as “easy.”** 50% of Syrian refugee women and 47.8% of Syrian refugee men who took legal matters to court regarded reading legal documents as easy. This is compared to 30.4% of Syrian refugee women and just 22.3% of Syrian refugee men who did not take legal matters to court who report the same.

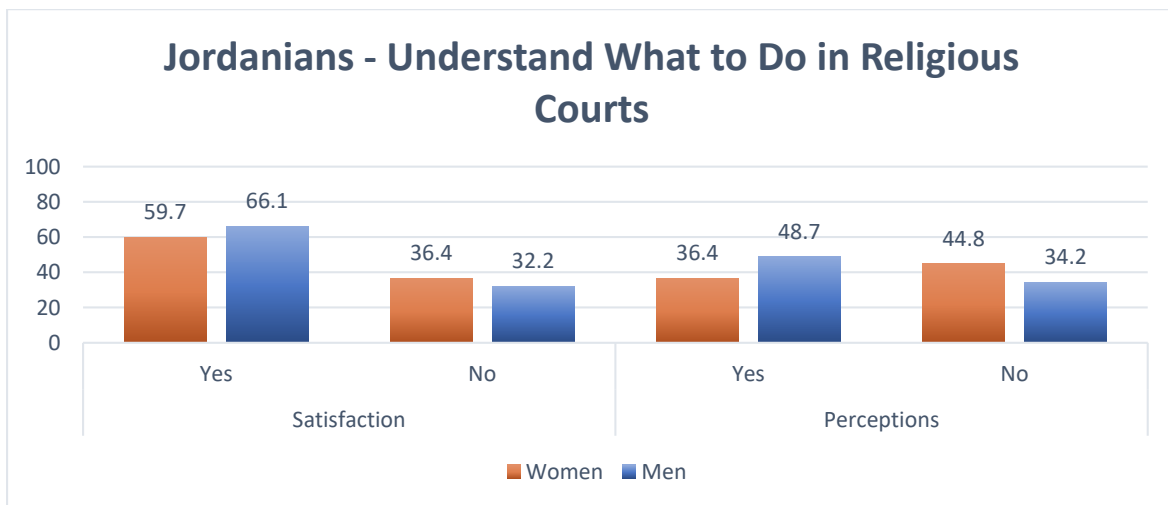
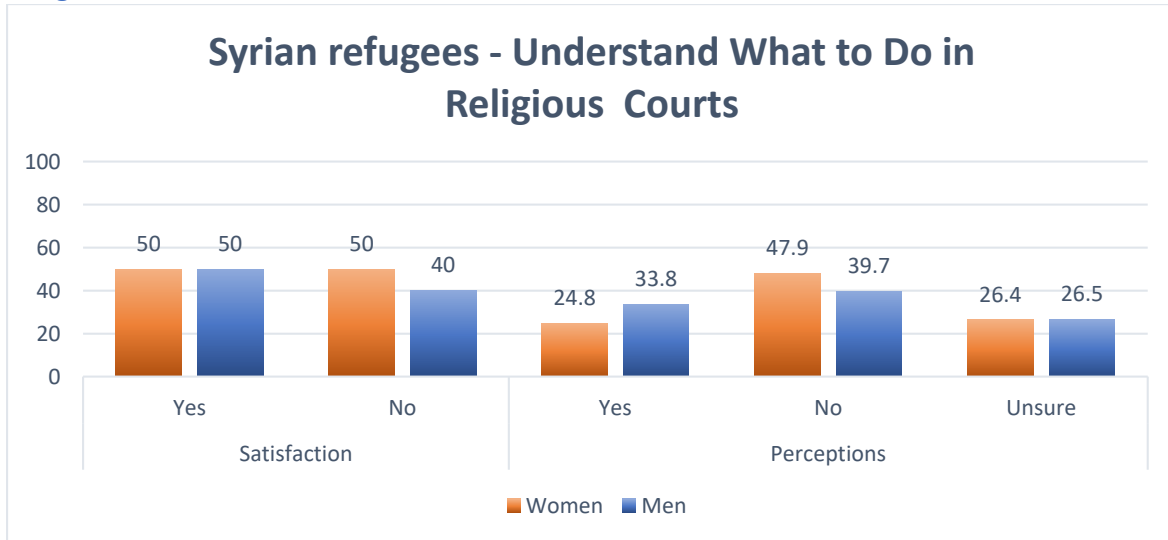
**Compared to Jordanians, Syrian refugees were substantially less likely to report being able to easily read and understand court and legal documents.** 63.2% of Jordanian women and 60.3% of Jordanian refugee men reported being able to understand legal documents. This is much higher than the 50% of Syrian refugee women and 47.8% of Syrian refugee men who reported the same.



**Among Syrian refugee women, satisfaction with navigability is roughly the same as perceptions.** Indeed, 41.2% of Syrian refugee women who took legal matters to court reported having an overall positive satisfaction with the navigability of courts, close to the 40.1% of Syrian refugee women who merely perceived courts as navigable. **Among Syrian refugee men, however, satisfaction is substantially higher than perception:** 58.7% of men reporting satisfaction, compared to 43% of men reporting a positive perception.

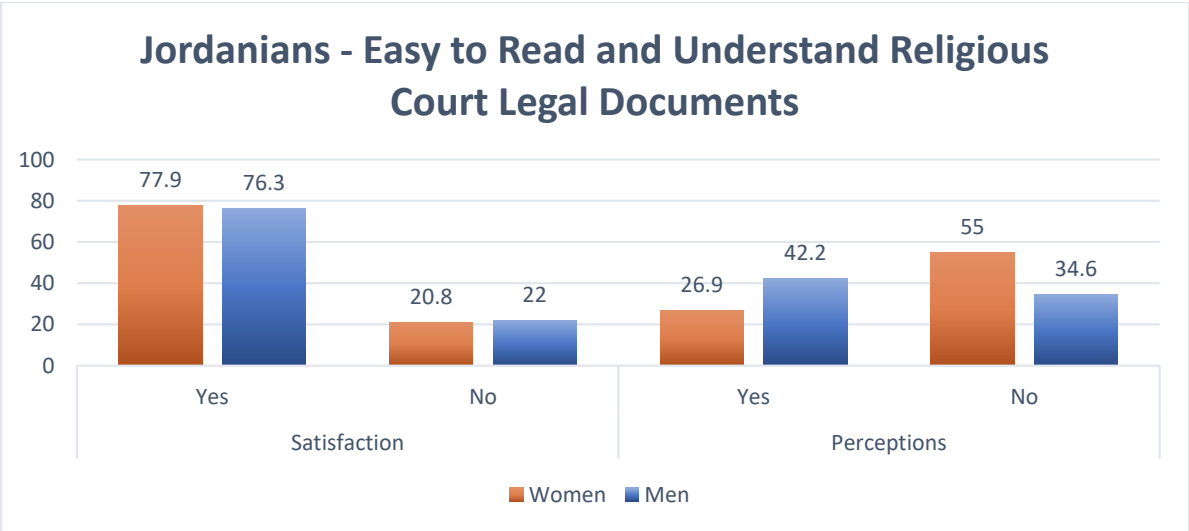
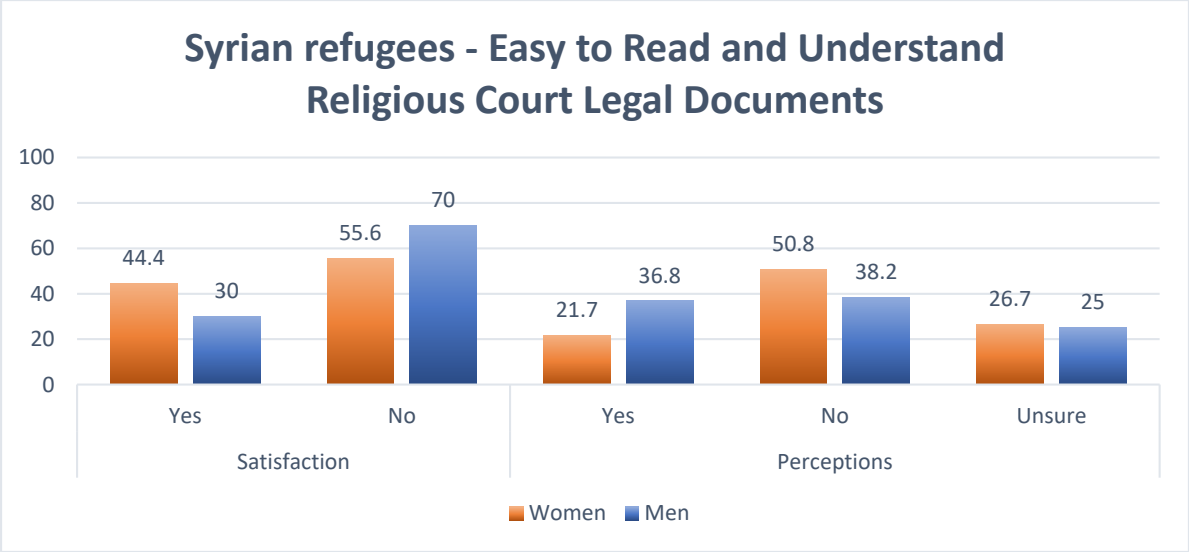
Compared to Jordanians, **Syrian refugees had higher levels of satisfaction when asked about overall civil court navigability.** Indeed, only 29.5% of Jordanian women and 50% of Jordanian men reported being satisfied with civil court navigability. This is compared to the aforementioned 41.2% of Syrian refugee women and 58.7% of Syrian refugee men. **However, it is important to highlight that when asked about specific aspects of navigability, Syrian refugees reported lower satisfaction than Jordanians, indicating potential need for further support.**

## Religious Courts



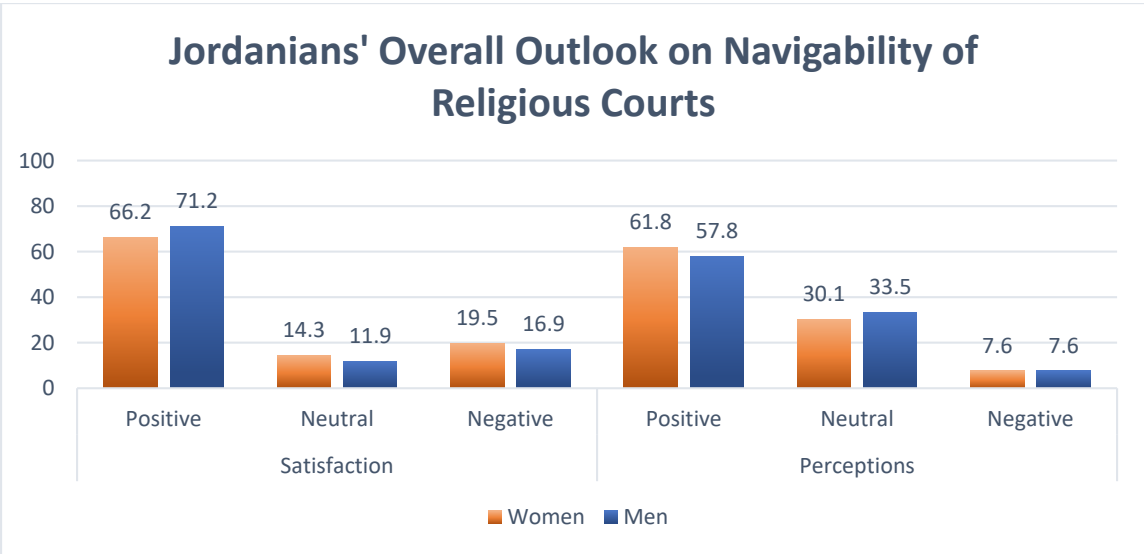
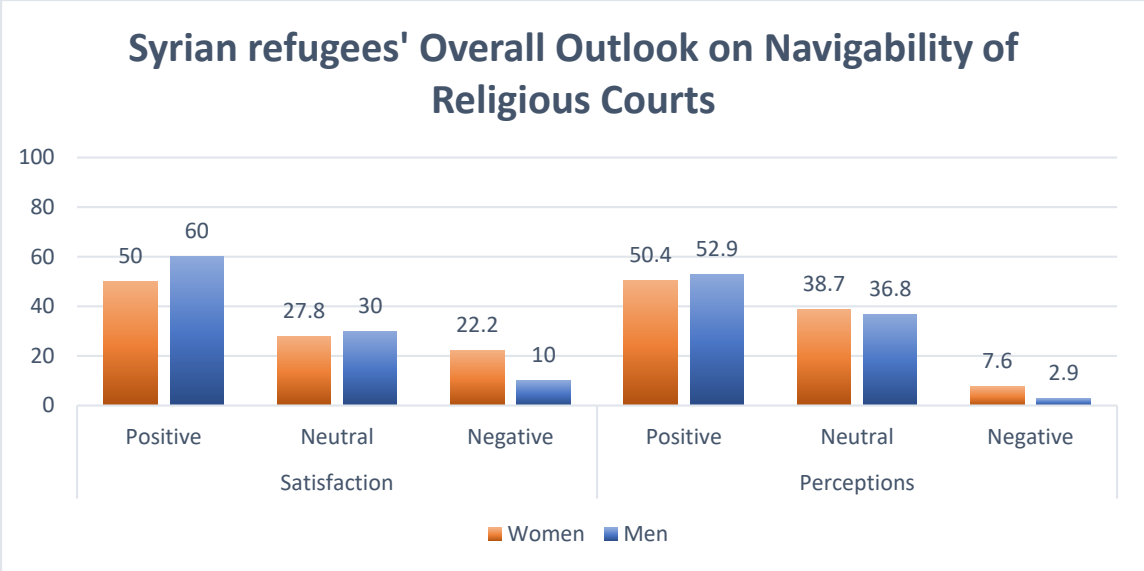
In keeping with previous trends, among Syrian refugees, **satisfaction is higher than general perceptions regarding the navigability of religious courts**. An equal percentage (50%) of Syrian refugee women and men reported understanding what to do in religious courts. However, only 24.8% of Syrian refugee women and 33.8% of Syrian refugee men perceived understanding what to do in courts as easy.

Importantly, **Jordanians were more likely than Syrian refugees to report understanding what to do in courts**. 59.7% of Jordanian women and 66.1% of Jordanian men reported understanding what to do in religious courts, compared to 50% of Syrian refugee women and men.



**Syrian refugee women who took legal matters to a religious court (44.4%) were over twice as likely as Syrian refugee women who did not take legal matters to a religious court (21.7%) to regard reading legal documents as “easy.” Interestingly, men who took legal matters to a religious court were less likely than those who did not to regard it as “easy” to understand legal documents. 30% of Syrian refugee men who took legal matters to court reported being able to understand legal documents, compared to 36.8% of Syrian refugee men who perceived legal documents as easy to understand.**

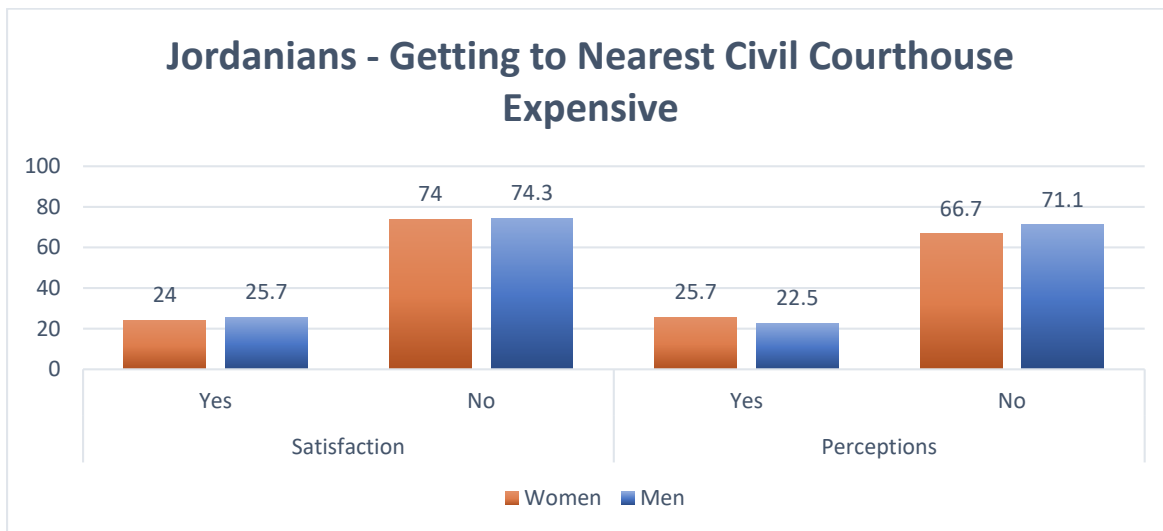
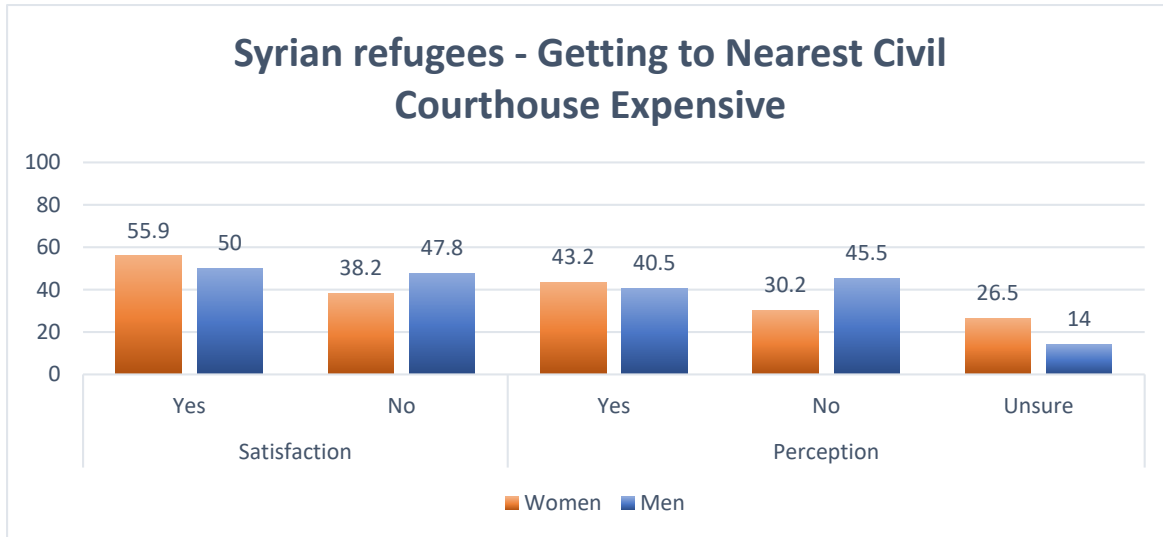
**Jordanians were substantially more likely to regard religious court legal documents as easy to understand. 77.9% of Jordanian women and 76.3% Jordanian men reported being able to easily understand legal documents, compared to the significantly smaller 44.4% of Syrian refugee women and 30% of Syrian refugee men who reported the same.**



**Syrian refugee men were more likely than Syrian refugee women to have an overall positive outlook on the navigability of religious courts.** Indeed, 60% of Syrian refugee men reported this, compared to 50% of Syrian refugee women.

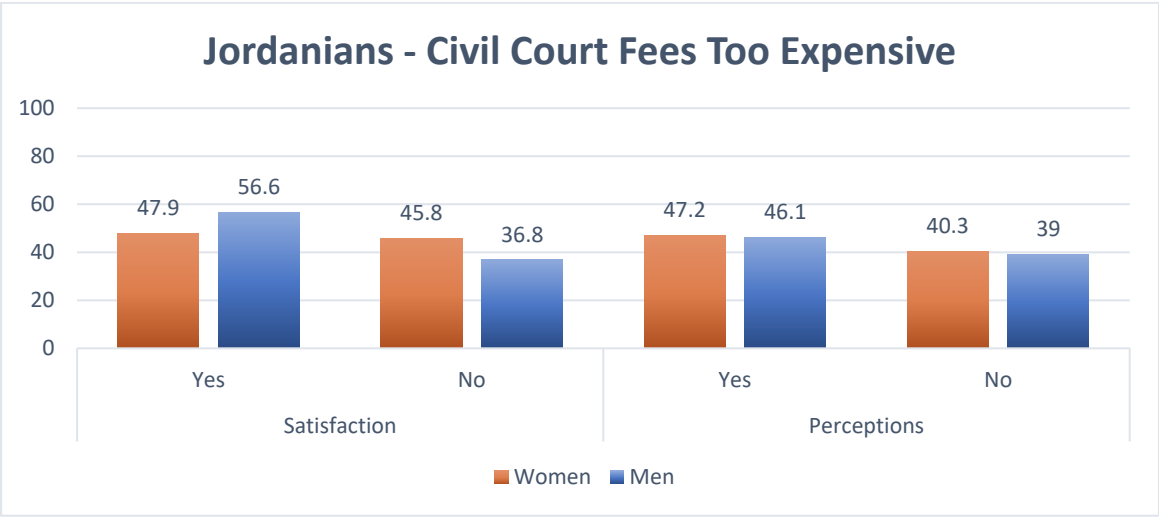
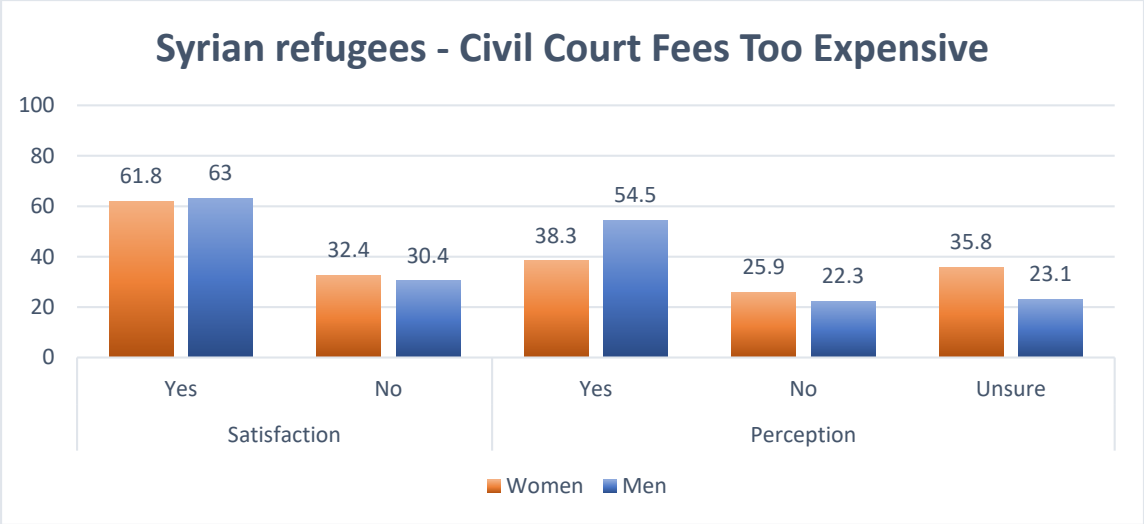
**Jordanians were more likely than Syrian refugees to have a positive outlook on the navigability of the religious courts.** 66.2% of Jordanian women and 71.2% of Jordanian men reported as much, compared to the aforementioned 50% of Syrian refugee women and 60% of Syrian refugee men.

Affordability of Courts  
Civil/Criminal/Juvenile Courts



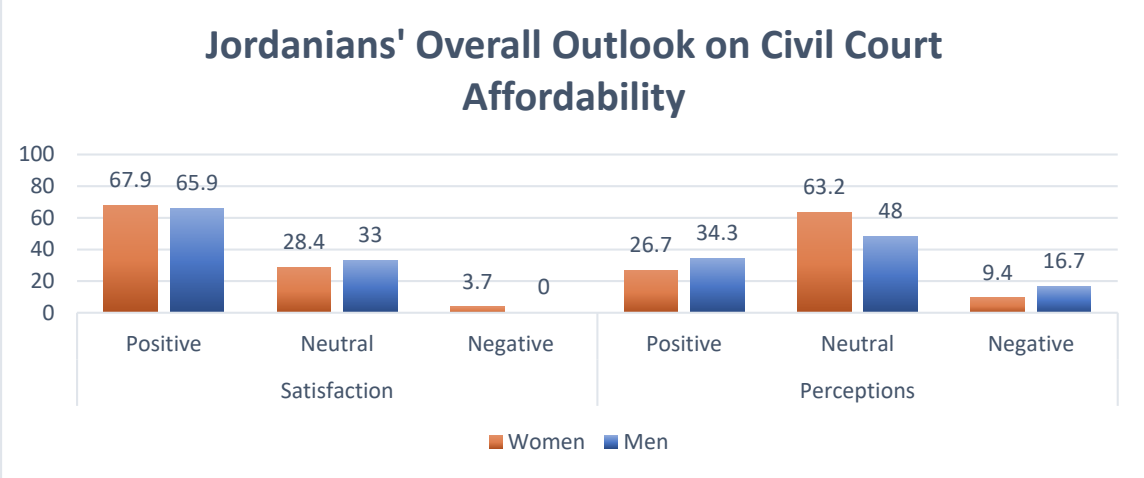
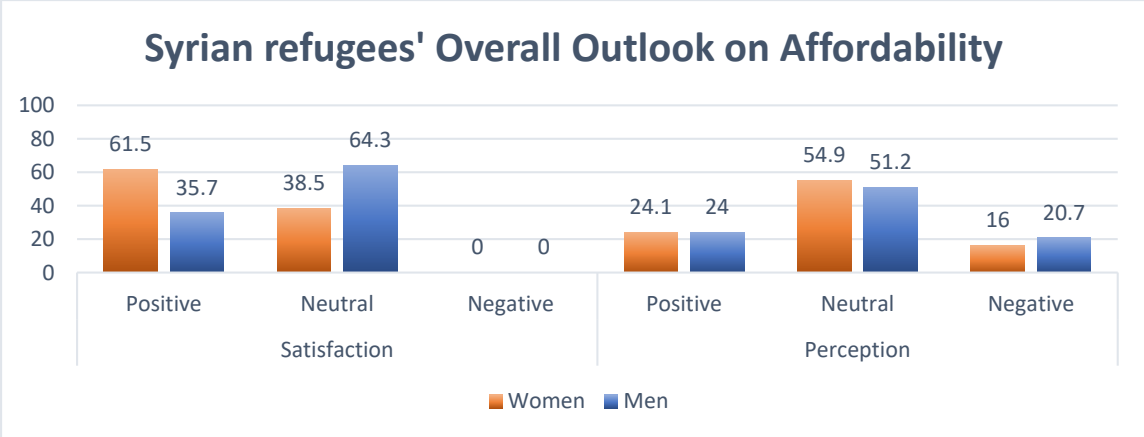
**Syrian refugee women were more likely than Syrian refugee men to regard the cost of getting to the nearest civil courthouse as expensive, as 55.9% of Syrian refugee women and 50% of Syrian refugee men reported as such.**

**Syrian refugees were twice as likely as Jordanians to regard the cost of getting to the nearest civil courthouse as expensive.** Indeed, 24% of Jordanian women and 25.7% of Jordanian men reported the cost of getting to the nearest courthouse as expensive compared to the aforementioned 55.9% of Syrian refugee women and 50% of Syrian refugee men who reported the same.



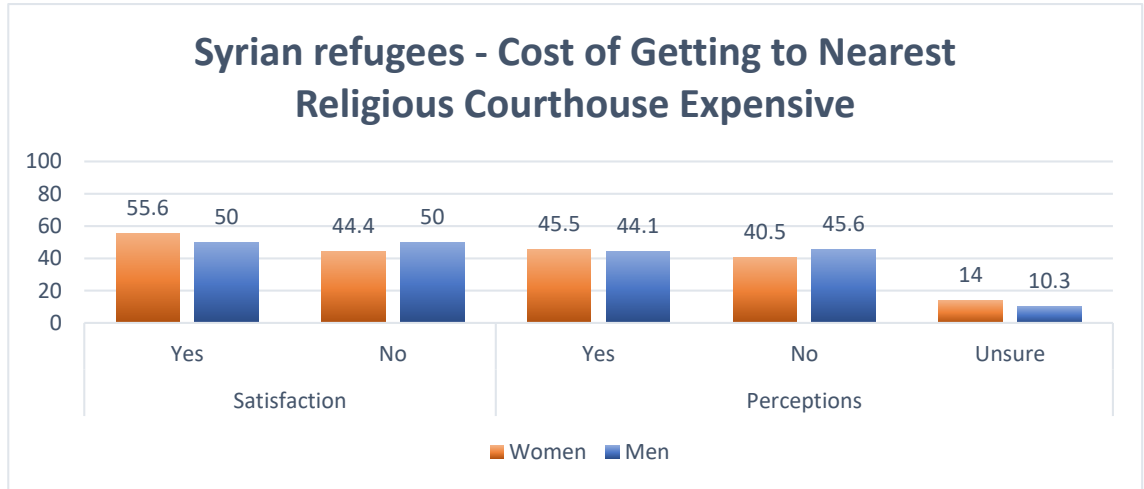
**Syrian refugees are far more likely than Jordanians to regard civil court fees as too expensive.** Indeed, while 47.9% of Jordanian women and 56.6% of Jordanian men held this view, a much higher 61.8% of Syrian refugee women and 63% of Syrian refugee men were of the view that civil court fees are too expensive.

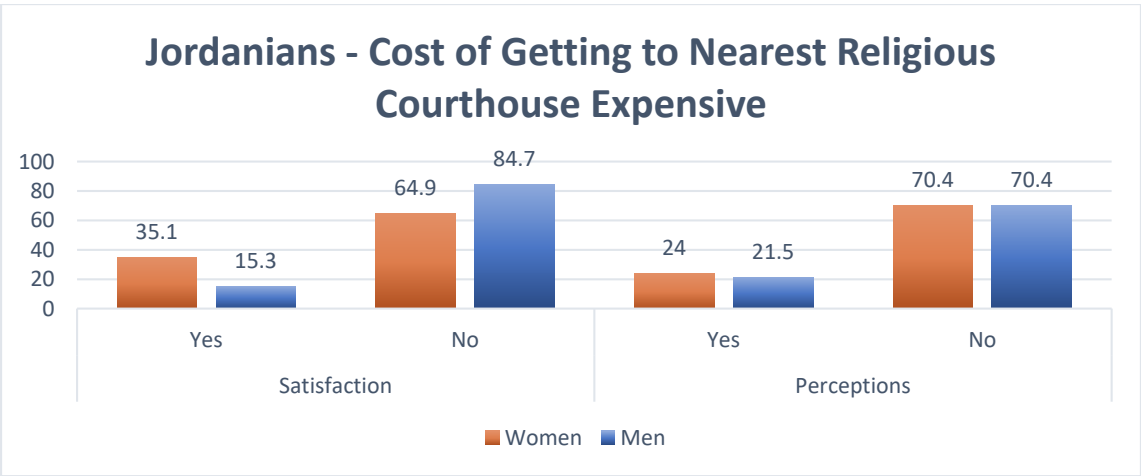




Interestingly, **Syrian refugee men were the demographic with the lowest level of satisfaction with affordability of the civil courts in Jordan.** Indeed, while 61.5% of Syrian refugee women, 67.9% of Jordanian women and 65.9% of Jordanian men had a positive outlook on civil court affordability, only 35.7% of Syrian refugee men were satisfied overall.

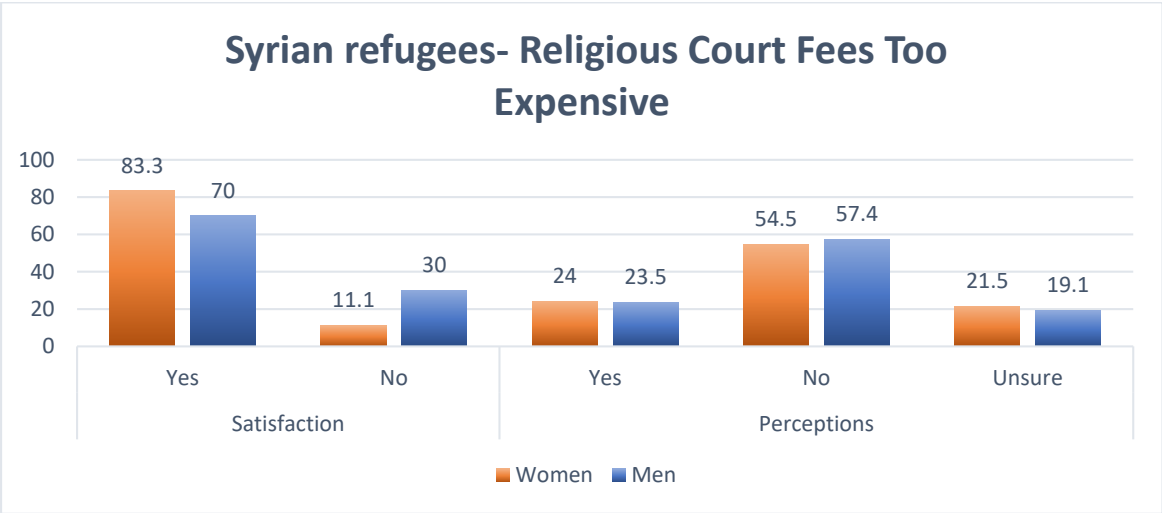
Religious Courts

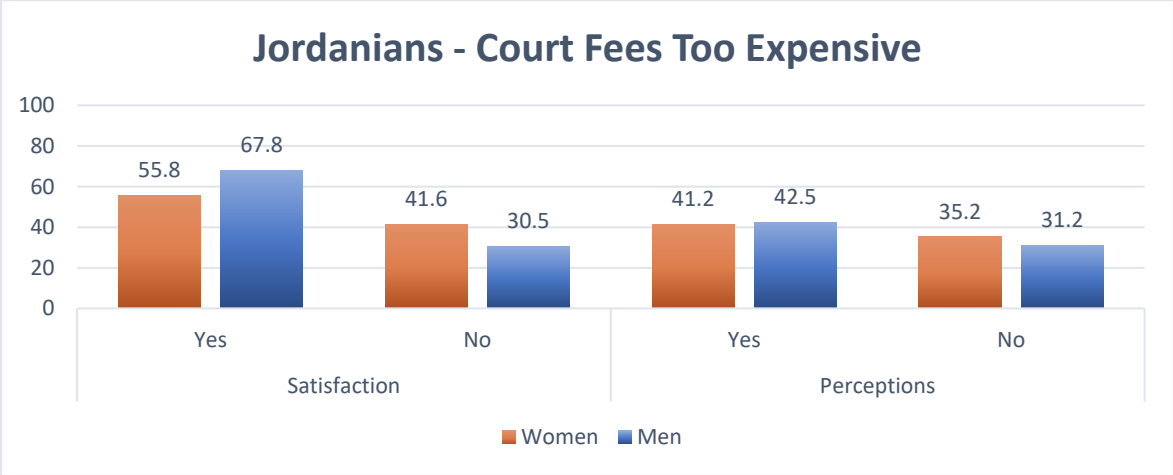




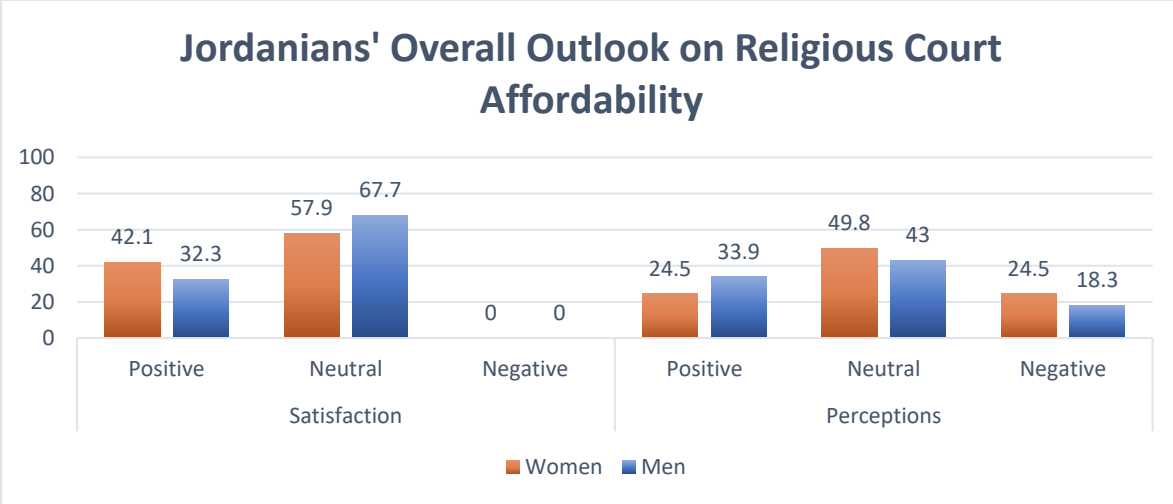
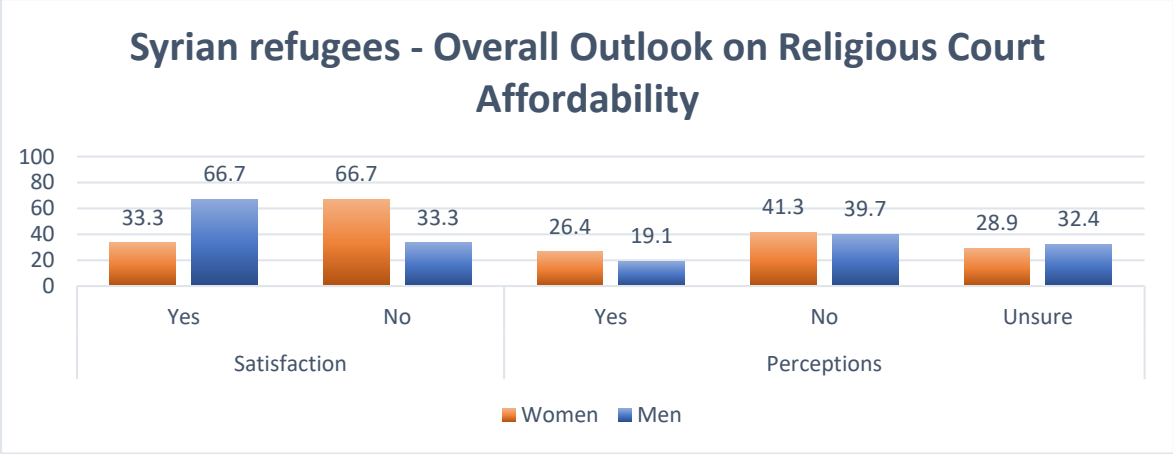
Comparing nationalities, **Syrian refugees who took legal matters to court were more likely to report getting to the nearest religious courts as expensive** (55.6% of Syrian refugee women and 50% of Syrian refugee men) than Jordanians (35.1% of Jordanian women and 15.3% of Jordanian men).

**Syrian refugees were almost twice as likely as Jordanians to perceive the cost of getting to religious courts as expensive.** While 24% of Jordanian women and 21.5% of Jordanian men regarded the cost of getting to the nearest religious courthouse as expensive, 45.5% of Syrian refugee women and 44.1% of Syrian refugee men regarded the cost of getting to the nearest religious courthouse as expensive.



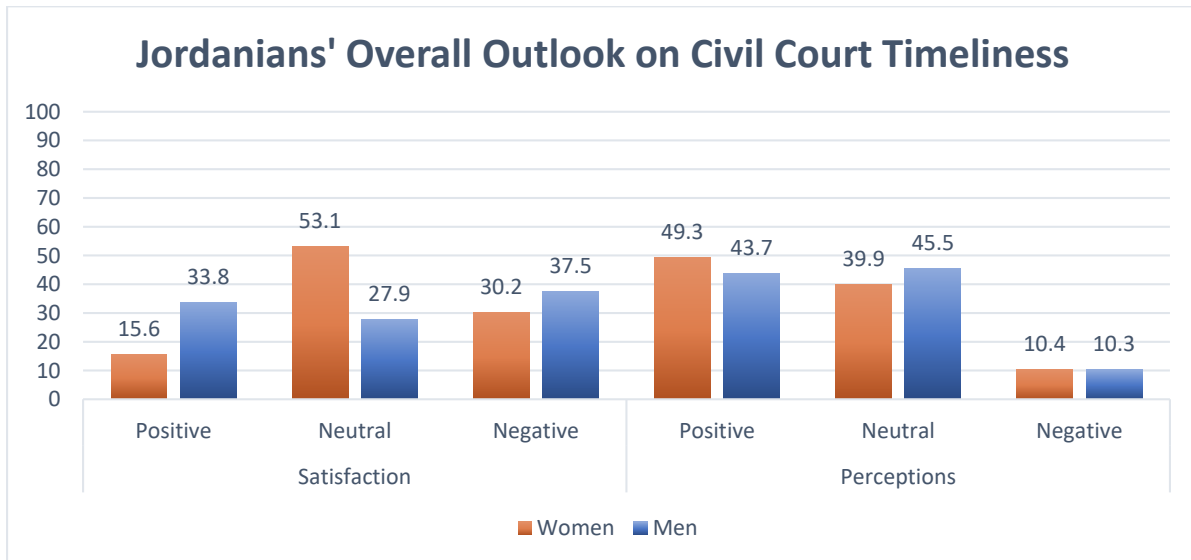
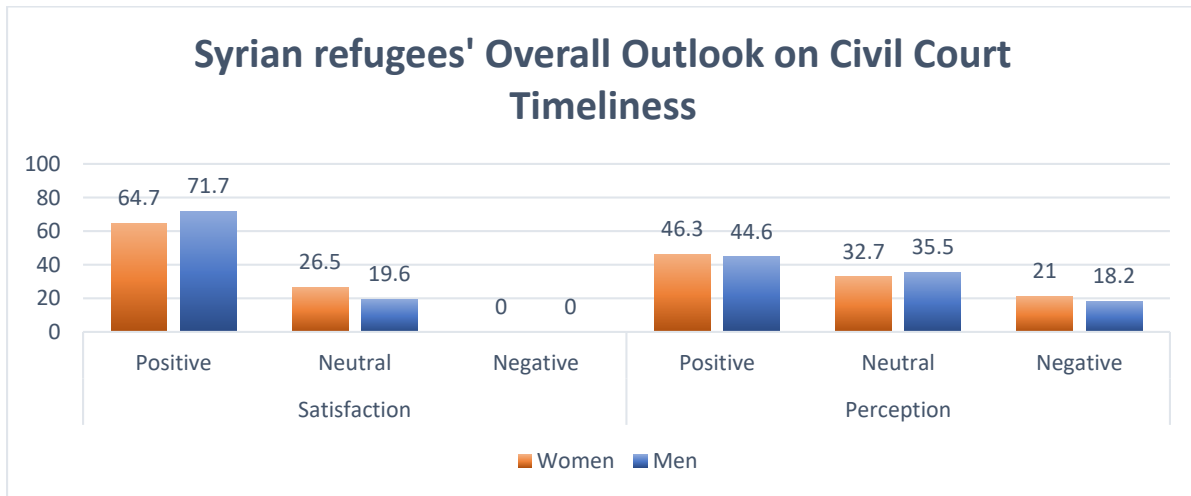


Syrian refugees, especially Syrian refugee women, were substantially more likely than Jordanians to regard religious court fees as too expensive. 83.3% of Syrian refugee women believed that court fees in the religious courts are too expensive. This is compared to the considerably lower 70% of Syrian refugee men, and substantially lower 67.8% of Jordanian men and 55.8% of Jordanian women.



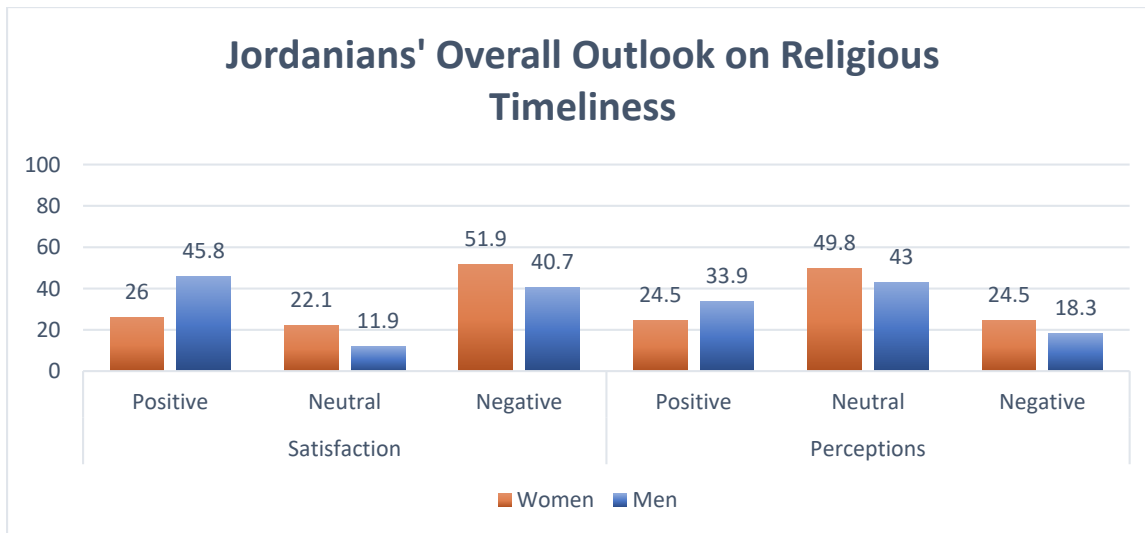
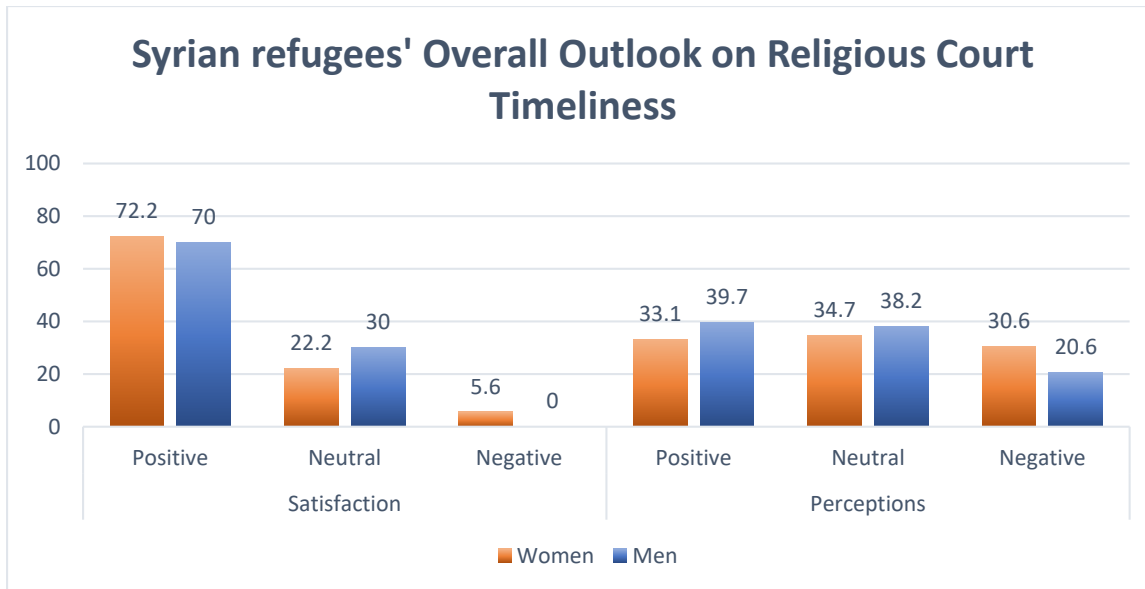
**Surprisingly, Syrian refugees were more likely than Jordanians to have an overall positive satisfaction with the affordability of religious courts than Jordanians.** Despite their tendency to report more negatively than Jordanians in all dimensions related to affordability of the religious courts, 66.7% of Syrian refugee women and 55.6% of Syrian refugee men reported having an overall positive satisfaction with the affordability of religious courts, evincing a similar trend with regards to responses on navigability. This is compared to the significantly lower 42.1% of Jordanian women and 32.3% of Jordanian men. **Despite Syrian refugees' positive response to this question, it is important to take this finding in conjunction with Syrian refugees' responses to other questions regarding affordability, which are overwhelmingly more negative than those provided by Jordanians.**

Timeliness of Court Procedures  
Civil/Criminal/Juvenile Courts



**Syrian refugees tended to be moderately well-satisfied with the timeliness of civil court justice.** 64.7% of Syrian refugee women who took legal matters to court had an overall positive outlook on the timeliness of the courts, as did 71.7% of Syrian refugee men. Interestingly, Syrian refugees were substantially more likely than Jordanians to have an overall satisfaction with the timeliness of the civil courts. Indeed, just 15.6% of Jordanian women and 33.8% of Jordanian men had an overall positive satisfaction with the timeliness of civil courts.

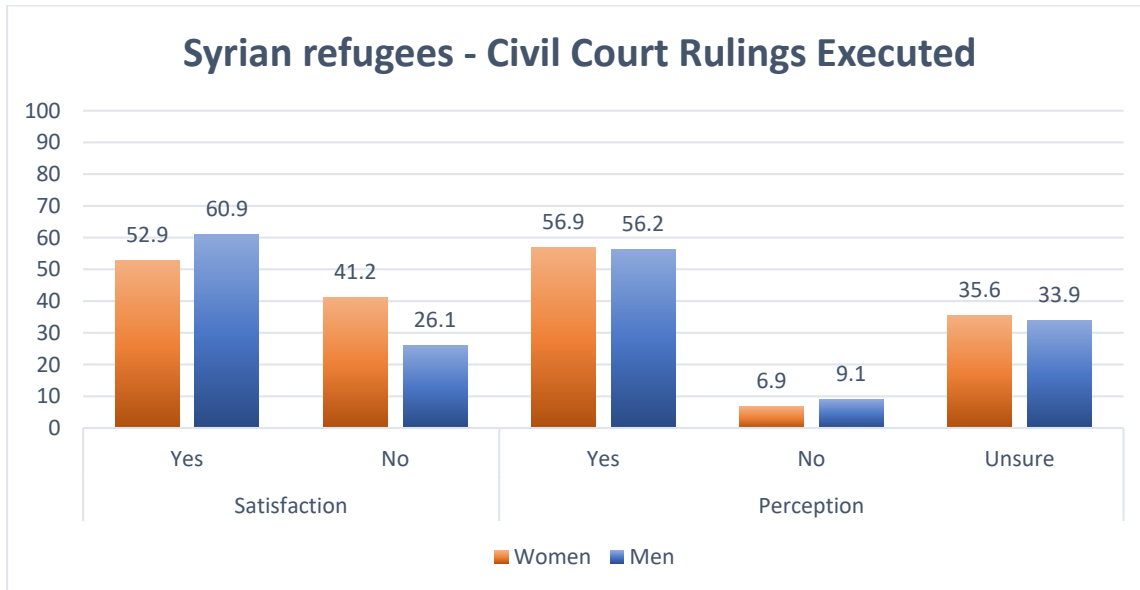
### Religious Courts



**Syrian refugees (especially Syrian refugee women) were even more satisfied with the timeliness of religious courts as they were with the civil courts,** with 72.2% of Syrian refugee women and 70% of Syrian refugee men reporting as much. **Syrian refugee women and men were also substantially more likely than Jordanian women and men to report an overall level of satisfaction,** as only 26% of

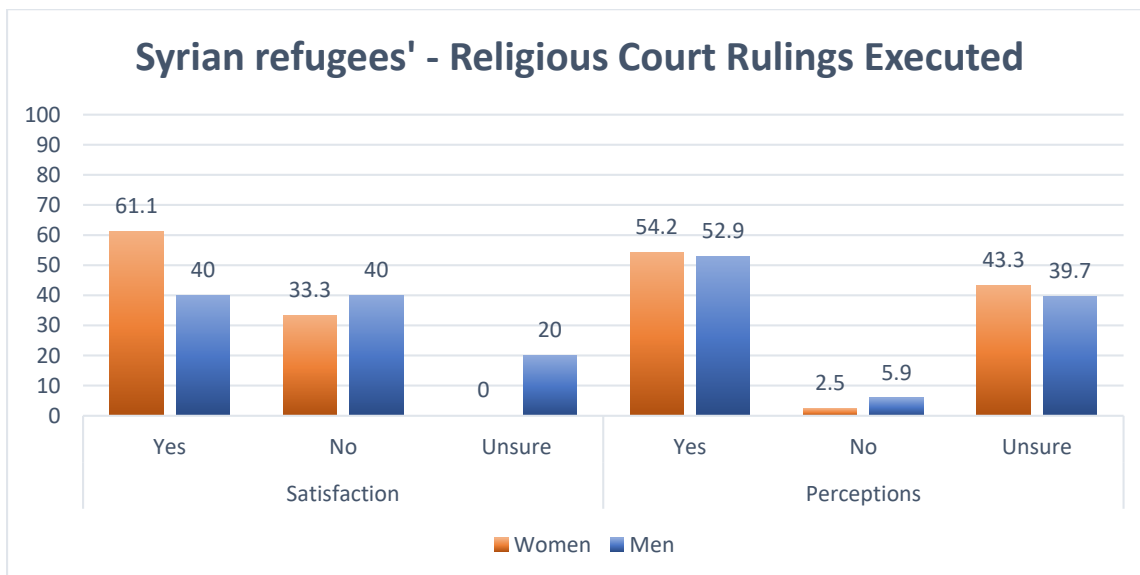
Jordanian women and 45.8% of Jordanian men reported being overall satisfied with religious court timeliness.

Execution of Court Rulings  
Civil/Criminal/Juvenile Courts



**Syrian refugee men were more likely than Syrian refugee women to report having their civil court ruling executed. Indeed, 52.9% of Syrian refugee women, compared to 60.9% of Syrian refugee men reported that their ruling was executed. It is worth noting that Syrian refugees were more likely than Jordanians to report having their civil court ruling executed. Just 45.8% of Jordanian women and 45.6% of Jordanian men reported that their rulings were executed.**

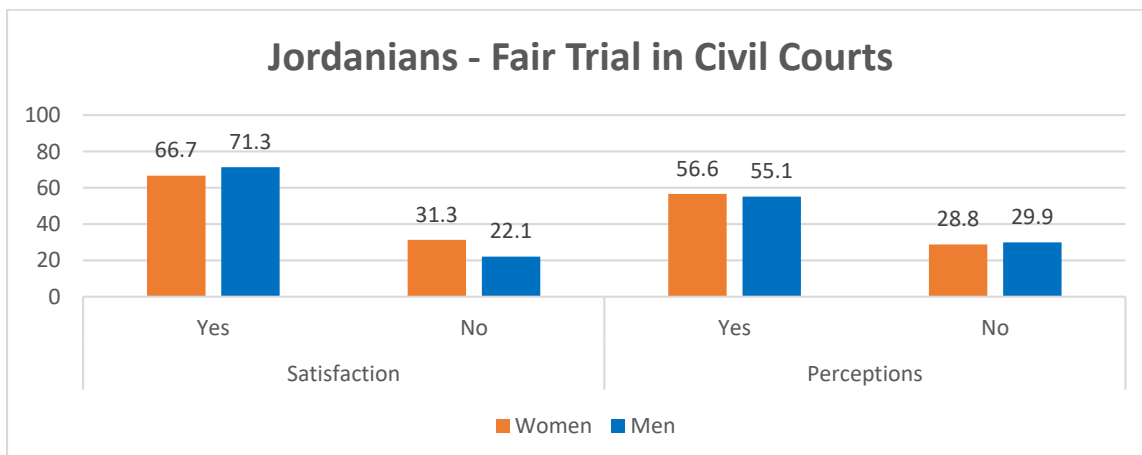
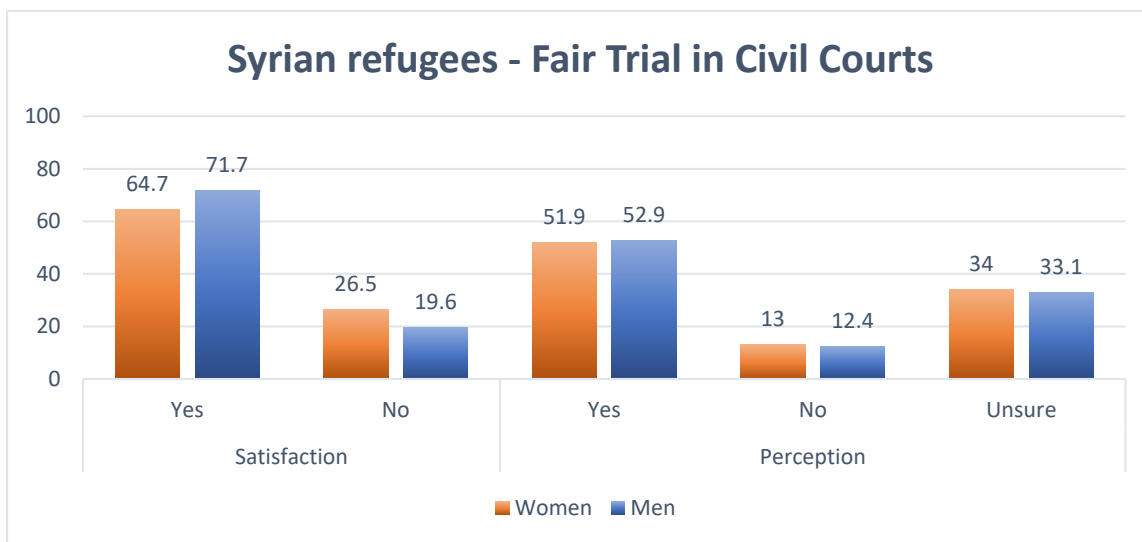
Religious Courts



**Syrian refugee women who took a legal matter to religious courts were far more likely than men who did the same to report that their court ruling had been executed.** 61.1% of women compared to just 40% of men reported as much.

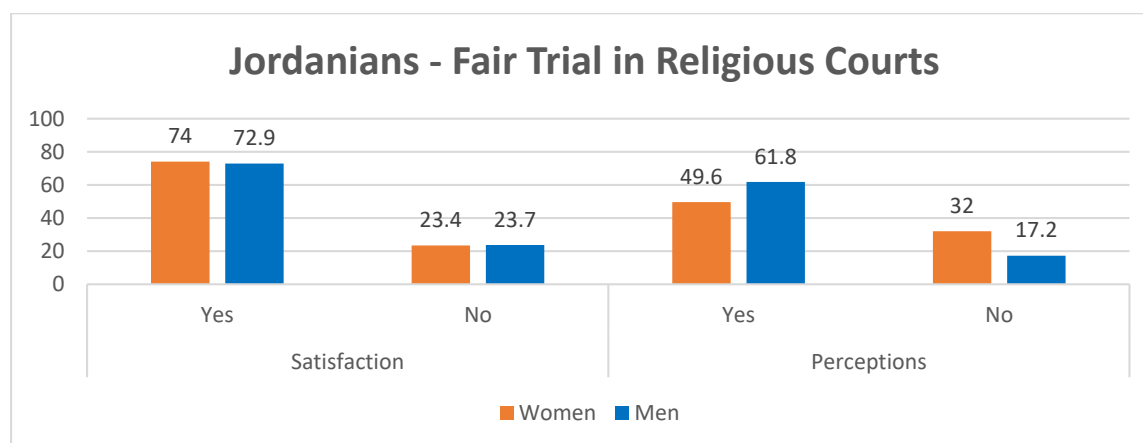
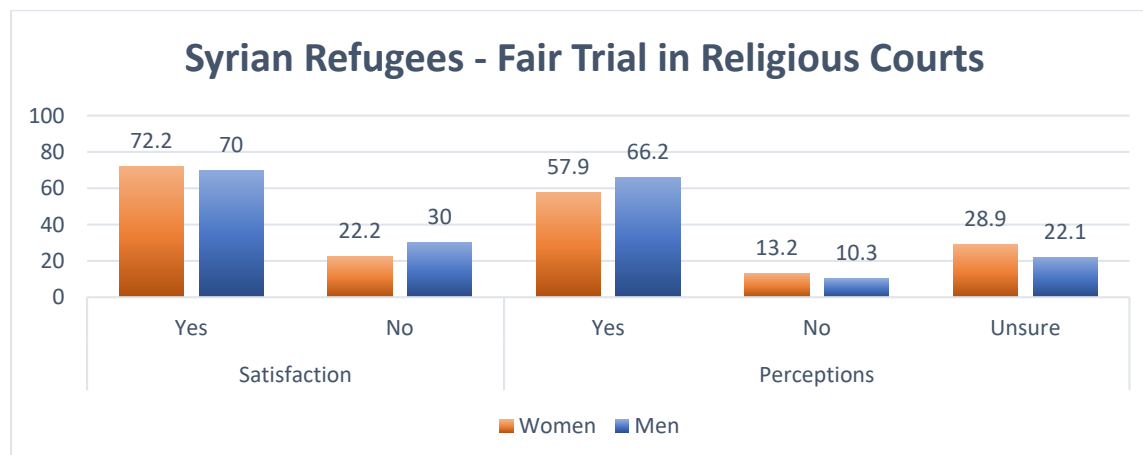
Syrian refugee women who took legal matters to religious courts were more likely than Jordanian women who did the same to report that their court rulings were executed (61.1%, compared to 58.4%, respectively). Jordanian men, however, were more likely than Syrian refugee men to report that their religious court ruling had been executed (59.3% compared to 40%, respectively.)

### Fairness of Court Procedures and Rulings Civil/Criminal/Juvenile Courts



**Syrian refugee women were less likely than Syrian refugee men to believe they had a fair trial in civil courts.** Only 64.7% of Syrian refugee women who took legal matters to court believed as much, compared to 71.7% of Syrian refugee men. Syrian refugees and Jordanians were almost equally likely to report having received a fair trial in the civil courts, both in terms of experiences and satisfaction.

## Religious Courts



**Syrian refugee women and men were nearly equally likely to report having a fair trial in the religious courts.** Indeed, 72.2% of Syrian refugee women, compared to 70% of Syrian refugee men reported having a fair trial. This is only slightly less than Jordanians, with 74% of Syrian refugee women and 72.9% of Syrian refugee men reporting having a fair trial. Showing a similar trend to Jordanians, Syrian refugee women’s perceptions were much less positive than their experiences, with 57.9% of Syrian refugee women perceiving that they would receive a fair trial in the religious courts; while Syrian refugee men’s perceptions were slightly less positive than their experiences, with 66.2% of Syrian refugee men perceiving that they would receive a fair trial in the religious courts.

## 2.5 NGOs and Legal Aid Providers

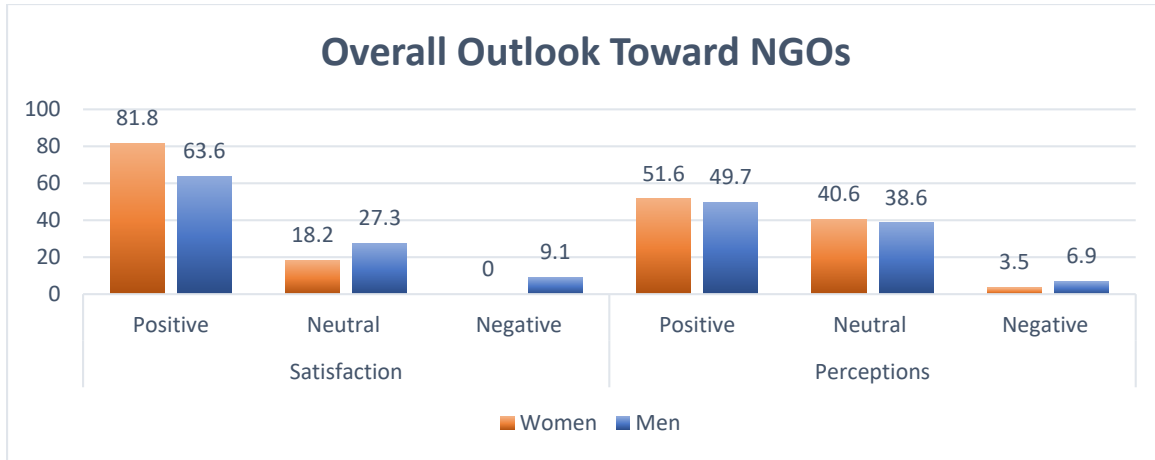
Of the 18.6% of Syrian respondents who took legal matters to court, 39% of these obtained legal representation from an NGO or legal aid provider. Of these 39%, 46.7% were women and 44.8% were men.

In order to better understand satisfaction with NGOs and legal aid providers (henceforth NGOs), respondents who obtained these services were asked to evaluate if NGOs were reliable at ensuring just



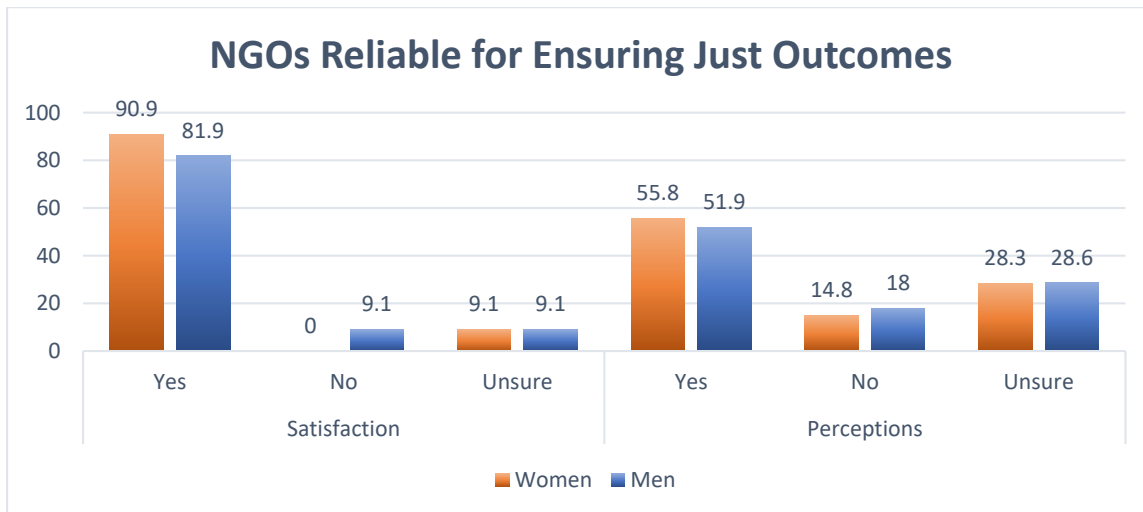
outcomes and if the respondent would seek the help of an NGO if they had a legal matter in the future. As NGOs offer services regardless of the court to which legal matters are taken, data about NGOs are presented without regard to the court type respondents selected.

### Satisfaction with NGOs and Legal Aid Providers



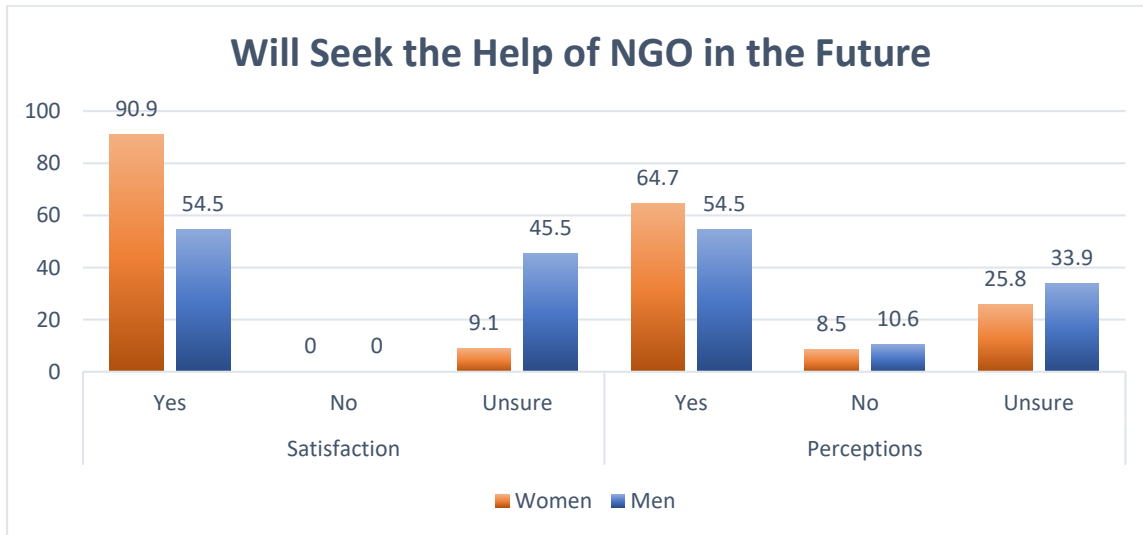
All factors considered, **Syrian refugee women were substantially more likely than Syrian refugee men to have an overall positive satisfaction with NGOs.** Indeed, 81.8% of women reported an overall satisfaction compared to 63.6% of men.

**Syrian refugee men and women had comparably positive perceptions of NGOs** in that 51.6% of women and 49.7% of men reported an overall positive perception of NGOs.



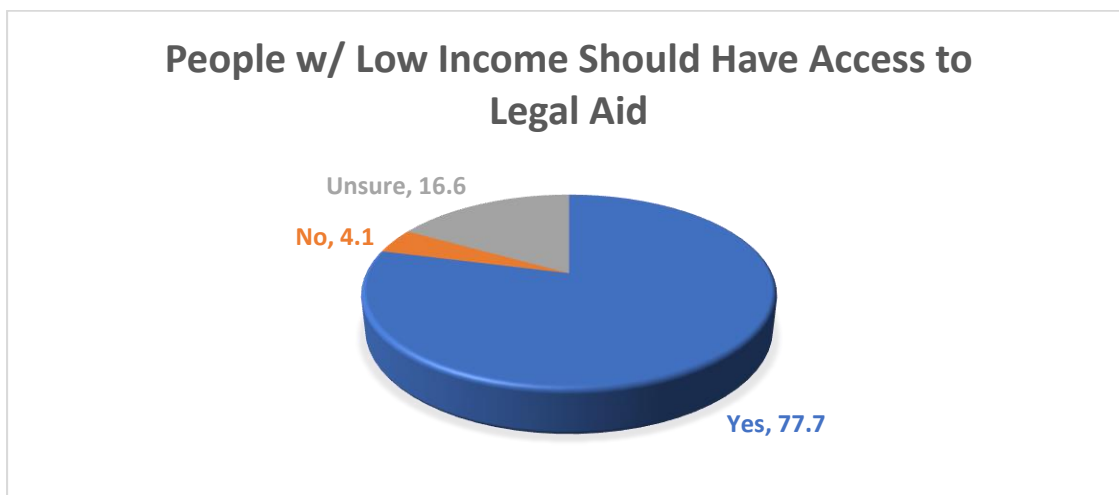
Syrian refugee women and men exhibited high levels of confidence in the ability of NGOs to ensure just outcomes; nevertheless, Syrian refugee women (90.9%) were more confident than Syrian refugee men (81.9%).

There is, however, a significant gap between perceptions of NGOs and satisfaction, whereby only 55.8% of Syrian refugee women and 51.9% of Syrian refugee men who did not take legal matters to court believed in the ability of NGOs to ensure justice.

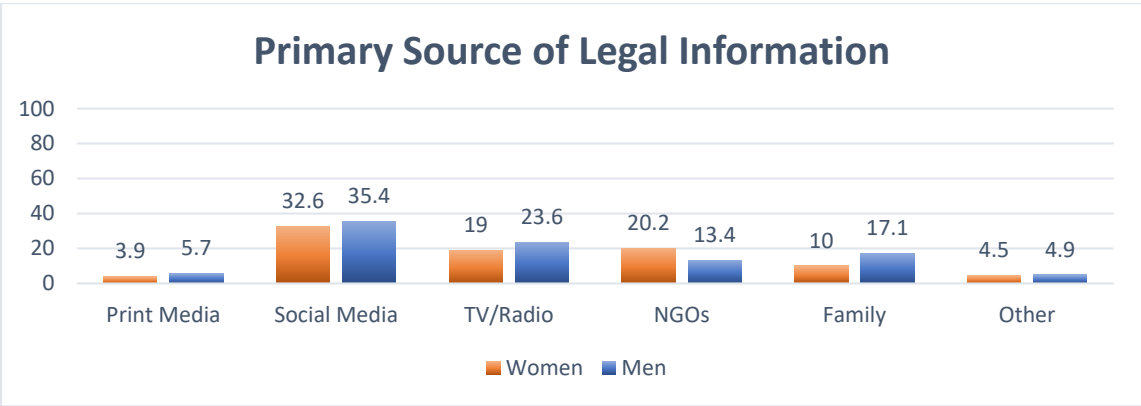
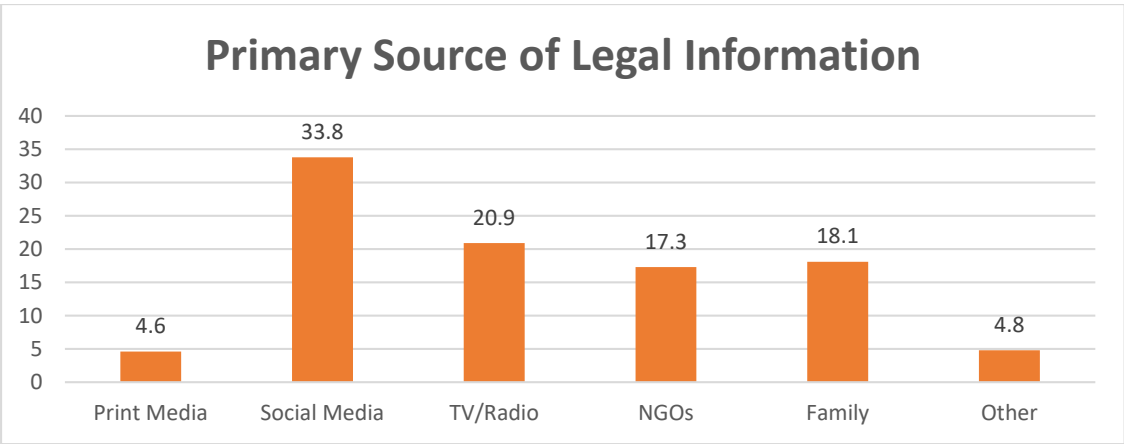


Syrian refugee women were far more likely than Syrian refugee men to indicate that they would seek the help of an NGO in the future. In fact, 90.9% of women, compared to just 54.5% of men, indicated as much.

#### Availability of Legal Aid and Legal Information

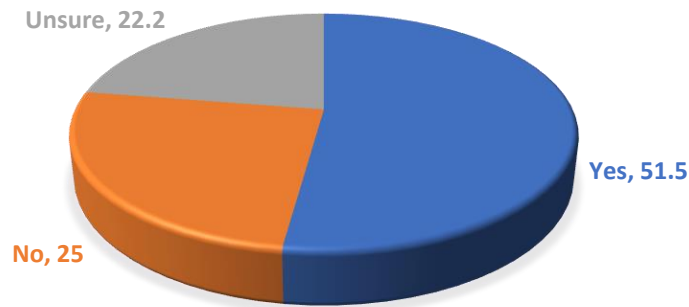


Syrian refugees overwhelmingly supported the provision of free or low cost legal aid for those with low income. 77.7% of respondents (78% of women and 77.1% of men) reported as much.



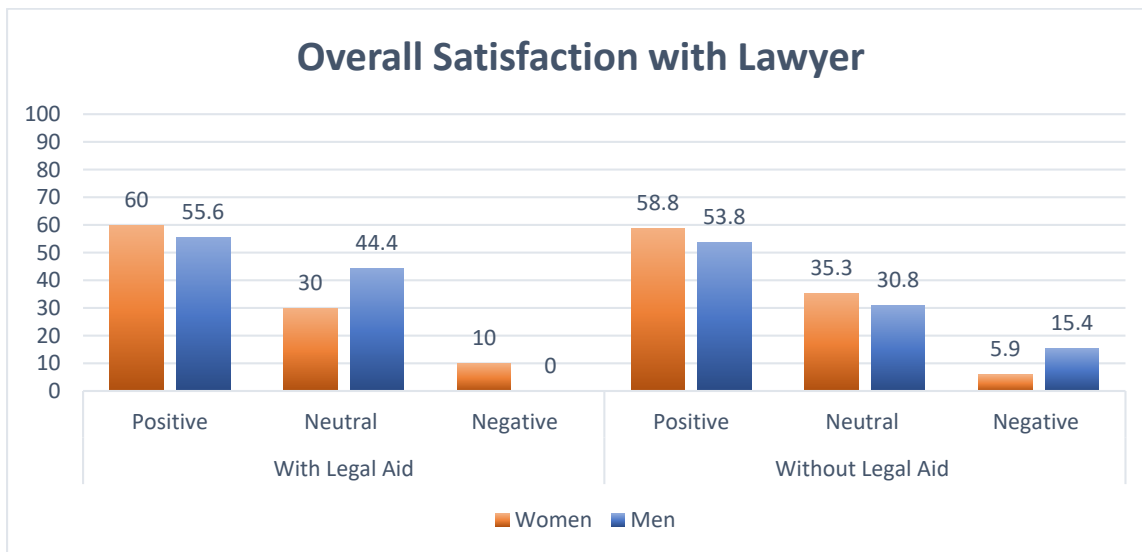
**Overwhelmingly, Syrian refugees obtained legal information from social media**, with 33.8% of respondents reporting as much. There are, however, interesting differences in the source of legal information for women and men. For example, **women (20.2%) were much more likely than men (13.4%) to obtain legal information from NGOs**. Meanwhile, **men (17.1%) were more likely than women (10%) to obtain legal information from family**. In efforts to disseminate legal information, it is important that NGOs capitalize on social media, TV/radio (where possible) and community networks.

## Satisfied with Availability of Legal Information

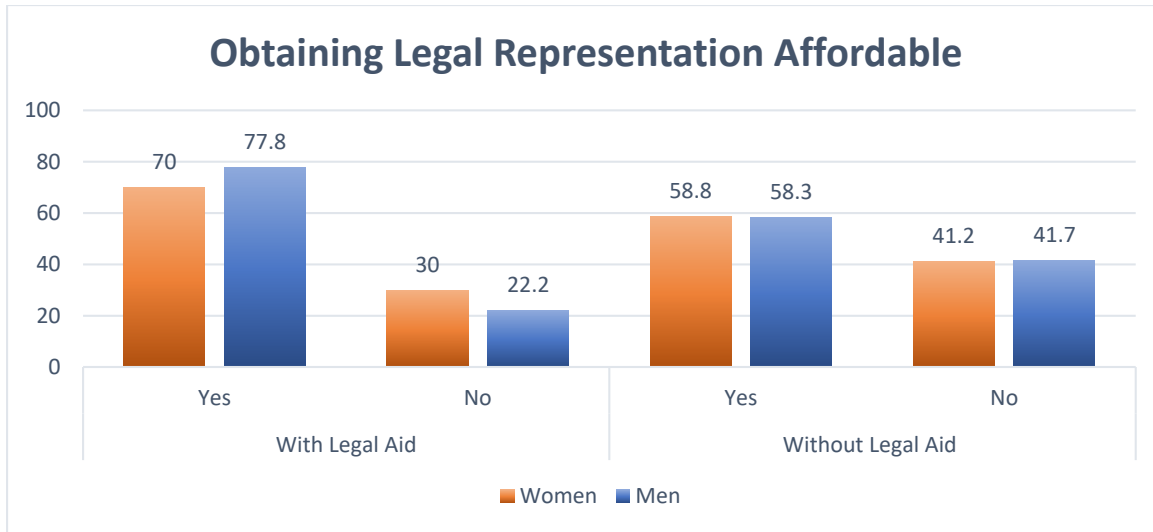


There is moderate satisfaction with the availability of legal information among Syrian refugees. 51.5% of respondents (53.4% of Syrian refugee women and 48.4% of Syrian refugee men) reported being satisfied with the availability of legal information.

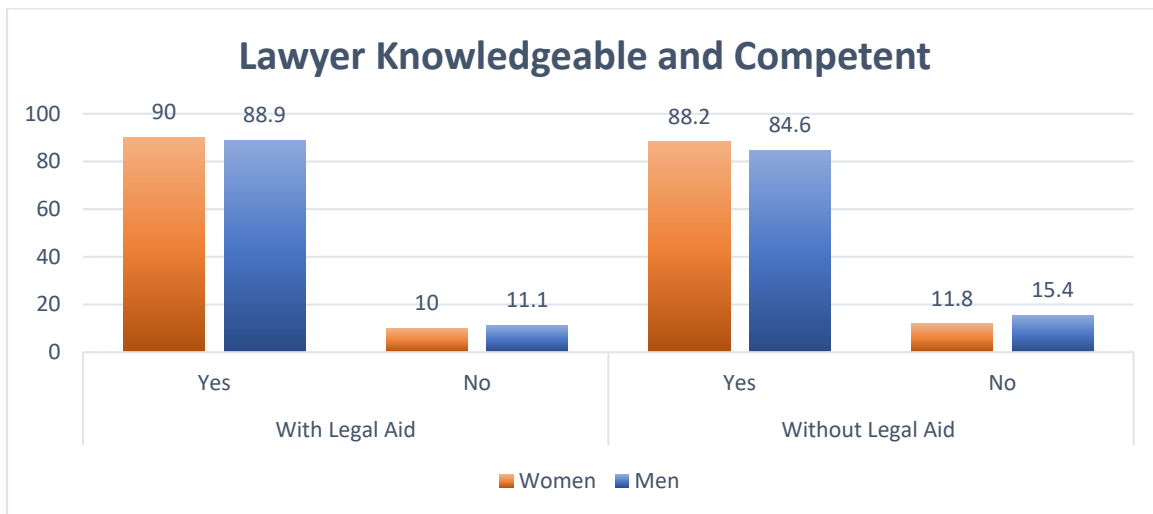
### Impact of Legal Aid on Satisfaction with Lawyers



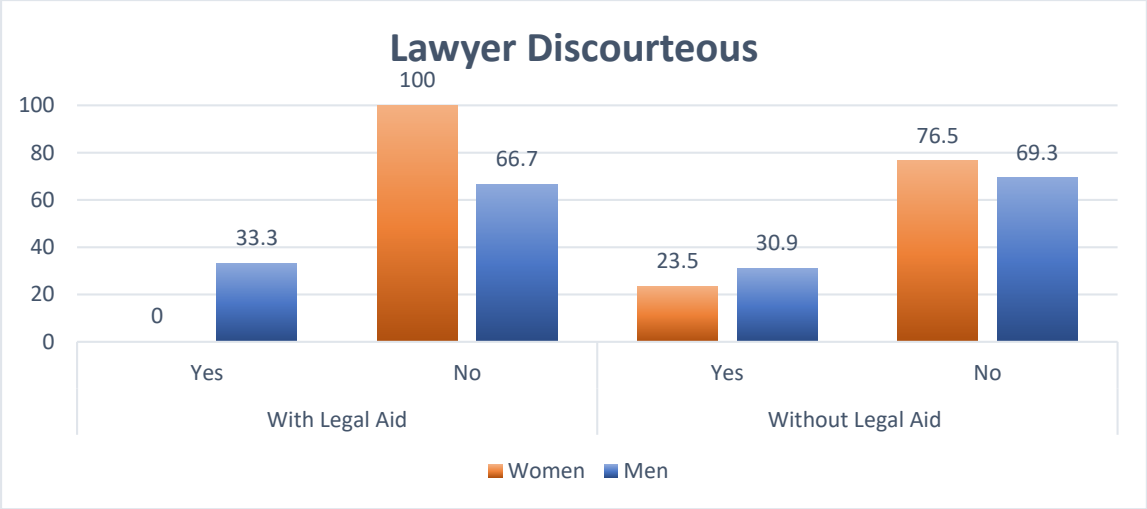
Overall satisfaction with lawyers was higher among those who had legal aid, and Syrian refugee women were more likely than Syrian refugee men to report an overall positive satisfaction. 60% of Syrian refugee women and 55.6% of Syrian refugee men who had legal aid had an overall positive satisfaction with their lawyer, while 58.8% of Syrian refugee women and 53.8% of Syrian refugee men who did not have legal aid reported being overall satisfied with their lawyer.



Regardless of gender, **individuals who had legal aid were much more likely than individuals who did not have legal aid to find obtaining a lawyer affordable.** Indeed, 70% of women and 77.8% of men who had legal aid found obtaining a lawyer affordable, compared to just 58.8% of women and 58.3% of men who did not have legal aid.

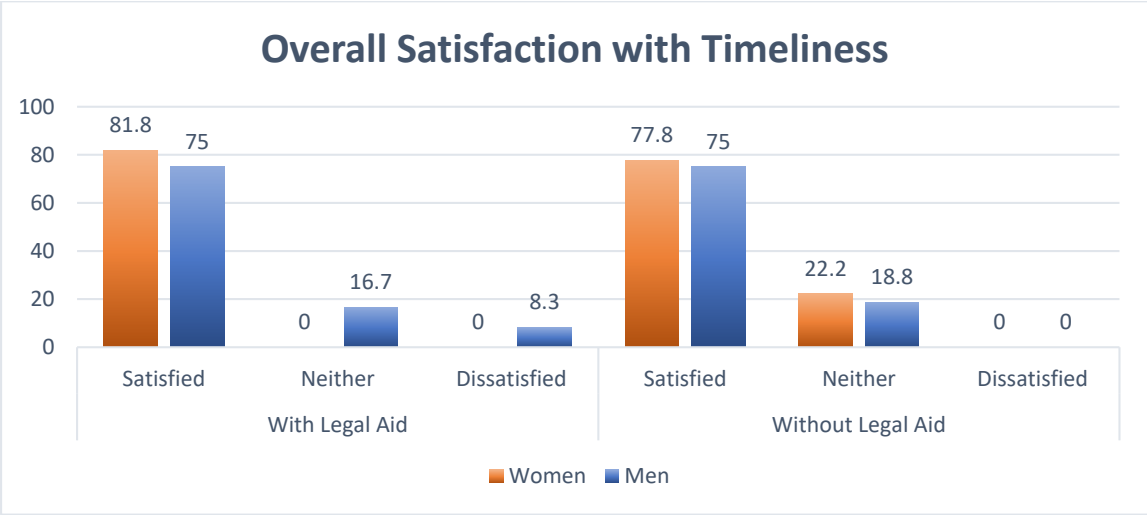


**Individuals who had legal aid were slightly more likely than individuals who did not have legal aid to find their lawyer knowledgeable and competent.** 90% of Syrian refugee women and 88.9% of Syrian refugee men with legal aid reported having a knowledgeable lawyer, while 88.2% of Syrian refugee women and 84.6% of Syrian refugee men without legal aid reported the same.

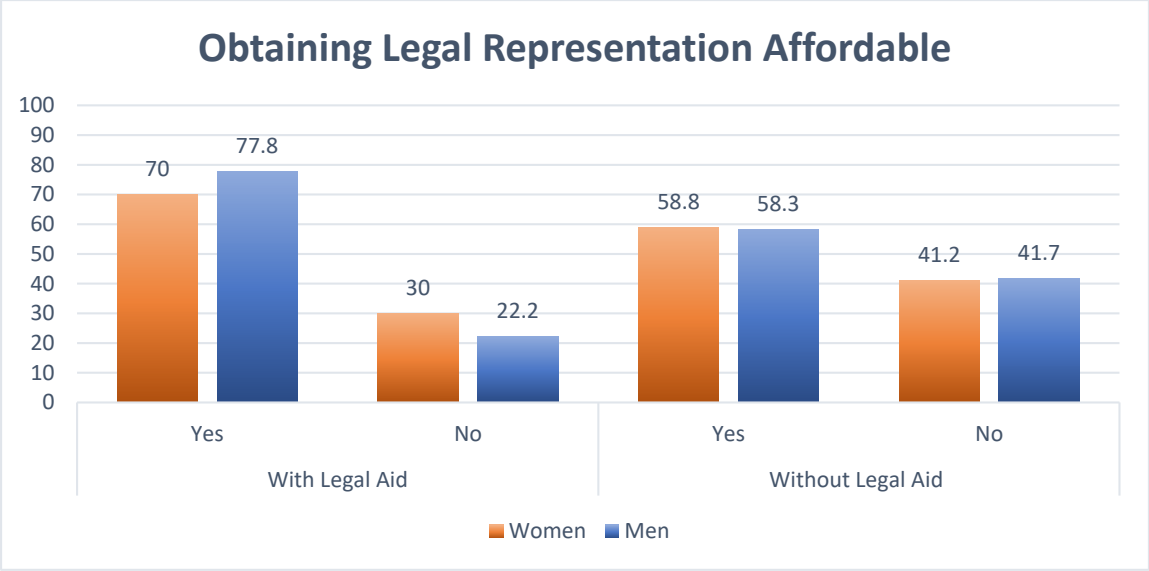


**Syrian refugee women reported significantly better treatment when they had NGO-provided legal aid services.** While 76.5% of Syrian refugee women without legal aid indicated having a lawyer who was not discourteous, 100% of Syrian refugee women with legal aid reported the same. Meanwhile, **Syrian refugee men were significantly more likely to report discourteousness, irrespective of whether or not they had legal aid.** 33.3% of Syrian refugee men with legal aid reported discourteousness, as did 30.9% of Syrian refugee men without legal aid

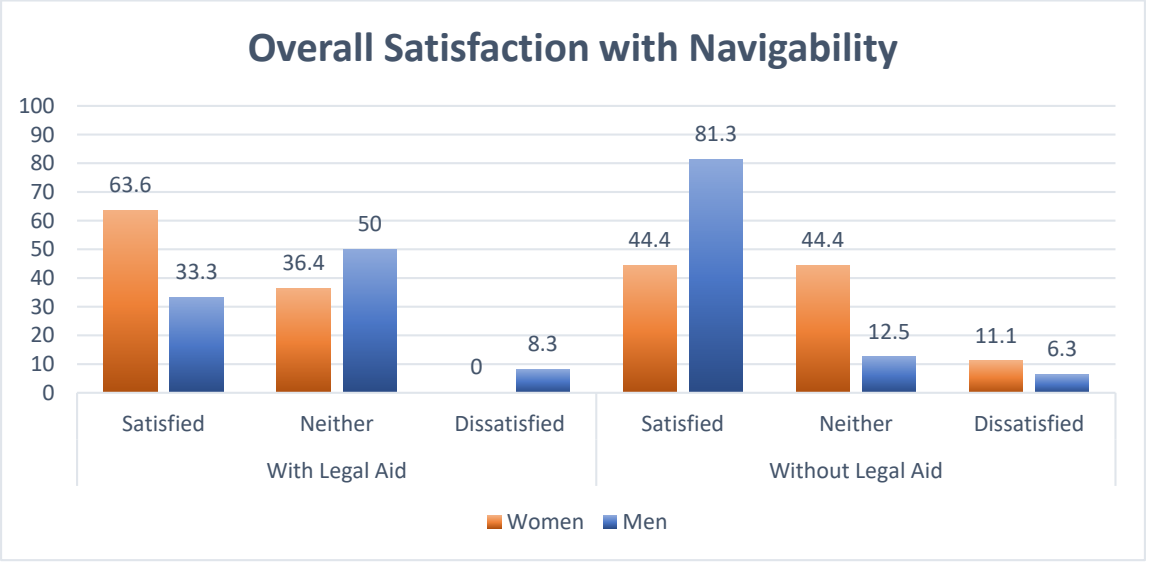
Impact of Legal Aid on Access to Justice



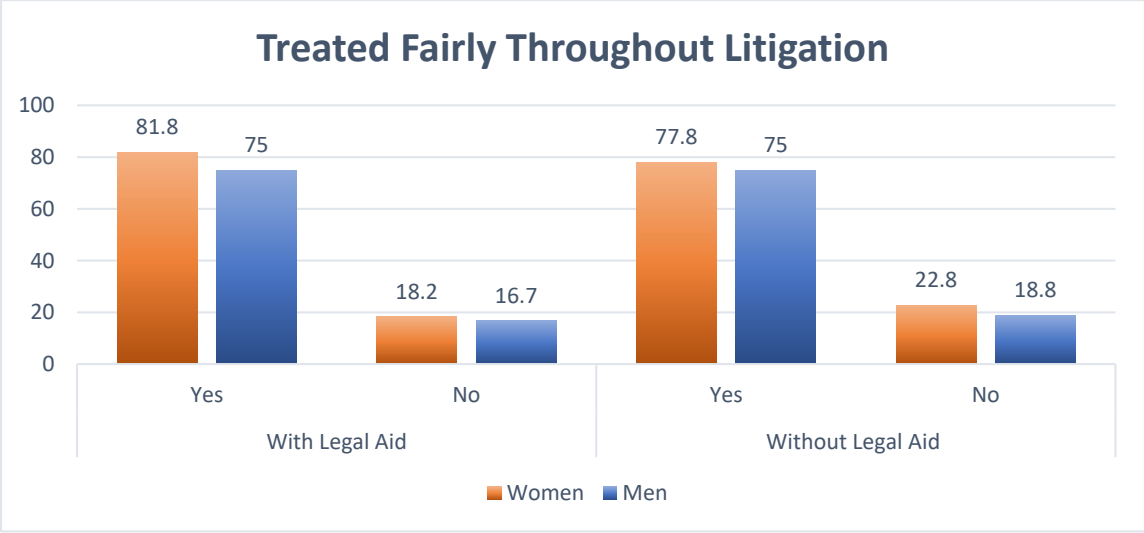
**Syrian refugee women who had legal aid were more likely than Syrian refugee women without legal aid to report being satisfied with the time it took to settle their legal matters.** 81.8% of Syrian refugee women with legal aid reported overall satisfaction, compared to 77.8% of Syrian refugee women without legal aid. 75% of Syrian refugee men were satisfied, regardless of if they had legal aid.



Regardless of gender, **Syrian refugees with legal aid – especially men - were more likely than Syrian refugees without legal aid to report having an overall satisfaction with the affordability of litigation.** Indeed, 66.7% of women with legal aid and 62.5% of women without legal aid were satisfied with affordability. Meanwhile, 55.6% of men with legal aid were satisfied with affordability, compared to only 11.1% of men without legal aid.

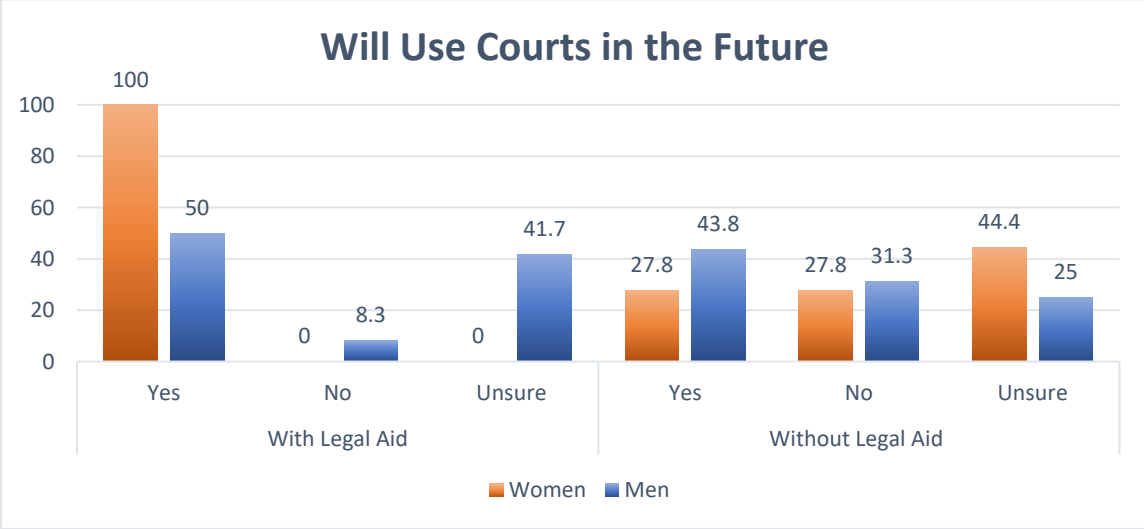


**Women who had legal aid were far more likely than women who did not have legal aid to report being satisfied with the navigability of the courts (63.6% compared to 44.4%, respectively).** Interestingly, however, **men who had legal aid were significantly less likely than men who did not have legal aid to report being satisfied with the navigability of the courts (33.3% compared to 81.3%, respectively).**



**Syrian refugee women who had legal aid were more likely than Syrian refugee women without legal aid to report having been treated fairly throughout the process of litigation.** 81.8% of women with legal aid, compared to 77.8% of Syrian refugee women without legal aid reported being treated fairly.

**Syrian refugee men (75%) were equally likely to report fair treatment – regardless of whether they had legal aid.**



**Syrian refugee women who had legal aid were substantially more likely than women who did not have legal aid to report a willingness to litigate future legal matters.** Whereas just 27.8% of Syrian refugee women without legal aid reported being willing to take future legal matters to court, 100% of women with legal aid reported the same. While men with legal aid were much less likely than women with legal aid to be willing to take future legal matters to court, **Syrian refugee men with legal aid (50%) were more likely than men without legal aid (43.8%) to take future legal matters to court.**



## KEY TAKEAWAYS

- Syrian refugees are less likely to pursue their legal matters in court than Jordanians due to a series of factors, including financial considerations, a feeling of power imbalance, between themselves and Jordanian justice sector actors, and a lack of confidence in the justice sector (including a fear of deportation).
- Syrian refugee women are less likely than their male counterparts to pursue legal action, or even alternative dispute resolution methods, among others, due to reported sociocultural pressures, such as the culture of *'aib (culture of shame)*.
- Affordability of lawyers and court fees are an obstacle in seeking access to justice.
- Syrian refugees were substantially less likely to report being able to easily read and understand court and legal documents.
- Syrian refugees report more satisfaction with religious courts than civil courts.
- Syrian refugees' experiences of NGOs and legal aid providers are much more positive than their perceptions.
- Syrian refugee women are more likely to seek help from an NGO than Syrian refugee men.
- Syrian refugees with legal aid were overall more satisfied with the lawyer than those without legal aid. (though marginal)
- Syrian refugees with legal aid were more likely to report overall satisfaction with the affordability of litigation than those without legal aid.
- Syrian refugee women with legal aid were far less likely than those without legal aid to report having a lawyer who was discourteous.
- Syrian refugee women with legal aid were far more likely than those without legal aid to report that they would use courts in the future.

### 3 Perceptions of Justice-Related Issues Particularly Impacting Syrian refugees

#### 3.5 Transparency and Accountability

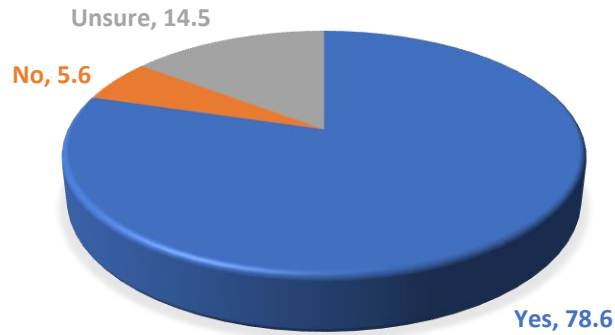


72.6% of respondents believed that if a police officer was found abusing their authority they were likely to face disciplinary action. 22.6% were unsure, while 3.8% did not believe this



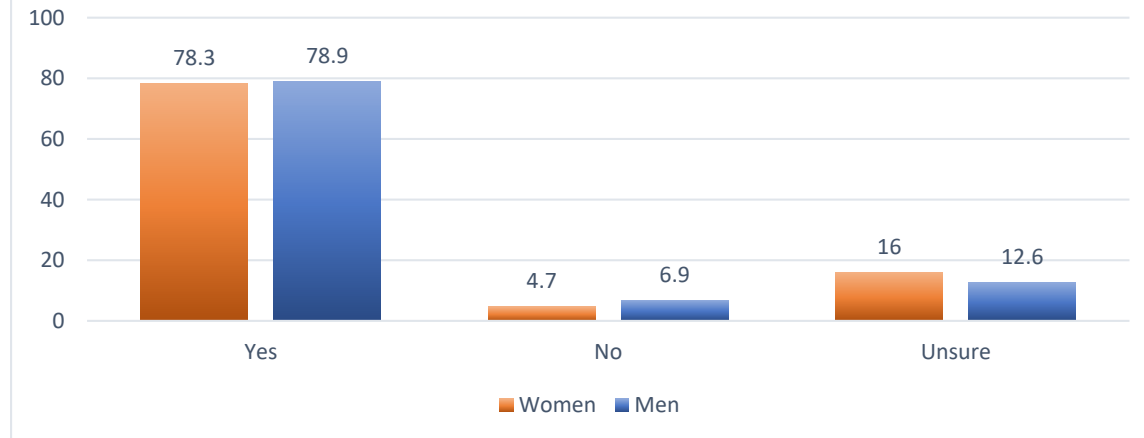
72.7% of women and 72.4% of men believed that if a police officer was found abusing their authority they were likely to encounter disciplinary action. 2.1% of women and 5.7% of men believed they were not likely to be disciplined. 24.6% of women and 20% of men were unsure.

### Wasta is a Serious Problem in Jordan



78.6% of respondents believed that *wasta* (connections) was a serious problem in Jordan. 5.6% did not think it was a serious problem, and 14.5% were unsure.

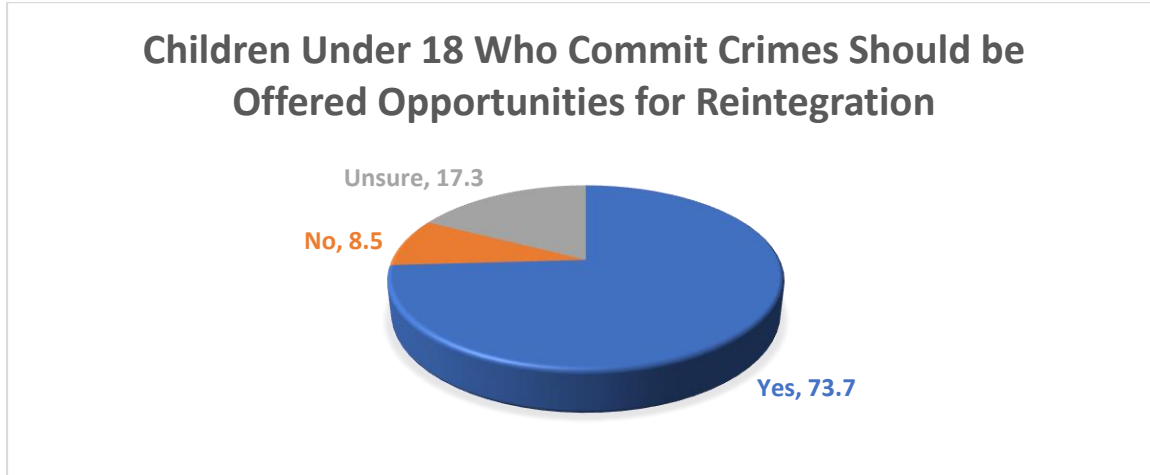
### Wasta a Serious Problem in Jordan



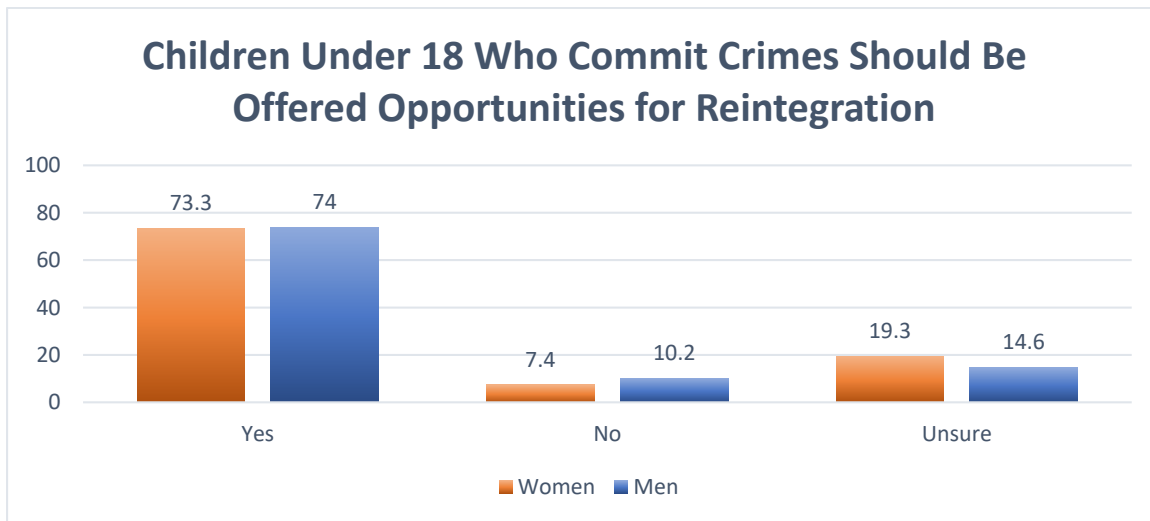
78.3% of women and 78.9% of men believed that the use of *wasta* (connections) was a serious problem in Jordan. In contrast, 4.7% and 6.9% of women and men, respectively, believed otherwise. 16% of women and 12.6% of men were unsure.

### 3.6 Juveniles

#### Rehabilitation and Recidivism

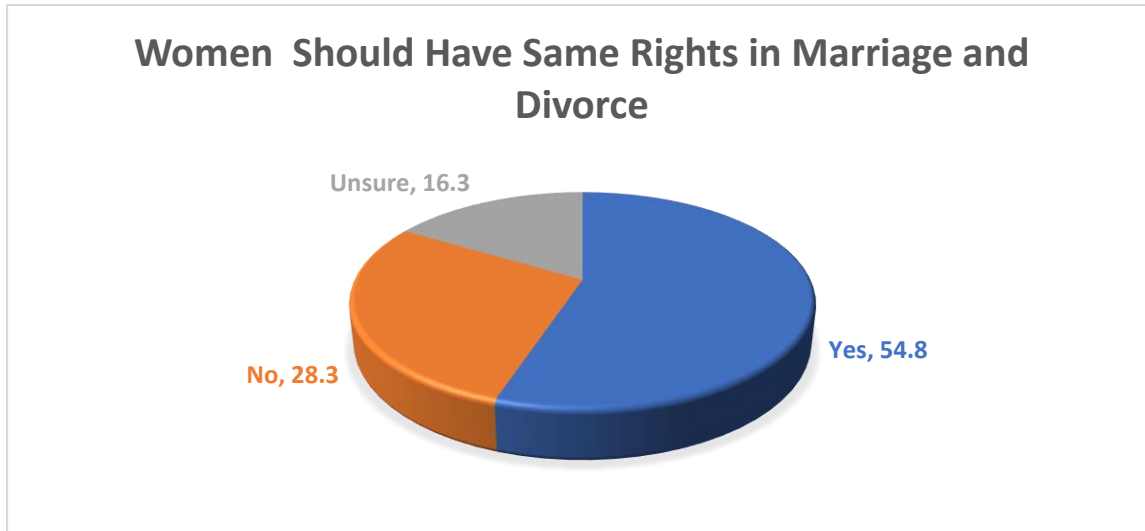


73.7% of respondents believed that children under the age of 18 who commit crimes should be offered opportunities for reintegration. In contrast, 8.5% did not and 17.3% were unsure.

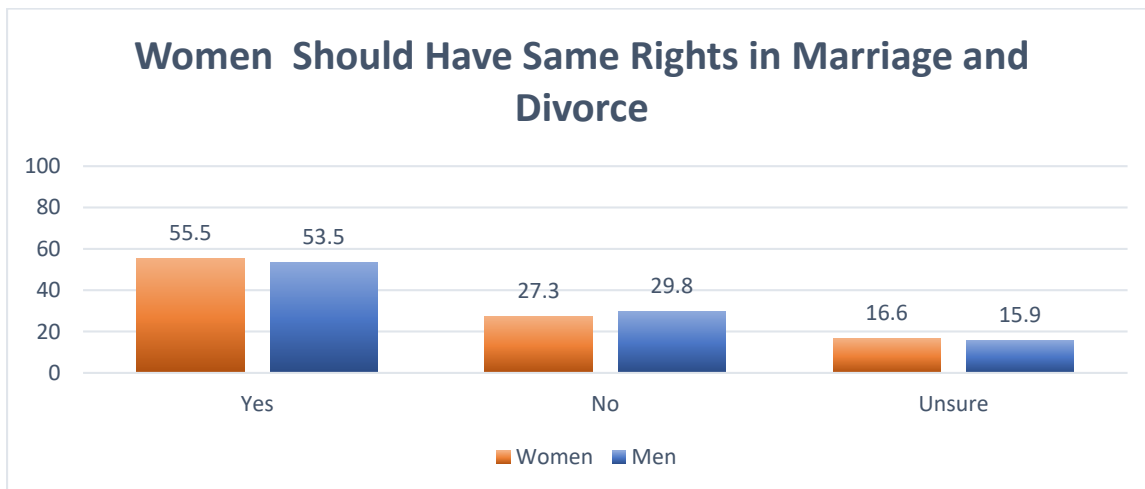


73.3% of women and 74% of men believed that children under the age of 18 who commit crimes should be offered opportunities for reintegration. 7.4% of women and 10.2% of men believed that they should not be offered opportunities for reintegration. Additionally, 19.3% of women and 14.6% of men were unsure.

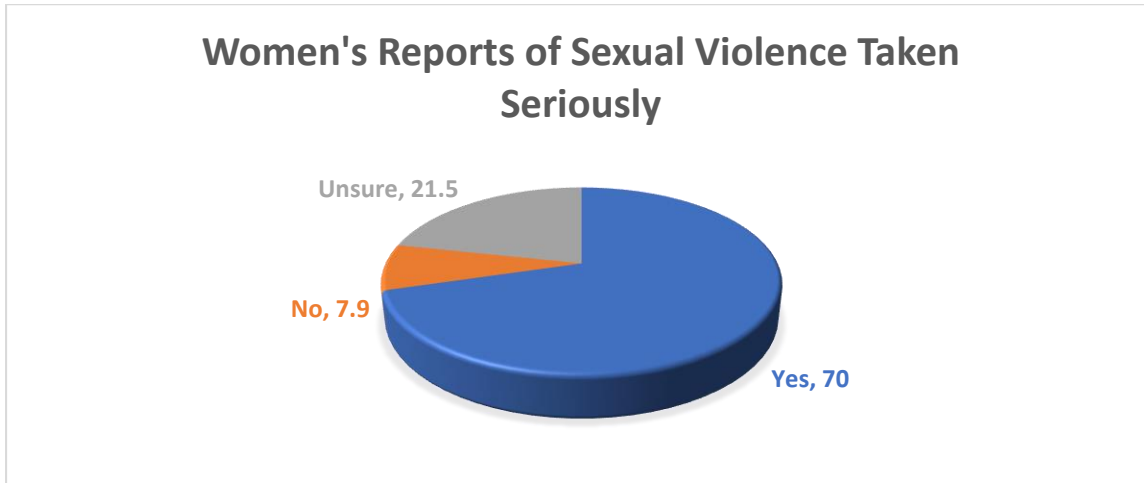
### 3.7 Women



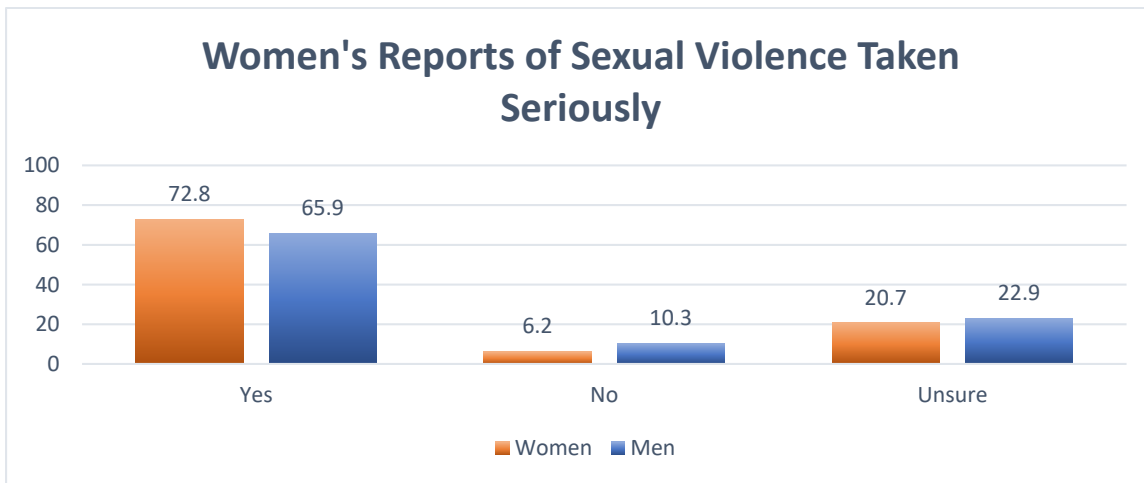
54.8% of respondents believed that women should have the same rights as men in marriage and in divorce, 28.3% did not believe that and 16.3% were unsure.



55.5% of women and 53.5% of men believed that women should have the same rights as men in marriage and in divorce. 27.3% of women and 29.8% of men did not believe women should have these same rights, while 16.6% of women and 15.9% of men were unsure.



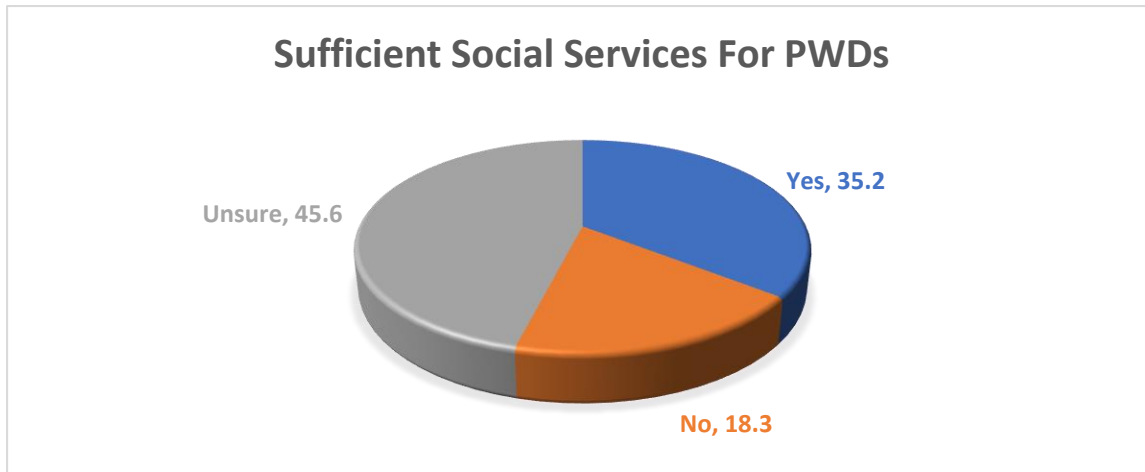
Overall, 70% of respondents believed that reports of sexual violence were taken seriously by authorities in Jordan, while 21.5% were unsure and 7.9% did not.



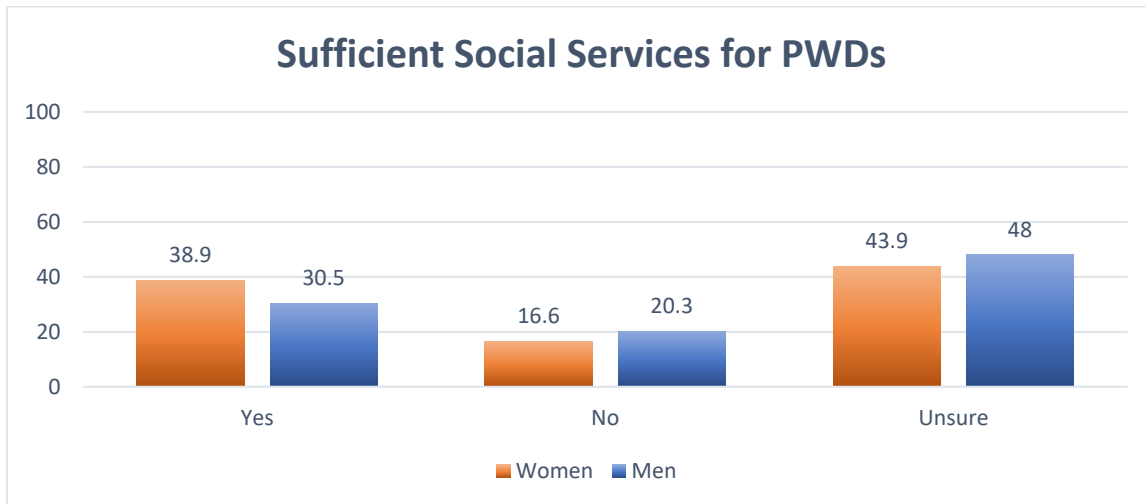
72.8% of women and 65.9 of men believed that reports of sexual violence were taken seriously by authorities. 20.7% of women and 22.9% of men were unsure, and 6.2% of women and 10.3% of men believed that reports weren't taken seriously.

The potential effects of a lack of confidence that reports of sexual violence would be taken seriously, surfaced in discussions with Syrian refugee women about workplace practices. It was reported by some that they felt unable to report sexual harassment in the workplace because they did not believe that there would be any result of such action. Other reasons for not reporting workplace sexual harassment included that their family did not allow them to, that they feared that the problem at work would get worse, or that they feared losing their job.

### 3.8 Persons with Disabilities

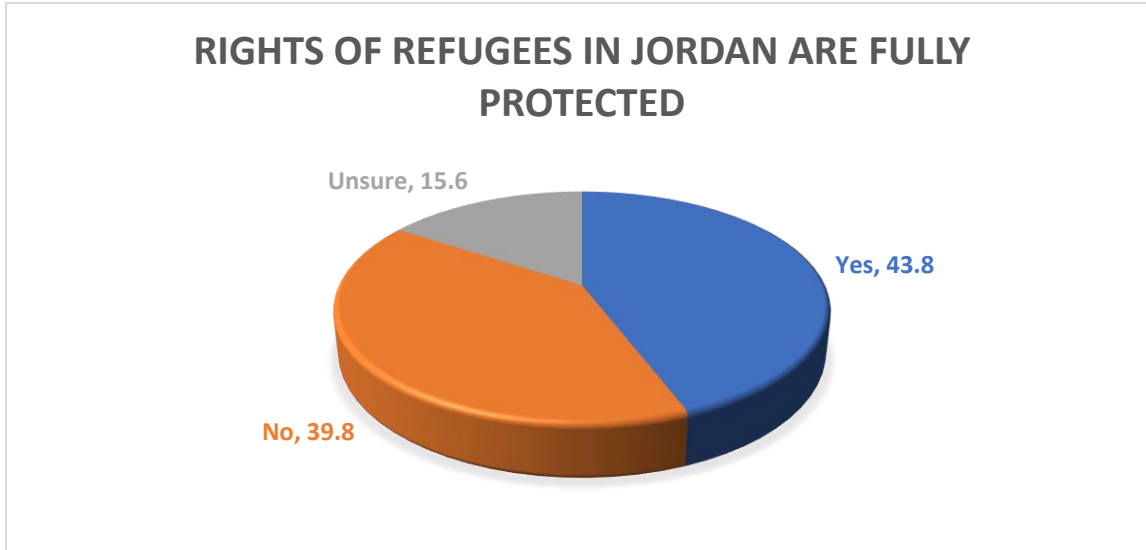


35.2% of respondents believed that there were enough social services for PWDs. 18.3% did not believe there were sufficient services, while 45.6% were unsure.

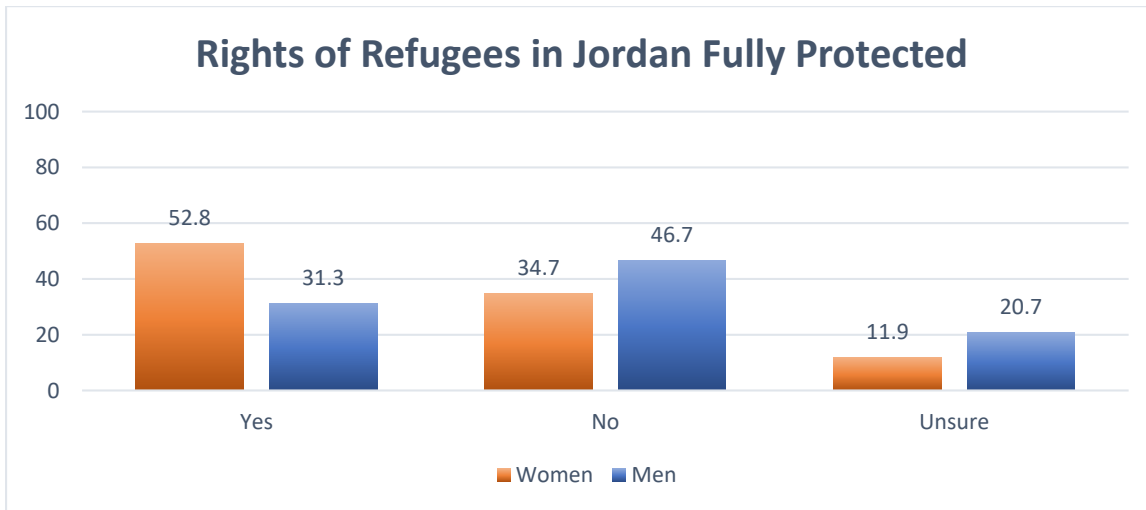


38.9% of women and 30.5% of men believed that there were enough social services for PWDs. 43.9% of women and 48% of men were unsure, while 16.6% of women and 20.3% of men did not believe there were enough social services.

### 3.9 Refugees



43.8% of respondents believed that the rights of refugees in Jordan were fully protected. 39.8% did not think they are, while 15.6% were unsure.



52.8% of women, compared to 31.3% of men, believed that the rights of refugees in Jordan were fully protected. 34.7% of women and 46.7% of men believed that the rights of refugees were not protected. Additionally, 11.9% of women and 20.7% of men were unsure.



### Key Takeaways:

- Both Syrian men and women refugees overwhelmingly view *wasta* as a problem in Jordan.
- Uncertainty was found among Syrian refugees as to whether there were sufficient services for PWDs.
- Less than half of Syrian refugees reported to feel that their rights are fully protected in Jordan.